



## European Schools

Office of the Secretary-General of the  
European Schools

Invitation to tender

OSGES/2016/01

For the On-line correction of the European Baccalaureate Examinations scripts

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### ANNEX I – SPECIFICATION

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## 1. TITLE OF THE CONTRACT

On-line correction tool for the European Baccalaureate Examinations scripts of all European Baccalaureate subjects, in all European Union languages.

## 2. DESCRIPTION OF THE CONTRACT

Service contract

## 3. BACKGROUND OF THIS CALL FOR TENDERS

### 3.1. THE EUROPEAN SCHOOL SYSTEM

Establishments bearing the name 'European School' have been set up from 1957 onwards to educate together the children of the staff of the European Union Institutions, in order to ensure the proper functioning of the European Institutions.

The European School system is 'sui generis'; it constitutes an intergovernmental cooperation between the Member States and between them and the European Union while fully acknowledging the Member States' responsibility for the content of teaching and the organization of the educational system, and for its cultural and linguistic diversity<sup>1</sup>.

The Statute of the European Schools is essentially defined by a Convention, signed by Member States and the European Communities on 21<sup>st</sup> June, 1994 (hereafter referred to as "the

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<sup>1</sup> Preamble to the Convention defining the Statute of the European School

Convention")<sup>2</sup>. Besides those children covered by the agreement, other children may attend the Schools, within the limits set by the Board of Governors<sup>3</sup>.

The Board of Governors supervises the implementation of the Convention. For this purpose, it is granted the necessary decision-making powers in educational, budgetary and administrative matters. It may set up committees with responsibility for preparing its decisions<sup>4</sup>.

The Board of Governors consists of the following members:

- the representative or representatives at ministerial level of each of the Member States of the European Union authorized to make commitment on behalf of the Government of that Member State, on the understanding that each Member State has only one vote
- a member of the European Commission and the European Patent Office.
- a representative of teaching staff designated by the Staff Committee.
- a representative of the parents designated by the Parents' Associations.

The Board of Governors appoints the Secretary-General and Deputy Secretary- General and the Director and Deputy Directors of each School. Two Boards of Inspectors have also been set up: one for the nursery and primary schools, the other for the secondary schools. Each Member State is represented by one Inspector in the respective boards.

The Joint Teaching Committee is a preparatory committee, which gathers Inspectors and Schools Directors, together with representatives of teachers, parents and pupils and a representative of the European Commission and the European Patent Office in order to examine proposals concerning the organization and curricula of the schools. Detailed preparation is done by numerous sub-committees or working groups.

Tuition, in each School, covers schooling up to the end of the secondary school.<sup>5</sup>

It comprises:

- 2 years of nursery school;
- 5 years of primary school;
- 7 years of secondary school.

In educational matters, the Board of Governors determines which studies shall be undertaken and how they shall be organized. The Inspectors submit, to the Board of Governors, proposals for changes in curricula and for the organization of studies.

Years of study successfully completed at the School, diplomas and certificates are recognized in the territory of the Member States, in accordance with article 5.1 of the Convention, under the conditions determined by the Board of Governors and subject to the agreement of the competent national authorities.<sup>6</sup>

This principle enables mobility of pupils from and into their national systems at any stage of their schooling.

According to article 4 of the Convention, the education given in the Schools shall be organized taking into account the following principles:

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<sup>2</sup> <http://www.eurasc.eu/getfile/257/2>

<sup>3</sup> Article 1 of the Convention

<sup>4</sup> Article 10 of the Convention

<sup>5</sup> Article 3 of the Convention

<sup>6</sup> 2012-05-D-20-en-3 "Equivalence between the European baccalaureate and the national upper secondary leaving certificate of national schools and admission of European baccalaureate-holders to universities in the member countries"

- the schooling shall be undertaken in the languages specified in Annex II of the Convention;
- that Annex may be amended by the Board of Governors in order to apply the decisions taken under Articles 2 and 32;
- in order to encourage the unity of the School, to bring pupils of the different language sections together and to foster mutual understanding, certain subjects shall be taught to joint classes of the same level. Any EU language may be used for these joint classes, insofar as the Board of Governors decides that circumstances justify its use;
- a particular effort shall be made to give pupils a thorough knowledge of modern languages;
- the European dimension shall be developed in the curricula;
- in education and instruction, the conscience and convictions of individuals shall be respected;
- measures shall be taken to facilitate the reception of children with special educational needs<sup>7</sup>.

Tuition is mainly provided by teachers seconded by the Member States, in accordance with the decisions taken by the Board of Governors. The teaching body is supplemented by locally recruited teachers where necessary, some of whom are employed on a part time basis.

The European Schools play a key role in facilitating recruitment in the European public administration on the broadest possible geographical basis by supporting multilingual and multicultural education for the children of their staff.<sup>8</sup>

The **European Baccalaureate** certifies that secondary education has been completed in the European Schools in accordance with the Agreement of 11th April, 1984 laying down the regulations for the European Baccalaureate and the adaptations approved by the Board of Governors.

Holders of the European Baccalaureate diploma:

- a) enjoy in the Member State of which they are nationals, all the benefits attached to the possession of the diploma or certificate awarded at the end of secondary school education in those countries;
- b) are entitled to seek admission to any university in the territory of any Member State, on the same terms as nationals of that Member State with equivalent qualifications.

Secondary education is validated by the European Baccalaureate examinations at the end of year s7.

The diploma awarded is fully recognised in all the countries of the European Union, as well as in a number of others.

European Baccalaureate diploma holders enjoy the same rights and benefits as other holders of secondary school-leaving certificates in their countries, including the same right as nationals with equivalent qualifications to seek admission to any university or institution of higher education in the European Union.

The Examining Board, which oversees the examinations in all language sections, is chaired by a university professor and is composed of examiners from each Member State. The examiners are appointed annually by the Board of Governors of the European Schools and must meet the requirements laid down in their home countries for appointment to examining boards of the same level.

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<sup>7</sup> Art. 4 of the Convention

<sup>8</sup> Preamble to Regulation (EU, EURATOM) N° 1023/2013 of the European Parliament and of the Council of 22 October 2013

The Baccalaureate examinations assess performance in the subjects taught in years s6 and s7, and to qualify for admission to the examinations pupils must have completed at least the last two years of secondary education at a European School.

The close scrutiny exercised by the Examining Board, which, as far as the written examination papers are concerned, requires double marking and, where necessary, a third marking, guarantees the high level and quality of the Baccalaureate and thus allows the certificate to be awarded only to pupils with the competences required to go on successfully to higher education.

The Board of Governors of April, 2015 decided to give a mandate to the Office of the Secretary-General, through its European Baccalaureate Unit, to produce proposals regarding the future of several aspects of the European Baccalaureate, among which there was the use of ICT tools to enhance the quality of assessment.

This decision led to the launching of the present call for tender.

### **3.2. THE EUROPEAN BACCALAUREATE WRITTEN EXAMINATIONS**

Candidates sit 5 written examinations during the European Baccalaureate session which takes place in late May / June. The examinations are held in the different European and Accredited European schools (examination centres). The written examinations are handwritten on paper.

