

## **Market Survey - Request for Additional Information**

**Project**  
**“Contractor Logistic Support (CLS) for NATO Satellite Ground Stations”**

**NCI Agency Reference: MS-CO-115686-SGS CLS**

NCI Agency is seeking information from Nations and their Industry regarding the availability of providers that are able to meet NATO’s requirements related to specific Contractor Logistics Support (CLS) services.

**NCI Agency Points of Contact**  
**Principal Contracting Officer (PCO) Mrs. Tiziana Pezzi**  
**Action Officer: Mrs. Eva Benson**

E-mail: [eva.benson@ncia.nato.int](mailto:eva.benson@ncia.nato.int)

To: Distribution List (Annex A)

Subject: **NCI Agency Market Survey**  
**Request for Information MS-CO-115686-SGS CLS**

1. NCI Agency requests the assistance of the Nations and their Industry to identify providers that are able to meet NATO’s requirements related to Contractor Logistics Support (CLS) services for NATO Satellite Ground Stations (SGS). This Market Survey is being issued to identify possible service suppliers and to identify any limitations or conditions that may need to be met before potential suppliers are able to submit bids for services in this area.

2. A summary of the requirements is set forth in the Annex B attached hereto. Respondents are requested to reply via the questionnaire at Annex C. Other supporting information and documentation (descriptions of existing installations, etc.) are also desired.

3. The NCI Agency reference for this Market Survey Request is **MS-CO-115686-SGS CLS**, and all correspondence and submissions concerning this matter should reference this number.
4. The NCI Agency requests the broadest possible dissemination by Nations of this Market Survey Request to their qualified and interested industrial base, considering the Best Value (BV) bidding process that will be put in place.
5. Responses may be issued to the NCI Agency directly from Nations or from their Industry (to the staff indicated at Paragraph 8 of this Market Survey Request). Respondents are invited to carefully review the requirements in Annex B.
6. Responses shall in all cases include the name of the firm, telephone number, e-mail address, designated Point of Contact, and a NATO UNCLASSIFIED description of the support activities implemented and/or in execution for similar projects. This shall include any restrictions (e.g. export controls) for direct procurement of the various capabilities by the NCI Agency. Non-binding product pricing information is also requested as called out in Annex C.
7. Responses are due back to the NCI Agency no later than **17:00 Brussels time 13 May 2022**.
8. Please send all responses either via post or email to the following NCI Agency Action Officer:

To Attention of: Ms. Eva BENSON

Postal address: NCI Agency  
Acquisition Directorate  
Bldg. 302 A Room 110  
B-7010 MONS  
Belgium

E-mail: [eva.benson@ncia.nato.int](mailto:eva.benson@ncia.nato.int)

9. Product demonstrations or face-to-face briefings/meetings with industry are not foreseen during this initial stage. Respondents are requested to await further instructions after their submissions and are requested not to contact directly any NCI Agency staff other than the POC identified above in Paragraph 8.
10. Any response to this request shall be provided on a voluntary basis. Negative responses shall not prejudice or cause the exclusion of companies from any future procurement that may arise from this Market Survey. Responses to this request, and any information provided within the context of this survey, including but not limited to pricing, quantities, capabilities, functionalities and requirements will be considered as information only and will not be construed as binding on NATO for any future acquisition. All information provided to the Agency shall be treated as “Commercial in Confidence” and will not be distributed or released.



11. The NCI Agency is not liable for any expenses incurred by firms in conjunction with their responses to this Market Survey and any eventual Site Survey and this Survey shall not be regarded as a commitment of any kind concerning future procurement of the items described.

12. Your assistance in this Market Survey request is greatly appreciated.

FOR THE CHIEF OF ACQUISITION:



Eva Benson  
Contracting Officer

Enclosures:

Annex A (Distribution List)

Annex B (Market Survey Request - Summary of Requirements)

Annex C (Market Survey Request - Questionnaire)



**ANNEX A**  
**Distribution List for Market Survey Request for Information**  
**MS-CO-115686-SGS CLS**

Potential Industrial Suppliers 1

**NATO Delegations** (Attn: Investment Adviser):

Albania	1
Belgium	1
Bulgaria	1
Canada	1
Croatia	1
Czech Republic	1
Denmark	1
Estonia	1
France	1
Germany	1
Greece	1
Hungary	1
Iceland	1
Italy	1
Latvia	1
Lithuania	1
Luxembourg	1
Montenegro	1
Netherlands	1
North Macedonia	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
The United Kingdom	1
The United States of America	1

**Belgian Ministry of Economic Affairs** 1

**Embassies in Brussels** (Attn: Commercial Attaché):

Albania	1
Belgium	1
Bulgaria	1
Canada	1

Croatia	1
Czech Republic	1
Denmark	1
Estonia	1
France	1
Germany	1
Greece	1
Hungary	1
Iceland	1
Italy	1
Latvia	1
Lithuania	1
Luxembourg	1
Montenegro	1
Netherlands	1
North Macedonia	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
The United Kingdom	1
The United States of America	1

