

i- CALL FOR TENDERS

Call for Tenders No.: 20-220319-A

Title: Simulator Pilot Operator in support to Real-Time Simulations

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 purpose of this call for tenders is to award a non-exclusive contract for the provision of simulator pilot operator services which are carried out for the needs of EUROCONTROL's real-time simulations
The pilot operator service that is requested within this tender is two-fold:

1. Remote Piloting provided from distance and at the Contractors premises; and
2. Local Piloting provided on the EEC premises.

Main selection, assessment and award criteria:

TECHNICAL CAPACITY CRITERIA	
	The Tenderer shall prove having capability to provide a pool of simulator pilot operators with required qualifications and experience to carry out the requested services. The CVs of individual candidates shall be presented in the proposal.
	The Tenderer shall prove having capability to provide simulator pilot operator service involving up to 6 pilots simultaneously.
	The Tenderer shall prove having personnel and capability to deal with basic IT tasks including network and security to ensure VPN creation and other IT support.
	The Tenderers shall prove that they have capacity to provide for adequate and safe work environment to carry out remote piloting tasks

* EUROCONTROL – European Organisation for the Safety of Air Navigation

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, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom.



(sufficient material in terms of seating, adequate environment in terms of, lighting, space, noise, comfort, etc.).
The Tenderers shall prove that they have capacity to provide for adequate network connection in compliance to ensure optimal connectivity between the pilot workstations and the other parts of the simulation platform. This VPN shall comply with EUROCONTROL security requirements.

TECHNICAL ASSESSMENT CRITERIA
Personnel with required level of Pilot Operator Skills. At least one person with required level of Chief Pilot Operator Skills
Capacity to manage and maintain requested number and availability of skilled pilot operators, including aspects such as selection and recruitment, pilots' turnover and training throughout the duration of this contract.
Capacity to deal efficiently and timely with unplanned absences (e.g. sickness, no-show), replacement in case of not satisfactory performances and ad-hock overtime work requirement.
Capacity to comply with requirements for adequate work environment/ office space required for provision of remote service.
Capacity to comply with requirements for network connection, IT support and resources required for provision of remote service.
Capacity to deal efficiently and timely with any problem in order to ensure smooth remote service provision.
Overall quality of the Tenderer and the Proposal. Capacity of the Tenderer (not of its personnel) that it is able to carry out the contract to an appropriate quality standard supported by references from previous contracts, project reports and specific examples.

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: 21-09-2020 at 15:00 CET

Point of Contact: 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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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, please send an e-mail to the Point of Contact mentioned above to get access to the documentation.
2. If you are not yet registered as a EUROCONTROL supplier, please follow the 3-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 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.