Currently the European Baccalaureate Examination can be taken in 14 European Schools and 5 Accredited Schools<sup>9</sup> spread all over the European Union, for a total of approximately 2000 pupils. 10000 scripts on average are thus corrected in 4 days during the June session of the European Baccalaureate.

European Schools are located in: Alicante (ES), Bergen (NL), Brussels (BE), Culham (UK), Frankfurt (DE), Karlsruhe (DE), Luxemburg (LU), Mol (BE), Munich (DE), Varese (IT).

Accredited Schools are located in Parma (IT), Manosque (FR), Strasbourg (FR), Helsinki (FI), Heraklion (GR) and RheinMain (DE).

Pupils must sit 3 compulsory written examinations in Language 1 (or Language 1 Advanced), Language 2 (or Language 2 Advanced) and Mathematics (3 Periods or 5 Periods). The other 2 written examinations they must sit can be chosen from the following subjects: Language 3, Language 4, Other National Language, Ancient Greek, Artistic Education, Biology, Chemistry, Economics, Geography, History, Latin, Music Education, Philosophy and Physics.

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<sup>9</sup> Accredited European Schools are schools which, without forming part of the network of European Schools set up by the intergovernmental organisation 'The European Schools', offer a European education that meets the pedagogical requirements laid down for the European Schools but within the framework of the national school networks of the Member States and hence outside the legal, administrative and financial framework to which the European Schools are compulsorily subject. **In this document when the term "School" is used it refers to both European Schools and Schools Accredited by the Board of Governors.**

### 3.3. FEATURES OF THE CORRECTION AND MARKING OF THE EUROPEAN BACCALAUREATE WRITTEN EXAMINATIONS

We are convinced that some of the current features of our model are essential and contribute to an assessment of high quality. Therefore, they must be maintained when moving to an on-line correction system.

#### ❖ **Criteria referenced assessment**

All examinations are accompanied by a marking scheme and grid, correction criteria and guidelines and/or suggested answers. These are known to the correctors and serve as a benchmark to assess the examinations and award marks.

#### ❖ **Multiple correction (internal / external)**

Every script is corrected twice. The first correction is carried out internally by the teacher of the candidate. The second correction is carried by a corrector external to the European School system.

#### ❖ **Mark agreement**

Inspectors have the lists of the marks awarded to the pupils by their own teachers (first correctors) which are checked against the marks given by external written examination correctors (second correctors). The final mark will be the mathematical average of the marks awarded by both correctors.

The inspectors need to ensure that there is no major discrepancy between the two marks. If there is a difference of more than 2 marks, a third corrector must be brought in. The third corrector will be made aware of all marks and comments and s(he) will award a third mark that needs to be equal to or between the marks awarded by the first and second correctors. This will be the final mark.

#### ❖ **Moderation**

On the Monday of the third week of June, the Board of Inspectors Secondary (BIS) holds its meeting in order to:

- Be reported on the conduct and proceedings of the written examinations.
- Analyse remarks and comments about the examination papers sent from the schools.
- Discuss any other urgent Baccalaureate-related issues.

The Board of Inspectors (Secondary Cycle) can agree on releasing special instructions or recommendations for correction to the external written examination correctors on account of the relevance of the issues raised. A moderation or briefing session can be organised before starting the corrections, if the inspector finds it necessary

Through the implementation of an on-line correction system we also aim at solving some problems or improving some aspects mentioned here below:

#### ❖ **Anonymity of the scripts**

Currently examination scripts are **not** anonymous. The name of the candidates is visible on the examination scripts. Through scanning of the scripts anonymization must be assured so as to avoid possible bias.

#### ❖ **Blind correction**

No visible traces of correction can be left on the scripts. The marks and comments are filled in on a separate form. The second correctors do not have access to these separate forms. They cannot communicate with the first correctors. All in all, the second correctors must not be aware of the first correctors' assessment so as to avoid bias.

This positive feature can be enhanced by allowing both correctors to leave marks and comments on the scripts but not accessible to each other. Both corrections should be accessible to the inspectorate and the school administration and be made available to pupils and parents in the case of an appeal. This improved feature would make assessment more comprehensible and transparent.

#### ❖ **Logistics**

Currently the scripts are sent by post (courier) from the examination centres to the correction centre at the European School of Brussels I (Uccle) and then distributed by the Brussels I and European Baccalaureate Unit staff to the external correctors. The sending by post (courier) of examinations back and forth entails a risk.

#### ❖ **Centralised second correction**

External correctors gather in the correction centre at the European School of Brussels I (Uccle). The second correction of the Baccalaureate written examinations takes place there, usually during the third week of June.

The pool of external correctors is quite large (around 200), since the external correction must be ready in 4 days and the maximum number of papers per day that can be corrected is 12 or 15 depending on the subjects. This makes a maximum of 60 copies per external corrector

This implies a very complex organisation and a high cost of travel expenses and subsistence allowances corresponding to roughly two thirds of the total cost of correction.

An on-line correction system would provide more flexibility regarding the number of days for correction, the location from which the correction can be made and the number of external correctors needed.

- Extension of the correction period for second correction (now limited to 4 days)
- Possibility of reducing the number of external correctors (now necessary a larger number since the maximum number of papers that can be corrected in 4 days is 60)
- Wider choice of second correctors (now limited to those who can be freed from work in the middle of June and travel 4-5 days to Brussels).

## **4. OBJECTIVES OF THE CONTRACT**

The correction of examinations through on-line correction tools is already a widespread solution in many national and international systems, especially for high-stakes examinations. On-line correction tools address successfully several problematic logistic issues and can also contribute to enhance the accuracy and reliability of assessment, as it is argued by relevant literature.

The aim of the contract is to find in the market affordable, reliable and flexible on-line correction tools that could fit the European Schools system assessment policy and practices.

These tools must be able to support the positive elements, solve the problems, improve the aspects described and bring other improvements so as to contribute clearly towards the enhancement of the quality of assessment in the European Baccalaureate.

The tenderer is invited to propose an offer providing an On-line correction system including:

- Solutions for the scanning of handwritten scripts.
- A comprehensive training and project management scheme and services related to all aspects of the use of the tool for all stakeholders (Office of the Secretary General through its European Baccalaureate Unit and IT Unit, Internal and External correctors, Inspectors, etc.) The tenderer will be able to find a summary of functions for all concerned profiles of users (see Annex II Overview of the functionalities)
- Continuous support in all phases of the implementation.
- An annual statistical report on the use of the software by employees of the contracting authority.

Elements to be included in the offer:

- The installation and integration of the On-line correction tools in the IT environments of all European and Accredited schools and the Office of the Secretary General;
- The assistance, support and monitoring during the phases of digitization and correction of European Baccalaureate examination scripts;
- The training of the staff in the context of the digitization and on-line correction in the European and Accredited schools

Tenderers must meet the data security requirements described in this document.

A user-friendly correction system “anytime/anywhere”. Correctors will be able to correct the scripts on the screen of a computer in schools or other specific locations or home at any moment.

The final offer will also describe the training, project management as well as the updating procedures, hosting and storage, maintenance, after sales services and warranty.

