



Acquisition Directorate  
Eva.Benson@ncia.nato.int

NCIA/ACQ/2021/ 06701  
15 March 2021

## Market Survey - Request for Information

### GLOBAL MOBILE TELEPHONY

NCI Agency Reference: MS-CO-115413-GMT

NCI Agency is seeking information for the issuance of SIM cards and subscription plans for voice, text and data for 11 NATO Member Nations (Belgium, Germany, Italy, Netherlands, Norway, Poland, Spain, Turkey, United Kingdom and USA).

#### NCI Agency Points of Contact

Principal Contracting Officer (PCO) Mr. Alain Courtois  
Contracting Officer: Ms. Eva Benson

E-mail: [eva.benson@ncia.nato.int](mailto:eva.benson@ncia.nato.int)

**To:** Distribution List (Annex A)

**Subject:** NCI Agency Market Survey  
Request for Information MS-CO-115413-GMT

1. NCI Agency requests the assistance of the Nations and their Industry to analyse the request for SIM cards and services for voice, text and data for 11 NATO Member Nations (Belgium, Germany, Italy, The Netherlands, Norway, Poland, Portugal, Spain, Turkey, United Kingdom and USA).
2. The NATO Communications and Information Agency (NCI Agency) is responsible for the in-service support of major NATO Communications and Information Systems.



NATO Communications  
and Information Agency  
Agence OTAN d'information  
et de communication  
Avenue du Bourget 140  
1140 Brussels, Belgium  
[www.ncia.nato.int](http://www.ncia.nato.int)

Enterprise Managed Mobility service is under the management and monitoring of Core Enterprise Services (CES) Service Line (SL).

3. The NCI Agency has a requirement to procure and manage a Global Mobile Telephony Service. This is to enable NATO to communicate globally and to manage these services centrally. In addition, to the firms noted in Annex D of this letter, NCI Agency requests the broadest possible dissemination by Nations of this Request for Information to their qualified and interested industrial base.
4. A summary of the requirements is set forth in the Annex B attached hereto. Respondents are requested to reply via the questionnaire at Annex C.
5. The NCI Agency reference for this Request for Information is MS-CO-115413-GMT, and all correspondence and submissions concerning this matter should reference this number.
6. Responses may be issued to NCI Agency directly from Nations or from their Industry (to the staff indicated at Paragraph 9 of this Request for Information). Respondents are invited to carefully review the requirements in Annex B.
7. 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 C.
8. Responses are due back to NCI Agency no later than **13:00 Brussels time on 9 APRIL 2021**.
9. Please send all responses via email to the following NCI Agency Point of Contact:

To: Ms. Eva Benson, Contracting Officer

E-mail: [eva.benson@ncia.nato.int](mailto:eva.benson@ncia.nato.int)

10. Product demonstrations or face-to-face briefings/meetings with industry are not foreseen. At this stage, clarification requests or any further questions are not accepted in return. Respondents are invited, if they wish to do so, to explain both their pricing information and the solution approach in their final responses. Respondents are requested not to contact directly any NCI Agency staff other than the POC identified above in Paragraph 9.
11. Any response to this request shall be provided on a voluntary basis and all responses will be treated as commercial in-confidence information. Negative responses shall not prejudice or cause the exclusion of companies from any future procurement that may arise from this Request for Information. 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.



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

FOR THE DIRECTOR OF ACQUISITION:

*Eva Benson*

Eva Benson  
Contracting Officer

Enclosures:

- Annex A (Distribution List)
- Annex B (Request for Information - Summary of Requirements)
- Annex C (Request for Information - Questionnaire)
- Annex D (Potential Industrial Suppliers)



**ANNEX A**  
**Distribution List for Request for Information**  
**MS-CO-115413-GMT**

Potential Industrial Suppliers (From DOEs received from the 2019 IFB) 1

**NATO Delegations** (Attn: Investment 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
Montenegro	1
Netherlands	1
North Macedonia	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
The United Kingdom	1
The United States of America	1

**Belgian Ministry of Economic Affairs** 1

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

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
Montenegro	1
Netherlands	1
North Macedonia	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
The United Kingdom	1
The United States of America	1

**NCI Agency:**

Registry (for distribution) 1

**NATEXs**

All NATEXs 1

## **ANNEX B**

### **Summary of Requirements**

#### Introduction

The purpose of this market survey is to analyse and gain a clear understanding how the telecom industry can provide services for voice, data and text that meets the Agency's requirements of consolidating mobile service plans while offering the best quality, service coverage along with cost effective pricing. In addition, centralised reporting and billing capabilities will also be analysed.

This Market Survey will support the analysis in order to achieve a defined scope of what is the best way forward to meet the needs of the Agency for mobile service plans for 11 Nato Member Nations (Belgium, Germany, Italy, The Netherlands, Norway, Poland, Portugal, Spain, Turkey, United Kingdom and USA).

NCIA has previously issued in 2016 and again in 2019 two IFBs in an effort to consolidate SIM cards and mobile services for voice, data and text; however, each attempt did not yield an award. Clarification is being sought to previous bidders regarding what were the obstacles encountered in the previous IFBs; for example, were the Terms and Conditions too stringent; were the profile plans and bidding sheets not structured in a manner to meet telecom industry standards for pricing, or what was the main issue for not being able to quote for all 11 NATO Member Nations requiring SIM cards and mobile services. A response may be provided in the continuation sheet available in this document.

#### Objective

The main objective of this market survey is to identify solutions readily available by the telecom industry in order to prepare a future Invitation For Bid in 2021 for award to take place in 2021 for services to commence in January 2022.

