

## i- CALL FOR TENDERS

**Call for Tenders No.:** 20-440615-A

**Title:** ISO 9001:2015 NMD certification renewal

**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:** In order to maintain its ISO 9001 certificate, the Network Management Directorate must renew it. This renewal is accompanied by 3-years cycle of surveillance visits. Maintaining the ISO certificate is of strategic importance for the Network Manager both for the image of the Agency vis à vis our stakeholders and abroad. Also, as per the EU Regulation in force, the ISO 9001 certification by an Accredited Certification Body is recognized by EASA and exempts NM to be oversights as far as Quality Management System is concerned. (Commission Implementing Regulation (EU) 2017/373 of 1 March 2017 laying down common requirements for providers of air traffic management/air navigation services and other air traffic management network functions and their oversight.) The Network Manager must contract an inspection body to conduct the certification renewal under the criteria of the ISO9001:2015 Standard.

\* 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.



NETWORK  
MANAGER



**Main selection, assessment and award criteria:**

Table 1 – TECHNICAL CAPACITY CRITERIA

Criteria	Subject	Pass/Fail
1	Accreditation body <ul style="list-style-type: none"> <li>• Tenderers as Certification bodies shall get a valid license to conduct certification audits and issue certificates compliant with ISO 17011</li> </ul>	
2	Related to Technical and Professional Capacity to deliver <ul style="list-style-type: none"> <li>• Tenderers shall demonstrate a sustainable technical ability to undertake the work through his geographical location considering EUROCONTROL location (Belgium)</li> </ul>	

Table 2 - TECHNICAL ASSESSMENT CRITERIA

Educational requirements and proposed team and Tenderer criteria	Total	
	Max	Min
Expertise and capabilities - Prior expertise in similar ATM domain - Size of the proposed auditorss team - Capacity to make available resources (Mandatory)	15	12
Team general adequatness Ability to work with the Supplier (Desirable)	5	
Technical offer requirements	Total	
Understanding problem statement - Conformity of scope and proposed schedule with timeframe (3.1.3), (3.1.4), (3.1.5) - Surveillance and Focus vists approaches (3.3.1), (3.3.2) - Adequateness of effort versus NMD's,own (duration, auditor) - (3.3.1), (3.3.2) - NMD's approach considered (3.3.4), (4.1), (5) - Conformity to acceptance criteria (4.2) (Mandatory)	20	17
Quality of the documentation (well structure, complete, clear, easy to read and to understand, good level of english) Quality / timeliness of interaction/ reply to clarification requests) (Desirable)	10	
Experience/Skills required	Total	
Experience in conduction of audit (more than 5 years)and auditors competences (proposed CVs meet Technical specificaion section 3.3.3) - ATM related - CMMi knowledge/audit experience - ITIL/ISO 20000 knowledge/audit experience - SMS and SecMS knowledge/audit experience - Fluency in both English and French - Proven experience in Project Management with strong quality commitment (Mandatory)	30	25
Knowledge of EUROCONTROL Knowledge of NMD (Desirable)	5	
Other requirements and overall Technical Offer	Total	
Strong ability to work within an international environment and with various cultures (performing audits) (Mandatory)	10	7
Flexibility and easy understanding and application of technical requirements Demonstrate quality commitment (Desirable)	5	

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:**

02-02-2021 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:

Armelle DUPUY

NMD/BCS/Procurement

E-mail: [armelle.dupuy@eurocontrol.int](mailto:armelle.dupuy@eurocontrol.int)

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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.