

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)	

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

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_____

Signature of Legal Representative_____

A non-authenticated photocopy of the valid ID document of the signatory is enclosed.