

i- CALL FOR TENDERS

Call for Tenders No.: 21-430424-A

Title: Virtual course and webinar support agent

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: EUROCONTROL's Institute of Air Navigation Services (IANS), based in Luxembourg, is primarily concerned with providing operational, technical and managerial training to Air Traffic Management (ATM) staff in the EUROCONTROL Member States. These activities include the development and delivery of classroom, virtual and e-learning courses as well as webinars and workshops.

To support the delivery of virtual courses and webinars, IANS is using videoconferencing and webinar applications (i.e. Zoom and Microsoft Teams).

IANS is seeking to improve the quality of its events through different means:

- Hardware equipment (e.g. via dedicated rooms or enhancements to personal use)
- Software for video streaming and camera control (e.g. OBS, Qlabs, VideoLan)
- The use of a clear visual identity (e.g. mailing, registration page, documentation download)
- Staff training (e.g. use of the software, how to interact).

* 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.



The purpose of this contract is to obtain time-based assistance for these improvements activities and to support the delivery of events (e.g. hosting webinars, ad-hoc technical support, schedules support for online examinations).

The effort foreseen is one FTE for a period of 18 months. IANS facilities are based in Luxembourg and the work shall be carried out from those premises.

Main selection, assessment and award criteria:

T E C H N I C A L A S S E S S M E N T C R I T E R I A
Bachelor or equivalent certification
Specialisation in Computer Science, Multimedia or equivalent certifications
English level equivalent to B2
French level equivalent to B1
At least 1 year experience in capturing user needs (e.g. constraints for the organisation of an event, software related needs) and translating them into technical or organisational solutions (e.g. technical set-up, event script)
At least 1 year experience in supporting the delivery of live events events (e.g. webinars, TV productions, live streaming)
At least 1 year experience operating in a control room/control booth/technical booth
At least 1 year experience operating scene and effect selection using hardware or software (e.g. Open Broadcaster Software - OBS) solutions
At least 1 year experience with one of the technology: camera, lighting of scenes, sound equipment
At least 1 year experience streaming video on the Internet
At least 1 year experience with post production and video editing software
At least 1 year experience working in a multi cultural team or in an international context (e.g. being able to collaborate with colleagues of different cultures and background)
Display the following values: diversity, stakeholder focus, integrity, readiness to change, result driven
At least 1 year experience in self-development using online resources. (e.g. following online courses, tutorials, participating in webinars, teaching oneself to use a software)
At least 1 year experience in developing support documentation (e.g. PDF guidelines, tutorial video, software contextual support)
At least 1 year experience with project management (e.g. for the set up of events, for the release of a new software)
At least 1 year experience teaching online

Have worked at least 1 year in the Air Traffic Management domain or have shown an interest for the field of Aviation
At least 1 experience in administration of web videoconferencing accounts (e.g. Zoom, Webex, MS Teams)
At least 1 year experience with graphical design tools (e.g. Photoshop)
At least 1 year experience with mailing tools to send marketing campaigns ideally with SalesForce and Marketing Cloud

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: 08-11-2021 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

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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.