



Acquisition

esther.asensio@ncia.nato.int  
Telephone +32 (0)2 737 1021

NCIA/ACQ/2016/1998  
21 December 2016

**Market Survey Request for Information  
CIS Services for NATO Resolute Support Mission in  
Afghanistan  
NCI Agency Ref: MS-14425-RS**

NCI Agency is seeking information from Nations and their Industry regarding the possibility to deliver SLA based CIS services meeting the requirements for NATO and Coalition partner's requirements for the Resolute Support Mission

**NCI Agency Contracting Officer: Ms Esther Asensio**

E-mail: [esther.asensio@ncia.nato.int](mailto:esther.asensio@ncia.nato.int)

To: See Distribution List  
Subject: **NCI Agency Market Survey Request MS-14425-RS**  
**CIS Services for NATO Resolute Support Mission**

1. NCI Agency requests the assistance of the Nations and their Industry to identify providers that are able to meet NATO's requirement SLA-based CIS services within the Resolute Support Area of Operations in Afghanistan. This Market Survey is being issued to identify possible service suppliers and to identify any limitations or conditions that may need to be met before potential suppliers are able to submit bids for services in this area.
2. The broadest possible dissemination by Nations of this Market Survey Request to their qualified and interested industrial base is requested.



NATO Communications  
and Information Agency  
Agence OTAN d'information  
et de communication  
Avenue du Bourget 140  
1110 Brussels, Belgium  
[www.ncia.nato.int](http://www.ncia.nato.int)

NATO UNCLASSIFIED

Page 1



3. A summary of this requirement is set forth in the Annex A attached hereto. Respondents are requested to reply via the questionnaire at Annex B. Other supporting information and documentation (system overview and architecture overview, technical data sheets, marketing brochures, catalogue price lists, descriptions of existing installations, etc.) are also desired.
4. The NCI Agency reference for this Market Survey Request is MS-14425-RS and all correspondence and submissions concerning this matter should reference this number.
5. Responses may be issued to NCI Agency directly from Nations or from their Industry. Respondents are invited to carefully review the requirements in Annex A.
6. Responses shall in all cases include the name of the firm, telephone number, E-mail address, designated Point of Contact, and a NATO UNCLASSIFIED description of the capability available and its functionalities. This shall include any restrictions (e.g. export controls) for direct procurement of the various capabilities by NCI Agency. Non-binding product pricing information is also requested as called out in Annex B.
7. Responses are due back to NCI Agency no later than **close of business 31 January 2017**.
8. Please send all responses either via courier or email to the following NCI Agency contact:

For Attention Of: **Ms Esther Asensio Broodkoorn**  
Senior Contracting Officer  
Postal address: NATO CI Agency  
Bâtiment Z  
Avenue du Bourget 140  
1110 Brussels  
Belgium  
Email: [esther.asensio@ncia.nato.int](mailto:esther.asensio@ncia.nato.int)

9. Product demonstrations or face-to-face briefings/meetings with industry may be requested during this initial stage. Respondents are advised to await further instructions after their submissions and are requested not to contact any NCI Agency staff directly other than the POC identified above in Para 8.
10. Any response to this request shall be provided on a voluntary basis. Negative responses shall not prejudice or cause the exclusion of companies from any future procurement that may arise from this Market Survey. Responses to this request, and any information provided within the context of this survey, including but not limited to pricing, quantities, capabilities, functionalities and requirements will be considered as information only and will not be construed as binding on NATO for any future acquisition.



11. The NCI Agency is not liable for any expenses incurred by firms in conjunction with their responses to this Market Survey and this Survey shall not be regarded as a commitment of any kind concerning future procurement of the items described.
12. Your assistance in this Market Survey request is greatly appreciated.

FOR THE GENERAL MANAGER:

Alain Courtois  
Chief of Contracts

**Attachment(s):**

- Annex A – Market Survey Request - Summary of Requirements for RS CIS services
- Annex B – Market Survey Questionnaire



## Ongoing Requirement for Service provision under NATO Project "CIS Services for Resolute Support"

### Market Survey Request MS-14425-RS

## Summary of Requirements

The project "CIS Services for Resolute Support" under OPLAN 30312 will deliver services to NATO and Coalition partner personnel within the Resolute Support (RS) Area of Responsibility (AOR).

