

Notification of Intent to Request Quotations

Method: Basic Ordering Agreement Plus (BOA+)

User Credentials Authentication (UCA) and Professional Services - Kiosk

NCI Agency Reference #: RFQ-CO-424237-KIOSK – UDCA-1

Estimated Amount: EUR 6,300,000

NOI Closing Date: 31 March 2025

Solicitation Release Date: Estimated in April 2025

Solicitation Closing Date: Estimated in June 2025

Contract Award Date: Estimated in September 2025

Competition Type: BOA+ Lowest Priced Technically Compliant

The NCI Agency hereby notifies the NATO Nations of its intent to request quotations for the procurement of a User Registration Authority kiosk capability integrated with Purchaser's Entrust based Card Management System and Purchaser's Identity management Data Stores.

This Notification of Intent is also replacing the previous version NCIA/ACQ/2022/06833 for this project.

****Neo eProcurement Registration****

Attention Suppliers,

The NCI Agency is stepping into a new era of procurement. We have launched an eProcurement tool, Neo, to make our collaborations smoother, faster, and more transparent. If you are keen to do business with us, you will need to register in [Neo](#). This tool will offer suppliers visibility into past, current and upcoming business opportunities, and streamlines the competition cycles, contract awards, and account management.

NCI Agency Point of Contact
Burak Oguz, Senior Contracting Officer

Email: RFQ-CO-424237-KIOSK-UDCA-1@ncia.nato.int

Annexes:

- A. Summary of Requirements
- B. Distribution List
- C. List of Prospective Bidders

To : Distribution List

Subject : **Notification of Intent to Request Quotations for User Credentials Authentication (UCA) and Professional Services - Kiosk**

References :

- A. AC/4-D/2261 (1996 Edition), NSIP Procedures for International Competitive Bidding
- B. AC/4-D(2019)0004(INV), dated 4 July 2019, Procedure Governing the Use of Basic Ordering Agreements
- C. AC/4(PP)D/27263-REV2-ADD21-REV1D

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1. In accordance with References A through B, the NCI Agency, as the Host Nation responsible to implement the project in subject, hereby gives notice of its intent (NOI) to issue a Request for Quotation (RFQ) for User Credentials Authentication (UCA) and Professional Services - Kiosk, hereafter referred to as the "Project".
 2. A high-level summary of the Project's technical requirements is set forth in Annex A hereto. These requirements are being refined and will be included in further details as part of the RFQ.
 3. The reference for this Project is RFQ-CO-424237-KIOSK – UDCA-1, and all correspondence concerning this NOI and subsequent RFQ should reference this number.
 4. The NCI Agency will use the Basic Ordering Agreement (BOA) Plus bidding procedures. Annex C attached to this letter contains a list of potential bidders which may be able to provide the products or services required for this Project. This list was compiled from companies already holding an active BOA with the NCI Agency.
 5. In addition to the companies listed in Annex C, the BOA Plus procedures allow national authorities to nominate eligible bidders without an active BOA. Hence, qualified and certified companies interested in receiving the RFQ for this Project are hereby requested to provide a Declaration of Eligibility (DoE), **sent** by their Delegation/Mission to NATO to the NCI Agency contracting authority not later than 31 March 2025.
 - a. In addition to the certification of the company's security clearances required under this NOI, the DoE should include the following information for each of the nominated companies:
 - Company name
 - Company address
 - Point of Contact (PoC)
 - PoC email address

▪ PoC telephone number

- b. This information is critical to enable prompt and accurate communication with prospective bidders and should be sent electronically to RFQ-CO-424237-KIOSK-UDCA-1@ncia.nato.int.

6. In order to maximize competition the NCI Agency may, at its discretion, accept nominations after the deadline, so long as the RFQ has not been issued. The NCI Agency may even accept, at its discretion, nominations after the RFQ has been issued under the condition that such late nomination will not be used as the basis to request an extension to the bid closing date.
7. Requests for participation in this competition received directly from individual companies will not be considered, unless they hold a valid BOA with the NCI Agency.
8. Bidders will be required to declare a bid validity of 6 months from bid closing date. Should the selection and award procedure exceed the bid closing date by more than 6 months, companies will be requested to voluntarily extend the validity of their bids accordingly. Bidders may decline to do so, withdraw their bid and excuse themselves from the bidding process without penalty.
9. National authorities are advised that the RFQ package is anticipated to be NATO UNCLASSIFIED. However, the RFQ and the contractual documents could contain references to other NATO documents classified as NATO RESTRICTED.
10. The successful bidder will be required to handle and store classified information up to the level of NATO RESTRICTED. In addition, contractor personnel will be required to work unescorted in Class II Security areas. Therefore, access can only be permitted to cleared individuals. Only companies maintaining such cleared facilities and the appropriate personnel clearances will be able to perform the resulting contract.
11. The NCI Agency reserves the right to cancel, suspend, or withdraw this NOI at its own discretion and at any time. The NCI Agency is not liable for any expenses incurred by companies in conjunction with their responses to this NOI and such responses shall not be regarded as a commitment of any kind concerning future procurement of the items or services described herein.
12. Your assistance in this procurement is greatly appreciated.

