

i- CALL FOR TENDERS

Call for Tenders No.: 21-440346-A

Title: Human Factor ATSEP training

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 aim of the Call for Tender is to select a provider for the delivery and review of existing courses (or course modules) in the area of Human Factor to engineers and operators of the NM Technology Division, in particular of 2 sections : the Systems Testing and Operations (STO) and the Operational Systems Management (OSM). The term course (module) delivery stands for a presentation in English of the course (module) in a classroom in front of the course participants or in a virtual classroom through a platform such as ZOOM or MS Teams.

Main selection, assessment and award criteria:

TECHNICAL SELECTION AND CAPACITY CRITERIA
English level equivalent to C1 as defined in the Common European Framework of Reference (CEFR)
A certificate attesting to the fact that Tenderer complies with international quality standard ISO 9001 and/or European quality standard EN 29001

* 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.



TECHNICAL ASSESSMENT CRITERIA
Experience in designing or presenting courses in an international environment during the last 2 years.
Experience in presenting virtual courses or activities demonstrating knowledge in the use of virtual meeting tools.
Strong Expertise in Human Factor in ATSEP context
Excellent facilitation techniques in a classroom or in a virtual environment.
Experience in MS Teams or Zoom

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: 01-10-2021 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
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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.