

Linking space to user needs

Provision of support services to the EUSPA and EC

EUSPA/OP/37/23 Information session

Prague/On Line Webex 15/03/2024

EUSPA



Interaction principles

Thank you for joining the EUSPA webinar:

EUSPA/OP/37/23 “Provision of support services to the European Union Agency for the Space Programme and the European Commission”

- There is no audio/video/content sharing option available for participants, but their questions can be asked to all panelists in the Q/A panel
- Your questions are welcome during the entire session, but they will be addressed in the Q/A session after the presentation or offline in writing after the webinar
- All questions will be addressed:
 - as many as possible orally during the Q/A session, and then in writing in the Procurement section on the EUSPA website
 - the remaining in writing - in the Procurement section on the EUSPA website
- In case you have technical issues (connection related) - please write in Q/A panel directly to the host

Important: The information, clarifications and explanations presented during the Information Session do not aim to and may not amend or alter in any way the provisions of the Invitation to Tender and its annexes; such amendment may be done only by issuing of dedicated corrigenda; should the candidate require further clarification, they may request such as provided in the Tender Specification.

Speakers

- Patrick Hamilton – Head of Administration
- Ralitsa Bozhanova – Senior Legal and Procurement Officer
- Gwenael Bras – Acting Deputy Head of Project Management and Quality
- Daniel Schultz – System Engineer
- Massimo Magazzu – Cost Engineer
- Katarzyna Porzuc – Market and Innovation Officer
- Duccio Triolo – Industrial Security Officer
- Paul Varela – Risk Analysis & Cyber Engineering Team Lead
- Daniel Tudora – Deputy Head of Security Operations and Monitoring

Agenda

1. Introduction
2. Procurement procedure
3. Overview of the Lots
4. Q&A

EUSPA: established by 'Space Regulation' (Regulation (EU) 2021/696)

EU space activities under one umbrella:

Galileo

Global satellite navigation and positioning system (GNSS)

