



**Office of the Secretary General of the
Board of Governors of the European
Schools**

Rue de la Science, 23
1040 Brussels

OPEN TENDER N° BSGEE 2023-002

**PROVISION OF AN ON-LINE CORRECTION OF THE EUROPEAN BACCALAUREATE EXAMINATIONS
SCRIPTS**

TENDER SPECIFICATIONS

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Part 1 – Administrative specifications

1. SCOPE AND DESCRIPTION OF THE PROCUREMENT

1.1. Contracting authority: who is the buyer?

This procurement is launched and managed by the Office of the Secretary General of the Board of Governors of the European Schools, referred to as the Contracting authority for the purposes of this call for tender.

1.2. Subject: what is this procurement about?

The subject of this procurement is the provision of an on-line correction tool for the European Pre-Baccalaureate Examinations scripts and Baccalaureate Examinations scripts of all European Baccalaureate subjects, in all European Union languages.

Currently the European Baccalaureate Examination can be taken in 13 European Schools and 10 Accredited Schools¹ spread all over the European Union, for a total of approximately 2650 pupils. 12.500 scripts on average are thus corrected in over 15 working days during the June session of the European Baccalaureate.

The full list of European Schools and Accredited European Schools can be found on the official website of the European Schools:

- European Schools: <https://www.eursec.eu/fr/European-Schools/locations>
- Accredited European Schools: <https://www.eursec.eu/fr/Accredited-European-Schools/locations>

1.3. Lots: is this procurement divided into lots?

This procurement is not divided into lots.

1.4. Technical description: what do we want to buy through this procurement (minimum technical specifications)?

The services that are the subject of this call for tender, including any minimum requirements, are described in detail in the document 'Tender Specifications – part 2: Technical specifications, hereafter referred to as 'Technical specifications.

1.4.1. Background

See part. 2 : Technical specifications

¹ 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.

1.4.2. Technical requirements

See part. 2 : Technical specifications

1.4.3. Deliverables

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 2024: 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 2024 European Baccalaureate session must be provided.

Forecast and planning of training, support, assistance and project management needs following all operations for the 2024, 2025 and 2026 European Baccalaureate sessions to ensure success.

The tenderer must establish its offer according to the technical specifications for each year: 2024, 2025, 2026 and 2027 considering the different training, support, assistance and project management needs.

VOLUMES : For the period sessions 2024-2027

Approximate number of schools per year: 30.

Approximate number of candidates in the period per year: 3.200 (6.400 if pre-bac included)

Approximate number of scripts per year: 16.500 (33.000 if pre-bac included)

Approximate number of pages to scan per year: 160.000 pages. (320.000 if pre-bac included)

Approximate number of teachers (first correctors) that will correct written examinations per year: 1.120

Approximate number of external examiners (second correctors) per year: 350

Approximate number of education officials per year: 30.

Approximate number of administrative staff responsible for scanning and management of the European Schools per year: 50.

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

1.5. 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 and anonymisation 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 B** Overview of the functionalities per user)
- 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 and the GDPR dispositions.

Tenderers must propose a user-friendly correction system “anytime/anywhere”. Correctors will be able to correct the scripts on the screen of an electronic device (computer, laptop, tablet...) in schools or other specific locations or home at any moment.

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

1.6. Variants: Are variants allowed?

Variants (alternatives to the model solution described in the Tender Specifications) are not allowed. The Contracting authority will disregard any variants described in a tender.

1.7. Options: Are additional optional services requested?

No option is requested. The Contracting authority will disregard any option proposed in a tender.

The contracting authority will not take into account the proposed optional services when ranking the tenders. If the successful tenderer proposes additional services in its tender, the contracting

authority will then consider, before signing the contract, whether these services are directly related to the subject matter of the contract and the specifications and decide whether to accept them.

1.8. Place of performance: where will the contract be performed?

The services will be performed at the following locations: in all the (concerned Accredited Schools) European Schools – at the OSG and online.

1.9. Nature of the contract: how will the contract be implemented?

The procedure will result in the conclusion of a single framework contract.

A framework contract establishes a mechanism for future repetitive purchases by the Contracting authority to be awarded in the form of specific contracts or purchase order. The signature of a framework contract does not impose an obligation on the Contracting authority to conclude specific contracts or purchase order in accordance with the framework contract.

The framework contract will be concluded with one contractor. Specific contracts or purchase order shall be written on the basis of the terms laid down in the framework contract, refined or, in duly justified circumstances, supplemented to reflect the particular circumstances of the specific contract. The details are set out in Article I.4.3 of the Draft framework contract.

⚠ Tenderers need to take full account of the provisions of the Draft contract as the latter will define and govern the contractual relationship(s) to be established between the Contracting authority and the successful tenderer(s). Special attention is to be paid to the provisions specifying the rights and obligations of the contractor, in particular those on payments, performance of the contract, confidentiality, and checks and audits.

By submitting a tender, the tenderer also accepts all the terms and conditions set out in the draft contract annexed to these specifications. The successful tenderer of the contract may no longer request an adaptation of any clause whatsoever.

1.10. Volume and value of the contract: how much do we plan to buy?

The framework contract ceiling is indicated in Heading II.2.6 of the contract notice.

The contract shall automatically terminate if this maximum amount is reached, without notice or compensation, unless an addendum has been previously signed by both parties.

1.11. Duration of the contract: how long do we plan to use the contract?

The framework contract resulting from the award of this procurement will be concluded for 48 months tacitly renewable **1 time** for a period of 48 months, i.e. **96 months maximum**, unless one of the parties receives formal notification to the contrary at least three months before the end of the current duration.

