

NCIA/ACQ/2023/07515
07 December 2023

Market Survey - Request for Information

ONLINE LEARNING PLATFORM

NCI Agency Reference: MS-CO-423224-OLP

The NATO Communications and Information Agency is seeking information from Nations and their qualified Industry in order to assess the availability of Online Learning Platforms within all NATO Nations.

NCI Agency Point of Contact

Senior Contracting Officer: Sven Schumacher

E-mail: Sven.Schumacher@ncia.nato.int

To : Distribution List (Annex A)

Subject : **NCI Agency Market Survey – Request for Information
MS-CO-423224-OLP**

1. NCI Agency requests the assistance of the Nations and their Industry to identify within all NATO Nations the availability of Online Learning Platforms that can meet or exceed the Agency's requirements.
2. This Market Survey is being issued to identify potential solutions and possible suppliers.
3. The broadest possible dissemination by Nations of this Market Survey Request to their qualified and interested industrial base is requested.
4. 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.



5. The NCI Agency reference for this Market Survey - Request for Information is **MS-CO-423224-OLP**, and all correspondence and submissions concerning this matter should reference this number.
6. Responses may be issued to 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.
7. 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 pricing information is also requested as called out in Annex C.
8. Responses are due back to NCI Agency no later than **23:59 hours Central European Time (CET) on 01 February 2024.**
9. Please send all responses, via email, referencing **MS-CO-423224-OLP** in the title of the email to: Sven.Schumacher@ncia.nato.int .
10. 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.
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 8.
12. Any response to this request shall be provided on a cost-free and voluntary basis. Not responding will not prejudice or cause the exclusion of companies from any future procurement that may arise from this Market Survey.
13. 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 indicative and informational only and will not be considered as binding on the participant or on NATO within the context of any future acquisition.
14. The NCI Agency is not liable for any expenses incurred by firms in conjunction with their participation in this Market Survey and this Survey shall not be regarded as a commitment of any kind concerning future procurement of the items described therein.
15. Your assistance in this Market Survey request is greatly appreciated.

For the Chief of Acquisition:

Sven Schumacher
Senior Contracting Officer



Enclosures:

Annex A (Distribution List)

Annex B (Request for Information - Summary of Requirements)

Annex C (Request for Information - Questionnaire)

ANNEX A

Distribution List for Market Survey – Request for Information
MS-CO-423224-OLP

All NATO Delegations (Attn: Investment Adviser)

NATO Members Embassies in Brussels (Attn: Commercial Attaché)

NCI Agency – All NATEXs

NCI Agency – (reserved)

ANNEX B

SUMMARY OF REQUIREMENTS

Market Survey – Request for Information MS-CO-423224-OLP

1. Introduction

1.1. NCI Agency

- The NATO Communications and Information Agency (NCI Agency), established on the 01 July 2012, is NATO's provider of IT and Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR), including Cyber and Missile Defence. The NCI Agency is part of the NATO Communications and Information Organisation (NCIO).
- The NCI Agency delivers advanced C4ISR technology and communications capabilities in support of Alliance decision-makers and missions. This includes the acquisition of technology, experimentation, the promotion of interoperability, systems and architecture design and engineering, as well as testing, technical support and training.
- The NCI Agency's mission is to lead NATO's digital endeavour. To do so, the NCI Agency has established four Strategic Goals of which one is specifically relevant to this requirement: Strategic Goal #3: Hire, train, and retain the Best;
- All Education and Training (E&T) services provided by the NCI Agency are consolidated under the NATO Communications and Information (NCI) Academy. The Academy directly supports NATO's Digital Endeavour by providing professional and technical E&T, supporting Agency staff involved in the requirements analysis, the design and build phases of cyberspace services.

1.2. NCI Academy

- The NATO Communications and Information (NCI) Academy was established by the NCI Agency in 2019 although it has a legacy of over sixty years providing C4ISR and Cyber Education and Training services to the NATO Command Structure, NATO Force Structure and Nations.
- The mission of the NCI Academy is to deliver essential technical, operational & managerial training.

1.3. NCI Agency Corporate Academy

- The NCI Agency Corporate Academy, informed by crucial requirements holders, provides education and training services to internal NCI Agency staff for professional and personal development, including mission and post-specific requirements to ensure the NCI Agency has the necessary skills to meet its customer requirements.

- The mission of the NCI Agency Corporate Academy is to transform the NCI Agency into a learning organization by providing its staff with the necessary corporate knowledge and professional individual and team development opportunities to accomplish the NCI Agency strategic objectives and customer requirements with the highest standards while ensuring its staff's continuous growth.

