

Notification of Intent to Invite Bids

Method: International Competitive Bidding (ICB)

Contractor Logistic Support (CLS) for NATO Satellite Ground Stations NCI Agency Reference #: IFB-CO-115686-SGSCLS

Estimated Amount: 6,500,000 € / year for a period of 6 years

NOI Closing Date: 28 November 2025

Solicitation Release Date: Anticipated on 26 March 2026

Solicitation Closing Date: Anticipated on 18 June 2026

Contract Award Date: Anticipated on 1 October 2026

Competition Type: ICB Best Value

The NCI Agency hereby notifies the NATO Nations of its intent to invite bids for the procurement of post-warranty maintenance and support services for the NATO SATCOM Anchor Component (SAC) system.

*****Neo eProcurement Registration*****

Attention Suppliers,

The NCI Agency is stepping into a new era of procurement. We have launched an eProcurement tool, Neo, to make our collaborations smoother, faster, and more transparent. If you are keen to do business with us, you will need to register in Neo. This tool will offer suppliers visibility into past, current and upcoming business opportunities, and streamlines the competition cycles, contract awards, and account management.

NCI Agency Point of Contact

Viktorija Navikaitė, Senior Contracting Officer

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Annexes:

- A. Summary of Requirements
- B. Distribution List

To : Distribution List

Subject : **Notification of Intent to Invite Bids for Contractor Logistic Support (CLS) for NATO Satellite Ground Stations**

References :

- A.** BC-D(2018)0004-FINAL, BC Budget Procurement Guidance
- B.** AC/4-D(2008)0002-REV2, Investment Committee for Procedures and Practices for Conducting NSIP International Competitive Bidding Using Best Value Evaluation Methodology
- C.** NATO Budget Committee Decision Sheet, BC-DS(2025)0032
- D.** Market Survey N° MS-CO-115686-SGS CLS dated 25 March 2022

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1. In accordance with References A through C, the NCI Agency, as the Host Nation responsible to implement the project in subject, hereby gives notice of its intent (NOI) to issue an Invitation for Bid (IFB) for Contractor Logistic Support (CLS) for NATO Satellite Ground Stations, hereafter referred to as the "Project".
 2. A high-level summary of the Project's technical requirements is set forth in Annex A hereto. These requirements are being refined and will be included in further details as part of the IFB.
 3. The reference for this Project is IFB-CO-115686-SGSCLS, and all correspondence concerning this NOI and subsequent IFB should reference this number.
 4. The NCI Agency plans to issue a IFB using the International Competitive Bidding (ICB) Procedure for Best Value (BV) evaluations. The successful bid for this Project, pursuant to the IFB following this NOI, will be the bid that offers the best value in accordance with predefined evaluation criteria prescribed in the IFB. The top-level criteria weighting will be 60% Technical and 40% Price. A single, firm-fixed price / rate contract is planned for the entire scope of work.
 5. The Agency will also apply optional preliminary bidding procedure: Request for Bidder Views (RFBV), per Annex II of AC/4-D/2261-ADD1. The RFBV will be issued upon closure date of NOI and prior to the IFB issuance. The RFBV will provide the eligible firms with a comprehensive insight into the technical factors, criteria and/or problems which they should consider - as a minimum - in preparing their initial response. It will also indicate the basis on which preliminary discussions with potential bidders will be conducted and also that on which evaluation of their final technical proposals will be carried out. This will help to ensure that all eligible firms solicited have a common understanding of the requirement and of the way in which the NCI Agency intends to conduct the preliminary round of discussions and handle the final evaluation of bids.
 6. Eligibility to participate in the subsequent IFB is declared by national authorities. Hence, qualified and certified companies interested in receiving the IFB for this Project are hereby

requested to provide a Declaration of Eligibility (DoE), sent by their Delegation/Mission to NATO to the NCI Agency contracting authority not later than 28 November 2025, which is 35 calendar days after the date of this letter.

