LIBRARY

Open Call for Tender for a Cloud-based Library Automation and Services Platform for the Library of the European University Institute
Ref: **OP/EUI/LIB/2023/001**

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Contents

INTRODUCTION

Preamble

The European University Institute (EUI) is a postgraduate and post-doctoral research institute in the field of social sciences and humanities, established by a Convention dated 19 April 1972, ratified by the Member States of the European Community, with the aim of providing advanced academic training for doctoral researchers and of promoting research at the highest levels. The Convention setting up the EUI includes the "Protocol on the Privileges and Immunities of the EUI".

The EUI Community has approximately 1,800 members. Researchers, academic and administrative staff are for the most part – though not exclusively – citizens of the Member States.

The EUI's headquarters are at the Badia Fiesolana, Via dei Roccettini 9 in San Domenico di Fiesole (near Florence, Italy). For more information, please see the EUI's official website at https://www.eui.eu/en/home.

The mission of the Library is to provide excellent collections and information tools, through high quality services in the disciplines of social science and humanities, with a particular emphasis on Europe as its natural focus, and as a background for a wider international approach.

The EUI Library, which is the authorising officer, is looking for a supplier who can provide a cloud-based library automation and services platform to meet the expectations and needs of the Library with respect to managing all back and front office processes and who can provide a high-quality service combined with an economically interesting offer.

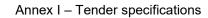The EUI Library is interested in a solution with the following main functionalities:

1. Metadata and Inventory
2. Circulation
3. Acquisitions and Print Serial Subscriptions
4. Electronic Resource Management
5. Interlibrary Loan (ILL)
6. Online Public Access Catalogue and Discovery (end user interface)
7. Course Reading Lists
8. Reporting and Analytics
9. System Administration

The above functionalities need to be covered by a maintenance and support service, and their initial implementation supported by a detailed project plan.

For the purposes of system sizing and migration planning the following figures[1] should be taken into consideration:

Bibliographic records	475,000
Bibliographic records created in 2021	16,800
Item records	632,000
Item records created in 2021	17,800
Authority records	381,000
Patron records (including non-active records)	19,300

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[1] As of 7 November 2022

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Patron active records with full rights (access to ALL print and electronic resources)	1,800
Active loans	4,350
History loans	93,000
Loans in 2021	11,300
Active holds	400
Inactive holds	54,000
Holds placed in 2021	8,400
Open order records	1,800
Closed order records	42,200
Open paper journal subscriptions	1,700
Invoice records	5,200
Packages activated in e-resource KB	500
Titles (total) activated in e-resource KB	790,000
Ejournal titles activated in e-resource KB	70,000
Ebook titles activated in e-resource KB	310,000
Library staff having access to the system	30

CHAPTER I – SCOPE AND DESCRIPTION OF THE PROCUREMENT PROCEDURE

Article 1. Definitions

'candidate' means an economic operator that has sought an invitation;

'contract' means a public contract awarded by the EUI for the procurement of services/supply;

'contractor' means to the successful tenderer awarded with the contract;

'economic operator' can refer to a 'work contractor', 'supplier', or 'service provider' and means any natural or legal person or public entity or group of such persons and/or entities which offers the execution of works, the supply of products or the provision of services on the market;

"EUI" means the European University Institute, which is the contracting authority entrusting the services that are the subject of these tender specifications to the contractor;

'Library', 'The Library', 'the EUI Library' means the Library of the European University Institute;

'joint tenders' means a situation where a *tender* is submitted by a group (with or without legal form) of economic operators regardless of the link they have between them. The group as a whole is considered a *tenderer*;

'subcontracting' means the situation where the *contractor* enters into legal commitments with other *economic operators* which will perform part of the *contract* on its behalf. The *contractor* retains full liability towards the *EUI* for performance of the *contract* as a whole;

'tender' / 'offer' defines the terms upon which the supplier is willing to be bound, which normally include price, date of delivery, payment terms and a description of the services/supplies/works;

'tenderer' means an economic operator that has submitted a tender;

'tender specifications (TS)' means any documents describing the needs and requirements of the EUI for the purposes of the relevant tender.

Article 2. Contracting authority

This procurement procedure is launched and managed by the *EUI*, that is the contracting authority for the purposes of this procurement procedure, through the Library.

Article 3. Subject

Subject of the contract	The subject of this procurement procedure is the provision of a Cloud-based Library Automation and Services Platform for the Library of the European University Institute.
Lots	This procurement procedure is not divided into lots.
Type of contract	The procedure will result in the conclusion of a service contract. *Tenderers* need to take full account of the provisions of the draft *contract* as the latter will define and govern the contractual relationship to be established between the *EUI* and the *contractor*.

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Duration of the contract	The *contract* to be awarded shall have a duration of 9 years. The details of the initial *contract* duration and possible renewals are set out in Article I.2 of the draft *contract*.
Estimated value of the contract	The estimated value of the *contract* to be awarded for the whole duration of 9 years is EUR 650.000,00 (six hundred and fifty thousand/00). The *EUI* may procure additional services from the *contractor* up to a maximum of 50% of the initial contract value.
Place of performance	The services will be undertaken at the *EUI*'s premises and at the contractor's premises.

Article 4. Conditions for participation to tender

If you are interested in this *contract*, you should submit a *tender* in English provided you comply with the conditions for participation to tenders as set out in Article 3.4 of President's Decision n. 19/2018 of 16 May 2018 implementing title V concerning procurement of the EUI's Financial Rules (Public Procurement Regulation), available for consultation at: https://www.eui.eu/About/Tenders.

Article 5. Joint Tenders

Joint tenders are not allowed for this procurement procedure.

Article 6. Subcontracting

Subcontracting is not allowed for this procurement procedure.

