



NCIA/ACQ/2021/07032  
8 July 2021

## Market Survey Request For Information

### Third Party Provider (TPP)

### MS-CO-115533-TPP

NCI Agency operates a number of equipment that is declared end-of-support (EOS) by the Vendor/Manufacturer. Current risk mitigation approach to handle possible EOS devices failures is to maintain local spare parts stock which results in additional CAPEX to purchase excessive amount of spares, and OPEX in labor effort to manage the process. NCI Agency is willing to explore options by running a business feasibility study in order to understand, if the existing risk mitigation approach could be transferred over to a 3<sup>rd</sup> party, specialized service provider.

NCI Agency is looking for a third party providers, that could offer a centralized extended hardware warranty support for multiple major vendor's EOS equipment

**NCI Agency Point of Contact**  
**Senior Contracting Assistant, Leonora Alushani**  
MS-CO-115533-TPP@ncia.nato.int

**To:** See Distribution List

**Subject:** NCI Agency Market Survey Request MS-CO-115533  
Third Party Provider (TPP)

1. NCI Agency requests the assistance of the Nations to identify industry contacts for third party support provider which could offer a centralized extended hardware warranty support for multiple vendor's equipment.
2. The NCI Agency reference for this Market Survey (MS) is **MS-CO-115533-TPP**, and all correspondence and submissions concerning this matter **must** reference this number within the documentation and email subject line.

3. This MS is being issued to obtain information on existing solutions and how they can possibly meet our requirements as well as to identify potential NATO-nation based suppliers.
4. The MS minimum requirement are provided in Annex A. Each nation is requested to forward this MS to all potential vendors that are willing to operate as specialized service providers and take over the existing risk mitigation approach.
5. Responses shall be submitted to the NCI Agency POC at point 8 of this letter. Respondents are invited to carefully review the questions within Annex A of this letter to determine interest.
6. Responses shall in all cases include the name of the firm, telephone number, e-mail address, designated Point of Contact, and NATO UNCLASSIFIED responses to the scenarios in Annex A. This shall include any restrictions (e.g. export controls) for direct procurement by NCI Agency.
7. The closing date for this MS is **close of business Friday, July 22, 2021**
8. Please send all responses via email to the following NCI Agency contact:

Ms. Leonora Alushani, Senior Contracting Assistant  
E-mail: MS-CO-115533-TPP@ncia.nato.int
9. Face-to-face briefings/meetings (virtual) could be organised during this initial stage. Respondents are requested to await further instructions after their submissions and are requested not to contact any NCI Agency staff directly other than the POC identified in Paragraph 8 above.
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 MS. Responses to this request, and any information provided within the context of this survey, including but not limited to capabilities, functionalities and requirements will be considered as indicative and informational only and will not be construed as binding on NATO for any future acquisition.
11. All information received in response to this MS marked "Proprietary" will be protected and handled accordingly. Interested parties are responsible for adequately marking proprietary or competition sensitive information contained in their response.
12. The NCI Agency is not liable for any expenses incurred by firms in conjunction with their responses to this MS and this survey shall not be regarded as a commitment of any kind concerning future procurement of the items described.

For the Director of Acquisition:

Leonora Alushani  
Senior Contracting Assistant

**Attachment(s):**  
Annex A- Third Party Provider (TPP) Market Survey

## Annex A- Third party provider (TPP) Market Survey

### 1. Purpose

- 1.1. The NCI Agency requests information regarding potential Vendor that can provide EOS equipment support, able to meet NCI Agency minimum requirements.
- 1.2. Issuance of a Market Survey (MS) is viewed as the fastest, most efficient approach in which fairness can be upheld.
- 1.3. For Section 3 below, responders are requested to describe how their services can meet NCI Agency minimum requirements for a third party provider. Responses to this market survey must be made in a separate documents answering how the product meets all the listed requirements, in section 3.

### 2. Important Notes

- 2.1. The MS is solely a request for information, to support requirements and approvals. It shall not be treated as a request for quotation or an invitation for bids. The NCI Agency will consider and analyze all information received from this MS and may use these findings to develop a future Request for Quote (RFQ).
- 2.2. Any future RFQ, due to the sensitivity of information, would be released only to the eligible companies that respond to this MS. Participating in this MS will not benefit, or prejudice, involvement in any future RFQ.
- 2.3. Responders must validate that their product meets all the requirements listed in section 3, below.