2. GENERAL INFORMATION ON TENDERING

2.1. Legal basis: what are the rules?

This procurement is governed by the provisions of:

- [the Financial regulation of the European Schools](#) and
- [Regulation \(EU, Euratom\) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union](#) (the Financial Regulation)².

The Contracting authority has chosen to award the contract resulting from this procurement through an open procedure pursuant to Article 164(1) (a) of the Financial Regulation. In an open procedure any interested economic operator (any natural or legal person who offers to supply products, provide services or execute works) may submit a tender.

2.2. Rules on access to procurement: who may submit a tender?

Participation in this procurement is open on equal terms to all natural and legal persons established in the European Union.

To enable the Contracting authority to verify the access, each tenderer must indicate its country of establishment (and in case of joint tender – the country of establishment of each group member) in **Annex 1.1** and must present the supporting evidence normally acceptable under the law of that country/-ies if so requested by the contracting Authority. The same document(s) could be used to prove country/-ies of establishment and the delegation(s) of the authorisation to sign as described in **Section 4.3**.

2.3. Ways to submit a tender: how can economic operators organise themselves to submit a tender?

Economic operators can submit a tender either as a sole tenderer or as a group of tenderers. In either case subcontracting is permitted.

In order to fulfil the selection criteria set out in **Section 3.2** the tenderer can rely on the capacities of subcontractors or other entities (not subcontractors).

The role of each entity involved in a tender (hereafter referred to as involved entity) must be clearly specified: sole tenderer, member of a group or Group leader, subcontractor or an entity on whose capacities the tenderer relies to fulfil the selection criteria³. This applies also where the involved entities belong to the same economic group.

² Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union, amending Regulations (EU) No 1296/2013, (EU) No 1301/2013, (EU) No 1303/2013, (EU) No 1304/2013, (EU) No 1309/2013, (EU) No 1316/2013, (EU) No 223/2014, (EU) No 283/2014, and Decision No 541/2014/EU and repealing Regulation (EU, Euratom) No 966/2012 (OJ L 193 of 30.07.2018, p.1).

³ Such an entity is not considered a subcontractor, see Section 2.4.3.

2.3.1. Joint tenders

A joint tender is a situation where a tender is submitted by a group (with or without legal form) of economic operators regardless of the link they have between them. The group as a whole is considered a tenderer⁴.

All members of the group assume joint and several liability towards the Contracting authority for the performance of the contract as a whole.

Group members must appoint a Group leader and a single point of contact authorised to act on their behalf in connection with the submission of the tender and all relevant questions, clarification requests, notifications, etc., that may be received during the evaluation, award and until the contact signature. The model power of attorney attached in **Annex 1.2** is to be used.

The joint tender must clearly indicate the role and tasks of each member and of the Group leader who will act as the Contracting authority's contact point for the contract's administrative or financial aspects and operational management. The Group leader will have full authority to bind the group and each of its members during contract execution. If the joint tender is successful, the Contracting authority shall sign the contract with the Group leader, authorized by the other members to sign the contract on their behalf via power of attorney drawn up in the model attached in **Annex 1.2**.

Changes in the composition of the group during the procurement procedure (after the submission deadline and before contract signature) shall lead to rejection of the tender except in case of a merger or takeover of a member of the group (universal succession), provided that the new entity has access to procurement (see **Section 2.2**) and is not in an exclusion situation, (see **Section 3.1**).

In any case the selection criteria must be still fulfilled by the group and the terms of the originally submitted tender may not be altered substantially, i.e. all the tasks assigned to the former entity must be taken over by the new entity member of the group, the change must not make the tender non-compliant with the Tender specifications, and the evaluation of award criteria of the originally submitted tender may not be modified.

2.3.2. Subcontracting

Subcontracting is the situation where the contractor enters into legal commitments with other economic operators which will perform part of the contract on its behalf. The contractor retains full liability towards the Contracting authority for performance of the contract as a whole.

The following shall not be considered subcontracting:

- a) Use of workers posted to the contractor by another company owned by the same group and established in a Member State (“intra-group posting” as defined by Article 1, 3, (b) of [Directive 96/71/EC concerning the posting of workers in the framework of the provision of services](#)).
- b) Use of workers hired out to the contractor by a temporary employment undertaking or placement agency established in a Member State (“hiring out of workers” as defined by

⁴ References to *tenderer* or *tenderers* in this document shall be understood as covering both sole tenderers and groups of economic operators submitting a joint tender.

Article 1, 3, (c) of [Directive 96/71/EC concerning the posting of workers in the framework of the provision of services](#)).

- c) Use of workers temporarily transferred to the contractor from an undertaking established outside the territory of a Member State and that belongs to the same group (“intra-corporate transfer” as defined by Article 3, (b) of [Directive 2014/66/EU on the conditions of entry and residence of third-country nationals in the framework of an intra-corporate transfer](#)).
- d) Use of staff without employment contract (“self-employed persons working for the contractor”) to perform substantially the same tasks as the staff with employment contract (“employees”), without the tasks of the self-employed persons being particular well-defined parts of the contract.
- e) Use of suppliers and/or transporters by the contractor, in order to perform the contract at the place of performance, unless the economic activities of the suppliers and/or the transporting services are within the subject of this call for tender (see **Section 1.4**).
- f) Performance of part of the contract by members of an EEIG (European Economic Interest Grouping), when the EEIG is itself a contractor or a group member.

The persons mentioned in points a), b), c) and d) above will be considered as “personnel” of the contractor as defined in the contract.

All contractual tasks may be subcontracted unless the Technical specifications expressly reserve the execution of certain critical tasks to the sole tenderer itself, or in case of a joint tender, to a member of the group.

