



Standard Product as a Service Customer Request

Service Type: NDW003 Managed Devices Service

Dear Requester, please complete the sections below. Fields marked with (*) are essential to ensure timely processing of your request.

Requester Information*

Organisation *:	
Unit / Office *:	
Address *:	
Postal Code *:	
City *:	
Country *:	
Location of implementation*:	

Invoice Information*

Invoice details follow the Requester Information by default. Please adjust manually if different.

Organisation *:	
Unit / Office *:	
Address *:	
Postal Code *:	
City *:	
Country *:	

Requester Point of Contact (POC)*

First Name *:	
Last Name *:	
Rank / Title:	
Job Title *:	
Phone *:	
Email *:	
Site delivery POC*:	

CUSTOMER REQUEST - NDW003 Managed Devices Service

Request Type

Is this a new request or a replacement? *

New Request

Replacement (please specify asset ID if known):

Requested Product / Service – The Personal Workspace - Managed Device Service

The Personal Workspace - Managed Device Service provides users with various personal computing devices, accessories and peripherals that allows them to utilize the **NDW001/NDW002 NATO Digital Workplace Services** or other Application Services which require a physical device in order to secure a connection to NATO networks (in a specific security domain). *For more information about the available services, please refer [here](#).*

Requester Acknowledgement of Prerequisites

Please tick the checkboxes below to confirm that you have reviewed and acknowledge the listed prerequisites. Requests cannot be processed unless all mandatory prerequisites are acknowledged.

Description	Acknowledgment*
The Requester needs to be using already NCIA-managed network	
The Requester needs to be a subscriber of NDW001/NDW002 and INF001 services to consume this product.	
<i>If not, please indicate the number of user accounts required as part of this request.</i>	NDW001 NDW002
Presence of the NCIA-managed network at the desired location of implementation	
Order of TEMPEST-certified accessories is possible only during initial order	

***Accessories are included as part of the service. Additional accessories may be requested if required.** Any additional requirements may be indicated in the **Additional Information** section.

PRODUCT NAME	QUANTITY
NDW003-A STATIC DESKTOP (WORKSTATION) DEVICE TEMPEST-C	
NDW003-A STATIC DESKTOP (WORKSTATION) DEVICE TEMPEST-B	
NDW003-A STATIC DESKTOP (WORKSTATION) DEVICE TEMPEST-A	
NDW003-B THIN CLIENT TEMPEST-C	
NDW003-B THIN CLIENT TEMPEST-B	
NDW003-B THIN CLIENT TEMPEST-A	
NDW003-C PORTABLE CLIENT DEVICE (LAPTOP)	
NDW003-E SMARTPHONE ENTRY MODEL	
NDW003-E SMARTPHONE STANDARD MODEL	
NDW003-E SMARTPHONE LARGE SCREEN MODEL	
NDW003-E TABLET 11-INCH	
NDW003-E TABLET 13-INCH	
NDW003-F MONITOR 24 INCH - TEMPEST LEVEL "C"	
NDW003-F MONITOR 24 INCH - TEMPEST LEVEL "B"	
NDW003-F MONITOR 24 INCH - TEMPEST LEVEL "A"	
NDW003-F MONITOR 24 INCH - NO TEMPEST REQUIREMENT (COTS)	
NDW003-F MONITOR 27 INCH - TEMPEST LEVEL "C"	
NDW003-F MONITOR 27 INCH - TEMPEST LEVEL "B"	
NDW003-F MONITOR 27 INCH - TEMPEST LEVEL "A"	

