

B-Brussels: Computer-based test (CBT) delivery to candidates in the EU staff selection process

OJ S 247/2012 22/12/2012

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: European Commission, European Personnel Selection Office — EPSO 01 — e-Selection

Postal address: avenue de Cortenbergh 25

Town: Brussels

Postal code: 1049

Country: Belgium

Contact person: Directorate-General for Human Resources and Security, Unit HR R.3, SC 11 6 /28

E-mail: hr-contrats-marches@ec.europa.eu

Fax: +32 22991924

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

European institution/agency or international organisation

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

Computer-based test (CBT) delivery to candidates in the EU staff selection process.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services

Main site or place of performance: Contractor's own premises with tests delivered at test centres mainly in all Member States of the European Union.

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

II.1.4. Information about framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in months: 48

II.1.5. Short description of the contract or purchase(s)

The European Personnel Selection Office (EPSO) wishes to enter into framework service contracts to be able to continue with computer-based test delivery to candidates participating in open staff selection procedures for the EU institutions. The tender is divided into 4 lots.

Lot 1: delivery of computer-based tests (multiple-choice items):

Lot 1 covers the delivery of a series of MCQ tests in the test centre network provided by the contractor. Tests are delivered either in English, French or German or in all official EU languages. The length of the tests varies between 30 and 180 minutes.

The general requirements can be summarised as follows:

- the contractor shall provide a secure, highly reliable, professional, modern, comfortable and easily accessible network of test centres for computer-based testing,
- test centre equipment must be comparable across all test centres and be state-of-the-art,
- the test centre network is to be geographically balanced throughout the territory of the European Union and have at least 1 test centre per Member State (27 + Croatia foreseen to accede on 1.7.2013), with a minimum of 2 test centres in large Member States (Germany, Spain, France, Italy, Poland, United Kingdom),
- test centres shall be available in locations outside the EU territory (these should cover Asia, Africa, Australia, North and South America),
- a specific test centre ('EPSO Antenna') shall be set up directly within the EPSO building in Brussels; it should be equipped with 10–15 workstations. EPSO shall provide the suitable room,
- test content is provided by EPSO whereas the contractor needs to provide the technical platform to deliver such tests as well as the related support for testing events.

Lot 2 : delivery of computer-based essay-type tests:

Lot 2 covers the organisation and delivery of essay-type tests. These are written exercises which are computer-based and delivered to candidates in contractor's test centres. The length of these exams varies between 90 up to 240 minutes.

The general requirements can be summarised as follows:

- the contractor shall provide a secure, highly reliable, professional, modern, comfortable and easily accessible network of test centres for computer-based testing,
- test centre equipment must be comparable across all test centres and be state-of-the-art,
- the test centre network is to be geographically balanced throughout the territory of the European Union and have at least 1 test centre per Member State (27 + Croatia foreseen to accede on 1.7.2013), with a minimum of 2 test centres in large Member States (Germany, Spain, France, Italy, Poland, United Kingdom),
- test content is provided by EPSO whereas the contractor needs to provide the technical platform to deliver such tests as well as the related support for testing events.

Lot 3: audio-video computer-based testing:

Lot 3 covers the delivery of audio-video based tests: animated or video-based, situational judgement tests (MCQ or with replies on a given rating scale or to be typed on the screen) and tests with audio and video capture of the candidates. Audio-video based tests under this lot would be delivered in a Brussels-based test centre only.

The main objectives to be achieved by the contractor can be summarised as follows:

- provision of a secure, highly reliable, professional, modern and easily accessible test facility for audio-video based tests in Brussels (Belgium), ideally close to the EPSO premises where

assessment centres take place. The test centre must be equipped to a very high standard and compliant with rules to accommodate candidates with special needs,

— test content is provided by EPSO whereas the contractor needs to provide the technical platform to deliver such tests as well as the related support for testing events.

