

## i- CALL FOR TENDERS

<b><u>Call for Tenders No.:</u></b>	ECTL_SRC_240048
<b><u>Title:</u></b>	Maintenance and delivery of the course HUM-DESIGN

### **General:**

EUROCONTROL Aviation Learning Centre (ALC, previous name: IANS) in Luxembourg uses external instructors to cover specialised subjects for which knowledge is not available within the Agency or for which knowledge within the Agency is to be complemented in order to accommodate all the course requests. The aim of this Call for Tender is to select a provider for the delivery of courses and/or course module(s) part of the ALC course portfolio. The term course (module) delivery stands for a presentation in English of the course (module) in a classroom in front of the course participants or in a virtual classroom through a platform such as ZOOM or MS Teams.

### **Technical subject matter:**

EUROCONTROL is issuing this Call for Tender to solicit high quality, cost-effective proposals to select a partner for the delivery of the course HUM-DESIGN.

Human Factors (HF) are concerned with the design of systems to optimise human well-being and overall system performance. To this end, HF practitioners contribute to the design and evaluation of tasks, jobs, products, environments and systems in order to make them compatible with the needs, abilities and limitations of people.

However, practical experience shows that HF knowledge and methods are not systematically used in system design, although a lot of guidance material is available. Possible reasons include time pressure, costs, no involvement of HF expertise, scattered HF knowledge or just a lack of local experience. As a result, even basic ergonomic and HF principles are often not complied with in system design. This decreases overall system usability, reduces performance, increases workload and even undermines safety in air traffic control (ATC) operations. High additional expenses and delayed schedules are common consequences on a project management level.

This course aims to highlight the potential discrepancies between design operation and operator need. The course will promote the integration of human in the loop in design process and human-centred design. The course will detail what kind of knowledge is essential so that sustainable enhancements can be suggested and developed in practice.

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### **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.

**Main selection and assessment criteria:**

<b>TECHNICAL CAPACITY CRITERIA</b>
The tenderer shall prove experience in the fields covered by this call for tender, notably user-centric design processes and techniques for aviation authorities, managers, air traffic service providers, and all aviation professionals involved in safety-critical activities.
The Tenderer shall provide a skilled potential substitute in case of unavailability of the proposed instructor.
The Tenderer shall demonstrate that the proposed instructor has substantial expertise and experience in delivering courses on the topic of interest - notably user-centric design processes and techniques for aviation authorities, managers, air traffic service providers, and all aviation professionals involved in safety-critical activities.

<b>TECHNICAL ASSESSMENT CRITERIA</b>
The instructors shall:
<ul style="list-style-type: none"> <li>✓ have experience of presenting and teaching the topic of interest - notably user-centric design processes and techniques for aviation authorities, managers, air traffic service providers, and all aviation professionals involved in safety-critical activities - to an international audience</li> </ul>
<ul style="list-style-type: none"> <li>✓ demonstrate that the proposed instructor has substantial expertise and experience in producing research contributions in User Centered Design, Task analysis and Modelling, Human-Computer Interaction, Reliability and Dependability of interactive systems.</li> </ul>
<ul style="list-style-type: none"> <li>✓ demonstrate that the proposed instructor has project expertise in Air Traffic Management</li> </ul>
<ul style="list-style-type: none"> <li>✓ demonstrate that the proposed instructor can integrate the use of practical modelling tools (both tasks and interactive systems) in the delivery of the proposed training</li> </ul>
<ul style="list-style-type: none"> <li>✓ demonstrate that the proposed instructor has technical skills in computer science and interactive systems development to bridge the gap between design and implementation</li> </ul>
<ul style="list-style-type: none"> <li>✓ have at least 2 year experience in presenting virtual courses or activities demonstrating knowledge in the use of virtual meeting tools.</li> </ul>

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

For the Technical tender, a weighting of 60% is applied, for the Financial tender, a weighting of 40%.

**Tender closing date:**

23 August 2024 at 15:00 Brussels time

CFT Internet Notice I-IN-E via iSourcing Vers. 2.13

**Point of Contact:**

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

DUPUY, Armelle  
DNM/BCS  
Email: [armelle.dupuy@eurocontrol.int](mailto:armelle.dupuy@eurocontrol.int)

**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.