



Acquisition Directorate

NCIA/ACQ/2025/06967
01 July 2025**Market Survey – Request for Information****“Whistleblowing Software Tool”****NCI Agency Reference: MS-06967**

The NATO Communications and Information Agency is seeking information from NATO Nations and their industry in order to assess the feasibility of the delivery and implementation of a Commercial-Off-The-Shelf (COTS) whistleblowing software tool.

NCI Agency Point of Contact
Principal Contracting Assistant: Maria Huerga

Email: MS-06967@ncia.nato.int

To: Distribution List (Annex A)

Subject: **NCIA Market Survey – Whistleblowing Software Tool
Request for Information MS-06967**

1. The NATO Communications and Information Agency (“NCIA”) requests the assistance of the NATO Nations and their industry to identify available Commercial-Off-The-Shelf (COTS) solutions to meet the requirements for a whistleblowing software tool (“Tool”).
2. NCIA requests the broadest possible dissemination by the NATO Nations of this Market Survey – Request for Information (“RFI”) to their qualified and interested industrial base.
3. The NCIA reference for this Market Survey RFI is **MS-06967**, and all correspondence and submissions concerning this matter should reference this number.



NATO Communications
and Information Agency
Agence OTAN d'information
et de communication
Avenue du Bourget 140
1140 Brussels, Belgium
www.ncia.nato.int

4. A summary of the requirements is set forth in Annex B.
5. Respondents are requested to reply via the questionnaire at Annex C. Additional supporting information and documentation (technical data sheets, marketing brochures, non-binding catalogue price lists, manuals, etc.) are also encouraged to submit.
6. Responses may be issued to the NCIA directly from Nations or from their industry (to the Point of Contact ("PoC") indicated at Paragraph 9 below). Respondents are invited to carefully review the requirements in Annex B.
7. Responses shall in all cases include the name of the firm, telephone number, e-mail address, designated PoC, and a description of the capability available and its functionalities (not above NATO Unclassified). This shall include any restrictions (e.g. export controls) for direct procurement of the capability by NCIA. Product pricing information is also requested as called out in Annex C.
8. Responses are requested to be submitted by no later than **Friday, 25 July 2025, 17h00 (CET)**.
9. The NCIA reference for this Market Survey RFI is MS-06967, and all correspondence and submissions concerning this matter should reference this number in title of the e-mail to: **MS-06967@ncia.nato.int**
10. NCIA may request a demonstration or technical discussion of the described solution. Respondents will be contacted if such a demonstration/technical discussion is desirable to make further arrangements. Respondents are requested to await further instructions after their submissions and are requested not to directly contact any NCIA staff other than the PoC identified above in Paragraph 9.
11. Any response to this Request for Information shall be provided on a cost-free and voluntary basis. Not responding will not prejudice or cause the exclusion of companies from any future procurement that may arise from this Market Survey RFI. 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 constitute a commitment or obligation on part of NCIA/NATO to enter into any procurement process or make any purchase.
12. NCIA is not liable for any expenses incurred by firms in conjunction with their responses to this Market Survey RFI and this Market Survey RFI shall not be regarded as a commitment of any kind concerning future procurement of the items described.
13. Your assistance in this Market Survey RFI request is greatly appreciated.



For the Director of Acquisition:

Maria Huerga
Principal Contracting Assistant

Enclosures:

Annex A: Distribution List

Annex B: Summary of Requirements

Annex C: Questionnaire



ANNEX A

Distribution List for Market Survey RFI MS-06967

All NATO Delegations (Attn: Investment Adviser)

NATO Members Embassies in Brussels (Attn: Commercial Attaché)

NCIA– All NATEXs

NCIA– (reserved)

ANNEX B
Summary of Requirements

1. Scope

- 1.1. NCIA is performing a Market Survey RFI in order to identify potential suppliers capable of delivering a secure and reliable whistleblowing software tool ("Tool") on the market that fulfil the requirements presented below. The purpose of this Market Survey RFI is to assess industry capabilities, experience and available solutions.

2. Requirements/Functionalities

- Commercial Off-the-Shelf (COTS);
- The solution must offer the capability to support reporting from **inside and outside** (i.e. external reports) NCIA, with reporters able to identify themselves as either internal or external;
- Anonymous or confidential reporting (for both external and internal users);
- Secured and end-to-end encrypted communication between reporter and authorized recipient(s);
- Statistical overviews;
- Periodic reports;
- Structured case management features (such as status tracking, internal notes, and workflow escalation);
- Logging functionality, to record actions taken within each case (such as case creation, status changes, edits, downloads);
- The solution must allow for logging cases/reports that were not submitted through the tool itself, in order to enable trend identification and tracking across NCIA;
- Role-based access control;
- Compliance with relevant data protection regulations, such as GDPR;
- User-friendly and intuitive interface;
- Available in English.

The software licensing model should include:

- Ongoing technical maintenance, security updates/patches and software updates;
- Helpdesk support and user/admin support (through SLA);
- User/administrator documentation and training (e.g. guidance).

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.
- . If any assumptions are made in your response, please ensure they are clearly stated and identified as such.
- Please do not enter any general company marketing or sales material as part of your specific responses within this Market Survey RFI. 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:
 - Company name and address
 - Point of Contact name, title and email address

B. Knowledge / Experience

1. Does your tool meet all of the minimum requirements as per Annex B?
2. Does your company has experience with International Organizations?
3. Please describe an implementation similar in scope.

C. Security

1. It is a strict requirement and NCIA requests a guarantee that data resides within NATO territory at all times (in transit, in rest, active data flows) and is managed solely by individuals from and working within NATO Nations. Does your company, and the “Tool” comply with this?
2. Please indicate the name, national origin and role of the following entities and if applicable:
 - Your parent company;
 - Your affiliated/sister companies.
3. Is the Tool already security certified and/or accredited through NATO or equivalent national defence process? If yes, please list which ones.
4. Does your company have a nationally accredited CIS infrastructure to process and store NATO data? If yes, up to which NATO classification level?
5. The Intellectual Property Rights for all software and documentation provided and used by the NCIA shall vest with firms from and a NATO Nation. No royalties, license fees or associated fees shall be paid by the provider (and indirectly by NCIA) to any source (including parent or affiliate companies) that does not reside within a NATO Nation. Does your proposed “Tool” conform to this requirement? Please confirm in detail.

D. Functionality / deployment model

1. Please indicate the available deployment model(s) (e.g. SaaS, on premise, hybrid)?
2. What is the estimated time to implement the Tool, from contract signature to go-live?
3. If any NCIA-furnished equipment, data, configurations or other input is required for deployment, integration, or operation of the Tool, please specify.

E. Pricing

- a. Please provide an overview of the pricing model, including (when applicable): Annual subscription fees;
- b. Multi-year licensing options or volume discounts;
- c. Implementation costs;
- d. Fees for ongoing user training, technical maintenance, security updates/patches and software updates;
- e. Whether a standard SLA is included in the subscription, and if so, what are its terms?

What are your payment terms?