Lot 4: Internet-based testing (IBT):

Lot 4 covers the delivery of an online testing platform for candidates. Internet-based testing will be used by EPSO for 2 different purposes: self-assessment of potential candidates and a preselection stage to sift out manifestly non-suitable candidates before the delivery of computer-based tests in a proctored environment.

Test content will be provided by EPSO. The following elements are the services to be provided by the contractor for this lot: a self-assessment tool and Internet-based testing (IBT) as a first preselection stage.

Self-assessment tool:

— provision of a powerful, flexible and user-friendly Internet-based testing platform, accessible 24/7 by candidates.

Minimum requirements for the online testing tool are the following:

— minimum capacity of 5 000 of candidates being able to test at the same time,

— online testing tool compatible with all most commonly used Web browsers,

— capacity to deliver different types of MCQ tests, including multiple response MCQs (such as situational judgement tests). All tests are timed.

Internet-based testing (IBT) as a first preselection stage:

— provision of a powerful, flexible and user-friendly Internet-based testing platform, accessible 24/7 by candidates.

Minimum requirements for the online testing tool are the following:

— minimum capacity of 10 000 of candidates being able to test at the same time,

— online testing tool compatible with all most commonly used Web browsers and delivered in a secured environment (https). Each candidate can test only once during the testing window,

— capacity to deliver different types of MCQ tests, including multiple response MCQs; all tests are timed,

— capacity to deliver several tests consecutively. Ideally, EPSO would like to deliver verbal, numerical and abstract reasoning tests in a first stage. Tests will be delivered either via fixed test forms, or on basis of a random draw from a pool of questions.

II.1.6. CPV code(s)

79635000 Assessment centre services for recruitment

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Lot 1:

For indicative purposes and without any commitment, the current volume of test delivery is 75 000 candidates on average, about 3 % of whom are tested in test centres outside the EU

(worldwide). Out of the approximately 185 000 MCQ tests delivered between March 2010 and November 2012, the 3 yearly cycles (administrators, linguists and assistants) and contract agent selection processes (CAST) represented 92 % of all MCQ tests delivered. See also 'Information about lots'.

Lot 2:

For indicative purposes and without any commitment, the expected volume of test delivery is approximately 3 000 candidates per annum in all EU Member States combined. The exact number of candidates and their geographical placement varies from one competition to another.

Lot 3:

For indicative purposes and without any commitment, the expected volume of test delivery is approximately 4 000 candidates per annum. The exact number of candidates will vary from one competition to another.

Lot 4:

For indicative purposes and without any commitment, the expected volume of test delivery is approximately 100 000 candidates per annum for self-assessment. Once compulsory online testing starts, an additional 60 000 candidates per annum are to be expected. Self-assessment and compulsory IBT are not mutually exclusive (self-assessment facilities will remain even once EPSO has implemented compulsory online testing).

Pursuant to Articles 126(1)(f) and (3) of Commission Regulation (EC, Euratom) No 2342/2002 of 23.12.2002, as amended by Regulation (EC, Euratom) No 1261/2005 of 20.7.2005 laying down the detailed rules for implementation, the contracting authority may use the negotiated procedure for the award of new services consisting of the repetition of similar services entrusted to the economic operator awarded the initial contract. This procedure can only be applied during a period of 3 years following conclusion of the initial contract.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Duration in months: 48 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Delivery of computer-based tests (multiple-choice items)

1) Short description

Lot 1 covers the delivery of a series of MCQ tests in the test centre network provided by the contractor. Test content is provided by EPSO. Tests are delivered either in English, French or German or in all official EU languages. The length of the tests varies between 30 and 180 minutes. The general requirements are set out under point II.1.5.

The main objectives to be achieved by the contractor can be summarised as follows:

- testing organisation and planning,
- provision of booking tool for the test appointment of candidates,
- provision of appropriately trained, professionally competent and resilient staff for welcoming, accommodating and invigilating candidates in the test centres,
- provision of a call centre for candidates. Staff dealing with candidates have to be adequately linguistically proficient (English, French or German and able to deal with sensitive cases),

- creation of exams using the pool of questions identified by EPSO, and test delivery,
- test creation timelines have to be as short and flexible as possible,
- provision of a secure Web-based, dynamic item bank management tool,
- provision of traceable results after test delivery,
- provision of expertise and advice in psychometric matters, upon request.

