

Market Survey - Request for Information

Project “Contractor Logistic Support (CLS) for NATO Very Low Frequency (VLF) Minimum Shift Keying (MSK) System”

NCI Agency Reference: MS-422190-VLF

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-422190-VLF

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 Very Low Frequency (VLF) Minimum Shift Keying (MSK). 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.



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2. A summary of the requirements is set forth in the Annex A attached hereto. Respondents are requested to reply via the questionnaire at Annex B. Other supporting information and 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-422190-VLF**, and all correspondence and submissions concerning this matter should reference this number.
4. In addition to the firms noted in the Distribution List 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 9 of this Market Survey Request). Respondents are invited to carefully review the requirements in Annex A.
6. Responses shall in all cases include the name of the firm, telephone number, e-mail address, designated Point of Contact, and a description of the capability available and its functionalities (not above NATO Unclassified). This shall include any restrictions (e.g. export controls) for direct procurement of the various capabilities by the NCI Agency.
7. Non-binding product pricing information is also requested as called out in Annex B.
8. Responses are due back to the NCI Agency no later than **17:00 Brussels time 15 September 2023**.
9. Please send all responses via email to the following NCI Agency Action Officer:

To Attention of: Mrs. Estefania Nunez

E-mail: Estefania.Nunez@ncia.nato.int
10. Product demonstrations or face-to-face briefings/meetings with industry are not foreseen during this initial stage, however technical discussions may take place following the submission of responses, with the purpose of clarifying or further augmenting those responses where required.



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11. 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 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 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.

13. 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.

14. Your assistance in this Market Survey request is greatly appreciated.

FOR THE CHIEF OF ACQUISITION:

Joseph Vitale
Digitally signed
by Joseph Vitale
Date: 2023.08.09
13:21:42 +02'00'

Mr. Joseph Vitale
Senior Contracting Officer

Enclosures:

Annex A :Summary of Requirements

Annex B: Questionnaire

ANNEX A

Summary of Requirements

The requirement is to provide Contractor Logistic Support (CLS) for the NATO Very Low Frequency (VLF) Minimum Shift Keying (MSK) System (NATO-VLF). The NATO-VLF hardware is a combination of both Commercial Off the Shelf (COTS) and bespoke equipment designed and manufactured by the Italian company SIRTI Digital Solutions. The NATO-VLF software is a combination of commercial providers (Microsoft, Linux, MySQL) and VLF Application software designed specifically to support the operational requirements for Command and Control of NATO submarine operations. The CLS includes both Hardware (HW) and Software (SW). The CLS period will cover a three year base period, with three one year option periods if/when exercised.

The system is comprised of the NATO Broadcast Control Authority (BCA), NATO Broadcast Control Station (BCS) and NATO Broadcast Radiating Station Interface Device (BRS).

The NATO BCA compiles and encrypts the submarine broadcast prior to transfer to the NATO BCS. The BCA contains COTS (HP) and hardware designed and manufactured specifically for the NATO-VLF system. Software utilised is Windows Server 2019, Window 2010 and the NATO BCA Application software that is designed by the Italian company SIRTI Digital Solutions.

The NATO BCS forwards encrypted keystreams to either another NATO BCS or to the local NATO BRS. The NATO BCS is also responsible for receiving the broadcast from over the air, decrypting and providing the broadcast operator with a copy for quality control.

The NATO BRS receives up to 4 broadcast keystreams from NATO BCS's for subsequent transmission by National VLF transmitters. Software utilised for both the NATO BCS and NATO BRS Interface Device is Red Hat Linux and NATO BCS/BRS Application that is designed by the Italian company SIRTI.

Ancillary items to operate the NATO VLF MSK system include; Receivers (Rhode & Schwarz EK2000), Demodulators (currently comprising a mixture of MARCONI and Drumgrange (DG-457-7-100) versions), 8-way multicoupler (DRUMGRANGE DG-413-7-500) NTP Time Server (MOBATIME DTS4136)¹, BlackBox KVM Extender (KV04AUS-REM). Crypto equipment is not part of the NATO-VLF system CLS.

