LPI – English Platform

Technical Appendix

1. PURPOSE

Acquisition of a digital platform that teaches English, in SaaS mode, for children of Primary School focusing on children between 10 and 12 years old for 4th, 5th and 6th grades of Primary School.

<u>Digital Platform of Primary Education</u>. The idea is to have a digital space that includes a variety of materials to teach and learn English in different formats and modalities (images, videos, audios, stories) of excellent educational quality and aesthetics. These materials should be sequenced regarding their difficulty level from Starting Level without previous knowledge of English (Level A0) to Elementary (Level A2, as per European Reference Chart).

<u>Target Audience</u>. The target audience of the material includes mainly children between 10 and 12 years old, who are in 4th to 6th grade of Primary School. It is important the material is not excessively child-like by considering the aesthetic aspect and the topics to be approached. The platform should guarantee a motivating and pleasant experience, through which the student may enjoy the learning process through relevant, significant and adequate proposals. The idea is to acquire a tool which is focused on the user´s experience, and the use and appropriation by the target audience is a priority.

2. INTRODUCTION

Ceibal in English in Primary School is an English teaching project that combines lessons through videoconferences provided by a Remote English Teacher and on-site lessons in charge of the Form teacher. The program is developed in three levels (Level, 1, 2 and 3) which correspond to 4th, 5th and 6th grade. The programs aim at children to move from level A0 to level A2 in the course of the three levels.

Remote lessons are scheduled three times a week and last 45 minutes. On-site lessons are taught twice a week and also last 45 minutes each.

The remote teacher is a certified Teacher of English who leads the English learning process of the group and works in coordination with the Form Teacher who is usually not too familiar with the second language. In the remote lesson through videoconference (Lesson A) the teacher introduces the contents, vocabulary and grammar structures of English language by using videos, songs, texts and games. In the on-site lessons guided by the Form Teacher (Lessons B and C) the idea is to generate exposition to the English language, to review and consolidate the contents introduced in Lesson A, supported mainly in digital material. The Form teacher always takes part in Lesson A, but the Remote Teacher does not participate in Lessons B and C.

Lessons A, B and C constitute a weekly cycle. Lessons are guided by a lesson (lesson plan) that sets the linguistic goals, the materials to be used, the activities and the development of the lesson.

3. OPERATIONAL REQUIREMENTS

This section described the requirements of the desired product.

3.1. MANDATORY REQUIREMENTS

3.1.1. Usability.

Friendly, intuitive and of easy appropriation by the users. Form Teachers who have little knowledge of English should be able to use the tool.

3.1.2. Contents- Variety of Formats and Methods

The digital content of the platform should be multimodal and include a variety of formats such as: videos, songs, audios, texts, games and exercises.

3.1.3. Focused on Speaking and Listening

The digital material should include the development of the four linguistic skills (speaking, listening, reading and writing) focusing on the development of the oral macro-skills (speaking and listening).

3.1.4. Sequenced Contents

Materials should present an increasing level of difficulty, from the simplest to the most complex, in order to promote teaching of English as a foreign language. Materials should start in Level A0 (starters with no English knowledge) to at least A2, considering the Common European Framework of Reference. The platform should allow the reorganization of content by considering the target audience of the program (4th, 5th, and 6th grades if Primary School).

3.1.5. Theme and Target Audience Adaptation

Materials should be adequate for Uruguayan students of both genders, of ages ranging between 10 and 12 years old. Contents should cover diverse topics and should be culturally adequate and diverse, especially in terms of inclusion and non-discrimination of any nature.

3.1.6. Customization of the Proposal

Materials should foster active learning and allow for different styles, abilities and knowledge levels of the students. The idea is to have a tool that may be used by the student independently, through which students may go through their own pathways and set personal learning goals.

3.1.7. Follow-up

The platform should include functions for the teachers to be able to obtain information regarding the evolution of the learning processes of their students and for students to be able to monitor their own progress. The platform should include monitoring of the activity of the students, both individually and by group. This information should be available for both teachers of the group (remote teacher and Form teacher) and for the administrator of Ceibal in English. Individually, each student should be able to have access to the information of his/her own activity and progress.

