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MEETING OF 19 APRIL 2016

CA 18/2016

CALL FOR TENDER

ONLINE ENROLMENT SYSTEM FOR THE EUROPEAN SCHOOL OF BRUSSELS III
(IXELLES)

TENDER SPECIFICATION

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# 1. SUBJECT OF THE CALL FOR TENDER

The subject of this call for tenders is the implementation of an online enrolment system (hereinafter "Tender") for the European School III Ixelles (hereinafter "ESIII"). The detailed description of the subject matter of this call for tender is specified in the section 4.2.

# 2. BACKGROUND

The Parents' Association of the ESIII (hereinafter "APEEE") is an International Non-Profit Making Association under the Belgian Law (A.I.S.B.L.). Pursuant to its statutory provisions, it provides the following services (hereinafter referred to also as the "APEEE services") for the parents and children enrolled at who attend this school (for a detailed description, see points 2.1-2.3):

- Canteen
- School transport and
- After-school extracurricular activities
- Other services

Access to all APEEE services require parents to renew their subscriptions within a certain deadline in May/June each year for the following school year. New parents in the school may pay their fee and enrol their children to the APEEE services at their earlier convenience during the school year. The above services are managed by the APEEE with the aid of specialised staff and a simple and limited in its functionalities electronic system.

## 2.1. Canteen and cafeteria

Parents/guardians enrol their children in the canteen service on an annual basis and for a certain number of days per week. In the school year 2015/16 there was in total 2100 children enrolled for the canteen services. The payment for canteen and cafeteria services is ensured via bank orders and in three-month instalments.

## 2.2. School transport

School transport requires a morning scheduled collection of students from their homes and two afternoon scheduled return journeys (at the end of the school day and later). This is managed by the APEEE, which signs a number of contracts with bus companies for a total amount of 110 bus lines per year. In the school year 2015/16 there was in total 2300 children enrolled for the transport services.

For the large majority of pupils, transport fees are paid directly by the European Commission, whilst for other categories subscribers pay the fees individually and in quarterly instalments.

## 2.3. After-school extracurricular activities

After-school extracurricular activities are organised by the APEEE and its staff who select the trainers and manage the organisational follow-up (enrolments, time-schedules, venues and payments). Every year 200 different activities are offered to students, mainly for the nursery and primary levels. The activities take place every day from 15:30 to 18:00 pm after school hours. In the school year 2015/16 a total of 1200 children enrolled for the after-school extracurricular activities (3000 enrolments). Parents make a single payment per school year.

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2.4. Other services

The parents should be able to register for specific purposes for example request for social funds intervention, request legal support etc. Some of these services may be one off services.

## 3. OUR NEEDS AND EXPECTATIONS

The online enrolment system must address the following key high level functions:

1. Registry of families and students, containing contact and payment information for all operations, enrolments and members of the family which are of interest to APEEE (students, parents, guardians, as well as other authorised persons to pick up younger students). The parents/guardians can change their information in the registry.

2. User account management. Each family can have one (or more logins[1]) assigned to it. All logins give access to the registry entry of the family as well as all operations defined below.

3. General enrolment module. This module allows the complete enrolment workflow for APEEE and all APEEE services (canteen, transport, extracurricular activities, other services).

4. Payment system. A system to manage payments and follow the status of payments / reimbursements / cancellations for all APEEE services. Online secure payments must be supported.

5. Content Management System for communication from APEEE to users.

6. Administration module to allow the configuration of enrolment modules, follow status of operations and generate reports on all key functions.

7. Notification system to generate alerts (e.g. payment receipt and reminders, changes of status on enrolments, update family data etc.)

8. Communication system, allowing parents to communicate directly with APEEE (sending feedback, requests and receiving answers).

9. User profiles (the tenant may elaborate and refine this proposal)

    a. parent user (family logins),

    b. standard APEEE sector user who can administer applications) and
    c. Admin service' manager (who can define and configure services via the system).

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[1] For example in case of divorced parents

In more detail the following needs or expectations shall be addressed by the online enrolment system

- Parents shall be able to interact with the APEEE services on a 24/7 basis in real-time, from everywhere and with a variety of ICT means (through desktop computers, tablets, smartphones, etc.).