10% of the EU GDP is enabled by satellite navigation



EGNOS

Makes navigation services suitable for Safety-Of-Life applications

Operational in 350+ airports



Copernicus

Earth Observation (EO) and monitoring based on **satellite** and non-space data

Nr.1 world provider of space data and information



EU GovSatcom

Secures satellite communications for EU security actors

+ SSA

+ Horizon Europe

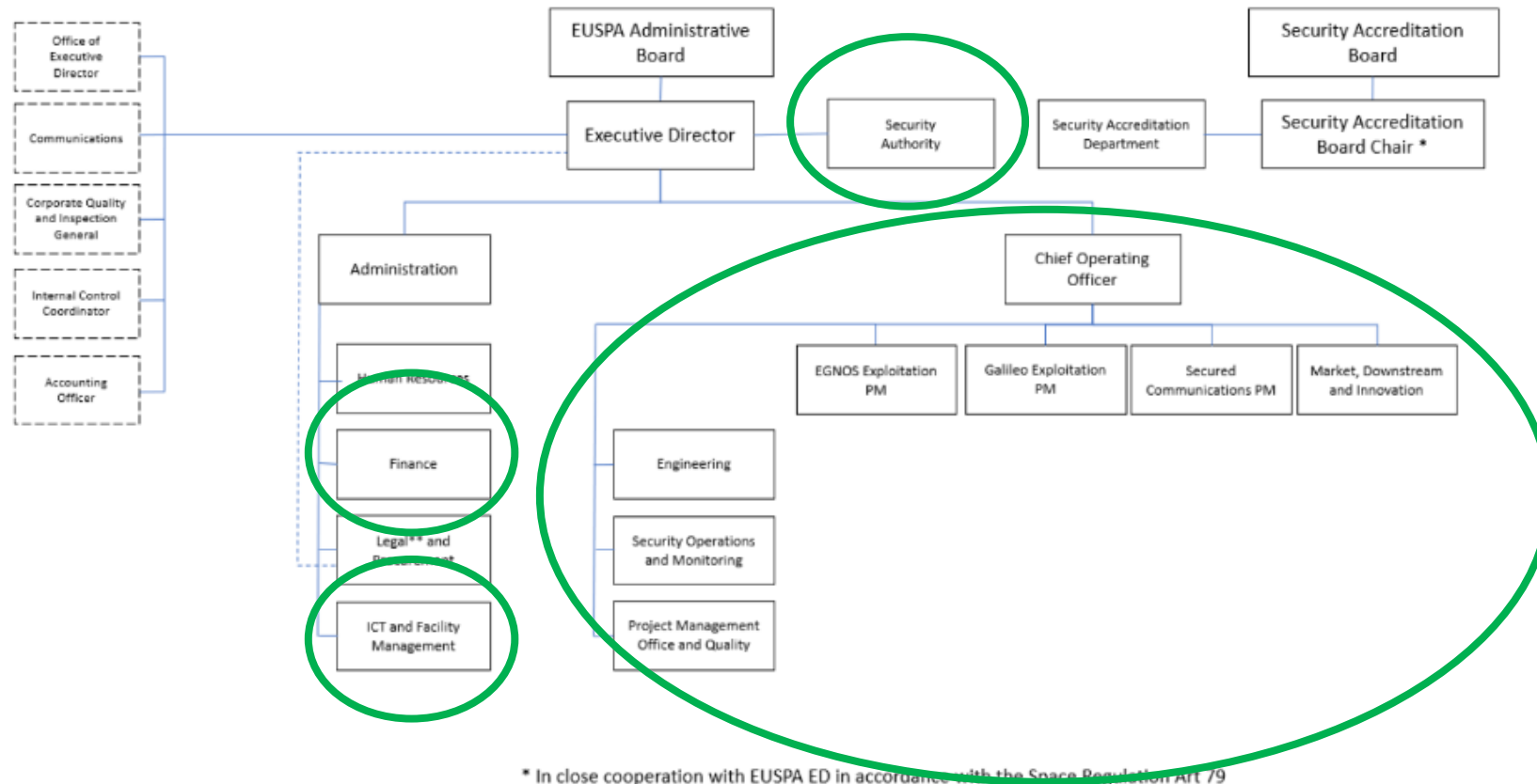
+ IRIS²



EUSPA Tasks related to this tender

- Managing the exploitation of EGNOS and Galileo
- System Prime of the Galileo and EGNOS systems in operation
- Galileo and EGNOS operational security
- GSMC operation
- Market uptake of all EGNOS and Galileo
- Communication, market development and promotion activities as regards data, information and services offered by Copernicus
- Overarching coordination of user-related aspects of GOVSATCOM
- implementing activities relating to the development of downstream applications based on the Programme's components and fundamental elements and integrated applications based on the data and services provided by Galileo, EGNOS and Copernicus
- **Extension of the EUSPA portfolio expected in relegation to IRIS² / next financial perspective (upon 31/12/2027)**

EUSPA Organisation

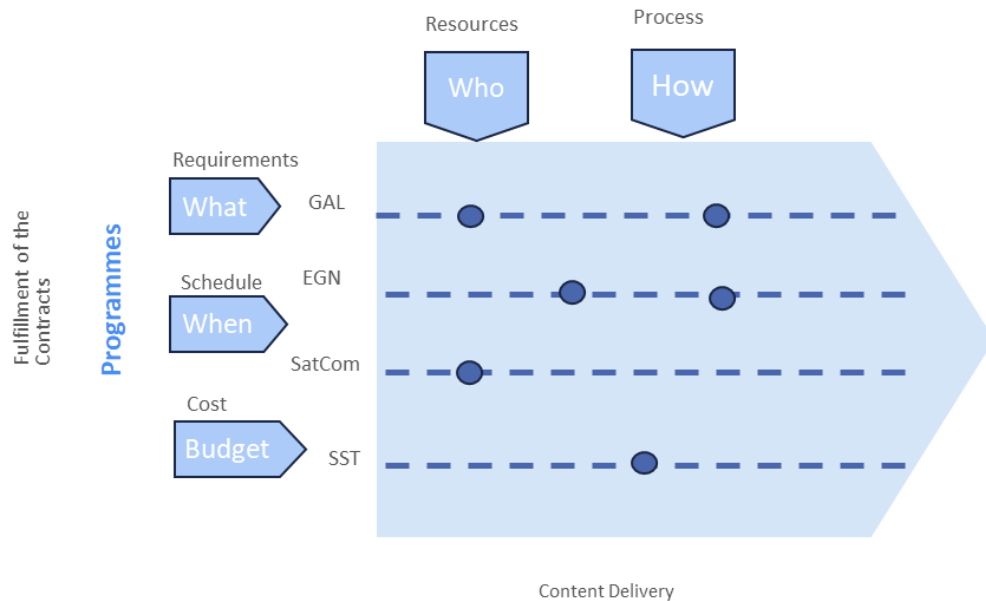


* In close cooperation with EUSPA ED in accordance with the Space Regulation Art 79

** Legal and procurement advise to the ED

EUSPA: Engineering Department

Engineering



Transversal Department

- ✓ Contributing to all EU Space Programme Components: Galileo, EGNOS, GOVSATCOM, SST, Copernicus, ...
- ✓ Convert user needs into Mission requirements and Services
- ✓ Ensuring technical baseline of complex global Ground Segments, the Space Segments and Launcher Services
- ✓ Collaborate with and coordinate a complex external stakeholder and industrial partner network

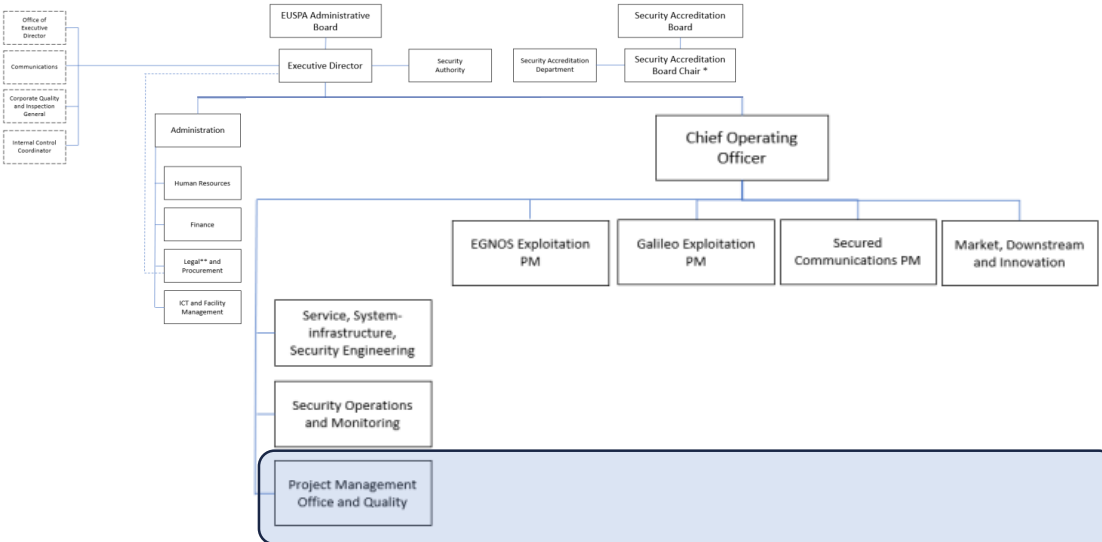
EUSPA: Project Management Office and Quality Department (PMQ)