- a. In addition to the certification of the company's security clearances required under this NOI, the DoE should include the following information for each of the nominated companies:
 - Company name
 - Company address
 - Point of Contact (PoC)
 - PoC email address
 - PoC telephone number
 - b. This information is critical to enable prompt and accurate communication with prospective bidders and should be sent electronically to IFB-CO-115686-SGSCLS@ncia.nato.int.
7. In order to maximize competition the NCI Agency may, at its discretion, accept nominations after the deadline, so long as the IFB has not been issued. The NCI Agency may even accept, at its discretion, nominations after the IFB has been issued under the condition that such late nomination will not be used as the basis to request an extension to the bid closing date.
 8. Requests for participation in this competition received directly from individual companies will not be considered.
 9. Bidders will be required to declare a bid validity of 12 months from bid closing date. Should the selection and award procedure exceed the bid closing date by more than 12 months, companies will be requested to voluntarily extend the validity of their bids accordingly. Bidders may decline to do so, withdraw their bid and excuse themselves from the bidding process without penalty.
 10. National authorities are advised that the IFB package is anticipated to be NATO UNCLASSIFIED. However, the IFB and the contractual documents could contain references to other NATO documents classified as NATO RESTRICTED.
 11. The successful bidder will be required to handle and store classified information up to the level of NATO RESTRICTED. In addition, contractor personnel will be required to work unescorted in Class II Security areas. Therefore, access can only be permitted to cleared individuals. Only companies maintaining such cleared facilities and the appropriate personnel clearances will be able to perform the resulting contract.
 12. The NCI Agency reserves the right to cancel, suspend, or withdraw this NOI at its own discretion and at any time. The NCI Agency is not liable for any expenses incurred by companies in conjunction with their responses to this NOI and such responses shall not be regarded as a commitment of any kind concerning future procurement of the items or services described herein.

13. Your assistance in this procurement is greatly appreciated.

For the Chief of Acquisition:

[Original Signed By]

Viktorija Navikaitė
Senior Contracting Officer

Viktorija
Navikaitė

Digitally signed
by Viktorija

Navikaitė

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NATO Communications
and Information Agency

Annex A – Summary of Requirements

Project No. SATCOM Service (INF0012), NCCB BC177

1. Project Objective

The requirement is to provide Contractor Logistic Support (CLS) services, in particular Performance Based Logistics (PBL) for all equipment and software purchased during the “Upgrade/Replace NATO Satellite Ground Terminals” Project, comprising NATO SATCOM Anchor Component (SAC) Compatible Standalone Modems (SCSM), Radomes, Heating Ventilation Air Conditioning (HVAC) equipment, Electronic Switchboards (ESB), Generators and all re-used (legacy) equipment/software defined as Type II NATO Furnished Equipment (NFE) in the SAC Implementation Contract, and Civil Works (CW) provided as follows:

- CLS Planning;
- CLS management and execution;
- Supply Chain Management (SCM);
- Field Services (FS);
- Post Design Services (PDS);
- CLS performance evaluation and reviews.

The Contractor will have to provide all necessary resources to include services, personnel, utilities, material, components, equipment, data and documentation needed to accomplish the CLS tasks, within the limits and boundaries to be defined in the detailed Statement Of Work (SOW).

2. Scope of Work

The Contractor will have to provide Contractor Logistic Support services, which are required as post-warranty maintenance and support of the SAC system. The SAC capacity is concentrated at the SGS (Satellite Ground Station) sites, S01 – Kester, BEL and S02 – Lughezzano, ITA, and at the SGT (Satellite Ground Terminal) sites, S03 – Atalanti, GRE and S04 – Oglananasi, TUR. The four sites will be capable to support numerous links distributed on up to 10 Antenna Chains:

- F1 (aka SAC S01) – Kester – 4 Antenna Chains;
- F14 (aka SAC S02) – Lughezzano – 4 Antenna Chains;
- F11 (aka SAC S03) – Atalanti – 1 Antenna Chain;
- F13 (aka SAC S04) – Oglananasi – 1 Antenna Chain.

