



Acquisition Directorate

NCIA/ACQ/2022/6810  
31 May 2022

## Market Survey – Request for Information

### Project “NATO Software Factory – DevSecOps Platform”

**NCI Agency Reference: MS-115722-NSF**

NCI Agency is seeking information from Nations and their Industry regarding available managed services to meet the requirements for a NATO Software Factory DevSecOps platform managed service on the high side.

**NCI Agency Point of Contact**  
**Senior Contracting Officer: Dan Gaertner**

daniel.gaertner@ncia.nato.int

To: Distribution List (Annex A)

Subject: **NCI Agency Market Survey**  
**Request for Information MS-115722-NSF**

1. The NCI Agency requests the assistance of the Nations and their Industry to identify potential service offerings to meet the requirements for a NATO Software Factory DevSecOps platform managed service on the high side and associated estimated pricing.
2. The NCI Agency requests the broadest possible dissemination by the Nations of this Market Survey Request to their qualified and interested industrial base.
3. The NCI Agency reference for this Market Survey Request is **MS-115722-NSF**, and all correspondence and submissions concerning this matter should reference this number.



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)

4. A summary of the requirements is set forth in Annex B. Respondents are requested to reply via the questionnaire at Annex C. Other supporting information and documentation (technical data sheets, marketing brochures, catalogue price lists, descriptions of existing installations, manuals, etc.) are also desired.
5. Responses may be issued to the NCI Agency directly from Nations or from their Industry (to the Point of Contact indicated at Paragraph 8 below). 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 requested to be submitted by no later than **Thursday, 23 June 2022, 17h00 (CET)**.
8. Please send all responses via email to:  
  
Dan Gaertner  
NCI Agency, Acquisition  
[daniel.gaertner@ncia.nato.int](mailto:daniel.gaertner@ncia.nato.int)  
Reference: MS-115722-NSF
9. The Agency may request a demonstration of the described solution. However, given the current global landscape, any demonstration will be delivered via video conferencing tool at the discretion of the Market Survey Respondent. Respondents will be contacted if such a demonstration is desirable to make further arrangements. 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.
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 Director of Acquisition:

Daniel K. Gaertner  
Senior Contracting Officer

Enclosures:

Annex A, Distribution List

Annex B, Summary of Requirements

Annex C, Questionnaire



**ANNEX A**  
**Distribution List for Market Survey**

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

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

**Belgian Ministry of Economic Affairs**

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

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

***Distribution for information (Blind to Potential Industrial Suppliers):***

**NATEXs**

All NATEXs

**NCIA**

ACQ

Deputy Chief of Acquisition for Procurement & Policy, Alexandre Vitry  
Principal Contracting Officer, Gael Craver

CTO

Chief, Service Engineering and Architecture, Detlef Janezic

**ANNEX B**  
**Summary of Requirements**

The NCI Agency is performing a market survey in order to identify possible solutions to provide the NATO Software Factory DevSecOps platform on Azure Stack Hub as a managed service.

At this stage, the NCI Agency is willing to evaluate all the available offerings on the market which can provide a technological, robust, capable and cost effective managed service to NATO.

The system design should minimize total system life cycle costs, including its future Operations and Maintenance (O&M).

The high level requirements for the solution are listed below:

<b>Requirements ID</b>	<b>Description</b>	<b>MoSCoW Priority</b>
PCC_TECH_01	Based on Azure Stack	Must
PCC_TECH_02	Operate on-premises fully disconnected from internet	Must
PCC_TECH_03	The infrastructure is provided via a service contract	Must
PCC_TECH_04	Ability to run virtual machines	Must
PCC_TECH_05	Ability to run Kubernetes clusters	Must
PCC_TECH_06	Ability to run PaaS Databases	Must
PCC_TECH_07	Support for storage (container, table, queue)	Must
PCC_TECH_08	Integration with Microsoft ADFS	Must
PCC_TECH_09	Ability to deploy all the resources by using infrastructure as code	Must
PCC_TECH_010	Ability to interconnect with the current on-premises infrastructure	Must
PCC_TECH_011	Support for graphics processing unit (GPU)	Must
PCC_TECH_012	Ability to export logging and auditing data to third-party SIEM system	Must
PCC_TECH_013	Administrative visibility (web-based) on platform health	Must
PCC_TECH_014	Responsive Technical Support	Must

Note: The hardware (CPU/GPU, memory, storage) requirements should be considered variables of the solution.

