

i- CALL FOR TENDERS

Call for Tenders No.: 21-110450-A

Title: Expert support for Conference Services

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:

At its premises in Brussels, the EUROCONTROL Agency runs a conference centre, comprised of 15 large meeting rooms and a number of smaller rooms. Before COVID19, the conference centre welcomed up to fifty thousand users a year, we expect to return to this number in 2022/2023.

The conference centre is used by EUROCONTROL for all its major meetings, events and exhibitions and is also made available to external partner organisations for the organisation of their own high-level meetings.

The conference centre is run by a EUROCONTROL staff member, with the support of external contractors who provide **conference support services**. These services include, amongst others:

- setting up the rooms so they are prepared for the meetings,
- front-line support to users in the conference rooms during the meetings to ensure they are able to use the equipment (microphones, computers, projection),
- managing audio-visual aspects of major meetings (sound, visuals, voting systems, mixing racks etc),
- as well as specialised support for specific events.
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* 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 conference team is also responsible for:

- managing the technical aspects of the EUROCONTROL TV studio including setting up the studio (lights, sound, camera) for filming or broadcasting sessions, handling the mixing table, providing technical support.

The team is required to be flexible as conferences are often organised out of normal working hours.

Main selection, assessment and award criteria:

TECHNICAL CAPACITY CRITERIA
5 years of experience of the company concerned in audio-visual services provided to large organisations/companies.
Ability of the company to provide replacement staff within 48 hours in the event that the selected contractors are sick or on leave

TECHNICAL ASSESSMENT CRITERIA FOR EACH SENIOR EXPERT
Post-secondary school / Higher-level education in an area related to management of audio-visual equipment or equivalent professional experience
A good knowledge of English and French
Minimum of 5 years' experience in managing audio-visual equipment overall including setting-up, installing and configuring audio-visual and IT equipment for the transmission of images and sound through the network and the video; audio streaming, video conference, WEBEX, Teams, Zoom set-ups and managing cameras and filming/recording of events/conferences through a multi-camera set up
6 months experience in a public conference centre or equivalent including in carrying out first-line intervention on audio-visual conference equipment and carrying out daily maintenance of equipment
6 months of experience in a studio environment using all the following technologies: cameras, audio and video mixers, matrix switchers, SDI routing, encoders and decoders, production platforms and transmission platforms for acquisition, broadcasting (webstreaming, webpublishing), archiving operating green key (lighting, set up cameras, video switching)

TECHNICAL ASSESSMENT CRITERIA FOR THE JUNIOR EXPERT
Completion of a secondary school diploma
A good knowledge of English and French
Minimum of one year professional experience in a post working on a daily basis with audio-visual equipment
Professional training in the use of audio-visual equipment
6 months practical experience of the different web meeting platforms (Webex, Zoom, MS Teams etc.)
6 months experience with the Office suite (Outlook, Powerpoint, Word, Excel basics)

Tender closing date: 20 December 2021 at 15:00 (Brussels time)

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:

Mrs. Adelajde Preçi
DCF/AFS/PROC
E-mail: Adelajde.preci@eurocontrol.int
Tel. : +32 2 729 3686

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.