



NCIA/ACQ/2022/6716
06 April 2022

Market Survey - Request for Information

Project “Contractor Logistic Support (CLS) for NATO’s Advanced SATCOM Network Monitoring and Control system (ASNMC)”

NCI Agency Reference: MS-CO-115684-ASNMC CLS

NCI Agency is seeking information from Nations and their Industry regarding the availability of providers that are able to meet NATO’s requirements related to specific Contractor Logistics Support (CLS) services.

NCI Agency Points of Contact
Principal Contracting Officer (PCO) Mrs. Tiziana Pezzi
Action Officer: Estefania Nunez

E-mail: estefania.nunez@ncia.nato.int

To: Distribution List (Annex A)

Subject: **NCI Agency Market Survey**
Request for Information MS-CO-115684-ASNMC CLS

1. NCI Agency requests the assistance of the Nations and their Industry to identify providers that are able to meet NATO’s requirements related to Contractor Logistics Support (CLS) services for NATO’s Advanced SATCOM Network Monitoring and Control system (ASNMC). 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. 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. Other supporting information and



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documentation (technical data sheets, marketing brochures, catalogue price lists, descriptions of existing installations, etc.) are also desired.

3. The NCI Agency reference for this Market Survey Request is **MS-CO-115684-ASNMC CLS**, and all correspondence and submissions concerning this matter should reference this number.

4. In addition to the firms noted in Annex D of this letter (who are current holders of Basic Ordering Agreements (BOA) with the NCI Agency), the NCI Agency requests the broadest possible dissemination by Nations of this Market Survey Request to their qualified and interested industrial base.

5. Responses may be issued to the NCI Agency directly from Nations or from their Industry (to the staff indicated at Paragraph 8 of this Market Survey Request). Respondents are invited to carefully review the requirements in Annex B.

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 the NCI Agency. Non-binding product pricing information is also requested as called out in Annex C.

7. Responses are due back to the NCI Agency no later than **17:00 Brussels time 6 May 2022**.

8. Please send all responses either via post or email to the following NCI Agency Action Officer:

To Attention of: Mrs. Estefania Nunez

Postal address: NCI Agency
Acquisition Directorate
Boulevard Leopold III
B-1110 Brussels
Belgium

E-mail: Estefania.Nunez@ncia.nato.int

9. Product demonstrations or face-to-face briefings/meetings with industry are not foreseen during this initial stage. Respondents are requested to await further instructions after their submissions and are requested not to contact directly any NCI Agency staff other than the POC identified above in Paragraph 8.

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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 CHIEF OF ACQUISITION:

Tiziana
Pezzi

Digitally signed
by Tiziana Pezzi
Date: 2022.04.08
15:28:58 +02'00'

AGENCY

Mrs. Tiziana Pezzi
Principal Contracting Officer

Enclosures:

Annex A (Distribution List)

Annex B (Market Survey Request - Summary of Requirements)

Annex C (Market Survey Request - Questionnaire)

ANNEX A**Distribution List for Market Survey Request for Information
MS-CO-115684-ASNMC CLS**

Potential Industrial Suppliers (NCI Agency BOA Holders) 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
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

ANNEX B

Summary of Requirements

The requirement is to provide Contractor Logistic Support (CLS) for NATO's Advanced SATCOM Network Monitoring and Control system (ASNMC). ACTIA Telecom has developed this system for NATO. The CLS includes both Hardware (HW) and Software (SW). The CLS period will cover a three year base period (1 January 2023 through 31 December 2025), with three one year option periods if/when exercised.

The system is installed at four static sites, two control centres and in approximately thirty mobile systems.

NATO ASNMC provides monitoring & control of NATO SATCOM infrastructure, uses its own networking devices, and is composed of the following elements: Cisco networking devices (predominantly ISR series routers and catalyst 2900 series switches); Servers (MS Server 2019); Workstations (MS Windows 7); ACTIA Telecom proprietary HW and SW; Kratos Monics Spectrum Monitoring System (SMS); iDirect (Infinity 7000 and Evolution 8000 modem families). The ASNMC network runs on top of the NATO General-Purpose Communication System (NGCS).

For reasons of homogeneity, it is highly desirable that the contractor provides a global integrated support package covering all sub-systems. However, partial support solutions to multiple sub-systems or sets of components may be considered.

The requested CLS support/maintenance consist of the following activities:

1. Hardware support – 3rd/4th line repair or replacement of faulty modules.
2. Software Support – this consists of troubleshooting, helpdesk (during working hours) and implementation of SW patches and updates. Contractor will supply patches for all third party SW. Upgrades will be subject to a separate purchase order (PO).
3. Configuration Management (CM) including Obsolescence Management (OM).
4. On-Site Intervention - Contractor should have the ability to perform on-site interventions and repairs on an occasional basis at the system locations, all based within European NATO countries. Personnel performing these tasks will require a NATO security clearance.

5. One training course per year, covering specifically operation and (preventative and corrective) maintenance is required at each of these three levels: engineer; operator; technician.
6. The expected contract award for this project is September 2022.

ANNEX C
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 end 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 B.
- All questions apply to Commercial or Government respondees as appropriate to their Commercial off the Shelf (COTS) or Government off the Shelf (GOTS) products.
- 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.

Questions

1. Do you have experience of running multi-vendor CLS contracts? Are you able to give an example?

2. Do you currently have any support agreement in place with the following equipment vendors and manufacturers in relation to the associated systems as detailed in the below table?

Subsystems	Yes / No
ACTIA Telecom	
iDirect	
Kratos (Monics SMS)	
Cisco	
Dell	
Microsoft	

3. Do you have the facilities to run a call centre to provide engineering and technical support during standard business working hours?

4. Do you have experience supporting Cisco- and Microsoft-based systems?

5. What type of related professional certifications do your engineers and technicians have?

6. Do you have the ability to perform on-site interventions and repairs, on an occasional basis, within NATO countries?

7. As ASNMC is such a tightly integrated network of subsystems it is highly preferable to have one CLS contractor for the entire ASNMC system. However, if you are unable to do this please specific which areas you would bid for:

Option	Subsystems	Bid – Yes / No
1	ASNMC Software (ACTIA Telecom)	
2	iDirect modem system	
3	Kratos Monics SMS	
4	Cisco Networking Devices	
5	Dell Servers and Workstations	
6	Microsoft Servers and Workstations	
7	Entire ASNMC system	

8. Please state the Rough Order of Magnitude (ROM) for delivery of CLS services based on the requirements described in Annex B. Include: all assumptions the estimate is based upon; what is included; what is excluded:

Option	ROM Value
1	
2	
3	
4	
5	
6	
7	

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 —