CHAPTER II – TECHNICAL SPECIFICATIONS

Article 7. Description of the technical specifications

The services that are the subject of this procurement procedure, including any minimum requirements, are described in detail below:

Introduction: EUI Library technological infrastructure

The proposed system should be able to work within the environment of the hardware and software infrastructure of the EUI Library. The elements that make up this infrastructure are the following:

Authentication methods available

The following authentication methods are available at the EUI. They are listed in order of preference:

- Windows Azure Active Directory
- SAML / Shibboleth on Azure

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Network connection

- WAN: 1Gbps dedicated Optic Fibre Cable connection to GARR, the Italian Research & Education Network.
- LAN: The EUI wired network infrastructure supports 10BaseT, 100BaseT or 1000Base/T compliant network cards (NIC). All devices are physically connected by Cat6 UTP compliant network cables with standard RJ45 connectors.
- WLAN: The EUI wireless network infrastructure supports 802.11g and n standards

Outbound Ports, Protocols and Services

DNS	
FTP (Passive)	TCP/21
H.323	
HTTP and HTTPS	TCP/80 and TCP/443
ICMP	
IMAP3	TCP/220
IMAP4 and IMAPS	TCP/143 and TCP/993
IPv6 Tunnel Broker service	IP protocol 41, inbound and outbound
IPsec NAT-Traversal	UDP/4500
IPSec VPN	IP protocols 50 (ESP) and 51 (AH), inbound and outbound, plus UDP/500 (IKE)
IPSec VPN over TCP (Cisco)	TCP/10000
OpenVPN	UDP/1194
POP3 and POP3S	TCP/110 and TCP/995
PPTP VPN	IP protocol 47 (GRE) inbound and outbound, plus TCP/1723
RDP	TCP/3389
SFTP (Passive)	TCP/21
SMTPS	TCP/465
SMTP submission via STARTTLS	TCP/587
SSH	TCP/22
TCP ports 0-1023 (Well-known ports)	

PC Hardware

Acer Veriton X4650G (Windowws)	
CPU	Intel Core i5 7400 Quad-core
Clock frequency (GHz)	3.0
Memory	
RAM (GB)	8
Hard Drive (SSD)	
- quantity	1x
- capacity (GB)	256
DVD-RW Drive	
- speed	48x24x48x

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I/O Ports	
Parallel Port	n/a
PS/2 port	2x
Serial port	1x
USB	6x (2x front) 3.0; 4x (2x front) 2.0
- type	2.0
Graphics	NVidia GeForce 320M
- resolution	Full HD 1080i (1920x1080)
- RAM	Shared
- Output	1x VGA, 1, HDMI, 2x DP
Audio	Integrated
Speakers	n/a
Microphone-IN	2x (1x front)
Headset-OUT	2x (1x front)
Line-IN/OUT	1x each
Network	10/100/1000Base-t(X)
Case	Small Form Factor Desktop
Mouse	Optical 2x Button USB Wheel Mouse
Keyboard	105 Keys USB Keyboard
- layout	US International

RFID devices

- RFID selfcheck machines: 2 x Bibliotheca Selfcheck 500 with MiFare user card reader
- RFID pads: 3M RFID Reader Pad Model P12 and 3M Mini RFID Pad Model 210
- RFID inventory reader: 3M Digital Library Assistant (Model 804)
- Security gates: 2 x Bibliotheca RFID Gate Single Aisle

Barcode readers

- Bancolini tecno BT C80B HS programmable internal card

Label printers

- Zebra TLP -2844

PC Software

Microsoft Windows 10 Enterprise 22H2
7-Zip
Adobe Flash Player
Adobe Reader DC
CD Burner XP
FileZilla

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Internet Explorer
Image Resizer
Java Runtime Environment
Google Chrome
Microsoft Office 365
Microsoft Office Proofing Tools (English, German, French, Italian, Spanish)
Microsoft Silverlight
NotePad++
PDF Creator
PuTTY
TrendMicro OfficeScan
Windows Media Player

Virtual Learning Environment

- D2L Brightspace 20.22.11.17783

Library-installed software

- MarcEdit version 7.5

Institutional repository

DSpace 5.2 XMLUI Institutional Repository platform working with the following interoperability list of metadata formats:

- oai_dc
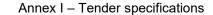- rdf
- ore
- mets
- didl
- xoai

Integrated Library System

SirsiDynix Symphony 3.7.1 with the following main modules and features in use:

- Cataloguing with authorities (MARC 21)
- Circulation
- Reserves
- Acquisitions
- Print Serials
- Electronic Resources
- Interlibrary Loan

SirsiDynix BlueCloud platform with the following main modules and features in use:

- BlueCloud Analytics 20.11.0
- BlueCloud Central and Reading Lists 22.07.00

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- BlueCloud eRM (Coral) 3.0.1-02

E-resources Knowledge Base Manager

- Ebsco Holdings Management

OpenURL Link Resolver

- Ebsco Full Text Finder

Online Public Access Catalogue and Discovery Interface

- SirsiDynix Enterprise 5.1.0 with Ebsco EDS Central Index

Proxy

- EZProxy

Technical specifications

1. Main System Requirements

A. The system must be provided as a hosted solution. Describe the specific infrastructure, resources and services that would be allocated for the EUI, and your strategy to keep them updated to guarantee an adequate performance. In addition, provide details about your hosting service in general, including hosting facilities, uptime, performance, disaster recovery, redundancy, backups and data protection.

B. Provide details about your compliance with the ISO 27001 standard and other related standards, initiatives or good practices in the field of information security.

C. Provide details about your Software Licence Agreement (SLA), which should cover, at least, parameters regarding system uptime and maintenance and support service response and resolution times, with the following desired requirements (for each of the categories below, indicate how they are specifically covered by your SLA):

   1. System uptime: 99.7%, measured every first of the month over a period of two months, excluding announced maintenance downtime.
   2. For maintenance and support incidents in which the system or the end user interface are not available: response and resolution times within 1 hour (Level 1).
   3. For maintenance and support incidents in which a full module or a critical function is not available and no workaround is possible: response and resolution times within 2 hours (Level 2).
   4. For maintenance and support incidents in which a full module or a critical function are not available but there is an acceptable workaround: response time within 8 hours and resolution time within 24 hours (Level 3).
   5. For maintenance and support incidents in which the system, a module or a function do not work as expected but without affecting normal business processes: response time within 24 hours (Level 4).
   6. For any other maintenance and support incidents the response time should be within 48 hours (Level 5).

D. Provide details about any provisions and measures taken to protect data in all transactions of the system, especially personal data and when interfacing with third party systems.

E. Data ownership. In principle, all the configurations and data created or loaded in the system by the EUI remain property of the EUI. Explain your data ownership policy and indicate in which cases, if any, such policy is not compatible with our requirement.

F. Further to point 1.E, describe the mechanisms to extract those configurations and data in a meaningful and exchangeable format. Ideally, the system should provide tools that allow the EUI to do this independently. In the absence of those tools, the service provider should extract all EUI data and configurations and transfer them to the EUI at least twice (at the end of the contract or upon its termination and months before that at the request of the EUI). Provide details about those tools and the available export formats, with

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special emphasis on MARC data, and indicate if your data ownership policy enters into conflict with this requirement.