## **5. TECHNICAL SPECIFICATIONS OF THE ON-LINE CORRECTION TOOLS**

### **5.1. GENERAL SPECIFICATIONS**

#### **5.1.1.-Modular design**

The on-line tool should have 3 modules, areas or interfaces automatically interconnected among them:

- Administration
  - Scanning
  - Correction
- a) The interface(s) must be user-friendly, multilingual (preferably EN, FR, DE) and with customized branded skins with the European School logo.
  - b) The corrector module must be web-based.
  - c) The administration and scanning modules/software must run on the Windows operating system. They must foresee compatibility with at least the three last versions of the operating system. They should be able to be updated alongside the updates of the operating system.
  - d) Web-based module(s) must run on most standard web browsers: Internet Explorer, Google Chrome, Safari, Firefox, etc. (Responsive interface)
  - e) Web-based module(s) must be compatible with all common operating systems in hand-held devices: Windows, Mac, Android... A dedicated appliance for each or a responsive interface.

- f) For web based modules, it is preferred that no plug-ins or installation of other software is required. If so, no need to have administrative access on the computer to install the plug-ins.
- g) For web based modules a secure and encrypted connection is required.
- h) Access to modules/software must be password protected. Possibility to define a strategy for the passwords: complexity, lifetime, auto-blocking after several failures, recovery methods...
- i) For the scanning and administration modules, integration in a larger work environment must be possible.
- j) Scanned scripts will be turned into files automatically renamed and stored in structured folders and attributed to candidates, subjects, correctors...
- k) Sign-on compatible with the Active Directory of the European Schools.
- l) Bi-directional communication with other systems in the European Schools working environment: SAP, BO, SMS... must be granted. Possibility to use Microsoft PowerBI or SAP Business Objects to produce statistics, dashboards, etc. would be an advantage. Read access to the data base.
- m) Possibility of automated transfer of data between data bases
- n) Possibility of receiving all PDF files containing the results of the corrections in structured folders.
- o) All modules must be provided of an interactive on-line training module and a help and troubleshooting query panel. High-level support for the designated users in case of troubles.

### **5.1.2.- Data security**

Data security will be a key issue. The supplier shall provide a secure, reliable and structured storage and hosting system. Once a European Baccalaureate session has been closed, the provider will transfer automatically all files to a designated server at the European Schools.

- a) Data (main servers, backup, tests, files, development servers...) must be stored only in the European Union .
- b) The supplier must provide backup and high-availability (SLA).
- c) The supplier (and all its sub-contractors) must be fully compliant with the European Regulation (data protection - European directive 95/46/CE).
- d) Any transfer of data over a network must be done over an encrypted connection.
- e) ISO 27001 certification is an advantage and it is required for the supplier of the servers.
- f) The supplier must bind itself not to transfer the data outside of the European Union or to outsource any of the data to countries outside of the Europe Union.
- g) The supplier must be registered with the Office of the Information and Data Protection Commissioner
- h) All sensitive data must be encrypted in the database.
- i) Servers not shared with others customers is an advantage.

### **5.1.3.-Audit**

The system must include an auditing tool (User date, Location, IP addresses, Time and Date, Scope of change, Original Value, New Value, etc.) Also all log-in attempts, security events, systems errors must be traceable, logged and reported when requested.

## **5.2. SCANNING MODULE**

This module must be used in/by all European Schools and Accredited European Schools.

- a) It must be fully compatible with the choice of scanner made for all schools following the instructions of the European Schools IT Unit.



- b) Scanning must allow different paper format up to A3. Duplex scanning in colour, high speed USB connexion. High speed processing.
- c) The module must provide anonymization of the scripts.
- d) The scanned scripts must be automatically compressed, labelled and stored by school, subject, candidate, first corrector, second corrector...
- e) Upload to the secure main and backup server(s) must be made automatically with a secure and encrypted connexion.
- f) Generated files must have a common standard format or be easily exportable (MS Word, PDF...)
- g) This module must be error-free. The module must have scanning error detection and provide user-friendly troubleshooting.

### 5.3. ADMINISTRATION MODULE

This module will be managed by the European Baccalaureate Unit. Through it, the European Baccalaureate Unit will be able to assign or define different roles and permissions for the use of the different modules.

This module must allow:

- a) Creation of new users, Management of all users
- b) Check-up of uploaded scripts
- c) Control of absent candidates
- d) Automated random allocation of external corrections
- e) Manual allocation of external corrector
- f) Automated or manual allocation of item-level correction (preferably)
- g) Automated or manual allocation of a third corrector (in the case of mark disagreement)
- h) Customization of the correction parameters for each examination / items
- i) Introduction of all reference elements for correctors: marking scheme and grid, correction criteria and guidelines and/or suggested answers.
- j) Automated calculation of the final mark
- k) Introduction of moderation parameters for a whole exam, one or several items. Automatic recalculation of marks.
- l) Filter tool to apply modifications or moderations to examinations in a particular language section only, for example.
- m) Follow-up of corrector performance: time invested to correct per paper, possible limitation of number of papers to correct per day...
- n) Opening, closure and re-opening (if need be) of a Baccalaureate session

This module must also contain reporting and control tools:

- a) Average mark per item
- b) Average mark per examination
- c) Deviation per exam / per item between first and second corrector
- d) Standard deviation / deviation thresholds per item
- e) Corrector performance report. Averages, deviation.
- f) Automated alerts on deviation trends
- g) Possibility of seeding
- h) Possibility of mark validation.

This module must also offer:

- a) Search tools with several criteria (year, subject, school, section, candidate name...)

- b) Secure customizable and manageable communication tools (synchronous/ asynchronous)

#### 5.4. CORRECTION MODULE

- a) Must be web-based
- b) Preferably html5 based, no need of installation of other software.
- c) Secure connection and encryption
- d) Possibility of use on hand-held devices on different operating systems: MS Windows, Android, Apple, etc. (Responsive interface)
- e) User-friendly, multilingual interface
- f) Contain all necessary reference documents at the reach of a click (assessment criteria, suggested answers...)
- g) Support all features of the correction model described in point 6 (below) in this paper.

### 6. FEATURES OF THE CORRECTION MODEL TO BE SUPPORTED BY THE ON-LINE CORRECTION TOOLS

See above 3.3 and the following:

#### ❖ **Integrated detailed marking schemes**

The more concrete marking schemes and correction instructions are the more reliable the assessment becomes. Correctors should have all elements integrated in the on-line tool, available at all times during correction at the reach of a click.

#### ❖ **Multiple marking**

Several correctors can be assigned to contribute to the correction of a script.

#### ❖ **Random allocation of the scripts**

On-line correction tools must allow to distribute evenly scripts from different schools to different correctors.

#### ❖ **Item-level correction and marking (Preferably)**

The On-line correction tool should also allow different questions (items) in the same script being corrected by different correctors. This could be useful to allocate the more difficult questions to correct to more experienced correctors.

Item level correction prevents correctors to be biased by the context, i.e. by the questions they have corrected in the same script.

#### ❖ **Anonymity**

This will allow to carry out unbiased assessment of candidates.