In addition, the Contractor will have to include, in the CLS services, the non-operational site (training facility) located in Oeiras (Portugal), formerly located in Latina (IT) in the NATO CIS School (NCISS).

The Contractor will be required to provide, at the time of the CLS bidding stage, a detailed

CLS plan including a detailed description of the support chain that will be established to sustain the SAC system i.a.w. the CLS KPIs (Key Performance Indicators) and system performance.

The Contractor will be required to give full visibility to the Purchaser of existing or new arrangements with the subcontractors for the implementation and assessment of the CLS services, including plans to cope with disruption of the supply/support chains in case of crisis and conflict.

During the delivery of the CLS services, the Contractor shall not degrade the Reliability and Maintainability requirements specified in the original SOW, and shall maximise the operational Availability of the System by managing existing and proposing new material resources for L1, L2 and L3 maintenance of the sites.

3. Period of Performance

The Period of Performance of the in-service phase of the future Contract is anticipated to start by 1st January 2027 and shall be delivered for a base period of six (6) years, with two (2) optional 2-year extension periods if/when exercised by the Purchaser. It is important to note that this timeline represents the anticipated duration of the Project, and adjustments may be made as per the requirements of the solicitation process and subsequent contractual agreement.

4. Technical Constraints

The appointed Contractor will have to become familiar with the system, sites and relevant documentation in a short timeframe, based on the full dataset and TDP provided during the bidding phase. In addition, the Contractor will be required to setup a fully working LRAP (Logistic Reporting Analysis Process) tool (or re-use, after modification, the one currently in place) without disruption to the sites operation and maintenance activities, CLS implementation and CLS assessment.

5. Required Capability

The Purchaser will provide to the Contractor a complete Technical Data Package (TDP), including:

- Design and testing information,
- Configuration Baselines, per site and per System, with hyperlinked documentation,
- Supportability data, in line with the current configuration, including RAMT, LSA, PHST detailed information,
- L1 and L2 detailed parts data split into categories (e.g. LRUs, Consumables, Tools etc.) as used in the system and manuals,
- Operational and maintenance tasks (L1, L2),
- Full list of L3 activities (Preventative and Corrective) on specific parts of the system in each site,
- Full list of L1, L2 and L3 spare parts and consumables to be used and then re-integrated (repaired, re-procured) by the Contractor,
- Safety Information,

- Interactive Electronic Technical Manuals (IETMs), both in native format (S1000D) and in a converted browser-free HTML version.

The following will have to be considered by the Contractor when delivering the CLS services:

- (A) The operational SAC sites are manned H24, operated and maintained autonomously up to L2 by the site personnel (Technicians and Engineers) based on a critical set of spares and consumables locally stored and managed.
- (B) The Purchaser has procured and will continue to procure additional L1, L2 and L3 spares and consumables to reduce the probability of stock out in case of need. The stocks will have to be maintained at the initial level (or increased) based on dedicated tasking by the CLS Contractor through a combination of repair activities or procurement activities, through proper management of the supply chain.
- (C) The Contractor will have to ensure, in addition to the supply chain management, also site interventions (Field Engineering), Systems engineering and other L3 activities so that the Purchaser can maximise the Operational Availability of the sites.
- (D) The Contractor, directly or with its sub-contractors, will have to exercise custody, maintain and update all parts of the Technical Documentation, including the L1/2 IETMs (Interactive Electronic Technical Manuals). In addition, the Contractor will have to provide corrections or updates/upgrades to TDP documentation following the evolution of the systems baselines or evident errors or omissions in the current documentation.
- (E) The main CLS services to be delivered, based on specific KPIs, are:
 - a. Field Services (FS), including (but not limited to):
 - i. L3/4 Preventative and Corrective Maintenance activities (interventions made by the CLS Contractor or by its sub-contractors on site) including planning, troubleshooting, execution and reporting;
 - ii. Remote support to L1/2 maintenance activities;
 - b. Supply Chain Management (SCM), including (but not limited to):
 - i. HL1/2 spares and consumables provision and local stocks replenishment (the replenishment or increase of the initial local stocks will be under dedicated tasking);
 - ii. HL3/4 spares and consumables provision and local stock replenishment (the replenishment or increase of the initial depot stock will be under dedicated tasking);
 - c. Post Design Services, including (but not limited to):
 - i. Active obsolescence monitoring and reporting;
 - ii. Technical manuals and Technical documentation management (updates, corrections, if tasked also upgrades);
 - iii. Configuration Management, based on the provided baselines;
 - iv. Logistic Support Analysis Record (LSAR) maintenance;

