

## i- CALL FOR TENDERS

**Call for Tenders No.:** ECTL\_SRC\_240017

**Title:** **Provision of Medical Services to the Maastricht Upper Area Control Centre**

**General:** EUROCONTROL 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:** This call for tenders concerns the provision of Medical Services consisting of Lot 1 - Aero Medical Services, Lot 2 - Occupational Health Services and/or Lot 3 - support to Occupational Safety, Health & Environmental OSHE to the Maastricht UAC.

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

<b>TECHNICAL CAPACITY CRITERIA</b>
<b>LOT 1 – AERO MEDICAL SERVICES</b>
<ul style="list-style-type: none"> <li>- The provider <b>shall</b> be ISO 9001 Certified.</li> <li>- The provider <b>shall</b> be a certified AeMC (Aeromedical Centre).</li> <li>- The medical examination <b>shall</b> be performed according to the provisions of EU regulation 2015/340 (“Requirements for European Class 3 Medical Certification of Air Traffic Controllers”) in the version applicable at the time of the medical examination.</li> </ul>
<b>LOT 2 – OCCUPATIONAL HEALTH SERVICES</b>
<ul style="list-style-type: none"> <li>- The provider <b>shall</b> be ISO 9001 Certified.</li> <li>- Provider <b>shall</b> be recognised as occupational health services provider under Dutch law.</li> <li>- At least one doctor of the doctors assigned to the contract <b>shall</b> possess knowledge of Aviation Medicine, the second doctor <b>shall</b> commit to obtain basic training (as specified under EASA regulations – EU 2015/340 AMC1 ATCO.MED.C.015 and AMC2 ATCO.MED.C.015) during the 1st year of the contract.</li> </ul>
<b>LOT 3 – OCCUPATIONAL SAFETY, HEALTH &amp; ENVIRONMENTAL (OSHE)</b>
<ul style="list-style-type: none"> <li>- The provider <b>shall</b> be ISO 9001 Certified.</li> <li>- The provider <b>shall</b> be certified Arbodiensten( <a href="#">SBCA</a>) provider.</li> </ul>

- Expertise Capability: The Tenderer **shall** demonstrate expertise in providing similar OSHE services by providing evidence of similar contracts for at least 2 customers it has provided service to in the last 3 years.
- The provider **shall** demonstrate to dispose over a dedicated team of Arbokerndeskundigen as per dutch legislation (Arbowet) with Minimum Key Staff Structure consisting of : minimum 2 of each:

- Arbeidshygiënist, (occupation hygienist)
- Hogere Veiligheidskundige,(safety expert)
- Arbeids- en organisatiedeskundige (labour and organisation expert)

Staff providing the services **shall** be certified as Arbokerndeskundige per [staatscourant 2022 nr, 7977](#) And minimum 1 profile covering:

- MVK (Middelbare Veiligheidskundige) and Incident and workplace investigator.

## TECHNICAL ASSESSMENT CRITERIA

### LOT 1 – AERO MEDICAL SERVICES

- The provider **shall** provide a pool of doctors to secure business continuity in the event of absences.
- The doctors assigned to this contract **shall** be certified AME's class 3.
- Services **shall** not be unavailable for more than 2 calendar weeks in a row due to leave of the provider or doctor's assigned to this contract.
- Due account **shall** be taken of the need to have slots for the medical examination upon recruitment by EUROCONTROL to be available in the recruitment peak periods (i.e. May – September 18 slots; October – January 12 slots).
- The Aero Medical Services provider **shall** take care of the required administrative work related to the appointments of medicals and enabling and coordinating all required medical tests if not provided at Maastricht UAC (ophthalmology, blood analysis, and organise any necessary specialist advice such as ENT, cardiology etc.). Non-standard/additional tests will be at the cost of EUROCONTROL. The Aero Medical Services **shall** forward a softcopy of the original Medical class 3 certificate to MUAC. Details to be laid down in an SLA.
- For the Yearly/two-yearly re-validation medical examinations, air traffic controllers **shall** be able to plan their medicals with a maximum of 180 days before the expiry date of their medicals. The provider **shall** guarantee this. Details to be laid down in an SLA.
- The medical staff **shall** have a C1 (written and oral) level of at least English and Dutch.
- Supervision of the use of medication and assessment of urgent medical conditions for ATCO's **shall** be provided on a standby basis (between 08:00 and 22:00).
- Services **shall** be provided on each of the 5 normal working days of the week (Monday-Friday), national (in the country of business of the provider) and official EUROCONTROL holidays excluded.

- The provider **shall** provide a draft Service Level Agreement (SLA). The draft SLA shall include performance indicators that shall specify coordination requirements of EUROCONTROL.
- The provider shall commit and confirm its agreement to provide the Services at EUROCONTROL MUAC, on the latter's request, depending on the distance between the AeMC and EUROCONTROL MUAC (MUAC will provide the infrastructure and the required medical equipment and maintenance in this case).
- The doctors assigned to the contract should have at least 5 years' experience in aviation medicine.
- The provider **shall** be customer focused. Whereby the customer is MUAC.
- Quality of the tender: Presentation of the company, overall material and resources available to support the contract.

