

## **APPEL D'OFFRES-i - VIA « I-SOURCING »**

### **No. 18-130728-A**

#### **Subject : Technical support to ELPAC**

EUROCONTROL is the European Organisation for the Safety of Air Navigation. EUROCONTROL's Institute of Air Navigation Services (IANS), based in Luxembourg, is primarily concerned with providing operational, network support, technical and managerial training to Air Traffic Management (ATM) and National Supervisory Authority (NSA) staff in the EUROCONTROL Member States.

ELPAC, English Language for Aeronautical Communication, is a language proficiency test service that is part of the IANS work programme. According to ICAO standards and EU legislation ATC controllers and pilots have to pass an ICAO language proficiency test regularly in order to obtain or renew their licences. EUROCONTROL's role is to develop and maintain the test and make it available for use by Air Navigation Service Providers, Air Operators, Aviation Authorities and Training Organisations.

The EUROCONTROL ELPAC test is currently the only test fully recognised by ICAO for being in compliance with ICAO LPR standards and requirements (ICAO doc.9835).

EUROCONTROL organises ELPAC examiner accreditation and refresher training to preserve the standards of the staff involved in the delivery of ELPAC.

The aim of this call for tenders is to select a supplier and tool that would support its needs for the next 5 years.

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

Companies who have the:

- Ability to develop and maintain a Language Proficiency test system hosting and administering the Eurocontrol ELPAC test according to its current format and following the technical requirements for such a system.

- Ability to support the ELPAC service manager and ELPAC users when necessary and by providing a functional helpdesk service.

- Ability to respond to requests and requirements in a flexible and rapid way, in particular regarding technical issues and changing ICAO, EASA and/or legal requirements.

**Closing date: 18 February 2019 at 15:00 local (Brussels CET) time**

#### **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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### 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, 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-ET).
6. You may not:
  - a) modify, edit and/or change the electronic documents;
  - 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 price enquiry documentation if you are actually considering to submit a tender.