3.1.8. Reports

The platform should provide statistics of the use at a user level, such as a log of interactions with the site. As a way of illustration, below there is a non-restrictive list of certain indicators to be considered:

- Most visited activities
- Performance of tasks
- Checked Topics
- Downloaded resources/contents
- Time of online display
- Comments made and interactions.
- Grades
- Number of users
- Others

3.1.9. Export

Ceibal Centre, as responsible for the data base of the platform to be acquired, requires access to all data of such platform, corresponding to the users of Ceibal Centre (not of other clients of the Provider).

Considering the platform to be acquired shall manage personal data, the definition of data considered for this chapter is the one set forth in chapter 5.

Confidentiality and Data Protection.

The submitted proposal should allow:
- access to all data generated as from the activities of the users and all necessary data to understand such activity (for example, referential data or coding), both structured and unstructured.
- access to raw data prior to conversion (including their temporary identification) or with an aggregation level according to the use expected by Ceibal (operation information, researches).
- access to data to be simple (this item will be assessed in a broad sense)
- integration through number, type and country of the user´s identification.

In case the platform does not include this feature as requested, the submission of the following shall also be valid:
- temporary or partial functions that allow access to priority data.
 and/or
- A plan of action/work plan to include the requested scope in the short and/or medium term.

Since it is not possible for Ceibal to assess the completion of data, the only restricted lists which are to be considered valid will be the particular ones (i.e. when in the proposal it is explicitly mentioned that certain data will not be exported), in the rest of the cases, all data

should be provided (mention to specific data will be considered merely an illustration).

See <u>APPENDIX III: CONTENTS OF DATA EXPORT PROPOSAL</u>

3.1.10. Users and Profiles

The tool should support the setup of different profiles of users and licenses. The following profiles should be included:

- Student
- Teachers (each group may have more than one teacher)
- Administrator

The platform should operate, considering the following characteristics:

- Teachers may be in more than one school and classroom.
- Teachers and students may change school and classroom throughout the year.

3.1.11. Authentication

The platform should be integrated with Ceibal´s centralized login system through a CAS protocol (version 3.5.3). For more information please visit:

https://wiki.jasig.org/display/CAS/Home

3.1.12. Incremental bulk load

The platform should provide a mechanism of registration, deregistration and modifications to preload the information of users, learning centers and groups (if necessary) massively and incrementally in order to consider daily changes.

Such mechanism will be made through REST services, automatic processing of CVS files or other mechanisms deemed appropriate by the bidder. Specify the loading rate (users per second) of the available mechanisms.

3.1.13. Autonomy to Operate

Bidder must consider that Ceibal should be able to operate the platform easily and independently.

3.2. DESIRABLE REQUIREMENTS

3.2.1. Incremental bulk load

Regarding the mandatory requirement "Incremental bulk load", Ceibal provides an API REST which retrieves the information of the users. Ceibal will take a special consideration if the platform may be integrated with this API to preload the information or the OneRoster standard support.

3.2.2. Aligned to CEFR

It shall be appreciated if the content is aligned with CEFR - Common European Framework of Reference for Languages.

3.2.3. Materials for the Teacher and Lessons

The proposal may include guides for teachers or lessons to be used in class of the platform. These materials are targeted at the Remote Teacher of English as well as at the Form Teacher, according to the weekly cycle of lessons A, B and C of Ceibal in English (see description of the project). A sample of this content should be

submitted. It may be included in the platform or be submitted independently in digital format.

3.2.4. Advanced Levels

It shall be appreciated if the platform includes materials to teach and learn English beyond Level A2 in Primary School and for students older than 12 years old.

3.2.5. Hosting of New Content

It shall be appreciated if the platform includes the possibility of hosting new digital contents suggested by Ceibal in English. If this is not possible at the moment of the submission, Ceibal will appreciate such inclusion in a work plan that anticipates this function.

3.2.6. Integration with CREA (LMS Schoology)

Integration with the existing Learning Management System. If possible, specify in detail the level and form of integration with Schoology, mentioning if it includes a feedback of data to such LMS.

By LTI:
https://support.schoology.com/hc/en-us/articles/204377963-A-How-to-Guide-for-Schoology-s-LTI-Integration)
By API
https://developers.schoology.com/app-platform

3.2.7. Distribution

Possibility for the users and administrator to customize transfer of contents, individually or through batches, to groups of Users. For example, send users of each grade the set of contents corresponding to the grade.