- User account management should be centralised, profile-based and secure.

- Information shall be centrally managed for all APEEE services.

- Families shall be able to encode/update their data (profile)  and manage enrolments for all concerned services from within a single access point.

- APEEE staff shall have special access rights in accordance with their functions.

- The APEEE staff shall be able to publish, organise and make content available online in an easy way without having to write HTML-like code.

- Content (both static and dynamic) shall be supported in all official EU languages. It is for APEEE to decide to what extent the content will be translated in the languages of the school.

- The user interface must be available at least in EN, FR. The system should allow for automatic inclusion of other EU languages (internationalisation - i18n feature).

- Information should be structured and presented in a graphically appealing way and should be easily identified and searchable.

- Online enrolment shall be the default option; parents are not expected to use any other channel to enrol their children or to modify their personal data. Authorised users shall be able to monitor all steps of the enrolment process from initiation to completion.

- The system shall be ready to support on-line secure payments for all APEEE services. This includes direct payments e.g. via credit cards, Maestro cards, bank transfer, etc. Alternatively the system should provide add-ons that would enable it to connect with online payment systems. However the addition of this function will depend on the costs it will entail the APEEE, therefore the APEEE reserves the right to confirm it at later stage. The tenderers are invited to include in their offers suggestions for the least expensive available solutions.

- Initiation of enrolment and final confirmation shall be subject to certain conditions, i.e. payment of the APEEE annual fee, payment for the concerned service/s, etc.

- The system should maintain all needed information in relation to payments for the APEEE services and generate messages to notify/inform the concerned parties accordingly.

- The system shall timestamp and keep track of selected events (e.g. parental requests, changes/access to key data) and shall produce notifications (through various ways, e.g. e-mail) as needed.

- The system shall produce reports for the different user profiles having access to it, e.g. services status reports for parents, statistics reporting for the APEEE, etc.

- The system shall allow for collection of feedback from users in relation to the quality of the offered services and possible improvements system's functionalities.

- The system's software components as well as the underlying infrastructure shall provide for protection against network and application breaches.

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## 3.1. Functional requirements

For the typical use cases from the end-user (parent/student/guardian) and the APEEE staff (back office) perspective refer to the **Annex No 1 - Indicative Use Cases (UC)**. Please note that the list is indicative and the system developed is expected to support other related use cases as well.

| Title | Description |
|---|---|
| **User profiles and access to information** | - There shall be one account per family. A family can have more than one logins giving access to this account.<br>- Parents shall have, through personalised access rights read/write access to the family account.<br>- More than one children may be linked to the family account.<br>- More than one services (canteen, transport and extracurricular activities) may be linked to the children, option "others" shall be linked to the family (examples: request for social fund intervention, request for APEEE legal support etc).<br>- After having logged in, parents should be able to retrieve the bus routes, extracurricular courses and canteen days that their children are currently enrolled for.<br>- Parents should have the history of the enrolments and payments since the creation of the account. The system shall provide a function of "repeat order" (for example, if a child was enrolled in the canteen on Mondays, Tuesdays and Fridays, during 2015/16 and wants the same days in 2016/17 or if he/she wants to continue the same extracurricular activity in the new year).<br>- As soon as parent's application is accepted, the **status of the application** changes from 'pending' to 'enrolled' and the system automatically generates the information to the parents by e-mail.<br>- **Stages of the applications** – draft (application currently edited by the user), pending (application request sent by the user [at this point the system shall already provide reports with compiled lists of enrolment requests]), enrolled APEEE (once the payment was treated), enrolled in activity/sector/services (application approved by the sector), on hold (application temporarily on hold by the sector – for example in case that supplementary conditions have just been applied in the specific application/service,), pending at sector level (when no places available at the bus or the extra curriculum activities), rejected (application rejected – no possibility of changing this status). The tenant may suggest alternative workflows that at least guarantee the different stages from application to approval and actual enrolment or rejection.<br>- All changes to data should kept in a lo register and be traceable to the parent user, Sector-User (standard APEEE sector user who can administer applications) and Admin service' manager (who can define and configure services via the system). |

