

## **RFI-115640-CTO**

### **Invitation to Provide a Proposal for a Market Survey and Capability Demonstration for**

### **Multi-Session, laptop or tablet based Secure Mobile Access Capability**

NATO has for both historical and security reasons, a number of separate information domains (networks) which are able to operate at either Unclassified or Restricted content classification level.

A requirement has been raised that will allow NATO Staff to access commercial collaboration solutions such as CISCO WebEx and Microsoft Teams while still - in parallel - being able to access their corporate data stored on NATO networks.

Whilst proprietary solutions already exist today in NATO that allow for such multi-session capability, NCI Agency is interested in survey the market for standardized industry solution that can be provided on a service based model.

**NCI Agency Senior Contracting Officer: Mr Graham Hindle**

E-mail: <mailto:graham.hindle@ncia.nato.int>



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To: See Distribution List

Subject: **Invitation to Provide a Market Survey and Capability Demonstration for Multi-Session, laptop or tablet based Secure Mobile Access Capability**

1. NCI Agency Invites Industrial entities that wish to be considered for participation in the above mentioned Market Survey which will allow NATO staff members to make use of a single end user device (laptop or tablet) to access a NATO network while also providing the opportunity to use commercial collaboration solutions while still - in parallel - being able to access their corporate data stored on NATO networks. All from within the same device. The commercial collaboration solutions demonstrated shall be Microsoft Teams and CISCO WebEx.
2. The Market Survey shall include a physical demonstration of the capability at NCI Agency location in The Hague, Netherlands first half of July 2022 (TBD). Participants will be provided access to a dedicated facility (24m2) one day before the demonstration and will, at the day of demonstration, be allowed 1.5 hours for the actual demonstration. The dedicated facility will only have one (1) RJ-45 connector provided with access to Internet using a Public IP address. While the demonstration will make use of wired connectivity, the presented solution shall also be able to use wireless connectivity (WiFi or 4G/5G connectivity).
3. The demonstration shall as a minimum include:
  - An online demonstration of the capability connecting to a Microsoft Teams meeting and a CISCO WebEx meeting organized by the NATO Digital Workplace (NDW) Centre. Connection details will be provided and available four (4) weeks in advance of the demonstration
  - Connection with the same device to an on-premises network provided by the participant. The high-level design of the scenario used shall be submitted together as part of the Market Survey. The simulated network shall be in compliance with all NATO Security Policies applicable for a CIS operating at content classification NATO Restricted
  - Online demonstration having parallel sessions running on two external monitors (provided by the participant) with one monitor showing connection to either the Microsoft Teams meeting or the CISCO WebEx meeting and the other monitor showing the connection to the on-premises network
  - Presentation of the cost/service model of the solution demonstrated. The presentation shall illustrate not only the financial arrangements but also the service arrangements (SLAs) associated with the solution.
4. The NCI Agency reference for this proposal for demonstration is RFI-115640-CTO, and all correspondence and submissions concerning this matter should reference this

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number. For this innovation initiative, the Functional Area lead is CTO and the Business Area Lead is NDW

5. Proposals 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.
6. Proposals shall include details of any restrictions of use (e.g. export controls) within NATO, NATO Agencies, NATO nations, NATO CFS and NATO deployed operations.
7. In addition Non-binding product pricing information is also requested in annex B.
8. Responses are due back to NCI Agency no later than **close of business on 20 working days from date of issue**
9. Please send all responses, via email, using the reference in the title of the Email to following NCI Agency contact:

For Attention Of: Mr. Graham Hindle  
Senior Contracting Officer - DACQ/ASG  
Email: graham.hindle@ncia.nato.int

10. Respondents are requested to await further instructions after their submissions. The NCI Agency will review the proposals and invite industrial entities to the Demonstration for which further details will be provided in due course to the successful proposers.
11. You are requested not to contact any NCI Agency staff directly other than the POC identified above in Para 9
12. 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 demonstration. Responses to this request, and any information provided within the context of this request for proposals, including but not limited to pricing, quantities, capabilities, functionalities and requirements will be considered as indicative and informational only and will not be construed as binding on NATO for any future acquisition.
13. The NCI Agency is not liable for any expenses incurred by firms in conjunction with their responses to this Market Survey and it should not be regarded be regarded as a commitment of any kind concerning future procurement of the items and services described.
14. Because of COVID 19 and the ever-changing situation regarding situation regarding international and national travel and the possible restrictions on meetings in future the Agency will confirm final arrangements for the Demonstrations with the selected proposers nearer the time of the demo currently planned for July 2022.

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For the Director of Acquisition

Graham Hindle  
Senior Contracting Officer

**Attachment:** Annex A – Summary of Requirements  
Annex B - Questionnaire

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**Distribution List for RFP**

External – Bulletin board  
External - NATO Delegations (al)  
External - NATEX

**NCI Agency -Internal Distribution**

Registry (for distribution)

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## **Annex A - SUMMARY OF REQUIREMENTS**

NCI Agency conducts this survey in order to identify available commercial solutions and/or services that fulfil the requirements, presented below, of a Multi-Session, laptop or tablet based Secure Mobile Access Capability.