#### ❖ **Blind correction**

On-line correction would allow scripts to have marking signs, symbols and comments without them being accessible to the second corrector, so that the second correction would remain unbiased.

#### ❖ **Absence of transcription or addition error**

On-line correction tools will alert the corrector when items have not been corrected or marked. Marks will be added automatically. Therefore, errors derived from transcription or addition of marks will be avoided.

#### ❖ **Retrieving evidence and accessibility to corrected scripts**

Corrected scripts must be stored in a structured way in a secured server accessible anytime from anywhere. A comprehensible search option through different parameters must be included. This would also eliminate the difficulty of retrieving documents in case of appeals and especially during periods where many members of the staff in the schools are on holidays.

❖ **On-line tutorial**

There should be an on-line tutorial and a help-line through a ticketing system.

❖ **Secure communication**

On-line tools must have secure communication channels so that the inspectors responsible for a subject can communicate (synchronous and asynchronous) with the correctors.

Inspectors will be able to release special instructions or recommendations for correction on account of the relevance of possible issues reported during the examination proceedings. Possibility of defining groups of users / distribution lists.

❖ **Monitoring of the correction process**

On-line correction tools must allow monitoring and validation of the correction process. There will be immediate access to statistics on performance.

❖ **Possibility of moderation**

The on-line tool will allow automated recalculation of values either for the whole examination or for individual questions as a result of the modification of values in the different questions of an examination or due to the cancellation of one or several questions.

Moderation should be also possible only over a specific group of examinations, for example, the examinations of a particular language section, school...

❖ **Corrector's assessment**

On-line tools should be able to inform on correctors performance. Analysis of standard deviation on the correction of questions (items) or whole scripts should be possible.

The use of seeding or validation should be possible, especially for new correctors.

❖ **Marks transfer to SMS**

The on-line tool will offer the possibility of automated transfer of marks to the School Management System in use.

All in all, the on-line correction tools must:

- a) support the digital signing by the correctors;
- b) provide a safe marking environment;
- c) be accessed through any web browser (Firefox, Internet Explorer, etc.);
- d) support an internal messaging service to report news and problems between correctors and inspectors;
- e) alert the inspector when the multiple marks of a script result in very diverse marks
- f) employ a framework that ensures the most efficient processing time;
- g) allow for both the marking of objective and subjective responses (e.g. open-ended and constructed response questions);
- h) provide for a rapid-response framework for arbitration and handling marking discrepancies;
- i) provide for real-time, live reporting of marking progress and accurate time projections for reporting of results;

- j) employ a flexible framework that allows for real-time adjustments in marking rubrics and for resource re-allocation;
- k) allow for the complex, multi-level marking rubrics;
- l) allow for real-time monitoring, supervision and evaluation of questions' and scripts' marks, by Inspectors or Bacculaureate Unit members;
- m) allow for flexible work assignments (e.g.: marking any question of an exam, or marking only one, or a group of questions...).
- n) support multiple languages and multiple-language speakers simultaneously;
- o) capture the remarks and comments made about the script by the correctors;
- p) archive the scripts for a defined retention period
- q) assist the Office of the Secretary General in any legal matter for disclosure of marked scripts. The service supplier will be responsible for legal consequences and damages arising out of any system deficiency

## 7. IMPLEMENTATION

The implementation of the On-line correction system is envisaged as follows:

### 7.1. TRAINING

#### 7.1.1- Office of the Secretary General

The designated members of the **IT Unit at the Office of the Secretary General** will receive a comprehensive training so that:

- they may perform second level escalation troubleshooting, installation, configuration and maintenance tasks.
- they may introduce the new tool in the IT environment of the European Schools and verify the correct exchange of data with the other applications in the IT environment of the European Schools

The members of the **European Bacculaureate Unit at the Office of the Secretary General** will receive a comprehensive training on all modules with a special focus on the administration module.

The supplier will assist the European Bacculaureate Unit with the customization of all necessary roles, parameters, etc. and with the transfer and introduction of the necessary data. These operations and training will take place from November 2016 to the 15<sup>th</sup> of January 2017.

In January 2017 a mock exercise with Pre-Bacculaureate examinations will take place as a training practice for all operations. This practice may be reduced to a smaller but significant number of scripts. All examination centres, all inspectors, all correctors and the IT as well as the European Bacculaureate Unit will be involved.

During the European Bacculaureate session 2017, the supplier will assist the European Bacculaureate Unit and the IT Unit in all necessary tasks. The supplier will appoint a project manager to coordinate all implementation tasks and to assure success.

#### 7.1.2.- Administrative staff at the schools

Administrative staff at the schools are mainly concerned with the scanning and uploading of the scripts.

The supplier will assure the training of the users. The supplier must prepare a comprehensive and specific manual, an on-line training tool at least in 2 of the following languages (EN, FR, DE).

The supplier will give the schools' IT departments all necessary information and training on the technical details so that they may act as first escalation level for assistance and troubleshooting.

The scanning trainings will take place in the schools using their equipment. Schools in the same city or close by may be grouped together for the training actions. This part of the training should happen in December 2016 / early January 2017.

In January 2017 a mock exercise with Pre-Baccalaureate examinations will take place.

### **7.1.3.- The inspectorate**

The inspectors will receive all necessary training on the correction module. They will have a different role from the correctors since they will be allowed moderation capacities. They will also receive a basic overview of the administration module in regards to their role of moderators.

The correction module will be provided of an on-line training tool. Around the Board of Inspectors Secondary of October and/or February there will be specific training actions for inspectors in Brussels.

### **7.1.4.- The teachers**

The teachers will be able to access an on-line training module. The supplier must prepare a comprehensive and specific manual, an on-line training tool at least in 2 of the following languages (EN, FR, DE).

During the correction of the Pre-Baccalaureate examinations a mock exercise will be organised which will serve as hands-on training. These training actions will take place in the schools. Schools in the same city or close by may be grouped together for the training actions.

During the 2017 European Baccalaureate examinations the European Baccalaureate Unit and the supplier will assure training and assistance to the teachers.

### **7.1.5.- The external examiners**

The external examiners will be able to access an on-line training module. They may also participate in the Pre-Baccalaureate mock exercise. The supplier must prepare a comprehensive and specific manual, an on-line training tool at least in 2 of the following languages (EN, FR, DE).

During the Baccalaureate examinations they will be trained and assisted at the correction centres by the supplier and the European Baccalaureate Unit.

## **7.2. BLENDED AND DECENTRALISED MODEL**

We envisage a blended model combining on-line correction with face-to-face meetings in several correction centres. Correctors could gather in the different European Schools depending on their proximity and have a one or two-day meeting with the inspector responsible for the subject while they start performing on-line correction. The supplier and the European Baccalaureate Unit would train the correctors, troubleshoot and give support in the use of the tools. Once they are confident with the use of the tools, they will continue correction remotely from their own places.

### 7.3. SUPPORT

The IT Unit will manage all issues linked with the European School's IT infrastructure (network, hardware, software):

- Installation of software
- Desktop, scanners
- Network
- Interface (web-service)

#### **At each School:**

- Local IT services will be the support for the IT infrastructure (Network, Hardware and installation of the software)
- BAC Super Key User will be the support for the local correctors and the interface between teachers and the European Baccalaureate Unit.