| | |
|---|---|
| **Services without fees** | - Possibility to support enrolment to services where no fee is requested. Can have simpler workflow than the application in the paragraph above. |
| **Requests/qu estions management** | - There should be a centralised view on the number of requests received and workflows linked to specific requests (e.g. requests for information, changes in enrolments that are already enrolled etc..)change of an addresss should propagate to all services automatically)<br>- If possible, requests for a child should appear in calendar form in the family account. This will allow parents to check if there is more than one enrolment requests at the same time period for their child and allow them to withdraw conflicting requests.<br>- List of pending requests(such as pending at sector level, or waiting for answer) |
| | - |
| **Present information** | - Data should be displayed in sortable grid-views and user oriented input such as dropdown-lists and similar controls must be available as much as possible.<br>- The user interface should be user-friendly, meaning:<br>  o Relatively clear without need of training for using it for all users<br>  o Providing online contextual help<br>  o<br>  o Compliant to Web Content Accessibility Guidelines (WCAG) allowing all persons evencolour-blind to use it)<br>  o Allow the user to navigate forward and backward in the workflow steps. .<br>  o The system should include contact information of the responsible APEEE staff. |
| **Pay** | **In case that payment is provided by the system, it shall also provide for the following:**<br><br>- Define the mode of payment (invoice, domiciliation, etc.), number of instalments, the addressee, etc.<br>- The parents' account should include analytical information about the state of all payments. The parents should be notified about forthcoming or delayed payments, completed payments should be encoded as such by the Sector user or Admin profiles and the full track /history should be always available to all users. |
| **Notify** | - Possibility of sending manually triggered personalised or bulk e-mail notifications to groups of recipients (e.g. all parents who have enrolled their children in the canteen, parents who have not paid the fee for the canteen, parents who have enrolled their children only on a specific date, etc.)<br>- Notifications produced automatically, e.g. confirmation about the completion of an enrolment process, reminder for payment due, etc. |

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| | |
|---|---|
| **Produce statistics and reports** | - The system shall generate statistics and reports for the APEEE services through queries resulting to tabular and/or graphic views which shall also be available in a printer-friendly format and compatible with spreadsheet applications, such as OpenOffice Spreadsheets.<br>- |
| **Give Feedback** | - Students/parents/guardians should be able to provide ongoing feedback about the quality of the APEEE services or the performance of the online system supporting the services. |
| **Ensure security and data protection** | - Users shall be authenticated before getting access to the system. A "strong" password policy shall be proposed to ensure secure access to personal information. Passwords shall be stored in the database only in encrypted formats. A password recovery mechanism shall be proposed<br>- Personal data shall be processed in a lawful and secure manner in accordance with the Data Protection Regulation (EC) 45/2001. |

### 3.2. Non-functional requirements

The following non-functional requirements set the boundaries and framework under which the online enrolment system shall operate:

● The database must be relational and SQL compatible to ensure future integration/interconnection with other related IT systems, or shall allow integration and interoperability with standard SQL databases.

● The user interface shall support all common recent browsers.

● The system shall follow responsive web design principles allowing it to operate in different device platforms (desktops, tablets, smartphones, etc)

● The system must be able to accommodate at least 500 concurrent users and allow for 30 transactions per second.

● The system shall be available 99% of the time and available 24 hours a day, 7 days a week[2]

● The end-user interface shall be designed in a way that it can be used immediately without prior training.

● The design, lay-out and general look-and-feel shall comply with the Web Content Accessibility Guidelines (WCAG) 2.0 from the W3C

● The system shall be able to accommodate (at go-live date) 5000 user accounts and gradual elimination of obsolete accounts.

● The system must be scalable and easy to interconnect with other existing (and future as they will be developed over time) IT systems (refer to **Annex No 2 – Description of the existing SW used by the APEEE**).

● All data modification actions shall be logged. That is, for each change, at least the following has to be logged: 1) who and when made the change and 2) what the change entails.

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[2] Scheduled time for servicing (maintenance and upgrades) is not considered downtime

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## 4. CONTRACT REQUIREMENTS

### 4.1. Phase-in arrangements

- In order to ensure the implementation of the necessary arrangements an official meeting will take place at the premises of the APEEE or through video-conference in first week after the conclusion of the contract with the contractor.

