

## **MARKET SURVEY - REQUEST FOR INFORMATION**

### **PROJECT “RFQ-CO-115758-ADAI ESTABLISHMENT OF A FRAMEWORK CONTRACT FOR THE PROVISION OF APPLE DEVICES AND ANCILLIARY ITEMS”**

**NCI Agency Reference: MS-CO-115758-ADAI**

NCI Agency is seeking information from Nations and their Industry regarding the availability of solutions among all NATO Nations.

The estimated (non-binding) value is anticipated at 1M EUR per annum.

NCI Agency Point of Contact

Senior Contracting Officer: Graham Hindle

E-mail: [MSCO115758ADAI@ncia.nato.int](mailto:MSCO115758ADAI@ncia.nato.int)

To: Distribution List (Annex A)

Subject: **NCI Agency Market Survey - Request for Information MS-CO-115758-ADAI**

1. NCI Agency requests the assistance of the Nations and their Industry to identify Solutions that can meet or exceed NATO requirements under the scope of project "ADAI".
2. NCI Agency requests the broadest possible dissemination by Nations of this Market Survey and Request for Information to their qualified and interested industrial base.
3. 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 documentation (technical data sheets, marketing brochures, catalogue price lists, descriptions of existing installations, etc.) are also desired.
4. The NCI Agency reference for this Market Survey Request is MS-CO-115758-ADAI, and all correspondence and submissions concerning this matter should reference this number.
5. Responses may be issued to NCI Agency directly from Nations or from their Industry (to the staff indicated at Paragraph 8 of this Market Survey/Request for Information). 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 NCI Agency. Non-binding product pricing information is also requested as called out in Annex C.
7. Responses are due back to NCI Agency no later than 17:00 Brussels time on 27 June 2023.
8. Please send all responses via email to the following NCI Agency Points of Contacts:  

To Attention of:           Mr Graham Hindle  
  Mrs Michala Doorman-Siemssen

E-mail:                       [MSCO115758ADAI@ncia.nato.int](mailto:MSCO115758ADAI@ncia.nato.int)
9. Product demonstrations are not foreseen during this initial stage. At this stage, clarification requests or any further questions are not accepted in return. NCI Agency reserves the right to invite respondents to discuss their response. Respondents are requested to await further instructions after their submissions and are requested not to contact directly any NCI Agency staff other than the POCs 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/Request for Information. Responses to this

Page 2



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 estimated value of Euro 1,000,000 per annum is an estimate only and not to be construed as a binding commitment.
12. The NCI Agency is not liable for any expenses incurred by firms in conjunction with their responses to this Market Survey/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 Market Survey/Request for Information request is greatly appreciated.

FOR THE CHIEF OF ACQUISITION:

Graham Hindle  
Senior 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**  
**RFI-CO-115758-ADAI**

All NATO Delegations (Attn: Investment Adviser/Budget Committee Adviser)

NATO Members Embassies in Brussels (Attn: Commercial Attaché)

NCI Agency – All NATEXs

## **ANNEX B**

### **Summary of Requirements**

#### **1. Background**

The NCI Agency provides services via managed Apple mobile devices such as phones and tablets. Currently the Agency manages a fleet of ca. 3000 mobile devices spread across all 31 NATO nations and multiple NATO Commands with the anticipation to grow.

#### **2. Project Scope**

- 2.1 NCI Agency potentially has a growing requirements to procure, provision, manage, maintain and decommission larger number of iOS/iPadOS based devices, however, the Agency does not have a preferred vehicle for the procurement of such devices and services.
- 2.2 The intention is to establish a Framework Contract for procurement of COTS Apple devices, accessories and related provisioning services for the NATO Command Locations.
- 2.3 The acquired devices shall be automatically enrolled and consequently managed by existing NATO-owned Mobile Device Management solution.
- 2.4 The Framework Contract will provide an overarching set of terms and conditions and establish a priced Catalogue of the requirements.
- 2.5 The Agency wishes to explore opportunities to move to a subscription-based Device as a Service (DaaS) managed service model inclusive of hardware, support, maintenance and lifecycle management with regards to mobile phones and tablets. Thus, the Contractor shall provide, in addition to one-off purchase prices, firm fixed lease prices for the periods detailed in Annex C hereunder. Other supporting documentation and information concerning the lease option is also desired.
- 2.6 The Agency intends to use a centralized procurement, service reporting and billing from its headquarters in Belgium for all devices and services ordered to all NATO nations.
- 2.7 When the Agency identifies the requirement, a Task Order will be placed against the Contractor Catalogue which will be developed under the Invitation for Bid (IFB) proposal.
- 2.8 With the Framework Contract established, a Contractor Catalogue will be agreed and further developed and maintained by the Contractor.
- 2.9 The Contractors Catalogue and the subsequent Task Orders will have a strict limited Order acknowledgement and execution period. The Agency seeks to award Task Orders and have services provided in line with the Bidding Sheets which will be issued under the IFB.