Any such subcontractor must provide the tenderer with a commitment letter drawn up in the model attached in **Annex 1.3** and signed by its authorised representative.

By filling in the form available in **Annex 1.3**, tenderers are required to give an indication of the proportion of the contract that they intend to subcontract, as well as to identify and describe briefly the envisaged contractual roles/tasks of subcontractors meeting any of these conditions (hereafter referred to as identified subcontractors):

- on whose capacities the tenderer relies upon to fulfil the selection criteria as described under **Section 3.2**;
- whose individual share of the contract, known at the time of submission, is above 10 %.

Changes concerning subcontractors identified in the tender (withdrawal/replacement of a subcontractor, additional subcontracting) during the procurement procedure (after the submission deadline and before contract signature) require the prior written approval of the Contracting authority subject to the following verifications:

- any new subcontractor is not in an exclusion situation;
- the tenderer still fulfils the selection criteria and the new subcontractor fulfils the selection criteria applicable to it individually, if any;
- the terms of the originally submitted tender are not altered substantially, i.e. all the tasks assigned to the former subcontractor are taken over by another involved entity, the change does not make the tender non-compliant with the Tender specifications, and the evaluation of award criteria of the originally submitted tender is not modified.

Subcontracting to subcontractors identified in a tender that was accepted by the Contracting authority and resulted in a signed contract, is considered authorised.

2.3.3. Entities on whose capacities the tenderer relies to fulfil the selection criteria

In order to fulfil the selection criteria a tenderer may also rely on the capacities of other entities, regardless of the legal nature of the links it has with them. It must in that case prove that it will have at its disposal the resources necessary for the performance of the contract by producing a commitment letter in the model attached in **Annex 1.4**, signed by the authorised representative of such an entity, and the supporting evidence that those other entities have the respective resources.

If the contract is awarded to a tenderer intending to rely on another entity to meet the minimum levels of economic and financial capacity, the Contracting authority may require the entity to sign the contract or, alternatively, to provide a joint and several first-call financial guarantee for the performance of the contract.

With regard to technical and professional selection criteria, a tenderer may only rely on the capacities of other entities where the latter will perform the works or services for which these capacities are required (i.e. the latter will assume the role of subcontractors).

⚠ Relying on the capacities of other entities is only necessary when the capacity of the tenderer is not sufficient to fulfil the required minimum levels of capacity. Abstract commitments that other entities will put resources at the disposal of the tenderer will be disregarded.

3. EVALUATION AND AWARD

The evaluation of the tenders that comply with the submission conditions will consist of the following elements:

- Check if the tenderer has access to procurement (see **Section 2.2**);
- Verification of administrative compliance (if the tender is drawn up in one of the official EU languages and signed by duly authorised representative(-s) of the tenderer);
- Verification of non-exclusion of tenderers on the basis of the exclusion criteria;
- Selection of tenderers on the basis of selection criteria;
- Verification of compliance with the minimum requirements defined in the Tender specifications;
- Evaluation of tenders on the basis of the award criteria.

The Contracting authority will evaluate the abovementioned elements in the order that it considers to be the most appropriate. If the evaluation of one or more elements demonstrates that there are grounds for rejection, the tender will be rejected and will not be subjected to further full evaluation.

The unsuccessful tenderers will be informed of the ground for rejection without being given feedback on the non-assessed content of their tenders. Only tenderer(s) for whom the verification of all elements did not reveal grounds for rejection can be awarded the contract.

The evaluation will be based on the information and evidence contained in the tenders and, if applicable, on additional information and evidence provided at the request of the Contracting authority during the procedure.

For the purposes of the evaluation related to exclusion and selection criteria the Contracting authority may also refer to publicly available information, in particular evidence that it can access on a national database free of charge.

3.1. Exclusion criteria

The objective of the exclusion criteria is to assess whether the tenderer is in any of the exclusion situations listed in Article 136(1) of the Financial Regulation.

As evidence of non-exclusion each tenderer needs to submit with its tender a Declaration on Honour in the model available in **Annex 2**. The declaration must be signed by an authorised representative of the entity providing the declaration.

The initial verification of non-exclusion of tenderers will be done on the basis of the submitted declarations. The documents mentioned as supporting evidence in the Declaration on Honour need to be provided whenever requested and where this is necessary to ensure the proper conduct of the procedure within a deadline given by the Contracting authority⁵.

⁵ The obligation to provide the supporting evidence will be waived in the following situations:

- if such evidence can be accessed by the Contracting Authority on a national database free of charge, in which case the economic operator shall provide the Contracting authority with the internet address of the database and, if needed, the necessary identification data to retrieve the document;
- if there is a material impossibility to provide such evidence.

The exclusion criteria apply individually to each member of the grouping and/or to each identified subcontractor.

Please note that a request for evidence in no way implies that the tenderer has been successful.

3.2. Selection criteria

The objective of the selection criteria is to assess whether the tenderer has the legal, regulatory, economic, financial, technical and professional capacity to perform the contract.

The selection criteria for this procurement, including the minimum levels of capacity, the basis for assessment and the evidence required, are specified in the following subsections.

Tenders submitted by tenderers not meeting the minimum levels of capacity will be rejected.

When submitting its tender each tenderer shall declare on honour that it fulfils the selection criteria for the call for tender. The model Declaration on Honour available in **Annex 2** shall be used.

The initial assessment of whether a tenderer fulfils the selection criteria will be done on the basis of the submitted declaration(s).

The selection criteria are applicable to all the members of the grouping and/or the subcontractors identified (combined capacity of all the members and/or of the subcontractors identified).