### 4.2. Deliverables of the contract

The contractor shall produce at least the deliverables listed below. All deliverables are in an electronic format allowing the APEEE to review and provide comments to the contractor, or edit and modify them.

1. **As-is inventory** – analysis of the current SW and HW used by APEEE addressing the possibilities to interconnect the provided system with other systems currently used by the APEEE as well as its viability for the coming years. The ICT analysis carried out in 2015 by an external consultant will be provided to the contractor during the first meeting.

2. Precise and detailed **definition of the functional and non-functional requirements** – the functional and non-functional requirements of the APEEE (refer to the section 3) shall be analysed by the contractor. The final set of functional and non-functional requirements shall be drafted by the contractor in consultation with the APEEE. The contractor shall analyse and describe exceptions from the final functional requirements. The deliverables of this work will be at least:

   a) Detailed list of use cases / functionalities to be offered by the system (elaboration on the use cases briefly described in **Annex No 1 - Indicative Use Cases (UC)**)

   b) Non-functional specification (scalability, performance, security etc.)

3. **To-be architecture(s)** – following the precise definition of requirement(s) for the online enrolment system, the contractor shall propose an architecture (to-be) allowing direct interconnection between the new online enrolment system and other existing APEEE systems.

4. **Proposed solution(s)** – based on the proposed architecture, the contractor shall propose at least three solutions (SW + additional HW if needed) for the implementation of the online enrolment system in the APEEE and interconnection with existing APEEE systems. Each solution shall be accompanied by a SWOT analysis which should at least address the following criteria:

   a) utility (fit for purpose),

   b) warranty (fit for use),

   c) time to have the system fully operational,

   d) total cost of ownership (TCO) including investment and operating costs[3] for APEEE for 4 years,

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[3] For example storage of the users' data can be external or internal. The contractor shall calculate TCO for each solution in case of internal and external storage of the users' data

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e) adequacy (maintainability and evolution) of the solution in the long term (beyond the 4 years). The software can be custom made, OTS and can be hosted by APEEE, external provider or used as a service,

f) copyright and licences and possibility to get the source code for the online enrolment system.

**Milestone 1:** At this point, (upon receipt of deliverable 4), APEEE will evaluate the complete project outcome and deliverable 4. Following this evaluation APPEE may decide to continue or stop the project (STOP/GO decision) In the case that project is stopped at this point only payments (1) & (2) as defined in the paragraph Payments can be made.

5. Market study/proposal – the contractor shall propose companies that could offer the proposed solution in case that the contractor is not the end supplier of the solution. This is especially applicable in the cases that the solution will entail external provider hosting or it is used as a service.

6. **Purchase approach** – based on proposed solutions, the contractor shall propose the way how to purchase them (tender, negotiation, etc.). The proposed solution and approach to purchase should be presented in a form of Terms of Reference to serve for the procedure to purchase the solution. The Terms of Reference shall contain at least a technical specification (i.e. functional and non-functional requirements), selection criteria, award criteria and draft contract.

7. **E-**enrolment system operational at the following phases and dates[4]:

   a) **Phase 1: APEEE enrolment and extracurricular activities by 30.09.2016 (with payment facility[5] but no integration[6])**

   b) **Phase 2: Cantine services by 31.10.2016[7] (without payment facility)**

   c) **Phase 3: Transport services by 31.10.2016 (without payment facility)**

   d) **Phase 4: Other services by 30.11.2016 (no payment facility required)**

   e) **Phase 5: Integration of the payment facility (to be confirmed if needed)**

The above dates are deadline dates for the deliverables. The contractor may deliver them earlier.

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[4] The following dates are defined 15 calendar days before they become available to the parents to allow 15 calendar days for internal checks, improvements etc before the functionality is made available to the parents.

