

i- CALL FOR TENDERS

Call for Tenders No.: ECTL_SRC_240011

Title: Digitalisation of HR processes (HR Case Management)

General:

EUROCONTROL, the European Organisation for the Safety of Air Navigation, has 41 Member States and is a civil-military intergovernmental organisation committed to building, together with its partners, a Single European Sky, i.e. arrangements allowing the air navigation management system in Europe to achieve the level of performance required for the coming decades. The EUROCONTROL Agency, which was set up to carry out the Organisation's mission, provides sustained support for all its Member States, for the European Commission and for the European Aviation Safety Agency (EASA). This assistance is provided in numerous fields, in particular those of regulation, general oversight of air navigation management arrangements, and the environment. The EUROCONTROL Agency is also tasked with the permanent monitoring of the performance of the air navigation management system in place in Europe and of the associated civil-military coordination.

Technical subject matter:

EUROCONTROL HR is responsible for managing staff and former staff (pensioners) of the Agency. Being an international organisation, EUROCONTROL has its own regulations that are independent from the national regulations. The HR services of EUROCONTROL are managing not only the career of staff, but all social and administrative matters during and after the person's active work life (e.g., pay, child allowances, retirement, etc.). EUROCONTROL HR still relies mostly on paper forms or e-mail exchanges to receive and process requests from staff and pensioners.

All requests (e.g., change of administrative situation, onboarding, reorganisations...) are routed manually to the various approvers for signature. The outcome of these processes is often the issuance of a "decision" document, that represents the officialisation of the approval of the request with its specific conditions. Individual decisions made for EUROCONTROL staff or pensioner must be stored in their "personal file", a personal paper or digital directory containing every decision ever taken for them. HRS has identified the areas of case management, workflow automation and digitalisation of the staff's personal file as the way forward to improve HR daily operations and is seeking. EUROCONTROL is hence seeking an HR case management application - please refer to the Technical Specifications published with the Call for Tenders to have a view on all technical requirements.

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 and assessment criteria:

TECHNICAL CAPACITY CRITERIA
The Tenderer shall prove that they are allowed to pursue the professional activity necessary to carry out the work subject to this call for tenders
The Tenderer shall prove capacity to support EUROCONTROL in English and French
The Tenderer shall prove to employ the appropriate human resources to carry out the contract.
The Tenderer shall process personal data according to the EUROCONTROL Regulation on Personal Data Protection
The Tenderer shall comply with the EUROCONTROL's IT security requirements and guidelines.
TECHNICAL ASSESSMENT CRITERIA
The Application shall be usable on multiple devices (laptops/desktops, tablets, smartphones) and shall always work with the latest OS and browser versions – please detail the compatible devices, browsers, use of an app...
The Application's user interface shall be available at least in English and French. The Tenderer shall list the other possible languages for the Application and the character sets that are supported by the Application.
The Application shall allow using European format for character sets and measures (dates using the date – month – year format; Euro currency; metrics system for measures)
The retention of data stored in the Application (requests, attachments, user comments and validation...) shall be configurable.
The Application shall allow Single Sign On for the EUROCONTROL active users (EUROCONTROL uses Azure Active Directory to authenticate staff and partners (B2B) and Azure AD B2C to authenticate users external to the EUROCONTROL environment). The Tenderer shall detail the accepted authentication methods (e.g., technical/functional accounts, 2-factor authentication...).
The Application shall be provided as software as a service (SaaS).
The Tenderer shall have a disaster recovery plan to ensure the availability of the Application. The Tenderer shall provide information about its recovery plan that can publicly be communicated, together with the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) it commits to.
Exit – The Tenderer shall provide a clear and detailed process describing how data/documents will be transferred back to EUROCONTROL and under which format to ensure an easy and complete transfer of data and documents in the event of a contract termination.
Note: For the full list of technical assessment criteria, please refer to Annex 1 of the TEP document published with the Call for Tenders on the Supplier Portal (Table 3 – Technical Scoring Criteria).

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

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

Tender closing date: 30-04-2024 at 15:00 CEST

CFT Internet Notice I-IN-E via iSourcing Vers.2.10

Point of Contact: Please see the “Important Notice” below and if you have any other related questions, please contact:

REEB, France

DCF/AFS/PROC

E-mail: france.reeb@eurocontrol.int

Tel.: +32 2 729 9676

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.