NCIA/ACQ/2025/06836
14 May 2025

Market Survey - Request for Information

NCI Agency Reference: RFI-424264-ELISA SIGS
Secure Internet Gateway Services

NCI Agency Point of Contact
Contracting Officer: Gracja Jablonska
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To	:	Distribution List (Annex A)
Subject	:	**NCI Agency Market Survey – Request for Information (RFI)** **RFI-424264-ELISA SIGS Secure Internet Gateway Services**

1. NCI Agency requests the assistance of the Nations and their Industry to identify within all NATO Nations a partner to operate and maintain the NATO Enterprise Internet and cloud gateway services.

2. This Request for Information is being issued to identify potential solutions, estimate of costs and possible suppliers. The broadest possible dissemination by Nations of this Market Survey Request to their qualified and interested industrial base is requested.

3. The 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 of current and future capability programmes is also welcome (technical data sheets, marketing, brochures, non-binding catalogue price lists, etc.).

4. The detailed scope of the envisaged project is described in the Detailed Requirements in Annex D to the RFI contains the list of systems subject to the Data Survey, and this document will be provided to responders by e-mail and only upon the return of the duly signed Annex E Non-Disclosure Undertaking (distributed upon request).

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

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of the various capabilities by NCI Agency. Non-binding pricing information is also requested as called out in Annex C.

6. Responses are due back to NCI Agency no later than **06th June 2025 12.00 CET (Brussels Time).**

7. Responses may be issued to NCI Agency directly from Nations or from their Industry to the Point of Contact indicated at Paragraph 8 below.

8. The NCI Agency reference for this Market Survey - Request for Information is **RFI-424264-ELISA SIGS**, and all correspondence and submissions concerning this matter should reference this number in title of the e-mail to: **424264-ELISA@ncia.nato.int**;

9. The Agency may request a demonstration or technical discussion of the described solution. Respondents will be contacted if such a demonstration/technical discussion 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:

Contracting Officer

Enclosures:
Annex A (Distribution List)
Annex B (Request for Information - Summary of Requirements)
Annex C (Request for Information - Questionnaire)
Annex D (Detailed Requirements – distributed upon request and signed NDU)
Annex E (Non- Disclosure Undertaking-distributed upon request)

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ANNEX A

Distribution List for Market Survey – Request for Information

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
RFI-424264-ELISA SIGS

1.   Introduction

The NATO Communications and Information Agency (NCIA), 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 NCIA 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.

2.   Scope

The NCIA requires a partner to operate and maintain the NATO Enterprise Internet and cloud gateway services. As part of the project authorization NCIA requires the industry partner to evaluate and provide insight in possible solutions and possible costing for the given scope presented below to ensure the project proposal is realistic in terms of costing and approach.

The partner has the opportunity to show its interest and skills as part of this RFI allowing them to prepare for further engagement during the international competition planned beginning 2026.

3.   Eligibility

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 situation

Secure Internet Gateway Services has traditionally been approached as an integrated fully security suite at the boundary to the Internet. Such a full service stack was initially implemented at the on premise gateway. Over time, customizations were made to accommodate emerging needs, including web hosting, leading to an inflexible architecture that is difficult to maintain.

Certain security services are envisioned to again be implemented on premise within the new Internet Service Gateways (ISGs) to comply with policy and integrate E-SMC, NEDS, NPKI, Network Management and Cyber Defence (NMCD), inter-alia. These might include boundary protection services (BPS), inline packet capture, DMZs for DNS, proxies/WAF, and VPN. Since many sophisticated services are now available as subscriptions to Security Service Edge (SSE) services, the technical approach diverts from obsolete service delivery constructs by leveraging these where appropriate. In any case, the new ISGs must, match or exceed the scope of the current gateway solution. Several such SSE providers are already augmenting

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the current service for DDoS protection, URL/Email scanning/sandboxing, and will be augmented for the full deployment of Online Automatic Malware Analysis (OAMA) and Zero Trust architecture (ZTA).
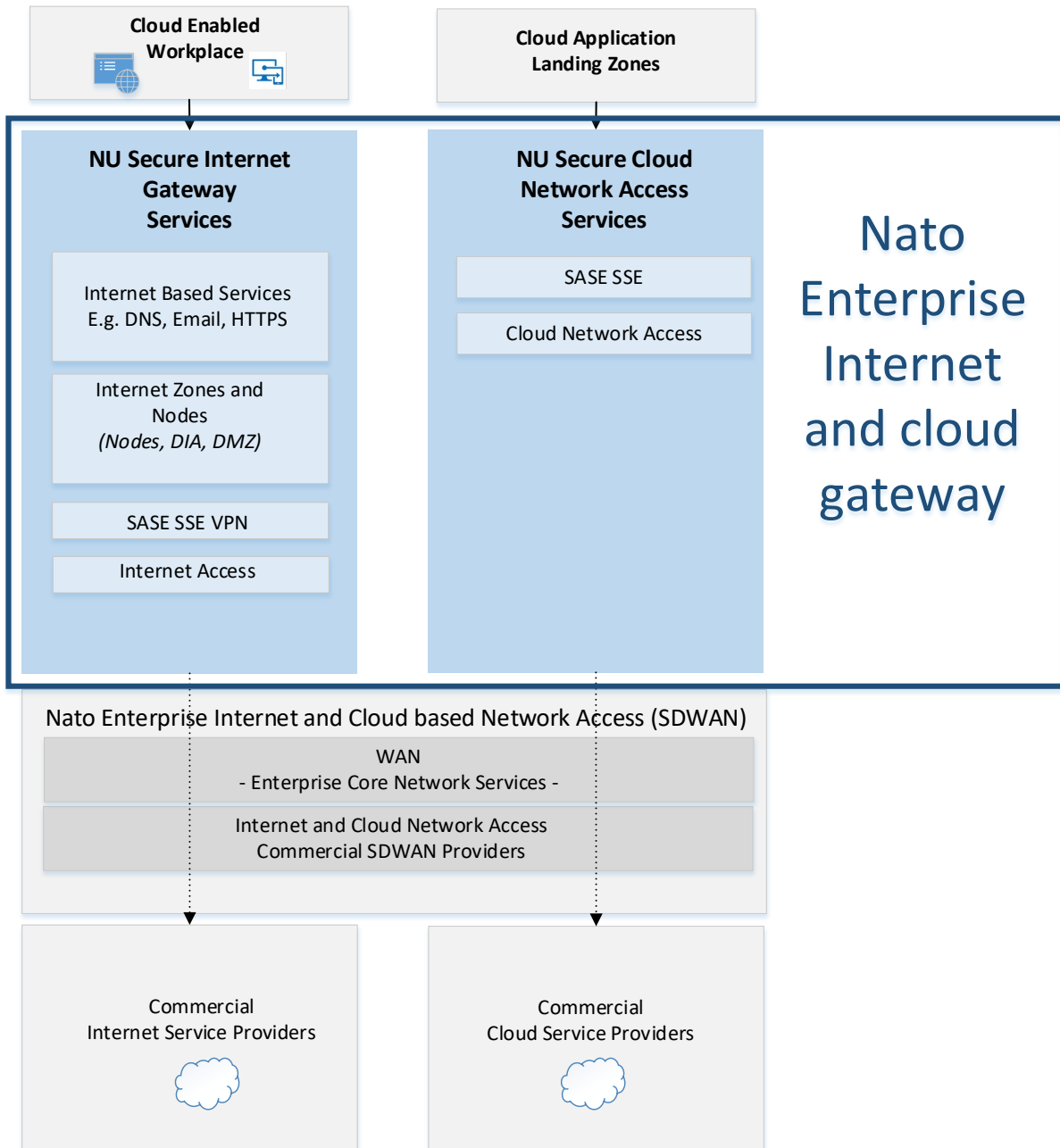
An overview of all current Internet and cloud gateway services in scope:

- Internet Based Services
  - Anonymization Service (Internet browsing anonymized)
  - Domain Naming Service (DNS), DNS Security (DNSsec)
  - Email / SMTP inspection (SPAM filtering, DLP, anti-malware)
  - Remote On-prem Email access
  - NTP/SFTP
  - Voice, video, collaboration
- Internet Zones and Nodes
  - Local command Internet nodes
  - Direct Internet Access
  - DMZ
  - VPN
  - Business Continuity
- SSE/SASE services (Secure Access Service Edge)
- Internet browsing / Proxy control (category filtering, DLP, anti-malware, remote browser isolation)
- Securely Segmented/Isolated flexible internet access for specific communities of interest (COIs, e.g. Intel, B2B, collaboration, Cyber, Training, Service Management).