[5] Payment facility: generation of letters and bank transfers, "virements" including the child and activity references

[6] Payment integration: Payment request integrated to the requested subscription etc

[7] Date sto be cheked again with the sectors

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### 4.3. Acceptance of Deliverables

The APEEE will perform an acceptance review of all deliverables upon their submission by the contractor. Once approved, the contracting authority will provide a signed acceptance confirmation. The confirmation of acceptance must be submitted to the contractor within 10 working days after the deliverables were provided to the APEEE. In case the deliverables are incomplete or do not cover adequately all points, the APEEE will provide the contractor with the list of nonconformities to be addressed. The list shall be provided to the contractor within 10 working days after the deliverables were provided to the APEEE. The contractor will have then 10 working days to provide new deliverables addressing the nonconformities.

### 4.4. Default and Termination

Without prejudice to any right of the APEEE to claim damages in respect of any breach of contract by the contractor, each and any of the following events shall constitute a default on the part of the contractor. Such default shall entitle the APEEE, if it so elects, to terminate the contract:

- The contractor commits a breach (other than a breach which the APEEE contracting authority in its opinion considers to be minor) of any undertaking or obligation on its part in or pursuant to this contract. The contractor commits a persistent breach of any undertaking or obligation on its part in or pursuant to the contract (including a failure to provide services in accordance with the specifications) where such breach does not give rise to a right of termination. Without limiting the generality of the foregoing, it is agreed that a breach will be deemed persistent in relation to any service if:
  - o a breach is repeated with a frequency which in the opinion of the APEEE prejudices the proper provision of the service or where breaches occur with a frequency which the contracting authority in its opinion considers to amount to a systematic or wilful breach;
  - o a breach is allowed by the contractor to continue for a duration which in the opinion of the APEEE does not prejudice the proper provision of the services.

- Any action is taken, or any proceedings are commenced in any court, for the liquidation, winding-up, dissolution or analogous process of, or for the making of an administration order in relation to the contractor except:
  - o where such action or proceedings are not stayed, dismissed or discontinued within 30 days; or
  - o for the purposes of any amalgamation or reorganisation the terms of which have been previously approved in writing by the APEEE.

- Proposals are formulated for a moratorium or for any other arrangement with creditors generally or any class of creditors of the contractor or for any other proceeding or arrangement by which all or any material part of the assets of the contractor would be submitted to the control of a trustee, debtor in possession or creditors or any competent court or governmental authority.

- All or any material part of the assets of the contractor are attached or distrained upon or become subject to any order of court or other process.

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- The contractor is declared insolvent by a competent court or governmental authority or is unable or admits its inability to pay its debts as they fall due or suspends or proposes to suspend payment of its debts.

- The contractor ceases or proposes to cease business except for the purposes of an amalgamation or reorganisation the terms of which have been previously approved in writing by the APEEE.

### 4.5. Invoicing

- Invoice(s) will be submitted by the contractor to the APEEE in the form of valid invoice according to the Belgian legislation after the acceptance confirmation for the deliverables is signed by the APEEE.

- The contractor shall submit invoices to the following address:

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AISBL APEEE Bruxelles III — Ixelles
Boulevard du Triomphe, 135
B-1050 Bruxelles

</div>

- Invoice must be a valid tax invoice and must contain the following minimum information:
    - a unique invoice number;
    - deliverables already delivered to APEEE and approved by APEEE
    - details of the authorised signatory of the invoice;
    - the charges excluding VAT;
    - VAT;
    - total charge including VAT.

- Unless otherwise agreed by both parties, invoices shall be submitted by the contractor in writing on paper or in a valid electronic form.

- Invoices shall be payable within 30 calendar days following the reception date of the admissible invoice by the APEEE.

### 4.6. Payments

APEEE will proceed with the following payments:

(1) 15% advance payment following the signature of the contract

(2) 30% following reception and approval of the deliverables 1 - 4

(3) 30% following reception and approval of deliverables 5 – 7.d

(4) 15% following reception and approval of deliverable 7.e

(5) 10 % retained amount to be paid following the reception and approval of a final report summarising the activities performed, including the detailed operational manual of the integrated system as well as a month of flawless operation of the system.

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In the case that deliverable 7.e is not included in the offer there will be no payment (4).

NB: APEEE is understaffed or closed from 15.7 until 31.8 therefore no deliverables can be provided during this period.

### 4.7. Communication

- The contractor shall not contact the APEEE staff, school representatives, teachers or parents directly. All communication to the aforesaid stakeholders shall be addressed always to Mr xxxxx, function.