#### **At the Office of the Secretary General:**

- The IT Unit will manage all IT infrastructure and collaborate with each local IT team.
- The IT Unit will collaborate with the supplier to install the software & updates
- The IT Unit will support the European Baccalaureate Unit to establish and provide process protocols and guidelines...
- The European Baccalaureate Unit will support all inspectors and external correctors
- The European Baccalaureate Unit will manage all change requests, test the changes and validate them, with the support of the IT Unit.

The supplier will act as second level escalation point for schools, inspectors and correctors. The supplier will assist, support and troubleshoot at all levels when required by the IT Unit or the European Baccalaureate Unit.

The supplier will dispose of a ticketing system in which the European Baccalaureate Unit and the IT Unit will act as first level of escalation. The IT Unit and the European Baccalaureate Unit will be able to escalate the tickets to the supplier. Tickets will be dealt as defined in the SLA (Service Level Agreement)

## 8. METHODOLOGY

The analysis to determine the adequate On-line correction system should be carried out through the study of documents, together with internal and external consultations.

Whether in hard copy or in electronic form, the Tenderers will be granted upon request access to the background documents (in the available UE languages) used in the European Schools System, including:

- the rules concerning the organization of the European Baccalaureate;
- various examination papers for the written Baccalaureate examinations;
- examples of various scripts for each subject, showing also specificities like Cyrillic alphabet, scientific features, specific format examination paper, etc.;
- assessment criteria for the written and oral Baccalaureate examinations;
- Other Relevant Information upon request of the Tenderer

## 9. DELIVERABLES TO BE SUBMITTED AND TIMEFRAME

<b>Periods</b>	<b>Steps</b>	<b>Who?</b>
<b>Purchasing</b> <b>August 2016</b> <b>October 2016</b>	Choice of tools	OSGES
	Purchasing operations / Contracts	OSGES
	Acquisition of on-line tools	OSGES
	Acquisition of the equipment (scanners...)	Schools
<b>Planning and Organisation</b> <b>October 2016</b> <b>December 2016</b>	Integration of tools	Supplier / IT Unit
	Identification of main participants in process in each centre (responsible members of staff and back-up for scanning and uploading process)	Schools
	Presentation and delivery of process to key stakeholders and training of referents (teachers / administrative staff / external correctors)	Supplier / BAC and IT Unit
	Training of administrators (scanning, online-marking setup and management)	Supplier
<b>Deployment and training</b> <b>January 2017</b> <b>June 2017</b>	Initialization of system for training in centres and for test sessions	Supplier / BAC Unit
	Insertion of administrative elements (subjects, candidates, examiners, mark schemes...)	BAC Unit / IT Unit / Supplier
	Insertion of information for correctors (correction instructions)	Supplier / BAC Unit
	Transfer of login information to examiners and supervisors	Supplier / BAC Unit
	Setup and training for scanning personnel at schools	Supplier
	Training of examiners and inspectors	Supplier
	Test and validation of scanning centres Test sessions in exam centres	Schools / Supplier / BAC Unit
<b>Operations and Production</b> <b>June 2017</b> <b>July 2017</b>	Insertion of information for correctors. (Assessment criteria, marking grids, etc.)	Inspectors / BAC Unit / Supplier
	Scanning and transfer of scripts onto platform	Schools
	Online correction and marking of digitized scripts	Correctors
	Moderation. Organization of final validation process	Inspectors / BAC Unit / Supplier
	Extraction of results and archives	Supplier / IT Unit / BAC Unit

## **10. OFFER SUBMISSION. SERVICES.**

The Tenderer must submit its offer with detailed technical specifications and full descriptions of performance features of the on-line tool(s) covering the following aspects:

- scanning, processing, uploading, storing and of the scripts,
- customization and setting up of parameters, roles, etc. through the administration module,
- on-line correction,
- security features,
- reporting features,
- integration in the European Schools IT environments
- Data transfer
- Etc.

The Tenderer must submit its offer with a full description of the training and project management services

### **10.1. SAFETY AND SECURITY, UPDATES AND WARRANTY**

The various aspects of safety and security are essential. In particular, the following aspects are to be ensured:

- Security related to network and secure management of access to the application;
- No loss or leakage of digitized material during its handling;
- Identification and secure access by different stakeholders;
- Respect for the anonymity of scripts during corrections;
- Reliability of the scripts image;
- Reliability of the marking, especially when calculating the final mark and transcription of the marks;
- Verification of the proper completion of operations (scan quality, transfer of scanned scripts on the company server);
- Protection of sensitive data, such as the correspondence list between candidate identification and anonymity digital code.

The tenderer must indicate how security constraints will be dealt with during all phases of the application.

All measures must be taken to ensure that the proposed tool is not vulnerable to incidents such as Internet failure, attack by viruses, remote takeover, etc.

### **10.2. TRAINING OF THE STAKEHOLDERS TO ON-LINE CORRECTION**

The final offer will describe in detail the training actions to be provided by the supplier, including instruction mode (on-line, face-to-face...), description of materials, methodology, calendar, number of contact hours, etc.

The training calendar will be adjusted to the timeframe in point 9 above.



All future users of the system will be trained. To this extent the supplier will produce and update manuals, on-line training tools and offer the possibility of face-to-face training actions at the fees quoted for in 10.5 (below)

### 10.3. PROJECT MANAGEMENT

The final offer will describe in detail the project management actions to be provided by the supplier during all phases of the project as detailed in point 9 of this procurement.

### 10.4. OTHERS

The final offer will describe as well the following:

- Elaboration of progress reports on the implementation of the project
- Updating procedures
- After sales service and warranty
- ...

### 10.5. PRICE QUOTATIONS

All in all, the offer will quote the following:

1.- **A yearly subscription fee** covering the use of all necessary softwares/on-line tools including the necessary hosting, storage, customization, security and audit features, assistance, trouble-shooting services, maintenance and check-up operations of all systems as described in this tender.

The yearly subscription fee will be preferably a fixed flat fee, i.e., regardless of the volumes in 11.1.

2.- **A fee per processed script.** This fee will cover all necessary transfer, structured identification, labelling, filing and storage, back-up, etc. The fee per processed script will be fixed regardless of the paper format and the number of pages contained in each script.

Should the tenderer wish to quote a minimum number of processed scripts / year, this will not be higher than 10.000.

3.- **A fee per day for project management services** covering all necessary operations of customization, parameter setting, full set up of the administration system, transfer and introduction of all necessary data, etc. These operations will be carried out in presence at the European Baccalaureate Unit of the Office of the Secretary General of the European Schools in Brussels.

The fee quoted will comprise project, management materials, travel expenses, accommodation, subsistence and other allowances. Should the tenderer wish to make an estimation of the necessary days, they should not exceed the following:

	<b>Days</b>
<b>First year</b>	20
<b>Second year</b>	10
<b>Following years</b>	5

4.- **A fee per day for training / support services.** Training will be provided to all stakeholders on the software/on-line tools functionalities they need to master.

