

i- CALL FOR TENDERS

Call for Tenders No.: ECTL_SRC_230133

Title: Access to flight related information

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 Passenger Demand Service continually enhances its ability to predict the expected influx and departure of passengers at the airport. Over the last two years, the service has undergone a transformative journey, progressing from a 'Proof of Concept' stage to becoming a 'Fully Operational Service,' following a successful 10-month beta testing period. This testing phase not only validated the service but also highlighted the urgent demand for its availability among subscribers. It is crucial to note that the service and its predictions heavily rely on input data supplied by an external contractor, without which they cannot be generated.

The service which is based on machine learning principles is now operationally deployed and supports all size of airports. With traffic being slowly recovered it transpires that the algorithm behind the service might work well even beyond the Covid crisis. Current prediction accuracy reaching 85 – 90 % demonstrates that the solution becomes really robust. The feedback received from the service users indicates that achieved accuracy is satisfactory and brings added value.

A number of new users of the service is expected in months and years to come. Having said that, and considering NMD policy related to UPP, it is already anticipated that the service will become subject to UPP allowing for reducing if not eliminating NM cost linked to provision of the passenger demand service.

The objective of this Call for tenders is to secure accessibility to the flight ticket related information for the upcoming 24 months with possible yearly extension for 3 additional years.

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.

Main selection, assessment and award criteria:

TECHNICAL CAPACITY CRITERIA
The tenderer shall prove experience and records in providing the required data as demanded in the technical Specifications.

TECHNICAL ASSESSMENT CRITERIA
The Tenderer has no law infringement when offering flight tickets for sale
The ability to provide a complete, clear, relevant and concise proposal that meets the entire set of features requested
Quality of the provided data
Quality of the service provision, and operational support

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: 05-02-2024 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:

DUPUY, Armelle

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.