

i- CALL FOR TENDERS

<u>Call for Tenders No. :</u>	<u>ECTL SRC 250007</u>
<u>Title:</u>	Acquisition by EUROCONTROL of a new Secondary Telephony And Radio System (STARS) for the Maastricht Upper Area Control Centre

General:

EUROCONTROL has 42 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 document is the technical specification for a contract relating to the acquisition by EUROCONTROL of a new Secondary Telephony And Radio System (STARS) for the Maastricht Upper Area Control Centre (MUAC) to be delivered under the Backup Voice Communications Evolutions (BVCE) project

Main selection and assessment criteria

TECHNICAL CAPACITY CRITERIA
The Tenderer shall demonstrate his capacity to deliver all packages and lots (being firm or optional) and maintain STARS as required by the specification, FTS and SOW.
The Tenderer shall have an existing product line/portfolio, roadmap and product strategy for the next 10 years, and after-sale service capabilities compatible with the scope and objectives of this call for tenders (CFT).
The Tenderer shall have successfully implemented similar solutions in similar safety critical environments.
The Tenderer shall have a quality management system and hold a valid and applicable ISO9001 certification or equivalent/complementary (e.g. CMMI level), with regards to Products similar to the ones intended to be purchased.
The Tenderer shall have a safety management system and have proven expertise with software assurance.

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, Iceland, 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 Tenderer shall have a security management system (e.g. ISO27K family).

TECHNICAL ASSESSMENT CRITERIA

The Tenderer shall commit to acquire and maintain the required and applicable EASA certifications in accordance with Regulation (EU) 2018/1139 ([Regulation \(EU\) 2018/1139 | EASA \(europa.eu\)](#)), Regulation (EU) 2023/1768 ([Commission Delegated Regulation \(EU\) 2023/1768 | EASA \(europa.eu\)](#)) and Regulation (EU) 2023/1769 ([Commission Implementing Regulation \(EU\) 2023/1769 | EASA \(europa.eu\)](#)).

The Tenderer shall propose a perpetual license to use and maintain the deliverables for the required capacity as defined in the FTS. The proposal shall be scalable and foresee potential future deployment at other locations. (ref. Package B from the procurement scope).

The Tenderer shall accept the procurement scope, objectives and deliverables as defined in section 3 of the STARS specification for product supply from this CFT.

The Tenderer shall provide a technical solution in line with the scope, objectives and requirements from the CFT.

The Tenderer shall fill in the provided compliance matrix for the specification for product supply, SOW and FTS, including for each requirement:

- Whether the Tenderer accepts to comply with, will partially comply with or not comply with
- For each requirement for which the Tenderer doesn't accept to fully comply with, a justification and/or an improvement or alternative proposal shall be provided
- For each FTS requirement, the Tenderer shall also indicate if his reference product already implements the feature, partially implements the feature or if this is a new development
- For each FTS requirement for which the feature is not yet fully available as required, the Tenderer is invited to provide more information on how his current system behaves for that particular function. That information may be done at the level of each and every FTS requirement or at the level of the section/chapter where the requirement belongs

The software assurance approach for the delivery and maintenance of STARS shall be defined and compliant with requirements and objectives from the CFT.

The Tenderer shall have proven expertise in managing verification processes and acceptance process similar to the one required in the CFT.

The Tenderer shall have proven expertise in handling a safety assessment.

The Tenderer shall propose a draft maintenance service description compliant with the CFT related scope, objectives and requirements (Chapter 4 of the SOW).

The Tenderer shall apply its expertise in project management and set-up related organisation, tools and processes.

The Tenderer shall apply its expertise in managing a project timeline.

The Tenderer shall have equipment/environments in place for specifying, designing, verifying, packaging, releasing, accepting software. He shall be able to assess the impact of the specific MUAC

requirements and related integration with MUAC own products/workflows on these equipment/environments.
STARS shall include an Automatic Testing Framework. The Tenderer shall propose a suitable, flexible and maintainable solution.
The technical solution of the Tenderer shall be adaptable, configurable and scalable (e.g. adding CWP's, radios, radio sites, telephony partners ...) without the need for a software update.
The Tenderer shall have proven records of successful integration of his reference product with VoIP radios
The Tenderer shall have proven records of successful integration of his reference product with VoIP telephony systems
The Tenderer shall demonstrate that his reference product embeds by design full redundancy (both hardware and software) and is resilient/tolerant to failures
The Tenderer shall have proven records of implemented similar security requirements on the reference product.
Capacity of the Tenderer
Quality of the Technical Tender
FTS Compliance
SOW Compliance
Software assurance
Verification and acceptance.
Safety assessment
Maintenance service description
Project management
Project timeline
COE/CFE
Automatic testing framework
Configurability, adaptability and scalability
Virtualization and data centre support

If the Tenderer's offer includes the ability to run STARS on MUAC own virtualized data centre (ref. ARCH-05 from FTS), then the Tenderer shall detail the related technical solution and how far this is already available in his reference product.
Integration with VoIP radios
VoIP telephony integration
Embedded redundancy and resilience to failures
Vulnerability of the reference system

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

For the Technical tender, a weighting of 70% is applied, for the Financial tender, a weighting of 30%.

Tender closing date:

23 May 2025 at 15:00 CEST

Point of Contact:

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

CHARLES, Natascha and OZ, Dondu
MAS/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).
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.