Training may take place on the different examination centers mentioned in 3.2. Should new examination centers join, training can be also scheduled there.

The fee quoted will comprise training materials, travel expenses, accommodation, subsistence and other allowances. Should the tenderer wish to make an estimation of the necessary days, they should not exceed the following:

	<b>First year</b>	<b>Second year</b>	<b>Following years</b>
Training administration BAC Unit / IT Unit	5 days	5 days	5 days
Training scanning	20 days	10 days (20 half days)	---
Training inspectors	10 days	5 days	2 days
Training external correctors	10 days	5 days	2 days
Training teachers	20 days	10 days (20 half days)	---

## **11. SCOPE OF THE PROCUREMENT**

The procurement must be based in the 4-year needs to cover the on-line correction of scripts and all related operations in all institutions holding the European Baccalaureate examinations.

For Baccalaureate session 2017: intensive training, support, assistance and project management following all operations to ensure successful implementation at all levels. A qualitative assessment report of the implementation in the 2017 European Baccalaureate session must be provided.

Forecast and planning of training, support, assistance and project management needs following all operations for the 2018, 2019 and 2020 European Baccalaureate sessions to ensure success.

The tenderer must establish its offer according to the market for each year: 2017, 2018, 2019, 2020 considering the different training, support, assistance and project management needs.

### **11.1. VOLUMES**

For the period sessions 2017-2020

Approximate average number of schools per year: 20.

Approximate average number of candidates in the period per year: 2000

Approximate average number of scripts per year: 10.000

Approximate average number of pages to scan per year: from 80,000 to 90,000 pages.

Approximate number of teachers (first correctors) that will correct written tests per year: 640

Number of external examiners (second correctors) per year: 200

Approximate number of education officials per year: 30.

Approximate number of administrative staff responsible for scanning and management of the European Schools per year: 35.

The number of schools, teachers, pages to scan, external examiners, education officials, administrative staff may vary slightly (Approximately +/- 10% yearly).

## **12. VALIDATION OF WORK**

The Office of the Secretary-General of the European Schools will monitor the whole process. It will be closely involved in the definition of the methodology concerning all processes of implementation, integration, training, support, assistance and project management. It will be kept informed about the progress and invited to give feedback at all stages.

A minimum of two meetings with the Baccalaureate Unit and various stakeholders will be organised at the premises of the Secretary-General in Brussels or at the premises of the Supplier, where financially more convenient, or using technologies to virtualize the meeting when considered appropriate by both parties. Apart from this, contact will be kept via e-mail and telephone. For all meetings convened, a meeting report shall be drawn up by the Supplier and sent to the Secretary-General.

The Secretary-General will validate the work carried out by the Supplier.

The Secretary-General expects the Supplier to adhere to the highest and professional standards in their work. In particular, the methodology and the techniques used to meet the requirements of the tender shall derive from accepted standards of the profession.

The Secretary-General retains the right to reject an offer that does not meet these standards.

## **13. PRICES**

Under article 42, paragraph 3,3 of the circular code nr2/1978, the Office of the Secretary- General is exempt from VAT, all amounts shall be calculated without VAT.

The price quotation must be precise, inclusive of all costs, be expressed in euro and be calculated excluding VAT; the amounts must include two decimals.

The quotation must be given at a firm, non-revisable price.

## **14. PAYMENT ARRANGEMENTS**

The payment arrangements are set out in the draft contract in Annex III.

## **15. CONTRACTUAL CONDITIONS**

- The contractual conditions appear in the draft contract in Annex III.
- These documents: Annex I – Specification, Annex II – Overview of the functionality and Annex IV – Service Level Agreement, form an integral part of this draft contract.

## **16. TENDERS FROM CONSORTIA**

Tenderers must specify and quantify the role, qualifications and experience of each member of the consortium. One correspondent, who represents all the other tenderers, must be designated.

In the case of a consortium, the criteria have to be met by the consortium as a whole. However, the exclusion and selection criteria have to be met individually by each member of the consortium.

The members of the consortium shall be jointly and severally liable vis-a-vis the Office of the Secretary-General for the fulfillment of this contract.

## **17. EXCLUSION CRITERIA**

Candidates or tenderers shall be excluded from participation in this procurement procedure if:

- a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of *res judicata*;
- c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- e) they have been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity;
- f) following a procurement procedure, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

The tenderer to whom the contract is to be awarded will be required to provide, by the date specified by the contracting authority and before signature of the contract, the evidence below, to confirm the declaration on his honour concerning the situations of exclusion from participation in this procurement procedure:

- a recent extract from the judicial record or, failing that, a recent equivalent document issued by a judicial or administrative authority in the country in which the tenderer is established, showing that he is not in one of the exclusion from participation in a procurement procedure situations described in (a), (b) and (e).
- a recent certificate issued by the competent authority of the country in which the tenderer is established, showing that the tenderer has fulfilled his obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which he is established.

Where such a document or certificate is not issued by the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the tenderer before a judicial or administrative authority, a notary or a qualified professional body in the candidate's country.

Contracts may not be awarded to candidates or tenderers who, during the procurement procedure:

- a) are subject to a conflict of interest;
- b) are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information.

## **18. SELECTION CRITERIA**

Candidates or tenderers will be eligible and thus selected if they can prove that they have sufficient economic and financial capacity, on the one hand, and sufficient technical and professional capacity, on the other hand. All the requirements listed in the contract notice must be met in order to enter the next phase of the assessment.

If the tenderer envisages making use of the capacities of other entities, he will be required to furnish a written undertaking from the latter confirming that they will make available to the tenderer the resources necessary for performance of the contract.

Candidates may rely on the capacities of other entities, regardless of the legal nature of the links which they have with them. They must in that case prove to the contracting authority that they will have at their disposal the resources necessary for performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at their disposal.

In the selection phase, assessment focuses on the quality of the track record and not on the quality of the offer. Accordingly, tenderers should not introduce information relating to their technical proposal or their financial quotation in this part of the file.

### **18.1. ECONOMIC AND FINANCIAL CAPACITY**

In order to prove that the tenderers have sufficient economic and financial capacity to perform the contract, they will be asked to present the following documentation signed by the authorized representative of the tenderers:

- a) evidence of relevant professional risk indemnity insurance covering third-party liability and covering the whole period of validity of the contract + 6 months;
- b) financial statements for the last three years for which accounts have been closed; the tenderers will enclose balance sheets and results for those three years;
- c) a statement of overall turnover and turnover concerning the services covered by the contract during the last three financial years available;
- d) if the tenderers rely on the capacities of other entities (e.g. parent company), a written undertaking on the part of those entities confirming that they will place the resources necessary for performance of the contract at their disposal is necessary (also see Article 16 here above).
- e) statement as to whether or not the candidate intends subcontracting part of the contract and, if so, the proportion likely to be subcontracted. Any part of the contract subcontracted remains the contractor's responsibility. The Office of the Secretary-General of the European Schools reserves the right to verify the legal position, economic and financial capacity and the technical capacity of any subcontractors.

