Acquisition Directorate

NCIA/ACQ/2023/6767
3 May 2023

Market Survey – Request for Information

A Replacement Tool for Oracle User Productivity Kit (UPK) to provide Computer-based Training for Oracle E-Business Suite

NCI Agency Reference: MS-115895-UPK

NCI Agency is seeking information from Nations and their Industry in order to assess the feasibility of the delivery of a Commercial-Off-The-Shelf (COTS) tool to replace Oracle User Productivity Kit.

NCI Agency Point of Contact
Principal Contracting Assistant: Dorina Cani

Dorina.Cani@ncia.nato.int

To: Distribution List (Annex A)

Subject: **NCI Agency Market Survey**
            Request for Information MS-115895-UPK

1.   The NCI Agency requests the assistance of the Nations and their Industry to identify available Commercial-Off-The-Shelf (COTS) solutions to meet the requirements for a replacement tool for Oracle User Productivity Kit to provide computer-based training (CBT), as this software is decommissioned by Oracle.

2.   The NCI Agency requests the broadest possible dissemination by the Nations of this Market Survey Request to their qualified and interested industrial base.

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3.   The NCI Agency reference for this Market Survey Request is **MS-115895-UPK**, and all correspondence and submissions concerning this matter should reference this number.

4.   A summary of the requirements is set forth in Annex B. Respondents are requested to reply via the questionnaire at Annex C. Other supporting information and documentation (technical data sheets, marketing brochures, catalogue price lists, descriptions of existing installations, manuals, etc.) are also desired.

5.   Responses may be issued to the NCI Agency directly from Nations or from their Industry (to the Point of Contact indicated at Paragraph 8 below). 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 capability available and its functionalities. 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 requested to be submitted by no later than **Wednesday, 31 May 2023, 17h00 (CET)**.

8.   Please send all responses via email to:

>   Dorina Cani
>   NCI Agency, Acquisition
>   dorina.cani@ncia.nato.int

9.   The Agency may request a demonstration of the described solution. However, given the current global landscape, any demonstration will be delivered via video conferencing tool at the discretion of the Market Survey Respondent. Respondents will be contacted if such a demonstration is desirable to make further arrangements. 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.

11. The NCI Agency is not liable for any expenses incurred by firms in conjunction with their responses to this Market 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 Director of Acquisition:

Alain
Courtois

Digitally signed by Alain Courtois
Date: 2023.05.03 17:25:56 +02'00'

Alain Courtois
Principal Contracting Officer

Enclosures:
Annex A, Distribution List
Annex B, Summary of Requirements
Annex C, Questionnaire
Annex D, System and User Requirements

ANNEX B
Summary of Requirements

1. Scope

1.1. NCI Agency is performing a market survey in order to identify available replacement tools for Oracle User Productivity Kit (UPK) on the market that fulfil the requirements presented below. At this stage, NCI Agency is willing to evaluate all the available platforms on the market which can provide a technological, robust, capable and cost effective solution to NATO.

2. Current Solution

2.1. Currently Oracle User Productivity Kit is used on Oracle e-Business Suite 12.1.3.

3. Requirements/Functionalities

3.1. The NCI Agency's goal is to identify specialised COTS Oracle User Productivity Kit replacement tool in order to provide computer based training material to users for Oracle E-business Suite.

3.2. Please refer to Annex D and focus on the "Must Haves" requirements.

4. Life Cycle information

4.1. The system design should minimise total system life cycle costs, including its future Operations and Maintenance (O&M)..

4.2. The software and hardware environments in NATO are in the process of being upgraded by the IT Modernisation project based on a modern data centre approach. However, note that the majority of the NATO systems run on Microsoft/LINUX operating systems and must be capable of running in a virtual environment (Hypervisor based). This in an on premise or IaaS solution.

ANNEX C
Questionnaire

Instructions

- You may either enter your responses under the questions on the following pages, or use a separate document to provide your responses.

- Please feel free to make assumptions, however, it is important that you state what these assumptions are.

- Please do not enter any general company marketing or sales material as part of your specific responses within this market survey. Please submit such material as enclosures with the appropriate references within your replies.

- Please do try and answer the relevant questions as comprehensively as possible, providing as much detail as necessary.

- All questions within this document should be answered in conjunction with the summary of requirements in Annex B.

- Cost details requested in the questions refer to Rough Order of Magnitude (ROM) Procurement & Life Cycle cost, not a binding offer. Please include 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.

- There are no minimum or maximum page limitations.

A. Company Information

1. Please provide your:
    - o Company name and address
    - o Point of Contact name, title and email address

B. General

1. Do you have a replacement tool for Oracle User Productivity Kit that currently meets the requirements as detailed in Annex B?

2. Can your solution be implemented on premise?

3. Provide details of where it is used and the number of users.

C. COTS Solution

1. Please indicate the areas in ANNEX D where your solution would not meet either entirely or partially.

2. Please briefly describe the technical implementation of your CBT solution.

3. Do you currently offer an on-premise solution? Do you intend to continue to support this on-premise solution for at least the mid-term future (3-5 years)?

4. Please briefly describe how new reports are built using your platform and describe the level of flexibility and complexity supported.

5. Please balance that by describing any limitations on report flexibility and complexity.

6. Please describe the packaging and deployment process for reports built using your platform.

7. Please describe how CBT-level security can be defined using your platform.

8. Please provide us with any additional capabilities of your COTS solution that go above and beyond those included in ANNEX B & D.

9. Please describe the advantages & disadvantages of your product/solution/organization.

10. Please include any other supporting information you may deem necessary, including any assumptions relied upon.

D. Commercial Aspects

1. Are there any restrictions on the use and deployment of the CBT solution for EBS within: NATO, NATO Nations or NATO Deployed Operations?

2. Please provide Rough Order of Magnitude pricing information for your solution so that the Agency has a general idea of the potential cost. Please show the estimated initial costs for hardware, installation, integration, services, support, etc., and O&M costs for the next 5 years.

E.   Procurement & Licensing

1. Describe the procurement & licensing model (for hardware and software). Please address topics such as perpetual vs. subscription licenses, the commitment term, initial ramp-up periods, etc.

2. Describe what you expect from the Agency as Purchaser Furnished Equipment, Information, etc.

ANNEX D
User Requirements for the Computer-Based Training Solution

Requirements ID	Description	MoSCoW Priority
REQ_001	Existing materials created with Oracle User Productivity Kit should be available and executable in the new tool	Must Have
REQ_002	Possibility to update existing materials created before with Oracle User Productivity Kit in the new tool	Must Have
REQ_003	New Computer Based Training material can be recorded with the new tool and added to the existing material	Must Have
REQ_004	Current Oracle User Productivity Kit training material is accessible from the Oracle Help function. A similar solution should be available.	Should Have
REQ_005	The software must be an on premise hosted solution	Must Have
REQ_006	The software must be compatible with Oracle E-business-Suite 12.2.X (all future releases)	Must Have
REQ_007	Log end user usage of CBT material	Should Have