

NCIA Request for Information (RFI)

To: Industry Partners

Subject: **SUPPORT WITH THE IMPLEMENTATION OF
SITAWARE HQ**
RFI-184344

1. The NATO Communications and Information Agency (NCIA) is conducting market research to identify qualified vendors and gather input on potential solutions to support the upcoming acquisition for services supporting SitaWare HQ implementations. To that end, we are issuing the attached Request for Information (RFI) 184344 to solicit feedback from capable and interested industry partners.
2. This RFI is issued for planning purposes only and is not a request for bids. It is part of NCIA's effort to ensure it has a clear understanding of the marketplace, available capabilities, and potential acquisition strategies.
3. We value your insight and invite you to:
 - a. Share relevant corporate capabilities and experience;
 - b. Review and comment on our draft requirements (Annexes A and B) with a view in providing recommendations for improving performance outcomes, competition, and efficiency; and identifying any risks or concerns that should be considered during planning.
4. Submission instructions and additional details can be found in the enclosure to this RFI.
5. Only companies from a NATO member country can participate in or respond to this RFI (https://www.nato.int/cps/en/natohq/nato_countries.htm).
6. Should you have any questions or need clarification, please contact Mihai-Adrian LITA at Mihai-Adrian.Lita@ncia.nato.int.
7. We thank you in advance for your time and input, and we look forward to engaging with you as we shape this potential acquisition.

For the Chief of Acquisition:

Radu Munteanu
Contracting Officer

Enclosure:

- Request for Information with Annexes A and B
- Distribution List

Distribution List

1. NATO Delegation (Attn: Infrastructure Adviser)

- | | | |
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| 1. Albania | 12. Greece | 23. Poland |
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2. All NATEXs

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REQUEST FOR INFORMATION

A. Introduction

1. The NATO Communications and Information Agency (NCIA) is conducting market research to identify potential sources and gather information regarding industry capabilities to support SitaWare HQ implementations. This Request for Information (RFI) is issued solely for informational purposes and does not constitute a Request for Proposal (RFP), Request for Quotation (RFQ), or invitation for bid.

B. Purpose

1. The purpose of this RFI is to obtain input from industry to help inform the NCIA's acquisition planning. Responses to this RFI will assist in refining requirements, identifying capabilities, and shaping the strategy for any future solicitation.

C. Background

1. NCIA is currently implementing SitaWare HQ as NATO's Land C2 application across the NATO Command Structure. Recently the demand for similar services from NATO Force Structure is increasing and hence there is a need for NCIA to investigate the options for industry to provide support.

D. Submission Instructions

1. Interested parties are invited to respond in accordance with the instructions below:
 - a. Submit responses via the email address in section G no later than **12:00 hours Central European Time (CET) on 28 November 2025**.
 - b. Responses should be submitted in PDF or Word format and must not exceed **15 pages**, including:
 - i. Responses to [Annex A](#) and comments on [Annex B](#)excluding:
 - i. Cover page
 - ii. Company brochures or product literature (if included)
 - iii. Attachments such as past performance references
 - c. Use the following subject line for submission
 - i. "Response to RFI-184344 – [Company Name]"
 - d. All responses should address the items listed in [Annex A](#) – Requested Information.
 - e. Respondents are also encouraged to review and comment on the draft requirements in [Annex B](#) – Draft Statement of Work (SOW).

E. Disclaimer

1. This RFI is for planning and informational purposes only and shall not be construed as a solicitation or obligation on the part of the NCIA. The NCIA does not intend to award a contract based on responses to this RFI. Respondents are solely responsible for all

costs incurred in responding to this RFI. The NCIA will consider and analyse all information received from this RFI and may use these findings to develop a future solicitation. The NCIA will consider all responses as confidential commercial information and will protect it as such.

2. NCIA reserves the right, at any time, to cancel this informal market survey, partially or in its entirety. No legal liability on the part of NCIA for payment of any sort shall arise and in no event will a cause of action lie with any prospective participant for the recovery of any costs incurred in connection with the preparation of documentation or participation in response hereto. All effort initiated or undertaken by prospective informal market survey participants shall be done considering and accepting this fact.

F. Use of Information Provided through Responses

1. Confidentiality of Responses

The NCIA may incorporate industry comments and responses, in part or in whole, into a future release of a solicitation. Should respondents include proprietary data in their responses that they do not wish to be disclosed to the public for any purpose, or used by NCIA (except for internal evaluation purposes), they must:

a. Mark the title page with the following legend:

This document includes data that shall not be disclosed outside NATO and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than for NCIA internal evaluation purposes, unless otherwise expressly authorised by [insert company name]. This restriction does not limit the NCIA's right to use information contained in this data without restriction if it is obtained from another source. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets]

b. Mark each sheet of data it wishes to restrict with the following legend:

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this document.

G. RFI Point of Contact

1. Mihai Adrian Lita
2. Mihai-Adrian.Lita@ncia.nato.int

Annex A – Requested Information

1. Respondents are encouraged to provide the following information in their response:

a. Company Information

- i. Legal Business Name
- ii. Address
- iii. Website
- iv. Primary Point of Contact
- v. Email address

b. Technical Capability

- i. Summary of relevant capabilities and past performance

c. Feedback and Recommendations

- i. Comments on the draft Statement of Work (SOW)
- ii. Responses to the following RFI Questions
 - 1. Provide evidence of recent successful experience (within the last 3 years) with each of the areas as mentioned under “2. Scope” in the SOW:
 - a. Pre-Deployment Preparation
 - b. Shortened Training Needs Analysis
 - c. Deployment of SitaWare HQ onto the test environment and production environment
 - d. Configuration of SitaWare HQ
 - e. Post-Deployment and Post-Configuration Validation
 - f. Initial Training
 - g. Early-Life Support Phase
 - h. Follow-on In-Service Support
 - i. On-Demand Services
 - 2. Indication of number of skilled resources available for each of the areas mentioned under 1.

d. Questions or Concerns

- i. Risks, concerns, or barriers
- ii. Suggestions for risk mitigation or enhancing competition

Annex B – Draft Requirements / Statement of Work (SOW)

Note: This is a DRAFT and subject to change. The NCIA is seeking industry feedback.

1. Background

The NATO Communications and Information Agency (NCIA) requires support with the implementation of SitaWare HQ. This capability supports the NCIA's mission for Land Command and Control.

2. Scope

The Contractor shall provide services to successfully deploy, configure and integrate SitaWare HQ onto the network infrastructure in accordance with the scope specified below. Furthermore, the activities included are to ensure that the capability is operational, with users and administrators trained, and that adequate early-life support is provided to ensure smooth adoption. This includes, but is not limited to:

a. Pre-Deployment Preparation

Objective: To gather all information needed for successful implementation and to ensure the IT infrastructure of the production environment is in place, meets the technical requirements and is compliant with SitaWare HQ pre-requisites.

The pre-deployment preparation includes the following tasks:

- Conduct a joint site survey to review to identify where SitaWare HQ will be deployed. It is assumed the site survey will be a one-day on-site meeting;
- Assess the in-place IT infrastructure of the test and production environments to ensure it meets the technical requirements and is compliant with SitaWare HQ pre-requisites;
- Identify and allocate the necessary hardware platform, operating systems, (supporting) software prerequisites and network resources;
- Identify and assess client infrastructure from where the future users will access SitaWare HQ;
- Identify and allocate the necessary integration points and interfaces;
- Identify actions that are required in order to be ready for implementation;
- Deliver a site survey report containing all collected information and identified actions.

b. Shortened Training Needs Analysis

Objective: Identify which people need to be trained, using the existing SitaWare HQ courses and plan the courses.

A shortened training-needs analysis ("mini TNA") will be performed. It assumes a one-day on-site survey at the start with the training contact person. The training-need analysis includes:

- Explanation of the available training courses;
- Determining users and roles that need to be trained utilizing the existing training courses (profiles and numbers).

Based on the results from training-needs analysis, a training plan will be developed that will cover both the initial training as well as follow-on training. Follow-on training is excluded from the scope of this statement of work.