PMQ in the matrix organisation



PMQ Service Catalogue (transversal)



Quality Assurance and Configuration

- Product and Quality Assurance
- Rel. Avail. Maint. Safe. (RAMS)
- Software Product Assurance
- Review Management
- Requirement Management
- Documentation Management
- Baseline Management
- Asset Management

Project Management Office and Quality

- Schedule, planning and control
- Risk Management
- Reporting
- Market and Downstream Project Portfolio Management

Unit for Management Office

- Cost Models
- Cost Database
- Budget Management Tooling
- Procurement Planning

Joint Office

- Support to commission for
 - Risk
 - Schedule
 - Requirement Management

EUSPA: Market Downstream and Innovation Department



Market & User Knowledge

- ✓ Market and technology monitoring and forecasting
- ✓ User and industry consultations
- ✓ User satisfaction monitoring



Demand Support

- ✓ Definition of uptake roadmaps with key stakeholders
- ✓ Cooperation with value chain players
- ✓ Technical and market contribution to regulated applications



Offer Creation & Innovation

- ✓ Creation of new “made in Europe” products and services (e.g. via R&I programs)
- ✓ Support to entrepreneurs (via Cassini)

EUSPA EGNOS Programme Component

Ensure EGNOS Service Provision

- Ensure Service and System Operations and Project Management
- Independent Performance Monitoring
- Manage EGNOS infrastructure
- Manage GEO services and developments

Ensure robust EGNOS Program Management

- Enforce Configuration and Document Management, Change Management and Product & Quality Assurance
- Ensure Oversight of the Programme's Quality Framework
- Manage the Programme
- Safety Management

Support the Commission's international activities

Develop new EGNOS services enabling new applications

- Identify new service requirements
- Implementation of new services in EGNOS sub-components
- Support the adoption in Aviation and the development of landing procedures
- Verification and validation of new services

Ensure EGNOS Evolutions

- Manage Service Support Facilities Evolutions
- Manage V2 Evolutions and Maintenance
- Manage V3 developments and Maintenance

Ensure EGNOS Programme security provision

- Manage EGNOS security operations
- Operational security and security governance
- Prepare security accreditation and ensure compliance

EUSPA Galileo Programme Component

The support from Galileo Programme department aims at supporting:

- 1. the management and follow up of the service provision activities and contracts**
 - In the areas of operations, maintenance, deployment, user support and security
 - For some specific phases (e.g. support to critical space segment activities) could also involve work in 24/7 shifts for a limited period of time
- 2. the management and follow up of the service infrastructure evolution contract**
 - Including all phases (e.g. from technical specification, design, qualification and up to entry into service and acceptance)
- 3. the management and evolution of the current and new Galileo Services**
 - From mission definition to service validation, including also supervision and reporting of the services

The work in all areas includes work in close cooperation with external and internal stakeholders, sometimes in direct contact with EUSPA contracts, and sometimes the preparation of internal documentation.

The outputs can be both technical (e.g. analysing the performance of the infrastructure) or Programmatic (e.g. preparing service implementation plans)

Agenda

1. Introduction
2. Procurement procedure
3. Overview of the Lots
4. Q&A

Important: The information, clarifications and explanations presented during the Information Session do not aim to and may not amend or alter in any way the provisions of the Invitation to Tender and its annexes; such amendment may be done only by issuing of dedicated corrigenda; should the candidate require further clarification, they may request such as provided in the Tender Specification.

Procurement Procedure



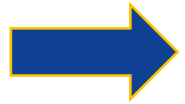
Open Procedure



Multiple Framework Contract in cascade



Inter-institutional nature



Implementation approach:

- A. Service mode provision and
- B. Deliverables mode provision

Modes of FWC implementation

CASCADE MECHANISM:

Identical FWCs to be concluded separately between the Contracting Authority and 2 Contractors per each Lot to ensure that SCs are executed either by the first-ranked Contractor or the following one, should the former be unavailable or unable to perform the SC in keeping with CA's requirements - for reasons not entailing FWC termination

1

Service Provision Mode:

- Contractors are paid on the basis of FWC man-day rates per category, in line with level of engagement of respective teams for particular **period / task**
- Mostly in EUSPA premises, but also in Contractor's premises could be envisaged when required

2

Deliverables Provision Mode:

- Contractors are paid on the basis of FUPs for **deliverables** (based on FWC man-day rates per category and required level of effort for deliverable production) submitted and accepted by the Contracting Authority.
- Mostly in Contractor's premises, but also in EUSPA premises could be envisaged when required.

Measures to avoid reliance on a single provider:

See Section 1.5 of the Tender Specifications – please consult carefully the full text and the issued clarifications

1.5.1 In order to avoid reliance on reliance on a single provider, considering the criticality of the services for the Agency's operations and the continuity of services, as set out in art. 14, paragraph 1), letter b) of the Space Regulation, the Contracting Authority will limit the number of lots to be awarded to same tenderer either as first or as second Contractor in cascade to 2 (two) out of 5 (five) lots, even in case such tenderer is found to have submitted the most economically advantageous tender and / or the second ranked⁶ tender for more or all the lots.

In the situation described above, the Contracting Authority shall award to the same tenderer the 2 (two) lots of the highest value, as per the ceilings defined in section [2.2.5](#).

In such a case, the framework contracts for the remaining lots where the tenderer, subject to the above-mentioned limitation, has submitted the most economically advantageous tender will be awarded to the tenderer having submitted the second most economically advantageous tender.

The same rule shall apply where the second-ranked tenderer will result as such for a number of lots higher than two. In this case the remaining lots will be awarded to the third ranked tenderer.

