

i- CALL FOR TENDERS

Call for Tenders No.: ECTL_SRC_240086

Title: Provision of soft facility services for the Maastricht Upper Area Control Centre on the Maastricht UAC premises.

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 daily operations management of soft facility services, contract management of soft facility services and store keeping on the EUROCONTROL MUAC premises.

Main selection, assessment and award criteria:

TECHNICAL CAPACITY CRITERIA
The Tenderer shall submit proof of holding a valid certificate of a Quality Management System (e.g. ISO 9001) The certificate shall be on the name of the Tenderer
The Tenderer shall participate in the site visit.

TECHNICAL ASSESSMENT CRITERIA
The Tenderer confirms that it shall act as prime service provider with sole responsibility for the execution of the contract and achievement of its objectives (even when subcontractors are used)
The Tenderer shall (in the case sub-contractors are used) provide a list (in the form of a table) of all the activities subcontracted with the names, telephone numbers and e-mail of the envisaged subcontractors as well as the respective subcontracted activities. The tenderer shall remain the first point of contact.
The Tenderer shall provide a clear description of the organisation that will be put in place to provide the services (e.g. the company profile, number of employees, fields of expertise, point of contact, back-up, calamities, materials and human resources, communication lines, ...)

The Tenderer shall provide at least three (3) currently active, references from the Tenderer's contracts which are of similar operations (managing agent including operational strength and supported by project management support)
The Tenderer shall provide a concrete communication plan (e.g. first point of contact and back-up person, meeting frequency) to ensure clear communication between EUROCONTROL and the tenderer.
The Tenderer shall submit a detailed implementation and termination plan. This shall include at least: duration of the plan, how to acquire the knowledge, procedures, the information/data and continuity of service
The Tenderer shall provide an overview of the available project management capacity within its organisation and describe how a resource request is managed.
The Tenderer shall confirm the use of the current KPI structure to measure the quality of the service providers and the service.
The Tenderer shall confirm the use of the current KPI structure to measure the quality of its service.
The tenderer shall propose 3 candidates for the role of executing "daily operational facilities", including description of their specialism and motivation why these candidates would "fit" within MUAC Facilities.
The tenderer shall propose 3 candidates for the role of executing "contract manager", including description of their specialism and motivation why these candidates would "fit" within MUAC Facilities.
The tenderer shall propose 2 candidates for the role of executing "store keeper "and motivation why these candidates would "fit" within MUAC Facilities.
The Tenderer shall give proof that employees deployed at EUROCONTROL hold the required VCA certificate.
The Tenderer shall confirm the use of the described reporting method.
The Tenderer shall confirm that it shall not commit to any financial commitments on behalf of EUROCONTROL.
Tenderers Organisation
Tenderers Quality
Tenderers Certification
Tenderers Methodology, Risk & Opportunities

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

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

Tender closing date: 29 November 2024 at 15:00 CEST

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

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

Mr Roland BROERS

MAAS/DIR/DMO/PROC

E-mail: roland.broers@eurocontrol.int

Tel.: +31 43 366 2451

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.