

## i- CALL FOR TENDERS

Current opportunity

<b><u>Procedure No.</u></b>	ECTL_SRC_260036
<b><u>Title:</u></b>	Fixed Voice and Data Services for Haren

### **General:**

Fixed Voice Service for Operational and Administrative and Data services in Haren.

### **Technical subject matter:**

The Agency launches a Call for Tenders in order to secure the provision of the following services at its headquarters:

- Fixed Voice Services
- Data Services (encompassing both voice and data communications)

### **Main selection and assessment criteria:**

<b>TECHNICAL CAPACITY CRITERIA</b>
Legal authorisation to provide fixed voice and data telecommunications services
Proven experience in delivering fixed voice services based on SIP technology
Capability to provide 24/7 operation and support for fixed voice services
Capability to ensure service continuity, security, and disaster recovery for fixed voice services
Capability to manage service transition and migration with minimal operational impact
Fully completed Compliance Matrix for the required criteria
<b>TECHNICAL ASSESSMENT CRITERIA</b>
Solution architecture & SIP integration
Service continuity & disaster recovery
Transition & migration plan

### **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.

Operational support & SLA adherence
Staff competence & project management
Number Management System
Data services & connectivity quality
Document Management and reporting
Innovation & added-value features

**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%.

**Tender closing date:**

15 June 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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**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.

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

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.