See further section 1.5.2 Exceptions and 1.5.3 Consortia

Competitive tendering requirement



The Contractor shall have to achieve, in the course of the execution of the contract, **minimum 10% share of subcontracting to be awarded in competitive tendering outside the Group.**

Group is meant to encompass:

- i) the entity or the group of entities acting as a tenderer;
- ii) the entity /entities to which the tenderer or any of the members of the group acting as tenderer is affiliated;
- iii) the entities affiliated to the tenderer or to any of the members of the group acting as tenderer. An entity shall be deemed affiliated to the tenderer or any of the members of the group acting as tenderer if their links fall within the scope of Article 22 of Directive 2013/34/EU.

The quality of the plan, the target percentage and the relevant commitments will be subject to the **assessment under award criterion Q3** → higher share than the minimum 10% shall be assessed positively // in case of no competitive tendering, the tenderer may score 0 points for Q3.

The **target share of subcontracting** shall be considered:

- **Tendering phase** = in relation to total tender price calculated based on the **indicative evaluation scenario** (for FWC and SC to be concluded);
- **Contract execution** = in relation to price of the **actually requested services under the FWC** and not as a percentage from the maximum nominal volume of the FWC.
- Competitive tendering outside the Tenderer's group is considered to have taken place **when more than one offer from an entity outside the Group has been requested by the Tenderer**. the Tenderer will be responsible for organising its own competitive tender(s) aimed at finding necessary subcontracting.

Main Drivers

- The procurement of this support covers several management and engineering domains
- It will allow EUSPA to ensure continuity and maintenance of the relevant space components operational capabilities, implement the planned evolutions and fulfill its role as System Prime for the system in operation for GNSS systems
- The support is requested in separate lots, each focused on different activities and expertise
- EUSPA is committed to promoting the widest participation possible by economic operators, in particular start-ups, new entrants, and SMEs

Procurement Timeline

Timetable	Date	Comments
Launch of procurement process - submission for publication of Contract Notice to the Supplement to the EU Official Journal	23 February 2024	All documents of the Invitation to Tender available at: Funding & Tenders Portal https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/opportunities/tender-details/a0afc6f2-a024-4ae3-8393-5dfde22f0001-CN and EUSPA website http://www.EUSPA.europa.eu/EUSPA/procurement
Industry Day	15 March 2024	According to section 4.8 of the present document
Deadline for submission of a non-disclosure undertaking (hereinafter referred to as 'NDU') for access to Proprietary Information (unclassified and classified information) for all LOTS	22 March 2024	The deadline is advisory , it is up to the tenderer to decide when to submit the NDU, so that they have enough time to prepare their tender. NDU received less than a week before tender submission deadline may not be processed by EUSPA
Deadline for requests of clarifications	17 April 2024	Clarification requests to be sent in writing only to: tenders@EUSPA.europa.eu
Last date on which clarifications may be issued by EUSPA	19 April 2024	All clarifications will be published at the EUSPA's procurement website: http://www.EUSPA.europa.eu/EUSPA/procurement Tenderers are encouraged to check the EUSPA's procurement website on a regular basis.
Deadline for submission of tenders	25 April 2024 at 23.59 CET	According to conditions of submissions set out in section 4.7 of these specifications.
Opening session and start of evaluation process	29 April 2024	As per section 4.9 of the present document: 14:00 – 17:00
Completion of evaluation	28 June 2024 (estimated)	

Assessment of tenders

- Exclusion Criteria
- Selection Criteria
- Participation Conditions
- Minimum Requirements
- Award Criteria

Ref #	Qualitative award criteria	MIN SCOR E	MAX SCOR E
Q1.	<p>Quality, adequacy, and clarity and of the overall approach to deliver the tasks, subject matter to the Framework Contract, with the following sub-criteria with the following weighting:</p> <p>Q1.1: Efficiency and adequacy of the measures to ensure high quality of the Services (in service mode) and Deliverables (in deliverables mode) (e.g. quality checks, internal reviews, quality controls implementation, approach to ensure precise and adequate reporting (<i>max 10 points</i>))</p> <p>Q1.2: Proposed approach and measures for guaranteeing continuity of the services and limitation of the turnover of the proposed teams of experts, for ensuring prompt reaction times of the Contractor upon re-quests of the Contracting Authority for specific contracts assignments (<i>max 10 points</i>)</p> <p>Q1.3: Adequacy of the price methodology, completeness and adequacy of the information submitted in the cost-sheets (<i>max 5 points</i>)</p>	12	25
Q2.	<p>Quality, adequacy and clarity of the proposal for implementation of the Tasks included in the Simulation Exercise, with the following sub- criteria with the following weighting:</p> <p><u>For both Service and Deliverables Modes</u></p> <p>Q2.1: Proposed organisation of the services to deliver the tasks in- cluded in the Simulations Exercise, quality of the operational work plan provided by the bidder, coordination with the Contracting Authority - processes, check points / intermediate milestones (<i>max 15 points</i>)</p> <p>Q2.2: Credibility of the costing and pricing - consistency, justification and traceability of the proposed costs/prices with respect to the Ten- derer's technical and financial proposals for the Simulation Exercise (max 10 points)</p> <p><u>For tasks to be delivered Service Mode:</u></p> <p>Q2.3: Quality and suitability of the proposed team (i.a. adequacy of the team composition to cover all required areas of expertise, bal- anced distribution of profiles addressing the tasks complexity, lan- guage skills (as relevant) and personal security clearance possession (max 25 points)</p> <p><u>For tasks to be delivered in Deliverables Mode:</u></p> <p>Q2.4: Quality and adequacy of the analysis of the scope of the task, the main challenges and risks and the proposed mitigations, the pro- posed and implementation methods and approach, the rationale be- hind their selection, identified (alternative) solutions and analysis of their pros and cons; adequacy and justification of the proposed sched- ule for the deliverables production (max 15 points)</p>	30	65
Q3.	<p>Competitive Subcontracting implementation</p> <p>Quality and credibility of the subcontracting plan and relevant commit- ment taking into account the target percentage as provided in section 2.2.12</p>	5	10

Financial template – FUPs

Man-day FUPs (proposed by the tenderer) are based on three profiles:

- *Principal Consultant*
- *Senior Consultant*
- *Junior Consultant*
- *Operator 24H (only Lot5)*
- *Operator (only Lot5)*

Prices shall be proposed by **locations** and the **two duration intervals** (greater or below 6 Months).