IT support and services:

- provision of back-up systems,
- provision of secure maintenance and storage of candidates' data (compliant with EU data protection rules (EC Regulation No 45/2001)),
- provision of appropriately trained IT team,
- provision of data exchange UTF-8,
- EPSO software platform is based on service oriented architecture: the contractor must have the capacity to implement changes to the IT platform to meet specific requirements if needed.

Minimal requirements for test centre equipment:

- 17" screen monitors with high resolution,
- computer hardware allowing for a smooth delivery of the tests without screen or memory freeze that could impact the candidates' performance,
- desks with at least 60 cm width of working space per candidate,
- partitions separating all desks.

Test centres must be compliant to accommodate candidates requiring special needs.

Tests centres must have adequate back-up mechanisms to be able to continue testing operations during disruptions.

2) CPV code(s)

79635000 Assessment centre services for recruitment

3) Quantity or scope

For indicative purposes and without any commitment, the current volume of test delivery is 75 000 candidates on average per annum, about 3 % of whom are tested in test centres outside the EU (worldwide). Out of the approximately 185 000 MCQ tests delivered between March 2010 and November 2012, the 3 yearly cycles (administrators, linguists and assistants) and contract agent selection processes (CAST) represented 92 % of all MCQ tests delivered. Based on statistics 2010–2012, it is estimated that Brussels is the top of the testing locations selected by candidates.

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 2

Lot title: Delivery of computer-based essay-type tests

1) Short description

Lot 2 covers the organisation and delivery of essay-type tests. These are written exercises which are computer-based and delivered to candidates in contractor's test centres. The length of these exams varies between 90 up to 240 minutes. The general requirements are set out under point II.1.5.

The main objectives to be achieved by the contractor can be summarised as follows:

- testing organisation and planning,
- provision of booking tool for the test appointment of candidates,
- provision of appropriately trained, professionally competent and resilient staff for welcoming, accommodating and invigilating candidates in the test centres,
- provision of a call centre for candidates. Staff dealing with candidates have to be

adequately linguistically proficient (English, French or German and able to deal with sensitive cases),

- creation of exams using the pool of questions identified by EPSO, and test delivery,
- test creation timelines have to be as short and flexible as possible,
- provision of a flexible testing tool for delivery of essay-type tests.

IT support and services:

- provision of back-up systems,
- provision of secure maintenance and storage of candidates' data (compliant with EU data protection rules (EC Regulation No 45/2001)),
- provision of appropriately trained IT team,
- provision of data exchange UTF-8,
- EPSO software platform is based on service-oriented architecture: the contractor must have the capacity to implement changes to the IT platform to meet specific requirements if needed.

Minimal requirements for test centre equipment:

- provision of appropriate keyboards in 24 EU languages (including Croatian),
- 17" screen monitors with high resolution,
- computer hardware allowing for a smooth delivery of the tests without screen or memory freeze that could impact the candidates' performance,
- desks with at least 60 cm width of working space per candidate,
- partitions separating all desks.

Test centres must be compliant to accommodate candidates requiring special needs.

Tests centres must have adequate back-up mechanisms to be able to continue testing operations during disruptions.

2) CPV code(s)

79635000 Assessment centre services for recruitment

3) Quantity or scope

For indicative purposes and without any commitment, the expected volume of test delivery is approximately 3 000 candidates per annum in all EU Member States combined. The exact number of candidates and their geographical placement varies from one competition to another.

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 3

Lot title: Audio-video computer-based testing

1) Short description

Lot 3 covers the delivery of audio-video based tests: animated or video-based, situational judgement tests (MCQ or with replies on a given rating scale or to be typed on the screen) and tests with audio and video capture of the candidates. Audio-video based tests under this lot would be delivered in a Brussels-based test centre only. Test content will be provided by EPSO, whereas the contractor needs to provide the technical platform to deliver such tests as well as the related support for testing events. The main objectives are set out under point II.1.5.