The project will deliver user services to around 2000 permanent personnel, based at RS HQ, HKAIA and other smaller bases in the Kabul area, and at TAAC HQs in Mazar-e-Sharif, Bagram, Kandahar and Herat. In addition, provision of CIS Services is also required at up to four simultaneous temporary 'deployed' locations, each with up to 80 simultaneous active users, which may be located anywhere within the RS AOR. Standard user services include unclassified (NATO UNCLASSIFIED (NU)) and classified (NATO SECRET (NS) & MISSION SECRET (MS)) data terminals, unclassified and classified (MS) voice terminals, along with standard peripherals such as printers and scanners. The overall requirement in terms of total permanent or deployed personnel is subject to change as the operational environment evolves.

The system will need to interoperate with NATO strategic capabilities through gateways in Kabul, and with other coalition partner networks through six "Network Interoperability Points" at key locations.

The system will need to provide resilient standard core services through redundant primary data-centers in the Kabul area. These data centers, that are required for all three (NU, NS, MS) domains, also need to host NATO managed Functional Services. On the mission domain, this hosting service must support around 150 Virtualized Servers and over 250TB active data.

The contract will be let as a service delivery contract under strict SLA and monitoring of around 70 KPI. Two key SLA elements are the overall service availability, which must be above 99.7%, and 95% of trouble tickets must be closed within 4 hours.

NATO considers contracting options including:

- NATO owned, Contractor Operated
- Contractor Owned, Contractor operated

In either case, repayment for the cost of the initial investment would be spread over the first three years' service.

Key elements of the solution will remain under NATO control, including NS and MS IP Crypto provision and various firewall and data-diodes to allow controlled information transfer between domains, and Video Teleconferencing systems. The contractor's network must support these elements, and the contractor may be required to perform level 1 or 2 maintenance for these elements.



The contract will include intra-Theatre WAN connectivity. Currently NATO maintains a separate WAN connectivity contract with Afghan Wireless Communications Company with leased lines upto 155 Mbps. Use of any alternate providers proposed by bidders will be screened by NATO.

An initial contract to deliver NATO's CIS for FS (then SAF) was awarded in 2006 for three years, services starting delivery in 2007, and this contract has been extended on an annual basis since 2010. An annual programme is followed to address critical obsolescence for hardware and software. However key portions of the installed systems are facing obsolescence over the next 12-24 months, including datacentre/SAN and workstations.

The incoming contractor will be responsible to develop the transition plan, including comprehensive risk assessment and mitigation proposals, for transfer of services from the incumbent contractor. The incoming contractor must work closely with NCI Agency and the incumbent contractor to develop and refine the transition plans. All stages of any transition must be reversible. Before any transition may occur, the incoming contractor will have to demonstrate to NATO that their technical solution and their service management structure and processes for delivering services are able to meet the SLA, and to demonstrate the effectiveness of their transition plan and its risk mitigations.

The contractor will be responsible for:

- Establishing the CIS capability, including:
  - Transition planning
  - Design and pre-rollout testing and service validation
  - Establishment of capability alongside the current service provider
  - Migration of users and services from the current service provider
  - Migration of network interconnects to coalition partner networks
- Service operation, including:
  - routine service maintenance within SLA,
  - help desk
  - implementation of standard service requests
  - management of site cabling
  - provision to NATO of read access to all supervision and management tools and database.
- Security, including:
  - Preparation of security accreditation paperwork,
  - Support to periodic vulnerability assessment
  - Submission of all new software through NATO software evaluation
  - Rectification of any discovered issues
  - Routine and emergency patch deployment
- Logistics, including:
  - Direct responsibility for transportation of equipment into/out of theatre
  - Maintenance of dedicated logistics bases in and out of theatre

- Direct responsibility for transportation of equipment between bases within Kabul area
- Coordination with RS and support for transport of equipment to remote sites
- Provision of accommodation for contractor personnel based at RS HQ, NPKIA and some TAAC HQ
- Maintenance of GPOs (perce to operate "country in SA") and visa processing for all contractor personnel

**Glossary of Terms and Definitions**

TERM	DESCRIPTION
CLS	<i>Contractor Logistics Support</i>
COI	<i>Communities Of Interest</i>
COTS	<i>Commercial-Off-the-Shelf</i>
CTL	<i>Collection Task List</i>
GOTS	<i>Government-Off-the-Shelf</i>
HQ	<i>Headquarter</i>
ILS	<i>Integrated Logistic Support</i>
INTEL FS	<i>Intelligence Functional Services</i>
IRM&CM	<i>Intelligence Requirements Management and Collection Management</i>
ISR	<i>Intelligence, Surveillance and Reconnaissance</i>
NCI AGENCY	<i>NATO Communications and Information Agency</i>
O&M	<i>Operations &amp; Maintenance</i>
OEM	<i>Original Equipment Manufacturer</i>
ORBAT	<i>Order Of Battle</i>
RFI	<i>Request For Information</i>
ROM	<i>Rough Order of Magnitude</i>
SA	<i>Situational Awareness</i>