Today, NATO has separate information domains rather than one Enterprise-wide domain.

Due to this situation and the different security domains, there is limited Enterprise-wide approach for the Business and Collaboration Services other than voice, email, and Studio VTC.

The COVID-19 pandemic highlighted that NATO staff working from home or remote locations during missions had an explicit requirement to access NATO Business Applications and Services. Due to extant security requirements such access shall be conducted using NATO devices.

At the same time NATO staff have greatly increased acceptance of the value and use of commercial digital collaboration tools for private use and are now requesting same features and functionality to be provided in their capacity as NATO Staff member.

While the current Studio VTC technology offers digital collaboration features, its accessibility is limited to the classification level of the device from which the service is offered. Access to commercial conferencing and collaboration tools (such as Cisco WebEx and Microsoft Teams from NATO devices is very limited due to the same classification levels of NATO networks.

Therefore, NCI Agency, invites Industry to present a demonstration of [1] commercially available and [2] accreditable solutions, which would allow NATO staff members to make use of a [3] single laptop or table device allowing NATO staff to access commercial collaboration solutions while still having access to NATO's internal Business Applications and Services.

Use of [4] centrally sourced, [5] installed and [6] monitored and managed mobile devices (laptops/tablets) with a [7] secure baseline, able to establish a secure connection to an on-premise network while also connecting to commercial cloud-based collaboration services [8] without exposing internal data to the internet.

[9] Availability of NATO / National accreditation and compliance with NATO Security directives. [9a] Documentation of which NATO Security Directives taking into account shall be provided as part of the demonstration.

[10] Availability of a centrally managed provisioning capabilities for common, unified baselining of the mobile device fleet.

[11] Centralised Service Management and Control capability for services in offering to be established/available.

[12] Opportunities of "sourcing as a commodity service" from Industry - based on NATO Owned Commercially Operated (NOCO)/Commercially Owned Commercially Operated (COCO) principle

**ANNEX B**  
**Market Survey information**

**Organisation Name:**

**Contact Name & Details and Position 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 a continuation sheet and clearly refer to the question being answered
- 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.
  - 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:

**General Questions**

- Do you have in service, currently deployed a multi-session laptop/tablet that currently meets the current requirements as detailed?
- If yes, please provide customer reference plus scale (number of users) and high level overview of deployed solution (maximum 2 A4 pages font size 11);
- Is the solution compliant with NATO Security policies applicable for a CIS operating at content classification NATO RESTRICTED?
- If adaptation is required, what is the adaptation schedule?
- How long has the system been in operation?
- What is the current in service support package/Service Level Agreements in force?
- What is the current end user training material available?
- Accreditation level achieved (NATO/NSA)

**Detailed Questions**

**1. COTS Solution**

Please indicate the requirements from Annex A that your proposed system/technology is compliant with (entirely or partially). For each of these, provide details how the requirement is fulfilled. Add as many lines as needed to the table below:

Req. no	Compliant ( <u>P</u> artial/ <u>F</u> ull)	Details/Observations
[1] commercially available		
[2] accreditable		
[3] single end user laptop/tablet with multiple workplaces		
[4] centrally sourced		
[5] centrally installed		
[6] centrally monitored		
[7] secure baseline		
[8] secure connection to on-premises network without exposing sensitive data		



<b>[9] NATO/National accreditation</b>		
<b>[9a] Documentation of which NATO Security Directives</b>		
<b>[10] central provisioning capability + unified baseline</b>		
<b>[11] centralised service management and control</b>		
<b>[12] Opportunities of “sourcing as a commodity service”</b>		

Is your proposed system/technology currently in active service as a COTS solution? If so, where and what types of support does your organisation currently provide for such a capability?

Please provide detailed cost figures (license fees, support cost, service initiation cost, etc.) for your proposed solution?