Minimal requirements for test centre equipment:

- 17" screen monitors with high resolution,
 - computer hardware allowing for a smooth delivery of the tests without screen or memory freeze that could impact the candidates' performance,
 - partitions separating desks to ensure maximum privacy and comfort during testing session.
- Provision of all IT equipment necessary incl. microphones, headphones/headsets and

webcams.

Provision of scheduling tool or management of testing appointments for candidates.

Maintenance of comprehensive records covering any anomalies.

IT support and services:

- provision of back-up systems,
- provision of secure maintenance and storage of candidates' data (compliant with EU data protection rules (EC Regulation No 45/2001)),
- provision of appropriately trained IT team,
- provision of data exchange UTF-8,
- EPSO software platform is based on service-oriented architecture: the contractor must have the capacity to implement changes to the IT platform to meet specific requirements if needed.

2) CPV code(s)

79635000 Assessment centre services for recruitment

3) Quantity or scope

For indicative purposes and without any commitment, the expected volume of test delivery is approximately 4 000 candidates per annum. The exact number of candidates will vary from one competition to another.

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 4

Lot title: Internet-based testing (IBT)

1) Short description

Lot 4 covers the delivery of an online testing platform for candidates. Internet-based testing will be used by EPSO for 2 different purposes: self-assessment of potential candidates and a preselection stage to sift out manifestly non-suitable candidates before the delivery of computer-based tests in a proctored environment.

Test content will be provided by EPSO. The following elements are the services to be provided by the contractor for this lot: a self-assessment tool and Internet-based testing (IBT) as a first preselection stage. The main objectives are set under point II.1.5.

Self-assessment tool:

Additional requirements for the online testing tool are the following:

- capacity to deliver several tests consecutively. Ideally, EPSO would like to deliver all MCQ tests currently available over Internet-based testing,
- capacity to deliver tests in multiple languages (currently 24),
- testing environment must be accessible in English, German and French,
- capacity to deliver scores immediately on the screen,
- capacity to deliver statistics upon EPSO's request,
- provision of appropriate training to EPSO staff in order to use the online testing tool,
- support to EPSO for uploading test content, calibrating test parameters if needed and provision of technical/IT support when needed, in particular in case of issues.

Internet-based testing (IBT) as a first preselection stage:

Additional requirements for the online testing tool are the following:

- capacity to deliver tests in multiple languages (currently 24),
- capacity to combine scores where applicable,
- results will be delivered exclusively to EPSO in a batch at the end of each testing event,
- capacity to deliver statistics upon EPSO's request,
- provision of appropriate training to EPSO staff in order to use the online testing tool,

— support to EPSO for uploading test content, calibrating test parameters if needed and provision of technical/IT support when needed, in particular in case of issues.

IT support and services:

- provision of back-up systems,
- provision of secure maintenance and storage of candidates' data (compliant with EU data protection rules (EC Regulation No 45/2001)),
- provision of appropriately trained IT team,
- provision of data exchange UTF-8,
- EPSO software platform is based on service-oriented architecture: the contractor must have the capacity to implement changes to the IT platform to meet specific requirements if needed.

2) CPV code(s)

79635000 Assessment centre services for recruitment

3) Quantity or scope

For indicative purposes and without any commitment, the expected volume of test delivery is approximately 100 000 candidates per annum for self-assessment. Once compulsory online testing starts, an additional 60 000 candidates per annum are to be expected. Self-assessment and compulsory IBT are not mutually exclusive (self-assessment facilities will remain even once EPSO has implemented compulsory online testing).