The hourly rates, overheads and profit data will be filled in the **PSS A1**.

Man-day Rates, EUR	
Profile	contractors premises
Principal Consultant	€ -
Senior Consultant	€ -
Junior Consultant	€ -

assigneent above 6 months (> 6 Months)			
EUSPA HQ Prague	EUSPA office in Toulouse (FR)	GRC (NL)	EC in Brussels
€ -	€ -	€ -	€ -
€ -	€ -	€ -	€ -
€ -	€ -	€ -	€ -

assigment below 6 months			
EUSPA HQ Prague	EUSPA office in Toulouse (FR)	GRC (NL)	EC in Brussels
€ -	€ -	€ -	€ -
€ -	€ -	€ -	€ -
€ -	€ -	€ -	€ -

Simulation Exercise – Service Mode

Effort/Cost estimation for Service mode: FUPs **units** assignment for each tasks.

		man-days								
Simulation Exercise	Rate	Contractors premises		Prague		EUSPA office in Toulouse (FR)		GRC		EC in Brussels
SE TASK	Rate	#	€	#	€	#	€	#	€	#
Task 1	Principal Consultant	1	€ -	1	€ -	1	€ -	1	€ -	1
	Senior Consultant	1	€ -	1	€ -	1	€ -	1	€ -	1
	Junior Consultant	1	€ -	1	€ -	1	€ -	1	€ -	1
Task 2	Principal Consultant	1	€ -	1	€ -	1	€ -	1	€ -	1
	Senior Consultant	1	€ -	1	€ -	1	€ -	1	€ -	1
	Junior Consultant	1	€ -	1	€ -	1	€ -	1	€ -	1
Task 3	Principal Consultant	1	€ -	1	€ -	1	€ -	1	€ -	1
	Senior Consultant	1	€ -	1	€ -	1	€ -	1	€ -	1
	Junior Consultant	1	€ -	1	€ -	1	€ -	1	€ -	1

Simulation Exercise – Deliverable Mode

Effort/Cost estimation for Delivery mode: FUPs **units** assignment for each delivery (mapping deliverable/tasks).

SE Task	Deliverable	Site/Location	Number of days per profile			PC	SC	JC	Total Price per Deliverable	Number of Deliveries per 12 months	€ Total Price for Task
			PC	SC	JC						
			A	B	C	A Price	B Price	C Price	D= A + B + C (prices)	E	= D*E
Task 23: Export and international development	D6.1	contractors premises	2	1	1	0	0	0	- €	2	- €
	D6.2	contractors premises	1	3	0	0	0	0	- €	1	- €
Task 24: Service and Mission Requirement Definition and Compliance Engineering – Space Surveillance	D1.1	contractors premises	2	1	1	0	0	0	- €	1	- €
	D1.2	contractors premises	2	1	1	0	0	0	- €	1	- €
	D1.5	contractors premises	1	3	3	0	0	0	- €	1	- €
	D1.7	contractors premises	1	1	3	0	0	0	- €	2	- €

Agenda

1. Introduction
2. Procurement procedure
3. Overview of the Lots
4. Q&A

Important: The information, clarifications and explanations presented during the Information Session do not aim to and may not amend or alter in any way the provisions of the Invitation to Tender and its annexes; such amendment may be done only by issuing of dedicated corrigenda; should the candidate require further clarification, they may request such as provided in the Tender Specification.

Overview of the Lots

5 Lots in the Tender:

Lot 1: Mission, Services Engineering and Uptake Support

Lot 2: Ground and Space Segments Engineering Support

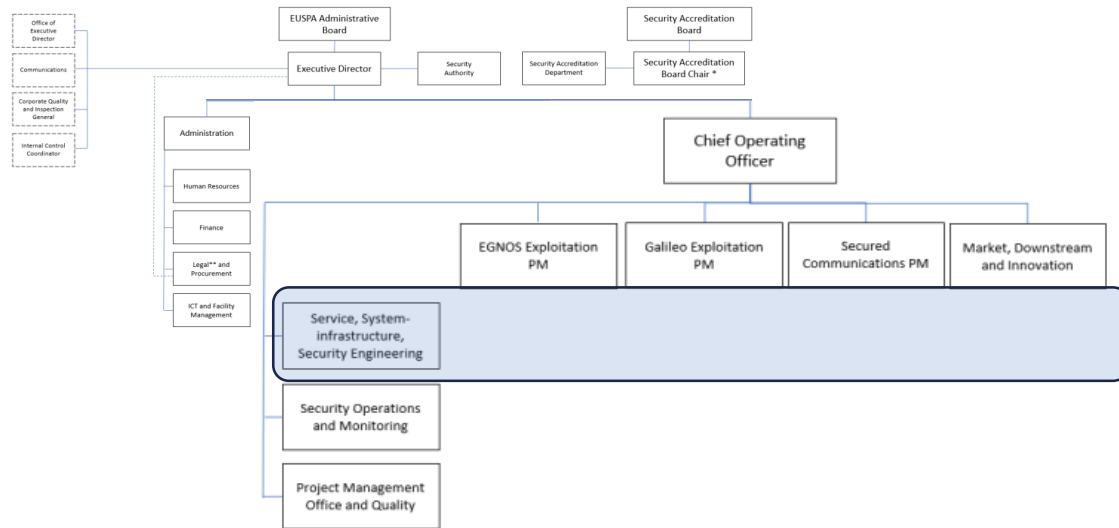
Lot 3: Security - Cyber and Risk Analysis Support