3.2.8. Possibility of the Application to work on Mobile

Devices.

It shall be appreciated if the application for mobile devices also works for Android devices. The operation in the greatest number of possible versions of operating systems will also be valued (ANDROID 5.0 and newer versions and iOS systems) and in different screen resolutions, including tablets and mobile phones.

The Provider shall authorize Ceibal to distribute the application through its archive of applications and include it in the software images developed for its devices.

Equal access to features, resources and other aspects in the mobile and web application will also be valued. In this case, the application shall remind the user credentials once the user logs in and will not request a new authentication unless the User logs out.

3.2.9.   Offline Contents for Web & App Solutions

The possibility of having access to contents and functions of the platform remotely and with no need of internet connection will be valued. Rural Schools in Uruguay have diverse connectivity solutions that in some cases do not allow a continuous and sustained online work. In order to cater for this population´s needs, a special tool that allows access and work offline will be specially valued.

It should be considered that, in case of including this function in web mode, It should operate in the following operating systems: Linux (distribution UBUNTU 16 and newer versions), ChromeOS and Windows 10.

3.2.10.   Customization of the Interface - Web

Possibility of customizing the look & feel of the platform (web version) by considering Plan Ceibal´s aesthetics.

3.2.11.   Customization of the Interface - App

The multiplatform operation and the possibility of adapting the look & feel of the App to Ceibal´s will be appreciated.

3.2.12.   Users and Profiles

The possibility of parents and adults to be able to accompany the progress students will be appreciated.

3.2.13.   Filed Courses

It is also desirable for the platform to allow the Users to have access to the filed courses of previous years.

4.   NON-OPERATIONAL MANDATORY REQUIREMENTS

4.1.   Background

The provider shall have a working history and previous cases of success

4.2.   Web Compatibility

The platform and contents must operate appropriately in the latest versions of the three most common browsers: Chrome, Firefox and Microsoft Edge. The platform must be responsive.

4.3.   Web Technology

Technologies used by the Client must be in force. In case of not being in force at the moment of submitting the offer, the provider shall specify the migration plan to standard technologies in the industry

before December 2019. For example, the use of Flash and its natural migration to HTML5.

4.4. Compatibility with the Devices (laptops and tablets) distributed by Ceibal

The web platform and contents shall operate correctly in the devices delivered by Plan Ceibal in versions Chrome 68 and newer ones.

The behavior of the tool in Ceibal´s devices delivered to the target audience of the platform shall be valued, by considering, among other aspects, the adaptation to the screen size and the performance. The list of devices is the following (for more information visit http://www.ceibal.edu.uy/es/dispositivos

1. Clamshell EF20EA
2. Clamshell SF20BA
3. Clamshell SF20PA2
4. Clamshell SF20PA3
5. Chromebook HP

4.5. Operating Conditions

The offer shall include the minimum specifications that must be complied with; both regarding the device (processor, RAM memory, etc.) and regarding Internet access (bandwidth for upload and download, delay, jitter, etc.) in order to have a good experience in the use of the platform.

4.6. SLA – Service Level Agreement

The offer shall include a description of the level of the proposed service, including:

● A description of the service that is being offered (which areas are included in the services and which are Ceibal´s responsibility)
● UpTime: Percentage of the uptime, and maximum limits for the downtime of the service.

- Procedure for reporting problems: who the contact is, how to report problems, procedure to scale and which other steps to take in order to solve the problem efficiently.
- Response time of problems: average time of response to problems, solutions and recovery of downtimes, differentiating diverse criticality levels to be agreed by Ceibal.
- Monitoring and Reports – who monitors the performance, the data gathered and how frequently and how Ceibal accesses to the performance statistics.

Ceibal will be able to negotiate with the Awardee the characteristics of this agreement, including the penalties for non-compliance.

The description of the working methodology is also requested to inform and validate the change (operational and technical) management in the platform that may affect Ceibal´s operation, for example regarding compatibility with devices or the integration with other systems.

4.7. Security of Information

The bid shall include information regarding security of the information, as per the following detail:

- Specify where will your data be hosted and submit your privacy policy and terms of use of the tool.
- Specify if there are processes and certificates of Management of information security. For example: ISO 27001/272002
- Specify if there are documented protocols of Management of permits of access to information. Include documentation providing details of roles and responsibilities of the staff providing the service, including management by third parties.

