

## ENQUETE DE PRIX - VIA « I-SOURCING »

### No. 18-130029-E

### **Delivery of ATM Human Factors courses (HUM-SFM (Stress Fatigue Management)) at IANS.**

#### Context

IANS uses external instructors to cover specialised subjects for which knowledge is not available within the Agency. The aim of this Price Enquiry is to select a provider for the delivery of existing courses and/or course module(s) which are part of the IANS course portfolio. Course (module) delivery is a presentation in English of the course (module) in a classroom in front of the course participants.

IANS is a training organisation with a clear customer focus. Its objective is to respond promptly to its stakeholders' training requirements both in number (and location) of courses and portfolio of courses. In case of change of demand for a specific training course, IANS needs to have the capability to adapt to this by increasing or reducing the number of courses. This will require some flexibility from the selected contractor to support this.

The Institute of Air Navigation Services (IANS) is seeking tenders relating to the delivery of the above-mentioned courses.

Required skills and qualifications, amongst others:

- Supplier shall have extensive expertise and experience in fatigue management and FRMS, in the assessment and measurement of stress.
- Supplier shall have proven experience in the field of Training.

European  
Organisation for the  
Safety of  
Air Navigation

Organisation  
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Telex: 21173 EUROCONTROL B

#### **Who should tender:**

This invitation to bid addresses all companies that are in a position to submit a bid in accordance with the tender requirements described in the tendering documents.

**Closing date: 30 January 2018 at 15h00 CET**

#### Point of Contact:

If you wish to receive the call for tenders please see the "important notice" below and if you have any other related questions, please contact:

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DR/FPR/PROC  
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### IMPORTANT NOTICE

The full i-price enquiry 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, please send an e-mail to the Point of Contact mentioned above to get access to the documentation.**
2. **If you are not yet a EUROCONTROL supplier, please follow the 4-step process described on the following link:**

**<http://www.eurocontrol.int/articles/supplier-portal-registration-procedure>**

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 "NOTICE CONCERNING THE PRESENTATION OF TENDERS".
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 Form i-AF32CFT).
6. You may not:
  - a) modify, edit and/or change the electronic documents other than to submit the required information 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.
7. EUROCONTROL reserves the right not to send you the tender documentation, if your company is considered as incapable of submitting an offer to the i-call for tenders (size of the project, complexity etc.).

#### 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 call for tenders documentation if you are actually considering to submit a tender.