

Annex V- Technical offer overview form

Name of the tenderer:

Date:

Signature:

The purpose of this form is to provide a short overview for the evaluators on the technical proposal, but it does not replace the detailed technical proposal!

Criteria	Respond	Comment
<u>Suitability and quality of the proposed courses</u>		
Number of tutorials		
Number of tutorials in the area of financial markets and economics		
Number of courses		
Number of courses in the area of financial markets and economics		
Number of tutorials ending with test/exam in the area of financial markets and economics		
Number of courses ending with test/exam in the area of financial markets and economics		
Last update/review of the tutorials in the area of		

financial markets and economics		
Which percentage of the tutorials have links to other learning resources (internal or external)		
SCORM compliance (and to which SCORM standard)		
Current number of registered, active users		
Maximum number of users the system can handle in parallel		
<u>Suitability and quality of the proposed learning methodology</u>		
Number of tutorials with audio narration		
Do the learners receive a feedback on their achievements ¹		
Number of academics contracted by the tenderer		
Recommend 5 tutorials from various courses, which you think are the best to demonstrate the educational method and the pedagogical approach		

¹ If yes, please attach examples

Quality of the technology and support		
Which percentage of the tutorials contain video or animation		
Which type(s) technical support is/are available and when	FAQ : Yes/No Online chat : Yes/No Availability between: Phone Yes/No Availability between: Email Yes/No Response time ² :	
Possibility to access the system on mobile devices	Yes, full functionality Yes, with limited functionality ³ No	
Accessibility for people with special needs	Yes, full functionality Yes, with limited functionality ⁴ No	
Recommend 5 tutorials from various courses, which you		

² Guaranteed response time in workdays or workhours

³ Please describe the limitations

⁴ Please describe the limitations

think are the best examples of the technology you use and provide the best user experience		
<u>Quality control and work monitoring</u> ⁵		
Does the tenderer have technical quality control process?		
Does the tenderer have business continuity plan?		
Does the tenderer have policy on dealing with bugs, upgrades and patches?		
Does the tenderer have internal manual of the procedure for the updating the course content?		
Does the tenderer have procedure for handling, resolving and remedying any complaints from ESMA?		

⁵ In case of yes or partial yes please attached the relevant policy, procedure or process description to the technical tender