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## **NCIA Request for Information (RFI)**

**NSATU – LEVEL 1 AND LEVEL 2 SUPPORT SERVICE  
OUTSOURCING  
MS-424359-NSATU**

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NCIA/ACQ/2026/06993  
Friday, 10 April 2026

## 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 of Level 1 and Level 2 services support of the NATO Security Support and Training to Ukraine (NSATU). The goal is to transfer the responsibility of such services within defined national locations, from NCIA to a qualified external service provider . To that end, we are issuing the attached Request for Information (RFI) MS-424359-NSATU 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 Estefania Nunez at Estefania.Nunez@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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Tiziana Pezzi  
Principal Contracting Officer

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**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 outsourcing of NSATU Level 1 and Level 2 support services. 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, however, it is linked with a future requirement that will be included in NSIP project for NSATU by the end of 2026.

## 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. NATO Security Assistance and Training for Ukraine (NSATU) was initiated in 2024.
2. This mission consists of establishing and maintaining CIS infrastructure and services to ensure secure, reliable information exchange between the locations mentioned below enabling COM NSATU Command and Control (C2)
3. The locations and currently associated personnel are:

Location	Services	Main Infrastructure	Current Personnel head count
DEU (NSATU HQ)	<ul style="list-style-type: none"> <li>• Signal Support Group (SSG)</li> <li>• Command &amp; Control Element (C2 Element)</li> <li>• Deployable Network Operation Centre (DNOC)</li> </ul>	1 x large CIS node	28
Logistic Enabling Node in Poland (LEN-P)		1 x small CIS node	6
Logistic Enabling Node in Romania (LEN-R)		1 x small CIS node	6
Logistic Enabling Node in Slovakia (LEN-S)		1 x light CIS	2

The contractor shall provide Level 1 and Level 2 support services across 4 performance locations. Although at present 42 personnel conduct the job (Job Titles in Annex D), it will be for the contractor to determine staffing levels to perform the services in accordance with the defined KPI's.

## 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 24 April 2026.**

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- b. Responses should be submitted in PDF or Word format and must not exceed **25 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 [RFI Number] – [Company Name]”
- d. All responses should address the items listed in [Annex A](#) – Requested Information.
- e. Respondents are encouraged to review and comment on the draft requirements in [Annex B](#) – Draft Requirements.

## E. Industry Engagement

1. Based on the above analysis of the industry feedback received, NCIA may ask for further clarification from the respondents on the details of the proposals that were submitted.
2. The above activities will not be reimbursed by NCIA, and there are no contractual obligations that would bind NCIA to provide such reimbursement.

## 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].*

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*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. Estefania Nunez
2. Estefania.Nunez@ncia.nato.int.

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## 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. A comprehensive description of the proposed Level 1 and Level 2 support services described in Annex B, including the detailed scope of services, service delivery approach, and clearly defined roles and responsibilities.
- ii. Responses to the RFI Questions defined in Annex C
- iii. Innovations or alternatives
- iv. 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

## Annex B – Draft Requirements

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 industry feedback on their readiness to provide Level 1 and Level 2 support services for NATO Security Assistance and Training for Ukraine (NSATU). This capability supports the NCIA's mission to ensure secure, interoperable, and rapidly deployable CIS capabilities that maintain reliable command-and-control (C2) continuity in dynamic operational environments.

### 2. Scope

The Contractor shall provide Level 1 and Level 2 support services of all systems, services and facilities located in the specified National locations as outlined in Section C. This effort includes day-to-day system operation, management, maintenance, technical assistance and the provision of required support personnel including, but not limited to:

1. Service Desk
2. Event Management
3. Incident Management
4. Problem Management
5. Change Management
6. Lifecycle Management
7. Routine Preventative Maintenance Level 1 and Level 2

The main infrastructure includes the following:

1. Work Space Services and End User Devices, but not limited to:
  - a. Laptops and Workstations
  - b. Laptop and Workstation peripheral devices
    - i. Keyboards
    - ii. Monitors
    - iii. Mice
    - iv. KVM switches
    - v. Desk Top Uninterrupted Power Supplies (where deployed)
    - vi. Headsets
    - vii. Web Cameras
    - viii. Speakers
  - c. VOIP/ VOSIP phones
  - d. VTC systems/ facilities
  - e. Multifunctional Printers and Scanners
  - f. Mobile Phones
  - g. Cabling and access points.
2. Back End Infrastructure in Host Nation Locations, but not limited to:
  - a. Uninterrupted Power Supplies
  - b. Routers
  - c. Switches
  - d. Firewalls
  - e. Crypto Systems
  - f. Servers and Mass Storage devices
  - g. Cabling and access points.
3. Deployable CIS Systems, but not limited to:
  - a. FB1-DragonFly HQ (DFHQ)
  - b. Remote Network Modules (RMN)
  - c. Theatre Liaison Kits (TLK)

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- d. Deployable Satellite Ground Terminal (DSGT)
4. Security domains or networks in Host Nation locations:  
The solution should be able to serve 3 (three) different networks, each of which should be physically separated to meet different security classification criteria

### 3. Objectives

The Contractor shall deliver Level 1 and Level 2 support services by:

- A) Undertaking all required operational activities need to guarantee the service continuity and downtime reduction through instant access to a single point of contact.
- B) Undertaking all the assigned tasks to ensure traceability and decision-making through a complete historical log of all support activity.
- C) Undertaking all routine preventive maintenance tasks at Levels 1 and 2, making sure that all equipment is maintained following approved procedures, manufacturers' guidelines, and other applicable standards.
- D) Undertaking all corrective maintenance activities at Levels 1 and 2, including troubleshooting, repairing, and fully restoring equipment back to normal operation.
- E) Undertaking proactive steps to correct any issues identified, taking necessary actions to avoid downtime and keep services running smoothly
- F) Undertaking accurate troubleshooting through structured tracking and categorization.
- G) Undertaking recurrent problems detection activities to support service reliability and planning.
- H) Undertaking statistical analysis on incident volume and type to support performance management.
- I) As a Service Desk, undertaking user communication duties by serving as the single point of contact for all incidents, service requests, and changes.
- J) Undertaking timely, qualified support through an on-site operation of Level 1 and Level 2 Service Desk / Back End function in all the places of performance (see Annex B)
- K) Undertaking user accessibility and self-resolution ability through multi-channel access (phone, email, walk-in)

### 4. Performance Requirements

See Annex E – Key Performance Indicators

### 5. Deliverables

The Contractor shall provide the monthly Key performance Indicators reporting as described in Annex E, section 2, in addition to regular review meetings with the NCIA Service Delivery Manager.