G. System functional limits. Number of concurrent staff users, number of records, number of daily transactions, data storage space limits, data history (years), number of records, configuration values, saved lists, saved reports, templates, etc., that can be stored. Indicate if there are any limits in your system either in general or for the specific proposal for the EUI.

H. Provide details about your software development and update policies. Describe your software development process, including methodologies used, frequency and types of updates, how new features are decided and how libraries can influence this process. Provide a timeline of future enhancements.

I. Test system. Explain which parts of the whole infrastructure are covered by a test system (selected modules, all modules, etc), what data and configurations are included (all or only partial EUI data and configurations, sandbox with non-EUI data, etc), how often it is refreshed and if the EUI would have access to the necessary tools to do the refresh.

J. All parts and functions of the system must be accessible via a web-based client, without any network restrictions (both from on and off-campus). Provide details about your recommended specifications, as well as about any provisions or measures implemented to keep client/server transactions in a secure environment.

K. Provide details about the authentication methods supported by the system both for library staff and end users and how they can be integrated with the authentication platform used in the EUI (see Article 7 – "EUI Library technological infrastructure > Authentication methods available").

L. Further to Article 9.i in the Tender specifications, provide details of the policy on quality of the company, external assessments or certifications of quality received and your approach to assuring quality in fulfilling this Contract.

M. Provide the names and addresses of three university/academic/research libraries among your customers in Europe that may be contacted.

N. Describe any additional related features or functionality included in your proposal.

2. Interoperability

A. Describe the Application Program Interfaces (APIs) and/or Web Services provided with the system that allow extending the system beyond its standard functionality and integrating it with other environments. Specify which APIs/Web Services are available, which ones are offered as part of the proposal for the EUI, what the entry conditions are for those not offered (indicate in your economic proposal details about pricing if applicable) and whether there are any limitations in the usage of the APIs.

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B. Hardware device compatibility. Specify which devices included in the list "EUI Library technological infrastructure" are:

- supported and covered as part of the proposal for the EUI
- supported but not covered
- not supported

For each of the devices supported, indicate in which part of the system they are integrated, what specific functionality or features such integration offers and if additional software or hardware is needed to achieve full integration.

C. Provide a list of library software programmes, systems or platforms the system is compatible with and describe what type of added functionality this compatibility provides.

D. Describe any additional related features or functionality included in your proposal.

3. System Implementation Project

A. The implementation of the new system must be supported by a detailed implementation project plan, covering at least aspects such as initial analysis and consultations, data migration, staff training and go-live support. Explain how the system would be implemented at the EUI and provide the project plan proposed for the EUI implementation.

B. The system should be in full production no later than 6 months after the contract has been signed.

C. The service provider must assign a person, acting as project manager, who will be the main reference point throughout the whole project. Provide evidence of the professional qualifications of the project manager dealing with the implementation phase of this contract (certificates, stated experience, etc.) Indicate which staff would be assigned for the EUI implementation project, including their role, qualifications, experience and other relevant details.

D. All communications during the implementation of the system, whether written or spoken, shall be in the English language. Describe how this will be assured.

E. Describe the documentation and tools used during the implementation project to collect the necessary specifications for all the phases of the project (data migration, training, go-live, etc.).

F. The EUI would like to migrate (and, where needed, convert) the following data sets from the SirsiDynix Symphony system:

- Bibliographic records

- MARC holdings records
- Item records
- Authority records
- Patron records
- Active loans
- History loans
- Unpaid fines
- Paid fines
- Active holds
- Inactive holds
- Open purchase orders
- Closed purchase orders
- Serials subscription control records
- Invoices

Indicate which of these data sets will be migrated as part of your proposal and which ones not.

G. The EUI would like to migrate its electronic collection (ejournals, ebooks, etc.) managed through the activation of titles and collections in the Knowledge Base of the Ebsco Holdings Management service. Indicate to what extent this is possible and which possible limitations may exist.

H. All data must be encoded using the Unicode standard.

I. The implementation project plan for the EUI Library should include at least two full data loads, including the live data load.

J. Record identifiers (IDs) from the current system should be migrated to and preserved in the new system, especially those involved in circulation operations (item and patron IDs). The EUI Library currently uses the following identification schemes:

- Item records: 14 digit number, starting with 3, plus 12 running digits, plus a final check digit. Example: 30001006248449
- Patrons record: 14 digit number, starting with 2, plus 12 running digits, plus a final check digit. Example: 20001000516660
- All other records: Alphanumeric IDs of variable length

Indicate for which records this is possible, whether these IDs could be indexed in the new system and where in the new system they would be stored (note field, specific-purpose field, etc.).

K. Further to point 3.J, unique IDs of bibliographic records would need to be migrated in the new system so that they could be used for creating direct links to those records in the end user interface. Please describe how this would be achieved.

L. On-site training must be provided for all the functionality requested by the EUI and offered as part of the proposal for the EUI. Provide the training plan proposed for the EUI implementation and describe your general offer regarding training services.

M. Describe the process followed for the live data load, including aspects such as expected downtime for the EUI Library (time in which neither our current system, nor the new one will be fully available) based on the types and amounts of records to be loaded, tasks assigned to Library staff during the process or suggested practices during that period of time.

N. Provide details about previous experience with migrating from SirsiDynix Symphony and Ebsco Holdings Management systems, indicating which types of data have been successfully migrated from those systems to the system proposed.

O. Provide a list of the principal services provided and/or supplies delivered to European academic and research libraries in the past 5 (five) years with the object, duration and recipients, public or private.

P. Describe any additional related features or functionality included in your proposal.

4. Customer Services

A. Describe the maintenance and support service included with the annual subscription to the system.

B. Provide evidence of participation in international bodies, organisations or initiatives in the library and information sector.

C. The maintenance and support service shall be offered in the English language. Describe how this will be assured.

D. Describe all possible steps a support request can go through, from the time the Library sends the request until the request is resolved.

E. The maintenance and support service must be available at least from 09:00 – 18:00 CET/CEST Monday to Friday, or ideally as a 24/7 service. In the case of Level 1 or Level 2 maintenance and support incidents (see point 1.C) the service must be available 24 hours a day, 7 days a week. Provide details.

