

## i- CALL FOR TENDERS

<u>Call for Tenders No. :</u>	<u>ECTL SRC 250134</u>
<u>Title:</u>	<u>Time-based support CMDB Configuration Manager</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 concerns the provision of a CMDB Configuration Manager for the automated configuration management database (ACDC project) at the Maastricht UAC.

### Main selection and assessment criteria

<b>PASS/FAIL TECHNICAL SELECTION AND CAPACITY CRITERIA</b>
The Tenderer shall employ a minimum of 5 full-time equivalent (FTE) administrative staff members at the time of submission. Proof of workforce size may be requested during the evaluation process.
Quality & Performance Management Process and business relationship with the customer: The Tenderer shall demonstrate the implementation of a quality & performance management process at the level of the Tenderer for all consultants. This process shall include involvement of the Tenderer's management in a permanent quality check and follow-up of the consultants/candidates and their performances once a contract is let. This shall also include a follow-up process on potential complaints, remarks or questions from customers in the framework of the business relationship management with customers.
The tenderer shall have successfully delivered a minimum of 1 time-based support within the last five (5) years, applied to safety-critical and business-critical environments. Affinity and successful experience with ATC is highly appreciated.

<b>PASS/FAIL TECHNICAL ASSESSMENT CRITERIA</b>
The Tenderer shall propose minimum one (1) detailed CV with the required skills (CV in Europass format would be appreciated).
The Tenderer shall confirm that the proposed candidate has a good command of the English language (Listening/Writing/Understanding/Speaking) level - C1/B2/B2/C1 (the English skill levels may be further evaluated during an interview).
The proposed candidate shall have bachelor's degree in computer science, Information Technology, Information Systems, or a related field.

### **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 provide or commit to provide a certificate of good conduct for the proposed consultant before contract.
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<b>SCORING TECHNICAL ASSESSMENT CRITERIA</b>
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CMDB tool expertise: minimum 1 year experience and expertise to configure and maintain a CMDB in a CMDB tool (i.e. Helix Remedy, ServiceNow).
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Data management: minimum 1 year expertise in data identification and reconciliation to maintain CMDB integrity, along with managing CMDB classes, attributes, and relationships.
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IT infrastructure knowledge: Minimum 1 year of knowledge of IT infrastructure topology, including applications, servers, and networking configurations.
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Helix Remedy expertise: minimum 1 year experience and expertise with configuring and maintaining a CMDB with Helix Remedy.
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Discovery tools: Understanding of how discovery tools populate and maintain the CMDB, including techniques like agent-based, traffic-based, and tag-based discovery: minimum one year experience and expertise.
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Other tools: Familiarity with related tools such as JIRA, Confluence, and Microsoft Office suite (Project, Word, Excel: minimum one year experience and expertise.
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ITIL and ITSM: Strong understanding of ITIL principles, processes, and how to implement the ITIL CMDB model: minimum one year of experience and expertise.
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Asset Management: Knowledge of the relationship between CMDB and asset management, including the types of data each process manages: minimum one year of experience and expertise.
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Governance: Experience implementing and enforcing CMDB governance standards: minimum one year of experience and expertise.
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CMDB implementation and maintenance: minimum 2 years of experience with CMDB implementation and maintenance experience.
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Integration experience: minimum 2 years experience integrating the CMDB with other ITSM processes like Incident, Problem, and Change management.
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Analytical and problem-solving: Ability to troubleshoot complex issues and analyse data to identify gaps and recommend solutions.
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Communication and collaboration: Demonstrated skills for working with diverse stakeholders, including technical teams and business leaders, to ensure alignment and buy-in: minimum one year of demonstrated experience.
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Independence and project management: Proven ability to work independently, prioritize tasks, and manage multiple projects simultaneously: minimum one year of demonstrated experience.
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**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:**

29 April 2026 at 15:00 Brussels time

**Point of Contact:**

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

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DIR/FPA/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.