Deliverable	Description	Frequency	Format
Service Performance Report	<p>The monthly of performance should contain:</p> <ol style="list-style-type: none"> <li>1. List of KPI and performance against those KPI's</li> <li>2. List of incidents and resolution</li> <li>3. List of change management activities</li> <li>4. List of data and documentation activities</li> <li>5. Security compliance and resolution activities</li> <li>6. Staffing availability</li> <li>7. Routine maintenance activity</li> <li>8. Corrective maintenance activity</li> </ol>	Monthly	PDF Or MS Word

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Deliverable	Description	Frequency	Format
	9. Identification of risks and potential resolution 10. Recommendation of continuous improvement		

## 6. Purchaser Furnished Equipment (PFE) / Information (PFI)

- a. Host Nations shall provide the necessary working environment to support contract execution, including office space, standard office equipment, and approved management tools.
- b. No additional equipment, systems, or infrastructure shall be provided by NCIA. The Contractor shall be responsible for providing all other equipment, software, and resources required to deliver and test the equipment of the services under this Contract.

## 7. Period of Performance

The Contract is expected to commence on 1st of January 2027 (tentative) with an initial (base period) duration of three (3) years. The contract may be extended through the exercise of the following options:

- a. Option Year 1: From 1st January 2030 to 31 December 2030
- b. Option Year 2: From 1st January 2031 to 31 December 2031
- c. Demobilization Option: The Demobilisation period, which can be maximum up to twelve (12) months to support transition and close-out activities, should be included in the total duration of the contract.

The contract will also incorporate a mobilization phase where all preparatory works are done, and there is an exchange of responsibilities with SSG through the handover/takeover (HOTO). This phase will culminate in the achievement of the following milestones:

1. The initial operational capability (IOC) where the minimum requirements are met.
2. Full operational capability (FOC) where all the requirements under the contract are fully met.
3. Steady state: when the Contractor delivers the full scope of services under normal operating conditions.

## 8. Place of Performance

NSATU Permanent CIS Environment (NSATU PCE) will be applied at all NSATU functional locations:

- a. NSATU Headquarters, DEU
- b. Logistic Enabling Node (LEN-P), POL
- c. Logistic Enabling Node (LEN-R), ROU
- d. Logistic Enabling Node (LEN-S), SVK

## 9. Contractor Key Personnel Team

The contracting team manning shall **include minimum of the following mandatory positions:**

- a. Project Manager (Remote).
- b. Senior site engineer (On-site in each location).
- c. A minimum of 3 crypto custodians (On-site in DEUS-HQ).

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## Annex C – RFI Questions

### 1. Corporate Information

- 1.1 What is your organisation's brief overview, including core competencies and locations?
- 1.2 What experience does your organisation have in delivering outsourced Level 1/Level 2 CIS support?
- 1.3 What prior work has your organisation conducted with NATO, NATO Nations, or defence sector organisations? Any recommendations will be much appreciated.
- 1.4 Is your organisation able to obtain and maintain the required security clearances?

### 2. Technical Capability

- 2.1 Are you capable of providing Level 1/Level 2 O&M for the systems listed in the Scope?
- 2.2 How do you support multiple physically separated security domains?
- 2.3 What is your incident, request and change management and escalation processes?
- 2.4 Can you provide on-site support across 4 national locations?

### 3. Workforce & Security

- 3.1 What is your proposed staffing model, including key competencies?
- 3.2 Can you recruit and retain personnel who meet Host Nation and NATO security requirements?

### 4. Transition Approach

- 4.1 What is your approach for assuming existing CIS O&M responsibilities from NCIA?
- 4.2 What information will you need on the existing CIS to be able to participate to the IFB?
- 4.3 What is your indicative transition timeline and key risks?

### 5. Tools & Service Management

- 5.1 What tools does your organisation use for service management (e.g., ticketing, monitoring, asset management)?
- 5.2 How does your organisation approach change management and patching?

### 6. Compliance & Risk

- 6.1 Can your organisation comply with NATO, Host Nation, and defence sector standards as they apply to CIS O&M services?
- 6.2 How does your organisation approach Risk Management for CIS O&M services?

### 7. Commercial Information

- 7.1 Can you provide an estimated cost model for the services required (Rough Order of Magnitude)?
- 7.2 What is your organisation's standard Pricing Model(s)?
- 7.3 What assumptions and dependencies might influence cost and delivery of services?

### 8. Additional Input

- 8.1 What innovations and efficiencies can your organisation bring to this requirement?

## Annex D – Current Job Titles

<b>JOB TITLE</b>
<b>DEU/ NSATU HQ</b>
Technician (SSG C2 S3/S4)
Crypto Custodian (SSG C2, S2)
Technician (Lv2 COMMS)
Technician (Lv2 CORE IS)
Technician (Lv 2. DCOI Svc Spt)
Technician (Cyber Defense)
Technician (SATCOM)
Technician (Incident Management)
Commander (NDD)
Technician (COMMS L2 - MPLS. Network, Crypto LAN)
Technician (COMMS L2 - Voice, VTC)
Technician (Lv2 CORE IS)
Technicians (Service Desk)
Technicians (SATCOM)
Technician (PG, AIRCON, Vehicle, Tent)
<b>Logistics Enabling Node - Romania</b>
Technician (Lv2 Network, Voice, VTC)
Technician (SATCOM; Power Generator)
Technician (Lv2 CORE IS; Service Desk)
<b>Logistics Enabling Node - Poland</b>
Technician (Lv2 Network, Voice, VTC)
Technician (SATCOM; Power Generator)
Technician (Lv1 CORE IS: Service Desk)
<b>Logistics Enabling Node - Slovakia</b>
Technician (Electronic Systems OPS & Maint, L1)