5.   Approach

The NCIA wishes to manage the Internet and Security Gateway services on a COCO basis (Contractor Owned, Contractor Operated). All internet and internet security services in scope of this project will need to become and be transform to a service based solution managed by industry partner(s).

NCIA is currently preparing costing estimation for its project scope as the final delivery before project authorization will be requested within NATO and NATO Nations.

Cloud Enabled Workplace

Cloud Application Landing Zones

NU Secure Internet Gateway Services

Internet Based Services E.g. DNS, Email, HTTPS

Internet Zones and Nodes
(Nodes, DIA, DMZ)

SASE SSE VPN

Internet Access

NU Secure Cloud Network Access Services

SASE SSE

Cloud Network Access

Nato Enterprise Internet and cloud gateway

Nato Enterprise Internet and Cloud based Network Access (SDWAN)

WAN
- Enterprise Core Network Services -

Internet and Cloud Network Access Commercial SDWAN Providers

Commercial Internet Service Providers

Commercial Cloud Service Providers

ANNEX C

Market Survey – Request for Information
RFI-424264-ELISA SIGS Questionnaire

Instructions

- Please enter your responses directly below the questions in this questionnaire.

- 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 Summary of 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:
    o   Company name and address
    o   Point of Contact name, title and email address
    o   Company details and track record in providing solutions and services in area of military systems including Technical Documentation, Training, Contractor Logistic Support.

B. Solution based questions:

1) Please provide a list of the NATO countries in Europe in which your organisation maintains operations and can also provide the services that meet the detailed requirements in stated in this document.

2) Does your organization offer services like this to other customers? If yes, is this a standard service offered to multiple customer or a custom service that needs to be highly customized for each customer? Could you bring NATO in contact with similar scale customers dealing with similar scope.

3) Please indicate whether your services can satisfy the full range of requirements stated in this document, providing additional information for those requirements partially or not covered.

4) Please indicate any additional feature/capability of your solution that goes beyond the requirements in this document.

5) What key performance indicators (KPIs) or performance measures are typically used in the industry to track and evaluate the effectiveness of the type of services described? Please provide specific examples relevant to this type of service.

6) Based on your experience, what are the typical challenges and considerations for projects of this nature? Company assessment on potential risks for the implementation of such project.

7) Please provide an estimated timeline for the project, outlining the anticipated duration of each phase, from contract award to the point of the solution being fully operational.

C. Commercial Aspects

  1. Can you provide references to public sector customers, more specifically in the defence sector, currently using your solution?

2. For the type of service outlined in this document, please estimate and describe the pricing structure that your organisation typically utilises. For example, do you typically operate on a fixed-fee basis, a time and materials model, or another structure? Please provide a brief explanation of your preferred approach.

3. Company case studies for similar projects and roadmap for the development of improvements and evolutions.

D. Procurement, Licensing and Cost

1. Based on your experience, what would you identify as the primary cost drivers associated with providing the type of services outlined in this request for information?

2. Please provide rough order of magnitude (ROM) cost estimates for the project work outlined in this RFI, considering two different contract durations:

    Option A: 5-year contract duration
    Option B: 10-year contract duration

Please summarize these costs using the following table. If cost ranges are provided then there should be an explanation about what additional information is required to reduce the cost range. The empty boxes (without N/A) are expected to be filled in.

Investment or O&M	Stage title	Investment (€)	O&M for 5 Year Cost (€)	O&M for 10 Year Cost (€)
Investment	Transition and Target Architecture design cost		**N/A**	**N/A**
Investment	Implementation cost (labour costs)		**N/A**	**N/A**
Investment	Equipment/hardware implementation cost (hardware costs)		**N/A**	**N/A**
Investment	License/software cost		**N/A**	**N/A**
Investment	Other costs		**N/A**	**N/A**
O&M	Operations and Maintenance costs	N/A		

Further explanation can be provided as additional text.

E. Alignment with industry best practice.

1. The NCI Agency is willing to consider proposals that modifying the requirements in this
    request for information in order to align with industry best practise for the delivery of this
    service.   Please use this section to provide any proposals for this. Include justification for
    the change and a rough order of magnitude cost analysis.