4) Indication about different time frame or duration

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Financing conditions and payment arrangements will be detailed in the tender specifications.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Requests to participate shall be sent by one of the following methods:

- by registered letter, as evidenced by the postmark, to the following address:
European Commission, DG Human Resources and Security, Unit HR R.3, Office SC-11 6/28,
1049 Brussels, BELGIUM,
- by delivery (in person or by a representative of the candidate, or a courier service) to the following address:
European Commission, DG Human Resources and Security, Unit HR R.3, Office SC-11 6/28,

avenue du Bourget 1, 1140 Brussels (Evere), BELGIUM. This department is open 8:00–17:00 Monday to Thursday, and 8:00–16:00 on Fridays. It is closed at weekends and on Commission holidays. If delivery is made via a courier service, the valid date of dispatch will be the date on the courier's delivery receipt. If the application is delivered by the candidate himself, or by a representative of his, a delivery receipt will be issued, dated and signed by the official from the Commission's Central Mail Department who takes delivery of the documents.

Candidates may make use of the capacities of other bodies irrespective of the legal nature of the connection between themselves and said bodies. In such an event, they must provide the contracting authority with proof that they will have the resources needed to carry out the contract by, for example, producing a written commitment by said bodies to make such resources available.

Candidates (individual candidates or groupings) must (NB: groupings must provide the requested documents and information separately for each member):

- quote reference 'EPSO/01/PR/2012/121' in their request to participate,
- enclose the documents and information requested in points III.2.1 to III.2.3,
- enclose a detailed identity sheet (groupings shall provide these separately for each member and state which is the lead company) as follows: name, legal status, nationality, address, telephone and fax numbers, contact name and e-mail address, VAT number, legal registration number (where applicable) and bank details.

Legal position — means of proof required: name of the country in which candidates have their head office or are domiciled, along with the corresponding attestations, in accordance with the law in their country of residence (groupings must provide these documents separately for each member).

Candidates' requests to participate must include a duly dated and signed solemn declaration stating that they are not in any of the cases which would disqualify them from participating in the contract. This document is available from the following address: http://ec.europa.eu/dgs/human-resources/markets_en.htm

For groupings, this declaration must be provided separately for each member.

Applications submitted by consortia, groupings, or associations of companies must contain:

- a) a document detailing the composition and constitution of the entity or legal form of this cooperation should they be awarded the contract;
- b) a letter signed by each grouping member, stating that they undertake to perform the work and specifying their role, qualifications and experience.

Candidates who fail to provide this document may be automatically excluded.

In the case of consortia or groupings, 1 grouping member must be designated lead member and must take full responsibility for the contract, should he be awarded it, vis-à-vis the European Commission. The framework contract will be signed between the EPSO and the designated main contractor.

III.2.2. Economic and financial ability

List and brief description of conditions: The candidate must demonstrate sufficient economic and financial resources to be able to execute the tasks summarised in this contract notice. Where the candidate wishes to subcontract or otherwise rely on the capacities of other entities, it must in that case prove that it will have at its disposal the resources necessary for performance of the contract by producing an undertaking on the part of those entities to place those resources at its disposal.

The following additional documents must also be provided in evidence of economic and financial capacity:

- appropriate statements from banks or evidence of professional risk indemnity insurance,
- the presentation of balance sheets or extracts from balance sheets and profit and loss

accounts for at least the last 2 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. The profit and loss accounts shall show before-tax profits for the last year for which accounts have been closed. In case of entities established less than 2 years ago the relevant documents should be provided for the period of its existence only,

- a statement of overall turnover and turnover concerning the services covered by the contract during the last 3 financial years,
- if, for some exceptional reason which the contracting authority considers justified, the candidate is unable to produce the references requested by the contracting authority, evidence of their economic and financial capacity may be provided by any other means which the contracting authority considers appropriate.