- Specify the protocols of access to directories of domain information with which the product may be integrated. Pro example: Google, Active Directory, LDAP.
- Protocols used for data protection:
  - Detail the architecture of the service
  - Specify method of data encryption
  - Specify protocols of data transfer
- Security of the application:
  - Detail the tools/processes used to manage and prevent vulnerabilities and threats of the application.
- Security of the Infrastructure of IT:
  - Detail of the Security Protocol of the network.
  - Detail of the backup protocols, including contingency plans and checking of recovery of information and service.
  - Description of the registration of the log
  - Specify defined monitoring and alarms
  - Specify protocols of physical security

5. CONFIDENTIALITY AND DATA PROTECTION

The awarded company is expressly obliged to keep under strict confidentiality all the information processed or used while its bond with Ceibal lasts. Confidential information includes, among other things, for instance, the following: all commercial strategies, plans and procedures, proprietary information, software, tools, process, images, personal data, methodology, commercial information and secret, and other Ceibal´s information and material, as well as that of the students, beneficiaries, teachers, study centers that may be obtained by the Company from any source or that may be developed as a consequence of the agreement hereof.

The Company is obliged to deal with personal data to which it may have access by virtue of this agreement, as per Law no. 18.331 of August 11, 2008 and Decree no. 414/2009 of August 31st, 2009, only for the provision and within the framework of the hired service, and the Company shall not use such data for other purposes, or in its own benefit whether for valuable consideration or gratuitously, nor assign, communicate or transfer it to third parties, unless it is previously authorized by Ceibal Center.

Ceibal Center will bear responsibility for the database and its treatment, being the awarded company and its contracted companies, the ones responsible for the treatment, as per provisions of paragraphs H) and K) of article 4 of Law no. 18.331. Consequently, in no case shall the access to personal data be considered an assignment, communication or permit to be used freely by the Company, its employees and contracted companies.

Within this framework, the awarded company shall sign the Agreement of Responsible of treatment, which shall be considered supplementary and attached to the Main Agreement signed by the parties. Moreover, the Company shall keep the privacy policy of Ceibal Center in a visible spot within the platform.

The Company is obliged to adopt the necessary security measures so as to guarantee the security and confidentiality of the personal data and avoid the adulteration, loss, and non-authorized search or treatment, as well as to identify information leaks.

The Company shall inform in the proposal the territory in which the data will be hosted, and the subcontracts to which it shall adhere for the treatment thereof. If personal data is hosted, even temporarily, outside the national territory, the Company must secure that the importer is located in countries that comply with appropriate levels as per European standards of data protection, according to the General Regulations of Data Protection 2016/679 of the European Parliament and Board, and its amendments, elaborative and supplementary regulations.

Otherwise, the Company agrees to seek the consent of the data´s holder to be able to make the transfer to a non-adequate territory, or to make sure the importer complies with the regulations of the Privacy Shield, has subscribed standard contractual clauses with the exporter or has a registered the Code of Conduct, with the corresponding authorization for international data transfer obtained from the Personal Data Control and Regulatory Entity, in these last two cases.

Upon termination of this agreement, the Company is obliged to return or delete in all its systems and physical and logic files, whether own or hired to third parties, all accessed personal data obtained or treated by virtue of this agreement, as well as the associated metadata, if applicable, and without prejudice of the distinctive features of each service which shall be considered by Ceibal Center in specific cases to comply with this obligation. For the purposes hereof, personal data refers to all information of any kind making reference to natural persons or legal entities, determined or to be determined, including any kind of numeric, alphabetic, graphic, photographic information, image or voice recording, acoustic or any other type of information that refers directly or indirectly to them, as per dispositions of Article 4, Law no. 18.331 and articles 1 and 4 of Decree no. 414/009.

6. INTELLECTUAL PROPERTY

The awarded Company is obliged to grant Ceibal Center an non-territorial and non-exclusive authorization of use and during the term of this Agreement, in order to access to the platform, developments, materials, etc. within the terms set forth in item 7.1, as well as to reproduce, distribute, publish, communicate to the audience, modify tand create works deriving from such platform and of the previously existing materials and works, with the sole purpose of complying with the requirements of the Agreement entered into by the parties.