2. Scope

- 2.1. The NCI Agency is seeking to extend its use of Online Learning Platform services as part of its ongoing commitment to providing continuous and enhanced learning and development opportunities to the organisation's staff members.
- 2.2. This Market Survey – Request for Information is the first step in this process in order to identify possible solutions to provide Online Learning Platform services. At this stage, NCI Agency is willing to evaluate all the available services on the market which can provide technological, robust, capable and cost effective solutions to NATO.

3. Eligibility

- 3.1. Eligible suppliers must be from Participating NATO Nations (ALBANIA, BELGIUM, BULGARIA, CANADA, CROATIA, THE CZECH REPUBLIC, DENMARK, ESTONIA, FINLAND, FRANCE, GERMANY, GREECE, HUNGARY, ICELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MONTENEGRO, THE NETHERLANDS, NORTH MACEDONIA, NORWAY, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, REPUBLIC OF TÜRKIYE, THE UNITED KINGDOM and THE UNITED STATES), unless otherwise specifically authorized by the NCI Agency.

4. Requirements for Online Learning Platform

- 4.1. For the purpose of the present Market Survey – Request for Information, responses from interested suppliers that provide any of the hereunder listed disciplines on their Online Learning Platforms are sought:

- Networking, Cloud and IT Infrastructure Online Training
- Business Applications and Software Development Online Training
- Data Science, AI and Data Analytics Online Training
- Cyber Security Online Training
- Leadership and Professional Development Online Training
- Project Management Online Training
- IT Service Management Online Training

Additional details (e.g. subjects of specific interest, technologies, and student roles in the organisation) are provided in paragraph 4.4 below.

- 4.2. Online Learning Platform content will be used:

- To support NCI Agency staff in their technical, business and professional development, in alignment with current and emerging trends to support their responsibilities, their roles and required organisational competencies;

- To support role and skill assessment possibilities for both incoming staff and staff who are transitioning to new tasks or responsibilities, helping to target learning, where it is most required and applicable;
- As learning pathways and targeted learning content for teams and individuals;
- As a live and current training reference library for registered staff to utilise in their daily tasks allowing for an agile and flexible workforce with access to current specialist knowledge repositories and methodologies.

4.3. Training services delivery

4.3.1. The training delivery should be provided through appropriate e-learning platforms.

4.3.2. The e-learning platform should provide a separate administrator account for the NCI Agency's Learning Advisor to access content for demonstration and capability purposes as well as to administer and coordinate accounts purchased from the supplier.

4.3.3. In principal, the e-learning platform should offer:

- On demand training courses;
- Learning paths;
- Training courses to prepare for certification;
- Hands-on learning through lab environments;
- Content that has been screened and curated with quality controls applied
- Reporting capabilities on the usage.

4.3.4. In addition, the e-learning platform should support:

- Live events, such a webinars;
- Personal recommendations;
- Personalized student and team based reporting capabilities.
- Possibility to rotate the purchased subscription accounts among different students.

4.3.5. The reporting capability of the e-learning platform should provide:

- Individual Level Reporting: Students should be able to follow their learning progress and achievements through the student's account.
- Organization Level Reporting: The NCI Agency's Learning Advisor should have access to information on the number of accounts owned, team analytics, including time students spend on training, and account usage information as well as trend analytics, including type of training students access and skills developed. The data should be exportable or downloadable.

4.3.6. Provision of a service desk/ remote (technical) assistance. Technical assistance should be provided 24/7 at the request of the NCI Agency's Learning Advisor or student through use of telephone/chat function/e-mail in the form of subject matter expertise by

an employee who is fully qualified to answer (technical) questions regarding the operation, function, performance and resolution of problems of the Training Services.

(Continued on next page)

4.4. Common Requirements Table

4.4.1. The intent of the below table is to list online training requirements of specific interest to NCI Agency. The list is not exhaustive, and additional courses may be added in future.

4.4.2. For the purpose of the present Market Survey – Request for Information, responses from interested suppliers that provide any of the hereunder listed disciplines on their Online Learning Platforms are sought.