The subsections below specify which selection criteria evidence must be provided with the tender or may be requested later, at any time during the procurement procedure⁶. In any case, to the extent that there is no ground for a waiver, the evidence must be provided, upon request and within a deadline given by the Contracting authority.

Please note that a request for evidence in no way implies that the tenderer has been successful.

3.2.1. Legal and regulatory capacity

The tenderer must demonstrate that it has the legal capacity necessary to engage in the professional activity covered by the contract (registration in the relevant trade or professional register, registration with the social security system, VAT registration, incorporation permit, etc.) in accordance with the legislation of the State where it is established.

Supporting documents:

- a copy of the tenderer's registration in a trade register or in a professional register or of any other official document mentioning a registration number;

⁶ The obligation to provide the supporting evidence will be waived in the following situations if such evidence can be accessed by the *Contracting Authority* on a national database free of charge, in which case the economic operator shall provide the *Contracting authority* with the internet address of the database and, if needed, the necessary identification data to retrieve the document.

- a copy of the tenderer's legal status or, failing that, an equivalent document recently issued by a competent judicial or administrative authority;
- furthermore, for legal persons, a legible copy of the instrument of appointment of the persons authorised to represent the candidate in relations with third parties and in legal action, or a copy of the publication of that instrument of appointment if the legislation applicable to the legal entity concerned requires such a publication; any delegation of this authorisation to another representative not mentioned in the official instrument of appointment must be certified.

👉 All the evidence of legal and regulatory capacity need to be provided with the tender

3.2.2. Economic and financial capacity

Tenderers must comply with the following selection criteria in order to prove that they have the necessary economic and financial capacity to perform the contract.

Criterion F1	
Minimum level of capacity	Yearly turnover concerning the services covered with the procurement of the last three financial years above EUR 340.000 for the yearly turnover concerning the services covered with the procurement.
Basis for assessment	This criterion applies to the tenderer as a whole, i.e. a consolidated assessment of the combined capacities of all involved entities will be carried out.
Evidence	Declaration on yearly turnover corresponding to the services to which the contract refers.

👉 All the evidence of economic and financial capacity need to be provided with the tender

3.2.3. Technical and professional capacity

Tenderers must comply with the following selection criteria in order to prove that they have the necessary technical and professional capacity to perform the contract.

Criterion T1	
The tenderer must prove experience in the field of on-line correction tool for examinations scripts.	
Minimum level of capacity	At least three similar (in scope and complexity) projects/contracts performed in the last three years preceding the tender submission deadline with a minimum value for € 162.000 per project/contract.
Basis for assessment	This criterion applies to the tenderer as a whole, i.e. the combined capacities of all involved entities.
Evidence	A small description of the projects/contracts meeting the minimum level of capacity. The description shall include details of the start and end date, total project amount and scope, role and amount invoiced. As supporting document the Contracting authority may request statements issued by the clients and take contact with them.

Criterion T2	
The tenderer must prove that it has the qualified personnel to carry out this contract, in particular profiles as Service delivery Manager, project Manager and Senior Consultant.	
Minimum level of capacity	See below this table
Basis for assessment	This criterion applies to the tenderer as a whole, i.e. the combined capacities of all involved entities.
Evidence	See below this table.

A. Expert whose overall experience covers the activities of the profile “service delivery Manager”

Minimum level of capacity:

Profile requirements:

- a service delivery manager is responsible for making sure that services are being seamlessly delivered to the clients of an organization. They are in charge of a variety of tasks, such as leading project teams, rectifying reliability issues, monitoring progress, tracking KPIs, and managing budgets.

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

Experience: at least 3 years in the function is required

Evidence: 1 CV

B. Expert whose overall experience covers the activities of the profile “project Manager”

Minimum level of capacity:

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

Experience: at least 3 years in the function is required

Evidence: 1 CV

C. Experts whose overall experience covers the activities of the profile “Senior Consultant”

Minimum level of capacity:

Profile requirements:

- The senior consultant specialises in giving specialised and advanced advice.

Main activities:

- 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

Experience: at least 5 years in design and implementation of complex and highly available infrastructures and services

Evidence: 2 CV

Criterion T3	
The tenderer must prove 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.	
Minimum level of capacity	At least ten years of experience in the field of on-line correction applied to any school system at secondary school level and 6 years specially in secondary school leaving examinations and/or high stakes examinations and international experience.
Basis for assessment	This criterion applies to the tenderer as a whole, i.e. the combined capacities of all involved entities.
Evidence	A small description of 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.

☞ All of the above specified evidence of technical and professional capacity must be provided with the tender.

☞ Involved entities must not be subject to conflicting interests which may negatively affect the contract performance. Where the Contracting authority has established such conflicting interests, it may conclude that the tenderer or an involved entity does not possess the required professional capacity to perform the contract to an appropriate quality standard.

The presence of conflicting interests shall be examined during the evaluation phase based on the statements made through the Declarations on Honour and, where applicable, the commitment letters (*Annex 1.2*).

3.3. Compliance with the minimum requirements of the Tender specifications

By submitting a tender a tenderer commits to perform the contract in full compliance with the terms and conditions of the procurement documents for this call for tender. Particular attention is drawn to the requirements specified in the part 2: Technical specifications and to the fact that tenders must comply with applicable data protection, environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU.

☞ **Tenders that are not compliant with the applicable requirements may be rejected due to irregularity.**

3.4. Award criteria

The objective of the award criteria is to evaluate the tenders with a view to choosing the best value for money tender.

Tenders will be evaluated on the basis of the following award criteria and their weighting:

1. Price - 40 points

The price considered for evaluation will be the total price of the tender, covering all the requirements set out in the Tender Specifications.