The Awardee guarantees Ceibal Center that the acquired platform, the developments, materials, etc. shall be original and that these do not infringe any intellectual or industrial property right of third parties, including without limitation, copyrights, trademarks and other distinctive sings, patents, utility models, industrial designs, commercial names, Internet domains, commercial secret, or non-disclosed information, image rights or similar legal rights that are not encumbered, subject to inhibition or affected in a way that affects Ceibal Center´s free use of them. Likewise, the Company bears entire responsibility for legal actions and/or claims of any nature – including but not limited to, out of court claims, judicial, civil, criminal or administrative claims – that may arise from the use of the bided software and shall response for all damages, fines, penalties, charges and expenses, attorney´s fees and losses of any nature that may affect Ceibal Center for such purposes.

7. IMPLEMENTATION PROJECT

7.1. PROJECT PLAN

The offer shall include a Project Plan for the start-up of the platform, as well as a training workshop on the administration and operation of the platform, that must include the following:

- Work methodology
- Detailed schedule
- Testing plan
- Technological migration plan, if applicable. (see item "Web Technology")
- Plan of content adaptation
- The following documentation shall be submitted:
    - User manual for all user profiles contemplated by the tool (administrator, teacher, student, etc.)
    - Requirements of the system for all components of the solution.
    - Dictionary of all data generated by the platform.

7.2. TRAINING

It shall include a training plan for administrators, technicians and employees Ceibal deems appropriate, so as to acquire the knowledge for the correct operation of the platform.

Considering the different profiles, not more than 10 persons should be part of the training workshop. Training may be remote or on-site.

8. ASSESSMENT

8.1. TEST USERS

Test Users are required (in all levels and profiles) for Plan Ceibal to be able to assess the tool, check its features and the compliance with all requested demands, before the bid awarding. Plan Ceibal may request the bidder for technical assistance during this process.

8.2. DEMO

Ceibal Center may request a demo of the solution, whether on-site or remote, after the bidding opening and coordinate with the Bidder. All features included in the platform and the user´s experience in Ceibal´s devices will be assessed in the demo, among other things.

8.3. ASSESSMENT CRITERIA

Without prejudice of the content set forth in the Bidding Specifications regarding the assessment of the offers, these shall be assessed by considering the compliance with all mandatory and desirable requirements.

A technical-economic assessment of the submitted bids shall take place, in which the technical requirements (mandatory and desirable) shall represent the 70% and the economic offer the other 30%. The final score of each offer, by considering both the Technical Assessment and the Economic Assessment, will be as follows: (MEPO) * 30 + (TSO/TSBQO) * 70. In this assessment method "MEPO" refers to the Most Economical Price of Offer. "OP" is the price of the Offer being assessed, "TSO"

refers to the Technical Score of the Offer that is being assessed and "TSBRO" refers to the Technical Score of the Best Rated Offer.

The technical assessment shall have a total of 100 marks (90 marks to the mandatory requirements and 10 to the desirable requirements).

9. OFFER

9.1. ITEMS TO BE QUOTED

9.1.1. Flat Fee

Ceibal´s objective is that the products and services to be acquired can be be used by all beneficiaries of Ceibal in English (students, teachers, relatives, etc.)

Ceibal in English´s population includes 80,000 users between 4th and 6th grades. On the other hand, there are 40.000[11] students who are not part of the program but will have access to the platform, even though the use will be residual.

The provider shall quote a flat fee in SaaS mode that guarantees the access by Plan Ceibal´s beneficiaries. This means that the cost shall include the license of use, but also the hosting and backup services, updating services, maintenance and support.

The provider shall quote a flat fee per stripes, by considering the following definition of license of use: *users that enter the platform at least 5 days a year.*

The first stripe covers up to 80,000 users with 5 day- access. If the number of users is exceeded, it corresponds to the second stripe.

Quotes shall be made by year and by considering the following chart:

Stripe	2020	2021	2022

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[1] 80,000 are the direct beneficiaries of Ceibal in English and shall be who integrate the platform into their class plans, while the remaining 40,000 participate in other language teaching models but could eventually make a sporadic use of it. The total number of students from 4th to 6th form in Primary is approximately 120,000.

up to 80,000			
from 80,001 to 100,000			
from 100,001 to 120,000			

During the first year, 2019, the idea is to introduce a pilot project of 1000 students (maximum) during 4 months with the purposes of getting feedback and as a learning process for the launch in 2020. **The cost of the pilot shall be quoted separately. If this implies a modification on the scope or time, the cost shall be pro-rated proportionally.**

The minimum temporary horizon Ceibal may guarantee for the term of the Agreement is 3 years, if the pilot and/or project is successful in its first year of implementation.

