

i- CALL FOR TENDERS

<u>Call for Tenders No.:</u>	ECTL_SRC_250028
<u>Title:</u>	Provision of consulting and support services for the INFRA Call for Tender (Strategic advice & technical support)

General:

EUROCONTROL is looking for consulting services to ensure a successful tendering of contracts started in 2021 for outsourced IT Services ending in early 2028 via a Call for Tender procedure (INFRA CFT).

As current existing contracts for IT managed services are complex due to the multi-scope & multi-company dimension planning of a centrally managed project approach to ensure that deadlines are met and all aspects are governed is required.

In addition to the complexity of the initial scope, technology has evolved since 2021 and needs to be addressed. The services are currently provided by 3 different service providers for three main IT Domains as part of the contracted scope in 2021; This requires a transfer of services if new providers and solutions are selected and contracted as a result of the Call for Tender. This transfer through a service handover needs to ensure a 'continuity of services' to the EUROCONTROL organisation and End-Users.

Active Risk Management and Mitigation is a key element to be organized by the project and part of the progress reporting to central management & stakeholders.

IT Infrastructure Services are currently managed via 3 distinct contracts (MNP, WSM and SIAM).

MNP: Managed Network and Platform, Backend infrastructure services Core IT.

WSM: Workspace management.

SIAM/ IT Service desk – Incident Management: Service scope being currently redefined at Eurocontrol and partially insourced

With the publication of the INFRA CFT, EUROCONTROL – and more in particular the Network Manager (NM) will replace its current IT managed services (MNP, WSM and SIAM) resulting in new future proof contracts that will result in performant solutions that meet NM's performance requirements for years to come.

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 EUROCONTROL INFRA CFT Team has to deal with a considerable number of large and very complex technical, business, contractual and financial aspects within the future IT managed services set up that require senior expertise and support. This type of call for tender typically comes with a high risk in failing due to the complex and unpredictable nature of the IT sector and, managing the Infra CFT without a “sparring Partner” with the proper strategic in-depth market, budgetary and technical knowledge, is seen as very risky and will certainly increase risks in terms of CFT failure. Therefore, in order to mitigate these risks to the maximum extent Consulting as well as Strategic advice and Technical support is requested.

Technical subject matter:

The objective of this Call for Tenders is to select a Contractor who shall provide a team of Experts capable of performing technical, business, contractual and financial tasks to support the EUROCONTROL INFRA CFT Team in its activities.

Main selection and assessment criteria:

TECHNICAL CAPACITY CRITERIA
Independence from economic operators and IT companies that will submit a bid in the scope of the CFT relating to INFRA CFT Support Services.
Suitability of the organisation – criterion.
Availability of consultants to work at Eurocontrol headquarters in Brussels and to start immediately after contract signature (start in Q2 2025) on the basis of 120 mandays in total for the entire team.
Capacity to provide high level quality services in specific IT domains.
Single and unambiguously defined main contractor and list of all subcontractors.

TECHNICAL ASSESSMENT CRITERIA
Proficiency in speaking and writing in English at C1 level.
Required mandatory skills (IT Sourcing Strategy, IT Strategy, IT Technology Skills, Call for tender organisation in public sector, IT Operations skills, Project Management, Vendor and contract management, IT supplier market knowledge) proven with a minimum of 15 years experience for the senior consultant and 5 years for the expert consultants in similar projects in public sector.
Knowledge of ITIL V4 processes
The Tenderer shall provide not less than 2 relevant references where similar CFT projects were successfully deployed in the past 3 years. Relevant in terms of: a) similar scope of the services. Detailed description of delivered services. b) experience with similar client characteristics i.e. international (public) organisations or companies.

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c) dates of the services: all the references must be for projects completed within the last 3 years prior to the deadline for submission of tenders for the present call for tenders (i.e. ongoing assignments will not be accepted).
Proposed team members with the knowledge of and familiarity with air transport and international public organisations are a definite asset. Understanding of the Agency's working environment, procedures and specificities is a plus.
The Tenderer shall demonstrate good understanding of the key requirements and expectations as outlined in the technical specifications.
The Tenderer shall propose diverse mix of methodologies and diverse ready to use templates.
Deep knowledge of IT trends in IT services (managed services, Times & means, contingency etc).
The Tenderer shall propose a governance process for the CFT project.
The tenderer should have the knowledge of and familiarity with air transport and international public organisations are a definite asset. Understanding of the Agency's working environment, procedures and specificities is a plus.
The tenderer should demonstrate its capacity to monitor the work and to ensure that the services are of high quality.

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:

30 April 2025 at 15:00 Brussels time

Point of Contact:

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

DUPUY, Armelle
DNM/BCS/PROC
E-mail: armelle.dupuy@eurocontrol.int

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.