## Annex E – Key Performance Indicators

### 1.1. Workstations

<b>Service Name: Workstations</b>	
Service Description: NATO furnished workstations (desktop and laptop computers) including software listed in SOW Appendixes.	
<b>KPI #: 1</b>	
<p>Availability: Workstation, including hardware, operating system and Software in SOW Appendixes, is up when end-user is capable of using operating system functions and all Software. Availability is calculated as described in section 1 with “Total Expected Time” defined as the period for which the availability is measured (all duty hours in one month) in minutes multiplied with the number of Workstations.</p> <p>“Scheduled Maintenance Time” defined as pre-agreed outage time expressed in Impacted Workstation Minutes, i.e. the sum of all pre-agreed outages in minutes for all Workstations. Only scheduled maintenance Time during duty hours has to be incorporated.</p> <p>Outage Time as defined in section 1, but expressed in Impacted Workstation Minutes, i.e. the sum of all outages of all individual workstations. Only outage time during duty hours has to be incorporated.</p> <p>The workstation is considered to be up (or available) unless there is a trouble ticket at the Service Desk. It assumes the availability of workstation is not dependent on network services. It measures ability to boot and perform execution and functions of the local resident applications within the confines of the workstation. The measurement is an aggregate and average by site.</p>	
Who: Contractor	Frequency: Monthly reported
Where: Host Nation wide	How measured: Based on Service Desk tickets begin and end-time and provided in monthly reports to purchaser.
Required	At least 99.7% during duty hours
<b>KPI #: 2</b>	
<p>Incident Resolution: A incident is solved when the workstation hardware, Software is restored to normal operating performance. Restoration is satisfied by repairing, replacing/re-installation, or by assumption of functionality through a redundant system.</p> <p>The measurement will be an aggregate of all sites in this SOW.</p>	
Who: Contractor	Frequency: Monthly the percentage of measurements within time limit is computed and reported.
Where: Host Nation wide	How measured: Based on Service Desk tickets’ begin and end-time
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)

### 1.2. E-mail and directory services

<b>Service Name: E-mail and directory services</b>	
Service Description: Services for sending, storing, processing, and receiving email and multimedia e-mail attachments and services for storing and updating of directory information like e-mail addresses and telephone numbers.	

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<b>KPI #: 3</b>	
<p>Availability: Availability is defined as the portion of time that the E-mail and directory services are available or 'up' for sending and receiving E-mail and for retrieval of directory information. It is measured in terms of percentage of available time in a month as described in section 1.</p> <p>Assumptions: Excludes any failures relating to network and non-email server related hardware/components.</p>	
Who: Contractor	Frequency: Measured continuously, summarized daily, reported monthly
Where: At all e-mail servers throughout Host Nation	How measured: Analysis of Service Desk trouble tickets and server event logs, Continuous monitoring, monthly measurement on a server by site basis.
Required	At least 99.7%
<b>KPI #: 4</b>	
<p>Incident Resolution: Elapsed time from the outage until the service is restored to normal operating performance. The measurement will be an aggregate and average by site of the time to restore service following Service Desk notification. The values indicated represent total time to restore from time of non-availability (includes response time).</p>	
Who: Contractor	Frequency: Continuous monitoring, monthly percentage of measurements within time limit is computed and reported per site
Where: Host Nation wide	How measured: Event logs and Service Desk logs.
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)

### 1.3. File Share services

<b>Service Name: File Share Services</b>	
<p>Service Description: Service that will allow the user to store and retrieve files on shared, controlled access storage media. This includes access controls, and back-up and recovery.</p>	
<b>KPI #: 5</b>	
<p>Availability to required users: Availability to file sharing services for all End User account holders. The computation addresses only availability of the File Share server and excludes incidents related with network and non-file share related hardware/components. Availability is calculated as described in section 1.</p> <p>The measurement is an average of all file servers.</p>	
Who: Contractor	Frequency: Measured continuously, summarised daily, reported monthly
Where: At all file servers	How measured: Service Desk Logs, Trouble Tickets and Server Event Logs
Required	At least 99.5%

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<b>KPI #: 6</b>	
Incident Resolution: Elapsed time from the outage until the service is restored to normal operating performance. The measurement will be an average of the time to restore service following Service Desk trouble tickets. The values indicated represent total time to restore from time of non-availability (includes response time).	
Who: Contractor	Frequency: Continuous monitoring, monthly percentage of measurements within time limit is computed and reported per site
Where: Host Nation wide	How measured: Service Desk logs, Trouble Tickets and Event Logs.
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)

#### 1.4. Application Servers

<b>Service Name: Application Server Services</b>	
Service Description: Application Servers are the servers that are running non-COTS Host Nation applications that are maintained by Host Nation. The contractor is only responsible for the basic operation (functioning hardware and Operating System).	
This KPI applies to the following: legacy applications; emerging systems and applications fielded after initial baseline is established.	
<b>KPI #: 7</b>	
Availability: Services, including hardware and operating system, is up and capable of running software applications. Availability is calculated as described in section 1.	
Outages include all hardware and OS related outages. It assumes the availability of server is not dependent on network services.	
Who: Contractor	Frequency: Continuously monitoring, monthly reported per application servers per site
Where: Host Nation wide	How measured: Service Desk Logs, Trouble Tickets and Event Logs
Required	At least 99.5%

<b>KPI #: 8</b>	
Incident Resolution: Elapsed time from the outage until the Application Server services (hardware and operating system) are restored to normal operating performance. The values indicated represent total time to restore from time of non-availability (includes response time). Restoration is satisfied by repairing, replacing, or by assumption of functionality through a redundant system.	
Who: Contractor	Frequency: Continuously monitoring, monthly the percentage of resolutions within time limit is computed and reported per server per site
Where: Host Nation wide	How measured: Based on Service Desk tickets' begin and end time
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)

#### 1.5. Web Services

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<b>Service Name: Web Servers</b>	
Service Description: Servers that hold in-house web content.	
<b>KPI #: 9</b>	
Availability: The portion of time that Host Nation web services are available or 'up' for customer access. It is measured in terms of percentage of available time in a month as described in section 1.	
Who: Contractor	Frequency: Measured continuously, summarised daily, reported monthly
Where: At the web server	How measured: Based on Service Desk tickets begin and end time and server event logs
Required	At least 99.5%
<b>KPI #: 10</b>	
Incident Resolution: Elapsed time from the outage until the services are restored to normal operating performance. The values indicated represent total time to restore from time of non-availability (includes response time). Restoration is satisfied by repairing, replacing, or by assumption of functionality through a redundant system.	
Who: Contractor	Frequency: Continuously monitoring, monthly the percentage of resolutions within time limit is computed and reported per server per site
Where: Host Nation wide	How measured: Based on Service Desk tickets' begin and end time and server event logs
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)
<b>KPI # 11 Title: Updating of Web Pages</b>	
Time to update website based on Host Nation POC input	
Who: Contractor	Frequency: Quarterly reports.
Where: Host Nation wide	How measured: Per event. Time will be measured from the receipt of the request to when the change is posted on the web site.
Required	100% within 24 duty hours for correction of information on an existing page. Penalty will be applied for each individual instance where this requirement is not met.

