

NCIA Request for Information (RFI)



**RFI 06843 : ISO/IEC 20000-1:2018 CERTIFICATION AUDIT
SERVICES
NCIA Enterprise Service Operations Centre (ESOC)**

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NCIA/ACQ/2026/06843
Tuesday, 24 February 2026

NCIA Request for Information (RFI)

To: Industry Partners

1. The NATO Communications and Information Agency (NCIA) is conducting market research to identify qualified vendors and gather input on potential solutions to support the upcoming acquisition for of ISO/IEC 20000-1:2018 certification audit services for the Enterprise Service Operations Centre (ESOC). To that end, we are issuing the attached Request for Information (RFI) 06843 to solicit feedback from capable and interested industry partners.
2. This RFI is issued for planning purposes only and is not a request for bids. It is part of NCIA's effort to ensure it has a clear understanding of the marketplace, available capabilities, and potential acquisition strategies.
3. We value your insight and invite you to:
 - a. Share relevant corporate capabilities and experience;
 - b. Review and comment on our draft requirements (ANNEX A) with a view in providing recommendations for improving performance outcomes, competition, and efficiency; and identifying any risks or concerns that should be considered during planning.
4. Submission instructions and additional details can be found in the enclosure to this RFI.
5. Only companies from a NATO member country can participate in or respond to this RFI (https://www.nato.int/cps/en/natohq/nato_countries.htm).
6. Should you have any questions or need clarification, please contact Mr. Esteban Diaz at Esteban.Diaz@ncia.nato.int.
7. We thank you in advance for your time and input, and we look forward to engaging with you as we shape this potential acquisition.

For the Chief of Acquisition:
Esteban Diaz
Senior Contracting Assistant

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Enclosure:

- Distribution List
- Request for Information with ANNEX A

Distribution List

1. NATO Delegation (Attn: Infrastructure Adviser)

- | | | |
|-------------|---------------------|--------------------|
| 1. Albania | 12. Greece | 23. Poland |
| 2. Belgium | 13. Hungary | 24. Portugal |
| 3. Bulgaria | 14. Iceland | 25. Romania |
| 4. Canada | 15. Italy | 26. Slovakia |
| 5. Croatia | 16. Latvia | 27. Slovenia |
| 6. Czechia | 17. Lithuania | 28. Spain |
| 7. Denmark | 18. Luxembourg | 29. Sweden |
| 8. Estonia | 19. Montenegro | 30. Türkiye |
| 9. Finland | 20. Netherlands | 31. United Kingdom |
| 10. France | 21. North Macedonia | 32. United States |
| 11. Germany | 22. Norway | |

2. All NATEXs

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REQUEST FOR INFORMATION

A. Introduction

1. The NATO Communications and Information Agency (NCIA) is conducting market research to identify potential sources and gather information regarding industry capabilities to support an ISO/IEC 20000-1:2018 Certification. This Request for Information (RFI) is issued solely for informational purposes and does not constitute a Request for Proposal (RFP), Request for Quotation (RFQ), or invitation for bid.

B. Purpose

1. The purpose of this RFI is to obtain input from industry to help inform the NCIA's acquisition planning. Responses to this RFI will assist in refining requirements, identifying capabilities, and shaping the strategy for any future solicitation.

C. Background

This Request for Information (RFI) concerns the potential procurement of ISO/IEC 20000-1:2018 certification audit services for the Enterprise Service Operations Centre (ESOC).

The ESOC's mission is to control, conduct and manage day-to-day activities to efficiently and effectively deliver IT services at agreed service levels to customers.

The intended certification scope is limited to the ESOC service, including incident management, request fulfilment, monitoring and event management, and access management processes operated within ESOC and all other processes included in the standard but operated by other entities within NCIA.

The Service Management System (SMS) has been implemented and internally audited by a third party with a conclusion of only 21 minor non-conformities found.

We are now seeking information from the market regarding the provision of an independent third-party certification audit, including Stage 1 and Stage 2 audits, in accordance with ISO/IEC 20000-1:2018. No that for the verification of the SMS, on site presence will be required.

D. Submission Instructions

1. Interested parties are invited to respond in accordance with the instructions below:
 - a. Submit responses via the email address in ANNEX A no later than **12:00 hours Central European Time (CET) on 13 March 2026.**
 - b. Responses should be submitted in PDF or Word format
 - c. Use the following subject line for submission
 - i. "Response to RFI [RFI Number] – [Company Name]"

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- d. All responses should address the items listed in ANNEX A – Questionnaire.