Lot 4: Project Management and Quality Support

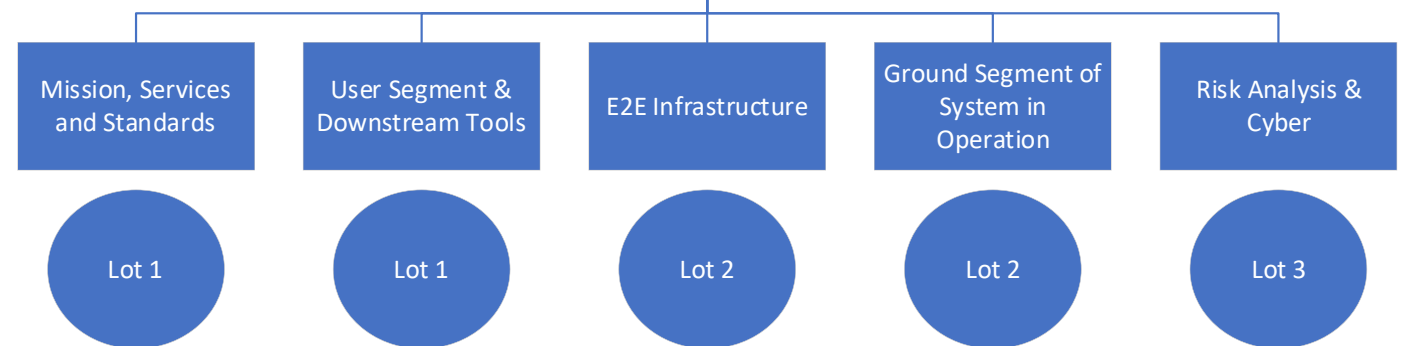
Lot 5: Operations and Service Provision and Management Support

Lot 1-3: Engineering Tasks breakdown

ENG in the matrix organisation



Engineering Activity breakdown

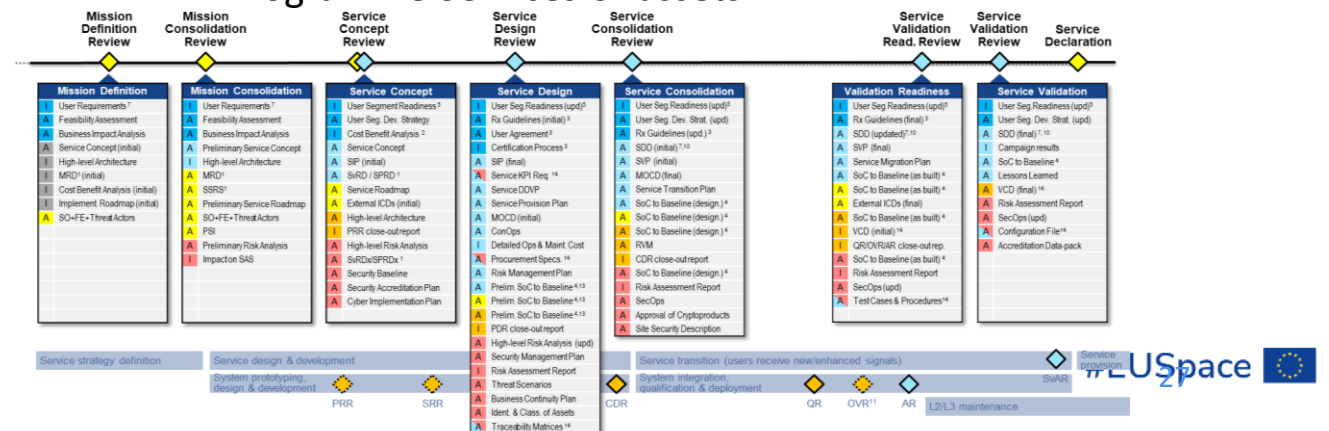


Lot 1: Mission, Services Engineering

Task #	Title	Place of performance (indicative)
1	Service and Mission Requirement Definition and Compliance Engineering	EUSPA HQ Prague Toulouse Contractor's Premises Brussels
2	Service and Mission Security Requirement Definition and Compliance Engineering	EUSPA HQ Prague Toulouse
3	Standardisation	EUSPA HQ Prague Contractors' premises
4	Assessment of Service Performance	EUSPA HQ Prague GRC Brussels
5	User Segment and Tools Development	EUSPA HQ Prague
6	Export and international development	Toulouse

For the EU Space Programme:

- Mission and Service level requirements engineering, justification, traceability, verification and maintenance of compliance
- Support to standardisation activities and WGs
- Service performance analyses and reporting for ongoing and coming services
- Support to the development and procurement of User Segment and Tools
- Support to activities identifying and defining the involvement of extra-European actors in the deployment or use of EU Space Programme Services or assets