- v. FRACAS/DRACAS;
- vi. In-Service LSA (periodic reporting);
- d. CLS management including (but not limited to):
 - i. CLS planning;
 - ii. CLS monitoring (e.g. through the LRAP (Logistic Reporting Analysis Process) tool) for trouble-ticketing, helpdesk, documentation management, product data management and CLS KPIs activation and monitoring;
 - iii. CLS KPIs management;
 - iv. CLS performance periodic reporting.
- (F) All the above services will be measured against specific KPIs that will be further detailed in the CLS SOW and whose final scope is to maximise the Operational Availability that the sites can achieve.
- (G) The CLS services will be formally assessed semi-annually with direct measure of the contractual performance (KPIs) and verification/validation of the technical performance of the system using the LRAP tool reporting capability implemented by the Contractor on the basis of the CLS requirements. Intermediate evaluation of the progress with CLS services performance will be verified quarterly.
- (H) The Contractor will be required to re-use the existing LRAP tool, or propose a new tool, to host:
 - a. The ticketing system (service requests, work orders) structured i.a.w. the given KPIs;
 - b. The sites breakdowns, the site spares lists, the depot spares list, and the LSAR data i.a.w. MIL-STD-1388-2B and further modifications;
 - c. A preventative maintenance planner, differentiated for each SAC site, with a scheduler/alert system, resources management (required tools, materials, personnel, for L1, L2 and L3 maintenance), reporting;
 - d. Helpdesk portal, available 24/7, to provide remote assistance and support to all the SAC sites;
 - e. Knowledge base and known Error Database (DB);
 - f. NU documentation repository.

The LRAP tool will have to be based on different user profiles, credentials and access rights, differentiated per role (SAC site engineer, SAC site technician, NATO SMEs, Contractor administrator, Sub-contractors etc.) and per site, where applicable.

Should the Contractor decide to use another LRAP tool, the entire set of existing information in the current tool (LSAR data, Trouble tickets, work orders, Spares information, Assets Information, Configuration Information) shall be migrated and be ready for use at CLS start (KoM – Kick Off Meeting) together with the mechanisms to activate and measure the KPIs that will be defined.

Annex B – Distribution List

NATO Delegations:

Albania	Greece	Poland
Belgium	Hungary	Portugal
Bulgaria	Iceland	Romania
Canada	Italy	Slovakia
Croatia	Latvia	Slovenia
Czechia	Lithuania	Spain
Denmark	Luxembourg	Sweden
Estonia	Montenegro	The Republic of Türkiye
France	Netherlands	The United Kingdom
Finland	North Macedonia	The United States
Germany	Norway	

Embassies in Brussels (Attn: Commercial Attaché):

Albania	Greece	Poland
Belgium	Hungary	Portugal
Bulgaria	Iceland	Romania
Canada	Italy	Slovakia
Croatia	Latvia	Slovenia
Czechia	Lithuania	Spain
Denmark	Luxembourg	Sweden
Estonia	Montenegro	The Republic of Türkiye
France	Netherlands	The United Kingdom
Finland	North Macedonia	The United States
Germany	Norway	

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