Introduction

The NATO Communications and Information Agency (NCIA) hereby notifies the following Procurement Opportunity in accordance with the Procedure for NATO Competitive Procurement (link). This notification is issued to foster open and fair competition among eligible vendors from participating nations. This notification does not constitute a commitment to award a contract.

Vendors are invited to review the requirements described herein and to submit their bids in accordance with the instructions provided in this notification and subsequent solicitation documentation. All interested vendors are reminded that timely registration and compliance with eligibility requirements are essential, as deadlines for submission may not be extended. Vendors are advised to regularly check for updates to this notification.

This opportunity reflects NATO's commitment to transparency, equal treatment of suppliers, and the efficient delivery of goods, works, and services in support of NATO missions and participating nations.

All eligible and responsible sources may submit a quotation, bid, or proposal, which shall be considered by the NCIA.

1. Title of Procurement Opportunity

Provision of End-to-end CIS services for NCIA.

2. Description of Requirement

The Contractor shall provide qualified personnel, technical expertise and support services under individual Task Orders (TOs) issued by multiple locations (see location table below). Services may be delivered during normal working hours, extended working hours, shift operations, 24/7 operations or surge operations, as specified in individual Task Orders.

The service catalogue defines the maximum scope of services that may be requested under this contract.

2.1 Service Category 1 – Service Desk and End User Support

Services may include but not be limited to:

- Incident Management
- First-line and second-line troubleshooting.
- Incident categorization and prioritization.
- Ticket creation and lifecycle management.
- Escalation management.
- Major incident support.
- User communication and status updates.
- End User Device Support
- Desktop and laptop support.
- Thin client support.
- Printer support.
- Scanner support.
- Peripheral device support.
- Docking station support.
- Mobile device support.
- Software Support
- Installation and configuration of approved software.
- Troubleshooting software failures.
- User profile support.
- Office automation applications support.
- Browser and certificate troubleshooting.
- User Administration

- User account creation.
- Account modification.
- Password reset support.
- Group membership administration.
- Access validation support.

2.2 Service Category 2 – Continuous Provisioning and P-IMAC Services

Provisioning, Install, Move, Add and Change (P-IMAC) services may include but not limited to:

- Provisioning
- Preparation of end-user devices.
- Operating system deployment.
- Software image deployment.
- Domain joining.
- Security baseline implementation.
- Device registration and inventory updates.
- Install Services
- Workstation installations.
- Laptop deployments.
- Multi-monitor installations.
- Desk phone installations.
- Printer installations.
- VTC endpoint installations.
- Move Services
- Office relocation support.
- User workstation relocation.
- Equipment transport coordination.
- Reconnection and testing.
- Add Services
- Additional monitors.
- Additional peripherals.
- Additional user devices.
- Additional software packages.
- Change Services
- User profile modifications.
- Hardware upgrades.
- Memory and storage upgrades.
- Software updates.
- Configuration modifications.
- Validation Activities
- Connectivity verification.
- Service accessibility testing.
- User acceptance testing.
- Documentation updates.

2.3 Service Category 3 – CIS Operations Support

Services may include but not limited to:

- Monitoring Activities
- Infrastructure monitoring.
- Server monitoring.
- Network monitoring.
- Application monitoring.
- Service availability monitoring.
- Event monitoring.
- Operational Support
- Operational readiness checks.
- Daily service health verification.
- Fault isolation.
- Incident response.
- Service restoration.
- Operational reporting.
- Shift Operations
- Watch floor support.
- Operations center support.
- 24/7 support services.
- Operational handover activities.
- Situation reporting.

2.4 Service Category 4 – Systems Administration Services

Services may include but not limited to:

- Windows Administration
- Active Directory administration.
- Group Policy management.
- DNS administration.
- DHCP administration.
- File services administration.
- Print services administration.
- Linux Administration
- RedHat administration.
- Ubuntu administration.
- Patch management.
- Service management.
- Security hardening.
- Virtualization
- VMware administration.
- Hypervisor support.
- Virtual machine provisioning.
- Snapshot management.
- Resource allocation management.
- Server Operations
- Patch management.
- Backup monitoring.
- Recovery activities.
- Capacity management.
- Performance optimization.

2.5 Service Category 5 – Network Services

Services may include but not limited to :

- Network Operations
- Router administration.
- Switch administration.
- Wireless controller administration.
- Network monitoring.
- Fault diagnosis.
- Network Engineering
- VLAN configuration.
- Routing support.
- Firewall rule implementation.
- Network optimization.
- Network performance analysis.
- Communications Support
- VoIP support.
- SIP services support.
- WAN support coordination.
- Network connectivity testing.

2.6 Service Category 6 – Cyber Security and Information Assurance

Services may include but not be limited to:

- Vulnerability scanning support.
- Security patch verification.
- Compliance verification.
- Security monitoring support.
- Security incident handling support.
- Risk assessment support.
- Accreditation support.
- Security documentation support.
- Audit preparation support.

2.7 Service Category 7 – Collaboration, VTC and Audio-Visual Services

Services may include but not be limited to:

- VTC Services
- Endpoint installation.

- Endpoint configuration.
- Conference scheduling support.
- Conference monitoring.
- Troubleshooting.
- Audio Visual Services
- Video wall support.
- Audio system support.
- Matrix switch support.
- Display support.
- Meeting room support.
- Collaboration Platforms
- Microsoft Teams support.
- Exchange support.
- Collaboration service administration.
- User support.

