

i- CALL FOR TENDERS

Call for Tenders No.: ECTL_SRC_220043

Title: AudioLan Third Party Maintenance

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:

AudioLAN is the Voice Communication System ("VCS") used by the different ATS simulators at EIH and also by other simulator implementations throughout the AudioLAN community. The maintenance of this component is outsourced to an external company in close cooperation with the customers and is steered by the ALUG.

The purpose of the contract to be let with the successful Tenderer is to provide the "Third Party Maintenance" of the AudioLAN system for the period of the contract.

It will cover the following aspects:

- Initialisation,
- AudioLAN Maintenance & Support,
- AudioLAN Change Management & Special change,
- Contract closure and Knowledge transfer.

Main selection, assessment and award criteria:

TECHNICAL ASSESSMENT CRITERIA
AudioLAN experience
Voice Communication System experience
Correct understanding and compliance with our requirements
Management processes and track record to work effectively with international public organisations
Capability of providing technical support to AudioLAN, including quality assurance
Business processes and toolset to provide effective AudioLAN support from the chosen support location

SUPPORTING EUROPEAN AVIATION

Member States: Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Republic of Moldova, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye, Ukraine, United Kingdom.

Comprehensive Agreement States: Israel, Morocco.

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:

20-10-2022 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:

GIAMPIETRI, Emanuele

DCF/AFS/PROC

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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, you can search for this Call for Tenders, and its relevant documentation, in the “*View Active Negotiations*” section of the Supplier Portal.
2. If you are not yet registered as a EUROCONTROL supplier, please follow the process described on the following link: <https://www.eurocontrol.int/portal/new-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.