The training-needs analysis and training plan will address the following possible

training scope:

- User Training:
 - Self-paced online user training sessions to familiarize users with the core features of SitaWare HQ, including navigation, reporting, and task completion;
 - Classroom training sessions for different user levels to teach users how to interact with SitaWare HQ based on user roles and specific responsibilities;
 - Reference materials (e.g. user manuals, training syllabus, quick guides, FAQs) to support ongoing user education.
 - System Administrator Training:
 - Classroom training for system administrators on installing, configuring and maintaining SitaWare HQ;
 - Advanced topics such as system monitoring, user management, troubleshooting, and data backup/recovery procedures;
 - Guidance on how to extend and customize the application for future needs.
 - Functional Administrator Training:
 - Classroom training for functional administrators/ information managers on managing roles and permissions and building relevant recognized pictured
 - Management of information products in SitaWare HQ and with external systems
 - Guidance and functional support to users utilizing SitaWare HQ.
- c. Deployment of SitaWare HQ onto the test environment and production environment
Objective: Successfully install and configure SitaWare HQ onto the identified test environment and production environment.

The deployment of SitaWare HQ includes the following tasks:

- Support on-site deployment of SitaWare HQ onto the identified test environment and production environment, ensuring that the necessary servers, databases, and other components are properly configured;
- Establish connections to other systems, as identified during the site survey;
- Support with the configuration of network settings (firewall, ports, bandwidth, etc.);
- Perform initial quality checks to ensure SitaWare HQ is installed and configured for basic operation, including common data integration points and application-wide preferences.

d. Configuration of SitaWare HQ

Objective: Tailor the SitaWare HQ configuration of on the identified test and production environments to meet the specific needs of the organization.

The configuration will be conducted based on specific needs, and it will include the following tasks:

- Configuration and set-up of SitaWare HQ and other components, including creation of initial user roles, user accounts and permissions;
- Customize SitaWare HQ data integration points with existing and relevant functional and cores services within the production environment to meet operational needs;
- Import data from legacy system (using existing SitaWare HQ capabilities);

- Ensure appropriate security and user access protocols are implemented to protect data.

e. Post-Deployment and Post-Configuration Validation

Objective: Ensure SitaWare HQ is properly installed and configured and functioning correctly on the identified test and production environments.

The post-deployment and post configuration validation includes the following tasks:

- Perform joint quality checks and site acceptance testing (SAT) to ensure SitaWare HQ is installed and configured to specifications and integrated properly with existing and relevant functional and supporting services within the identified production environment, and is functioning correctly;
- Provide documentation of all configuration settings for future reference;
- Provide a test report outlining the deployment and configuration process, any issues encountered during the validation and acceptance testing, and their resolution.

f. Initial Training

Objective: Ensure to qualify users/staff to utilize SitaWare HQ to allow for smooth adoption and effective use and management of SitaWare HQ.

The initial training is likely to start during, or shortly after the deployment phase. The intent is to plan and deliver the standard training as identified during the training needs analysis. The initial training will be delivered in coordination to minimize disruption to operations and exercises.

The initial training will be delivered through a combination of:

- eLearning: self-paced online training modules using SitaWare Aspire;
- Classroom: instructor-led, classroom training sessions based on NATO training courses.

The initial training delivery comprises the following:

- SitaWare Aspire Basic training for identified users and functional admins (Aspire licenses are not part of this SOW and assumed to be acquired separately);
- 3x Power User course (up to 6 pax per course);
- 2x System Administrator course (up to 6 pax per course);
- 2x Functional Administrator/ Information Manager course (up to 6 pax per course);

g. Early-Life Support Phase

Objective: Ensure support and concepts are in place for a successful implementation post-deployment of SitaWare HQ.

Early-life support is essential to ensure smooth transition and adoption of SitaWare HQ and to address any issues that may arise early on.

The early-life support has a 3-months duration, including up to 200 support hours. The effort comprises the following activities and services:

- Technical Support
 - Provide dedicated technical support to address any post-deployment issues, defects, or configuration changes.

