

LABOR CATEGORY #18 – BUSINESS CONTINUITY MANAGEMENT SYSTEM (BCMS) SUPPORT

Background

Business Continuity Management (BCM) has become essential as a result of an audit conducted by the International Board of Auditors on the lack of policies and standards for BC planning within NATO to ensure the continuous delivery of products and services. This post will be instrumental and unique in providing the required support to the BC Staff Officer for the development and execution of the BC Plan. The existing BC Plans are outdated, inaccurate, and have not been tested or exercised. The lack of BCMS activity has made HQ SACT and subordinate commands non-compliant with ISO requirements and NATO directive. This position is critical to supporting the BC program to meeting compliance and to assist with the Secretary General's expectation to achieve a World Class BC Program by 2030.

Number of Candidates: 1

Location: Norfolk, VA, USA (On-site)

Period of Performance:

Base Period: on or about **1 May 2025** – 31 December 2025

Option Period One: 1 January 2026 – 31 December 2026

Option Period Two: 1 January 2027 – 31 December 2027

Option Period Three: 1 January 2028 – 31 December 2028

Option Period Four: 1 January 2029 – 31 December 2029

Taskings:

This SOW outlines the tasks and deliverables currently anticipated by the parties during the SOW term. Upon approval, the contractor will provide HQ SACT the following services and products:

1. Assist the BC Staff Officer maintain the HQ SACT BCMS based on requirements of the NATO BCM Policy and International Standards outlined in ISO 22301 and ISO 22313.
2. Assist the BC Staff Officer in performing risk, threat, and dependency analysis to identify unacceptable levels of risk and single points of failure.
3. Assist the BC Staff Officer with the development and upkeep of BC Plans and Crisis Management Plans.
4. Assist the BC Staff Officer communicate BC Plans across directorates.
5. Assist the BC Staff Officer with developing proof of concept exercises to test BC Plans.

6. Assist the BC Staff Officer with scheduling and execution of BC Plan testing and exercising. This includes recording the event, participants, duration of test/exercise, and any other relevant information deemed necessary.
7. Assist the BC Staff Officer with the development of Lessons Identified and Lessons Learned documentation post BC Plan exercises.
8. Assist the BC Staff Officer with providing oversight and assistance to the HQ SACT subordinate commands to include providing mentorship and training, obtaining reports/inputs for ACT's participation in the Business Continuity Advisory Group (BCAG), compiling data for the annual BC Maturity Report and assisting with improving scores if possible.
9. Assist BC Staff Officer with upkeep of BC, Emergency Action, Incident Management policy, and training material to meet any audience or level of leadership.
10. Assist the BC Staff Officer with integration of Emergency Action Plans (EAP), Computer and Information System (CIS) Disaster Recovery Plan (DRP), and Incident Management Team (IMT) Pre-planned Responses (PPR) for seamless action and BC Plan implementation.
11. Assist the BC Staff Officer with documentation management from maintaining a document review schedule; keeping records of training, testing, exercising, and lessons learned from events; recording BC Working Group (BCWG) agenda, decisions, and outcomes; and any other documentation requirements.
12. Assist the BC Staff Officer with preparation, coordination, inventory, testing, and communicating of plans actioned by the IMT.
13. Make recommendations for program and process improvement to BC Staff Officer and Branch leadership, as available.
14. Be a Subject Matter Expert (SME) on BC projects, events, documentation, and partnerships.
15. Maintain the BC program functions even in absence of BC Staff Officer should the posting become vacant. The contractor will not have decision authority, but will report to, communicate, and coordinate efforts with the Section Head or Branch Head to maintain functions above required to keep the BC program compliant.

Expected products.

- A. One (1) comprehensive BC Plan and Crisis Management Plan that includes at a minimum:
 - (1) An analysis of the threats faced by the HQ SACT and risks thereof;
 - (2) A defined BC Risk Appetite by the HQ SACT Risk Manager;

- (3) An analysis of the impact on NATO should key processes within HQ SACT be disrupted;
 - (4) One or more strategies to ensure availability of those resources;
 - (5) Plans for each strategy addressing:
 - a. Preparation
 - b. Initiation
 - c. Execution
 - d. Sustainment
 - e. Recovery
 - (6) Awareness, education, training, exercises, and evaluation process for the plan;
 - (7) A lessons learn and continuous improvement process for the plan
- B. One (1) Emergency Action Plan review, with updates as necessary, in line with BC Plans
 - C. Four (4) Workshops with each subordinate command (JFTC/JALLC/JWC)

Essential Qualifications

1. Certification or documentation of Business Continuity training.
2. At least 3 years of experience with a BCMS
3. NATO SECRET Security Clearance or national equivalent
4. Demonstrated proficiency in English as defined in STANAG 6001 (Standardized Linguistic Profile (SLP) 3333 – Listening, Speaking, Reading and Writing) or equivalent
5. Skill in maintaining effective working relationships with both internal and external stakeholders to serve as primary or secondary point-of-contact for HQ SACT continuity program and projects.
6. Comprehensive knowledge of the full range of principles, concepts, and methodologies associated with BC program and project management.
7. Writing - Ability to prepare written documentation to transfer technical information about concepts, situations, products, services, or results to audiences with varying levels of technical knowledge. Thorough understanding of grammar, sentence structure, and intended audiences to the process of reviewing, editing, or constructively critiquing a document, publication, or message.
8. Communication - Skill in clearly and effectively conveying information verbally to senior leadership. Ability to deliver clear, effective communication and ability to take responsibility for understanding others. Ability to ask appropriate questions.
9. Computer Skills - Has the knowledge and ability to use computers and related technology efficiently. Proficient in Microsoft Office products (e.g. Word, PowerPoint, Excel, Access, Project, MS Teams, and SharePoint)