

i- CALL FOR TENDERS

Call for Tenders No.: ECTL_SRC_240013

Title: AMC 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: The ATS Messaging Management Centre (AMC) was developed and implemented by EUROCONTROL upon a request from the ICAO European Air Navigation Planning Group (EANPG). Since 2001, AMC has been providing AFTN/CIDIN/AMHS network management service to 55 States in the EUR/NAT Regions in accordance with the ICAO Doc 021 and official letters exchanged between the Director General of EUROCONTROL and the Regional Director of the ICAO EUR/NAT office.

In November 2017, the NMB/20 gave a positive opinion to the European Commission pointing out that AMC/EDS service should be provided centrally by NM and the NF IR should be amended to include AMC/EDS

The core of the AMC service is the AMC systems run on EUROCONTROL NM Infrastructure.

The contract covers the AMC test and operational platforms will contain various interventions including:

- ✓ diagnosis regarding a reproducible problem.
- ✓ correction of an errors and bugs.
- ✓ estimating new functionalities or modifications of existing functionalities.
- ✓ development of new functionalities or modifications of existing functionalities.
- ✓ estimating and modification of the S/W to cope with an IT architecture.
- ✓ changes due to the evolution of the EUROCONTROL technical environment.
- ✓ validation of the S/W before migrating to the production environment.

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 AMC service is part of NF-IR and needs to be maintained so that it functions in accordance with requirements set up by ICAO EUR/NAT States.

The objective of this Call for tenders is to procure the maintenance of the AMC software for 3 years starting at the latest on 1 May 2024.

Main selection, assessment and award criteria:

TECHNICAL CAPACITY CRITERIA
The tenderer shall demonstrate in the tender to have minimum 5 years of experience in delivering similar projects.
The tenderer shall demonstrate in the tender to have minimum 3 years of experience in Air Traffic Management (ATM) communication software development
The tenderer shall demonstrate in the tender to have minimum 3 years of experience in ATM communication software maintenance.
The tenderer shall demonstrate in the tender that the members of the project have good oral and written English skills (corresponding to B1) to be able to carry out the work and present the deliverables.

TECHNICAL ASSESSMENT CRITERIA
The tenderer shall acknowledge and confirm that all mandatory requirements in the Compliance Matrix and Technical Specifications are met (confirmation in the column “yes/no”). (mandatory requirements in the Compliance Matrix and Technical Specifications use the word “shall” in bold).
Quality of offer
Meet desirable management requirements specified in Compliance Matrix and Technical Specifications
At least one member of the Team has previous experience to deliver similar tasks/projects for EUROCONTROL
One member of the Team shall have a minimum 3 years of experience in working in multinational environment
All members of the Team shall have a minimum of 5 years of experience in Linux Operative System in form of installation and configuration.
All members of the Team shall have a minimum 5 years of experience in software development in Oracle/Apache Tomcat environment.
All members of the Team shall have a minimum 5 years of experience in software maintenance running on Linux / Oracle platforms.
All members of the Team shall have a minimum 3 years of experience in software testing and validation.
One member of the Team shall have a minimum 3 years of experience in Air Traffic Services (ATS) Messaging Management Centre (AMC).

One member of the Team shall have a minimum 3 years of experience in Aeronautical Fixed Telecommunication Network (AFTN) /Common International Civil Aviation Organization (ICAO) Data Interchange Network (CIDIN) /ATS Messaging Handling System (AMHS) network.

All members of the Team shall have a minimum 3 years of experience in MS Office application and World Wide Web (WWW).

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: 24-03-2024 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

E-mail: armelle.dupuy@eurocontrol.int

Tel.: +32 2 729 3795

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.