

Restricted procedure EPSO.01/PR/2018/011
Delivery of video remote interviews

Annex 07: Summary of language requirements

| Service | Minimum language requirements at submission of tender | Languages to be available within a set time according to specifications? | Additional languages possible/foreseen in price schedule**? | Relevant points TS |
|---|---|---|---|--------------------|
| IT platform(s) - interface for candidates | | | | |
| Delivery of video remote interviews | EN* | EN/FR/DE within 3 months after entry into force of the Contract. | Yes, Section IV for the provision of the IT interface in additional languages and Sections II and III for the delivery of tests with additional communication languages. The interface must be available: - Within 2 months upon request if 1-2 additional languages, - Within 3 months upon request if 3-5 additional languages, - Within 12 months upon request if all additional EU official languages at the same time. | I.3.1.1 and I.10 |
| Test content | | | | |
| The platform(s) for test delivery and the item bank must be able to support test CONTENT in all EU official languages | all EU official languages | N/A | Yes, only if applicable, languages of candidate countries in view of enlargement to be included without additional costs. | I.10 |
| Back office | | | | |
| Tools to be used by EPSO staff (software) | EN | N/A | N/A | I.10 |
| Communication with candidates | | | | |
| Candidate contact service to address candidates' queries (e-mail, phone, online live chat) | EN, FR and DE Confirm capacity in compliance grid (Annex 05) | Candidate care must be available during booking and testing windows in EN, FR and DE. Other additional languages must be covered upon request by at least 1 person per additional language, with C1 level. | Yes, Sections II and III. | I.3.6, I.7, I.10. |

*the platform proposed by the future contractor must have a multilingual capability in order to be able to make it available also in French and German within the first 3 months after entry into force of the contract.

** and the languages of candidate countries, if applicable