

Dear Madam /Sir/s,

Below is a detailed overview of the scope of the tender as defined in the official tender documentation.

1. Objective

The objective of this tender is to provide a comprehensive, centralized, secure, and web-based School Information System (SIS) for the European Schools, fully aligned with their administrative, pedagogical, multilingual, and regulatory requirements.

2. Scope of Work

a) Software Solution

- Provision and adaptation of a commercial School Information System (SIS) to meet the functional and operational needs of the European Schools.
- The system must be fully web-based and accessible via standard commercial browsers.
- It must support a multi-school environment with multilingual interfaces and fine-grained user roles and permissions.

b) Implementation Services

- Deployment, configuration, and testing of the SIS across the school network.
- Migration and integration of data from existing systems into the new SIS environment.
- Initial implementation in pilot schools, followed by progressive roll-out to all sites.

c) Training and Documentation

- End-user training for school staff, coordinators, and administrative personnel.
- “Train-the-trainers” programmes and training of internal support/helpdesk teams.
- Delivery of comprehensive user documentation, system manuals, and maintenance guidelines.

d) Maintenance and Support

- Ongoing corrective and evolutive maintenance, including updates and improvements.
- Provision of a multilingual helpdesk with defined SLAs for incident resolution.
- Implementation of a business continuity strategy and disaster recovery mechanisms.

e) Project Management

- Preparation and execution of a detailed project plan, including timelines, milestones, and deliverables.

- Collaboration with the ICT, PEDAG and BAC Units of the Office of the Secretary-General.
- Regular coordination meetings, reporting, and evaluation mechanisms throughout the project lifecycle.

f) Integration and Interoperability

- The SIS must provide reliable integration with existing systems such as:
 - **UNTIS** (timetabling)
 - **SAP** (financial/accounting management)
 - **HR software** (HR/staff data)
 - **Tableau** (reporting and analytics)
- Seamless integration with the corporate Active Directory for authentication and user management.

g) Data Security and GDPR Compliance

- Hosting of all data within the European Union.
- Full compliance with GDPR and related EU data protection regulations.
- Inclusion of a data backup plan and the ability for the European Schools to retain local backup copies.
- The design must align with the European Schools' data protection framework, including DPIA methodologies.

h) Multilingual and Multicultural Support

- User interfaces must be provided at minimum in English being French, and German an important asset.
- Full support for all official EU alphabets (Latin, Cyrillic, Greek, etc.).
- Compatibility with the multilingual educational framework and diverse cultural composition of the European Schools.

i) Customization and Parameterization

- Capability for centralized management with school-level configuration (e.g., class models, language sections, pupil support tracking).
- Retention and navigation of historical records across school years.

We trust this clarifies the full scope of services and deliverables expected under this tender. The initial time span of services will be 10 school years. Please, do not hesitate to contact us if further information is required.

Kind regards,