

## i- CALL FOR TENDERS

**Call for Tenders No.:** ECTL\_SRC\_240085

**Title:** MS Office 365 including SharePoint and Windows Server Tasking Support

**General:** EUROCONTROL 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.

**Technical subject matter:** This call for tenders is aiming to procure support for the MUAC Collaboration Environment based on MS Office 365 tools, including Sharepoint Admin and Windows Server Admin as stated in the technical specifications.

### **Main selection, assessment and award criteria:**

<b>A</b>	<b>TECHNICAL SELECTION AND CAPACITY CRITERIA</b>
<b>A.1</b>	<b>Tenderer:</b> Evidence and description of 5 years' experience in delivering tasking support in the domain of MS Office 365 in critical collaborative environments
<b>A.2</b>	<b>Tenderer:</b> Evidence the availability of at least 5 experts per requested profile
<b>A.3</b>	<b>Tenderer:</b> Evidence that the proposed minimum three (3) resource's capacity to work both on-site (at MUAC) and remotely. (+/- 50%/50%)
<b>A.4</b>	<b>Tenderer:</b> Evidence the availability of at least three (3) experts with the required profiles on the required tasking services (MS Office 365 tools, Sharepoint Admin, Windows Server Admin)

<b>B</b>	<b>TECHNICAL PASS / FAIL ASSESSMENT CRITERIA</b>
<b>B.1</b>	Offer a team of minimum 3 experts for the required tasking support and shall provide minimum 3 (three) CVs conformal to the requirements as described in the technical specifications. Technical competencies and experience description and brief project descriptions demonstrating at least three (3) years of work experience in Office 365, Windows and Sharepoint
<b>B.2</b>	Evidence the availability of the Windows Server Administrator to complete standby taskings.

<b>C</b>	<b>TECHNICAL SCORING ASSESSMENT CRITERIA</b>
<b>C.1</b>	Minimum One of the CVs with a thorough specialisation in Sharepoint, by at least 3 years in a Sharepoint support or development role
<b>C.2</b>	Minimum One of the CVs with a thorough specialisation in Office 365, by at least 3 years in an Office 365 support role
<b>C.3</b>	Minimum One of the CVs with a thorough specialisation in Windows server admin, by at least 3 years in a Windows Server Admin role.
<b>C.4</b>	Demonstration of understanding on how to organise the requested tasking services for the MUAC organisation.
<b>C.5</b>	Description of the approach to secure business continuity and compliance with the requirements, in case one or more of the proposed experts becomes temporary or no longer available during contract execution.

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:** 31 October 2024 at 15:00 CET

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

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MAAS/DIR/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).

CFT Internet Notice I-IN-E via iSourcing Vers.2.8

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.