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<b>KPI # 12 Title: Creation of Web Pages</b>	
Time to update website based on Host Nation POC input	
Who: Contractor	Frequency: Quarterly reports.
Where: Host Nation wide	How measured: Per event. Time will be measured from the receipt of the request to when the new pages are posted on the web site.
Required	100% within 40 duty working hours for publication of information on an existing or new page, or as agreed to by Requirements Holder for large changes. Penalty will be applied for each individual instance where this requirement is not met.

**1.6. Print services**

<b>Service Name: Print Services</b>	
Service Description: Contractor supplied ability for end users to print black & white and colour hard copies.	
<p><b>KPI #: 13</b></p> <p>Availability: Printer up time where end user is capable of performing print operation.</p> <p>The formula for calculating availability of each separate printer is calculated as described in section 1 with</p> <p>“Total Expected Time” defined as the period for which the availability is measured (all duty hours in one month) in minutes.</p> <p>“Scheduled Maintenance Time” defined as pre-agreed outage time expressed in minutes. Only scheduled maintenance Time during duty hours has to be incorporated.</p> <p>Outage Time as defined in section 1. Only outage time during duty hours has to be incorporated.</p> <p>The measurement the average availability of all Host Nation printers. Printers are assumed to be available unless there is a trouble ticket at the Service Desk. The computation assumes that printer warm-up time is up time, and that any powered down printer is by pre-agreed scheduled outage, unless due to a malfunction. Printer maintenance, to include replacement of toner cartridges, will be performed by the contractor. The contractor shall obtain all consumables from Host Nation. Replacement of printer cartridges and ink drums are considered pre-agreed scheduled outages.</p>	
Who: Contractor	Frequency: Measured continuously, summarized daily, reported monthly
Where: Host Nation wide	How measured: Analysis of Service Desk reports of printer failures
Required	At least 99.7% during duty hours

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<b>KPI #: 14</b>	
Incident Resolution: A incident is solved when the printer services are restored to normal operation.	
Who: Contractor	Frequency: Continuously monitoring, monthly the percentage of measurements within the time limit is computed as a total for all printers.
Where: Host Nation wide	How measured: Based on Service Desk tickets' begin and end-time
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)

### 1.7. Proxy and caching services

<b>Service Name: Proxy and Caching Service</b>	
Service Description: Contractor service providing users the capability for caching and proxy to enhance Internet and Intranet access and performance. Measures success in enhancing access to both external and internal web content.	
<b>KPI #: 15 Availability:</b> Proxy server availability is defined as the portion of time that proxy servers are available and react on HTTP requests from user workstations. Availability is measured in terms of percentage of available time in a month as described in section 1,	
Who: Contractor	Frequency: Measured continuously and reported monthly.
Where: Host Nation Internet and Intranet Proxy servers	How measured: Based on Service Desk tickets' begin and end-time
Required	At least 99.5%
<b>KPI #: 16</b>	
Incident Resolution: A incident is solved when the services are restored to normal operation. The measurement will be an aggregate by site.	
Who: Contractor	Frequency: Continuously monitoring, monthly the percentage of measurements within the time limit is computed and reported per site.
Where: Host Nation wide	How measured: Based on Service Desk tickets' begin and end-time
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)

### 1.8. LAN Communication Services

<b>Service Name: LAN Communication Services</b>	
Service Description: Local Area Networks constitute MS, NS and NU Domains. NATO furnished LANs to interconnect Servers, Workstations, printers and other network devices. Includes all equipment like hubs, switches, routers, etc. Cabling and connectors are excluded.	

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**KPI #: 17**

Availability: LAN Communication Services are available if there is connectivity between any two LAN end points.

End-to-end LAN availability is calculated as the percentage of time that the LAN is capable of accepting and delivering Host Nation application data between any two LAN end-points to the total time in the measurement period. If communication to or from a certain end-point to any other end-point is not possible (where it should be possible), this end-point is considered to be out. The LAN measurement will be done as a total for all LANs in all sites. Availability is calculated as described in section 1 with:

“Total Expected Time” defined as the period for which the availability is measured (1 month) in minutes multiplied with the number LAN end-points. LAN end-points include both workstations, servers and network printers.

“Scheduled Maintenance Time” defined as pre-agreed outage times expressed in Impacted End-point Minutes (length of each outage multiplied by number of affected end-points for that outage).

Outage Time as defined in section 1, but expressed in Impacted End-point Minutes

Who: Contractor	Frequency: Measured continuously and reported monthly.
Where: Host Nation wide	What a measured Measurement the connectivity within a set of end-points by sending ping packets.
Required	At least 99.9%

**KPI #: 18**

Incident Resolution: Elapsed time from the outage until the service is restored to normal operating performance. The measurement will be an aggregate and average by LAN per site of the time to restore service. The values indicated represent total time to restore from time of non-availability (includes response time).

Who: Contractor	Frequency: Measured continuously, monthly the percentage of measurements within time limit is computed and reported per LAN per site
Where: Host Nation wide	How measured: How measured: Based on Service Desk tickets' begin and end-time
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)

**1.9. Service desk services**

**Service Name: Service Desk Services**

Service Description: Contractor services providing end user technical assistance for solving Host Nation issues to the end user's satisfaction. Service provider will be the single point of contact for all End Users. Service includes timely notification by Service desk of planned or unplanned system degradation.

**KPI #: 19**

Response time (number of minutes) before an Incident Report is issued when reported either over the telephone, e-mail or by conversation in case the user shows up in person. The measurement is an aggregate and average of all response times.

