

i- CALL FOR TENDERS

<u>Call for Tenders No.:</u>	ECTL_SRC_250022
<u>Title:</u>	Printing and dispatch of invoices for the Central Route Charges Office (CRCO)

General:

EUROCONTROL, the European Organisation for the Safety of Air Navigation, 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:

Each month, in accordance with an annually published calendar, EUROCONTROL bills on average 5.000 airspace users. In 2024, the CRCO (Central Route Charges Office) billed 11.2 billion EUR of charges to about 6600 airspace users worldwide located in 184 countries (see **Error! Reference source not found.**). The billing takes place once a month on the same day for all the airspace users. The service of bill dispatch includes the following processes:

- Ordering of paper and envelopes.
- Printing of offset paper used for billing.
- Printing of envelopes.
- Stock management of pre-printed offset paper and envelopes.
- Variable data printing.
- Inserting in envelopes.
- Postal deposit (post and express courier services).
- Reporting.

On a monthly basis, an average of 40.000 sheets are printed, spread over some 3.900 shipments, out of which less than 100 are sent via express courier services.

In addition, EUROCONTROL offers airspace users the possibility to consult the billing documents electronically via its own online portal called CEFA. This portal has about 7.500 registered users, out of which 1.200 have opted for the “paperless” option, thus

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.

discontinuing the printing of invoices. The tenderer is invited to note that airspace users can opt in or out of this option at any time, which could affect the future volume of printing.

Main selection and assessment criteria:

TECHNICAL CAPACITY CRITERIA
The Tenderer has experience in delivering services of similar nature (i.e. printing and dispatch services) and annual volume (i.e. at least 40.000 shipments and 400.000 sheets), with similar organisations (i.e. international organisations, EU institutions, governmental bodies or international companies).

TECHNICAL ASSESSMENT CRITERIA
Presentation of company
Company's preferred postal and express courier operators
Ability to deal with the volume of billing documents sent by EUROCONTROL, and the geographical scope, in a timely manner
Scope of products and turnover
Number of employees
Financial situation
Relevant Certificates (e.g. ISO 27001, ISO 9001, other)
Experience with the public sector
Compliance of the Tenderer's solution with the high-level process overview
Implementation approach, plan, and resources
Information security requirements - the security of the printing and dispatch shall be safeguarded, and the billing process protected against any fraud
Service continuity and confidentiality – the continuity of services, and confidentiality, shall be ensured at all times
Timely processing, continuous traceability and exit-plan
Printing and dispatch process
Compliance with the Automated Document Factory requirements (ADF) of the printing process
Utilisation of ADF compliant tools

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:

25 April 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:

REEB, France
CF/PROC
E-mail: France.reeb@eurocontrol.int
Tel.: +32 2 729 9676

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.

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