

i- CALL FOR TENDERS

<u>Call for Tenders No. :</u>	<u>ECTL SRC 240095</u>
<u>Title:</u>	<u>IT Hardware Maintenance and Support Services for MUAC</u>

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 call for tenders is aiming to procure Hardware Maintenance and Support Services for Information and Communication Technology (ICT) Systems within the EUROCONTROL Upper Area Control Centre at Maastricht, which are used for the Air Traffic Control (ATC) and ATC Support Systems. ICT Systems located in multiple operational locations are composed of IT equipment from various vendors, with variable service level and warranty periods.

This procurement shall result in the letting of separate two (2) maintenance and support contracts to provide Hardware Support Services for ICT) Systems within the EUROCONTROL Upper Area Control Centre at Maastricht.

The tender is divided into two (2) Lots:

- Lot 1: IBM and LENOVO Equipment
- Lots 2: CISCO and FORTINET Equipment

The Tenderers can Offer either for Lot 1 or Lot 2 or to both Lots 1 and 2.

Main selection and assessment criteria for both LOT 1 and LOT 2

A	TECHNICAL CAPACITY CRITERIA
A.1	Tenderer: evidence status of authorized service provider or clearly demonstrate a delivery model providing high-quality Multi vendor Service (MTS).

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.

	Demonstrate the capacity to interface with the original manufacturer and to replacement claim parts during the warranty of the servers.
A.2	Tenderer: written confirmation on 'Total and Sole Responsibility' for service provision of the contracted Equipment under confirmed responsibility.
A.3	Tenderer: evidence the availability of an organization 7x24 during the complete year and the complete contract duration, including potential extensions. This includes the availability of a call center, escalation management, remote technical support and on-site engineers

B	TECHNICAL ASSESSMENT CRITERIA
B.1	Demonstrate a professional service organization experience during the last three (3) consecutive years in support services comparable to the ones specified in this Specifications Document.
B.2	Provide a minimum of three (3) Organizations or References with a similar inventory and service charge which have been delivered.
B.3	Provide parts logistics and on-site engineers on all locations where MUAC equipment is installed (in The Netherlands, Belgium, Luxembourg, Germany, France, Spain, Austria, Slovenia and Italy but this list can change during the contract validity).
B.4	Provide Remote assistance in English and local language where the equipment is installed in order to diagnose equipment issues in an effective way (with the option to dispatch a local technician to support the diagnosis within the agreed response times).
B.5	Agree on a flexible agreement with the possibility to add and remove equipment during the year. Removal shall result in credit and addition in debit charges.
B.6	Agree and confirm acceptance of the Contract Firm Deliverables and Options
B.7	Provide a written statement of compliance with all the CFT, SOW, and PSS requirements.

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

The Lowest Priced Technically Compliant offer per Lot 1 and Lot 2

Tender closing date:

05 May 2025 at 15:00 CEST

CFT Internet Notice I-IN-E via iSourcing Vers.2.12

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

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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.