

## i- CALL FOR TENDERS

**Call for Tenders No.:** 21-660113-A

**Title:** Expert Support of Agile Transformation

**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 Air-Traffic-Management (ATM) Domain of the Maastricht Upper Area Control Centre (MUAC) is responsible for executing, sustaining and improving all ATM-related tasks at Maastricht UAC. The ATM Domain consists of the following Units:

- the Current Operations Unit, delivering 24/7 operational ATM services
- the Technical Systems Unit, responsible for 24/7 technical support, and technical maintenance and development services
- the Change Unit, responsible for Project and Change Management
- the ATM Development Unit, responsible for System, Airspace and Network Planning
- the ATM Training Unit, responsible to provide training and proficiency services
- the Facilities Unit, providing Facility Management Services

The purpose of the ATM Domain Agile Transformation (AGIL) project is to ensure a systematic and consistent adoption of such approaches within the ATM Domain. The project supports the promotion and implementation of Agile, Lean and DevOps concepts and provides the required updates of the tool landscape and of the integrated quality system, whilst maintaining compliance to the applicable regulatory frameworks.

\* EUROCONTROL – European Organisation for the Safety of Air Navigation

The following work-packages have been defined for the AGIL project:

- **WP-I: Infrastructure Automation/ Integrated DevSecOps Platform**
  - to establish various fully automated deployment bases; the focus of this work-package is on the infrastructure automation aspect including disaster recovery, upgrades and modifications;
  - to establish a highly available, reliable and flexible Integrated DevSecOps Platform as a service in support of WP-A.
- **WP-A: Application Development**
  - to review the existing development processes and tools for the various products and services developed by Maastricht UAC;
  - to cooperate with WP-I on the design and implementation of the Integrated DevSecOps platform; ensuring the platform meets the needs of the development teams;
  - to establish the migration plan towards the platform and support the migration steps. One key aspect of that plan is the envisioned migration from ClearCase to git/BitBucket.
- **WP-O: Organisational Aspects**
  - to support the adaptation and consolidation of processes and tools in line with the evolutions of WP-I and WP-A
  - to provide training and knowledge sharing activities and

The purpose of this acquisition is to arrange the necessary external tasking support for achieving the objectives of the AGIL project. The following lots have been identified:

- **Lot 1: External Support for WP-I**
- **Lot 2: External Support for WP-A**
- **Lot 3: External Support for WP-O**

EUROCONTROL intends to let a contract containing 3 Lots per lot. Tenderers are invited to submit offers for one or more of these Lots. Following this tender procedure up to 3 contracts (one per Lot) can be let.

**Main selection, assessment and award criteria:**

<b>TECHNICAL CAPACITY CRITERIA – LOT 1</b>
The tenderer <b>shall</b> provide evidence for his competence and experience in defining, establishing, and supporting Agile and DevSecOps aligned development platforms. (LS1.1)
The tenderer <b>shall</b> provide evidence for his competence and experience in defining, and establishing a highly available, reliable and flexible Platform as a Service (PaaS) in a virtualized and automated on-premises environment, leveraging CI/CD and Infrastructure Automation solutions for disaster recovery, upgrades and modifications. (LS1.2)

<b>TECHNICAL CAPACITY CRITERIA – LOT 2</b>
The tenderer <b>shall</b> provide evidence for his competence and experience in defining, establishing, and supporting Agile and DevSecOps aligned processes and tools with high observability. (LS2.1)
The tenderer <b>shall</b> provide evidence for his competence and experience in defining and implementing modernized development environments and supporting development teams in their transitioning. (LS2.2)
The tenderer <b>shall</b> provide evidence for a partner status with Atlassian, minimum as Atlassian Solution Partner at a Gold level. (LS2.3)

<b>TECHNICAL CAPACITY CRITERIA – LOT 3</b>
The tenderer <b>shall</b> provide evidence for his competence and experience in defining, establishing, and supporting Agile and DevSecOps aligned processes and tools. (LS 3.1)
The tenderer <b>shall</b> provide evidence for his competence and experience in mentoring and Coaching on Agile/DevSecOps approaches. (LS3.2)
The tenderer <b>shall</b> provide evidence for his competence and experience in delivering training on Agile/DevSecOps processes and tools. (LS3.3)