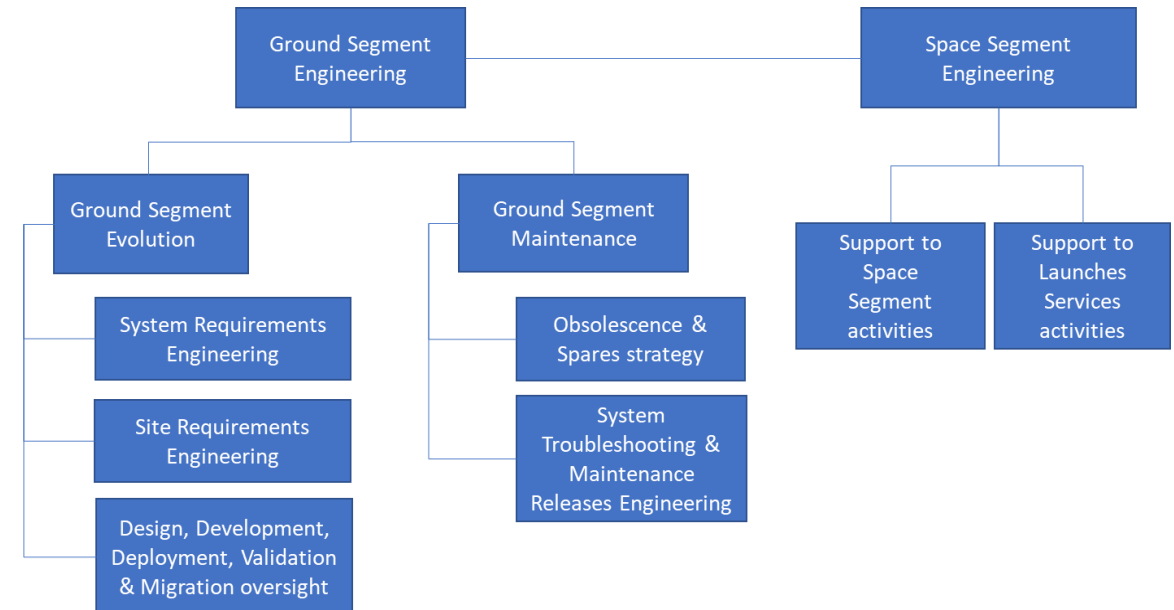
Lot 1: Uptake Support

FWC Task #	Title / Description	Place of Performance
7	Market Development	EUSPA HQ Prague Contractor's premises Brussels
8	User Uptake	EUSPA HQ Prague Contractor's premises Brussels
9	Entrepreneurship	EUSPA HQ Prague Contractor's premises Brussels

- Support to activities **developing the market** for data, information and services offered by the different components of the Union Space Programme, and new programmes, for all market segments
- Support to activities to increase **the Users' uptake (usage)** of data, information and services offered by the different components of the Union Space Programme, and new programmes, for all market segments
- Support to activities fostering **space entrepreneurship activities, notably Cassini**

Lot 2: Ground and Space Segment Engineering

FWC Task #	Title / Description	Place of Performance
1	System Requirements Engineering	Toulouse, GSMC-ES, GSC-ES, EUSPA HQ Prague
2	Site Requirements Engineering	Contractor's premises
3	Design, Development, Deployment, Validation and Migration oversight	EUSPA HQ Prague, Toulouse
5	System Troubleshooting & Maintenance Releases Engineering	EUSPA HQ Prague, GSC-ES, GSMC-FR, Toulouse
6	Space Segment Engineering-Galileo	EUSPA HQ Prague
7	Launch Services Engineering-Galileo	EUSPA HQ Prague



- Support the evolution of the Ground Segment under EUSPA Design Authority (such as Galileo and EGNOS Service Facilities, GSMCs, GOVSATCOM Hubs)
- Support the maintenance of the Ground Segment of the Systems in Operations (Galileo, EGNOS, in the future GOVSATCOM)
- Support the follow up and oversight of Space Segment and Launcher Engineering activities

Lot 3: Security Support

Having regard to the different EUSPA programmes (as defined in the EU Space Programme such as GALILEO, EGNOS, COPERNICUS, GOVSATCOM, IRIS2, EuroQCI, SPACE SITUATIONAL AWARENESS), the objective of this Lot is to provide support services to EUSPA on:

- ✓ Cybersecurity Internal Auditing;
- ✓ Defensive Security Design;
- ✓ EUCI/COMSEC management;
- ✓ PRS information management;
- ✓ Operational Security, Accreditation and Governance;
- ✓ Vulnerability Assessment;
- ✓ Risk Assessment.

Lot 3: Security Support

Task #	Title	Place of performance
1	Cyber Internal Auditing	EUSPA HQ Prague
2	Defensive Security Design	EUSPA HQ Prague Contractor's premises Brussels
3	Support to EUCI/COMSEC management	EUSPA HQ Prague Contractor's premises Brussels
3.1	Support to LSO (SAU)	GSMC FR
3.2	Support to LISO (SAU)	GSMC FR
3.3	Support to COMSEC Distribution Authority (SAU)	EUSPA HQ Prague GSMC-FR Contractor's premises Brussels
3.4	Vulnerability assessment of the internal CIS (SAU)	EUSPA HQ Prague GSMC FR Contractor's premises Brussels
3.5	Security Documentation Support (SAU)	EUSPA HQ Prague GSMC FR Contractor's premises Brussels
4	Management of PRS Information	EUSPA HQ Prague Contractor's premises Brussels

Lot 3: Security Support

Task #	Title	Place of performance
5	Support to Operational Security, Accreditation and Governance	EUSPA HQ Prague (without possibility of remote support) GSMC-FR Brussels
5.1	Support to Galileo security activities (SAU)	EUSPA HQ Prague (without possibility of remote support)
5.2	Support to EGNOS security activities (SAU)	Toulouse
5.3	Support to GOVSATCOM security activities (SAU)	EUSPA HQ Prague (without possibility of remote support)
5.4	Support to Secure Connectivity security activities (SAU)	EUSPA HQ Prague (without possibility of remote support)
5.5	Support to Copernicus security activities (SAU)	EUSPA HQ Prague (without possibility of remote support)
5.6	Support to SSA security activities (SAU)	EUSPA HQ Prague (without possibility of remote support)
5.7	Support to emerging security activities (SAU)	EUSPA HQ Prague (without possibility of remote support)
6	Vulnerability Assessment	EUSPA HQ Prague Contractor's premises Brussels
7	Risk Assessments	EUSPA HQ Prague Toulouse (for EGNOS) Contractor's premises Brussels

