**Open Procedure for the subscription to a services contract for the Supply of IT Technical Support Services to End Users of the European University Institute.**

 **TECHNICAL OFFER SUMMARY**

|  |  |
| --- | --- |
| The undersigned | Click or tap here to enter text. |
| born on (date) | Click or tap here to enter text. |
| at (place) | Click or tap here to enter text. |
| Province | Click or tap here to enter text. |
| Country | Click or tap here to enter text. |
| Tax identification code | Click or tap here to enter text. |
| in her/his function as | Click or tap here to enter text. |
| for the Company | Click or tap here to enter text. |
| with administrative offices in | Click or tap here to enter text. |

**Hereby submits the following Summary of its TECHNICAL OFFER**

|  |
| --- |
| **Summary of technical aspects for the provision of services requested** |
| **Description** | **Pages** |
| **Qualification of the Company** |  |
| **A1** | **Description of the company, existing contracts, references** | Click or tap here to enter text. |
| **A1** | **Certifications** | Click or tap here to enter text. |
| **A1** | **Contingency Plan** | Click or tap here to enter text. |
| **Execution of the Services** |  |
| **B1** | **On-site technical support: general description and organisation of the service** | Click or tap here to enter text. |
| **B2** | **Off-site technical support: general description and organisation of the service** | Click or tap here to enter text. |
| **B3** | **Helpdesk service: general description and organisation of the service and description of the technological infrastructure** | Click or tap here to enter text. |
| **Execution of the Contract**  |  |
| **C1** | **Staff Training: description of the available training and how the training will be managed** | Click or tap here to enter text. |
| **C2** | **Monitoring, Reports and Quality Control: description of the features proposed** | Click or tap here to enter text. |
| **C3** | **Staff organisation: description of roles, proposed shifts, uniforms, etc.** | Click or tap here to enter text. |
| **C3** | **Management of Absences and Emeregencies: description of the measures adopted** | Click or tap here to enter text. |
| **C4** | **Equipment for the Technical Support Staff** | Click or tap here to enter text. |

Tenderer is required to fill in the table above: in the spaces provided s/he must give the page numbers of the sections in the Tenderer’s Technical Offer where the specific topic is addressed in depth.

Place Click or tap here to enter text.

Date Click or tap to enter a date.

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

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