The following table shall be filled in by the tenderer:

<b>f) Financial and Economic Capacity Overview</b>			
<b>Currency : EURO</b>		<b>Figures (000)</b>	
	<b>N*</b> (* most recent figures available)	<b>N-1</b>	<b>N-2</b>
<b>Total Balance Sheet</b>			
<b>TRADE DEBTORS</b> <i>Amounts due by commercial customers</i>			
<b>CAPITAL and RESERVES (Equity)</b> <i>Amounts owned by the company</i>			
<b>TRADE CREDITORS</b> <i>Amounts due to commercial suppliers</i>			
<b>SHORT TERM DEBT</b>			
<b>LONG TERM DEBT</b>			
<b>LIQUIDITY</b> <i>Bank accounts, cash at hand</i>			
<b><u>About PROFIT &amp; LOSS</u></b>			
<b>TURNOVER</b>			
<b>ORDINARY RESULT</b>			
<b>EXTRAORDINARY RESULT</b>			
<b>INCOME TAX</b>			
<b>NET RESULT</b>			

The tenderers may add any data that they would consider of vital relevance for their organisation and for the understanding of the related figures. Comments: Please, explain briefly important variations from one year to another, if appropriate. In case of negative equity or repeated losses, please explain how the future of the organisation will be ensured.

## 18.2. TECHNICAL AND PROFESSIONAL CAPACITY

The criteria used to check whether the tenderers have sufficient technical and professional capacity to perform the contract, as well as the evidence required to that effect, will also be listed in the contract notice. These criteria relate to the skills, efficiency, experience, reliability of the tenderers.

The tenderers are kindly requested to provide:

### a) As to the tenderers Organisation:

a1) A general organization chart of the structure; describing where necessary the various fields of activity of the tenderer.

a2) A description of the organisational structure, including their technical department (engineering, development...), helpdesk division, training and project management services, etc. Where relevant, include the relationships between the tenderers and other companies of the same group.

a3) A comprehensive list of staff, with number, name, description of experience, tenderer's staff who will be involved in the present call for tender and specification of their roles (At least, the curriculum vitae of the tenderer's staff members and their back-up for these key posts will be provided).

It should be specified that the Office of the Secretary-General of the European Schools will be in contact with a single organisation or person for the signing of the contract and for the various administrative and accounting aspects.

a4) A description of the security controls in place to ensure security of the information transported over the network

a5) The tenderer will explain whether the access to its network and/or the use of it by its customers is limited by any restriction.

a6) A description of the security policy and measures with respect to physical access to the management/monitoring center and to the monitored devices.

a7) A description of the security management systems aimed to guarantee the security of the information stored on the tenderer's information systems.

a8) The Tenderer will explain whether its model employment contract provides safeguards against unauthorized disclosure of customer information by employees and malicious damage to customer property or equipment. If so, the Tenderer will provide a copy/copies of the model of the contractual clauses used in its employment contracts to meet this requirement

a9) The tenderer will confirm that a Service Desk will be reachable by phone and e-mail, and able to interact in English and in French

a10) The tenderer will confirm that it will provide an on-line incident management tool enabling trouble-ticket management

a11) Description of a Business Continuity Plan (BCP) which has to ensure that the delivery of services to customers is on-going even when major negative events on the entity/involved entities side happen, especially during the correction periods.

To this effect, in the event of the supplier's cessation of business, the European Schools shall be given the option to acquire access to the Tool source code under a non-exclusive SLA (for the use of the Tool and related service). It is hereby understood that it shall allow

the European Schools to access the Source Code only for the purposes of maintaining, operating and running the Software for own use, and shall prohibit the sale or other commercial use of the Tool source code.

**b) As to the Technical Qualifications, the Availability and the Quality of Resources:**

b1) Full description of the technical solution, functionalities of all softwares/web based tools

b2) As proof of experience, the description of at least 1 (one) detailed reference for similar contracts successfully provided by the candidate over the last 3 years, giving the sums, dates, recipients, public or private, involved and status of the service suppliers (lead tenderer or subcontractor). The customers should preferably be in Europe and in the public sector. Detailed references of contracts or projects carried out by the candidate on behalf of state or private educational establishments, international establishments or EU institutions, giving the sums, dates, and recipients should also be provided, if the case.

b3) the tenderer will precise whether it has experience in working with Service Level Agreements (SLA), and if so, provide an example of a relevant SLA, with details concerning contract duration, the type and number of client sites, preferably in Europe and in the public sector.

b5) The tenderer will include at least at least 1 CVs of an expert(s) whose overall experience covers the activities of the profile service delivery manager

Profile requirements:

Main activities:

- Control, follow-up and functional management of the contract
- Manage any problems that may arise from the dissatisfaction with any portion of the service provided
- Change management
- Establish the regular service review procedure ensuring that all service issues are raised and dealt with effectively and within the required time scales
- Effectively liaise with subcontractors
- Implementation of new processes
- Follow-up of the improvements needs after assessments

An experience of at least 3 years in the domain is required.

b 6) The Tenderer will include at least 1 CV of an expert whose overall experience covers the activities of the profile Project Manager

Profile requirements:

The Project manager specialises in project planning and control, and provides support for multiple projects. He will be the interface between the contractor and the OSGEE for the projects he is responsible for.

Main activities:

- Initiate, execute and complete projects;
- Perform risk analysis
- Project coordination



- Ensures that the agreed milestones are respected and that the deliverables are provided in due time
- Ensures proper communication within projects (meetings, reports and presentations)
- Control/monitor progress, quality for projects and provides feedback to the project sponsor
- Identify and solve problems occurring in projects

A good knowledge and experience (at least 3 years) in the areas of the project management is required.

b7) The Tenderer will include at least 2 CVs of experts whose overall experience covers the activities of the profile Senior Consultant

Profile requirements:

The senior consultant specialises in giving specialised and advanced advice in the domain.

Main activities, amongst others:

- Give advice on projects;
- Give advice on global transition and global transformation initiatives
- Design custom architectures based on functional or business requirements provided by the OSGEE
- Develop lab scenarios
- State of the art follow up for the services
- Develop migration and implementation plan
- Understand the implications and impact that proposed architectural changes will have on the business (to technical and non-technical audiences)
- Advanced in-depth knowledge of the related area/domain
- In-depth analysis of products in the domain

An experience of at 5 years in design and implementation of complex and highly available infrastructures and services is required.

**c) As to Support, Maintenance, Delivery of Software products:**

c1) the description of the procedures ascertaining the quality of the products and services delivered to clients and the conformity of the deliveries with their orders.

c2) the description of the capacity in supplying the software products and the required services related to software licensing.

c3) the description of the follow-up procedure in relation to quality and conformity of deliveries and services to clients.

**d) As to the management of the hosting/ website / software**

d1) the description of the infrastructure, tools and processes used to manage the environment test, acceptance and production environment as required in the call for tenders.

d2) the description of the change requests management (please, see SLA specifications in Annex IV).

**e) As to Quality and Security Control:**

e1) a declaration of compliance with the European Regulation (data protection – European Directive 95/46/CE)

e2) if the case, a declaration of certification to the ISO 27001 (please see a4)), related to Information Security Standards

**f) Training and project management**

Full description of project management services and training with specifications per user profile as in Annex I.