9.1.2.   Implementation Costs

The Provider shall indicate if there is an additional cost for the display or parameterization as part of the implementation process for a single time during the first year. The implementation cost shall include the adaptation of the existing contents to the levels of the target audience (4th, 5th and 6th grades).

9.1.3.   Development Hours

The item development hours and development/adaptation of educational contents shall be quoted and may be requested in case Ceibal Centre requires adjustments for the adaptation and integration with external services or customization of the Platform.

9.2.   SUBMISSION

The bidder must submit its offer segmented in binders, as per the following

guidelines:

1. Binder with Appendix I: COMPLIANCE TABLE, and Appendix II: QUOTE, both complete.

2. Binder of operational description and technical specifications of the platform (it shall include the detail of the Operating Conditions) and the documentation corresponding to the non-operational Requirements (including the SLA and documentation referring to the security of the information).

3. Binder withe the project as per specifications of section <u>IMPLEMENTATION PROJECT</u>

4. Binder with complementary technical information the bidder considers appropriate to be submitted.

5. Binder with the description of background of the bidder (item 4.1).

10.   APPENDIX I: COMPLIANCE TABLE

The bidder shall complete the compliance table for all requested requirements. To serve as reference for the evaluation team, it shall also be required to indicate the

part of the submitted bid which contained the information corresponding to the requirement. The column **COMPLIANCE with mandatory requirements** shall be completed with the options Yes/No.

In case of desirable requirements, it shall be possible to complete with the options Yes/No/Partial. If compliance is partial, it shall be clarified in the **COMMENTS** column.

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OPERATIONAL REQUIREMENTS				Compliance	Comments
MANDATORY REQUIREMENTS	3.1.1	Usability	Friendly, intuitive		
			Easily adopted by the users.		
			Form teachers with scarce English knowledge may use this tool.		
	3.1.2	Content-Variety of formats and forms	The digital content of the platform is multimodal		
	3.1.3	Focus on Speaking and Listening	Digital material includes the development of the four macro skills (speaking, listening, reading and writing)		
			It is focused on the development of oral macro skills (speaking and listening)		
	3.1.4	Sequenced content	Materials follow an order of increasing linguistic difficulty.		
			Materials range from A0 Elementary Level (beginners without prior knowledge of		

			English) up to at least level A2 of the Common European Framework of Reference for Languages.		
			The platform allows the reorganization of the content in accordance with the target audience of the program (4th, 5th and 6th grade of Primary)		
	3.1.5	Adaptation to target audience and subject adaptation	Materials are appropriate for Uruguayan students of both genders, aged approximately between 10 and 12		
			Content covers several themes and are culturally appropriate and diverse, especially in terms of inclusion and non-discrimination of any kind.		
	3.1.6	Customization of the proposal	Materials favor active learning and allow to work with different styles, skills and levels of knowledge of students.		
			It may be used by the student autonomously		
		Follow-up	The platform includes monitoring the activities of students, both		

		individually and by group.		
		This information is available for both teachers of the group (remote teacher and homeroom teacher) and for the administrator of Ceibal in English. Individually, each student must be able to access to the information of his/her own activity or progress.		
3.1.8	Reports	The platform provides use statistics by user, in the form of a log of interactions with the site.		
3.1.9	Export	Allows or will allow to access to all data generated from the activity of the users and to all data required to understand such activity (as reference data or codings), both structured and unstructured.		
		It allows or will allow to access to raw registrations prior to its conversion (including its temporary identification) or with an aggregation level in accordance		

			with the use projected by Ceibal (operational information, investigations).		
			Access to data is not, nor shall be, expensive (this item shall be assessed in a broad sense and does not refer exclusively to economic aspects, but also in terms of effort)		
			It allows or will allow the integration through the number, type and country of the document of the user.		
	3.1.10	Users and profiles	The tool supports the setting of different user profiles and licenses, catering for the particular characteristics of the Uruguayan educational system.		
	3.1.11	Authentication	CAS Integration		
	3.1.12	Incremental bulk load	Specification of loading mechanisms and services (API. Import .csv, REST services, etc.)		
	3.1.13	Autonomy for the operation	Ease and independence of the bidder for Ceibal to administer and operate the		

			platform.		

