

## APPEL D'OFFRES-i - VIA « I-SOURCING »

### REF No. 19-110095-A

Call for Tenders for the provision of a EUROCONTROL Agency Web Conferencing Service, a Network Manager Operations Center Web Conferencing Service, an NMOC Hosted Audio Conference service and an Emergency Notification and Alerting solution over 5 years (3+1+1 years), services to start on 1<sup>st</sup> November 2019.

The European Organisation for the Safety of Air Navigation (EUROCONTROL) was founded in 1960 by six States. It now has 41 Member States. EUROCONTROL's mission is to harmonise and integrate air navigation services in Europe, aiming at the creation of a uniform air traffic management (ATM) system for civil and military Users, in order to achieve the safe, secure, orderly, expeditious and economic flow of traffic throughout Europe, while minimising adverse environmental impact.

Within EUROCONTROL, the Network Manager directorate (NMD) is fulfilling the role of European ATM Network Manager according to the European Commission mandate. The five EUROCONTROL sites involved in this project are Haren (Brussels, Belgium), Brétigny-sur-Orge (France), Luxembourg (Luxembourg), Maastricht Upper Area Control (Maastricht) and SESAR SJU (Brussels, Belgium).

There are two virtual divisions within the Agency that are considered Operational and Non-Operational.

*Operational: The Network Manager Operations Center (NMOC, Brussels) operates on 24/7 basis with a very high resilience.*

*Non-Operational: The remaining parts of the Agency which should be considered to operate on an extended office hours basis i.e. 08:00 to 19:00*

EUROCONTROL has been designated as the European Aviation Crisis Control Centre (EACCC) by the European Commission and, for this task, it relies heavily on Conferencing and Electronic Notification and Alerting applications.

European  
Organisation for the  
Safety of  
Air Navigation

The CFT will be structured into Lots and Work Packages. The reason for this is that the Network Manager Operations Center being operated on a 24/7 basis, has different requirements compared to the rest of the EUROCONTROL Agency.

Organisation  
européenne pour la  
sécurité de la  
navigation aérienne

**Who should tender: Service Providers who can deliver the Services mentioned above in a mission critical environment and who have proven expertise and resources in providing such services.**

**If this Call for Tenders should interest you, please read the important information below:**

Rue de la Fusée, 96  
B- 1130 Bruxelles  
Tel: +32.2.729.90.11  
Fax: +32.2.729.90.44  
Telex: 21173

**Tender closing date: 17 May 2019**

**Point of Contact:**

If you wish to receive the call for tenders please see the "important notice" below and

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EUROCB

if you have any other related questions, please contact:

Mr. John CARROLL  
EUROCONTROL Procurement Services  
e-mail: john.carroll@eurocontrol.int  
tel.: ++32 2 729 36 79

### 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:

- (i) **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.**
- (ii) **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>
- (iii) 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).
- (iv) 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".
- (v) 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 Form i-AF3/2CFT-ET).
- (vi) You may not:
  - a) Modify, edit and/or change the electronic documents other than to submit the information required and to sign/stamp the document.
  - 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 transmit the documents without indication of the source.
- (vii) 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.

**i-CALL FOR TENDERS**

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