Annex B - Questionnaire

Organisation name: \_\_\_\_\_

Contact name & details within  
organisation: \_\_\_\_\_

Notes

- Please **DO NOT** alter the formatting. If you need additional space to complete your text then please use the 'Continuation Sheet' at the back of this Annex and reference the question to which the text relates to.
- Please feel free to make assumptions *HOWEVER* you must list your assumptions in the spaces provided.
- Please **DO NOT** enter any company marketing or sales material as part of your answers within this market survey. But please submit such material as enclosures with the appropriate references within your replies. If you need additional space, please use the sheet at the end of this Annex.
- Please **DO** try and answer the relevant questions as comprehensively as possible.
- All questions within this document should be answered in conjunction with the summary of requirements in Annex A.

**What elements of the requirements listed in Annex A can your organisation provide? (Please provide a detailed response on each point below)**

- a. Does your organization currently provide secure services in similar environments? If so please provide details of the scope and security environment under which the services are delivered.
- b. Has your organization performed a service handover from an outgoing service provider for a capability of similar scope (to include SECRET domain services)? Please describe some of the lessons-learned and potential pitfalls that NATO needs to plan against. Please give a realistic estimate for the length of time to anticipate between contract award and completion of migration for NATO's scenario.
- c. Has your organisation completed NATO or NATO Nation's security accreditation activity before? If so, please provide details on which programme this was performed, and the type(s) of security domain where such accreditation was accomplished.
- d. Are there other sourcing options that NATO should consider? If so please provide examples, with details of the benefits of these alternatives.
- e. What is the minimum guaranteed service duration that you would expect NATO to commit to in order to justify bidding for such a contract. Please provide some justification for this minimum duration.



Please expand in detail below on each and every point above, and also please provide in your response:

- A Rough Order of Magnitude (ROM) Procurement & Life Cycle cost.
- Advantages & disadvantages of your product/solution/organisation.
- Any other supporting information you may deem necessary including any assumptions.

---





**Continuation Sheet**

Page

Please feel free to add any information you may think that may be of value to NCI Agency in the space provided below. Should you need additional space, please copy this page and continue with the appropriate page numbers.

--

of



**Distribution List For Market Survey Request for Information –  
CIS Services for Resolute Support**

**NATO Delegations (Attn: Infrastructure Adviser):**

Albania	1
Belgium	1
Bulgaria	1
Canada	1
Croatia	1
Czech Republic	1
Denmark	1
Estonia	1
France	1
Germany	1
Greece	1
Hungary	1
Iceland	1
Italy	1
Latvia	1
Lithuania	1
Luxembourg	1
The Netherlands	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
United Kingdom	1
United States	1

Belgian Ministry of Economic Affairs 1

**Embassies in Brussels (Attn: Commercial Attaché):**

Albania	1
Bulgaria	1
Canada	1
Croatia	1
Czech Republic	1
Denmark	1
Estonia	1
France	1
Germany	1
Greece	1



Hungary	1
Italy	1
Latvia	1
Lithuania	1
Luxembourg	1
The Netherlands	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
United Kingdom	1
United States (electronic copy to <a href="mailto:brussels.office.box@mail.doc.gov">brussels.office.box@mail.doc.gov</a> )	1

**Distribution for information****NATO HQ****NATO Office of Resources**

Management and Implementation Branch – Attn: Deputy Branch Chief 1

**Director, NATO HQ C3 Staff**

Attn: Executive Co-ordinator 1

**SACTREPEUR**

Attn: Infrastructure Assistant 1

**Strategic Commands**

HQ SACT Attn: R&D Contracting Office 1

ACO Attn: Mr. Steve Wallis 1

**NATO Agencies**

NSPA Attn: Communications and Calibration Programme 1

**NCI Agency –Internal Distribution**

ACQ/Chief of Contracts (Mr. Alain Courtois) 1

ACQ/Principal Contracting Officer (Ms. Tiziana Pezzi) 1

ACQ/Contracting Officer (Ms. Esther Assensio Broodkoom) 1

ACQ/ILS (Mr. Carlo Oroni) 1

NSII SL Chief (Mr. Bernd Kremer) 1

NLO (Mr. Xavier Desfougeres) 1

Registry (for distribution) 1



NCI Agency NATEX

Belgium	1
Bulgaria	1
Canada	1
Czech Republic	1
Denmark	1
France	1
Germany	1
Greece	1
Italy	1
Netherlands	1
Norway	1
Poland	1
Spain	1
Turkey	1
United States	1