F. Describe in detail the self-service platform offered to access the maintenance and support service.

G. Describe other channels and methods that can be used to access the maintenance and support service.

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H. All services offered to the EUI should be primarily based in the European Union. Describe your structure as a company, indicate which services (support, training, data, sales, etc.) are available in each of your offices and specify which services would be offered to the EUI and from which office or offices.

I. Describe which participatory platforms (wikis, forums, user groups, email lists) are available for customers to share experiences, solutions and custom developments.

J. Describe any additional related features or functionality included in your proposal.

5. General & Administration

A. The system must be based on international standards. Specify which ones are currently supported or are planned to be implemented (in this case, provide an estimated time of delivery to clients). Describe your strategy to keep up with new standards.

B. All data in the system must be encoded using the Unicode standard. This applies to data originally created in the system or imported from any other source, regardless of the original encoding of the incoming data. Describe how data encoding and integrity are guaranteed in the system.

C. Describe the configuration and administration tools of the system, indicating which parameters and policies can be managed by the library and which ones not, providing details of what their purpose is.

D. Library staff accessing the system must be provided with the sufficient authorisations to perform their duties, based on a predefined role or a group of individual functions. Describe how authorisations are assigned by the system and how the Library can manage these authorisations.

E. Describe how organisational responsibility levels are managed and applied throughout the system, so that users with higher responsibilities can access data from lower ranked users, but not vice versa. Indicate to which modules, data types or activities this applies.

F. Work environment. Describe the work environment of the system, indicating:

– Clients / Platforms / services for library staff work
– Integration of the different elements of the system (modules, functions, configurations, data, etc.) and how they are reused across the different staff clients
– Record navigation. How staff can navigate within related records and what actions they can perform
– Search results faceting/segmentation. How record attributes can be used to narrow down search results. Provide details for each module.
– Data entry types. How staff can input data in free-text, controlled-text, configuration-based, date, etc., fields

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- Staff profiles. How predefined sets of options, preferences, client layouts or styles, font types and sizes, etc., can be set and assigned to specific users
- Personalisation. How staff can manage their own sets of options, preferences, client layouts or styles, font types and sizes, etc.
- Task automation tools, such as macros, templates, etc.

G. Describe the documentation and tools (manuals, help files, guides, etc.), available for staff to obtain help and advice for the different features and functionality of the system.

H. The language of the work environment and of the documentation of the system will be English.

I. Record history and versioning. Describe how record history is maintained in the system and how it can be accessed and if the system supports any sort of record versioning. In both cases, indicate what the functional limits are (types of records, timeframes, etc.).

J. Record batch editing. Describe the functionality for batch editing records, especially indicating which types of records can be modified in batch and to what extent.

K. Record lists. Describe the functionality for creating lists of records, indicating for which types of records, with which import/export options and how library staff can interact with records in such lists.

L. Record searching. Describe how searching and indexing work in the system for all types of records and which tools and configurations options are available for library staff to customise the backend search experience.

M. Workflow management. Describe any tools and options for managing staff workflows such as dashboards, tasks lists, task and record assignments, alerts, reminders, announcements, or other widgets.

N. Attaching files to records. Indicate to which records files can be attached, in which formats, what the limitations for attaching files are and which of these files can be visible to end users.

O. Provide details about bibliographic record enrichment options or services available in reading lists and how the library can customise them: book covers, tables of contents, abstracts, author biographies, ORCID profiles, etc.

P. Event/transaction history. Describe for which records it is possible to maintain a history of events/transactions, which events/transactions are traced, which data is kept for each event/transactions, how this history can be accessed, which time range of this history can be accessed (if it is not possible to view the full history of events/transactions, explain why) and whether it can be used for reporting purposes.

Q. Describe any additional related features or functionality included in your proposal.

6. Metadata and Inventory

Unless clearly specified, questions refer to bibliographic, holdings, item and authority records.

A. Describe which formats/schemes/models/standards (MARC21, AACR2, RDA, UNIMARC, BIBFRAME, etc.) are supported by the system for bibliographic, holding, item and authority description and how they are supported and used in the system. Additionally, describe your specific proposal or proposals for the EUI project.

B. Describe your plans to implement emerging cataloguing- and metadata-related standards or initiatives, especially related with BIBFRAME and Linked Data, with an estimated timeframe for development and implementation.

C. Explain how bibliographic, holding, item and authority records are maintained, how they relate to each other and how staff practically interact with them: how data is manipulated, how records are linked among themselves, what are the features and functionality of the metadata editor(s), how data integrity and validation rules are ensured and which tools are available for helping library staff.

D. Record sources. Provide details about record sources: original records, shared databases, external catalogues, batch loading, etc. Clarify how potential duplicates or alternative versions/editions can be identified and how you ensure format, encoding and data compatibility with external sources.

E. Further to point 6.D, describe batch record loading functionality and how it can be used for creating, modifying, merging, overlaying and deleting records.

F. EUI Library as a data third-party source. Describe the tools available in the system to share data with other libraries or systems (Z39.50, batch exports, etc.), indicating how data can be enhanced, manipulated or limited during those sharing processes.

G. Record enhancement operations. Indicate if the system provides tools for enhancing records and describe them. Indicate as well during which tasks these tools can be invoked or triggered.

H. Explain how authority control works in the system and how local authorities can be managed.

I. Describe how classification schemes are supported in the system within bibliographic, holding and item records, especially Dewey Decimal Classification and alphanumeric schemes. Provide additional details about compatibility with other standard schemes (LC, UDC) and about potential compatibility with homegrown schemes.

J. As a contributor to OCLC WorldCat, the EUI would like to make sure that its records are updated in WorldCat in a timely manner, either when they are newly created, modified or deleted. Describe which specific functionality and features are available in your system

and how they would help the EUI to maintain the correct holdings information in WorldCat.

K. Explain if, and to which extent, custom indexing is supported in the system. Describe any related potential functionality.

L. Explain how URLs in records can be kept updated. Describe which functions, tools or system alerts help library staff in identifying and fixing broken links.

M. Printing item labels. Describe how item label printing is supported in the system and indicate the compatibility with the label printers in use by the EUI and if any special software is needed to ensure this compatibility.

N. Describe any additional related features or functionality included in your proposal.

7. Circulation

A. Patron management. Explain how the patron database is managed: manual and batch creation of records, interface with external registries, data exchange formats supported, modification or deletion of records, rights and affiliation duration, data types and fields available, etc.