Overarching Discipline	Subjects of specific interest	Technologies of specific interest	Relevant roles in organisation
Networking, Cloud and IT Infrastructure	Network Routing & Switching Network Enterprise Infrastructure Network Security Network Collaboration Wireless Networking Network Design Voice and Automation	CISCO CompTIA MS Azure AWS Windows Server DevOps Palo Alto VMWare	Network Administrators Wireless Network Engineers Network Security Engineers Network Architects
Business Applications and Software Development	Software Development Software Architecture Coding & Programming Web Development	Java & JavaScript Python C#, C++, .NET & HTML AWS	Software Developers Software Engineers Software Architects
Data Science, AI and Data Analytics	Data Modelling and Mining Business Intelligence Machine Learning Deep Learning Stats and Applied Mathematics Data Analysis & Management Big Data and AI	MS SQL Oracle SQL Azure AWS Business Intelligence	Data Analysts Data Scientists Data Engineers Data Architects
Cyber Security	Penetration Testing Digital Forensics Cloud Security	CompTIA Amazon Web Services MS Azure	Cyber Security Provision CS Operation and Maintenance

	Information Security Ethical Hacking Incident Handling	Z Scaler CISCO Palo Alto	Cyber Security Governance Defence and Threat Analysis Cyber Investigations
Leadership and Professional Development	Business Administration Finances and Accounting Soft and Personal skills Human Resources Learning and Development Team Building	MS Office Business Suite MS SharePoint Adobe	Team Leaders and executives Support Assistants Human Resources Staff Acquisition Staff Finance Staff Learning Advisors and Coordinators
Project Management	Agile Business Analysis PRINCE2 Project Management Managing Successful Programmes Management of Portfolios Risk Management Quality Assurance Stakeholder Management Earned Value Management	Service Now	Project Support Teams Project Managers Programme Managers Portfolio Managers
IT Service Management	N/A	COBIT ITIL TOGAF Zabbix	Service Delivery Managers IT Infrastructure Managers Service Support Engineers Database Administrators Technical Support Engineers Business Process Owners Data Centre Operations

ANNEX C

QUESTIONNAIRE

Market Survey – Request for Information MS-CO-423224-OLP

Organisation name:

Contact name & details within organisation:

Notes:

1. 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.
2. Please feel free to make assumptions, *HOWEVER* you must list your assumptions in the spaces provided.
3. 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 'Continuation Sheet' at the end of this Annex.
4. Please DO try and answer the relevant questions as comprehensively as possible.
5. All questions within this document should be answered in conjunction with the summary of requirements in ANNEX B.
6. All questions apply to Commercial or Government responders as appropriate to their Commercial off the Shelf (COTS) or Government off the Shelf (GOTS) products.
7. 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 service/solution/organisation,
 - Any other supporting information you may deem necessary including any assumptions relied upon.

Request for Information - Questionnaire

NCI Agency is looking for qualified Online Learning Platform services. If your organisation meets the requirements detailed in Annex B, we would welcome your response to the Request for Information in the following format:

1. Cover Letter

Brief introduction to your organisation, expressing your interest in providing online Learning Online Platform Services to NCI Agency.

2. Company Overview

Provide an overview of your company, including its history, expertise, and experience in delivering Online Learning Platforms services that are relevant to our organisational mission and training requirements. Include relevant client references or case studies of organisations that have successfully implemented your online learning platform.

3. Platform Features

Detail the features and functionalities of your online learning platform, including content creation and management, user engagement, tracking, and reporting capabilities. Highlight any unique capabilities that set your platform apart.

4. Content Library

Detail the level, availability and diversity of learning content, including associated resources such as certification training, practice exams, live or instructor led events and tools for hands on practical learning experience; include variety of formats plus any opportunity for personalised recommendations or guided learning pathways. Please highlight any partnerships, accreditation schemes and status of certification standards for content providers as well as reference to the rate of content refresh to meet training requirements created by emerging technologies.

5. Customization

Explain the extent to which your platform can be customized to meet any specific needs of our organisation including curation of content, sub-admin or team lead capabilities and capacity to adjust or adapt reporting tools to fit multiple unit or core data collection requirements.

6. User Access and Support

Provide details of the account rotation policy for your platform services. Outline the level of technical support provided to both users and account administrators.

7. Scalability

Describe the platform's scalability to accommodate our organisation's growth and evolving requirements.

8. Pricing

Submit pricing information, including any associated costs for setup, maintenance, or additional services. Include any applicable sliding pricing structures taking into consideration

options for modality of content access (basic, intermediate or advanced level user), flexible numbers based on requirement and multi-year agreements as well as related support costs such as a dedicated account manager. Consider from a minimum number of accounts but also up to and including enterprise access.

9. Integration

Inform the possibility of compatibility of your platform with other systems and tools.

10. Security and Compliance

Explain the measures in place to ensure data security and compliance with relevant regulations.

Continuation Sheet	Page #
<p>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.</p>	__ of —