2.8 Service Category 8 – Logistics and Asset Management Services

Services may include but not limited to:

- Warehouse Operations
- Receiving equipment.
- Inspection of delivered equipment.
- Storage management.
- Inventory control.
- Equipment issuance.
- Asset Management
- Asset registration.
- Asset tagging.
- Asset tracking.
- Asset disposal coordination.
- Asset audits.
- Software Asset Management
- License tracking.
- License inventory maintenance.
- Software compliance verification.
- Usage reporting.
- Logistics Coordination
- Shipment coordination.
- Equipment transportation.
- Customs documentation support.
- Delivery tracking.

2.9 Service Category 9 – Account Holder and Custodian Services

Services may include but not limited to:

- Account Holder Activities
- Custodial responsibility for assigned CIS assets.
- Asset accountability maintenance.
- Asset reconciliation.
- Periodic inventory verification.
- Asset transfer documentation.
- Custodian Support
- Stock management.
- Equipment handover and return.
- Loan equipment management.
- Disposal processing support.
- Audit preparation support.
- Documentation Management
- Asset records maintenance.
- Inventory reports.
- Accountability documentation.
- Property management records.

2.10 Service Category 10 – CIS Installation, Deployment and Field Support

Services may include but not limited to:

- CIS equipment installation.
- Rack installation.
- Cabling activities.
- Patch panel configuration.

- Site surveys.
- Infrastructure deployment.
- Technical refresh implementation.
- Equipment relocation.
- Deployable CIS support.

2.11 Service Category 11 – Engineering and Technical Services

Services may include but not limited to :

- Systems Engineering
- Requirements analysis.
- Solution design.
- Technical architecture development.
- Integration planning.
- Network Engineering
- Network design.
- Capacity planning.
- Performance optimization.
- Technical assessments.
- Technical Documentation
- Design documents.
- Installation guides.
- Standard operating procedures.
- Technical reports.
- Testing and Validation
- Factory Acceptance Testing.
- Site Acceptance Testing.
- Integration testing.
- Operational testing.

2.12 Service Category 12 – Project and Service Management Support

Services may include but not limited to :

- Project planning support.
- Project coordination.
- Schedule management.
- Risk management.
- Service reporting.
- KPI monitoring.
- Stakeholder engagement.
- Governance support.

2.13 Service Category 13 – Exercise, Operations and Surge Support

Services may include but not limited to:

- NATO exercise support.
- Exercise planning support.
- Exercise execution support.
- Operational activations.
- Crisis response support.
- Temporary workforce augmentation.
- Extended-hours support.
- Shift operations.
- 24/7 support operations.
- Deployable support teams.

2.14 Service Category 14 – Specialized Subject Matter Expert Services

Services may include but not limited to :

- Enterprise architecture.
- Cloud technologies.
- Cyber defence.
- Data analytics.
- Service management.
- ITIL consultancy.
- CIS modernization initiatives.
- Technology assessments.
- Interoperability analysis.

- Innovation and digital transformation support.

2.15 Configuration Management Services

Services may include but not limited to:

- CMDB maintenance.
- CI registration and updates.
- Configuration baseline management.
- Asset-to-service relationship mapping.
- Configuration audits.
- Change impact assessments.
- Service dependency mapping.

2.16 Technical Escort and Smart Hands Services

Services may include but not limited to :

- Escorting third-party contractors.
- Data centre access support.
- Rack and stack activities.
- Cable tracing and labeling.
- Physical connectivity checks.
- Hardware replacement under remote guidance.
- Visual inspections and reporting.
- Remote hands support for higher-tier engineering teams.

2.17 Service Transition and Service Introduction Support

Services may include but not limited to :

- Service transition planning.
- Operational acceptance activities.
- Knowledge transfer.
- SOP development.
- Operational readiness assessments.
- Service onboarding activities.
- Training delivery support.

2.18 Training and Knowledge Management Services

Services may include but not limited to:

- User training.
- Administrator training.
- Technical workshops.
- Knowledge article creation.
- Standard operating procedures development.
- Lessons Learned capture.
- Technical documentation maintenance.

2.19 Others

- The contractor will participate in the daily reporting and planning activities (daily stand-ups) as well as the required participation in workshops, events and conferences related to the supported services, as requested by the service delivery manager.

LOCATIONS	WORK PERMIT/VISA NEEDED
US - NORFOLK	YES
IZMIR	YES
Training Centers (Stavanger/Bydgoszcz)	
South (Sigonella, Naples, Poggio Renatico)	

3. Vendor Eligibility

a. Participation in this Procurement Opportunity is restricted to vendors from participating NATO nations.

b. This restriction applies to the eligibility of the vendors only and does not require that the goods, works, or services themselves be manufactured or produced within participating nations.

4. Access to Solicitation Documentation

a. Interested vendors may participate to and access the solicitation documentation for this Procurement Opportunity as of the Anticipated Solicitation Release Date as follows:

i. Indicating your interest by emailing the Point of Contact listed above to request being added to the bidder's list and receive the solicitation (no Declaration of Eligibility (DoE) required).

5. Security Requirements

a. This opportunity is classified as NATO SECRET (NS) and interested vendors are required to meet the above-mentioned security level.

6. **Language of Solicitation and Bid Submission**
    a. Solicitation Documentation and Proposal Submission Language(s): English

7. **Additional Engagement Opportunities**
    a. The NCIA may organize the following engagement activities:
        i. **Industry Day:** Not Applicable
        ii. **Pre-Bid Conference:** Not Applicable

End of Notification