

NCIA/ACQ/2024/06714
02 May 2024

Market Survey - Request for Information

SECURE EMAIL GATEWAY FOR ON-PREMISES MICROSOFT EXCHANGE SERVERS

NCI Agency Reference: MS-423249-AMES

NCI Agency is seeking information from Nations and their Industry to identify a secure email gateway for On-Premises Microsoft Exchange Servers that would meet a defined set of requirements.

NCI Agency Point of Contact

Action Officer: Catalin Nicolae

E-mail: MS-423249-AMES@ncia.nato.int

To : Distribution List (Annex A)
Subject : **NCI Agency Market Survey – Request for Information (RFI)
MS-423249-AMES**

1. The NCI Agency requests the assistance of the Nations and their Industry to identify within all NATO Nations the availability of a Secure Email Gateway (“SEG”) (anti-malware) for on-premises Microsoft Exchange Servers that would meet a defined set of requirements.
2. This Market Survey is being issued to identify potential solutions and possible suppliers. The broadest possible dissemination by Nations of this Market Survey Request to their qualified and interested industrial base is requested.
3. A summary of the requirements is set forth in Annex B. Respondents are requested to reply via the attached Excel spreadsheet (attached to PDF) and the questionnaire at Annex C.



4. The NCI Agency reference for this Market Survey - Request for Information is **MS-423249-AMES**, and all correspondence and submissions concerning this matter should reference this number.
5. 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 pricing information is also requested as called out in Annex C.
6. Responses are due back to the NCI Agency no later than **17:00 hours Central European Time (CET) on 30 May 2024.**
7. 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 D.
8. Please send all responses, via email, referencing **MS-423249-AMES** in the title of the email to: MS-423249-AMES@ncia.nato.int
9. The Agency may request a demonstration of the described solution. 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 RFI 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.
11. Responses to this RFI, 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.
12. 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.





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

For the Chief of Acquisition:

Daniel Gaertner

Senior Contracting Officer



NATO Communications
and Information Agency
Agence OTAN d'information
et de communication
Avenue du Bourget 140
1140 Brussels, Belgium
www.ncia.nato.int



Enclosures:

Annex A (Distribution List)

Annex B (Request for Information - Summary of Requirements)

Annex C (Request for Information - Questionnaire)

Annex D (Detailed Requirements)



ANNEX A

Distribution List for Market Survey – Request for Information
MS-423249-AMES

All NATO Delegations (Attn: Investment Adviser)

All NATO Members Embassies in Brussels (Attn: Commercial Attaché)

Belgian Ministry of Economic Affairs

NCI Agency – All NATEXs

NCI Agency – (reserved)

ANNEX B

SUMMARY OF REQUIREMENTS

Market Survey – Request for Information MS-423249-AMES

1. Introduction

1.1. NCI Agency

- The NATO Communications and Information Agency (NCI Agency) is NATO's provider of IT and Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR), including Cyber and Missile Defence.
- 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.

2. Scope

- 2.1. The NCI Agency is seeking to identify available SEG solutions for on-premises Microsoft Exchange servers that must meet the requirements defined below (Annex D).
- 2.2. This Market Survey – Request for Information is the first step in this process in order to identify possible solutions for a SEG for on-premises Microsoft Exchange servers. At this stage, the 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, SWEDEN, REPUBLIC OF TÜRKIYE, THE UNITED KINGDOM and THE UNITED STATES), unless otherwise specifically authorized by the NCI Agency.

4. Current Solution

- 4.1. The NCI Agency is currently using another COTS solution to protect its on-premises Microsoft Exchange servers.

ANNEX C

Questionnaire

Instructions

- Please use the attached Excel spreadsheet to record the requirements compliance assessment.
- Please provide a separate Word/PDF document to answer the below questions (A and B).
- 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 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 and the detailed requirements in Annex D.
- 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.

Questions

A. Company Information

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

B. Procurement, Licensing and Cost

1. Please describe the procurement & licensing model. Address topics such as perpetual vs. subscription licenses, floating vs. user licensing, the commitment term and initial ramp-up periods.
2. Assuming a number of 30,000 licenses, please provide a Rough Order of Magnitude of the licensing cost for your solution for the next 5 years.
3. Please provide a Rough Order of Magnitude of the initial costs for hardware, installation, integration, services, support, etc., and O&M costs for the next 5 years.

ANNEX D

New NCI Agency SEG solution for On-premises Microsoft Exchange Servers.

