

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

### **No. 19-63523-A**

### **Preparation, delivery and maintenance of Team Resource Management (TRM) Awareness and Facilitation courses for the EUROCONTROL Institute of Air Navigation Services (IANS).**

IANS is seeking a provider for the delivery of TRM training courses part of the IANS course portfolio. This includes a TRM Awareness course and a TRM Facilitation course.

Instructor requirements, amongst others:

- substantial expertise and experience in Team Resource Management and Facilitation skills
- substantial expertise and experience in implementing the EUROCONTROL TRM programme
- instructor holds or has held an ATCO license or has a degree in a relevant subject (Aviation Safety, Organisational Psychology, ...)

#### **Who should tender:**

This invitation to bid addresses all companies that are in a position to offer and guarantee the profile as described above.

European  
Organisation for the  
Safety of  
Air Navigation

**Closing date: 24 September 2019 at 15h00 CET (Local (Brussels) Time)**

Organisation  
européenne pour la  
sécurité de la  
navigation aérienne

#### **Point of Contact:**

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

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B- 1130 Bruxelles  
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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**

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the documentation.

2. If you are not yet a EUROCONTROL supplier, please follow the 4-step process described on the following link:

<https://www.eurocontrol.int/portal/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 "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 other than to complete the required information and to sign/stamp the Tender Form;
  - 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.