To be valid, the financial offer must contain the following single prices: Project set up and planning and assessment - Deployment of the technical solution - Training, support and integration services

For his financial offer, the Tenderer must complete the Annex 4 “Financial Offer” in (all yellow cell's must be completed under penalty of rejection).

The **global price** will be determined by adding the total price for the first year and the total price for the 3 next years and indicated in the Annex 4 “Financial Offer”. It is only this global price that will be compared to the global prices offered by other tenderers.

The following formula will be used to allow the final points:

$$\frac{\text{lowest global price}}{\text{global price offered by the Tenderer}} * 40$$

2. Quality – 60 points

The quality of the offers will be assessed, on the basis of the presentation folder of the on-line correction tool submitted by the tenderer, according to the following criteria:

- (1) Understanding of the need – quality and suitability of the proposal: 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 6.2 and 6.3 of the technical specifications.

Out of 30 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 6.4, 6.5 and 6.6 of the technical specifications. It will consider a balanced and consistent working method, timescale and resources allocation.

Out of 15 points (8 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 securement requirements detailed in this procurement and adjust to integration with the European Schools IT environment.

Out of 15 points (8 points = minimum required)

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

Oral presentation of the offer

The quality of the proposals will be evaluated by considering the paper offers and the oral presentation of the offers.

After the tenders' opening, all selected tenderers will be invited 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 online via Teams and will last no longer than 2 hours. The presentation is required in order to award the contract. If the tenderer does not participate in the oral presentation, the offer may be disqualified.

A written invitation fixing the dates and time of this meeting will be sent by mail to tenderers in the shortest possible time from the date of opening of offers. It is planned that the presentation will take place during the week of the **28th of August 2023**.

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.

Awarding of points methodology

The following scale of values will be used to award points to an offer:

ASSESSMENT		SCORE
Excellent	Exceeds the required standard. Response answers the needs with precision and relevance. Includes improvement through innovation/added value.	100% of points
Good	Meets the standard required. Comprehensive response in terms of details and relevance to the needs.	80% of points
Acceptable	Meets the standard in most aspects but fails in some areas. Acceptable level of detail, accuracy and relevance.	60% of points
Limited	Fails the standard in most aspects but meets some. Limited information/inadequate/only partially addresses the needs.	40% of points
Inadequate	Significantly fails to meet the standard. Inadequate detail provided/needs not met/information not directly relevant to the need.	20% of points
Not eligible for consideration	Completely fails to meet the standard. Responses significantly deficient/no response.	0 point

3.5. Award (ranking of tenders)

Tenders shall be ranked according to the best price-quality ratio.

Priority is given to offers with a good quality. Consequently, the minimum threshold for quality is set to 36 points of the maximum score 60 points and the ranking will be based according to the following rule:

Final score (max. 100) = points awarded for the criterion “price” (max. 40) + points awarded for the criterion “quality” (max. 60).

☞ The contract shall be awarded to the tender ranked first, which complies with the Tender Specifications and is submitted by a tenderer having access to procurement, not in an exclusion situation and fulfilling with the selection criteria.

4. FORM AND CONTENT OF THE TENDER

4.1. Form of the tender: how to submit the tender?

Tenders are to be submitted according to the instructions laid down in the Invitation to tender letter.

👉 Make sure you prepare and submit your tender early enough to ensure it is received within the deadline specified under Heading IV.2.2 of the contract notice. A tender received after this deadline will be automatically rejected due to irregularity.

4.2. Content of the tender: what documents to submit with the tender?

👉 The documents to be submitted with the tender are listed in Annex 1 of these Specifications.

👉 **Each document must be signed by a duly authorized representative of the tenderer.**

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, anonymisation, processing, uploading, storing and sharing 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

The Tenderer must submit its offer with a full description of the technical solution, functionalities of all softwares/web-based tools.

👉 **The Tenderer must submit its offer with:**

- a general organization chart of the structure; describing where necessary the various fields of activity of the tenderer,
- a description of the organizational 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,
- A comprehensive list of staff, with number, name, description of experience, tenderer's staff who will be involved in the present contract 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,

- 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,
- the tenderer will confirm that it will provide an on-line incident management tool enabling trouble-ticket management,
- list of scanners the tool can be used with,
- 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.

The following requirements apply to the technical and financial offer:

- ***Technical offer.***

The technical offer must provide all the information needed to assess the compliance with the Technical specifications document (Tender specifications – part 2) and the award criteria.

Tenders not covering all the requirements may be rejected on the basis of non-compliance and not evaluated further.

➔ **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 personal 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.

👤 **The Tenderer must submit its offer with:**

- a description of the appropriate technical and organisational measures in place to ensure that that processing of personal data will meet the requirements of the GDPR and ensure the protection of the rights of the data subjects,
- a description of the security controls in place to ensure security of the information transported over the network. If the case, a declaration of certification to the ISO 27001, related to Information Security Standards,
- the tenderer will explain whether the access to its network and/or the use of it by its customers is limited by any restriction,
- a description of the security policy and measures with respect to physical access to the management/monitoring center and to the monitored devices,
- a description of the security management systems aimed to guarantee the security of the information stored on the tenderer's information systems,
- the Tenderer will explain whether its model employment contract provides safeguards related to employees' duty of confidentiality and 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,
- 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,
- the description of the capacity in supplying the software products and the required services related to software licensing,

➔ TRAINING OF THE STAKEHOLDERS TO ON-LINE CORRECTION

The 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 points 1.4.3 above and 6.6 below.

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 the point "Price quotations" (below).

➔ PROJECT MANAGEMENT

The offer will describe in detail the project management actions to be provided by the supplier during all phases of the project as detailed in points 1.4.3 and 6.6 of this procurement.