B. Describe the configuration of circulation policies and parameters, with special attention to those that relate to managing loans, holds and fines, bearing in mind factors such as patron types, item types, locations, item availability, etc.

C. Explain how the library calendar of open/closed days is managed and how it is taken into account during circulation activities (loans, holds, fines, notices, etc.).

D. Describe loan issuing, renewing and returning functions of the system, with special attention to which exceptions can occur and how they are managed to obtain smooth and swift operations for library staff.

E. Describe how holds are managed and handled by the system, including aspects such as:

- Defining which users can place holds on which materials and under which conditions
- Determining how a specific item is made available when a title has more than one item
- How users and staff can place holds on the system
- How ready available items can be placed on hold
- How a held item is made available for a user and which processes are triggered after that
- How the hold shelf is managed
- How a multi-branch configuration affects holds
- Other relevant features and functionality

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F. Describe the types of patron blocks available in the system as a result of circulation activity, how they can affect patron access to other areas of the system (especially access to electronic resources) and how the EUI could override these blocks permanently (by means of configuration) or on a case by case basis (by means of override passwords or modifying specific system records).

G. Describe how fines are managed in the system and paid, indicating which payment methods are allowed, paying special attention to standard or custom online payment gateways supported.

H. RFID integration with staff client. Describe how circulation functions are compatible with our RFID infrastructure (RFID reader pads: see "EUI Library Technological Infrastructure") to read item identifiers from RFID tags and to manage security activation and deactivation of those tags during loan issue, return and renewal operations from the standard system client. Indicate if additional software/hardware is required, which other functions are also compatible and which specific hardware is currently, or is planned to be, supported.

I. Describe which methods are available for communicating with users concerning their library activity (print, email, SMS, app, other, etc.):

- How they are triggered; interactively, scheduled, based on events, etc.
- How messages can be customised by the library
- In the case of scheduled communications, describe how the scheduler works
- How follow-up communications can be managed and traced
- How/if messages sent/exchanged are logged and can be accessed by the library

J. Describe which services are available in the system through the SIP2, NCIP or LCF protocols and which vendors/systems/devices are certified/supported. Provide details about your specific proposal for the EUI, taking into account our current technological infrastructure (see Article 7 – "EUI Library Technological Infrastructure"), especially our selfcheck machines, and any potential compatible third-party devices or services that can be added in the future.

K. Further to point 7.J, describe which circulation self-service options are available for end users using mobile devices.

L. Describe how the system manages reserves of materials for specific courses and professors, both for physical items and electronic resources. Explain how parameters and policies for reserves are managed, especially those related to their specific circulation conditions. Explain, as well, how reserves relate to Course reading lists (see point 13).

M. Remote storage sites and locations. Describe how the system manages remote storage sites and locations where access to the collection is limited to library staff only, especially in terms of patron requesting and staff fulfilment.

N. Inventories and open shelf materials. Describe the functionality and features of the system to manage inventories and to keep track of the usage of our open shelf materials.

O. Describe how the system keeps track of the circulation activity history of each patron (loans, holds, fines) as well as the history of the patron record (changes of status or of user type, for instance), for consultation or statistical purposes. Explain how the EUI can handle this data to anonymise, archive or remove it and indicate if there is any limitation in the number of records or years that can be kept of such data.

P. Explain how the library could offer at least minimal circulation services in case of network outage, either on the EUI side or on your side, or when the whole system or the circulation module are not available due to any other circumstances.

Q. Describe any specific circulation staff applications designed for mobile devices.

R. Describe any additional related features or functionality included in your proposal.

8. Acquisitions & Print Serial Subscriptions

A. Describe how processes for firm, standing and subscription orders are managed in the system for both print and electronic materials, as well as for non-library materials.

B. Further to point 8.A, the EUI Library uses various acquisitions' models and options, and is exploring using new ones, for both print and online materials. Please describe the different workflows involved in:

- Library-triggered purchases
- Approval plans
- Evidence-Based Acquisitions (EBA)
- ILL (transforming ILL requests into acquisition orders and vice versa)
- Shelf-ready acquisitions
- Open Access material (identifying OA versions at the time of processing an order)
- Other models or options

C. Describe how orders can be assigned to specific patrons (requestors) and library staff members (selectors) and how these orders interact with the circulation module and with the end user interface.

D. Describe how ordered materials are received and added to the catalogue, for all types of orders.

E. Describe how budgets and funds are managed in the system.

F. Describe how vendors are managed in the system.

G. Describe how invoices are managed in the system.

H. Explain how financial data is reflected, maintained and updated in the various types of records used in the module, including amounts, currencies (provide details about how the currency table is maintained and to which extent the library can intervene in such maintenance), taxes, multi-funding, discounts, etc.

I. Provide details about audit data available, relating to any changes made to any records used in the module.

J. Provide details about performance data available for the various types of records used in the module.

K. Describe how fiscal years are managed: types of records that can be rolled over, year-specific data elements, year-to-year rollover processing, specific functionality provided, year-to-year performance comparison and analysis, pending order rollover, etc.

L. Provide details about the automation of acquisitions processes using standards such as Edifact, EDI X12, etc., using MARC files with embedded data or using vendor/platform specific connectors. Indicate which types of processes are supported (ordering, invoicing, claiming, cancelling, etc.), how they are triggered, for which types of materials, how much human intervention they save, how the library can keep track of these automated processes and what additional benefits they provide.

M. Further to point 5.N, provide details about which Acquisitions' records support files attached and whether such files can be exposed to end users or third-party systems through APIs or Web Services.

N. Provide details about the capabilities of the system to interact with external financial systems, especially SAP, to exchange invoice and payment data, including external fund information and files attached to Acquisitions' records. Describe which specific features are provided for achieving this and indicate with which systems the interface is successfully in operation.

O. Describe how print journals are managed in the system, including details such as:

 – Predictions and receipts
 – Publication patterns, frequencies, etc
 – Label printing
 – Binding
 – Claims and cancellations
 – Holdings data management
 – Specific ordering and invoicing functionality
 – End user interface display
 – Supplier-specific functionality

P. Describe which methods are available for communicating with vendors regarding their acquisitions or serials management activity (print, email, SMS, app, other, etc.):

- How they are triggered; interactively, scheduled, based on events, etc.
- How messages can be customised by the library
- In the case of scheduled communications, describe how the scheduler works
- How follow-up communications can be managed and traced
- How/if messages sent/exchanged are logged and can be accessed by the library

Q. Describe any additional related features or functionality included in your proposal.

9. Electronic Resource Management

A. Describe how electronic resource processes are managed by the system to provide support throughout all stages of the lifecycle of an electronic resource, including: selection, trial, acquisition, licencing, activation, maintenance, evaluation, renewal, cancellation and post-cancellation/archiving.