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Who: Contractor	Frequency: Monthly
Where: Service Desk	How measured: On a case- b y - c a s e basis and periodically audited (unannounced) by Host Nation, Purchaser or designated third party
Required	100% Less than 5 minutes
<b>KPI #: 20</b>	
Response time: Number of rings before connect, average time in queue until appropriate technician contacted. Automatic answer to voice menus is allowed. The measurement is an aggregate and average of the response time via phone at the Service Desk.	
Who: Contractor	Frequency: Not reported
Where: Service Desk	How measured: Periodically audited (unannounced) by Host Nation, Purchaser or designated third party
Required	During duty hours: 100% of the calls answered within 60 seconds. Outside duty hours: 100% of the calls answered within 120 seconds.
<b>KPI #: 21</b>	
Abandoned calls. The percentage of calls in which the caller disconnects before an analyst or voice mail picks up. The measurement is a monthly aggregate and average by site of the percentage of abandoned calls at the Service Desk.	
Who: Contractor	Frequency: Not reported
Where: Service Desk	How measured: Periodically audited (unannounced) by Host Nation, Purchaser or designated third party
Required	Less than 7% abandoned or 93% responded to in time
<b>KPI #: 22</b>	
Responsiveness: Busy tone. The percentage of calls in which the caller gets busy tone when trying to call Service desk. The measurement is a monthly aggregate and average by site of the percentage of busied out calls at the Service Desk.	
Congestion is excluded from the measurements. So when a user is calling from an MND and the contractor has only a central Service desk, the fact that all trunk lines could be busy is not counted as a busied out call.	
Who: Contractor	Frequency: Not reported
Where: Service Desk	How measured: Periodically audited (unannounced) by Host Nation, Purchaser or designated third party
Required	Less than 7% busy or 93% available
<b>KPI #: 23</b>	
Response time to Customer (number of minutes) before an e-mail, voice mail or fax contact towards the Service Desk is answered. Answering can be either by e-mail or by phone. The trouble ticket will be provided in this answer of the Service Desk.	
Who: Contractor	Frequency: Not reported
Where: Service Desk	How measured: Periodically audited (unannounced) by Host Nation, Purchaser or designated third party
Required	During duty hours: 97% within 30 minutes Outside duty hours: 97% within 2 hours

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<b>KPI #: 24</b>	
General Administration including Establishing User Accounts and Update/Reset Passwords. The measurement is an aggregate and average of the time spent on establishing user accounts. Time associated with gaining the required approvals (e.g., establishing user accounts) is not included in the measurement. First Metric listed reflects time to establish user account.	
Who: Contractor	Frequency: Monthly the percentage of measurements within time limit is computed and reported per site
Where: Service Desk	How measured: Measurement is an aggregate and average of all these incident solving times and is based on Service Desk logs.
Required	Establish user account: 99.75% within 4 duty hours;
<b>KPI #: 25</b>	
Responsiveness: User Notification by helpdesk for planned and unplanned service outages and return to normal operation. The notice to the affected Host Nation end users is via their LAN attached seat.	
Who: Contractor	Frequency: Not reported
Where: Service Desk	How measured: Periodically audited (unannounced) by Host Nation, Purchaser or designated third party
Required	25 a) Planned outages >1 hour: 100% notified at least 40 duty hours in advance 25 b) Planned outages <1 hour: 100% notified at least 24 hours in advance 25 c) Unplanned outages: 95% within 30 minutes of start of outage 25 d) Return to service: 95% reported within 30 minutes of time service was restored

1.10. Change management

<b>Service Name: Change Management</b>	
Service Description: A CIS Request as requested via a CIS-request as described in the SOW and installation of software upgrades and patches (for all software for which contractor is responsible).	
<b>KPI #: 26</b>	
Responsiveness CIS Request implementation: Time to complete from initial notification to Service Desk. Depending on the complexity and operational requirement the completion time will be agreed on a case-by-case basis between the Contractor, Host Nation and Purchaser.	
Who: Contractor	Frequency: monthly the percentage of measurements within the time limit is computed and reported per site
Where: Service Desk	How measured: The measurement is an aggregate and average by site of all appropriate within Host Nation.
Required	100% should be finished within the time period agreed between contractor and Purchaser and Host Nation.
<b>KPI #: 27</b>	
Currency of software upgrades and patches: Defined as the number of installed software releases, Purchaser Bulletins and patches on available workstations that are equal to the ones indicated by the Purchaser, divided by the total number of software releases and patches.	
Who: Contractor	Frequency: Monthly measured and reported

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Where: Operations centre	How measured: Contractor shall provide monthly list of currently installed software releases, Purchaser Bulletins and patches and the advised versions as indicated by the Purchaser including the dates of the advices. Data logs shall be maintained for Host Nation, The Purchaser or designated third-party audit. 98 percent of releases and patches installed correspond to the indications given by the Purchaser. Software upgrades, Purchaser Bulletins and patches will be installed within 30 days of their availability and indication by the Purchaser. A network workstation is defined as unavailable when 4 attempts to connect have been recorded by the patch deployment software. A stand-alone workstation is defined as unavailable when 2 attempts to access the workstation or contact the user have been notified to J6 as unsuccessful.
Required	<p>27 a) At least 98.0% of patches assessed Important or below for available Workstations – within 4 weeks of notification by the Purchaser</p> <p>27 b) At least 98% of patches assessed as Critical for available Workstations – within 40 duty hours of notification by the Purchaser</p> <p>27 c) 100% of patches classified as Important and below for Servers – within 5 working days of notification by the Purchaser</p> <p>27 d) 100% of patches for Servers classified as Critical – within 8 duty hours of notification by the Purchaser</p>

**1.11. Continuity of Business (Backup, Restore) and Disaster Recovery**

<b>KPI #: 28</b>	
The contractor is required to perform full and incremental system and data backups to ensure server and user data up to 12 months old can be recovered. This measurement is the number of successful backups performed divided by the number of back-ups scheduled.	
Who: Contractor	Frequency: Monthly reported
Where: Host Nation sites	How measured: Based on event logs.
Required	At least 97.0%
<b>KPI #: 29</b>	
Data Recovery Performance: Time to recover lost files. Time to recover lost file begins with initial notification of Service Desk and runs until completion of file restoration. The measurement is an aggregate and the average time by site to recover lost files from all Host Nation shared file servers and individual workstations, as reported at the Service Desk. It assumes that lost files are recoverable, e.g., if a user deletes a file before it is saved, it may be unrecoverable.	
Who: Contractor	Frequency: Monthly the percentage of measurements within time limit is computed and reported per site
Where: At all File servers	How measured: Based on Service Desk trouble tickets' begin and end-time.
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)

**1.12. Configuration Management (CM)**

<b>Service Name: Configuration Management (CM)</b>
Service Description: Contractor is responsible for configuration management as described in SOW.

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**KPI #: 30**

Accuracy of Asset Inventory: Measure will be accuracy of inventory and mapped network components and associated data as described in this SOW. The asset inventory accuracy requires that no Host Nation inventory items be added, deleted, or moved without explicit coordination and involvement of Host Nation and Purchaser

The contractor is responsible for developing and promulgating a process that supports this discipline. This performance measure calculation excludes any violations of this rule by other than contractor personnel.

Who: Contractor	Frequency: Quarterly reports.
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Where: Host Nation sites	How measured: Percentage of items in the configuration database of which the values of all stored attributes correspond with the actual values of the attributes. Two or more errors in data against the same item shall count as one error. Evaluated and audited by Host Nation, Purchaser or a third party. Auditing will be performed via sampling.
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Required	At least 99.5%
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**KPI #: 31**

Time to update CM system: Time to update configuration management system after change to asset configuration. The monthly report will aggregate and average system updates by site.

Who: Contractor	Frequency: Daily measured, monthly the percentage of measurements within time limit is computed and reported per site
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Where: All Host Nation sites	How measured: The measurement is the elapsed time from the trouble ticket resolve time and the time the record is updated in the configuration management system. The logical relationship record update is included in the required change.
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Required	100% within 24 hours
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**Service Name: VTC Support**

**Service Description: VTC Engineering and User Support**

**KPI #: 32**

The contractor is responsible to ensure that all VTC conferences scheduled by the Host Nation during normal duty hours start on time, that a VTC operator is in attendance for the entire conference and that the system is turned off after the end of the conference. The term start on time includes having the appropriate encryption decryption available and operational.

Who: Contractor	Frequency: Reported Monthly
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Where: All Host Nation sites	How measured: Unannounced Auditing by Host Nation, Purchaser or a third party.
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Required	100% for the first 25 VTCs
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<b>KPI #: 33</b>	
The contractor is responsible to ensure that all VTC conferences scheduled by the Host Nation outside normal duty hours start on time, that a VTC operator is in attendance for the entire conference and that the system is turned off after the end of the conference. The term start on time includes having the appropriate encryption decryption available and operational.	
Who: Contractor	Frequency: Reported Monthly
Where: All Host Nation Sites	How measured: Unannounced Auditing by Host Nation, Purchaser or a third party.
Required	100%
<b>Service Name: Crypto Support</b>	
<b>KPI #: 34</b>	
The contractor shall administer and account for Crypto keys and change all keys in accordance with NATO and Host Nation regulations	
Who: Contractor	Frequency: Reported monthly
Where: Host Nation wide	How measured: Reported and verified by Host Nation, Purchaser or a third party
Required	100% at all times during working hours 100% within 2 hours outside of regular duty hours
<b>KPI #: 35</b>	
The contractor shall resolve all Crypto incidents / service outages	
Who: Contractor	Frequency: Reported monthly
Where: Host Nation wide	How measured: The measurement shall be the time to restore service as measured from remote end or Net Control Desk notification for each site. Time when spare item is not available shall not be considered as "down time".
Required	100% of all incidents resolved within Restoration Times specified (Section 13.3.5)

**Service Name: Cable Plant Engineering**

<b>KPI #: 36</b>	
Provision of single Data Voice Outlet (DVO) within an existing building or facility	
Who: Contractor	Frequency: Reported monthly
Where: Host Nation wide	How measured: Monitored continuously on a task-by-task basis.
Required	99% within next working day. Note: If zero requests have been received, zero points shall be awarded.
<b>KPI #: 37</b>	
Connect and provide data / voice services to a new facility or building.	
Who: Contractor	Frequency: Reported monthly

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Where: Host Nation wide	How measured: Monitored continuously on a task-by-task basis.
Required	99% shall be completed by the date agreed to in the task description. Note: If zero requests have been received, zero points shall be awarded.

**KPI #: 38**

Updating of Cable Plant Records

Who: Contractor	Frequency: Reported monthly
Where: Host Nation wide	How measured: Audited by NHQ SA CJ6.
Required	100% within next working day of completion of a task requiring a change. Note: If zero requests have been received, zero points shall be awarded.

**KPI #: 39**

**Cable Plant Records Accuracy**

Who: Contractor	Frequency: Reported monthly
Where: Host Nation wide	How measured: Audited by Host Nation, Purchaser or a third party
Required	98% of item records audited agree with actual status of cables/lines Internal to Buildings or facilities and of cables/lines between buildings or facilities.

**Service Name: Change Management - Currency of Virus definition**

**KPI #: 40**

Currency of Virus definition on Network Servers and Work Stations: Defined as the number and date of the installed virus definitions that are equal to the ones indicated by NATO Computer Incident Response Capability web page Measured from the time of definition release on the web

Who: Contractor	Frequency: Reported monthly
Where: All Host Nation wide	How measured: Audited by Host Nation, Purchaser or a third party
Required	40 a) 99% of all available network Servers updated within 24 hours 40 b) 99% of all available Workstations within 72 hours

**KPI #: 41**

Currency of Virus definition on standalone Workstations and Laptops: Defined as the number and date of the installed virus definitions that are equal to the ones indicated by NATO Computer Incident Response Capability web page. EUFOR Contingency Asset Pool PCs are not included in this measurement.