👤 **The Tenderer must submit its offer with:**

- the description of the follow-up procedure in relation to quality and conformity of deliveries and services to clients,
- the description of the infrastructure, tools and processes used to manage the environment test, acceptance and production environment as required in the procurement,
- the description of the change requests management (please, see SLA specifications in **Annex A**),
- full description of project management services and training with specifications per user profile as in **Annex B**,

- elaboration of progress reports on the implementation of the project,
- updating procedures,
- after sales service and warranty.

- **Financial offer.**

➔ PRICE QUOTATIONS

All in all, the prices proposed in the offer must cover the following elements:

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, troubleshooting 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 1.4.3 and 6.6.

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.

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: 2 days per year.

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 6.1.2. 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:

	First year	Following years
On-site training in administration/scanning	5 days	2 days
On-site training in pedagogical supervision/markings	3 days	1 day
Remote training in any module	2 days	2 days
Remote project management	2 days	2 days

To be valid, the financial offer must contain the following single prices which have to be **applicable for the Pre-Baccalaureate examination scripts and Baccalaureate examination scripts.**

For his financial offer, the Tenderer must complete the Annex 4 “Financial Offer” (all cell’s must be completed under penalty of rejection).

In case of discrepancies between different documents, only the amount indicated in the Annex 4 “financial offer” will be taken into account.

Should there be an error in the calculation of the total, the unit price will prevail.

The financial offer shall be:

- expressed in euros. Tenderers from countries outside the euro zone have to quote their prices in euro. The price quoted may not be revised in line with exchange rate movements. It is for the tenderer to bear the risks or the benefits deriving from any variation.
- quoted free of all duties, taxes and other charges, i.e. also free of VAT. The tenderer may indicate the amount of VAT but it must be shown separately.

† The Office of the Secretary General of the Board of Governors of the European Schools is exempt from Value Added Tax (VAT) for the supply of goods and services in Belgium **exceeding 123,95 €** in application of article 42 §3, paragraph 1, 4° of the VAT Code, the prices offered must be mentioned as exempt from this tax. The potential contractor must ensure that all his invoices bear the words "Exemption from VAT. Article 42 §3, paragraph 1, 4° of the VAT Code. Ministerial decision ET 121.600/A29/L92 of 19 December 2017".

4.3. Signature policy: how can documents be signed?

Where a document needs to be signed, the signature must be either hand-written, a qualified electronic signature or an advanced electronic signature based on a qualified certificate as defined in [Regulation \(EU\) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market \(the eIDAS Regulation\)](#).

All documents requested must be signed by the tenderer’s legal representative, i.e. a person duly authorised to represent the tenderer for this procurement and the signing of the contract.

If requested so by the contracting authority, the delegation of the authorisation to sign on behalf of the signatories (including, in the case of proxy(-ies), the chain of authorisations) must be evidenced by appropriate written evidence (copy of the notice of appointment of the persons authorised to represent the legal entity in signing contracts (together or alone), or a copy of the publication of such appointment if the legislation which applies to signatory requires such publication or a power of attorney). A document that the Contracting authority can access on a national database free of charge does not need to be submitted if the Contracting authority is provided with the exact internet link and, if applicable, the necessary identification data to retrieve the document.

4.4. Confidentiality of tenders: what information and under what conditions can be disclosed?

Once the Contracting authority has opened a tender, it becomes its property and shall be treated confidentially, subject to the following:

- For the purposes of evaluating the tender and, if applicable, implementing the contract, performing audits, benchmarking, etc., the Contracting authority is entitled to make available (any part of) the tender to its staff and the staff of other Union institutions, agencies and bodies, as well to other persons and entities working for the *Contracting authority* or cooperating with it, including contractors or subcontractors and their staff provided that they are bound by an obligation of confidentiality.
- After the signature of the award decision tenderers whose tenders were received in accordance with the submission modalities, who have access to procurement, who are not found to be in an exclusion situation referred to in Article 136(1) of the FR, who are not rejected under Article 141 of the FR, whose tenders are not found to be incompliant with the procurement documents, and who make a request in writing will be notified of the name of the tenderer to whom the contract is awarded, the characteristics and relative advantages of the successful tender and the price of the offer and/or contract value. The Contracting authority may decide to withhold certain information that it assesses as being confidential, in particular where its release would prejudice the legitimate commercial interests of economic operators or might distort fair competition between them. Such information may include, without being limited to, confidential aspects of tenders such as unit prices included in the financial offer, technical or trade secrets⁷.
- The Contracting authority may disclose the submitted tender in the context of a request for public access to documents, or in other cases where the applicable law requires its disclosure. Unless there is an overriding public interest in disclosure⁸, the Contracting authority may refuse to provide full access to the submitted tender, redacting the parts (if any) that contain confidential information, the disclosure of which would undermine the protection of commercial interests of the tenderer, including intellectual property.

† The Contracting authority will disregard general statements that the whole tender or substantial parts of it contain confidential information. Tenderers need to mark clearly the information they consider confidential and explain why it may not be disclosed. The *Contracting authority* reserves the right to make its own assessment of the confidential nature of any information contained in the tender.

⁷ For the definition of trade secrets please see Article 2 (1) of DIRECTIVE (EU) 2016/943 on the protection of undisclosed know-how and business information (trade secrets) against their unlawful acquisition, use and disclosure.

⁸ See Article 4 (2) of the REGULATION (EC) No 1049/2001 regarding public access to European Parliament, Council and Commission documents.

