

APPEL D'OFFRES-i - VIA « I-SOURCING »

No. 18-220455-A

PJ09-01.05 - Network Supervision Process & Tools Refinement

The purpose of the contract to be let with the successful Tenderer covers the following aspects:

- Gather and consolidate the user's needs expressed during discussions with operational experts from the Network Manager and live observations.
- Develop a tool requirement document, to implement the network supervision features within the Network Management Position (NMP) to be used in the PJ09 validation activities.
- Provision of guidelines and recommendations on how key elements in PJ09 toolset can be improved in order to better support network supervision tasks.
- Implementation of a Network Supervision interactive dashboard

Who should tender:

The Contractor Personnel shall possess :

- confirmed experience in creative session management and innovative HMI design based on user experience
- confirmed experience in capturing human factor needs based on ergonomic and cognitive science
- confirmed experience in advanced prototyping and HMI development
- the Contractor Personnel shall demonstrate experience in ATM environment, and in particular a proven experience in integrating innovative tools in sensitive operational environment
- clear understanding of work packages 1-5
- high level of ability to write professional documents in English.

European
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Closing date: 22/08/2018, 15:00 Brussels time

Point of Contact:

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

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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:
 - 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 price enquiry documentation if you are actually considering to submit a tender.