III.2.3. Technical and professional ability

List and brief description of conditions:

The candidate, as a whole, must comply with the following criteria:

Lot 1 and lot 2:

- 1.1. have previous experience with delivery of computer-based tests in an international environment;
- 1.2. have experience with test item management (lot 1 only: item bank)/handling test material in a confidential way;
- 1.3. have the organisational infrastructure to organise testing in all EU countries (with the possibility to expand to other European countries and for lot 1 only outside the EU territory);
- 1.4. have at its disposal premises in all EU Member States for the delivery of computer-based tests, providing an appropriate testing environment, ensuring equal treatment of all candidates; in particular, premises to be used must be easily accessible by public transport, provide ease of access for disabled candidates, have sufficient sanitary facilities including for disabled candidates, the testing room(s) must have adequate lighting/heating/cooling and insulation against outside noise; moreover, and on a case by case basis, particular testing measures for candidates with special needs, including disabled ones, must be provided;
- 1.5. have at its disposal experienced managerial staff, with a proven track record in organising complex pan-European operations, having an extensive multiannual experience in test delivery;
- 1.6. be in a position to provide appropriate software and hardware at all test centres for efficient, reliable delivery of different types and formats of tests, guaranteeing equal test conditions for all candidates;
- 1.7. have an effective quality control system in place and ensure full security of data transfer;
- 1.8. have the ability, corresponding expertise and adequate staffing to communicate with or provide professional support to candidates;
- 1.9. have experience and be able to advise on test development and on test item performance;
- 1.10. have the ability to support the delivery of CBT tests in all the official languages of the EU (presently 23 languages + Croatian), including provision of corresponding keyboards/adapted software (keyboards: for lot 2 only)
- 1.11. have the ability to exchange booking and testing data in XML format and to provide the relevant DTD or XML schema to validate those data;
- 1.12. have the ability to support UTF-8 data when communicating with EPSO and candidates.

Professional capacity:

All experts having a crucial role in implementing the contract are referred to as key experts.

The profiles of key experts will meet at least the requirements set out below. It is not

necessary that each of these profiles correspond to a single individual. 1 expert may have the

skills and experience required to cover more than 1 role in the project. Equally, 1 role may be divided between 2 or more experts if the candidate believes that this will be the most effective way to achieve the desired results.

Key expert 1 — team leader:

- strong organisational ability, to respond appropriately and efficiently to EPSO's needs,
- professional experience in organising computer-based tests,
- experience with multicultural and multilingual environment.

Key expert 2 — technical and support manager:

- experience in tailoring technical resources to best implement computer-based testing,
- professional experience in organising computer-based tests,
- ability to ensure efficient IT services to meet all the technical requirements of the tasks.

Key expert 3 — item bank management:

- extensive item bank management experience,
- experience in adapting test items for computerised delivery,
- statistical and psychometric expertise on test development and test item performance.

Key expert 4 — candidate care and test centre staff management:

- multiannual experience with computer-based delivery of tests,
- competence to resolve any technical problems as they may occur during testing,
- excellent customer care skills,
- appropriate language skills.

Documentation:

The following documents must be presented as evidence of compliance with the above technical and professional criteria:

- (i) the professional qualifications of the candidate and/or those of the firm's managerial staff providing the services; CVs of key experts participating in the process must also be provided;
- (ii) references: list of the principal contracts carried out over the past 5 years, which were similar in nature to the contract in this invitation to tender. Candidates must give a detailed description of the 3 references in this list which they feel are the most relevant with regard to their application. Said description must give details of the nature and volume of services provided, the beneficiary, the start and end dates of the contract, the staff resources used (including their qualifications) and the organisational structure set up. For these 3 references, candidates will provide the full name and particulars of the person responsible for the contract at the customer company;
- (iii) a description of the technical equipment, including hardware and software systems, to be employed by the contractor for performing the contract; including the solutions proposed to allow testing in different languages, to exchange data between EPSO and the contractor using technical standards indicated under point 1.11 and 1.12 above, and measures in case of data corruption, power and other computer or system failures to ensure business continuity;
- (iv) a description of existing test centres to be used by the contractor for performing the contract, covering the presence of technical infrastructure (see point 1.4 above), accessibility, including disabled candidates;
- (v) a description of the measures employed to ensure high quality of services including procedures to guarantee integrity and competence of staff;
- (vi) an indication of the proportion of the contract which the service provider intends possibly to subcontract.

