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Language Tool for removing the Language barriers

Evaluation Criteria for Awarding of the Framework Agreement

RailNetEurope
Oelzeltgasse 3/9
AT-1030 Vienna

Phone: +43 1 907 62 72 00
mailbox@rne.eu
www.rne.eu

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1 Criteria for Awarding of the Framework Agreement (FA)

Services of high quality are important for RNE. If any mandatory criterion defined in the specifications documents is not fulfilled, the complete offer is not further evaluated, and the submitted tender is eliminated from consideration. Therefore, the FA is awarded (in accordance with the best tenderer principle) to the technically and economically most favourable tender (best tender). The criteria for the awarding of the FA and the actual determination of the technically and economically most favourable tender are:

1. Round of evaluation:

In the 1st round of evaluation, RNE will choose a maximum number of three tenderers for the 2nd round based on the below criteria. The 1st round of evaluation will be done via videoconference.

| | | | |
|----------------------|------------------------------|---|------------------------------|
| Functionality | 30% (up to 30 points) | Recognition of test patterns (through videoconference) | 30% (up to 30 points) |
| Price | 40% (up to 40 points) | The total price of all services | 40% (up to 40 points) |
| Quality | 30% (up to 30 points) | Quality of written approach/methodology of solution development. Understanding of the subject and capability to develop the solution. | 10% (up to 10 points) |
| | | Project organisation including a timetable of activities and number of expert days proposed | 5% (up to 5 points) |
| | | Quality control/risk measures and maintenance concept | 5% (up to 5 points) |
| | | Written approach to language tool fine-tuning during the pilot testing | 5% (up to 5 points) |
| | | Company evaluation | 5% (up to 5 points) |

2. Round of evaluation:

In the 2nd round of evaluation, RNE will choose the winning tenderer based on the below criteria. The 2nd round of evaluation will be done via videoconference.

| | | | |
|----------------------|------------------------------|---|------------------------------|
| Functionality | 30% (up to 30 points) | Recognition of test patterns (through videoconference) | 30% (up to 30 points) |
| Price | 40% (up to 40 points) | The total price of all services | 40% (up to 40 points) |
| Quality | 30% (up to 30 points) | Quality of written approach/methodology of solution development. Understanding of the subject and capability to develop the solution. | 10% (up to 10 points) |
| | | Project organisation including a timetable of activities and number of expert days proposed | 5% (up to 5 points) |
| | | Quality control/risk measures and maintenance concept | 5% (up to 5 points) |
| | | Written approach to language tool fine-tuning during the pilot testing | 5% (up to 5 points) |
| | | Videoconference presentation of proposal and risk assessment | 5% (up to 5 points) |

After the videoconference presentation in the 2nd round, the tenderers will be offered the possibility to update their offers. The updated offers will be considered as final.

In case of equal total points, the FA is awarded to the tender with more points achieved for quality.

1.1 Functionality (30 Points)

The evaluation of the functionality of the language tool, which will be a subject of the tenderer’s videoconference presentation includes functionality regarding:

- » Voice to text recognition
- » Translation
- » Text to speech transformation

The Recognition/Translation/Transformation ability of the tool will be evaluated through the successful testing of patterns according to the defined set of sentences. We expect from the tenderers a live demonstration during the evaluation round. A graphical interface is not a subject of the evaluation only its functionality.

- The evaluation will be carried out via MS Teams videoconference. The tenderer will receive an invitation to the videoconference at least one day in advance. The tenderer can be connected to videoconference with two participants, one providing video/audio input and the second checking the quality of the presented video and voice. Please take measures to avoid interference.

- The tenderer will present during the videoconference his existing translation tool and its ability to:
 - Recognise speech
 - present the recognised sentences in a text format on the device display,
 - translate the text to text and present it on the device display,
 - transfer the text to voice and play it in the speaker.
- The voice samples in audio files will be sent to the tenderer as a link to storage space 15 minutes before the test. This pack of voice samples will consist of 12 Italian and 12 German (Austrian) languages voice samples. For the tenderer's preparation, 5 Italian and 5 German (Austrian) languages voice samples are part of the tender documentation, announced on the RNE website.
- The tenderer must arrange a testing environment. The testing environment shall consist of nothing more than the audio equipment to play the voice samples via a speaker and the tablet computer optionally with an external microphone and speaker. The audio equipment playing the voice samples must be autonomous without any connection to the translation tool. The video feed for the conference must focus on the tablet computer and the sentences written on the display must be readable through the conference.
- The translation tool must be a tablet computer without any connection to the audio player which plays the voice samples. This translation tool must be able to be activated to listen to audio samples, display the recognized speech as text, provide a translation text and read the translated text on request. This can happen automatically or via manual interaction on the tablet. The process should be quick.
- The test will start 15 minutes after the link to voice patterns was sent out to the tenderer
- Each voice file will be played once and evaluated separately. The different voice files need to be played as continuously as possible after each translation. The delay between the played translation from the tablet and the next voice sample file should not exceed 15 seconds.
- The audio player and translation tool can be operated with two separate persons
- The tablet computer must be offline. No connection to cloud services or remote computing power. Please show these settings at the beginning of the video stream.
- The testing will focus exclusively on voice recognition, translation and text to speech transformation
- The tablet must be used exclusively as the translation tool including voice to text and text to voice functionalities
- Tenderers agree that the videoconference can be recorded. This recorded file will be used only for evaluation purposes and will not be published.

