Demand Management
Avenue du Bourget 140
1110 Brussels, Belgium
Telephone: +32 (0)2 707 8353
               +32 (0)2 707 8422
Email:
Demand.Management@ncia.nato.int

Receipt date:
CRF Reference:
To be completed by NCI Agency

Customer Request Form

Find more information on the request submission and process under:
https://www.ncia.nato.int/Pages/Demand-Management.aspx

Requestor/ Organization

Red fields are required

1. Organization:
2. Unit/Site:
3. Office:
4. Street:
   Number:
5. PO Box:
6. Postal Code:
7. City: 8. Country:

Invoicing Address
(only if different from Requestor)

☐ Same as Requestor

1. Organization:
2. Unit/Site:
3. Office:
4. Street:
   Number:
5. PO Box:
6. Postal Code:
7. City: 8. Country:

Point Of Contact
(for background information)

1. First Name:
2. Last Name:
3. Rank/ Title:
4. Job Title:
5. Business phone:
6. Mobile phone:
7. Unclassified
   Email address:
8. NS Wan Email:
   if applicable
9. Alternate POC:
   if applicable

Nature of Request:

Request Services Annex I   ☐   Request Software Annex II   ☐

Short Title of Request:

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ANNEX I: Request a Service or Provide Feedback

Please select the service from the "Services" section on the front page of the NCI Agency Customer Services Catalogue at the following link "NCI Agency Customer Services Catalogue" or at www.ncia.nato.int (under 'Our Service').

An aid to navigating the Catalogue is available in the "Service Model", which is under the "Introduction to the NCI Agency" section on the front page of the NCI Agency Customer Services Catalogue

Select Service ID and Service Name from the NCI Agency Customer Services Catalogue

Service ID (i.e. EAS01)	Service Name (e.g. Network Monitoring and Control Service)

☐ Request unlisted service or provide additional information here (Brief Comments):

Reason for request:

☐ Direct Support to a NATO Operation, Mission or Activity:

☐ Direct Support to an Exercise:

☐ Provision of Permanent Capability

☐ OTHER (Please specify):

Operational Impact:

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Requested milestones

Critical Milestone Event:

Critical Milestone Date:

Requested date for Price Proposal:
*Note that this does not constitute
 a commitment by NCI Agency*

Other milestones:

Funding confirmed:

Budget available
*Estimated Budget Available
and Budget Expiry Date:*

References

Has there been any previous (possibly informal)
correspondence with NCI Agency on subject request?

If yes, please provide the Agency Points of Contact:

Is the current request a follow-on to any existing work?

*If yes, please provide the unique CRF reference number and/or the
Price Proposal Reference Number and short description
of previous work:*

Have you attached documents (Concept of Operations, supporting documents, etc.)?
If so, please list them here:

If your request requires obtaining software, please continue with Annex II.
If not, your request is ready to be signed and submitted. Please click the DONE button below.

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ANNEX II: Request for NATO Software Tools

Please select the software from the "NATO Software Tools" section on the front page of the NCI Agency Customer Services Catalogue at the following link "NCI Agency Customer Services Catalogue" or at www.ncia.nato.int (under 'Our Service').

If the software you require is not listed in the "NATO Software Tools" section, additional software is also listed in the drop-down list on the "Services" section of the Customer Services Catalogue.

NATO Software must be properly licensed by NCI Agency prior to its release. As some of the NATO Software Tools are released under specific conditions, please fill in the below information.

NATO Software Tools Requested:

Intended use of the NATO Software, Usage description:

Mode of operation:

Testing and Evaluation	Operational Use	Training	Exercise	Other

Some NATO Software Tools have specific requirements to be clarified prior to the release. Therefore if you are requesting Air or Missile Defence C2 (AMDC2) tools: CSI, ICC (Standard and Complete), JTS Complete, MASE, NIRIS or NISP, please fill in the site information and Oracle CSI fields below.

Site Information

If you are a new customer, this will enable us to register you properly in our user database. If you are and existing customer, we will use this data to validate or update our records. If you are a new user please enter "NEW" for Site ID.

SITE ID: TYPE: Architecture:
*CTRL + click to
select multiple*

Please provide a valid Oracle CSI key if you are requesting ICC or JTS "Complete".

Oracle CSI (Customer Support Identifier):

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Provision of NATO Software to a Comercial Partner:

If you require a commercial partner to get access to the requested NATO Software, please note that we require below details for approval prior to the release to the Commercial Partner.

Commercial Partner		
If your request is for a commercial partner, please provide the company details.	1. Organization:	_____
	2. Unit/Site:	_____
	3. Office:	_____
	4. Street:	_____
	Number:	_____
	5. PO Box:	_____
	6. Postal Code:	_____
	7. City:	_____
	8. Country:	_____
	9. POC First Name:	_____
	10. POC Last Name:	_____
	11. POC Rank/ Title	_____
	12. POC Job Title	_____

Detailed Usage of the Software by the Commercial Partner:

If you need any service related to this request, such as installation support, training etc. please ensure you have filled in Services (ANNEX I). If not, your request is ready to be signed and submitted. Please go to the end of the form.

Once you submit the form we will acknowledge receipt within 3 working days

Click in the area above to sign the form!