Who: Contractor	Frequency: Reported monthly
Where: All Host Nation Wide	How measured: Audited by Host Nation, Purchaser or a third party

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Required	95% of all available standalone workstations and Laptops within 5 working days.
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<b>Service Name: Custodian Services</b>	
<b>KPI #: 42</b> Area: COMSEC Access Control Measures, Cryptographic Facility and Materials as specified in NIATC INFOSEC Inspection Checklist	
Who: Contractor	Frequency: Annually unless otherwise specified by NATO NDA
Where: Host Nation Wide	How measured: Based on formal inspection report by NATO Information Assurance Technical Centre (NIATC) staff. Aggregate of rounded down/up evaluations in specified area where individual inspected areas are evaluated as: Unsatisfactory Satisfactory
Required	Satisfactory 100%
<b>Service Name: Custodian Services</b>	
<b>KPI #: 43</b> Area: COMSEC Emergency Destruction and Evacuation Plans as specified in NIATC INFOSEC Inspection Checklist	
Who: Contractor	Frequency: Annually unless otherwise specified by NATO NDA
Where: Host Nation Wide	How measured: Based on formal inspection report by NATO Information Assurance Technical Centre (NIATC) staff. Aggregate of rounded down/up evaluations in specified area where individual inspected areas are evaluated as: Unsatisfactory Satisfactory
Required	Satisfactory 100%
<b>Service Name: Custodian Services</b>	
<b>KPI #: 44</b> Area: Physical security measures for the protection of the COMSEC Facility and Cryptographic material as specified in NIATC INFOSEC Inspection Checklist	
Who: Contractor	Frequency: Annually unless otherwise specified by NATO NDA
Where: Host Nation Wide	How measured: Based on formal inspection report by NATO Information Assurance Technical Centre (NIATC) staff. Aggregate of rounded down/up evaluations in specified area where individual inspected areas are evaluated as: Unsatisfactory Satisfactory
Required	Satisfactory 100%
<b>Service Name: Custodian Services</b>	
<b>KPI #: 45</b> Area: Cryptographic Accounting Policies and Procedures as specified in NIATC INFOSEC Inspection Checklist	

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Who: Contractor	Frequency: Annually unless otherwise specified by NATO NDA
Where: Host Nation Wide	How measured: Based on formal inspection report by NATO Information Assurance Technical Centre (NIATC) staff. Aggregate of rounded down/up evaluations in specified area where individual inspected areas are evaluated as: Unsatisfactory Satisfactory
Required	Satisfactory 100%
<b>Service Name: Custodian Services</b>	
<b>KPI #: 46</b> Area: Elimination of Deficiencies and Corrective actions on COMSEC Inspection	
Who: Contractor	Frequency: Annually unless otherwise specified by NATO NDA
Where: Host Nation Wide	How measured: As assessed by Host Nation and the Purchaser
Required	100% implemented within 30 days of receipt of formal inspection report

**1.13. Telephone Services**

<b>Service Name: New GSM/SIM</b>	
<b>KPI #: 47</b> The contractor shall issue a new GSM/SIM card when instructed to by Host Nation	
Who: Contractor	Frequency: Reported Monthly
Where: Host Nation wide	How measured: Based on Help Desk Trouble tickets or request fulfilment process
Required	98% < 1 working day
<b>Service Name: Replacement GSM</b>	
<b>KPI #: 48</b> The contractor shall issue a replacement GSM when instructed to by Host Nation	
Who: Contractor	Frequency: Reported monthly
Where: Host Nation Wide	How measured: Based on Help Desk Trouble tickets
Required	98% < 1 working day
<b>Service Name: Replacement SIM</b>	
<b>KPI #: 49</b> The contractor shall issue a replacement SIM when instructed to by Host Nation	
Who: Contractor	Frequency: Reported monthly
Where: Host Nation Wide	How measured: Based on Help Desk Trouble tickets
Required	98% < 3 working days
<b>Service Name: Telephone Directory Accuracy</b>	

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<b>KPI #: 50</b>	
The contractor shall maintain the on line telephone directory	
Who: Contractor	Frequency: Reported monthly
Where: Host Nation Wide	How measured: Based on trouble ticket reports and CIS requests
Required	99% Accurate
<b>Service Name: Telephone Directory Time to Update</b>	
<b>KPI #: 51</b>	
The contractor shall update the on line telephone directory to reflect all additions/changes	
Who: Contractor	Frequency: Reported monthly
Where: Host Nation Wide	How measured: Based on trouble ticket reports, CIS requests and user notifications
Required	95% within 1 working day upon notification of a change

#### 1.14. Personnel Services

<b>Service Name: Personnel – Minimum Staff</b>	
<b>KPI #52</b>	
<b>Service Description</b>	
List of Contractor's on-site staff dedicated to this contract either meets or exceeds the KPI levels to sustain the Services detailed in the SOW.	
Who: Contractor	Reported Monthly & Quarterly
Where: Host Nation Wide	How measured: Baselined and confirmed at Technical Evaluation, Contract Award and on Effective Date of Contract, status reviewed monthly by Host Nation and quarterly with the Purchaser, on notification of staff changes.
Required	100% in accordance with agreed levels as Baselined and confirmed at Technical Evaluation, Contract Award and on Effective Date of Contract

<b>Service Name: Personnel – Minimum Security Clearance Requirement - NS</b>	
<b>KPI #53</b>	
<b>Service Description:</b>	
Number of personnel holding a valid security clearance of NS shall at all times be maintained at the required level to either meets or exceeds the KPI levels to sustain the Services detailed in the SOW. Acceptable changeover period of calendar 30 days before a Service Credit may be applied.	
Who: Contractor	Reported Monthly & Quarterly
Where: Host Nation Wide	How measured: Baselined and confirmed at Technical Evaluation, Contract Award and on Effective Date of Contract, status reviewed monthly by Host Nation and quarterly with the Purchaser, on notification of staff changes.
Required	100% in accordance with agreed levels as Baselined and confirmed at Technical Evaluation, Contract Award and on Effective Date of Contract

<b>Service Name: Personnel – Minimum Security Clearance Requirement - CTS</b>
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<b>KPI #54</b>	
<b>Service Description:</b> Number of personnel holding a valid security clearance of NATO CTS shall at all times be maintained at the required level to either meets or exceeds the KPI levels to sustain the Services detailed in the SOW. Acceptable changeover period of calendar 30 days before a Service Credit may be applied.	
Who: Contractor	Reported Monthly & Quarterly
Where: Host Nation Wide	How measured: Baselined and confirmed at Technical Evaluation, Contract Award and on Effective Date of Contract, status reviewed monthly by Host Nation and quarterly with the Purchaser, on notification of staff changes.
Required	100% in accordance with agreed levels as Baselined and confirmed at Technical Evaluation, Contract Award and on Effective Date of Contract

