

## i- CALL FOR TENDERS

Current opportunity

<b><u>Procedure No.</u></b>	ECTL_SRC_260018
<b><u>Title:</u></b>	SKYbrary knowledge management and platform maintenance support

### **General:**

The Network Manager identifies European ATM network safety issues through proactive monitoring of the network operations and supports the Network stakeholders (and FABs) operating within the applicable regulatory framework (SES) in the identification and mitigation of existing hazards and anticipation of new operational safety threats. The overall objective is to keep the Network safe and support the increase in European ATM system capacity and efficiency in line with customer expectations and established EU performance indicators and targets.

A key enabler for the achievement of the above objectives is the EUROCONTROL safety information repository – the SKYbrary knowledgebase.

### **Technical subject matter:**

SKYbrary is an electronic repository of safety data related to ATM and aviation safety in general. It is built of a hyperlinked network of articles and other safety material.

The general objective of this contract is to ensure that the accumulated safety knowledge is made available and accessible on the SKYbrary platform 24 hours/7 days a week and delivered to the users according to the most advanced knowledge management concepts, thus providing a valuable assistance to front-line operators and aviation safety stakeholders when undertaking operational safety improvement activities.

The duration of the proposed Contract will be 4 years and 7 months.

---

### **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.

**Main selection and assessment criteria:**

TECHNICAL SELECTION AND CAPACITY CRITERIA
<b>Mandatory requirements (PASS/FAIL criteria)</b>
Knowledge of and proven practical experience with Drupal CMS.
TECHNICAL ASSESSMENT CRITERIA
<b>Mandatory requirements (Pass/Fail criteria)</b>
Experience with Drupal software development environment.
Experience with AI assistant integration in large content management system(s).
At least 2 team members shall have expertise in one or more of the areas described in Table 3, mandatory criteria 2 to 4 inclusive of the TEP document.
<b>Mandatory requirements (SCORING criteria)</b>
Approach to the delivery of the work specified in section 3.4 of the Technical Specification.
At least 5 years of practical experience and knowledge in IT systems design, operation and management of at least 1 project team member acquired in the last 7 years.
At least 5 years of experience in knowledge/ information management technologies and infrastructures of at least 1 project team member acquired in the last 7 years.
Knowledge of and minimum 5 years of proven practical experience with Drupal CMS of at least 1 project team member acquired in the last 5 years.
Experience in the field of aviation safety knowledge management, and ATC operational safety in particular, of at least 1 project team member acquired in the last 5 years.

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

For the Technical tender, a weighting of 50% is applied, for the Financial tender, a weighting of 50%. Contracts will be awarded separately for each lot.

**Tender closing date:**

05 May 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:

DUPUY, Armelle

CF/PROC

E-mail: [armelle.dupuy@eurocontrol.int](mailto: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.