

i- CALL FOR TENDERS

<u>Call for Tenders No.:</u>	ECTL_SRC_240103
<u>Title:</u>	Agency Emergency Electronic Notification and Alerting Service

General:

EUROCONTROL is an intergovernmental organisation with 42 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:

EUROCONTROL uses an Emergency Alerting Notification Application at its Brussels, Brétigny-sur-Orge, Maastricht, and Luxembourg sites to notify staff of emergencies, inform operational groups about air traffic control issues, alert the European Aviation Crisis Command Center, and update senior IT personnel on major incidents.

Main selection and assessment criteria:

TECHNICAL CAPACITY CRITERIA
Integration Capabilities: Capacity for the tenderer to integrate a tool with existing systems (e.g., CRM, ERP, Service NOW)
Vendor Qualifications: Minimum of 5 years of experience in the relevant domain
Geolocation-Based Alerts: Capacity for the tenderer to send alerts based on user geolocation

TECHNICAL ASSESSMENT CRITERIA
Security Standards: The solution shall be compliant with security best practices
The solution shall be compliant with EUROCONTROL Regulation on Data Protection and its Annex on Personal Data Processing
The solution shall be Multi-Channel Alerting: The tool shall support SMS, email, push on App Notification and voice alerting

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 solution shall have a System Scalability: The system shall handle at least 5000 alerts per minute during peak usage

The Tenderer shall provide a Disaster Recovery and Business Continuity: The tenderer shall provide a disaster recovery plan with an RTO of 2 hours

The solution should be 24/7 Technical Support: The Tenderer shall provide round-the-clock support with a response time of less than 4 hours for critical incidents

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:

18 February 2025 at 15:00 CET

Point of Contact:

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

NSUMBU, Onassis
CF/PROC
E-mail: onassis.nsumbu@eurocontrol.int
Tel.: +32 2 729 3320

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 printouts 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.