<b>Service Name: Personnel – Skill Matrix Deficiencies</b>	
<b>KPI #55</b>	
<b>Service Description:</b> The Skills Matrix as detailed in the appendix to this Appendix shall remain extant throughout the period of the Contract unless updated and revised by the Customer, and accepted by the Contractor through a contract change.	
Who: Contractor	Reported Monthly & Quarterly
Where: Host Nation Wide	How measured: Baselined and confirmed at Technical Evaluation, Contract Award and on Effective Date of Contract, status reviewed monthly by Host Nation and quarterly with the Purchaser, on notification of staff changes.
Required	Maintenance of the Skills matrix is mandatory. 100% in accordance with agreed levels as Baselined and confirmed at Technical Evaluation, Contract Award and on Effective Date of Contract

<b>Service Name: Personnel – Failure to meet Language Level Requirements</b>	
<b>KPI #56</b>	
<b>Service Description:</b> All Contractor's on-site staff dedicated to this contract, shall be able to listen, speak, read and write in English to or above the NATO SLP 3333 (= good/minimum professional) in accordance with STANAG 6001. It is the Contractors responsibility to provide proof of compliance on an individual basis if so requested. Acceptable changeover period of calendar 30 days before a Service Credit may be applied.	
Who: Contractor	Reported Monthly & Quarterly
Where: Host Nation Wide	How measured: Baselined and confirmed at Technical Evaluation, Contract Award and on Effective Date of Contract, status reviewed monthly by Host Nation and quarterly with the Purchaser, on notification of staff changes.
Required	100%

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**2. CALCULATION OF THE BASIS FOR KPI Service credits due to failure to meet KPI's**

Any negative value in Column "e", will be deemed as failure to meet the specified KPIs, and will follow the process detailed in a later phase of the project.

(a)	(b)	(c)	(d)	(e)
KPI #	Description	Required Level	Achieved Level (in %)	Compliance (d) - (c)
1	Workstations	99.7%		
2	Workstation Incident Resolution	100%		
3	E-mail and Directory Services - Availability	99.7%		
4	E-mail and Directory Services - Incident Resolution	100%		
5	File Shared Services - Availability	99.5%		
6	File Shared Services - Incident Resolution	100%		
7	Application Services - Availability	99.5%		
8	Application Services - Incident Resolution	100%		
9	Web Services - Availability	99.5%		
10	Web Services - Incident Resolution	100%		
11	Web Services – Updating of Pages	100%		
12	Web Services – Creation of Pages	100%		
13	Print Services - Availability	99.7%		
14	Print Services – Incident Resolution	100%		
15	Proxy & Caching Services - Availability	99.5%		
16	Proxy & Caching Services – Incident Resolution	100%		
17	LAN Communication Services - Availability	99.9%		
18	LAN Communication Services - Incident Resolution	100%		
19	Service Desk Services – Time to open an Incident Report	100%		
20	Service Desk Services – Response Time	100%		
21	Service Desk Services – Abandoned Calls	93%		
22	Service Desk Services – Busy Tone	93%		

(a)	(b)	(c)	(d)	(e)
KPI #	Description	Required Level	Achieved Level (in %)	Compliance (d) - (c)
23	Service Desk Services – Response to Customer	97%		
24	Service Desk Services - General Administration	99.75%		
25 a)	Service Desk Services – Informing of Planned Outages >1h	100%		
25 b)	Service Desk Services – Informing of Planned Outages <1h	100%		
25 c)	Service Desk Services – Informing of Unplanned Outages	95%		
25 d)	Service Desk Services – Informing of Return to Service after Outages	95%		
26	Change Management - Responsiveness CIS Request Process	100%		
27 a)	Change Management – 27 a) Implementation of patches assessed Important or below for available Workstations – within 4 weeks of notification by the Purchaser	98%		
27 b)	Change Management 27 b) Implementation of patches assessed as Critical for available Workstations – within 40 duty hours of notification by the Purchaser	98%		
27 c)	Change Management 27 c) 100% of patches classified as Important and below for Servers – within 5 working days of notification by the Purchaser	100%		
27 d)	Change Management 27 d) 100% of patches for Servers classified as Critical – within 8 duty hours of notification by the Purchaser	100%		
28	Continuity of Business (Backup, Restore) and Disaster Recovery - Data Backup/Archiving & Recovery Effectiveness	97%		
29	Data Recovery Performance– 100% successful data recovery of data < 12 months old	100%		
30	Configuration Management - Accuracy of Asset Inventory	99.5%		
31	Configuration Management - Time to update CM System	100%		

(a)	(b)	(c)	(d)	(e)
KPI #	Description	Required Level	Achieved Level (in %)	Compliance (d) - (c)
32	VTC Engineering and User Support –Operation of VTC Duty Hours	100%		
33	VTC Engineering and User Support – Operation of VTC Outside Duty Hours	100%		
34	Crypto Support – Crypto keys	100%		
35	Crypto Support – Correction of incidents	100%		
36	Cable Plant Engineering – Provision of DVO in existing building	99%		
37	Cable Plant Engineering – Provision of DVO in new building	99%		
38	Cable Plant – Update of Cable Plant Records	100%		
39	Cable Plant – Accuracy of records	98%		
40 a)	Change Management – Currency of Virus definition on Network Servers	99%		
40 b)	Change Management – Currency of Virus definition on W/S	99%		
41	Change Management – Currency of Virus definition on standalone Work Stations and Laptops	95%		
42	COMSEC Access Control Measures, Cryptographic Facility and Materials- Satisfactory	100%		
43	COMSEC Emergency Destruction and Evacuation Plans- Satisfactory	100%		
44	Physical security measures for the protection of the COMSEC Facility and Cryptographic material- Satisfactory	100%		
45	Cryptographic Accounting Policies and Procedures- Satisfactory	100%		
46	Elimination of Deficiencies and Corrective actions on COMSEC Inspection	100%		
47	New GSM/SIM	98%		
48	Replacement GSM	98%		
49	Replacement SIM	98%		
50	Telephone Directory Accuracy	99%		
51	Telephone Directory Time to Update	95%		
52	Personnel – Minimum Staff	100%		

(a)	(b)	(c)	(d)	(e)
KPI #	Description	Required Level	Achieved Level (in %)	Compliance (d) - (c)
53	Personnel – Security Clearance – NS	100%		
54	Personnel – Security Clearance – CTS	100%		
55	Personnel – Skill Matrix Compliance	100%		
56	Personnel – Language Skills	100%		