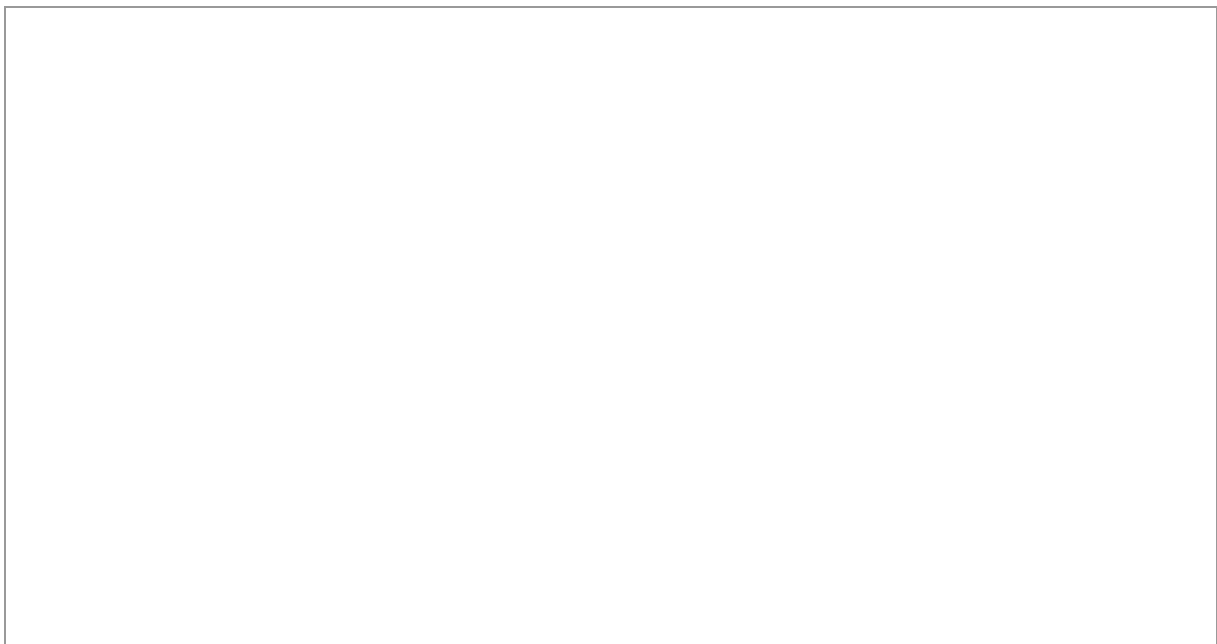
Please provide the following information regarding current and previous uses of your available COTS solution:

- i. Names of customers/users and contact details of their POC's.
- ii. UNCLASSIFIED details on the specific program your COTS solution supported.
- iii. Overview of any modifications to the COTS solution necessary to support these customers and the licensing terms applicable to modifications of the COTS product, stating also whether those will be assigned to the NCI Agency (Foreground/Background IPR).
- iv. Estimated cost to the purchaser for modifications.



Please provide us with any additional capabilities of your COTS solution that go above and beyond those included in Annex A. Also, include the following:

- A Rough Order of Magnitude (ROM) Procurement & Life Cycle costs including all assumptions the estimate is based upon based on the following scenarios:
  - a. 50 users;
  - b. 100 users;
  - c. 500 users;
  - d. 1,000 users;
  - e. 3,000 users;
  - f. 5,000 users;
  - g. 10,000 users.
- Advantages & disadvantages of your product/solution/organisation,
- Any other supporting information you may deem necessary including any assumptions relied upon.



**Commercial Aspects**

- i. Are there any restrictions on the use and deployment of the Secure Mobile Access solution within: NATO; NATO nations or NATO Deployed operations?
- ii. Are any supplementary agreements or export control requirements i.e. TAA, OGL, etc. required?

**2. Previous NATO or Equivalent National Defence Experience**

- a) Does your company have experience in achieving approval through the NATO Request for Change (RFC) or an equivalent national defence process? Please list applicable past projects.

- b) Does your company have experience in achieving approval through the NATO Request for Change (RFC) or an equivalent national defence process? Please list applicable past projects.

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**3. System Components**

<b>ID</b>	<b>Questions</b>	<b>Answer/Comments</b>
<b>SC.1</b>	Does your system has any restrictions with regards to hardware specifications used for front-end / back-end components?	
<b>SC.2</b>	Can your system co-exist with existing systems? Front-end and back-end components?	
<b>SC.5</b>	Do you have specific restrictions on protocols supported for commercial collaboration services? If yes, specify.	
<b>SC.6</b>	What protocols does your system use for interfacing with external systems?	
<b>SC.7</b>	What kind of Security and Authority model do you use? Please describe it briefly.	

**4. COTS**

<b>ID</b>	<b>Questions</b>	<b>Answer/Comments</b>
<b>COTS.2</b>	Is your solution hardware independent, i.e. can run on hardware from different vendors?	

<b>COTS.3</b>	Are there any specific hardware components necessary to run the solution?	
<b>COTS.4</b>	What COTS components are necessary to run the demonstrated solution?	
<b>COTS.6</b>	Which core services (e.g. Active Directory) are necessary for solution's operation?	
<b>COTS.7</b>	What system monitoring and control tools are be used to manage the system?	

## 5. Security

The NATO Secure Mobile Access Solution is sintended for deployment across multiple NATO Unclassified (NU) and multiple NATO Restricted (NR) networks. Therefore, it must obtain the NATO security accreditation required for the approval to operate.

### Questions-Security

ID	Questions	Answer/Comments
<b>SEC.1</b>	Do all involved personnel have NATO security clearance or a national equivalent?	

## 6. Product Life Cycle

To minimise disruption and to maximise the re-use of existing components integration with the hardware and COTS elements already deployed in NATO please address the following:

### Questions-Product Life Cycle

ID	Questions	Answer/Comments
<b>PLC .1</b>	NATO intents to conduct the an User Acceptance Test (Scenario based testing, focused on validating the system as per user needs) on any potential solution of	

	interest. Are there any test reports with other customer available?	
<b>PLC.3</b>	NATO expects that a it's service providers are investing in the development of their solutions on a regular basis. Can you please provide a roadmap (2022-2025) for your product?	
<b>PLC.4</b>	Provide details of the Support Services available to NATO after a potential go-live?	