

i- CALL FOR TENDERS

Call for Tenders No.: 20-660505-A

Title: Provision of Day-to-day administration and project support tasking services

General: EUROCONTROL* is an intergovernmental organisation with 41 Member and 2 Comprehensive Agreement States. We are committed to building, together with our partners, a Single European Sky that will deliver the air traffic management (ATM) performance required for the twenty-first century and beyond.

Technical subject matter: The Technical Systems Unit in Maastricht UAC is looking for support to:

- perform day-to-day System Administration tasks of our Linux, VMware, Clearcase and Atlassian environments;
- deliver support to projects;
- contribute to the coverage of the 24/7 reserve duty.

Main selection, assessment and award criteria:

TECHNICAL CAPACITY CRITERIA
Reference Cases
Sufficient Technical Key Staff

TECHNICAL ASSESSMENT CRITERIA
Senior Staff members as commercial or technical contact Scoring: based on the CVs of the Senior Staff Members identified as commercial or technical contact.
Partner Status Scoring: 3 points per partnership with RedHat, SUSE Atlassian, or VMware, max 9 points
Support during night or weekend in exceptional cases Scoring: 0 points: no provisions for night/weekend work 3 point: possible but with various conditions to arrange 5 points: possible and simple to include in work planning.
Compliance with Rules and Regulations. Scoring: compliance is mandatory.
Capacity to deliver the required effort Scoring: confirmation of capacity to deliver the required effort per month is mandatory.
Leadtime for Planning Four weeks: 5 points Six weeks: 3 points 8 weeks: 1 point More than 8 weeks: 0 points
Skills Evidence for the required skills provided via the CVs
Quality and Performance Follow-Up Mandatory to comply to the requirements for staff management
R Duty Roster Scoring based on compliance with required roster
Engineer assigned to R Duty Scoring based on compliance to the profile
Practicalities – Incident Management Scoring based on compliance with Incident Management Regime

The economically most advantageous offer will be established in accordance with the following:

For the Technical tender, a weighting of 60% is applied, for the Financial tender, a weighting of 40%.

Tender closing date: 22-01-2021 at 15:00 CET

Point of Contact: If you wish to receive the Call for Tenders please see the “Important Notice” below and if you have any other related questions, please contact:

Desi IVANOVA

MAAS/SPM/Procurement
E-mail: desi.ivanova@eurocontrol.int
Tel. : +31 43 366 1440

Or

Roland BROERS

MAAS/SPM/Procurement
E-mail: roland.broers@eurocontrol.int
Tel. : +31 43 366 2451

If this Call for Tenders should interest you, please read the important information below:

IMPORTANT NOTICE

The full i-Call for Tenders documentation is in electronic format (.pdf).

If you wish to obtain the i-Call for Tenders documentation please read and follow carefully the instructions below:

1. If you are already registered in the EUROCONTROL Supplier Portal, please send an e-mail to the Point of Contact mentioned above to get access to the documentation.
2. If you are not yet registered as a EUROCONTROL supplier, please follow the 3-step process described on the following link: <https://www.eurocontrol.int/portal/supplier-portal>
3. EUROCONTROL accepts no responsibility whatsoever for the completeness, accuracy and/or timeliness of the transmission of the electronic documents (nor for the electronic documents themselves).
4. Submission of tenders shall be made electronically and shall be exclusively made in strict accordance with the instructions given in the tendering documentation.
5. You may:
 - a) print out the documents;
 - b) forward the documents further on a strictly need to know basis (always fully acknowledging the source, i.e. EUROCONTROL), and
 - c) use print-outs of the electronic i-Call for Tenders documents for the submission of tenders (especially the Price Offer Form ref: I-T SF-E).
6. You may not:
 - a) modify, edit and/or change the electronic documents other than to submit the required info and to sign/stamp where required;
 - b) transmit such documents to any third person who has no need to know them;
 - c) post such documents on any private or public website;
 - d) alter the originating source (EUROCONTROL) and or copyright signs etc., and
 - e) transmit the documents without indication of the source.

An environmental notice:

With a view to reduce the exponential growth of paper consumption, we would invite you only to print out electronic documents received and/or request paper copies of the price enquiry documentation if you are actually considering to submit a tender.