NDW003-F MONITOR 27 INCH - NO TEMPEST REQUIREMENT (COTS)
NDW003-F MONITOR 32 INCH - TEMPEST LEVEL "C"
NDW003-F MONITOR 32 INCH - TEMPEST LEVEL "B"
NDW003-F MONITOR 32 INCH - TEMPEST LEVEL "A"
NDW003-F MONITOR 32 INCH - NO TEMPEST REQUIREMENT (COTS)
NDW003-F MONITOR 34 INCH CURVE - NO TEMPEST REQUIREMENT (COTS)
NDW003-G DUAL-HEAD 2-PORT KVM SWITCH TEMPEST-C
NDW003-G DUAL-HEAD 2-PORT KVM SWITCH TEMPEST-B
NDW003-G DUAL-HEAD 2-PORT KVM SWITCH TEMPEST-A
NDW003-G DUAL-HEAD 4-PORT KVM SWITCH TEMPEST-C
NDW003-G DUAL-HEAD 4-PORT KVM SWITCH TEMPEST-B
NDW003-G DUAL-HEAD 4-PORT KVM SWITCH TEMPEST-A
*ACCESSORIES - USB-C DOCKING STATION
*ACCESSORIES - USB-C TRAVEL HUB
*ACCESSORIES - MOUSE - NO TEMPEST REQUIREMENT (COTS)
*ACCESSORIES - MOUSE - TEMPEST LEVEL "C"
*ACCESSORIES - MOUSE - TEMPEST LEVEL "B"
*ACCESSORIES - MOUSE - TEMPEST LEVEL "A"
*ACCESSORIES - KEYBOARD - NO TEMPEST REQUIREMENT (COTS)
*ACCESSORIES - KEYBOARD - TEMPEST LEVEL "C"
*ACCESSORIES - KEYBOARD - TEMPEST LEVEL "B"
*ACCESSORIES - KEYBOARD - TEMPEST LEVEL "A"
*ACCESSORIES - WEBCAM - NO TEMPEST REQUIREMENT (COTS)
*ACCESSORIES - WEBCAM - TEMPEST LEVEL "C"
*ACCESSORIES - WEBCAM - TEMPEST LEVEL "B"
*ACCESSORIES - WEBCAM - TEMPEST LEVEL "A"
*ACCESSORIES - HEADSET - NO TEMPEST REQUIREMENT (COTS)
*ACCESSORIES - HEADSET - TEMPEST LEVEL "C"
*ACCESSORIES - HEADSET - TEMPEST LEVEL "B"
*ACCESSORIES - HEADSET - TEMPEST LEVEL "A"
*ACCESSORIES - SMARTPHONE/TABLET STANDARD POWER ADAPTER
*ACCESSORIES - SMARTPHONE/TABLET DUAL PORT POWER ADAPTER
*ACCESSORIES - SMARTPHONE CASE
*ACCESSORIES - SMARTPHONE/TABLET WIRED HEADPHONES
*ACCESSORIES - SMARTPHONE/TABLET WIRELESS HEADPHONES
*ACCESSORIES - TABLET TOUCH-SCREEN PENCIL
*ACCESSORIES - KEYBOARD FOR 11 INCH TABLET
*ACCESSORIES - KEYBOARD FOR 13 INCH TABLET
*ACCESSORIES - LAPTOP SLEEVE
*ACCESSORIES - BACKPACK

Cellular Subscription Plan (*Optional*) (WPS016, iOS device only):

B1 Basic	QTY	B4 Traveller Unlimited	QTY
B2 Standard	QTY	B5 Data Plan	QTY
B3 Traveller	QTY	B6 Mobile Hotspot	QTY
D SecuSUITE	QTY	WiFi (MIFI) Multiple Device Use	

Additional Information (Optional):

Delivery Constraints *: YES NO

If YES, please indicate any delivery constraints or special considerations (e.g. access restrictions, security requirements, preferred delivery windows):

Reason for Request & Priority *:

Operational Impact *: _____

Funding Confirmation *:

Funding Confirmed *: YES NO

Next Steps – What to Expect:

- ✓ Your request will be reviewed by the SPraaS Team.
- ✓ A Price Proposal (PP) will be prepared and sent to you for review and acceptance.
- ✓ Upon acceptance and confirmation of funding, delivery will be initiated.
- ✓ You will be kept informed throughout the process.

Acceptance & Acknowledgement

By signing this Customer Request (CR), the Requester formally confirms that the information provided is accurate and complete and acknowledges the applicable Standard Product conditions, processes, and prerequisites.

The Requester acknowledges that they have read, understood, and accept the applicable Terms & Conditions. Forms submitted without this confirmation will not be processed.

Signature:

Date of Submission:

Submission of the Customer Request:



This CR must be signed in order to be considered valid and to initiate the preparation of a Price Proposal. After approval, click the **SUBMIT** button to send the **CR for processing**. Submission of this form confirms that the information provided is accurate and that all required approvals have been obtained. **Please download the form and open it with Adobe Acrobat Reader. The submit button may not work in a browser.**

Thank you for submitting your request. The Agency's objective is to deliver services in a timely, transparent, and predictable manner. Should additional information or clarification be required during the review process, the Agency will contact the Requester accordingly.

NCIA Contact:

If you have any questions or require clarification, please contact:
Email Address: SPraaSRequests@ncia.nato.int

