Planning the QIS on-lining and implementation phases

1. Invitation to tender

1.1. Drafting of terms of reference for the creation of online QIS tools based on criteria and proposals for tools finalized and approved by the Education Committee.

1.2. The terms or references are drafted either by the internal ETUI Assessment working group, or by a consultant. In the latter case they are approved by the working group. Particular attention must be paid to the criteria which will determine the selection of the winning organization/company.

1.3. Launch of the invitation to tender. Determine the scale of the invitation to tender: European, regional; short list – to be sent to which organisations/companies?; - direct selection – based on which criteria?, etc. Determine the period for receipt of tenders: two months, one month, other? As well as the closing date. Determine the distribution channels for the invitation to tender; ETUI website; other websites, inter alia member organizations; social media, e-mailing, etc. Publish the invitation to tender.

1.4. Receipt of tenders until the closing date. (Determine the contact / administrative point in ETUI).

1.5. Prepare the contract for the winning organization/company.

1.6. Selection. Opening of the tender by a ‘contracts committee’ (comply with the criteria and avoid conflicts of interest). Selection of winning companies and ranking of all organizations/companies not excluded. ETUI will contact the winning organization/company to award it the contract. If the winner does not accept the offer, the second organization/company on the list will be contacted, and so forth.

2. On-lining

2.1. The organisation/company which is to put the QIS on-line is invited to sign the contract.

2.2. Identify a QIS contact person inhouse to assume the supervision, coordination and follow-up/monitoring of the project and answer the questions of the organisation/company during the project. Assign the role to this person (if necessary, adapt his job description).

2.3. Meeting of ETUI (Director of the Education Department and QIS contact person + ETUI Assessment working group??) with the organisation/company contracted to explain the project, expected results, and administrative questions.
2.4. The organisation/company develops the system to put the multilingual QIS tools online (Trainer’s manual; end-of-activity questionnaire; Trainer’s report; follow-up questionnaire; archive of compiled questionnaires; results per activity and their archive). Require that the organisation/company take stock of the situation with the contact person at regular intervals (determine the intervals).

2.5. An interim and a final test must be conducted online (non-public) to ensure that the system has no bugs and that it is easy to use for the participants and easy to consult for the training officials.

2.6. Implement the improvements and solve the problems resulting from the tests.

2.7. Conduct a demonstration of the QIS system online for all the collages of ETUI Education (education officers and administrative support staff).

[2.8. OPTIONAL. The system will be possibly tested on a full scale among a (small but representative) sample of real users, and adjusted where necessary on the basis of said test.]

3. Implementation of the QIS

3.1. The QIS system is put online for use by the trainers, their partners and participants in the ETUI training courses. Explain the launch and schedule of the implementation phase.

3.2. A notification on the launch of the QIS will be prepared and distributed to the partner organizations and the users (Determine the distribution channels).

3.3. An initial pilot or experimental phase will be implemented (the duration of which is to be determined, e.g. 6 months), during which the system will be fully operational and monitored closely. The contact person for the assessment will be in regular contact with the organization/company.

3.4. A stocktake will be carried out at the end of the pilot phase. Useful corrections and improvements will be made to the QIS system in general, as well as the online IT aspect and the quality input of the assessment.
3.5. Once the pilot phase is finished, the organisation/company will hand the IT codes of the QIS system to ETUI, so that the latter can subsequently use and change the system independently from any external IT firm that would have a monopoly over access to provide changes to the system. The final payment will be made to the organisation/company.

3.6. The QIS system will be able to function independently and be perpetuated. The results of the assessments of the ETUI training activities can be summarised and presented periodically with figures or graphs to the stakeholders and partner organisations of ETUI.

3.7. The ETUI Education Officers will meet on a quarterly basis to analyse and comment on the results of assessments, draw lessons, and suggest improvements and adaptations for the QIS system.

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