

## i- CALL FOR TENDERS

**Call for Tenders No.:** ECTL\_SRC\_230020

**Title:** CRCO ERP Implementation

**General:** EUROCONTROL\* is an intergovernmental organisation with 41 Member and 2 Comprehensive Agreement States. We are committed to building, together with our partners, a Single European Sky that will deliver the air traffic management (ATM) performance required for the twenty-first century and beyond.

**Technical subject matter:**

The objectives of the CRCO Financial Management System (CRCO Oracle ERP) project are the following:

- The principal objective is to integrate the debt collection, accounting and treasury of the Bilateral Agreements and of the Multilateral Agreement under a single Commercial Off-The-Shelf (COTS) software, which provides a higher degree of granularity in accounting data and reporting with real-time data. The idea is to stay as close as possible to the standard functionalities of the COTS.
- The capabilities of the current system must be maintained. It should be highlighted that the current systems already enable the CRCO to achieve excellent results (average recovery rate of 99,7% over the last ten years);
- An underlying objective is to rethink and streamline current financial management processes, as appropriate;
- The CRCO Financial Management system shall increase user-friendliness;
- CRCO Oracle ERP shall also provide advanced automation and agility, in order to better meet new requirements in the future;
- CRCO Oracle ERP will resolve the current obsolescence of CRCO applications.

### 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, 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, assessment and award criteria:**

| <b>TECHNICAL CAPACITY CRITERIA</b>  |
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| The Tenderer shall demonstrate its capacity and experience to deliver similar project by providing a description of relevant past and/or existing references to similar projects. |
| The tenderer shall provide examples on maintenance and support work for existing clients and the associated template agreement(s).  |
| The tenderer shall demonstrate:   |
| - Ability to develop documentation in English and French, both on paper and online.   |

| <b>PASS/FAIL TECHNICAL ASSESSMENT CRITERIA</b>   |
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| The Tenderer shall provide an overall assessment on its ability and added-value for EUROCONTROL in the delivery and execution of the Project described in this CFT.  |
| The Tenderer shall demonstrate staff capacity. The Tenderer, with any subcontractors included in the bid, has the necessary staff capacity to be able to carry out the project as envisaged by EUROCONTROL and within the defined period of time in the required quality, as described in Part 6.4 (Project Organisation). |
| The tenderer shall confirm whether it is compliant or not with Compliance Table in Appendix A4. In case of no compliance with any of those requirements, the tenderer will be declared non-compliant and will not be further assessed.   |

| <b>SCORING TECHNICAL ASSESSMENT CRITERIA</b>  |
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| The tenderer shall propose a robust and structured project planning and methodology to cover the objective of the contract.<br>Please refer to Part 2.3 (Objective of the Contract) and 2.4.2 (required experience and presentation).   |
| The Tenderer shall provide the composition and size of the Contractor's project Team and Key Resources. Please refer to Part 6.4 (Project Organisation) where key profiles are described.   |
| The Tenderer shall provide its exit plan to the support provider and exit plan at project end, covering part 2.3.3 (Implementation services).   |
| The Tenderer shall present its global understanding of the conceptual design and main processes, as defined in Part 4,2 (Functional Requirements).  |
| The Tenderer shall present its view on how to translate functional requirements into the technical implementation in Oracle ERP Cloud, as defined in Parts 4.2.1 (Accounting requirements), 4.2.2 (Collection requirements), 4.2.3 (Treasury requirements), 4.2.4 (reporting requirements). |
| The Tenderer shall present its understanding of the Masterdata and its view on which system should own which set of data, as defined in Part 4.2.5 (Master Data).   |
| The Tenderer shall present its global understanding and view on the Architecture, Integration and Interfaces requirements, as defined in Part 4.3 (non-functional requirements).  |
| The Tenderer should propose an Automated Testing strategy.<br>Please refer to Parts 2.3.3 (Implementation services), 4.3.2.1 (Requirements concerning functional interface ALFA), 4.3.4.10 (Environment Requirements) and 5.1.1.4 (testing and quality assurance).                          |
| The Tenderer shall present its view on the Security requirements coverage.  |
| The tenderer shall present its approach on the data migration and data management strategy.<br>Please refer to Parts 5.1.1.3 (Data Migration).  |
| The tenderer shall present its view on Internal controls, Segregation of duties (SOD), access management.   |
| Shortlisted Tenderer will be assessed on the Reference Visit(s) outcome.  |

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

For the Technical tender, a weighting of 60% is applied, for the Financial tender, a weighting of 40%.

**Tender closing date:** 17-05-2023 at 15:00 CET

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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DCF/AFS/PROC

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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.
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 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.