

## i- CALL FOR TENDERS

**Call for Tenders No.:** ECTL\_SRC\_220053

**Title:** Training administrative assistants

**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:** To support the delivery of training activities, the EUROCONTROL Aviation Learning Centre in Luxembourg is using a series of tools:

- a Learning Management System (LMS branded as Learning Zone)
- a Share Point site to manage course material (i.e. branded as Training Material Management System – TMMS)
- a Library tool.

The EUROCONTROL ALC is seeking support to perform training administration activities. The work will consist in:

- General Administrative Support (Entering Purchase Requisitions, Mission requests, Management of documents for the meetings);
- Learning Zone support: first level support (e.g. login problems, request for generic information, dispatching messages to other people);
- Course Management support (e.g. timetables, SharePoint site for training material Management, administration, e-learning reports);
- Library management (e.g. book loans, article purchases, record of new publications, dissemination of documents).

The purpose of this contract is to obtain time-based assistance for these activities. This effort is expected to be provided by 2 contractors working both at 60% (140 days per year). The total effort is therefore: 2 contractors \* 140 days per year \* 2 years.

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

**Comprehensive Agreement States:** Israel, Morocco.

The EUROCONTROL ALC's facilities are based in Luxembourg and the work shall be carried out from those premises.

Tenderers can reply to Lot 1 and/or Lot 2.

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

<b>TECHNICAL ASSESSMENT CRITERIA</b>
Bachelor Degree or equivalent degree
English level equivalent to C1
French level equivalent to A2
The candidate should display the following behavioural competencies: Planning and organisation (Displays an organised and methodical approach), Quality focus (Delivers consistent quality in work), Result focus (Strives to meet work expectations).
At least one year experience with the use of Microsoft Office suite (Word, Excel, PowerPoint)
At least 2 years experience interacting with customers showing customer focus (adapts services to respond to customer needs)
At least 1 year experience searching for information online and initiating requests to sites (e.g. booking, purchase, access request)
1 year experience with a documentation system (e.g. Library Management System)
1 year experience with a Learning Management System (e.g. Moodle)
Display the following values: diversity, stakeholder focus, integrity, readiness to change, result driven.
At least 1 year experience teaching
At least 1 year experience in developing support documentation

The economically most advantageous offer will be established in accordance with the following:

The Technically compliant Tender with the Lowest Contract Price will be considered as the best choice for contract award.

**Tender closing date:** 02-11-2022 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/PROC

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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, you can search for this Call for Tenders, and its relevant documentation, in the “*View Active Negotiations*” section of the Supplier Portal.
2. If you are not yet registered as a EUROCONTROL supplier, please follow the process described on the following link: <https://www.eurocontrol.int/portal/new-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.