**ANNEX C****Questionnaire**

Organisation name:

Contact name & details within organisation:

**Notes**

- If you need additional space to complete your text then please use the 'Continuation Sheet' at the end of this Annex and reference the question to which the text relates to along with the page numbers.
- 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 B.
- All questions apply to Commercial or Government respondees as appropriate to their Commercial off the Shelf (COTS) or Government off the Shelf (GOTS) product.
- Cost details required in the questions refer to Rough Order of Magnitude (ROM) Procurement & Life Cycle cost, including all assumptions the estimate is based upon:
  - Advantages & disadvantages of your product/solution/organisation,
  - Any other supporting information you may deem necessary including any assumptions relied upon.



**1. Services:**

- Can your firm offer mobile services to all 11 NATO Nations requiring mobile voice, data, and text services? If not, what is the maximum subset of these Nations that you can provide a proposal for mobile services?
- Would your firm alone be able to support this requirement or would your firm require a supplemental agreement or Consortium with a third party?
- Is your firm able to sign a supplemental agreement or Consortium to meet this requirement? If not, please state the reasons.
- Is it best for this requirement to have multiple awards instead of one award for all 11 NATO Member Nations requiring mobile services?
- If one award is possible for one firm to receive the contract covering all 11 NATO Nations, please explain based on telecom industry standards how shall this be achieved? What needs to be stated in the IFB for this to be possible?

**2. Support Services:**

- Is your firm's Business-To-Business (B2B) customer support services (i.e. Help Desk/Call Centre) located in one of the 30 NATO Member Nations (ALBANIA, BELGIUM, BULGARIA, CANADA, CROATIA, CZECH REPUBLIC, DENMARK, ESTONIA, FRANCE, GERMANY, GREECE, HUNGARY, ICELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MONTENEGRO, NETHERLANDS, NORTH MACEDONIA, NORWAY, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, TURKEY, UNITED KINGDOM, UNITED STATES OF AMERICA)?
- If not, is it common for the telecom industry to have B2B support services in countries outside the 30 NATO Member Nations?
- Where are the locations for support services for your firm?

**3. Profile Plans and Pricing:**

- Profile Plans with different subscriptions are required to cover:
  - Unlimited call minutes to land lines;
  - Call minutes to the same carrier and different carriers;
  - SMS/MMS;
  - Data (GB);
  - Roaming In/Out for Calls, SMS/MMS, and data

Approximately four different profile plans may be needed with differing requirements in terms of minutes and data including plans for different geographic areas (i.e. in country, EU countries, international) for the 11 NATO Nations (Belgium, Germany, Italy, The Netherlands, Norway, Poland, Portugal, Spain, Turkey, United Kingdom and USA). In order to establish Profile Plans that meets the above requirements, what is the best way forward in preparing profile plans that would meet market availability?

- Is stating minimum requirements per profile plan with the different subscriptions feasible for industry to price along with quantities per plan or would industry consider the best option to simplify this requirement is by having CLINs for pricing calls; SMS/MMS; Data (GB); and Roaming In/Out for calls, SMS/MMS and data per country without a defined Profile Plan with subscription? If not, please propose the best way forward for writing profile plans with subscriptions that is fair and open to all competitors?
- Do you offer inclusive plans covering domestic, international, and roaming originated and roaming received? If so, please state the destinations covered, pricing and what type of plan do you offer with inclusive roaming.
- Is your firm able to provide pooling capabilities for voice, data, and text? If so, please explain how this capability may be applied and the benefits instead of having profile plans.
- Does your firm offer volume discounts per plan? If so, please explain by providing a sample breakdown.

4. **Centralised Billing and Reporting:**

- Is your firm able to provide central reporting and billing services? If not, will consolidation of reporting and billing be possible by your firm if subcontractors are used? Would reports provided on a monthly basis be possible or is quarterly reporting industry standards?
- Is industry able to provide an electronic reporting system with permanent internet access to operator networks featuring billing, invoicing and reporting for the Agency's designated support staff for all 11 Nations requiring services? If not, please state what options are available to meet the above.

**Continuation Sheet**

Please feel free to add any information you may think that may be of value to NCI Agency in the space provided below. In particular, please elaborate on the requirements (from IFB-CO-15038-GMT) which would pose possible issues and explain why. Provide the exact reference number of these requirements. Should you need additional space, please continue listing the appropriate page numbers.

**ANNEX D**

**Potential Industrial Suppliers From The Previous IFB Distribution  
MS-CO-115413-GMT**

<b>Country</b>	<b>Vendor</b>
<b>BELGIUM</b>	ORANGE PROXIMUS T-SYSTEMS BELGIE
<b>CANADA</b>	ROCK NETWORKS INC.
<b>FRANCE</b>	GLOBAL TECHNOLOGIES
<b>ITALY</b>	ASCOT TECHNOLOGIES S.R.L FASTWEB S.P.A TELECOM ITALIA S.P.A.
<b>POLAND</b>	ORANGE POLSKA S.A. POLKOMTEL SP. Z.O.O.
<b>SPAIN</b>	ANOVO IBERICA MADRID, S.L.
<b>TURKEY</b>	KOCSISTEM BILGI VE ILETISIM HIZMETLERI ANONIM SIRKETI
<b>UNITED KINGDOM</b>	MAINTEL EUROPE LTD NETWORK INNOVATIONS TRUPHONE LTD VODAFONE GLOBAL ENTERPRISE LIMITED YB COMMUNICATIONS LIMITED
<b>UNITED STATES</b>	AT&T