Lot 3:

- 1.1. have previous experience with delivery of computer-based tests in an international environment;
- 1.2. have experience with test item management (handling test material in a confidential way);
- 1.3. have the organisational infrastructure to organise testing in a state-of-the-art test centre in

Brussels, providing an appropriate testing environment, ensuring equal treatment of all candidates and compliance with rules to accommodate special needs candidates;

1.4. have at its disposal experienced managerial staff, with a proven track record in organising complex pan-European operations, having an extensive multiannual experience in test delivery;

1.5. be in a position to provide appropriate software and hardware at the test centre for efficient, reliable delivery of audio-video based tests, guaranteeing equal test conditions for all candidates;

1.6. have an effective quality control system in place and ensure full security of data transfer;

1.7. have the ability, corresponding expertise and adequate staffing to communicate with or provide professional support to candidates;

1.8. have the ability to exchange booking and testing data in XML format and to provide the relevant DTD or XML schema to validate those data;

1.9. have the ability to support UTF-8 data when communicating with EPSO and candidates.

Professional capacity:

All experts having a crucial role in implementing the contract are referred to as key experts.

The profiles of key experts will meet at least the requirements set out below. It is not necessary that each of these profiles correspond to a single individual. 1 expert may have the skills and experience required to cover more than 1 role in the project. Equally, 1 role may be divided between 2 or more experts if the candidate believes that this will be the most effective way to achieve the desired results.

Key expert 1 — team leader:

- strong organisational ability, to respond appropriately and efficiently to EPSO's needs,
- professional experience in organising computer-based tests,
- experience with multicultural and multilingual environment.

Key expert 2 — technical and support manager:

- experience in tailoring technical resources to best implement computer-based testing,
- professional experience in organising computer-based tests,
- ability to ensure efficient IT services to meet all the technical requirements of the tasks.

Key expert 3 — candidate care and test centre staff management:

- multiannual experience with computer-based delivery of tests,
- competence to resolve any technical problems as they may occur during testing,
- excellent customer care skills,
- appropriate language skills.

Documentation:

The following documents must be presented as evidence of compliance with the above technical and professional criteria:

(i) the professional qualifications of the candidate and/or those of the firm's managerial staff providing the services; CVs of key experts participating in the process must also be provided;

(ii) references: list of the principal contracts carried out over the past 5 years, which were similar in nature to the contract in this invitation to tender. Candidates must give a detailed description of the 3 references in this list which they feel are the most relevant with regard to their application. Said description must give details of the nature and volume of services provided, the beneficiary, the start and end dates of the contract, the staff resources used (including their qualifications) and the organisational structure set up. For these 3 references, candidates will provide the full name and particulars of the person responsible for the contract at the customer company;

(iii) a description of the technical equipment, including hardware and software systems, to be employed by the contractor for performing the contract; including the solutions proposed to allow testing in different languages, to exchange data between EPSO and the contractor using

- technical standards indicated under point 1.9 above, and measures in case of data corruption, power and other computer or system failures to ensure business continuity;
- (iv) a description of existing test centres to be used by the contractor for performing the contract, covering the presence of technical infrastructure (see point 1.4 above), accessibility, including disabled candidates;
- (v) a description of the measures employed to ensure high quality of services including procedures to guarantee integrity and competence of staff;
- (vi) an indication of the proportion of the contract which the service provider intends possibly to subcontract.

Lot 4:

- 1.1. have previous experience with delivery of online computer-based tests in an international environment;
- 1.2. have the technical skills and software platform to deliver online testing, providing an appropriate online testing environment allowing simultaneous testing of several thousands of candidates;
- 1.3. have at its disposal experienced managerial staff, with a proven track record in organising complex pan-European operations, having an extensive multiannual experience in test delivery;
- 1.4. have an effective quality control system in place and ensure full security of data transfer;
- 1.5. have the ability to exchange booking and testing data in XML format and to provide the relevant DTD or XML schema to validate those data;
- 1.6. have the ability to support UTF-8 data.

