**REF: OP/EUI/LIB/2019/001**

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

|  |  |
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| 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**

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**B.1 Ordering and supply**

**1.1 Supplier’s specialisation**

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| **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 |  |

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### 1.2 Platform for book selection, ordering and cataloguing

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| **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**

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

**1.5 Price variation**

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| **Questions/Requests** | **Responses** |
|  **i.** Policy on price variation |  |

**1.7 Fulfilment and delay**

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| **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**

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

**1.10 Guarantee and return clauses**

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| **Questions/Requests** | **Responses** |
| **i.** Procedure for book returns |  |

**1.11 Order-status information**

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

**1.13 Electronic invoicing**

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| **Questions/Requests** | **Responses** |
| **i.** EDIFACT electronic invoicing |  |

**1.14 Payment**

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| **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**

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

**1.16 Quality**

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| **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**

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| **Questions/Requests** | **Responses** |
|  **i.** Supply of order reports |  |

**1.18 Contacts at management level and resolution of disputes**

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| **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**

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| **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**

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

**2.4 Standing Orders**

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

**2.5 Rush Orders**

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

**2.6 Out-of-Print Books**

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

**2.7 Other added-value services**

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| **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**

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Place and date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Legal Representative\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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