***Distribution for information (Blind to Potential Industrial Suppliers):***

**NATO International Staff**

NATO Office of Resources

Management and Implementation Branch

Attn: Deputy Branch Chief 1

Director, NATO HQ C3 Staff

Attn: Executive Co-ordinator 1

SACTREPEUR

Attn: Infrastructure Assistant 1

**Strategic Commands (as applicable to funding source)**

SACT Attn: ACOS C4ISR 1

ACO Attn: SPT CIS Director 1

**NCI Agency:** 1

**NATEXs**

All NATEXs 1

## **ANNEX B**

### **Summary of Requirements**

1. The requirement is to provide Contractor Logistic Support (CLS) services, in particular Performance Based Logistics (PBL) for all equipment and software purchased during the “Upgrade/Replace NATO Satellite Ground Terminals” Project, comprising SAC Compatible Standalone Modems (SCSM), Radomes, Heating Ventilation Air Conditioning (HVAC) equipment, Electronic Switchboards (ESB), Generators and all re-used (legacy) equipment/software defined as Type II NATO Furnished Equipment (NFE) in the SAC Implementation Contract, and civil works provided as follows:
  - implementing and maintaining a CLS Plan;
  - maintenance support;
  - adequate supply support for maintenance activities;
  - technical manuals and documentation support;
  - performance evaluations and reviews.
2. The Contractor will have to provide all necessary resources to include services, personnel, utilities, material, components, equipment, data and documentation needed to accomplish the CLS tasks.
3. The Contractor will have to provide Contractor Logistic Support (CLS), which is required as post-warranty maintenance and support of the NATO SATCOM Anchor Component (SAC) system. The Satellite Anchor Component (SAC) capacity is concentrated at the SGS (Satellite Ground Station) sites, F01 – Kester, BEL (currently designated as SAC S01) and F14 – Lughezzano, ITA (currently designated as SAC S02) and at the SGT (Satellite Ground Terminal) sites, F11 – Atalanti, GRE (currently designated as SAC S03) and F13 – Oglananasi, TUR (currently designated as SAC S04). The four sites will be capable to support numerous links distributed on up to 10 Antenna Chains:
  - i. F1 – Kester – 4 Antenna Chains (aka SAC S01);
  - ii. F11 – Atalanti – 1 Antenna Chain (aka SAC S03);
  - iii. F13 – Oglananasi – 1 Antenna Chain (aka SAC S04);
  - iv. F14 – Lughezzano – 4 Antenna Chains (aka SAC S02).
4. The CLS Services will commence at the warranty expiration of the Implementation Contract (CO-12343-SGS) and shall be delivered by the CLS Contractor for a base period of three years (Initial CLS), with two, three year option periods if/when exercised by the Purchaser.
5. The Contractor will be required to provide, at the time of the CLS offer, a detailed CLS plan including a detailed description of the support chain that will be established to sustain the SAC system i.a.w. the CLS KPIs (Key Performance Indicators) and system performance.

6. During CLS, the Contractor will have to ensure that all Reliability, and Maintainability requirements, specified in the original SOW, continue to be met, in addition to the Availability requirements defined in the CLS SOW detailed below.
7. In order to correctly address Schedule Maintenance Downtimes requirements and Operational Availability ( $A_o$ ) requirements for each SGS and SGT site, the Contractor will have to fulfil the following requirements throughout the CLS periods (initial and extensions):

Site <sup>1</sup>	$A_o$ (full Op)	Max Annual Scheduled DT	Max Cumulative Annual DT <sup>2</sup>
SGS	$\geq 98.5\%$	20 hours <sup>3</sup>	131.4 hours
SGT	$\geq 99.5\%$	12 hours	43.8 hours

**Table 1 –  $A_o$  and MADT requirements for the SAC Sites**

8. The Maximum Cumulative Annual Downtime (MCADT) is calculated, for each site, as follows, using the  $A_o$  specified in Table 1:

$$MCADT = 8760 \cdot (1 - A_o)$$

9. Detailed explanation of the MCADT KPI will be provided in the CLS SOW, and includes both CM and PM downtimes at any Maintenance Level.
10. The stations are operated and maintained autonomously up to Level 2 by the site personnel (Technicians and Engineers) based on a critical set of spares and consumables locally stored and managed.
11. In particular, the Contractor will have to ensure, through a combination of spare parts selection, provision and local stocks replenishment, site interventions, Systems engineering and other HL3/4 activities that the availability requirements for the systems are achieved. As part of the CLS activities, the Contractor will be required to maintain and take corrective action as required on the current software baseline documentation, and exercise custody, maintain and update all parts of the Technical Documentation, including the HL1/2 IETMs (Interactive Electronic Technical Manuals). In addition the Contractor will have to provide seamless access of all such documentation and information to the Purchaser or its authorised representative on an unrestricted basis.
12. The main CLS services to be delivered to achieve the required stations'  $A_o$  level are:
  - Maintenance Support, including (but not limited to):
    - L3/4 maintenance activities (interventions made by the CLS Contractor or by its sub-contractors);
    - Remote support to L1/2 maintenance activities, if needed;

<sup>1</sup> The requirement is set for each site

<sup>2</sup> This includes the Maximum annual scheduled downtimes.

