

## NCIA Request for Information (RFI)



**AIR-GAPPED END USER DEVICE MANAGEMENT SOLUTION,  
COMPRISED OF THE END USER DEVICES (COMPATIBLE WITH  
WINDOWS CLIENT OS  
RFI-CO-424344-NC3**

## NCIA Request for Information (RFI)

**To: Industry Partners**

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 air-gapped end user device management solution, comprised of the end user devices (compatible with Windows client OS) and necessary management component(s). To that end, we are issuing the attached Request for Information (RFI) RFI-CO-424344-NC3 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](https://www.nato.int/cps/en/natohq/nato_countries.htm)).
6. Should you have any questions or need clarification, please contact Lise Vieux-Rochat or Esteban Diaz at [CO-424344-NC3@ncia.nato.int](mailto:CO-424344-NC3@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:

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Esteban Diaz, Senior Contracting Assistant

On behalf of Lise Vieux-Rochat  
Senior Contracting Officer

**Enclosure:**

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

### Distribution List

#### 1. NATO Delegation (Attn: Infrastructure Adviser)

- |             |                     |                    |
|-------------|---------------------|--------------------|
| 1. Albania  | 12. Greece          | 23. Poland         |
| 2. Belgium  | 13. Hungary         | 24. Portugal       |
| 3. Bulgaria | 14. Iceland         | 25. Romania        |
| 4. Canada   | 15. Italy           | 26. Slovakia       |
| 5. Croatia  | 16. Latvia          | 27. Slovenia       |
| 6. Czechia  | 17. Lithuania       | 28. Spain          |
| 7. Denmark  | 18. Luxembourg      | 29. Sweden         |
| 8. Estonia  | 19. Montenegro      | 30. Türkiye        |
| 9. Finland  | 20. Netherlands     | 31. United Kingdom |
| 10. France  | 21. North Macedonia | 32. United States  |
| 11. Germany | 22. Norway          |                    |

#### 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 the development of concept of operations and consequently acquisition of the necessary hardware, software and services for an air-gapped solution for end user device provisioning and management. 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 looking for an air-gapped solution to provide remote management and administration of Windows based end user devices across two IT domains. The solution needs to support the complete lifecycle of the end user devices – provisioning, operation and decommissioning across both IT domains, providing only the entitled domain to the entitled end users. The end user devices need to support NATO-approved data at rest encryption or be compatible with NATO-approved encrypted hard drives. The solution needs to operate fully on-premise, in an air-gapped fashion and provide control over the peripherals attached to the end user equipment.
2. Additionally, NCIA is looking for a solution for presentation of PowerPoint slide decks in small conference/VTC rooms. The solution shall support user authentication against identity provider (e.g. Active Directory) and avoid storing any data at any time.
3. Both solutions will be deployed in Europe.

### 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 H no later than **12:00 hours Central European Time (CET) on 19 March 2026**.
  - b. Responses should be submitted in PDF or Word format and must not exceed **15 pages**, including:
    - i. Responses to [Annex A](#)  
  
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 [RFI Number] – [Company Name]”
- d. All responses should address the items listed in [Annex A](#) – Requested Information.

## E. Industry Engagement

1. Industry day is not foreseen during this initial stage, however technical discussions via one-on-one virtual sessions may take place following the submission of responses, with the purpose of clarifying or further augmenting those responses where required.

## F. 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.

## G. 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.*

## H. RFI Point of Contact

1. Lise Vieux-Rochat & Esteban Diaz
2. [CO-424344-NC3@ncia.nato.int](mailto:CO-424344-NC3@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. Responses to the following RFI Questions

1. The following questions refer to the end user device management solution.

- a. Is your solution currently in use and accredited for processing classified information in any NATO Allied Nation? If yes – at what classification level?
- b. What data-at-rest protections are used in the end user devices?
- c. Does your solution support Viasat DARC-ssd 600 hard drives ([https://www.ia.nato.int/niapc/Product/Viasat-DARC-ssd--600\\_831](https://www.ia.nato.int/niapc/Product/Viasat-DARC-ssd--600_831)) ?
- d. What is the classification of the end user device when powered off and the data-at-rest protection is active?
- e. What end user device types – laptops/desktops/tablets are supported by your solution?
- f. Can the end user devices be used if the management component is offline/not available?
- g. Are the end user devices supporting Windows client OS?
- h. Do the end user devices support other client environments (e.g. Horizon client)?
- i. Does your solution support zero-touch remote provisioning, i.e. the end user devices are provisioned from out of the box state to fully functional device completely remotely? If yes – describe briefly how.
- j. Does your solution have multi-domain capabilities, i.e. supporting multiple isolated client environments?
- k. What is your lead time to deliver the solution
  - i. with 10 end user devices?
  - ii. With 100 end user devices?
  - iii. With 500 end user devices?
  - iv. With 1000 end user devices?

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- l. What are the rough initiation costs to implement the solution for each of the quantities provided above (ref. k)? Please make a distinction between hardware, software and services.
  - m. What are the annual recurring costs for your solution?
  - n. What is the licensing model for your solution – e.g. per device/per user?
  - o. Is any part of your solution subject to export control/authorisation for NATO use as part of the acquisition process?
  - p. Does your solution integrate with cyber security endpoint protection tools such as Splunk, Fidelis and Tenable?
  - q. Does your solution comply with strong authentication requirements (certificate based 802.1X)? If so, does it integrate with a centralized PKI solution or rely on its own PKI solution?
  - r. Does your solution provide BIOS hardening mechanisms to comply with NATO security hardening guidelines?
    - i. Or do you provide hardening guidelines for your product?
  - s. Does your product possess TEMPEST certification? If so, what is the available TEMPEST certificate level?
  - t. When purchased with TEMPEST certification, what is the impact on the delivery dates?
  - u. Do you provide tamper proof delivery of your hardware products to ensure supply security chain is not broken during delivery? If yes, please provide a high-level simple process description.
2. The following questions refer to the presentation solution.
    - a. Describe briefly how your solution works.
    - b. In what form factors and sizes is your solution available?
    - c. How do you handle different user authentication mechanisms?
    - d. How do you deal with storing and processing data on the device?
  - ii. Innovations or alternatives
  - iii. Rough Order Magnitude (ROM), including any assumptions upon which they are based
- d. Questions or Concerns**
- i. Risks, concerns, or barriers
  - ii. Suggestions for risk mitigation or enhancing competition

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