

REF: OP/EUI/LIB/2019/001

Open call for Tender for the Supply of Books to the Library of the European University Institute

NAME OF THE TENDERER	
LOT(S)	

Instructions

- If the offer is the same for more than one lot, only one technical offer form may be used. If not, each offer must be submitted in a separate form.
- Read carefully the whole Tender Specifications document, before filling in this form.
- Provide as many details as possible, including examples, for each numbered requirements.
- If necessary, complement the provided information by filling in the general description fields.
- When making reference to other documents, make sure that the documents are included in the documentation submitted as part of the tender proposal. Do not provide links to external documents.
- The tenderer must sign at the end of this form and include a non-authenticated photocopy of the valid ID document of the signatory.



Introduction: General description of your company



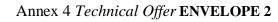
B.1 Ordering and supply

1.1 Supplier's specialisation

Questions/Requests	Responses
i. Estimate of your total stock	
ii. Percentage of academic books on total stock.	
iii. Arrangement with publishers/distributors when title not in stock	
iv. List three academic libraries among your customers	

1.2 Platform for book selection, ordering and cataloguing

Questions/Requests	Responses
i. Online catalogue/platform. Volume of stock available. Provide URL and details for trial access	
ii. Functionalities and features of catalogue/platform	
iii. Profile of client's interests (subject and non-subject parameters)	





iv. New titles announcements (NTAs) – services offered	
v. Real-time check of EUI Catalogue title level	
vi. Online ordering process	
vii. MARC records service	
viii. Sample of ten recent catalogue records, mix of record types	
ix. Classification service	
x. Supplementary data services such as abstracts, table of contents, etc	
xi. Contribution of MARC records to OCLC	



1.4 Placing an order

Questions/Requests	Responses
ii. Process of receiving electronic orders according to EDIFACT standard	
iii. Order-receipt acknowledgement	

1.5 Price variation

Questions/Requests	Responses
i. Policy on price variation	

1.7 Fulfilment and delay

Questions/Requests	Responses
i. Arrangement for the normal frequency of shipments	
ii. Describe your dispatch and information procedure for ordered items	



1.8 Delivery and transport

Questions/Requests	Responses
i. Describe your method of delivery and transport	

1.10 Guarantee and return clauses

Questions/Requests	Responses
i. Procedure for book returns	

1.11 Order-status information

Questions/Requests	Responses
i. Consulting online order status	
ii. Supply of vendor status reports	

1.13 Electronic invoicing

Questions/Requests	Responses
i. EDIFACT electronic invoicing	



1.14 Payment

Questions/Requests	Responses
i. Term of payment	
ii. Forms of payment accepted	
iii. Practice on statement of account for unpaid invoices	

1.15 Performance on book supply

Questions/Requests	Responses
ii. Reports on service performance against requested specifications	

1.16 Quality

Questions/Requests	Responses
i. Details on experience in supply	
ii. Details on quality policy	
iii. Membership of a trade association or similar	
iv. Standards set for competence, training and development of staff dealing with the Agreement	



1.17 Management information

Questions/Requests	Responses
i. Supply of order reports	

1.18 Contacts at management level and resolution of disputes

Questions/Requests	Responses
ii. Name of permanent staff member responsible for the execution of the contract	
vi. Proposals for good working relationship	



B.2 Optional added-value services

2.2 E-Books

Questions/Requests	Responses
ii. E-books services	
iii. List of publishers from which you offer direct access	
iv. Workflow for e-book ordering supply	

2.3 Physical processing

Questions/Requests	Responses
i. Service for physical processing of books	
iii. Policy on returns and cancellations for physical processed items	

2.4 Standing Orders

Questions/Requests	Responses
i. Services offered for annual and monographic series	
iii. Transition arrangements for standing orders	



2.5 Rush Orders

Questions/Requests	Responses
i. Rush order procedure (ordering, dispatch, online activation)	

2.6 Out-of-Print Books

Questions/Requests	Responses
i. Service for out-of-print books	

2.7 Other added-value services

Questions/Requests	Responses
i. Other added-value services offered	
ii. Further services compatible with EUI Library system	
iii. Further services compatible with EDI standards	



Additional information

Place and date	
Place and date	
Signature of Legal Representative	
2-8	
A non-authenticated photocopy of the valid ID document of the signatory	is enclosed
13 non-aumenticated photocopy of the valid in document of the signatury	is cheluseu.