OPERATIONAL REQUIREMENTS				Performance	Comments
DESIRABLE REQUIREMENTS	3.2.1	Incremental bulk load	Integration through API REST provided by Ceibal		
	3.2.2	Aligned with CEFR	The content is aligned with CEFR - Common European Framework of Reference for Languages.		
	3.2.3	Materials for the teacher and class lessons	It includes teacher´s guides or lessons for using the platform in class		
	3.2.4	More advanced levels	It includes materials for teaching and learning English beyond Level A2 in Primary for students older than 12 years old.		
	3.2.5	Hosting of new contents	It provides the possibility of hosting new digital contents suggested by Ceibal in English.		
	3.2.6	Integration with CREA (LMS Schoology)	Integration with Schoology (through LTI or through API)		
	3.2.7	Distribution	Administrator users may customize the delivery of contents,		

			individually or by batches, to groups of users.		
	3.2.8	Application for mobile devices	It has an application for mobile devices that works in Android devices		
			The proposal includes the supported versions (Android 5.0 and newer versions and iOS systems)		
			Ceibal may distribute the application through its repository.		
			There are no differences in the access to features, resources and other aspects between the mobile application and the web application		
			The application remembers the credentials of the users once they log in and does not require the authentication again unless the user logs out.		
	3.2.9	Offline contents for web solution & app	Includes offline contents for the web solution, compatible with the following operating system: Linux		

		(distribution Ubuntu 16 and newer versions), ChromeOS and Windows 10.		
		Offline contents for the app		
3.2.10	Customization of the interface - web	It is possible to customize the look & feel of the platform (web version)		
3.2.11	Personalización de la interfaz - app	It is possible to customize the look & feel of the platform (app)		
3.2.12	Users and profiles	The platform allows parents or responsible adults to witness the progress of the students		
3.2.13	Filed courses	The platform allows users to access the courses filed from previous years.		

MANDATORY NON-OPERATIONAL REQUIREMENTS					
MANDATORY REQUIREMENTS	4.1	Background	The provider shall have experience and previous success cases		
	4.2	Web compatibility	The platform and the contents shall work correctly in the latest versions of the three most common browsers: Chrome, Firefox and Microsoft Edge		
	4.3	Web technology	Specify if it requires any plugin for the browser to execute the application		
	4.4	Compatibility with the devices (laptops and tablets) delivered by Ceibal	The web platform and the contents must work correctly in the devices delivered by Ceibal Plan in versions of Chrome 68 and newer.		
	4.5	Operating conditions	Includes the minimum specifications to be met, both for the devices (processor, RAM memory, etc.) and for the Internet access (upload/download bandwidth, delay, jitter, etc.)		
	4.6	SLA – Service Level Agreement	Description of the proposed level of service		
	4.7	Information security	The bid shall include information about the information security		

APPENDIX II: QUOTE

The quote shall include:

- Flat fee

Stripe	2020	2021	2022
up to 80,000			
from 80,001 to 100,000			
from 100,001 to 120,000			

- Cost of pilot 2019

- Cost of implementation

- Hours of development

11. APPENDIX III: CONTENTS OF DATA EXPORT PROPOSAL

The proposal to meet the requirements in the chapter <u>Export</u> shall consider:

Which data is exported?	How is data exported?
●Conceptual explanation of the data to be exported which allows a primary understanding. It shall show the concept of structured and unstructured data and where the number, type and country of the document are to be managed. ●Level of aggregation (raw data without transformation or level at which the data is transformed/aggregated) ●Collected data (that entered by the user as well as that collected automatically) that may not be accessed, explaining the reason of the impossibility to access (if this was the case) ●Identification and explanation of priorities when not all data is available ●Documentation	●Operational and technical description of the solution ●Export frequency (such as immediate, once a day) ●Access to historical data (access to data exported on previous days, months or years) ●Supported volumes ●Response time ●Documentation ●Direct or indirect costs (in this item, all non-specified costs shall be deemed to be borne by the provider as it is not possible for Ceibal, at this instance, to assess the impact).