LOT 1 Technical Assessment Criteria		Mandatory/ Desirable
LA 1.1	Quality of the technical proposal with clear description of the proposed team, roles	[M]
LA1.2	At least two years of experience in Infrastructure Maintenance, Administration and Automation; At least two years of experience and proven customer references in developing and maintaining infrastructure automation tools e.g. ansible including disaster recovery, upgrades and modifications.	[M]
LA1.3	At least two years of experience and proven customer references with Kubernetes and associated container technology.	[M]
LA1.4	At least two years of experience and proven customer references in Jenkins to orchestrate the continuous integration including running builds, static code analysis, software tests with packaging. at least two years of experience and proven customer references in continuous delivery	[M]
LA1.5	Proven experience in applying GitOps principles for infrastructure automation. At least two years of experience and proven customer references in continuous delivery;	[M]

LA 1.6	<p>"Professional certification in Kubernetes (e.g. CKAD)</p> <p>Experience with HashiCorp toolset (Packer, Vault, Terraform).</p> <p>Experience with Ansible</p> <p>Experience with Digital Rebar</p> <p>Experience with SUSE Manager</p> <p>Experience with Linux environment</p>	[D]
LA1.7	<p>At least two years of experience in providing consultancy or trainings in the Agile/DevSecOps domains (All experts)</p> <p>Minimum Bachelor Degree in computer science (or a closely related topic), or 5 years of professional experience; (All experts)</p> <p>Fluent in English (oral and written) (All experts)</p> <p>At least two years of experience in applying DevSecOps and/or Agile and methods; (All experts)</p>	[M]
LA1.8	<p>Experience in defining security policies for DevOps Tools.</p> <p>Experience with configuration and administration of container platforms;</p> <p>Experience in safety critical environments like Air Traffic Control.</p> <p>Experience to work in a multicultural environment</p>	[D]
LA1.9	<p>Relevance of the proposed approach and proposed activities for the concerned Lot.</p>	[M]

LOT 2 Technical Assessment Criteria		Mandatory/ Desirable
LA2.1	Quality of the technical proposal with clear description of the proposed team, roles	[M]
LA2.2	At least 3 years of experience in software development languages and practices	[M]
LA2.3	At least two years of experience in Atlassian tooling set. At least two years of consultancy experience for deploying and tuning Jira for workflow management and confluence for technical and product documentation;	[M]
LA2.4	At least two years of consultancy experience for deploying and tuning Git/Bitbucket for configuration management;	[M]
LA2.5	At least two years of experience in Jenkins to orchestrate the continuous integration including running builds, static code analysis, software tests with packaging.	[M]
LA2.6	Experience in migration from non Git version control system to Git based version control.	[M]
LA2.7	Experience in ClearCase administration and/or migration from Clearcase to a non-ClearCase based environment. Especially experience with distributed teams and the usage of multi-site ClearCase would be a plus. Experience with Git/BitBucket;	[D]

LA2.8	<p>Certified in Atlassian tools.</p> <p>Experience with ITIL tools and process.</p> <p>Experience with Linux environment</p> <p>Experience in safety critical environments like Air Traffic Control.</p> <p>Experience to work in a multicultural environment</p>	[D]
LA2.9	<p>At least two years of experience in providing consultancy or trainings in the Agile/DevSecOps domains (All experts)</p> <p>Minimum Bachelor Degree in computer science (or a closely related topic), or 5 years of professional experience; (All experts)</p> <p>Fluent in English (oral and written) (All experts)</p> <p>At least two years of experience in applying DevSecOps and/or Agile and methods; (All experts)</p>	[M]
LA2.10	<p>Relevance of the proposed approach and proposed activities for the concerned Lot.</p>	[M]

LOT 3 Technical Assessment Criteria		Mandatory/ Desirable
LA3.1	<p>Quality of the technical proposal with clear description of the proposed team, roles</p>	[M]
LA3.2	<p>At least two years of experience in providing consultancy or trainings in the Agile/DevSecOps domains</p>	[M]
LA3.3	<p>At least two years of experience in providing consultancy for adopting DevOps processes and tools at organisational level</p>	[M]

LA3.4	In depth knowledge in the application of of Agile Frameworks like SAFE, or Disciplined Agile Delivery (DAD)	[D]
LA3.5	Certifications in the areas of Agile Coaching, Agile Team Facilitation or Agile Project Management	[D]
LA3.6	Experience in safety critical environments like Air Traffic Control. Experience to work in a multicultural environment	[D]
LA3.7	Minimum Bachelor Degree in computer science (or a closely related topic), or 5 years of professional experience; (All experts) Fluent in English (oral and written) (All experts)	[M]
LA3.8	Relevance of the proposed approach and proposed activities for the concerned Lot.	[M]

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:** 17-02-2022 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:

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**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-TSF-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.