

TECHNICAL DOCUMENTATION

The contracting authority determines the requirements that the tenderer is required to meet in the contract awarding process in the form of the technical characteristics defined in detail below. Based on the technical characteristics, the contracting authority will determine whether the tendered lease meets the relevant requirements.

The contracting authority is ordering Turnitin – Feedback Studio and Turnitin Originality software with technical support for a period of 48 months. The tenderer undertakes to provide the contracting authority with the latest updates of the stated software throughout the contractual relationship.

1. Technical documentation

The contract comprises:

- Turnitin Feedback Studio (a tool for detecting plagiarism and grading student essays);
- Turnitin Originality (a tool for detecting the use of artificial intelligence and other academic misconduct)

Turnitin Feedback Studio, including Turnitin Originality, offers a solution for academic integrity and helps institutions to detect plagiarism by searching the web and their own databases. The tool generates a customised similarity report highlighting matches found and uses patented technology to compare submitted work against both its own database of over 1.9 billion student assignments and electronic content, including articles from reputable journals and open source resources.

Turnitin also includes the discovery of content (Originality) created by artificial intelligence (AI), which enables automatic analysis of submitted assignments. The AI content checker shows the percentage of a document that could have been generated using AI and highlights segments of text written with AI tools.

Turnitin is accessible via a web interface and integrates with standard Learning Management Systems (LMS) for ease of use.

An annual subscription to Turnitin includes unlimited access to free videos and documentation on how to use the tool, for both educators and students.

The tenderer will enable the contracting authority to obtain statistics on use from the website for administration and monitoring of licences, which will indicate the following:

- Number of total use of licences,
- Number of licences uses by individual client,
- Number of licences uses by individual functionality by individual client,
- Total number of licences uses by individual functionality.

The tenderer will also produce a usage report twice a year and share it with the contracting authority. Based on the report produced, the contracting authority will decide during the year whether additional training for users is necessary.

The tenderer shall provide up to two online training sessions annually during the term of the contract, with the dates of the events to be mutually agreed upon. Each session shall encompass training for all user profiles, primarily for professors (teaching staff) and administrators, unless otherwise agreed in advance.

2. Scope and method of standard maintenance

The tenderer guarantees continuous technical support, operating 24/7 in seven languages. Technical issues are managed by support teams located in different time zones to enhance responsiveness and minimize delays. The contracting authority may submit a case through the Support Centre.



Support Process

a. **Triage and Resolution:**

- All cases are initially handled by the tenderers triage team and resolved if possible.
- Cases that cannot be resolved at this level are escalated for further investigation and resolution.

b. **Support Levels and Response Times:**

The response times for support tickets are as follows:

Support Level	Description	Acknowledgment Time
Tier 1	Quick fixes	Within 1 hour
Tier 2	Advanced investigation	Within 3 hours