E. Disclaimer

1. This RFI is for planning and informational purposes only and shall not be construed as a solicitation or obligation on the part of the NCIA. The NCIA does not intend to award a contract based on responses to this RFI. Respondents are solely responsible for all costs incurred in responding to this RFI. The NCIA will consider and analyse all information received from this RFI and may use these findings to develop a future solicitation. The NCIA will consider all responses as confidential commercial information and will protect it as such.
2. NCIA reserves the right, at any time, to cancel this informal market survey, partially or in its entirety. No legal liability on the part of NCIA for payment of any sort shall arise and in no event will a cause of action lie with any prospective participant for the recovery of any costs incurred in connection with the preparation of documentation or participation in response hereto. All effort initiated or undertaken by prospective informal market survey participants shall be done considering and accepting this fact.

F. Use of Information Provided through Responses

1. Confidentiality of Responses

The NCIA may incorporate industry comments and responses, in part or in whole, into a future release of a solicitation. Should respondents include proprietary data in their responses that they do not wish to be disclosed to the public for any purpose, or used by NCIA (except for internal evaluation purposes), they must:

a. Mark the title page with the following legend:

This document includes data that shall not be disclosed outside NATO and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than for NCIA internal evaluation purposes, unless otherwise expressly authorised by [insert company name]. This restriction does not limit the NCIA's right to use information contained in this data without restriction if it is obtained from another source. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets]

b. Mark each sheet of data it wishes to restrict with the following legend:

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this document.

G. RFI Point of Contact

1. Mr Esteban Diaz
Esteban.Diaz@ncia.nato.int.

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ANNEX A – Questionnaire

Please **DO NOT** enter any company marketing or sales material as part of your answers within this Request for Information. However, please submit such material as enclosures with the appropriate references within your replies.

Please **DO** try to answer the relevant questions as comprehensively as possible. All questions within this document should be answered in conjunction with the summary of requirements in Annex B.

Cost details required in the questions refer to Rough Order of Magnitude (ROM) Procurement & Life Cycle cost, including all assumptions the estimate is based.

Please provide the following information:

1. The details of your solutions where you can meet the requirements totally or partially.
2. Any additional capabilities of your solution that go above and beyond those requirements.
3. Any other supporting information you may deem necessary including any assumptions.

Questions:

A. Accreditation & Certification Authority

1. Is your organization an accredited certification body for ISO/IEC 20000-1:2018?
 - If yes, please indicate the accreditation body (e.g., national accreditation authority).
 - If not, please clarify your role (e.g., pre-certification audit only).
2. Are you authorized to issue ISO/IEC 20000-1 certificates directly?
 - If certification is subcontracted, please describe the arrangement.
3. Do you provide for ISO/IEC 20000-1:
 - Stage 1 and 2 Certification audits?
 - Surveillance audits?
 - Recertification audits?

B. Experience & Capability

4. Please describe your experience in certifying:
 - IT Service Management organizations
 - Governmental or international organizations
 - Organizations with limited certification scope (single-service scope)
5. Please indicate typical auditor qualifications assigned to ISO/IEC 20000 audits.
6. Please provide a capability statement or corporate profile.

C. Audit Approach & Modalities

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7. What is the typical duration (audit days) for:
 - Stage 1 audit
 - Stage 2 audit
 - Surveillance audits
 8. What information would you require to determine audit effort?
(e.g., number of staff in scope, service complexity, number of shifts, number of locations, etc.)
 9. Are there minimum audit duration rules imposed by accreditation bodies?
-

D. Commercial & Contractual Aspects

11. What is the typical pricing model?
 - Fixed price per audit stage?
 - Per auditor-day rate?
 - Certification cycle package (3-year cycle)?
 - Other model?
 12. What would be the estimated cost drivers for an organization with:
 - One service in scope
 - One primary operational site with secondary sites
 - Approximate staff size: 3500
-

E. Planning & Timeline

13. What is your current availability for:
 - Stage 1 audit
 - Stage 2 audit
 14. What notice period is typically required?
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F. Market Feedback

15. Are there typical RFP requirements that could discourage your organization from bidding?
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