All requirements are mandatory unless specified otherwise.

| Requirement ID | Category | Statement | User story | Additional Notes |
|----------------|--------------------|--|--|--|
| SEG-01 | License management | The new NCI Agency SEG must support offline activation to accommodate environments without internet access. | As an IT administrator in a high-security environment, I must be able to activate the software on air-gap networks that are never connected to internet. | - |
| SEG-02 | License management | The new NCI Agency SEG must offer centralized license management capabilities. | As an IT administrator, I need to manage all our software licenses from a central location to reduce manual workload and streamline our operations. | - |
| SEG-03 | License management | The new NCI Agency SEG vendor should provide scalable licensing options to quickly adapt to changing business needs. | As an IT finance manager, I require the ability to rapidly adjust our licensing according to current business demands without significant delays. | - |
| SEG-04 | License management | The new NCI Agency SEG includes a grace period after license expiration to ensure uninterrupted service. | As an IT coordinator, I want a built-in grace period to ensure no critical service interruptions occur due to oversight or delayed procurement. | SEG should not “fail open” after license expiration but continue to scan with existing rules and signatures, even if no signatures can’t be updated anymore. |
| SEG-05 | Product lifecycle | The new NCI Agency SEG supports the latest On-premises Microsoft Exchange Server version. | As an IT administrator, I must be able to update my On-premises Exchange servers without risking the SEG to stop functioning or generating service outage. | - |

| Requirement ID | Category | Statement | User story | Additional Notes |
|----------------|----------------------|---|---|------------------|
| SEG-06 | Product lifecycle | The new NCI Agency SEG vendor has no plan to stop product development within the next three years. | As a service manager, I must be able to anticipate any change in the lifecycle of the deployed SEG. | - |
| SEG-07 | Product installation | The new NCI Agency SEG supports offline installation to accommodate environments without internet access. | As an IT administrator in a high-security environment, I must be able to install the software on an air-gap network. | - |
| SEG-08 | Product installation | The new NCI Agency SEG must allow for both standalone and centrally-managed options. | As an IT operations manager, I want to deploy software efficiently across our network with minimal manual intervention, ensuring consistent setup across all devices. | - |
| SEG-09 | Product installation | The new NCI Agency SEG shall allow telemetry to be disabled to comply with regulations. | As a security officer, I need to ensure that the software complies with regulations by disabling telemetry upstream. | - |
| SEG-10 | Product installation | The new NCI Agency SEG allows configuration settings to be imported or exported in a standalone setup. | As an IT administrator, I must be able to import or export configuration and settings when the product is installed in standalone mode. | - |
| SEG-11 | Product installation | The new NCI Agency SEG can be installed, uninstalled, repaired from a centralized administration console. | As an IT administrator, I must be able to install, uninstall and repair a product instances from a centralized console. | - |
| SEG-12 | Operation mode | The new NCI Agency SEG must be able to perform scanning of emails both in transit and at rest. | As a security officer, I want to ensure all emails are scanned for threats, whether they are just sent, received or stored. | - |

| Requirement ID | Category | Statement | User story | Additional Notes |
|----------------|-------------------|---|---|---|
| SEG-13 | Operation mode | The new NCI Agency SEG must be able to delete email or attachment if disinfection fails. | As a security officer, I want to ensure all malicious emails or attachment are deleted if the product is unable to clean them properly. | With a possibility to restore deleted items in case of false positive |
| SEG-14 | Operation mode | The new NCI Agency SEG shall provide role-based quarantine capabilities to isolate potential threats for further analysis. | As a security officer, I need the ability to quarantine suspicious emails automatically, allowing us to analyse and respond to threats without impacting the wider network. I also need to be able to delegate access to quarantine features to other people such as SOC members. | - |
| SEG-15 | Operation mode | The new NCI Agency SEG shall support on-demand and scheduled scans. | As a security officer, I want the option to perform on-demand scans and schedule regular scans. | Please mention if the solution has a mechanism for scheduled scans with low performance impact (e.g. low priority scans). |
| SEG-16 | Operation mode | The new NCI Agency SEG supports multi engine scanning. | As a security officer, it's beneficial having the option of scanning emails with multiple engines. | This requirement is optional |
| SEG-17 | Operation mode | The new NCI Agency SEG must be able to differentiate between internal and external email recipients to apply appropriate security policies. | As a security officer, I may want to define different policies according to the sender or the recipient domain name. | Please clarify how the SEG differentiates internal/external senders. |
| SEG-18 | Content filtering | The new NCI Agency SEG must support customizable file filtering rules based on file extension as well as true file type. | - | - |

