

NCIA/ACQ/2022/06823
30 May 2022

**Notification of Intent to Request Quotations for
Privileged Access Management (PAM) Solution
RFQ-CO-115725-PAM**

Period of Performance:

EUR 2,500,000 (Estimated value)

The NCI Agency is seeking the acquisition and deployment of a Privileged Access Management (PAM) solution to control and audit privileged accesses, actions and permissions by elevated users managing the IT environment in NCIA data centres.

Senior Contracting Officer: Mr. Edel Esparza

Point of Contact: Mr. Darren Corkindale
E-mail: ITMRecoveryRFQ@ncia.nato.int

To: Distribution List

Subject: Notification of Intent (NOI) for a Privileged Access Management solution.

References:

- A. AC/4-D(2019)0004 (INV)
- B. AC/4(PP)D/27263-REV2-ADD21-REV1
- C. AC/4-DS(2022)0010(draft)
- D. BC-D(2022)0038-REV1

1. In accordance with References B-D, notice is given of the intent of the NATO Communications and Information Agency (NCI Agency), as the Host Nation, to issue a Request for Quotation (RFQ) for a Privileged Access Management solution under the Basic Ordering Agreement Plus (BOA+) procedures outlined in Reference A.
2. PAM project is part of the wider IT Modernisation (ITM) Recovery Increment 1 project. Annex B of this Notification of Intent (NOI) is a summary of the project's requirements. These requirements are being refined and detailed as part of the preparation of the Privileged Access Management proposed BOA+ Award.

3. The reference for this RFQ is RFQ-CO-115725-PAM and all correspondence concerning this RFQ should reference this number.
4. The estimated investment cost for the services and deliverables included within the basic scope of the intended contract(s) is EUR 2,500,000. Funding for this project is provided by the Investment Committee as per References B and C.
5. The envisaged procurement procedure for this RFQ will be the BOA+ procedures. The successful quote, pursuant to the RFQ following this NOI, will be that quote which is the lowest price and technically compliant in accordance with the evaluation criteria prescribed in the RFQ.
6. The formal RFQ is planned to be issued September 2022, potential offerors should expect the RFQ closing date to be approximately 35 days from its release. Contract Award is planned for no later than February 2023.
7. Attached to this letter at Annex C is a list of potential offerors that may be able to provide the services and equipment required for this project. This list was compiled from the companies that have an active BOA with the Agency.
8. The BOA+ procedures allow National Responsible Authorities to nominate eligible offerors in addition to the companies identified at Annex C. Any such nominations for companies that do not have an active BOA should come from the National Authorities via their Delegation/Mission to NATO, who will provide the requisite Declaration of Eligibility (DoE). Upon receipt of the DoE, the NCI Agency Contracting Officer will add the company to the Offerors List.
9. National Responsible Authorities are kindly requested to provide a list to the NCI Agency with Declarations of Eligibility, not later than **1 August 2022**, of qualified and certified companies which may be interested in receiving a Request for Quote for this project.
 - a. In addition to the certification of the firm's security clearances required under this NOI, the DoE should include the following information for each of the nominated firms:

Name of the Firm

Telephone number

E-mail address

Point of Contact.

- b. This information is critical to enable prompt and accurate communication with prospective offerors and should be sent to the following address:

NATO Communications and Information Agency
Attention: Mr. Darren Corkindale
e-mail: ITMRecoveryRFQ@ncia.nato.int

10. Please note that requests for participation in this competition received directly from individual companies cannot be considered, unless they hold a valid BOA with the NCI Agency.
11. National authorities are advised the RFQ package is anticipated to be NATO UNCLASSIFIED; however, the RFQ and the contractual documents could contain references to other NATO documents classified as NATO RESTRICTED.
12. The successful offeror may be required to handle and store classified information up to and including the level of NATO SECRET. In addition, Contractor personnel may be required to work unescorted in Class II Security areas and therefore, access can only be permitted to individuals with NATO CTS clearance. Only companies maintaining such cleared facilities and the appropriate personnel clearances will be able to perform the resulting contract.
13. The Senior Contracting Officer for this RFQ is Mr. Edel Esparza. The NCI Agency point of contact for all information concerning this NOI is Mr. Darren Corkindale, Senior Contracting Officer (Consultant) who can be reached at email: ITMRecoveryRFQ@ncia.nato.int
14. Your assistance in this procurement is greatly appreciated.