Lot 4: Project Management and Quality Support

Quality Assurance & Configuration

Task #	Title	Place of performance
Task 1	Configuration and Document Management	
Task 1.1	Baseline Management	PRG TLS GSMC-ES Contractors' Premises
Task 1.2	Management of Requirement Configuration Control Process	Contractors' Premises
Task 1.3	Review Management	PRG TLS Contractors' Premises
Task 3	Product Assurance/Quality Assurance	
Task 3.1	Support to Anomaly and Non Compliance management	PRG TLS Contractors' Premises
Task 3.2	Support to the Request for Deviations and Waivers management Process.	PRG TLS Contractors' Premises
Task 3.3	Operational Configuration and Asset Management	GSC-ES Contractors' Premises
Task 3.4	General support to Product Assurance and Quality Assurance	GSMC-FR Contractors' Premises
Task 4	Support to Reliability Availability Maintainability and Safety	
Task 4.1	General Support to RAMS management	PRG Contractors' Premises
Task 4.2	Safety engineering support to certification	TLS Contractors' Premises

Project Management Office

Task #	Title	Place of performance
Task 5	Support to Programme and Project Management	PRG TLS GSMC-FR GSC-ES Contractors' Premises
Task 6	Risk and Opportunity Management	PRG TLS Contractors' Premises
Task 7	Schedule Management	PRG TLS Contractors' Premises
Task 8	Ex-ante Control in Grants Costs claims	PRG Contractors' Premises

Cost Engineering & Business services

Task #	Title	Place of performance
Task 2	Cost Engineering	
Task 2.1	Support for Cost Estimation and modelling	PRG Contractors' Premises
Task 2.2	Support for Financial evaluation: Cost sheets and Cost Repository system	PRG Contractors' Premises
Task 2.3	Support to Bisy and ANAPLAN	PRG Contractors' Premises
Task 2.4	Support to IPlan – procurement planning	PRG Contractors' Premises

Lot 5: Operations and Service Provision and Management Support

Task #	Title	Place of performance
1	Ground and Space Segments Maintenance and Integrated Logistics Support	
1.1	Integrated Logistics Support (ILS) and field deployment	[EUSPA HQ] [Toulouse] [GSMC-ES] [GSMC-FR] Contractors premises. Bruxelles
1.2	Ground Segment Maintenance	[EUSPA HQ Prague] [GSC-ES] Contractors premises. [Toulouse] Bruxelles
1.3	Space Segment Maintenance	[GCC-D] [EUSPA HQ Prague] Brussels
2	Sites Hosting Services Management	[EUSPA HQ] [Toulouse] [GSMC-FR] [GSMC-ES] [GRC] Contractor's Premises Brussels
9	Support to Service Provision Management	
9.1	Operations and Service Provision concept	EUSPA HQ [Contractor's Premises] Brussels
9.2	System Operability, Maintainability and Operations preparations	EUSPA HQ Prague] x 1 [GCC-I] [GCC-D] [Toulouse] Contractor's Premises Brussels
9.3	Ground and Space Operations	[GCC-I] [GCC-D] [Toulouse] Contractor's Premises Brussels
9.4	Space programmes telecommunication network support	[Contractor's Premises] Brussels
14	Support to exploitation for Service Transition	EUSPA HQ Prague [GSC-ES] Contractor's Premises [Toulouse] Brussels

Maintenance and evolution of the System in Operation

Support to service provision and evolution

Task #	Title	Place of performance
3	Security and Service Operations Support	
3.1	Security Operations Support	GSMC-FR GSMC-ES Contractor's Premises
3.2	Security operations execution and improvements	GSMC-FR Contractor's Premises
6	Security Incident Management, SOC real-time operations, 24/7, support services	[GSMC-FR] [GSMC-ES]
7	Operate the Galileo Reference Centre	GRC
8	Support to operational users' management/coordination/communication	GSMC-FR GSC-ES GSMC-ES Contractor's Premises Brussels
10	Cyber-defense support to 24/7 SOC operations (Vulnerability management, Forensics, Malware and Threat Landscape Analysis)	[GSMC-FR] [GSMC-ES] Contractor's Premises
11	Security Information And Event Management (SIEM) Expertise	[GSMC-FR]
12	SOC Remote support services	GCC-I GCC-D Contractor's Premises
5	Service Provision security support	[EUSPA HQ] [Toulouse] Contractor's Premises Brussels

Operation of the systems (e.g. Security Operation Center, Galileo Ref center, SSA Helpdesk). Cyber schema may apply to tasks 6.

Support to service provision

Agenda

1. Introduction
2. Procurement procedure
3. Overview of the Lots
4. Q&A

Agenda

1. Introduction
2. Procurement procedure
3. Overview of the Lots
4. Q&A

Q&A format

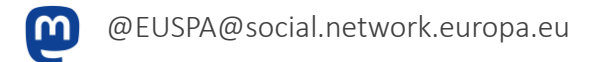
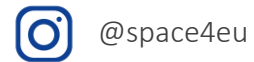
- Life answer of submitted/written questions
- All answers will also be provided in written form on the EUSPA/OP/37/23 tender website
- Some questions might take some more time to assess and will be answered in writing only



Linking space to user needs

Get in touch with us

www.euspa.europa.eu



EUSPA is hiring!

Apply today and help shape the future of #EUSpace!