B. Describe the knowledge base (KB) with e-journal, e-book and other material's packages, titles and services, maintained in the system, where EUI holdings and coverage can be identified and activated for creating the Library's collection of electronic resources:

- Structure of data, types of element relations, navigation within those relations
- Process of activation/deactivation of holdings
- How data is maintained (sources, frequency of updates, etc)
- How the library can customise existing KB data or manage local data (coverage, base URLs, embargoes, proxy string, notes, etc.)
- How the library can contribute to building the KB, globally and locally
- How titles and collections are linked to cataloguing, order, licence, vendor, etc. records
- Further to point 5.P, how events and transactions are logged and can be consulted: event/transaction type (creation, modification, removal, etc), when it happened, operator of the event/transaction, etc.

C. Describe the Open URL Resolver functionality included in the system, including how it leverages KB data, how link priority is managed, how its public display can be configured (look and feel, data elements, etc), how it can be used outside the system, etc.

D. Describe how licences are managed in the system: terms, conditions, documents, dates, public display, etc.

E. Apart from what you already described for the Acquisitions module, indicate any functionality related to vendors that is specific to the Electronic Resource Management module.

F. Provide details about how the Electronic Resource Management module interacts with other modules of the system:

   – Acquisitions. Describe how electronic resources are managed in this module and any specific features available.
   – Cataloguing. Describe how electronic resource titles and collections are described and how they relate to the print collection, both at the bibliographic and at the holdings level.
   – Interlibrary Loan. Describe how the electronic resource collection can be used as a source for fulfilling requests from our own users and from other libraries.
   – End user interface. Indicate what electronic resource data is available for end users and how the library can control it.

G. Further to point 5.N, provide details about which electronic resource records support files attached and whether such files can be exposed to end users or third-party systems through APIs or Web Services.

H. Provide details about the A-Z functionality of the system, describing which data is used to build such functionality, how the library can determine what is included and customise its contents, how it is published in the end user interface and how different types of system records (and which ones) are available to end users.

I. Describe how COUNTER reports and SUSHI harvesting are implemented in the system: functionality, versions, interactions with other modules (especially Acquisitions), etc.

J. Describe the tools available for evaluating the electronic resource collection activations in order to obtain overlap analyses, open access alternatives to subscribed resources, etc.

K. Data import/export. Describe how the system handles data import and export:

   – Data exchange with other KBs
   – Holding data export for Google Scholar
   – Licence data exchange with other systems
   – Other file formats and purposes supported

L. The file provided as Annex II D contains a list of collections/databases of interest to the EUI Library. Provide an analysis of such file indicating, for each collection/database, whether it is part of your Knowledge Base of electronic resources (see point 9.B), whether its contents are covered by your Central index, what level of coverage is included in your Central index (metadata only, metadata + abstract, full text, etc.), and which percentage of the collection/databases is covered by your Central index.

M. Describe any additional related features or functionality included in your proposal.

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10. Interlibrary Loan (ILL)

The EUI Library provides ILL services to its users under a fully mediated scheme, preferably using the Subito service or requesting directly to supplying libraries where possible.

A. Describe how the system manages all the processes and statuses (at least, new, pending, claimed, cancelled, received and fulfilled) related to ILL, with the Library acting both as a lender and as a borrower, for any type of material.

B. Describe how the ILL module is integrated and interacts with the rest of the modules of the system, especially with:

  − Circulation (including its configuration): patron database, circulation rules, fines, notifications, etc.
  − Acquisitions: transferring ILL request to orders and vice versa, ILL request funding, etc.
  − Electronic Resources: availability of holdings enabled in the KB at the time of handling requests
  − End user interface and OpenURL Resolver: checking patron ILL request against library holdings (print and electronic); ILL requests, loans and history in patron account; authenticated request forms

C. Describe any special features related to specific types of materials (books, articles, microforms, etc) or formats (print, electronic, etc), with particular attention to ILL requests delivered in electronic format.

D. Explain if, and how, open access alternatives can be identified during the process of handling the ILL request in order to fulfil it.

E. Describe which methods are available for communicating with users concerning their ILL activity (print, email, SMS, app, other, etc.):

  − How they are triggered; interactively, scheduled, based on events, etc.
  − How messages can be customised by the library
  − In the case of scheduled communications, describe how the scheduler works
  − How follow-up communications can be managed and traced
  − How/if messages sent/exchanged are logged and can be accessed by the library

F. Describe how supplying libraries are managed in the system:

  − Record of the library: fields, values, etc.
  − Claims and reminders

- Setting up ranked lists of preferred supplying libraries, so that an ILL request can be fulfilled by the best preference/availability match

G. Indicate what ILL-related relevant standards are supported, specifically NCIP, ISO 18626 and ISO 10161. Describe how these standards, or any other relevant ones, are implemented in the system and with which third-party systems they are used to interface with.

H. Describe any special ILL features for any specific supplier or platform, especially for British Library, Subito and OCLC.

I. Indicate if, and how, the library can limit the number of ILL requests for a patron for a specific period of time (for instance, one year).

J. Describe any additional related features or functionality included in your proposal.

11. Reporting and Analytics

A. Describe the system's functionality to generate reports (lists, statistics, etc.) of the activity and performance, current and historical, of all areas of the Library, based on data resulting from all the types of records existing in the system or derivatives of this data. Provide an explanation of the features available for all modules and provide specific details about each module.

B. Explain how the data available for reporting is maintained.

C. Describe the scheduler of tasks available in the module.

D. Describe how the Library can run predefined or customised reports, providing selections based on data-based or configuration-based fields. Explain the types of selections available in reports and how the Library can combine different fields for selection and for output.

E. Describe the data import and export capabilities of the system:

- Live data connections to other databases, services or tools, both for imports and exports
- Manual data imports
- Manual and unattended data exports
- Data formats supported in both imports and exports

F. Describe how the data available for reporting (all data, a subset, a specific view, etc) can be used to generate advanced and customised aggregations, such as dashboards, graphics, predictions, insights, etc.