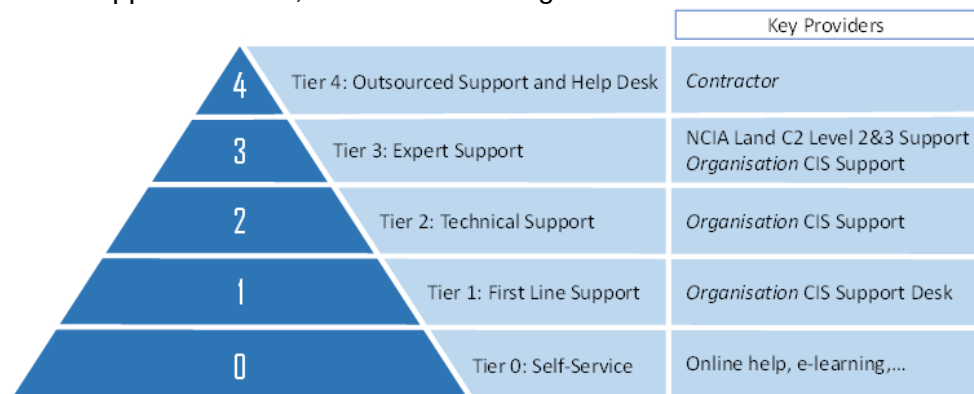
- Helpdesk Support:
 - Offer helpdesk support for questions and issues arising from the usage of SitaWare HQ after deployment.
- Issue Resolution:
 - Provide troubleshooting and resolution of issues related configuration and usage;
 - Ensure any identified issues are tracked following the standardized process.
- Consultancy:
 - Consultancy for updating business processes (SOP/CONOPS/CONEMP).
- Post-Implementation Review:
 - Conduct a review meeting after 45 days to assess the overall implementation and identify areas for improvement.

h. Follow-on In-Service Support

Objective: Provide ongoing in-service support after the early-life support phase in accordance with the defined support concept.

After the early-life support phase, ongoing in-service support will be necessary to ensure the effective long-term usage of SitaWare HQ.

To facilitate this, a tiered in-service support model will be established, founded on the standing CIS support structure that will be reinforced by the NCI Agency's and Contractor's support services, as shown in the figure below.



In this concept, the primary point of contact for support requests and incident reporting remains with the organisation's CIS support team. In case lower tiers cannot resolve service request and incidents, then they will escalate to higher tiers. For complex service request and incidents, e.g. issues with the SitaWare HQ, interoperability or cross-domain, the request or incident can be elevated to the NCI Agency Level 2 who in turn will elevate to Level 3 for support, and will then further elevate the issue to Contractor if not able resolve the issue.

The in-service support provided by NCIA and Contractor has a 12-month duration, commencing from the end of the Early-Life Support phase, and includes:

- Contractor support;
- Off-site support for the release and transition process for each update, patch and hot-fix in accordance with the Systematic Product Maintenance Policy;

The in-service support provided by the NCIA and Contractor can be renewed annually for a 12-month duration.

i. On-Demand Services

Objective: Provision of additional services that can be procured as additional offers.

On-demand services that can be provisioned during the In-Service Support phase may include:

- Support for implementing interfaces to other capabilities and services;
- Additional/recurring (on-site) training;
- Exercise support and mentoring (including preparation phases for exercises);
- On request on-site support (technical or functional).

3. Deliverables

The following deliverables will be produced during the course of this effort:

- Site survey report;
- Training-needs analysis and training plan;
- Deployment and configuration of SitaWare HQ on Organisation networks, including configuration of identified interfaces;
- Installation and configuration documentation;
- Site activation test report;
- A cloud environment for hosting the Aspire online training platform;
- Reports detailing early-life support activities;
- Post-implementation review report, summarizing the overall implementation;

4. Purchaser Furnished Equipment (PFE) / Information (PFI)

- a. SitaWare HQ and SitaWare Aspire licenses are not part of the scope of this SOW and will be delivered separately.

5. Period of Performance

- a. Phase 1: Capture: 4 months;
- b. Phase 2: Implementation: 5 months;
- c. Phase 3: Early-Life Support: 3 months;
- d. Phase 4: Follow-On In-Service Support - Ongoing after the initial phase.

6. Place of Performance

- a. Any location in a NATO nation, NATO partner nation or NATO operation.