1.2 Price (40 Points)

1.2.1 The total price of all services (40 Points)

The points for the award criterion "The total price of all services" are calculated as follows:

$$Points = \frac{LP \times P}{OP}$$

| | |
|--------|--|
| Points | number of points achieved for the evaluated offer |
| LP | the total price of all services of the offer with the lowest total price of all services of all submitted offers |
| P | maximum number of points to be achieved (40) |
| OP | the total price of all services of the evaluated offer according to the price sheet |

The offer with the lowest total price of all services of all submitted offers achieves the maximum amount of points (40 Points).

1.3 Quality (30 Points)

1.3.1 In General

The evaluation committee consists of a minimum of 4 members. The evaluation committee shall jointly evaluate the proposals and presentations. The consultation and the assessment do not take place in the presence of the tenderers.

1.3.2 Written Approach/Methodology (10 Points)

Each tenderer shall deliver a written approach regarding the implementation of the “Language Tool” (specifications documents) organised as such:

- » Any comments the tenderer has on the specifications for the successful execution of activities, in particular regarding the objectives and expected results, thus demonstrating the degree of understanding of the FA. The tenderer`s opinion on the key issues related to the achievement of the FA objectives and expected results.
- » An outline of the approach proposed for the FA implementation.
- » A list of the proposed tasks and description you consider necessary to achieve the FA objectives.
- » Input and output.

1.3.3 Project Organisation (5 Points)

- » The timing, the sequence and the duration of the proposed tasks.
- » The identification and the timing of major milestones, the allocation of tasks to consortium members/subcontractors in executing the FA, including an indication of how the achievement of these would be reflected in any reports.

1.3.4 Quality Control/Risk Measures and Maintenance Concept (5 Points)

- » An explanation of the quality approach.
- » An explanation of the risks and mitigation measures.
- » A description of the maintenance concept.

The written approach may consist of the maximum of 30 pages in A4 format excluding cover sheet and table of contents but including all annexes, tables, pictures, charts, diagrams, etc.

1.3.5 Written approach to language tool fine-tuning during the pilot testing (5 points)

- » An explanation of the fine-tuning approach, which can occur during/after the testing phase.

The written approach may consist of the maximum of 30 pages in A4 format excluding cover sheet and table of contents but including all annexes, tables, pictures, charts, diagrams, etc.

1.3.6 Company Evaluation (5 Points)

An evaluation committee will make the assessment. It will conduct a joint assessment by means of school grades (1=very good, 5=insufficient) for each predefined criterion.

1.3.7 Procedure for the Presentation via videoconference (5 Points)

As a part of the negotiated procedure, there shall be a videoconference presentation of the written approach. The presentation has to be performed in English.

A maximum number of three tenderers fulfilling the formal minimum criteria will receive an invitation to present its written approach. The maximum duration of the videoconference presentation for each tenderer is 90 minutes. **The project manager and one other named key expert shall participate.** The presentation will be done via videoconference using the link provided by RNE.

Procedure for the videoconference presentation in detail:

| Description | Maximum duration |
|---|------------------|
| Short introduction of all participants, and – if desired – general presentation of the company | 10 minutes |
| Demonstration of implementation capacity | 10 minutes |
| Presentation of the written approach: the tenderer shall present and explain the submitted written approach | 25 minutes |
| The evaluation committee will ask detailed questions regarding the written approach and the presentation | 45 minutes |

For the videoconference presentation, the tenderer shall use their own company's laptop and other necessary equipment.

2 Reservation of RNE

RNE reserves the right to change the award criteria during the course of the award procedure; particularly, if the tender documents are modified during the course of the award procedure because of a changed scope of services (modified or additional services and/or prices). In such a case, a suitable deadline will be set for the tenderers to give them the opportunity to adjust their offers accordingly.