#### **3. Geographical scope**

- 3.1 All responders must be authorised Apple resellers and capable of providing goods and services including warranty services and licenses in all NATO countries, as detailed below.

- 3.2 The Contractor shall provide devices and services to all authorized NATO Command Locations in Europe and North America including any of NATO's Affiliates, upon issuance of Task Orders in accordance with the terms of the Contract. The list of existing affiliates is available at: <http://www.nato.int/cps/en/natolive/structure.htm>
- 3.3 The Contractor shall provide delivery and pick up services to and from private addresses (i.e. deliver a pre-provisioned device and/or pick up old device) in NATO nations.

## **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 Request for Information. 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 responders as appropriate to their Commercial off the Shelf (COTS) 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. Will your solution be able to implement the above requirements? Please describe the advantages & disadvantages.
2. Can you provide an estimation on cost and delivery lead time for devices (iPhone, iPad, iMac and MacBooks)? Please break it down as follows:
  - One-time purchase price
  - Lease (per device, per year), with a minimum option for 36, 48 and 60 months lease
3. Can you provide a catalogue of pre-approved devices, accessories and additional services (e.g. extended warranty) to select from?
4. Is it possible to bill on an annual basis and change volumes any time through the year. Granular billing – per device per month/quarter/year?
5. Is your company an authorized Apple Reseller and is it possible to add devices to Apple DEP for further management by NATO MDM solution?
6. Is it possible to initially configure the devices, as follows:
  - a. place screen protector
  - b. update iOS software
  - c. install NATO specific applications
  - d. pre-provision for a specific user
7. Can you provide user and Apple ID management services using on-premises and cloud-based user ID repositories? If yes, please provide further details and list of supported ID repositories.
8. Do you provide optional on-site engineering support?
9. Is it possible to arrange delivery and pick up of devices to/from any NATO destination and private address in NATO nation?
10. Can you provide inventory management and reporting per country with accessible on-demand reports?
11. Can you provide reporting on usage and billing (for leasing option) per device with accessible on-demand reports, including remaining period for each device?
12. Which KPIs would your company suggest for provisioning of new requests, incidents, service requests, repairs, replacement devices?
13. Can your company provide quarterly service reviews?



14. In terms of staging is your company able to:

- a. add accessories to the device before sending out the device for delivery;
- b. pre-install screen protector (installed manually or with the Belkin TCP-machine for optimal protection or equivalent)?
- c. pre-installed casing?
- d. update the device OS to the latest version before sending out the device for delivery?
- e. if required, can other accessories like Apple Earpods /AirPods Pro/20W USB-C Adapter/Magic Keyboard be added?
- f. offer an optional service to add extended (e.g. a second year of) manufacturer's warranty to the devices?
- g. capable of sending out the devices to the private address of the end-users?
- h. add the device in Apple DEP / Apple Business Manager prior to the delivery

15. In terms of financing:

- a. does your company offer both purchase and leasing solutions?
- b. can NCIA, in regard of a leasing solution, review the need on a monthly basis?

16. Which additional services can you offer NCIA:

- a. if you allow employee choice, can your end-users choose their own smartphone in dedicated NCIA portal and pay an extra amount through online banking if the chosen smartphones surpasses their budget.
- b. can end-users initiate their own repair requests by logging into a portal. Is the repair flow completely adaptable to the needs of NCIA?
- c. does your company offer an IT Desk or IT personnel dedicated to NCIA to log on to and treat the tickets?
- d. estimated repair cost is known when logging the ticket so users know in advance whether it is worth sending the device for repair?
- e. can mobile policies be enforced and recognized by the portal? For example: 1st repair = 100% charged to NCIA, 2nd repair is 50/50, 3rd repair is 100% charged to the end-user?
- f. can you add spare devices to the mix (for VIP users for example)?
- g. can you keep minimum inventory level to allow rapid execution and delivery of new requests? If yes, what quantities and are there any associated costs?
- h. will repairs be done by authorized repair centers working with original spare parts (very important especially in leasing scenarios)?

17. Other additional services available:

- a. Single Sign On: no new password required due to connection with IDP's like Active Directory.

- b. Support Services: Does your company offer support services accessible to NCIA support staff?
- c. Automated Discovery: by building links with both Active Directory and your MDM-platform can your company provide an overview of all managed assets, linked to the correct user?

| <b>Continuation Sheet</b>   | Page      |
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| 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<br>— |
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