

i- CALL FOR TENDERS

Call for Tenders No.:

ECTL_SRC_240015

Title:

Provision of Training/coaching in relation to EUROCONTROL, Maastricht Upper Area Control Center (MUAC), Cultural Change from ANSP to ADSP

General:

EUROCONTROL, the European Organisation for the Safety of Air Navigation, has 41 Member States and is a civil-military intergovernmental organisation committed to building, together with its partners, a Single European Sky, i.e. arrangements allowing the air navigation management system in Europe to achieve the level of performance required for the coming decades.

Technical subject matter:

MUAC has been developing a new vision: in addition to continuing to provide air traffic management services to its direct customers, the airlines, it also aims to become an ATM data service provider (ADSP). This means that MUAC is seeking to develop scalable collaborative solutions with other ANSPs as partners. This will further increase international cooperation, reduce the fragmentation of systems and software, and cut costs for all partners. MUAC 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

Main selection, assessment and award criteria:**TECHNICAL CAPACITY CRITERIA**

The Supplier - a single and unambiguously defined main contractor - shall demonstrate a substantial expertise in developing training/workshop/exercise for an ADSP, with an emphasis on the change of Staff's attitude, motivation, awareness..., and substantial expertise in providing trainings/workshops in related domains.

The Supplier must be able to provide the training/workshop/exercise at MUAC premises, or at a car travel distance of maximum 45 minutes from MUAC premises.

The assigned trainers/coaches (minimum 1) must be senior staff of the supplier (not subcontracted), *close to or included in senior management of the supplier's organisation* and must demonstrate international standing and Academic credentials (PhD, M.Eng).

TECHNICAL ASSESSMENT CRITERIA

The Tenderer shall confirm and demonstrate the ability to deliver the program (trainings/workshops/exercises) and its implementation immediately after signature of the contract demonstrating reliability, flexibility and responsiveness to adjust to the MUAC business requirements. (cfr technical specifications 3.5).

The Tenderer shall have the knowledge of and familiarity with air transport and international public organisations. Understanding of the EUROCONTROL Agency's working environment, procedures and specificities is a plus.

Quality of the technical proposal: understanding of the CfT and the strategic importance of the Cultural Change programme.

The Tenderer shall propose a program (trainings/workshops/exercise) for the Transformation & Culture organisation component, including a delivery planning for the deliverables, with details as regards the proposed number of trainees per group and the proposed number of trainings for Lot 1.

The Tender shall propose a governance process for the program.

The Tender shall propose a diverse mix of organisation, leadership and coaching methodologies.

The Proposal shall indicate the specific issues of an organisation transforming from a successful ANSP, into a DPO and ADSP.

The Proposal shall address the issues of an organisation that opens to outside collaboration, with little previous customer exposure.

The Proposal shall provide a number of insights from Tenderers experience and show how these insights can be applied in MUAC's Cultural Change programme.

KPIs: The Tenderer shall define a set of measurable criteria to assess the success of the implementation of the cultural change, and effectively measure these during and after the first wave of trainings/workshops/exercises.

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: 25 March 2024 at 15:00 CET

Point of Contact: Please see the “Important Notice” below and if you have any other related questions, please contact:

MUAC/DIR/PROC
E-mail: natascha.charles@eurocontrol.int
Tel.: +31 43 366 1583

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.