<sup>3</sup> This includes maximum 8 hours of scheduled downtime per Communication Chain.



- Post design services and systems changes if adequate support can no longer be accomplished in a cost effective manner (including obsolescence issues on HW or combined HW/SW).
- Supply Support, including (but not limited to):
  - HL1/2 spares and consumables provision and local stocks replenishment;
  - HL3/4 spares and consumables provision;
- Support/maintain SGS Systems Technical Documentation, including (but not limited to):
  - Technical manuals;
  - Configuration data;
  - Logistic Support Analysis Record (LSAR).
- CLS management including (but not limited to):
  - CLS planning;
  - CLS performance periodic reporting;
  - CLS KPIs management;

13. All the above services will be measured against specific KPIs that will be further detailed in the CLS SOW and whose final scope is to ensure that the Ao requirements stated in Table 1 are met.

14. The CLS services will be assessed semi-annually with direct measure of the contractual performance (KPIs) and verification/validation of the technical performance of the system.

15. The Contractor will be required to make available a CRM tool to host:

- The ticketing system (service requests, work orders);
- The LSAR i.a.w. MIL-STD-1388-2B;
- Helpdesk available 24/7 to provide remote assistance and support;
- Knowledge base and known error DB.

## **ANNEX C** **Questionnaire**

Organisation name:

Contact name & details within organisation:

### **Notes**

- Please **DO NOT** alter the formatting. If you need additional space to complete your text then please use the 'Continuation Sheet' at the end of this Annex and reference the question to which the text relates to.
- Please feel free to make assumptions, *HOWEVER* you must list your assumptions in the spaces provided.
- Please **DO NOT** enter any company marketing or sales material as part of your answers within this market survey. But please submit such material as enclosures with the appropriate references within your replies. If you need additional space, please use the sheet at the end of this Annex.
- Please **DO** try and answer the relevant questions as comprehensively as possible.
- All questions within this document should be answered in conjunction with the summary of requirements in Annex B.
- All questions apply to Commercial or Government respondees as appropriate to their Commercial off the Shelf (COTS) or Government off the Shelf (GOTS) products.
- Cost details required in the questions refer to Rough Order of Magnitude (ROM) Procurement & Life Cycle cost, including all assumptions the estimate is based upon:
  - Advantages & disadvantages of your product/solution/organisation,
  - Any other supporting information you may deem necessary including any assumptions relied upon.

## Questions

1. Is the Contractor already supporting similar systems (multiple sites in different geographical locations) with equivalent complexity and using a performance based support contract? Please articulate.

2. Has the Contractor already in place support contracts (spares provision and repairs, site interventions etc.) with vendors/manufacturers such as:

- Viasat
- Teledyne
- Saint Gobain
- Siemens
- Ausonia
- ABB
- EEP

If positive, can the Contractor provide the typical Turn Around Times for spares (both Procurement Lead Times and Repair Cycle Times) and typical HL3 intervention times (contractor or subcontractor) on site? Please articulate.

3. Can the Contractor ensure 24/7 remote support to the different sites with rapid intervention (contractor, sub-contractor) in case remote support fails? Please articulate.

4. Can the Contractor briefly sketch what kind of support chain (centralised, multi-echelon, with or without local sub-contractors) can be established to adequately support the sites and meet the Ao requirements? Please articulate.

5. Does the Contractor has experience with IETMs/IETPs (ASD S1000D manuals) and LSAR (based on MIL-STD-1388-2B or ASD S3000L spec)? Has the contractor an adequate authoring system, a CSDB tool and a certified tool for LSAR? Please articulate.

6. What is the Contractor's experience on SATCOM systems, SATCOM stations and typical SATCOM layouts/components and their design/re-design, to include all its constituting sub-systems (RF chains/systems, antennae, (electro)mechanical, M&C, networking systems, power systems, HVAC, Security/CCTV, other ancillary, etc.)? Please articulate.

- 7. What kind of documentation would the contractor require at time of the bidding for the development of the CLS plan and its further implementation? Please articulate.**

- 8. Can the Contractor explain how the Ao of the different sites will be measured? Can the contractor provide its understanding of the Ao parameter and what are the design and support elements affecting that measure of effectiveness? Please articulate.**

- 9. Can the Contractor explain its knowledge of the EU and TU customs regulations/export regulations and how the prompt availability of materials (new, repaired, from distributed stocks, to/from OEMs outside EU and TU etc.) will be ensured for and from the sites? Please articulate.**

- 10. Do you have the facilities to run a call centre to provide 24/7 engineering and technical support?**

- 11. What type of related or relevant professional certifications do your engineers, technicians and support staff have?**

<b>Continuation Sheet</b>	Page
<p>Please feel free to add any information you may think that may be of value to NCI Agency in the space provided below. Should you need additional space, please copy this page and continue with the appropriate page numbers.</p>	__ Of __