**ANNEX C**  
**Questionnaire**

**Instructions**

- You may either enter your responses under the questions on the following pages, or use a separate document to provide your responses.
- Please feel free to make assumptions, however, it is important that you state what these assumptions are.
- Please do not enter any general company marketing or sales material as part of your specific responses within this market survey. Please submit such material as enclosures with the appropriate references within your replies.
- Please do try and answer the relevant questions as comprehensively as possible, providing as much detail as necessary.
- All questions within this document should be answered in conjunction with the summary of requirements in Annex B.
- Cost details requested in the questions refer to Rough Order of Magnitude (ROM) Procurement & Life Cycle cost, not a binding offer. Please include 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.
- There are no minimum or maximum page limitations.

## A. Company Information

1. Please provide your:
  - Company name and address
  - Point of Contact name, title and email address

## B. General

1. Describe your offering for delivering end-to-end managed Azure Stack Hub.
2. Describe the benefits you deliver through an Azure stack Hub Managed service, rather than a service that is self-managed by the customer.
3. If you're not the Original Equipment Manufacturer (OEM) of the hardware, describe how you will manage the relationship between yourself as the integrator and the OEM to provide a seamless managed service.
4. Describe related projects you have executed for NATO or national defence organizations, and provide references if available.
5. Describe specifically your experience in running Azure Stack Hub in disconnected mode on classified networks.

## C. Use Case

The Agency intends to run DevSecOps for applications and ML/AI for data. We will require at least the following enabling Azure Hub services: VM's, network, storage, app services, Key Vault, container registry, Kubernetes, marketplace such as KNIME.

1. Describe how your managed services enable these workloads and include all the needed operator tasks.
2. Describe any use case information you deem necessary from the Agency to complete an offer.
3. Describe any past experiences in running these workloads.
4. Describe your experience of running highly available services across two or more Azure Stack Hubs.

## D. Deployment Model

The Agency will deploy the Azure Stack Hub on classified networks in fully disconnected mode.

1. Describe your experience with disconnected deployments.
2. What is the estimated duration of the deployment?

## E. Operating Model

The Agency will retain the cloud architect role and expects the provider to perform the operator tasks delivering end-to-end managed Azure Stack Hub.

- Architect & cloud responsibilities to be performed by the Agency:
    - Architect and Design services
  - Operator tasks to be covered by the provider include:
    - Update management: Full and express updates, hotfixes, as well as driver and firmware updates from the original equipment manufacturer (OEM) all help keep Azure Stack Hub up to date.
    - Replace bad hardware. For an integrated system, there's a coordinated escalation and resolution process between Microsoft and the original equipment manufacturer (OEM) hardware partners.
    - Ensure overall system health.
1. Describe how the operation model will be implemented.



## F. Support Model

1. Describe what is included in your offering for support.
2. Describe the Service Level Agreement (SLA).
3. Describe what on-site support is included on classified networks.
4. Describe how you intend to integrate the support of Microsoft and the hardware OEM.

## G. Personnel, Training &amp; certifications

1. Describe your ability to provide personnel cleared at the NATO Sec-ret level.
2. Describe your ability to provide personnel trained and/or certified on Azure Stack Hub.

## Reference:

- [Training and certification - Azure Stack | Microsoft Docs](#)
- Training such as [Course 20537A: Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack Hub](#)
- Certification such as Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack Hub certification, [Exam 70-537](#)

## H. Hardware &amp; Sizing Requirements

The Agency intends to deploy two main workloads on the Azure Stack Hub platform:

- (1) DevSecOps for application development & integration testing on classified data with Azure DevOps Server and (2) OSS toolchain, Machine learning and AI on classified data.
1. Describe your approach for sizing the platform and how you accommodate growth over time.
  2. What information do you require from the Agency?
  3. Describe what the options and limits are for extending capacity on one Azure Stack Hub.

## I. Datacentre Integration

1. Describe how you would integrate your solution with the current on-premise infrastructure (identity, network, etc.)
2. Describe what is considered in scope and out of scope of your offering related to datacentre integration.
3. What information would you require from the Agency?

## J. Costing Model

1. Please provide Rough Order of Magnitude pricing information for your solution so that the Agency has a general idea of the potential cost. Please show the estimated initial costs for hardware, installation, integration, services, support, etc., and O&M costs for the next 5 years.

## K. Procurement &amp; Licensing

1. Describe the procurement & licensing model (for hardware and software). Please address topics such as perpetual vs. subscription licenses, the commitment term, initial ramp-up periods, etc.
2. Describe what you expect from the Agency as Purchaser Furnished Equipment, Information, etc.