#### **LOT 2 – OCCUPATIONAL HEALTH SERVICES**

- The provider **shall** ensure the availability of a minimum of 2 doctors to deliver the services or at least the presence of a company doctor during 3 days per week and additionally a Task Delegate, who shall be at least a recognised nurse for 2 days. Additionally, a pool of doctors **shall** be accessible to ensure continuity of operations in case of absences. Regardless, services **shall** not be inaccessible for more than 2 consecutive calendar weeks due to provider leave.
- Staff providing the services **shall** be medical doctor(s) or hold a Master degree in Medicine, both specialised in Occupational Medicine and with a minimum of 5 years of experience.
- The doctor(s) **shall** be occupational medicine examiners (registered Occupational Health Specialists according to Dutch Law (BIG register) and provide certification to this effect) and are not required to have Dutch nationality.
- The doctors **shall** provide medical assistance and follow-up of medical services by use of standard office applications (including but not limited to Microsoft Office).
- The doctors **shall** provide medical advice/examinations and adhere to internal procedures regarding recruitment, follow up of sick leave, return to work, special leave, recuperation of leave, special allowances, etc.
- The doctors **shall** provide regular medical monitoring of staff (300 consultations per year) and reporting on the consultations.
- Services **shall** be provided on 4 out of the 5 normal working days of the week (Monday-Friday) for a total of 24h, national (in the country of business of the provider) and official EUROCONTROL holidays excluded.
- Services **shall** be provided at the Maastricht UAC, which will provide the infrastructure and the required medical equipment and maintenance.
- Services **shall** also include flu vaccinations, screen glasses and administration of pandemic-related health care services.
- The medical staff **shall** have a C1 (written and oral) level of at least English and Dutch.
- The provider **shall** provide a draft Service Level Agreement (SLA). The draft SLA shall include performance indicators that shall specify coordination requirements of EUROCONTROL and shall include all requirements as listed under point 4.2. of the Technical Specifications.
- The doctors assigned to the contract **should** have at least 5 years' experience working in a multicultural European environment.

- The provider **should** have previous experience in working according to SLA's.

### LOT 3 – OCCUPATIONAL SAFETY, HEALTH & ENVIRONMENTAL (OSHE)

- All proposed Arbokerndeskundigen : Bachelor Degree (or equivalent). Evaluation based on CV, certificates and detailed description of expertise.
- All proposed Arbodeskundigen : C1 proficiency in English & Dutch Languages, The tenderer shall provide evidence through previously created OSHE reports. Scoring based on CV, certificates and detailed description of expertise.
- Minimum required pool of 6 Arbodeskundigen :  
 HVK(Hogere Veiligheidskundige) (min 2)  
 Arbeidshygiënist, (occupation hygienist ) (min 2)  
 Arbeids- en organisatiedeskundige(labour and organisation expert) (min 2)  
 Certificate and. Evaluationbased on CV and detailed description of expertise.
- Minimum 1 profile with MVK (Middelbare Veiligheidskundige) Certificate. Evaluation based on CV and detailed description of expertise.
- Minimum 1 profile with experience (minimum one year) in accident/incident and workplace investigations. Evaluation based on CV and detailed description of expertise.
- Capacity to Deliver: The Tenderer shall demonstrate that he can provide the required task proposal and execution of the agreed task within 2 weeks (as described in the technical specifications under 3.2.3.C.).
- Multi-Cultural Environment: Evaluation based on demonstration of ability to work in a multi-national and multi-cultural environment by providing 2 relevant examples.
- Commitment to sign an Confidentiality and Non Disclosure Agreement when the contract is awarded.
- Commitment to provide VOG (Proof of Good Conduct) whenever required according to the nature of the tasks to execute.
- Services **shall** be provided at the Maastricht UAC, and the provider shall have the required calibrated equipment to carry out the required tasks.
- All Proposed profiles : Min 2 years experience in Health & Safety risk management application. Scoring based on CV and detailed description of expertise.
- At least one of the proposed candidates shall have knowledge of relevant Prevention and Protection at Work, Health & Safety related legislation of The Netherlands. Scoring based on CV and detailed description of expertise.
- Resource Planning. The Tenderer shall elaborate on their resource planning and allocation approach; and especially explain how far in advance resources need to be committed and planned by default and which procedure to follow for urgent requests.
- All proposed candidates shall have at least 2 years experience in applying occupation safety, health & environmental procedures. Scoring based on CV and detailed description of expertise.
- All proposed candidates shall demonstrate good Problem Solving skills: anticipates and solves business issues by providing minimum 3 examples in the area of OSHE. Scoring based on CV and detailed description of expertise.
- All candidates shall demonstrate that they adapt communication to different situations and audiences by providing 3 examples. Scoring based on CV and detailed description of expertise.

- Senior Advisor (Arbokerndeskundige) shall have a minimum of 2 years experience in developing domain related work procedures/instructions. Scoring based on CV and detailed description of expertise.
- Senior Advisor (Arbokerndeskundige) shall demonstrate experience of minimum 2 years in provision of OSHE advice to management, staff & contractors. Scoring based on CV and detailed description of expertise.
- Business Continuity. The Tenderer shall elaborate how contract performance will be protected in case of non-availability of key staff (proposed team). Scoring based on the risk mitigation for availability of nominated staff.
- At least one of the proposed candidates has a minimum of 1 year experience in developing and delivering training to staff and contractors. Scoring based on CV and detailed description of expertise.
- At least one of the proposed candidate should demonstrate experience in ISO45001 (or equivalent) preparation & certification. Scoring based on CV and detailed description of expertise.
- MUAC Partnership Cooperation. The Tenderer shall demonstrate how he will cooperate in partnership with MUAC with respect to its professional advice and shall provide evidence, for example, being a member of relevant Safety, Health & Environmental professional bodies; membership/affiliation with Stichting Coordinate Certificate Management systems (SCCM), etc. Scoring based on the approach of partnership and evidence of professional membership.

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:** 19 April 2024 at 15:00 CEST

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

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MAAS/DIR/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:

CFT Internet Notice I-IN-E via iSourcing Vers.2.8

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.