### 4.8. Financial constraints

The offered final total price for the services provided must include all costs, charges and taxes. The APEEE regards all prices offered by interested tenderers in the context of this tender as binding. All tenderers are required to fill in the table below:

| Item | Offer |
|---|---|
| Price for the system (section 4.2)<br>(i) Proposed solution made of<br>     1) Deliverables 1-7.d<br>     2) Offer for Deliverable 7.e<br>(ii) Investment cost<br>(iii) Operating Cost for 1$^{st}$ year | |
| Total | |
| VAT (applicable rate) | |
| FINAL TOTAL for this tender including VAT (binding maximum amount) | |
| Operating cost for years 2-4 on an annual basis | |
| Full operating cost for years 2-4 | |

Note: APEEE reserves the right decide on the purchase the deliverable 7.e during the contract, subject to the proposed solution.

If a Tenderer considers that deliverable 7.e is an integral part of their proposal this has to be clearly stated in their proposal and will be reflected at the selection procedure.

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# 5. SELECTION PROCEDURE FOR TENDERERS

## 5.1. Exclusion criteria

**Tenderers shall be excluded from tender if:**

(a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

(b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;

(c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;

(d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

(e) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity.

**Contracts may not be awarded to tenderers who:**

(f) are subject to a conflict of interest, including also relation with the APEEE and its members;

(g) are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or fail to supply this information;

Tenderers must certify that they are not in one of the situations listed in paragraphs (a) to (g). To that end, they shall provide a **declaration of honour** (refer to **Annex No 3 - Declaration on the tenderer's honour concerning the exclusion criteria and absence of conflict of interest**), duly dated and signed by the legal representative of the renderer, included in the application form.

Where the contracting authority has doubts concerning the personal situation of Tenderers, it may apply itself to the competent authorities to obtain the information that it considers necessary concerning that situation.

Information submitted by tenderers regarding forged and or falsified documents will be transferred by the contracting authority to the competent administrative and or judicial authorities of the country of establishment.

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## 5.2. Selection criteria

### *Financial and economic capacity*

Tenderers must have sufficient economic and financial capacity to enable them to deliver the contracted products in compliance with the contractual provisions. In cases where the financial capacity cannot be properly established by the analysis of the documents submitted, the APEEE may request the tenderer to supply a banking guarantee ensuring the execution of the contract.

The financial and economic capacity will be assessed by any means available to the APEEE, namely on the basis of the information included in the following documents, to be supplied by tenderers:

(a) the presentation of **balance sheets or extracts of balance sheets** for at least the last two years for which accounts have been closed, where publication of the balance sheet is required under the company law of the country in which the economic operator is established;

(b) a statement of turnover relating to the supplies of services associated with the field covered by the contract during a period which may be no more than the last two financial years;

(c) for semi-public or non-profit organisations, the annual budget for the last financial year**.**

### *Technical and professional capacity*

Tenderers must have sufficient technical and professional capacity to be able to deliver the contracted products in compliance with the contractual provisions. This capacity will be assessed on the basis of the following elements:

- Minimum two similar services delivered in the last two years with minimum value EUR 5,000 per service.

- For all aforesaid references, a confirmation (or contact references) needs to be provided with the offer.

- Knowledge of and ability to work in one of the following two languages: French and/or English.

### *Proof of status*

Tenderers must be natural or legal persons. That status may be attested by enrolment in a trade or professional register, a declaration on oath or certificate, membership of a specific organisation, express authorisation or entry in the VAT register, etc.

The natural persons legally able to commit the tenderer's liability and the amount to which they may engage in financial transactions without the authorisation of a board of administration/management shall be identified. In any case, the signing person of the contract shall be able to engage the tenderer's financial liability up to the amount of the contract for one year, increased of the amount of the guarantee if required.

Ownership of the entity submitting a bid shall be disclosed together with proof of status. Ownership information may be used to assess the existence of any exclusion criteria set up in section 2.1 and any collusive practice related to tenderers and sub-contractors.

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## 5.3. Award criteria

The tenderers presenting the most advantageous offer, fulfilling all the criteria and requirements set out in this document will be awarded the contract.