**19. AWARD CRITERIA**

Once candidates have provided evidence that they have the capacities, experience and skills required for performance of the tasks mentioned in the present call for tender by having furnished all documents mentioned in the Exclusion and Selection Criteria fields (see above, points 17 and 18), their offer will be assessed by a commission appointed by the Office of the Secretary-General of the European Schools, contracting authority.

It should be reminded that the Office of the Secretary-General of the European Schools will be in contact with a single organisation or person for signing of the contract and for the various administrative and accounting aspects (ref. item a3) above).

When assessing the tenders, this commission will take the following criteria into consideration:

Candidates will be selected after having been ranked in regards to the needs described in this document. Proven extended experience in the field of on-line correction applied to any school system at secondary school level, specially involving secondary school leaving examinations and/or high stakes examinations and international experience, which will also be considered.

Therefore, candidates are invited to state the number of years they have been operating, the number and denomination of educational systems (national/international) for which they have been providing services, the education levels at which they have been providing services, etc.

The contract will be awarded to the tender offering the best value for money, i.e. the one with the best price-quality ratio. The method which will be used to determine the best-value-for- money tender will be as follows:

1. The **qualitative value** of the tender will be assessed out of a maximum of 100 points.

The quality of the offers will be assessed, on the basis of the application submitted by the tenderer, according to the following criteria:

- (1) **Understanding:** the purpose of this criterion is to assess whether the tenderers have fully understood all aspects of the services required for the contract, as set out in the specifications in points 5 and 6 of this procurement.

Out of 40 points [*20 points = minimum required*];

- (2) **Project management, training, implementation:** this criterion is aimed at assessing the working methods, timescale and resource allocation proposed to satisfy the needs described in points 7, 8 and 9. It will consider a balanced and consistent working method, timescale and resources allocation.

Out of 20 points [10 points= minimum required];

- (3) **Safety and Security and Integration:** the purpose of this criterion is to assess the extent to which the proposed services comply with the safety and security requirements

detailed in this procurement and adjust to integration with the European Schools IT environment

Out of 20 points [*10 points = minimum required*];

- (4) **Experience** in the field of digitization of examination scripts and on-line correction, specific experience in the on-line correction of secondary school leaving examinations / high stakes examinations, experience in multi-countries concomitant on-line corrections, multilingual interfaces, multilingual services including training and project management

Out of 20 points [10 points= minimum required];

Only tenders which have obtained at least the minimum number of points required for each criterion, (1), (2), (3) and (4) here above, and at least a total number of points of 65 out of 100 will be considered for the comparison of the financial value.

2. The **financial value** of each tender accepted qualitatively will be determined by calculating the prix index as follows:

$$\frac{\text{Cost of the tender in question as per the price quoted} \times 100}{\text{Cost of the tender quoting the lowest price}}$$

The **cost** will be calculated as follows (See 11.1):

(Yearly subscription fee x 4) + (fee per processed script x 40.000) + (Fee per day for project management services x 40) + (Fee per day for training/support services x 118)

**Fees quoted for project management and training/support services will comprise training/support materials, travel expenses, accommodation, subsistence and other allowances.**

The contract award will be awarded to the tender which is the most cost-effective (offers the best value for money) on the basis of the price/quality ratio where the quality mark (Q) will account for 60% and the weighted average price (P) for 40%.

<b>Final Evaluation</b>
$[(NQ \times 0.6)] + (NP \times 0.4)] \times 100$ <p style="text-align: center;">where</p> $NQ = Q/Max(Q)$ $NP = Min(P)/(P)$ <p><b>Q</b> = “quality” mark of the evaluated tender</p> <p><b>Max(Q)</b> = the highest “quality” mark attributed in the evaluation stage</p> <p><b>P</b> = Weighted average price</p> <p><b>Min(P)</b> = the lowest Weighted average price among tenders having reached the financial evaluation stage and which have obtained a quality mark of at least 65% of the overall points and not less than minimum required of the points awarded for a single criterion.</p>

### Oral presentation of the offer

After the tenders’ opening, all selected tenderers may be invited on August 17, 2016 to an individual presentation session of their product / offer before a commission appointed by the Office of the Secretary General of the European Schools, contracting authority.

The presentation will take place at the OSGES premises in Brussels, and will last no longer than 2 hours. The presentation is required in order to award the contract.

A written invitation fixing the dates and time of this meeting will be sent to tenderers in the shortest possible time from the date of opening of offers.

Only documents submitted at the time of the offer can be used to support the oral presentation, no new documents may be tabled, presented and / or discussed.

The contracting authority wishes to emphasize that this presentation is only intended to clarify or supplement the content of the offer.

It is strictly forbidden to tenderers to modify their offer, under penalty of exclusion

All expenses related to this presentation shall be covered by the tenderer.

## **21.- SUBMISSION AN OFFER**

The **deadline for submitting offers** is indicated in the contract notice. You may submit your offer exclusively by email at the following address: [OSG-CALL-FOR-TENDERSBSGEE-2016-01@EURSC.EU](mailto:OSG-CALL-FOR-TENDERSBSGEE-2016-01@EURSC.EU)

The "subject" of the email will be filled as follows: BSGEE 2016-01 on-line **correction tools**

## 22.- CONFIDENTIALITY

All members of the provider's staff shall abstain from any action and, in particular, any public expression of opinion which may be detrimental to the public image of the European Schools in general or to any of its members'. All members of the provider's staff may not, in any manner whatsoever, disclose to any person any document, fact or information of an administrative or educational nature not considered public. They shall exercise the greatest discretion and treat them as confidential. They shall continue to be bound by this obligation after the expiration of contractual bonds.

The selected experts must adhere to the highest standards of professional conduct and respect the confidentiality of the information and documents that come to their attention during the process of providing and implementing the On-line correction system, and more generally during the whole phase of corrections.

To this end, specific clauses are included in the draft contract in Annex III.

The contracting authority and the contractor shall treat with confidentiality any information and documents, in any form, disclosed in writing or orally in relation to the performance of the contract and identified in writing as confidential.

The contractor shall:

- (a) not use confidential information and documents for any purpose other than fulfilling its obligations under the contract without prior written agreement of the contracting authority;
- (b) ensure the protection of such confidential information and documents with the same level of protection it uses to protect its own confidential information, but in no case any less than reasonable care;
- (c) not disclose directly or indirectly confidential information and documents to third parties without prior written agreement of the contracting authority.

The confidentiality obligation shall be binding on the contracting authority and the contractor during the performance of the contract and for five years starting from the date of the payment of the balance unless:

- (a) the disclosing party agrees to release the other party from the confidentiality obligation earlier;
- (b) the confidential information becomes public through other means than in breach of the confidentiality obligation, through disclosure by the party bound by that obligation;
- (c) the disclosure of the confidential information is required by law.

The contractor shall obtain from any natural person with the power to represent it or take decisions on its behalf, as well as from third parties involved in the performance of the contract, an undertaking that they will comply with the confidentiality obligation.