



**NOTIFICATION OF PROCUREMENT OPPORTUNITY (NPO)  
Pre-Solicitation Notice  
NATO Competitive Procurement**

**NETWORK MANAGED SERVICES L1/L2 OPERATIONS & OBSOLESCENCE  
MANAGEMENT**

**NCIA Reference #: IFB-CO-424240-OBS**

**Date of NPO Publication: 12/01/2026**

**Anticipated Solicitation Release Date: February 2026**

**Anticipated Solicitation Closing Date: April 2026**

**Anticipated Contract Award Date: August 2026**

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## 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 Network Managed Services L1/L2 Operations & Obsolescence Management

### 2. Description of Requirement

Obsolescence Management: NaaS is searching for an industry partner who will be able have security cleared, on-site staff who can manage the obsolescence of our network hardware/software estate. This would include inventory, end of support and end of life management. Developing a yearly project roadmap for devices that require upgrade or replacement, providing the necessary project manager(s), process manager(s) and engineers to fully manage the schedules, the change and SRTS processes and the on-site hardware and configuration replacements of devices. The partner would need to keep NaaS on a stable path with repeatable and measurable KPIs/OKRs (to be defined), provide weekly, monthly and quarterly reporting on project progress and status as well as executive level business reviews and forecasting. The expectation is the first 2 years will have a significant bubble of obsolete network equipment that will need to be planned for replacement after which the project would enter a "business as usual" state with forecasted replacement activities planned throughout the year. The partner would need to fully manage the Change process and coordination of delivery of hardware to sites, on-site technicians, coordination of access with local entities and disposal of obsolete hardware following NATO guidelines and policy. Network Operations Level 1 & 2 support: NaaS is searching for an industry partner who will be able have security cleared, on-site staff who can manage the day to day operations of LAN, WAN and Transmission activities using NATO supplied: laptops, network management tooling, ITSM tooling, processes and procedures. Level 1 support includes 24x7 monitoring and triage of network incidents and cooperation with ESOC staff. Level 2 support includes 8x5 resolution of incidents (KPI of 80% of incidents resolved at Level 1 & 2 combined), on-call support for nights and weekends. Level 2 will escalate to NCIA Level 3 networking staff who will be available on-call for assistance of complex or high priority incidents. The partner will need to fully integrate into NATO ESOC operations, including staffing the positions locally at SHAPE. The partner will need to follow NATO guidelines, processes and procedures as a part of their work as well as make recommendations for improvements to the network and processes. The

partner will need to provide weekly, monthly and quarterly reporting on incident resolution and adherence to NATO SLAs for incidents; show year over year improvements to MTTR (Mean Time to Repair) and reduction in incidents via continual improvement/defect prevention methodologies.

The Period of Performance is anticipated to start in Q4 2026 and end in Q4 2029. 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.

The provider will be required to use NATO supplied tooling. The option to connect/ebond/API to external provider tools is not an available option at this juncture.

### 3. Vendor Eligibility

- a. Participation in this Procurement Opportunity is restricted to vendors from participating nations to be indicated in the solicitation documents. Vendors from non-participating nations are not eligible to serve as prime contractors or sub-contractors.
- 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. Obtaining a Declaration of Eligibility (DoE) through the Vendor's National Authorities to be included in the Bidder's List.
  - ii. To participate should the solicitation be issued, prospective Bidders must hold a valid DoE issued by their National Delegation to NATO.
  - iii. A template of the DoE is provided in the Annex to this NPO for reference and completion. The prospective Bidder is responsible for arranging for their National Delegation to complete the form and to transmit the signed DoE directly to the Point of Contact (PoC) identified in this NPO.
  - iv. Prospective Bidders are advised to initiate this process early, as NCIA cannot request or obtain a DoE on behalf of a prospective Bidder. Failure to ensure that a valid DoE has been received by the PoC may result in exclusion from the solicitation process.

### 5. Language of Solicitation and Bid Submission

- a. Solicitation Documentation and Proposal Submission Language(s): English

### 6. 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**

Date:

**Declaration of Eligibility for NATO Competitive Procurement**

To: NCIA Procurement Authority

Subject: Declaration of Eligibility for NATO Competitive Procurement

Reference: Solicitation Number:

1. With reference to the above-mentioned NATO Competitive Procurement (NCP) opportunity, the following *[insert Country of Origin]* vendor has expressed an interest in receiving the solicitation document:
  - a. **Vendor Name:**
  - b. **Address:**
  - c. **Point of Contact/Title: Mr./Ms.:**
  - d. **Email Address:**
  - e. **Phone #:**
2. I certify that this vendor has the necessary financial, technical and professional competence to be admitted by the Government of *[insert Country of Origin]* as a bidder were it responsible for awarding a contract of this nature. The vendor listed above is security cleared to the level of this procurement opportunity.
3. **Extension to Other NCP Opportunities<sup>1</sup>.** In addition to the referenced project, this Declaration of Eligibility may be used for other NCIA NCP opportunities, and is valid for the vendor in paragraph 1 for a period of three (3) years, unless rescinded in writing by the National Responsible Authority of *[insert Country of Origin]*.

Check one:

Yes

No

\_\_\_\_\_  
Signature  
*[Name of National Responsible Authority]*  
*[insert Country of Origin]*

\_\_\_\_\_  
<sup>1</sup> Note to Vendor: If "Yes" is checked, then present this Declaration of Eligibility for expressed interest in other NCIA NCP Opportunities