The following award criteria will be used:

| Number | Award criteria | Points |
|--------|----------------|--------|
| 1. | Total price for deliverables 1-7d | 30 |
| 2. | Total price for deliverables 7e | 20 |
| 3. | Total price for operation and maintenance | 15 |
| 4. | Detailed description of the methodology for the execution of the work (including proposed communication flows between the contractor and the APEEE) | 25 |
| 5. | Qualification and experience of staff assigned to performing the contract (the CVs of the staff shall be submitted with the bid) | 10 |
|  | Total points | 100 |

### Criteria 1-3

The calculation of the points will be done according to the following formula:

$$p = \frac{lowest\ offer}{specific\ offer} \times 30$$

Where p= points allocated to a specific offer.

### Criterion 4

The offer with the best described methodology will receive the maximum number of points for this criterion. All other offers will be measured against this best methodology offer. Points are deducted proportionally.

### Criterion 5

The offer with the best qualified staff will receive the maximum number of points for this criterion. All other offers will be measured against this best offer in the qualification of staff. Points are deducted proportionally.


The APEEE will take its final decision according to its own decision process and taking into account the result of the evaluation of the offers, performed by an evaluation committee appointed within the APEEE's Board.

The APEEE reserves the right not to award the contract if any of the criteria does not meet the minimum requirements described in the tender specification.

The APEEE reserves the right to award only part of the services specified in the section 2.2.

## 6. SUBMISSION OF TENDERS AND CLOSING DATE FOR SUBMISSION

This call for tender is published on the internet web pages of the European School Brussels III: http://www.ixellesparents.be/index.php/en/.

This call for tenders is open to any Legal Entity established in the EU or legally able to provide services in the EU.

Closing date for the submission of offers: xxxx

The APEEE will evaluate the offers received and take the decision by xxxxx. Subsequently, the letter informing about the award of the contract will be sent (a copy of the letter will be sent by email).

All unsuccessful tenderers will be informed by e-mail.

1. Tenderers may choose to submit offers :

(a) either by post (by registered mail, as evidenced by the postmark) to the following address:

<div align="center">

AISBL APEEE Bruxelles III — Ixelles<br>
Boulevard du Triomphe, 135<br>
B-1050 Bruxelles

</div>

All tenderers submitting their offer by post must in addition confirm their submission by email to: apeeesecretariat@skynet.be.

(b) or by hand directly or through their agents to

<div align="center">

AISBL APEEE Bruxelles III — Ixelles<br>
Boulevard du Triomphe, 135<br>
B-1050 Bruxelles

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Open Mondays to Fridays from 08h45 to 17h00. Closed on Saturdays and Sundays.

Confirmation of delivery will be in the form of a dated and signed receipt, issued by the Secretariat of the APEEE. The date and time indicated on the receipt shall serve as proof.

2. Applications sent by fax or email will not be accepted.

3. Documents which must be included in the offer:

   i) **Declaration of honour** for the exclusion criteria (**Annex No 3 - Declaration on the tenderer's honour concerning the exclusion criteria and absence of conflict of interest**),

   ii) **All documents relating to the following selection criteria**:

         a. Financial and economic capacity

         b. Technical and professional capacity

         c. Proof of status including ownership information

   iii) **Detailed description of the methodology** for the execution of the work

   iv) **CVs of the staff** which will be in charge of the work.

4. Offers must be written in English or French.

5. The submission of an offer implies acceptance of the terms and conditions laid down in the documents making up this call for tender.

6. Expenses incurred in connection with preparing and submitting offers will be borne by tenderers and will not be reimbursed.

7. The tenderer undertakes to comply scrupulously with the environmental legislation in force in the area for which he or she is submitting a tender.