### 3. Market Survey requirements

#### 1. Service provider must:

- 1.1. Maintain specialized and geographically distributed warehouses; Please indicate number and specific locations of your warehouses:

- 1.2. Ensure sufficient equipment stock in the warehouse at all times; Please indicate how you would fulfill this requirement:

1.3. Is your company specialized in extended warranty support business instead of “drop shipping”?

2. Provides extended Hardware warranty support for at least 5 years:

2.1. Does your company provide for End-of-life/End-end of-support equipment which is out of support <5 years? If yes, how?

2.2 Does your company provide warranty for End-of-life/End-end of-support equipment which is out of support <10 years? If yes, how?

2.3 Does your company provide warranty for End-of-life/End-end of-support equipment which is out of support more than 10 years? Please elaborate:

3. Provides multiple levels of support:

3.1. Does your company provide next business day support (8x5)? Please elaborate:

3.2. Does your company provide extended business hours support (12x5)? Please elaborate:

3.3. Does your company provide around the clock support (24x7)? Please elaborate:

4. Provides service in multiple locations:

4.1. Does your company provide services in Europe (all NATO member nations)? Please specify locations:

4.2 Does your company provide services in US (East Coast – Norfolk)?

5. Provides service for multiple major vendors equipment:

Does your company provide service for the following? Specify which in the box below.

- 5.1. Dell
- 5.2. HP
- 5.3. Juniper
- 5.4. PaloAlto
- 5.5. CISCO
- 5.6. RSA
- 5.7. Netscout
- 5.8. Brocade
- 5.9. NETAPP

6. Delivery options:

6.1. Does your company deliver parts directly from warehouse to site?

6.2. Does your company have parts delivered by technical personnel that can also mount the equipment?

6.3. Does your company have parts delivered by 3<sup>rd</sup> party logistics specialized companies? Please elaborate:

7. Parts retention:

7.1. All of the failed equipment and components must remain at the customer. Equipment will not be returned to service provider for further fixing/repurposing due to the nature of sensitive data, unless exceptionally agreed on high value equipment; At what terms would you agree to this request?

8. Replacement parts quality.

8.1. How does your company manage post warranty part/equipment replacements by:

- 8.1.1. Providing 1 to 1 refurbished equipment;
- 8.1.2. Providing 1 to 1 new equipment;
- 8.1.3. Providing new compatible parts or any other approach. Please elaborate:

8.2. Would your company be able to provide new compatible parts:

9. Service Management:

9.1. Would your company be able to register tickets 24x7 via:

- 9.1.1. Self-service portal;
- 9.1.2. E-mail;
- 9.1.3. Phone;

Please elaborate:

9.2. User friendly self-service portal:

- 9.2.1. Equipment details can be added/removed;;
- 9.2.2. Equipment can be managed by serials;
- 9.2.3. Equipment can be managed by categories;
- 9.2.4. Equipment can be managed by locations;
- 9.2.5. Equipment can be managed by custom labels;

Please indicate which of the above criteria can be met:

9.3. Self-service portal ticket management:

- 9.3.1. Track live ticket progress status;
- 9.3.2. Ticket history timeline;
- 9.3.3. Includes shipping tracking number;

Please indicate which of the above criteria can be met and how:



9.4. Reports;

9.4.1. Active reports, customer facing points of contacts:

- 9.4.1.1. First line help desk for tickets inquiry;
- 9.4.1.2. Dedicated technical manager for incidents escalation;
- 9.4.1.3. Dedicated service delivery manager for quarterly reporting:
  - 9.4.1.3.1. Service summary report and analysis;
  - 9.4.1.3.2. Services Key Performance Indicators (KPIs) trend analysis;
  - 9.4.1.3.3. Contract breach Root Cause Analysis (RCAs);
  - 9.4.1.3.4. Continual Service Improvement (CSI);

Please indicate which of the above criteria can be met and how:

9.4.2. Passive reports;

- 9.4.2.1. Self-service on assets exports;
- 9.4.2.2. Self-service on tickets history exports;

Please indicate which of the above criteria can be met and how:

10. Charge backs:

10.1. In case of SLA breaches what are the agreed compensation/penalty terms?

11. We are looking for industry average dead on arrival rate to expect from the contract. What KPIs of relevance are you monitoring (i.e. dead on arrival rate) that we should assess incorporating into our RFQ?

12. Further relevant and important information suggestion to asses/include to draft RFQ. Please elaborate your view on what a future RFQ draft would look like to include the requirements above: