

i- CALL FOR TENDERS

<u>Call for Tenders No.:</u>	ECTL_SRC_240069
<u>Title:</u>	Maintenance of EDS 2025-2027

General:

The International Civil Aviation Organization (ICAO) Aeronautical Fixed Telecommunications Network (AFTN)/ Common ICAO Data Interchange Network (CIDIN) / Aeronautical Message Handling System (AMHS) network is a message handling network running according to ICAO standards documented in Annex 10 to the ICAO Convention. It is the world's first large-scale message handling system with a history dating back to the 1950's and today several hundred AFTN nodes are located in virtually every country of the world to exchange aeronautical messages (flight plans, Aeronautical Information Service (AIS), meteorological data, etc...).

The Air Traffic Services (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 with complete visibility of the international part of network to 55 States in the European and North Atlantic (EUR/NAT) Region. Currently, overall management, funding and outsourcing the service are performed by EUROCONTROL in accordance with the official letters exchanged between the Director General of EUROCONTROL and the Regional Director of the ICAO EUR/NAT office.

The primary users of the AMC/ European Directory Service (EDS) are the international communication centres of Air Navigation Service Providers (ANSPs) utilizing the service for planning and configuration of their own international network equipment.

In November 2017 the Network Management Board (NMB)/20 gave a positive opinion to the European Commission pointing out that AMC/EDS service should be continued and provided centrally by Network Manager (NM), and the Network Function Implementing Regulation (NF IR) should be amended to include AMC/EDS.

Technical subject matter:

A contract is required to maintain the EDS Test and EDS Operational systems at EUROCONTROL and to assist the ANSPs to validate their local directories and to setup their operational systems.

The purpose of this CfT is the provision of EDS maintenance service for 3 years starting from the signature of the contract.

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.

This maintenance service shall include the following main services:

- Incident and problem management, i.e. problem analysis and troubleshooting of software issues (corrective maintenance software)
- Adaptive maintenance, i.e. due to the nature of business, the environment may change or additional requirements may arise (e.g. new schema parameters or new requirements from ICAO AST-TF). This module grants access to an agreed number of Business Days of engineering resources
- Support for EDS validation activities, i.e. the support includes initial setup of the test Central European DSA, management of the Central European DSA during validation activities, provision of technical and operational support to the ANSPs validating their local directories
- Support EUROCONTROL for ICAO document update process using Change Proposal (CPs) with respect to EDS matters
- Use of remote access environment at contractor premises, i.e. setup and maintenance a remote access environment for quick access to the EUROCONTROL site

The following parties shall be involved in the maintenance contract:

- The Customer is EUROCONTROL, receiving EDS maintenance service from contractor,
- The Contractor is the supplier of the EDS maintenance service as defined in this document,
- The EDS Users are ANSPs (Air Navigation Service Providers) worldwide, not only EUR/AT Region.

The EDS maintenance contract shall start T0 and end after 36 months.

The Item Under Service (IUS) shall be the Test European Directory Service, Operational European Directory Service platforms and EDS Notifier operated by the Customer in NMD, Brussels.

The service shall be limited with only Software maintenance, no Hardware maintenance is included.

The Contractor shall provide second level maintenance support while the first level maintenance will be delivered by EUROCONTROL EDS Maintenance Team.

Main selection and assessment criteria:

TECHNICAL CAPACITY CRITERIA
The tenderer shall demonstrate in the tender to have:
✓ minimum 5 years of experience in delivering maintenance for X500 based systems
✓ minimum 5 years of experience in configuration of X500 based systems
✓ minimum 3 years of experience in ATM communication software maintenance

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).
Minimum 3 years experience in Linux Operating System in form of installation and configuration
Minimum 3 years of experience in provision of Help Desk support on X500 based systems
Minimum 3 years of experience in delivering training in ATS environment
Minimum 3 years of experience in ICAO document development
At least one member of the proposed team shall have knowledge on EDS.
At least one member of the proposed team shall have knowledge on AFTN/CIDIN/AMHS network.
Quality of offer
All members of the Team shall have a minimum 3 years of experience in MS Office application and World Wide Web (WWW).
Meet highly desirable management requirements specified in Compliance Matrix and Technical Specifications (highly desirable requirements in the Compliance Matrix and Technical Specifications use the word “should”).
At least one member of the proposed team should have a minimum 3 years of experience in working in multinational environment

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:

20 September 2024 at 15:00 Brussels time

Point of Contact:

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

DUPUY, Armelle
DNM/BCS
Email: armelle.dupuy@eurocontrol.int

If this Call for Tenders should interest you, please read the important information below:

CFT Internet Notice I-IN-E via iSourcing Vers.2.13

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.