5. PROCESSING OF PERSONAL DATA

Any personal data included in or relating to the TENDER, including its implementation, shall be processed in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC. Such data shall be processed solely for evaluation purposes under the call for tenders by the Office of the Secretary General of the Board of Governors of the European Schools.

Tenderers or any other person whose personal data is processed in relation to this call for tender has specific rights as a data subject under Regulation (EU) 2016/679, in particular the right to access, rectify or erase their personal data and the right to restrict or, where applicable, the right to object to processing or the right to data portability.

Should they wish to exercise their rights under Regulation (EU) 2016/679, or if they have comments, questions or concerns, they can contact the data controller at OSG-SECRETARY-GENERAL@eursc.eu by explicitly specifying their request. They may also address themselves to the Data Protection Officer (OSG-DATA-PROTECTION-OFFICER@eursc.eu).

If they would like to lodge a complaint regarding the collection and use of their personal data, they can contact the Belgian Supervisory Authority.

Part 2 – Technical specifications

6. TECHNICAL DESCRIPTION: WHAT DO WE WANT TO BUY THROUGH THIS PROCUREMENT (MINIMUM TECHNICAL SPECIFICATIONS)?

The services that are the subject of this call for tender, including any technical requirements, are described in detail below.

The Office of the Secretary-General of the Board of Governors 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 European 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.

6.1. BACKGROUND

6.1.1. 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 diversity⁹.

The Statute of the European Schools is essentially defined by a Convention, signed by Member States and the European Communities on 21st June, 1994 (hereafter referred to as "the Convention")¹⁰. Besides those children covered by the agreement, other children may attend the Schools, within the limits set by the Board of Governors¹¹.

⁹ Preamble to the Convention defining the Statute of the European School

¹⁰ <http://www.eursc.eu/getfile/257/2>

¹¹ Article 1 of the Convention

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 decisions¹².

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.¹³

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.¹⁴

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:

- the schooling shall be undertaken in the languages specified in Annex II of the Convention;

¹² Article 10 of the Convention

¹³ Article 3 of the Convention

¹⁴ 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"

- 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 needs¹⁵.

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.¹⁶

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 7.

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 teacher from higher education 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.

¹⁵ Art. 4 of the Convention

¹⁶ 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.

6.1.2. 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 13 European Schools and 10 Accredited Schools¹⁷ spread all over the European Union, for a total of approximately 2.650 pupils. 12.500 scripts on average are thus corrected in over 15 working days during the June session of the European Baccalaureate.

The full list of European Schools and Accredited European Schools can be found on the official website of the European Schools:

- European Schools: <https://www.eursec.eu/fr/European-Schools/locations>
- Accredited European Schools: <https://www.eursec.eu/fr/Accredited-European-Schools/locations>

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.

¹⁷ 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.**

6.1.3. The written examinations of the Pre-Baccalaureate

Candidates must sit a written examination in all the courses they are following in s7. The Pre-Baccalaureate is held in January/February. Currently in 13 European Schools and 10 Accredited Schools¹⁸ spread all over the European Union, for a total of approximately 2650 pupils.

The written examinations are handwritten on paper.

6.1.4. Features of the correction and marking of the European Baccalaureate written examinations

The current features of the European Schools 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)

For the June session, 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.

For the Pre-baccalaureate session in January, the scripts are corrected only by the teacher of the candidate.

❖ 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

Usually 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.

¹⁸ 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.**

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 standardisation or briefing session can be organised before starting the corrections (for the external correctors), if the inspector finds it necessary.

Through the implementation of an on-line correction system we also aim at finding improved solutions for some aspects mentioned here below:

❖ **Anonymity of the scripts**

Currently examination scripts are anonymous, with the exception of ART and MUSIC. The name of the candidates is visible on the original examination scripts (before scanning). Through scanning of scripts, anonymization is assured so as to avoid possible bias.

❖ **Random scripts order**

Additionally, there must be an option to activate/run a random ordering of the scripts for the correction phase. This feature must avoid a logical ordering, e.g. alphabetical order. This increases the anonymity of the scripts and avoids possible bias from the teachers.

❖ **Blind correction**

The second correctors cannot communicate with the first correctors. They must not be aware of the first correctors' assessment so as to avoid bias.

This positive feature is enhanced by allowing both correctors to leave marks and comments on the scanned scripts but not accessible to each other. Both corrections must 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 makes assessment more comprehensible and transparent.

❖ **Centralised second correction**

Some of the external correctors may gather in the correction centres at the European Schools, traditionally in Brussels. The corrections of the Baccalaureate written examinations usually end during the third week of June.

The pool of external correctors is quite large (around 350), since the external correction must be ready in maximum 15 days (from the first day of the examinations) and the recommended maximum number of papers per day that can be corrected is 12 or 15 depending on the subjects. This makes an average of 60 copies per external corrector.

An on-line correction system provides 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
- Wider choice of second correctors.

6.2. TECHNICAL SPECIFICATIONS OF THE ONLINE CORRECTION TOOLS

6.2.1. General specifications

6.2.1.1.-Modular design

The on-line tool should have 4 modules, areas or interfaces automatically interconnected among them:

- Administration
 - Scanning
 - Correction
 - Archives
- a) The interface(s) must be user-friendly, multilingual (preferably EN, FR, DE) and with customized branded skins with the European Schools 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 latest 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 (laptop and tablet): Windows, Mac, Android... A dedicated appliance for each or a responsive interface.
 - f) For web-based modules, there should be no plug-ins or installation of other software is required.
 - 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 securely in structured folders and attributed to candidates, subjects, correctors...
 - k) Possibility of a 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 Power BI 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.
 - p) A discussion module with restricted accesses granted by the European Baccalaureate Unit (e.g. forum), with possibility to attach common files (e.g. pdf, word, excel, mp3, mp4, etc.)
 - q) A secured web-based module to visualize the corrected scripts (archives). The script must be accessible securely through a login or unique code (token). Administrators should be able to monitor and manage the viewing of scripts module.
 - r) Possibility to manage the degree of information shared on the corrected scripts (e.g. marking grid, corrector' name, annotations, etc.).