| Requirement ID | Category | Statement | User story | Additional Notes |
|----------------|-------------------|--|---|---|
| SEG-19 | Content filtering | The new NCI Agency SEG must have customizable rules for handling password-protected or encrypted attachments. | - | - |
| SEG-20 | Content filtering | The new NCI Agency SEG is able to scan embedded URLs within emails to protect against phishing and malware attacks. | - | This requirement is optional |
| SEG-21 | Content filtering | The new NCI Agency SEG is able to convert HTML email to plain text to mitigate risk from hidden malicious code. | - | This requirement is optional |
| SEG-22 | Content filtering | The new NCI Agency SEG is able to detect and block embedded malicious code within emails. | - | This requirement is optional |
| SEG-23 | SIEM integration | The new NCI Agency SEG must support integration with third-party SIEM tools or logging to Windows Event Log. | - | - |
| SEG-24 | Notifications | The new NCI Agency SEG must allow customizable email notifications to senders and recipients when a policy violation occurs. | As an user, when one of my email triggers a security rule I must receive an email notification to let me know which part of my email didn't comply to the policies. | - |
| SEG-25 | Updates | The new NCI Agency SEG must allow product updates from a central console to support environments without direct internet access. | As an IT administrator, I must be able to install and maintain a local repository for products updates. | This is about transferring product updates manually to a network that is physically disconnected from the internet. |

| Requirement ID | Category | Statement | User story | Additional Notes |
|----------------|--------------------|---|--|--|
| SEG-26 | Updates | The new NCI Agency SEG should support offline antimalware definitions as well as any other content update needed to detect threats. | As an IT administrator, I need to perform offline virus definitions updates even without internet connectivity. | This is about transferring content updates manually to a network that is physically disconnected from the internet. |
| SEG-27 | Management console | The new NCI Agency SEG management console must offer full management capabilities through a dedicated console. | As an IT administrator, all my administrative tasks related to the product can be operated from the management console. | - |
| SEG-28 | Management console | The new NCI Agency SEG management console integrates with Microsoft Active Directory for streamlined user and device management. | As an IT administrator I want to be able to re-use the AD structure (like OUs and groups). | Please specify where AD OUs and groups can be used. For example "OUs can be used for product deployment and AD groups can be used for RBAC." |
| SEG-29 | Management console | The new NCI Agency SEG management console must provide role-based access control (RBAC). | As a security officer, I need role-based access control to ensure team members have appropriate access levels to our security systems, aligning with their job functions. | Some roles have full control, other partial access (can configure some settings on some systems) and others have view-only access. |
| SEG-30 | Management console | The new NCI Agency SEG management console must offer the ability to import or export settings and policies. | As an IT administrator, I want to quickly export and import security settings across different environments to ensure consistent configurations and policies. | - |
| SEG-31 | Management console | The new NCI Agency SEG management console must provide granular policy application capabilities to meet diverse organizational needs. | As an IT administrator, I need to apply security policies with granular control to address the specific needs of different departments or configuration within our organization. | - |

| Requirement ID | Category | Statement | User story | Additional Notes |
|----------------|--------------------|--|--|------------------------------|
| SEG-32 | Management console | The new NCI Agency SEG management console allows for the comparison of policies. | As an IT administrator, I want to compare security policies in order to easily spot the differences between two policies. | This requirement is optional |
| SEG-33 | Management console | The new NCI Agency SEG management console offers customizable dashboards. | As a security officer, I want customizable dashboards to monitor security events and system statuses in real-time, allowing for immediate oversight and action. | - |
| SEG-34 | Management console | The new NCI Agency SEG management console offers customizable reports and statistics. | As a security officer, I want to generate reports and statistics to monitor security events and system statuses, allowing for immediate oversight and action. | - |
| SEG-35 | Support | The vendor provides direct support, not through a third party. | As an IT administrator, when I request technical support I am directly interacting with the teams of the vendor, not a third-party. | This requirement is optional |
| SEG-36 | Support | The vendor can provide a 24x7x365 support plan. | As an operations manager, I want the assurance of around-the-clock support to quickly resolve any operational issues, minimizing downtime and maintaining business continuity. | This requirement is optional |
| SEG-37 | Support | The vendor offers the possibility to access to a release candidate channel for early adoption and testing. | As a technology lead, I'm interested in accessing release candidate software to test new features and provide feedback before official release. | |