G. Describe how the data available can be used to generate products such as documents, letters, etc., that can be delivered to third parties.

H. Describe the sharing capabilities supported by the system, either with other staff members of the library, or with other libraries using the same software service.

I. Further to point 5.K, describe how library staff can interact with results and specific records obtained in reports.

J. Describe any additional related features or functionality included in your proposal.

12. Online Public Access Catalogue and Discovery (end user interface)

A. The end user interface is expected to provide access to the library resources from several data sources:

- Local catalogue
- Knowledge Base with electronic resource holdings activations, as described in point 9.B
- Central Index of electronic and print journals at article level, e-books at chapter level and other materials
- Institutional repository
- Other sources (OAI-harvested, API-based, etc.)

Describe how these data sources are integrated in the end user interface, indicating how they interfile, how they can be searched separately or in combination, how their results can be configured and identified easily for each of them, etc.

B. Describe the search capabilities of the end user interface:

- Default search field settings
- Relevance ranking algorithm: weightings, adjacency, search string length (especially in the case of titles)
- Publication Year as a boosting factor in relevance ranking
- Fuzzy logic thresholds
- Boolean operators, truncation, wildcards
- Sorting options: indexes, ascending/descending, multi-index sorting
- Correction of misspellings, use of alternative spellings, approximate matches, exclusion of search terms not found
- Enhanced subject search
- Search field combinations
- Advanced search forms

Provide also details about how the library can configure and influence any of the above.

C. Describe the features of the end user interface for search results beyond the actual display of records, such as:

  − Faceting
  − FRBR-isation of different versions or editions of the same title (especially when the library has a print and an electronic version of the same title)
  − Suggestion of follow-up related searches
  − Clickable search fields
  − Search term highlighting
  − Search refining by searching within result set
  − Search result sharing features: permalinks, social networks, etc.

  Provide details about how the library can configure those features.

D. Describe the services offered to authenticated users:

  − renewing loans
  − placing holds (and cancelling them)
  − accessing circulation activity record: loans (and how to disable loan history it), holds, fines, ILL requests and loans
  − creating lists of records
  − sending requests to the Library (including ILL requests)
  − recommending purchase of materials
  − reporting issues with system performance, accessing electronic resources, metadata quality, etc.

  Provide details about the authentication methods available and about creating direct links to the above services from third party platforms.

E. Describe the tools available to customise the end user interface:

  − Dedicated tools for styles, images, text blocks, etc.
  − Text translation tools
  − CSS stylesheets
  − HTML files
  − Javascript and jQuery coding / widgets

F. Describe the administration capabilities that allow the library to configure the behaviour and functionality of the end user interface, indicating what specific elements it covers and their impact in its functioning.

G. Describe any specific mobile app or web design available for end users: features, differences with desktop version, device compatibility, etc, and how it relates to point 7.K.

H. Moreover, explain how the end user interface adapts to different devices, resolutions and environments, either by using a responsive version or by using different versions of the interface. Explain your approach with respect to this.

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I. Indicate which accessibility guidelines the end user interface complies with. Provide details.

J. Describe how access to electronic resources is provided in the end user interface:

– OpenURL link resolver (either built-in one or an external one)
– Holdings display based on e-resource KB activation data
– Licencing terms, notes and instructions, etc., available

K. Describe which and how data from the cataloguing, circulation and other modules of the system is published in the end user interface, indicating in which cases this happens in real time and how the library can customise it, both in search result and full record displays:

– Bibliographic record display: fields and subfields
– Item details: fields, availability information, etc. (both for single items and journal issues)
– Open order details
– Others

L. Describe how the metadata contained in your Central Index is managed, in terms of criteria for evaluating its quality, which sources are used to obtain it, how often it is updated and how it is enhanced or modified before its inclusion in your Central Index.

M. Provide details about your support of or plans to support the NISO Open Discovery Initiative.

N. Provide details about your strategy to offer open access resources in search results and which tools or services the system provides to identify, prioritise and promote those resources, especially in the context of resources available in both open and subscription-based access.

O. Provide details about suppressing records from public display. Indicate which types of records can be suppressed from public display and how this is achieved.

P. Provide details about online payment options available with which patrons can pay their own fines and have their accounts automatically updated.

Q. Describe the tools available in the system to allow end users to keep track of new materials received/processed/added by the library, either generic (lists published by the Library) or personalised (via RSS feeds or by signing up to receive notifications via email, for instance).

R. Describe which help tools are available for end users and how the library can customise them.

S.   Further to point 5.O, provide details about bibliographic record enrichment options or services available in reading lists and how the library can customise them: book covers, tables of contents, abstracts, author biographies, ORCID profiles, etc.

T.   Describe the multilingual capabilities of the system: interface, searching, display, etc.

U.   Describe how search results can be saved for exporting or downloading, which export formats and citation styles are supported and which reference managers it can interface with.

V.   Indicate if and how request forms can be made available in the end user interface, for specific or general purposes: ILL, book delivery, storage retrieval, general, etc.

W.   Describe any event, room, session, course, etc., booking functionality available and how it integrates with the other modules of the system.

X.   Describe the tools available to keep track of the usage of the end user interface, with special attention to how each data source is used and how they compare with each other.

Y.   Describe any additional related features or functionality included in your proposal.

13. Course Reading Lists

A.   Describe how data for reading lists is collected: which tools are available and for which types of users, which databases are compatible and which features are available for those tools, especially for academic staff.

B.   Describe the management of data collected: how records are structured, which types of fields are used, how different types of materials and special statuses are handled, how records and sections of record are arranged within a specific list.

C.   Provide details about maintaining reading lists: importing and exporting, closing and opening new academic years (rollovers), archiving of old lists, hiding lists and records.

D.   Provide details of how lists are integrated with and relate to other modules of the system (course reserves, acquisitions, cataloguing, electronic resource management, ILL, end user interface), including how this is reflected in all interfaces and what functionality such integration provides on both modules.

E.   Describe which rights management features are supported in the system, for materials both held and not held by the library: interfacing with rights management agencies/services, linking to licencing agreements, etc.

F.   Provide details about how lists can be integrated with third-party systems, using native direct links and, especially, LTI tools, indicating versions and features supported. Specify

third-party systems the lists module is known to be integrated with and to which extent, especially with Virtual Learning Environment and Content Management Systems.

G. Does the lists' module provide any specific feature related to works published in different formats (print, electronic, etc.)? Describe how these works can be managed in the module.

