

## Preliminary Market Consultation

**Title:** Preliminary Market Consultation (PMC) for Redundant High-Speed Internet Connectivity Services at EUROCONTROL Aviation Learning Centre (ALC) in Luxembourg

**General:** EUROCONTROL is an intergovernmental organization 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:** In support of its mission to provide high-quality, multi-channel learning services to the global aviation industry, EUROCONTROL seeks to enhance the reliability and performance of its internet connectivity at the EUROCONTROL Aviation Learning Centre (ALC) site in Luxembourg. To achieve this, EUROCONTROL is procuring two redundant high-speed internet access lines, with bandwidths ranging from 1 Gbps to 10 Gbps. The selected service provider(s) must ensure:

- **Redundancy:** Dual independent access lines to guarantee continuous service availability in case of a failure on one line.
- **Fiber Ownership:** Preference will be given to providers who own the fiber infrastructure or at least one of the two redundant connections to ensure direct control over the physical layer and enhance service reliability.
- **High Availability:** The service should include a Service Level Agreement (SLA) that ensures high availability, with a target uptime of 99.95% or higher.
- **Performance:** The service must offer consistent and reliable symmetrical bandwidth performance suitable for mission-critical operations.
- **Support and Response Times:** 24/7 technical support is required, 24/7 technical support is required, with a maximum time to repair of 4 hours for Priority 1 (P1) incidents, ensuring minimal disruption to the organisation.

The focus is on Internet connectivity services; additional services such as DDoS protection are not required. Providers must demonstrate their

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### 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.

capability to deliver robust and reliable connectivity with a strong emphasis on infrastructure ownership and service quality.

**Deadline:**

27/09/2024

**Point of  
Contact:**

Interested parties, please contact (before the deadline):

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