EUI/2014/BOOKS

Tender for the Supply of Books to the European University Institute, Florence, Italy

DOCUMENT III –Tender Information and Documentation - 2. a. Technical proposal

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| **Name of the Tenderer** |  |

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| **LOT Number** |  |
| **Countries (only for lot 4)** |  |

| **Required service** | | **B1[[1]](#footnote-1)** | **Technical proposal** (Required services are mandatory. Please fill in according to the Specifications) | |
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| **B1.1 – Supplier’s specialisation** | | | | |
| **Stock (total) and location** | | **B1.1.i** |  | |
| **Stock (academic books** | | **B1.1.ii** |  | |
| **Arrangements with publishers** | | **B1.1.iii** |  | |
| **Customers** | | **B1.1.iv** |  | |
| **B1.2 - Platform for book selection, ordering and cataloguing** | | | | |
| **Supplier’s catalogue** | | **B1.2.i** |  | |
| **Search facilities** | | **B1.2.ii** |  | |
| **Customer profiling** | | **B1.2.iii** |  | |
| **Approval plan/ alerting services** | | **B1.2.iv** |  | |
| **Link to customer catalogue** | | **B1.2.v** |  | |
| **E-books availability** | | **B1.2.vi** |  | |
| **Direct ordering** | | **B1.2.vii** |  | |
| **Marc and order records supply** | | **B1.2.viii** |  | |
| **Catalogue records sample / customers** | | **B1.2.ix** | **Description in this box. Sample files to be sent to:** [**LibraryTender@eui.eu**](mailto:LibraryTender@eui.eu) | |
| **Classification numbers supply** | | **B1.2.x** |  | |
| **Supplementary data supply** | | **B1.2.xi** |  | |
| **B1.3 - Before an order is placed** | | | | |
| **Information provided** | | **B1.3.i** | To be accepted. No further description needed. | |
| **B1.4 - Placing an order** | | | | |
| **Standard orders** | | **B1.4.i** | To be accepted. No further description needed | |
| **EDIFACT ordering** | | **B1.4.ii** |  | |
| **Order confirmation** | | **B1.4.iii** |  | |
| **Rush orders deadlines** | | **B1.4.iv-v** | To be accepted. No further description needed. | |
| **B1.5 - Price variation** | | | | |
| **Price variation** | | **B1.5** |  | |
| **B1.6 - Pending orders** | | | | |
| **Pending standard orders reports** | | **B1.6.i** | To be accepted. No further description needed. | |
| **Pending rush orders reports** | | **B1.6.ii** | To be accepted. No further description needed. | |
| **B1.7 - Fulfilment and delay** | | | | |
| **Standard orders fulfilment and shipment** | | **B1.7.i.1** |  | |
| **Standard orders shipment delay** | | **B1.7.i.2** |  | |
| **Rush orders shipment policy** | | **B1.7.ii.1** |  | |
| **Rush orders shipment delay** | | **B1.7.ii.2** | To be accepted. No further description needed. | |
| **Rush orders shipment failure** | | **B1.7.ii.3-4** | To be accepted. No further description needed. | |
| **B1.8 - Despatch and transport** | | | | |
| **Standard delivery method** | | **B1.8.i** |  | |
| **Delivery instructions** | | **B1.8.ii-iv** | To be accepted. No further description needed. | |
| **Rush orders delivery method** | | **B1.8.v-vi** | To be accepted. No further description needed. | |
| **B1.9 - Cancellation clauses** | | | | |
| **Cancellation clauses** | | **B1.9.i-iii** | To be accepted. No further description needed. | |
| **B1.10 - Guarantee and returns clauses** | | | | |
| **Guarantee and returns clauses** | | **B1.10.i-v** | To be accepted. No further description needed. | |
| **B1.11 - Order status information** | | | | |
| **Online status information** | **B1.11.i** | | |  |
| **Electronic supply of status information** | **B1.11.ii** | | | **Description in this box. Sample files to be sent to:** [**LibraryTender@eui.eu**](mailto:LibraryTender@eui.eu) |
| **B1.12 - Invoicing** | | | | |
| **Invoicing instructions** | | **B1.12.i-vi** | To be accepted. No further description needed. | |
| **B1.13 - Electronic invoicing** | | | | |
| **Electronic supply of invoices** | **B1.13** | | | **Description in this box. Sample files to be sent to:** [**LibraryTender@eui.eu**](mailto:LibraryTender@eui.eu) |
| **B1.14 - Payment** | | | | |
| **Payment terms** | | **B1.14.i** |  | |
| **Forms of payment** | | **B1.14.ii** |  | |
| **Statements of account** | | **B1.14.iii** |  | |
| **B1.15 - Performance on book supply** | | | | |
| **Satisfaction rate** | | **B1.15.i** | To be accepted. No further description needed. | |
| **Performance reports** | | **B1.15.ii** |  | |
| **B1.16 - Quality** | | | | |
| **Experience** | | **B1.16.i** |  | |
| **Policy** | | **B1.16.ii** |  | |
| **Association** | | **B1.16.iii** |  | |
| **Staff** | | **B1.16.iv** |  | |
| **B1.17 - Management information** | | | | |
| **Statistics to be provided** | | **B1.17.i** | To be accepted. No further description needed. | |
| **B1.18 - Contacts at management level and resolution of disputes** | | | | |
| **Library contact** | | **B1.18.i** | To be accepted. No further description needed. | |
| **Supplier contact** | | **B1.18.ii** | To be accepted. No further description needed. | |
| **Communication language** | | **B1.18.iii** | To be accepted. No further description needed. | |
| **Supplier’s replies** | | **B1.18.iv** | To be accepted. No further description needed. | |
| **Meetings** | | **B1.18.v** | To be accepted. No further description needed. | |
| **Working relationship** | | **B1.18.vi** |  | |
| **B1.16 - Defaults** | | | | |
| **Defaults description** | | **B1.16.i-xvi** | To be accepted. No further description needed. | |

| **Added-value service** | **B2[[2]](#footnote-2)** | **Available**  **YES/NO** | **Technical proposal** (Added-value services are optional. Please fill in according to the Specifications) |
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| **B2.2 - Standing orders** | | | |
| **Description** | **B2.2.i** |  |  |
| **Orders management** | **B2.2.ii** |  | To be accepted. No further description needed. |
| **Transition policy** | **B2.2.iii** |  |  |
| **B2.3 - Physical processing** | | | |
| **Available services** | **B2.3.i** |  |  |
| **Costs** | **B2.3.ii** |  | Not applicable. To be addressed in the Economic Proposal. |
| **Returns and cancellations** | **B2.3.iii** |  |  |
| **B2.4 - Rush order with special delivery** | | | |
| **Rush order with special delivery** | **B2.4.i** |  |  |
| **B2.5 - E-books** | | | |
| **E-books** | **B2.5.i** |  |  |
| **B2.6 – Out-of-Print books** | | | |
| **Out-of-Print books** | **B2.6.i** |  |  |
| **B2.7 - Other added-value services** | | | |
| **Other added-value services available** | **B2.7.i** |  |  |
| **Further EUI Library system compatibility** | **B2.7.ii** |  |  |
| **Further EDIFACT compatibility** | **B2.7.iii** |  |  |

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| **Signature by the Tenderer** (or by his/her duly authorised representative)  **………………………………………………….**  **Place and Date**  **………………………………………………….** |

1. Please refer to details in Document II – Specifications for technical and economic proposals. [↑](#footnote-ref-1)
2. See details in Document II – Specifications for technical and economic proposals**.** [↑](#footnote-ref-2)