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**ANNEXES TO THE**


**CALL FOR TENDER**

**IMPLEMENTATION OF THE ONLINE ENROLMENT SYSTEM FOR THE EUROPEAN SCHOOL OF BRUSSELS III (IXELLES)**

**Annex No 1 - Indicative Use Cases (UC)**

**The following list contains a few indicative use cases. The contractor will have to elaborate these use cases and also deliver detailed description for all the use cases the system should provide.**

*UC-01: Enrolment of a new family arriving at the school*

Parents of the Smith family arrive in Brussels and they need to enrol their children in one or more of the APEEE services (canteen, transport and/ or extracurricular activities). They can check the availability of places on extracurricular activities or on specific bus lines, they can decide on which days meals could be provided to their children. APEEE staff shall be able to identify all data immediately and irrespective of the time of the family's arrival at the school (that is, during August).

*UC-02: School transport enrolment*

Parents of the Smith family need to enrol their children on different bus lines depending on the day and on the departure. They may need to have separate user accounts, as they are living separately or in the event of one parent being responsible for payments and another for the custody of their children.

*UC-03: Canteen enrolment*

Parents of the Smith family need to enrol or cancel their enrolment during the school year. They need to get a quick overview in terms of pricing and of the weekly planning for the delivery of the service (that is, on Wednesdays).

*UC-04: Extracurricular activities enrolment*

Parents of the Smith family need to modify their enrolment, as they are not satisfied with the current module they were enrolled. They need to check the availability of places and the day of the lesson, as well as any difference in terms of pricing.

*UC-05: Change of an address due to a move*

The Smith family has moved to a new address and needs to communicate the change to the APEEE to modify the school transport requirement (the bus taken by the children) and the address for sending invoices and other correspondence. They want to transmit their new data and adjust the family situation accordingly.

*UC-06: Change of a family situation due to a divorce*

Parents of the Smith family get divorced. As a consequence, they may move to a new address and need to communicate the change to the APEEE, in order to modify the school transport (the bus taken by the children) and the address for sending invoices and other correspondence. They want to transmit their new data and adjust the family situation accordingly.

*UC-07: Payment*

The Smith family need to communicate any new payment means and mode. They may also charge the canteen/cafeteria cards.

*UC-08: Family leaving school*

The child/children of the Smith family are leaving the school. They need to cancel their enrolments for the next school year or for the remaining period of time during the school year, while respecting the general rules for the provision of APEEE services.  They may also need to notify their new address in Brussels or abroad to which any new invoices could be sent. This "one shop" approach will enable them to proceed quickly, while the APEEE shall be able to verify payments and proceed to the reimbursement of any amounts that had not been due. Their account shall remain active, as long as their financial obligations have not been discharged.

**All above Use-Cases and additional ones corresponding to the key functionalities of the system shall be developed by the awarded contractor.**

**Annex No 2 – Description of the existing SW used by the APEEE**

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**Annex No 3 - Declaration on the tenderer's honour concerning the exclusion criteria and absence of conflict of interest**

**I, the undersigned Mr(s) …………………………………………………………..…….…, being the representative authorised to sign on behalf of the tenderer, hereby declare on my honour that:**

(a)  the tenderer is not bankrupt or being wound up, is not having his/her affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, or is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

(b)  the tenderer has not been convicted of an offence concerning his/her professional conduct by a judgment which has the force of res judicata;

(c)  the tenderer has not been guilty of grave professional misconduct proven by any means which the contracting authority can justify;

(d)  the tenderer has fulfilled obligations relating to the payment of social security contributions and the payment of taxes in accordance with the legal provisions of the country in which he/she is established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

(e)  the tenderer has not been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity;

**I hereby undertake to supply any documents specifically requested from me.**

**The undersigned is aware of the fact that contracts may not be awarded to tenderers who:**

(f)  are subject to a conflict of interest in connection with the contract; a conflict of interest could arise in particular as a result of economic interests, political or national affinities, family or emotional ties or any other relevant connection or shared interest;

(g)  are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the procurement procedure or fail to supply this information;

In addition, I, the undersigned, declare on my honour that:

-  the tenderer will inform the contracting authority, without delay, of any situation considered a conflict of interest or which could give rise to a conflict of interest;

-  the tenderer has not granted and will not grant, has not sought and will not seek, has not attempted and will not attempt to obtain, and has not accepted and will not accept any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to the award or the execution of the contract;

-  the information provided to the within the context of this invitation to tender is accurate, sincere and complete.

**Date:** ...........................      **Signature:** ....................................................



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