A NATO-VLF Reference system is equipped with a NATO BCA and NATO BCS in order to test and evaluate system changes (hardware and software) and is also used for training of site personnel. The Reference system consists of 3 x 19" racks and associated workstations, which is currently hosted at the CLS provider's premises.

¹ HQ MARCOM only

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

1. Security - The contractor's facility shall hold a Facility Security Clearance up to NATO SECRET and have sufficient NATO SECRET accredited staff dedicated to this contract.
2. Helpdesk Support – Provision of a helpdesk for HW and SW technical support. Technical advice, guidance and instructions shall be provided in order to assist the resolution of faults and issues. Helpdesk shall be available from Monday to Friday 8:00 am to 6:00 pm Central European Time (CET).
3. Hardware (HW) support – Repair or replacement of faulty equipment no longer under warranty and that cannot be resolved through telephone support, the contractor shall identify the lowest replaceable unit (LRU) for return to contractors repair facility.
4. Software Support – this consists of troubleshooting, helpdesk support (during working hours), implementation of SW patches and updates. Contractor will supply patches for all third party SW. SW upgrades will be subject to a separate purchase order (PO).
5. Obsolescence Management (OM) – Provision of a list of items every 6 months identifying items that are end of support or close to obsolescence.
6. Post Design Services (PDS) – The contractor shall perform PDS that may include developing Engineering Change Proposals (ECP), software maintenance, repair of obsolete components, producing documentation changes.
7. On-Site Interventions – When required, the contractor should have the ability to perform on-site interventions and repairs at the system locations, all based within NATO countries². Personnel will require a NATO security clearance.
8. Training – Courses (up to 5 per year) is required at operator and technician level. Training courses should cover operation and maintenance of all system components. Training language and documentation shall be provided in English.
9. Website – The contractor shall maintain a customer website for submission of Trouble Tickets with the ability to monitor status and resolution notification. This website will require accreditation by NCI Agency NATO Cyber Security Centre.

² Locations include; UK, Germany, Italy, Norway, Republic of Türkiye and Belgium

ANNEX B **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 currently have any support agreement in place for similar VLF MSK systems as described at Annex A?

2. Does your company hold a Facility Security Clearance certified for NATO SECRET and with sufficient space to host the NATO VLF Reference System and perform training for up to 8 personnel?

3. How many personnel do you employ who hold a valid NATO SECRET security clearance?

4. Do you have experience providing a telephone technical support desk?

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 within NATO countries?**

- 7. Do you have the ability to provide a website capable of managing Trouble Tickets / Service Requests for NATO users?**

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 —

**Distribution List for Market Survey
MS-422190-VLF**

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
Norway	1
North Macedonia	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

**Potential Industrial Suppliers (NCI Agency BOA Holders)
MS-422190-VLF**

Vendor	NATO Nation
BLACK BOX NETWORK SERVICES NV	BEL
Magnobel BVBA	BEL
BT Global Services Belgium bvba	BEL
MDOS Consulting Inc.	CAN
Aware7 GmbH	DEU
European Space Imaging GmbH	DEU
INTEC Industrie-Technik GmbH & Co KG	DEU
Netmetrix Solutions S.L	ESP
Global Tradecraft Intelligence	ESP
Hisdusat Servicios Estrategicos	ESP
Scytalys S.A	GRC
Span d.d	HRV
KING ICT d.o.o	HRV
Croatel d.o.o.	HRV
INSig2 d.o.o.	HRV
SIRTI DS	IT
King ICT dooel Skopje	MKD
Elikosoft Rade DOOEL	MKD
Concanon BV	NLD
IURIDICO Legal & Financial Translations Sp. z o.o	POL
TELDAT Sp.z.o.o. sp.k	POL
BINNGRO-Smart Technologies	PRT
MARCTEL - S.I.T. SRL	ROU
Drumgrang	UK
Comtech Satellite Network Technologies	USA
Business Integra Technology Solutions	USA
Raytheon Technologies (RTX)	USA
Leidos, Inc.	USA
EMW, Inc.	USA
OMNI Consulting Solutions	USA
Accelera Solutions, Inc	USA