

i- CALL FOR TENDERS

Call for Tenders No.: ECTL_SRC_230134

Title: NMD Game Changers Programme

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 Network Manager is engaged in a unique forward looking transformation project. This includes not only the development of state-of-the-art technical systems and the construction of a new operations centre but also a rejuvenation of staff, and a collective uplifting of talent and leadership capability throughout the organisation. The transformation project is a huge opportunity to shape a connected and engaged workforce creating the right culture to drive business success. A more people-centric culture maximising engagement and human connection is a prime objective of the NM people strategy. A set of development initiatives, described below, have been organised to translate that strategy into required leadership behaviours and capabilities.

- The Executive Management Team (9 leaders) and their direct reports (30+ managers) have completed individual development journeys incl. coaching and this managerial community is building team cohesiveness under the leadership of the Director NM since 2019.
- The Personal Development Paths helped strengthen leadership capability through individual assessment and coaching. The Team Cohesiveness initiatives focused on common direction, alignment and commitment, team bonding, collective intelligence, and psychological safety. These development programmes helped shape and inspire NM's managers to be role models that work together to deliver as "one".
- The Game Changers Programme unlocked the potential and the talent of engaged NM professionals in the organisation (20 individuals per year). The selected group of Game Changers have the potential to move into key roles with more technical, managerial or leadership responsibility in the future. Considering the ever-changing challenging context NM is

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.

called to operate in, the Game Changers Programme 2025+ will need to focus also on:

- Developing out of the box and ecosystem thinking;
- Building 360° collaboration and partnerships;
- Working in and leading teams remotely;
- Enhancing digital maturity. Moreover, new imperatives will need to be taken into account throughout the implementation of the contract.

The objective of this Call for tenders is to select a supplier for the upcoming 36 months with possible yearly extension for 2 additional years.

Main selection, assessment and award criteria:

TECHNICAL ASSESSMENT CRITERIA
Single and unambiguously defined main contractor.
Proven and documented subcontracting arrangements, if relevant
Inclusion of a 'journey' or 'programme' for the Group Learning Stream in the proposal.
Inclusion of mentorship programme.
Ability to provide the programme at EUROCONTROL Headquarters or at a travel distance of max 45 minutes.
The Tenderer shall provide not less than 3 relevant references where similar development plans were successfully deployed in the past 3 years.
The Tenderer shall propose a programme, including the proposed development events and their sequencing, that is ready to roll-out.
The Tenderer shall propose a programme for the Mentoring component, including the sessions for the Mentors and the Mentees.
The Tenderer should describe the matching process to match Mentors and Mentees.
The Tenderer shall propose a governance process for the programme and the project.
The Tenderer shall demonstrate the ability to deliver the programme immediately after signature of the contract demonstrating reliability, flexibility and responsiveness to adjust to the EUROCONTROL business requirements.
The Tenderer shall propose diverse mix of methodologies supported by specific technologies e.g. Digital learning delivery platform, Learning experience portal.
The Tenderer shall demonstrate good understanding of the key requirements and expectations as outlined in the technical specifications.
The tenderer shall demonstrate the capability in deploying quality faculty as specified in proof required.

<p>The tenderer should have the knowledge of and familiarity with air transport and international public organisations are a definite asset. Understanding of the Agency's working environment, procedures and specificities is a plus.</p>

<p>The tenderer should demonstrate its capacity to monitor the work and to ensure that the services are of high quality.</p>
--

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

For the Technical tender, a weighting of 70% is applied, for the Financial tender, a weighting of 30%.

Tender closing date: 07-02-2024 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:

DUPUY, Armelle

DCF/AFS/PROC

E-mail: armelle.dupuy@eurocontrol.int

Tel.: +32 2 729 3795

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.