**Open Procedure for the provisioning of Maintenance and Network Technical Support Services for 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** |
| **A - Qualification of the Company** |  |  |
| **A1** | Description of the company, existing contracts, references |  | Click or tap here to enter text. |
| **B - Qualification of the Maintenance service** |  |  |
| **B1** | Description and organization of the Maintenance service |  | Click or tap here to enter text. |
| **C - Qualification of the Second Level Technical Support Team** |  |  |
| **C1** | Description and organization of the Second Level Technical Support Team |  | Click or tap here to enter text. |
| **C2** | Previous professional experiences, academic training and certifications, English Proficiency and Italian Proficiency. |  | Click or tap here to enter text. |
| **D - Qualification of the Senior Support Team** |  |  |
| **D1** | Technical competences and skills |  | Click or tap here to enter text. |
| **D2** | Previous professional experiences |  | Click or tap here to enter text. |
| **E - Network Operation and Control (NOC) Service**  |  |  |
| **E1** | Description and organization of NOC service |  | Click or tap here to enter text. |
| **E2** | Number of similar contracts over last years |  | Click or tap here to enter text. |
| **F - Off-hours Technical Support Service** |  |  |
| **F1** | Description and organization Off-hours Technical Support service |  | Click or tap here to enter text. |
| **F2** | Qualified technical persons proposed, number of similar contracts over last year |  | Click or tap here to enter text. |
| **G - Pre-sales advisory Service** |  |  |
| **G1** | Description and organization of Pre-sales advisory Service |  | Click or tap here to enter text. |
| **G2** | Qualified technical persons proposed, technical competences and skills and previous professional experiences |  | 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.**