For the Chief of Acquisition:

Edel Esparza
Senior Contracting Officer

Attachment(s):

Annex A – Distribution List
Annex B – Summary of Requirements
Annex C – Draft Offerors List

Annex A: Distribution List for RFQ-CO-115725-PAM

NATO Delegations (Attn: Infrastructure Adviser):

Albania
Belgium
Bulgaria
Canada
Croatia
Czech Republic
Denmark
Estonia
France
Germany
Greece
Hungary
Iceland
Italy
Latvia
Lithuania
Luxembourg
Montenegro
The Netherlands
North Macedonia
Norway
Poland
Portugal
Romania
Slovakia
Slovenia
Spain
Turkey
United Kingdom
United States
Belgium Ministry of Economic Affairs

- **NATO HQ**

- NATO Office of Resources, Management and Implementation Branch –
Attn: Deputy Branch Chief
Director, NATO HQ C3 Staff, Attn: Executive Coordinator
SACTREPEUR, Attn: Infrastructure Assistant
SHAPE, Attn: J3 & J2

- **Strategic Commands**

- HQ SACT Attn: R&D Contracting Office, Programme Director Cyberspace
Capabilities
ACO Liaison Office

- **All NATEXs**

- **NCI Agency – Internal**

Annex B: Summary of Requirements

1. Introduction

- a. The Privileged Access Management (PAM) project is part of the wider IT Modernisation (ITM) Recovery Increment 1 project, aiming at providing the following services through the Operational Network (ON): Infrastructure as a Service (IaaS), Enterprise Core Services (ECS), Client Provisioning Services (CPS) and Service Management and Control (SMC).
- b. The PAM project will deliver a comprehensive solution to control and audit privileged accesses, actions and permissions by elevated users managing the IT environment.

2. Project Scope

- a. The scope of the PAM service is all NCI Agency provided CIS, where privileged access accounts are needed to some extent.
- b. The implementation of PAM, will follow the ITM implementation, with its respective spirals and increments.
- c. The successful contractor will carry out an end-to-end project, from analysis and design to implementation, taking into account the current and future challenges and constraints of the NATO environment.
- d. PAM-Professional services are required activities.
- e. The project will follow a phased roll-out approach. Required PAM measures include:
 - Inventory of privileged accounts
 - Implementation of multi factor authentication of privileged accounts, using the NATO PKI-system.
 - Establishing controls for privileged access
 - Account/credentials vaulting
 - Session management
 - Session recording
 - Rationalise number and scope of accounts and privileges
 - Implementation of Just in Time access controls
 - Integration with SIEM
 - Integration with tooling like ITSM/IGA
 - Automation of privileged tasks
 - User based analytics
- f. The PAM system is expected to integrate with all Communication and Information Systems, amongst which:
 - a. Network equipment (e.g. routers, switches)
 - b. Security Enforcing Infrastructure (e.g. Firewalls, VPN-concentrators)
 - c. OSs (e.g. Linux, Windows, Solaris)
 - d. Applications (e.g. containerized, COTS, legacy)
 - e. IoT/OT devices (e.g. Building Management, Cameras, Security Systems)

3. Geographical Implementation

- a.** The solution will be primarily implemented in NATO authorized NATO Command Locations in Europe in Mons (Belgium) and Lago Patria (Italy). If required to support specific integrations, travel to other NATO Command Locations in Europe and North America, may be required. The NATO organization is detailed at: <http://www.nato.int/cps/en/natolive/structure.htm>.