For the Chief of Acquisition:

Burak Oguz Digitally signed by
Burak Oguz
Date: 2025.03.20
16:03:15 +01'00'

Burak Oguz
Senior Contracting Officer

Annex A – Summary of Requirements

Project No. 2020/0IS03301, CP 9C0150

1. Project Objective

The User Registration Authority kiosk (KIOSK) project is part of the wider IT Modernization (ITM) Recovery Increment 1 project, aiming at providing the following services through the Operational Network (ON): Infrastructure as a Service (IaaS), Enterprise Core Services (ECS), Client Provisioning Services (CPS) and Service Management and Control (SMC).

The KIOSK project will deliver a comprehensive solution for smart card issuance encompassing the full lifecycle of smartcard credentials; it will be implemented integrating an Off-The-Shelf product to the environment it will have to be merged with. The KIOSK will integrate with existing Entrust CMS, and multiple Identity management data sources including databases and directories.

2. Scope of Work

- a. The KIOSK service will be based on NCI Agency provided CIS.
- b. Smartcard lifecycle management is required for all end-users CIS.
- c. The Kiosk solution consists of a Web-based Client-Server application with approximately 135 Registration Authorities (RAs)
 - 1 Card readers (operator and enrolment)
 - 2 Second keypad for user PIN establishment
 - 3 Signature pad
 - 4 Card printers with lamination modules
- d. Vendor-supplied Smart Cards
- e. Smart Cards readers for all Customer CIS
- f. Service definitions complying with purchasers service definition modules
- g. Maintenance instructions
 - a. Operator and Infrastructure training
 - b. RAs deployment to sites
 - c. Assist with the end-users first enrolment
- d. The successful contractor will carry out an end-to-end project, from analysis and design to integration and implementation, taking into account the current

and future challenges and constraints of the NATO environment.

- e. Modular design (customizable multi-tenant Web based service) and professional services are required activities.
- f. The project will follow a phased rollout approach. Required KIOSK functionality includes:
 - 1 Smartcard personalization with card printing and lamination
 - 2 Kiosk Operator Front End (Web server based application)
 - Smartcard 2FA for RA operators
 - Smartcard integration and lifecycle management support for a range of Smart Cards and Token technologies in use within NATO
 - Smartcard integration and lifecycle management of the Vendor-provided Smart Card solution
 - Forcing the update of managed keys and PINS during card initialization with random values to force per card unique values for AES 256 bit card management key, SO PIN and Admin PIN
 - User Lifecycle management activities including the following:
 - User lookup and correlation of user data from multiple Identity management sources including SQL database, LDAP, and Active Directory (AD)
 - Credential Management (Issue, Revoke, Renew, Recover) certificates
 - Multiple User Profiles (Standard User, Administrator, Code Signing, Temporary)
 - Multiple unique credentials to cover multiple AD domains (e.g. where an identity holds credentials) to multiple AD Domains issued from the same CA / CMS.
 - Enforcing User PIN entry during certificate enrolment
 - Forgotten User PIN reset including remote users with authorization workflow
 - 3 Centralized automated out-processing of users based on status in the Identity Management system (to revoke certs and remove credentials from the CMS system based on active monitoring of IdM data stores)
 - 4 Enforcement of PKI workflows for in-processing and out-processing
 - 5 Centralized automated out-processing of users based on status in the

Identify Management system (to revoke certs and remove credentials from the CMS system based on active monitoring of IdM data stores)

6 Enforcement of PKI workflows for in-processing and out-processing

The Kiosk web application will be implemented in NATO DATACENTER Locations in Europe, in Mons and Brussels (Belgium). The deployment of 135 RAs will require travel to other NATO Command Locations in Europe and North America. The NATO organization is detailed at: <http://www.nato.int/cps/en/natolive/structure.htm>.

3. Period of Performance

- a. The Period of Performance is expected to start in Q4 2025 and end in Q4 2028. It is important to note that this timeline represents the anticipated duration of the Project, and adjustments may be made as per the requirements of the solicitation process and subsequent contractual agreement.

4. Warranty and O&M Support

- a. Following acceptance of the final operational delivery, the contract will require 1 year warranty for the delivered solution.
- b. The contract is not expected to include O&M support following the completion of the one-year-warranty period.

Annex B – Distribution List

NATO Delegations:

| | | |
|----------------|-----------------|--------------------|
| Albania | Greece | Norway |
| Belgium | Hungary | Poland |
| Bulgaria | Iceland | Portugal |
| Canada | Italy | Romania |
| Croatia | Latvia | Slovakia |
| Czech Republic | Lithuania | Slovenia |
| Denmark | Luxembourg | Spain |
| Estonia | Montenegro | Türkiye |
| France | Netherlands | The United Kingdom |
| Germany | North Macedonia | The United States |

Embassies in Brussels (Attn: Commercial Attaché):

| | | |
|----------------|-----------------|--------------------|
| Albania | Greece | Norway |
| Belgium | Hungary | Poland |
| Bulgaria | Iceland | Portugal |
| Canada | Italy | Romania |
| Croatia | Latvia | Slovakia |
| Czech Republic | Lithuania | Slovenia |
| Denmark | Luxembourg | Spain |
| Estonia | Montenegro | Türkiye |
| France | Netherlands | The United Kingdom |
| Germany | North Macedonia | The United States |

NCIA – All NATEXs