

ENQUETE DE PRIX-i - VIA « I-SOURCING »

No. 17-230451-E

Delivery of COM-VOICE courses for IANS.

EUROCONTROL is seeking tenders relating to the delivery of COM-VOICE courses.

IANS uses external instructors to cover specialised subjects for which knowledge is not available within the Agency. The aim of this Price Enquiry is to select a provider for the delivery of existing courses and/or course module(s) which are part of the IANS course portfolio. Course (module) delivery is a presentation in English of the course (module) in a classroom in front of the course participants.

The exact number of courses is determined on a six monthly basis. In average there are between 3 and 4 course dates per year for each course. Based on customer demand, this number can range from a minimum of two courses per year to 6 or 7 courses per year. Most of these courses are scheduled about 9 months in advance. However, there might be some ad-hoc short term requests for courses from EUROCONTROL stakeholders which need to be met. The contract to be let shall also include the support for these courses.

Courses are to be delivered at EUROCONTROL IANS premises or at the premises of EUROCONTROL stakeholders.

Who should tender:

The contractor shall possess:

- minimum of 5 years' experience as a Trainer delivering ATM training courses to ANSPs
- experience with the use of PowerPoint
- minimum 3 years operational experience implementing telephony and radio VoIP systems from the ANSPs perspective
 - a. Deployment of ATC voice (legacy and VoIP) over national ATM IP networks and over PENS (Pan European IP network).
 - b. Definition of strategies for evolving Voice Communications Systems and Radio equipment from legacy ATC voice (radio and telephony) to VoIP.
 - c. Operation of VoIP systems (Virtual Voice Communications System concept, proxy devices, Monitoring Tools, integration of ATM and VCS systems,...)
- Proven knowledge about PENS and operational implementation of VoIP:
 - a. Circuit emulation.
 - b. Native VoIP solution.
 - c. CFMU voice services migration to PENS.
 - d. Safety cases on ATC Voice and Data communications services provided by the same ATM network.

European
Organisation for the
Safety of
Air Navigation

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Closing date: 8 September 2017 at 15:00 CET

Point of Contact:

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If you wish to receive the call for tenders please see the "important notice" below and if you have any other related questions, please contact:

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with c.c. to

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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, please send an e-mail to the Point of Contact mentioned above to get access to the documentation.**
2. **If you are not yet a EUROCONTROL supplier, please follow the 4-step process described on the following link:**

<http://www.eurocontrol.int/articles/supplier-portal-registration-procedure>

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 "NOTICE CONCERNING THE PRESENTATION OF TENDERS".
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 Form i-AF32CFT).
6. You may not:

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- a) modify, edit and/or change the electronic documents;
 - 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.
7. EUROCONTROL reserves the right not to send you the tender documentation, if your company is considered as incapable of submitting an offer to the i-call for tenders (size of the project, complexity etc.).

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 call for tenders documentation if you are actually considering to submit a tender.

i-PRICE ENQUIRY

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