Professional capacity:

All experts having a crucial role in implementing the contract are referred to as key experts. The profiles of key experts will meet at least the requirements set out below. It is not necessary that each of these profiles correspond to a single individual. 1 expert may have the skills and experience required to cover more than 1 role in the project. Equally, 1 role may be divided between 2 or more experts if the candidate believes that this will be the most effective way to achieve the desired results.

Key expert 1 — team leader:

- strong organisational ability, to respond appropriately and efficiently to EPSO's needs,
- professional experience in organising online computer-based tests,
- experience with multicultural and multilingual environment.

Key expert 2 — technical and support manager:

- experience in tailoring technical resources to best implement online computer-based testing,
- professional experience in organising on-line computer-based tests,
- ability to ensure efficient IT services to meet all the technical requirements of the tasks,
- competence to resolve any technical problems as they may occur during testing.

Documentation:

The following documents must be presented as evidence of compliance with the above technical and professional criteria:

- (i) the professional qualifications of the candidate and/or those of the firm's managerial staff providing the services; CVs of key experts participating in the process must also be provided;
- (ii) references: list of the principal contracts carried out over the past 5 years, which were similar in nature to the contract in this invitation to tender. Candidates must give a detailed description of the 3 references in this list which they feel are the most relevant with regard to their application. Said description must give details of the nature and volume of services provided, the beneficiary, the start and end dates of the contract, the staff resources used (including their qualifications) and the organisational structure set up. For these 3 references, candidates will provide the full name and particulars of the person responsible for the contract

at the customer company;

(iii) a description of the technical equipment, including hardware and software systems, to be employed by the contractor for performing the contract; including the solutions proposed to allow testing in different languages;

(iv) a description of the measures employed to ensure high quality of services including procedures to guarantee integrity and competence of staff;

(v) an indication of the proportion of the contract which the service provider intends possibly to subcontract.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

EPSO/01/PR/2012/121.

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4. Time limit for receipt of tenders or requests to participate

31.1.2013

IV.3.5.

Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

Any EU official language

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

(1) The attention of interested parties is drawn to the aim of this notice, i.e. to select candidates who will receive the specifications and be invited to tender.

(2) NB: interested parties are requested to observe strictly the conditions stated in point III.2 when submitting their request to participate, namely:

- to send their application by post before the deadline in point IV.3.4,
- to enclose all the documents and information requested in points III.2.1 to III.2.3.

Incomplete applications may be automatically discarded.

(3) Interested parties are requested to refrain from seeking further information at this stage.

(4) Data protection: the appropriate technical and organisational measures to ensure a level of security of personal data shall be agreed between the successful tenderer (and each individual member of consortia and each subcontractor) and EPSO in writing or in another equivalent form.

(5) If processing your reply to this contract notice involves the recording and processing of personal data (such as name, address and CV), such data will be processed pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. Unless indicated otherwise, replies to the questions and any personal data requested are required to evaluate your application in accordance with the contract notice and will be processed solely for that purpose by the contracting authority mentioned in heading I.1.

Details concerning the processing of your personal data are available on the privacy statement at: http://ec.europa.eu/dataprotectionofficer/privacystatement_publicprocurement_en.pdf

Your personal data may be registered in the early warning system (EWS) only or both in the EWS and central exclusion database (CED) by the accounting officer of the Commission, should you be in one of the situations mentioned in:

- the Commission Decision 2008/969 of 16.12.2008 on the early warning system (for more information see the privacy statement on http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm), or
- the Commission Regulation No 1302/2008 of 17.12.2008 on the central exclusion database (for more information see the privacy statement on http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE).

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court of the European Union

Postal address: rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: 2925

Country: Luxembourg

E-mail: cfi.registry@curia.europa.eu

Telephone: +352 4303-1

Fax: +352 4303-2100

Internet address: <http://curia.europa.eu>

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Within 2 months of the notification of the plaintiff, or, in absence thereof, of the day on which it came to the knowledge. A complaint to the European Ombudsman does not have as an effect either to suspend this period or to open a new period for lodging appeals.

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

13.12.2012