EUROCONTROL
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EUROCONTROL

i- CALL FOR TENDERS

Call for Tenders No.:	ECTL_SRC_260080
Title:	Security Services Maastricht UAC

General:

EUROCONTROL has 42 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 execution and management of the security services at the Maastricht UAC, for a period of seven years.

Main selection and assessment criteria:

TECHNICAL SELECTION AND CAPACITY CRITERIA
Pass/Fail
The Tenderer shall be legally authorised to provide private security services in the Netherlands and shall hold a valid ND number.
The Tenderer shall demonstrate that there is a quality management system in place that ensures the consistent quality of services provided. (e.g. ISO 9001 or an equivalent)
TECHNICAL ASSESSMENT CRITERIA
Pass/Fail
The Tenderer shall ensure that the confidentiality obligations are ensured
The tenderer shall participate in the site visit.
The Tenderer shall confirm that it shall act as prime service provider with sole responsibility for execution of the contract and achievement of its objectives.
The Tenderer shall perform all standard services with its own employees and may subcontract additional or ad hoc security services only with MUAC's prior written approval and subject to full compliance with all applicable contractual requirements.
The Tenderer shall describe the organisation that shall be put in place to provide the services, including company profile, structure, contract organisation chart and communication lines towards MUAC.
The Tenderer shall submit a detailed implementation plan and termination plan demonstrating controlled start-up, uninterrupted service delivery and orderly handover.
The Tenderer shall include at least two concrete proposals for continuous improvement or future-oriented development of the services covered by this contract.

The Tenderer shall comply with the required 24/7 timetable, all shift types and minimum staffing levels per shift.
The Tenderer shall ensure contractual staff perform all required deliverables and activities, including access control, incident reporting, patrols, emergency response and alcohol/psychoactive substance testing.
The Tenderer shall ensure the Team Leader and assistant perform all required additional deliverables and activities, including operational coordination, training planning, reporting and escalation.
The Tenderer shall assign and support an SST systems-superuser role for ACS, CCTV and security related systems, including first-line support, task-group coordination, issue tracking, refresher guidance and monthly reporting input.
The Tenderer shall ensure that all assigned contractual staff complete and maintain the additional mandatory training required by MUAC.
The Tenderer shall implement and maintain a structured two-year Continuous Training Program for all contractual staff assigned to MUAC.
The Tenderer shall ensure that each selected contract staff member completes MUAC familiarisation training, passes the test and receives a positive PSS-endorsed evaluation before assignment.
The Tenderer shall ensure that the Continuous Training Program includes scenario-based exercises, SVPB certification support, hostmanship training, monitoring, reporting and quality assurance.
The Tenderer shall confirm use of the existing KPI tool and KPI structure and comply with KPI follow-up, action-plan and improvement requirements.
The Tenderer shall assign at least sixteen dedicated contractual staff to MUAC only and ensure all assigned staff are available for all shift types.
The Tenderer shall assign only contractual staff who meet all required competencies, certificates, qualifications, work experience, language requirements and suitability requirements.
The Tenderer shall provide and maintain all required compliance documents for assigned contractual staff, including the signed Security Directive for Contractors, VOG, personal security pass, required certificates and cooperation with Secret-level security vetting.
The Tenderer shall ensure that the proposed Team Leader and assistant meet the additional profile requirements, including qualifications, experience, language level and managerial competencies.
The Tenderer shall provide at least two detailed profiles for the proposed Team Leader and assistant, including certificates, experience, competencies and suitability for the role.
The Tenderer shall assign one Team Leader and one assistant dedicated to MUAC only, with the assistant acting as back-up during temporary unavailability.
The Tenderer shall notify MUAC at least two months before any replacement, removal or change of assigned contractual staff and submit a transition plan.
The Tenderer shall have and implement contingency arrangements to cover unforeseen circumstances, including long-term or repeated absence, ensuring uninterrupted service delivery.
The Tenderer shall explain whether and how transfer of employees from the current contractor will be organised in line with applicable collective labour agreement requirements.
The Tenderer shall manage MUAC-requested scope changes through written agreement and provide an impact assessment covering staffing, rostering, continuity, cost, risks and dependencies.
The Tenderer shall comply with the required weekly, monthly, quarterly and annual review and reporting structure and maintain a communication matrix.
The Tenderer shall provide monthly reports covering at least team capacity, staffing continuity, Continuous Training Program progress, incidents, alcohol and psychoactive substance testing, trends, improvement proposals and agreed actions.
The Tenderer shall not commit to any financial commitments on behalf of MUAC.
The Tenderer shall submit monthly invoices and proforma invoices in the required structure, timing and level of detail.

The Tenderer shall include in its financial offer a complete cost breakdown of all proposed hourly rates.
TECHNICAL ASSESSMENT CRITERIA
Scoring
Staffing model, roster robustness and continuity
Implementation and transition approach
Continuous Training Program and competence development
KPI performance, reporting governance and continuous improvement
Incident response, additional services and operational resilience
Quality of staff selection, assessment and role profiles
Relevant references and proven continuity performance

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:

17 December 2026 at 15:00 Brussels time

Point of Contact:

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

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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:

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.