6.2.1.2.- Data security

Data security will be a key issue. The supplier (and all its sub-contractors) must be fully compliant with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.

The supplier undertakes to guarantee a level of security appropriate to the risks, including inter alia:

- The pseudonymisation and encryption of personal data,
- The ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;
- The ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident;
- a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing]

The supplier shall undertake to:

- a) Store the personal data (main servers, backup, tests, files, development servers...) in the European Union. The supplier is not authorised to transfer data outside the European Union without the prior authorisation of the Contracting Party,
- b) Ensure that access to the on-line correction tool and transfer of data over the internet are secured and protected against any unauthorised access or intrusion
- c) ISO 27001 certification is an advantage and is required for the supplier of the servers.
- d) Guarantee that the persons accessing the personal data are authorised to do so and are subject to a duty of confidentiality or are under an appropriate statutory obligation of confidentiality,
- e) Servers not shared with other customers is an advantage.

Once a European Baccalaureate session has been closed, the provider will automatically and securely transfer all files to a designated server at the European Schools.

6.2.1.3.-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. Auditing tool accessible to the European Baccalaureate Unit is an advantage.

6.2.2. 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. **Scanners should be available from any supplier. The tenderer may not make the use of the tool conditional on the acquisition of specific and determined hardware equipment, in particular scanners.**
- 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.

6.2.3. 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 scripts to External examiners upon specific criteria (e.g. Mr Smith can only correct selected Schools)
- 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) Sending personalised notifications to group of users.
- k) Automated calculation of the final mark
- l) Introduction of moderation parameters for a whole exam, one or several items. Automatic recalculation of marks.
- m) Filter tool to apply modifications or moderations to examinations in a particular language section only, for example.
- n) Follow-up of corrector performance: time invested to correct per paper, possible limitation of number of papers to correct per day...
- o) 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)

6.2.4. Correction module

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

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

See above 6.1.3 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.

❖ Shuffle the order of candidates at import

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 other corrector, so that both corrections would remain unbiased.

❖ **Specific measures**

On-line correction tool should allow particular remarks to be added as a supra layer on a particular script (e.g. area dedicated to remarks, a pupil had to use the computer instead of handwriting the script, or disregard the spelling mistakes,..).

❖ **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 accessible 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 Baccalaureate 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

6.4. IMPLEMENTATION

6.4.1. Training

6.4.1.1- 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 Baccalaureate 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 Baccalaureate 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 as soon as possible after the attribution of the tender.

If the contract is signed by both parties at least on September 30, 2023 a mock exercise with Pre-Baccalaureate examinations could 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 teachers and the IT as well as the European Baccalaureate Unit will be involved.

During the first Prebaccalaureate and European Baccalaureate session after attribution of the tender, the supplier will assist the European Baccalaureate 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.

6.4.1.2.- 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 as soon as possible after the attribution of the tender.

Test exercises will be performed as soon as possible.

6.4.1.3.- 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 regard 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.

6.4.1.4.- 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 European Baccalaureate examinations the European Baccalaureate Unit and the supplier will assure training and assistance to the teachers.

6.4.1.5.- 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.

6.4.2 Blended and decentralised model

The corrections may be organized in 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 meetings 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 can continue correction remotely from their own places.

6.4.3 Support

The IT Unit will manage all issues linked with the European Schools' 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 (SKU) 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)

6.5. 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

6.6. DELIVERABLES TO BE SUBMITTED AND TIMEFRAME

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 2024: 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 2024 European BaccaLaureate session must be provided.

An annual report of the Correction Sessions held on the platform shall be handed over to the European Bacculaureate Unit.

Forecast and planning of training, support, assistance and project management needs following all operations for the 2025, 2026 and 2027 European Bacculaureate sessions to ensure success.

The tenderer must establish its offer according to the market for each year: 2024, 2025, 2026, 2027 considering the different training, support, assistance and project management needs.

VOLUMES : For the period sessions 2024-2027

Approximate number of schools per year: 30.

Approximate number of candidates in the period per year: 3.200 (6.400 if pre-bacc included)

Approximate number of scripts per year: 16.500 (33.000 if pre-bacc included)

Approximate number of pages to scan per year: 160.000 pages. (320.000 if pre-bacc included)

Approximate number of teachers (first correctors) that will correct written examinations per year: 1.120

Approximate number of external examiners (second correctors) per year: 350

Approximate number of education officials per year: 30.

Approximate number of administrative staff responsible for scanning and management of the European Schools per year: 50.

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

This timetable is only valid if the contract is signed by both parties at least on September 30, 2023. If the contract is not signed by both parties at that date, the Contractor will received as soon as possible a suitable timetable.

Periods	Steps	Who?
Purchasing September 2023 October 2023	Choice of tools	OSGES
	Purchasing operations / Contracts	OSGES
	Acquisition of on-line tools	OSGES
	Acquisition of the equipment (scanners...)	Schools
	Integration of tools	Supplier / IT Unit

Planning and Organisation October 2023 December 2023	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
Deployment and training January 2024 June 2024	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 / BAC Unit
	Training of examiners and inspectors	Supplier / BAC Unit
	Test and validation of scanning centres Test sessions in exam centres	Schools / Supplier / BAC Unit
Operations and Production June 2024 July 2024	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