H. Describe the end user interface, with details about the layout of records and the purpose of each element present. Describe, as well, which options are available for end users to have their own space and what features are included: saving and exporting records, building their own bibliographies, interacting with instructors, customising the lists interface.

I. Further to point 5.O, provide details about bibliographic record enrichment options or services available in reading lists and how the library can customise them: book covers, tables of contents, abstracts, author biographies, ORCID profiles, etc.

J. Describe which fulfilment and availability options are present through the end user interface. Provide details of how the library can configure such options for all types of formats, especially for electronic materials. Indicate as well how end users can inform instructors or the library about access issues to resources included in a specific list.

K. Provide details of the configuration options that the library can use for customising the end user interface: look and feel, citation and reference styles, data elements available, texts and language.

L. Describe the types and levels of users that can interact with reading lists and provide details about the roles and permissions available for such users. Moreover, explain how staff-level users can have access restricted to lists belonging to their library/department/section/etc.

M. Describe how the module can interface with Student Information Systems to collect course data and populate the basic structure of reading lists.

N. Provide details of which reporting, analytics and statistics options are supported by the system as part of point 11.

O. Describe any additional related features or functionality included in your proposal.

CHAPTER III – EVALUATION AND AWARD CRITERIA

The evaluation of the *tenders* that comply with the submission conditions will consist of the following elements:

- Check if the *tenderer* has access to procurement (see Article 4);

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- Verification of administrative compliance (if the *tender* is drawn up in English and signed by duly authorised legal representative(-s) of the *tenderer*);

- Verification of non-exclusion of *tenderers* on the basis of the exclusion criteria;

- Selection of *tenderers* on the basis of selection criteria;

- Verification of compliance with the minimum requirements defined in the tender specifications;

- Evaluation of *tenders* on the basis of the award criteria.

The *EUI* will evaluate the abovementioned elements in the order that it considers to be the most appropriate. If the evaluation of one or more elements demonstrates that there are grounds for rejection, the *tender* will be rejected and will not be subjected to further full evaluation. The unsuccessful *tenderers* will be informed of the ground for rejection without being given feedback on the non-assessed content of their *tenders*. Only *tenderer(s)* for whom the verification of all elements did not reveal grounds for rejection can be awarded the *contract*.

The evaluation will be based on the information and evidence contained in the *tenders* and, if applicable, on additional information and evidence provided at the request of the *EUI* during the procedure. If any of the declarations or information provided proves to be false, the *EUI* may impose administrative sanctions (exclusion or financial penalties) on the entity providing the false declarations/information.

For the purposes of the evaluation related to exclusion and selection criteria the *EUI* may also refer to publicly available information, in particular evidence that it can access on a national database free of charge.

Article 8. Exclusion criteria

The *tenderer* must not be in one of the exclusion situations listed below:

a. is bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

b. has been convicted of an offence concerning their grave professional conduct by a final judgment of a competent judicial authority or administrative decision or decisions of international organisations;

c. is not in compliance with the obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of Italy being the country of establishment of the *EUI* or those of the country where the contract is to be performed. This breach needs to have been established by a judgment or administrative decision having final and binding effect in accordance with the legal provisions of the country in which the economic operator is established or of those of Italy being the country of establishment of the *EUI*;

d. has been the subject of a final judgment for fraud, corruption, involvement in a criminal organisation, money laundering, terrorist-related offences, child labour or other forms of trafficking in human beings or any other illegal activity, where such illegal activity is detrimental to the *EUI*'s financial interests;

e. has been in serious breach of a contract financed by the *EUI* or have been the subject of an offense of serious irregularity established by a final judgment of a competent judicial authority or administrative decision;

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f.   is subject to an administrative penalty for being guilty of grave professional misconduct, or of having made substantial errors or committed irregularities or fraud, or have been declared to be in breach of their obligations under contracts covered by the *EUI*'s budget (Article 41 of the *EUI*'s Public Procurement Regulation (President's Decision No. 19/2018 of 16th May 2018).

In addition to the above, *contracts* cannot be awarded to a *tenderer* who, during the procurement procedure, is proven to be:

g.   subject to a conflict of interest in connection with the *contract* which cannot be effectively remedied by other less intrusive measures;

h.   guilty of misrepresentation in supplying the information required by the *EUI* as a condition of participation in the *contract* procedure or fail to supply this information.

Evidence requested:

The *tenderer* must certify that it is not in one of the exclusion situations by providing in the *tender* a signed and dated Declaration on Honour available in Annex II A.

In addition, the successful *tenderer* shall provide, within 15 days following notification of award and preceding the signature of the *contract*, the following documentary proofs to confirm the declaration referred to above:

•   for points (a), (b), (d) and (e): a recent extract from the judicial record of the legal representative of the *economic operator* that submitted the *tender* or, failing that, an equivalent document recently issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied;

•   for the situation described in point (c) above, recent certificates or letters issued by the competent authorities of the State concerned are required. These documents must provide evidence covering all taxes and social security contributions for which the *tenderer* is liable, including for example, VAT, income tax (natural persons only), company tax (legal persons only) and social security contributions.

For any of the situations (a), (b), (d) or (e), where any document described in the paragraph above is not issued in the country concerned, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in his country of origin or provenance.

The *EUI* reserves the right to verify the information and to request further supporting evidence prior to the signature of the *contract*.

In the event that the successful *tenderer* does not promptly execute the fulfilment of the above, fails to present all documentation requested or does not provide proof of possession of all requirements declared in the *tender,* as well as if any checks reveal failure of compliance with the declarations submitted during the tendering period, the *EUI* reserves the right to declare a compliance failure and to award the procedure to the following *tenderer* in the list or to launch a new procurement procedure.

Article 9. Selection criteria

The *tenderer* must have the following <u>minimum requirements</u> to perform the *contract*:

General requirements:

a)   being compliant with obligations relating to the payment of social security contributions for workers, according to the current legislation, and application of employment conditions envisaged in the sector's national collective labour agreement;

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b) being compliant with the current labour laws and regulations;

c) being compliant with the current health and safety laws and regulations;

d) being compliant with the current environmental laws and regulations;

Economic and financial capacity:

e) being in a stable financial position (financial viability) ➔ possession of 2 (two) bank references issued by major banks or authorised dated after the invitation to the present invitation letter, in which it is shown that the *economic operator* has always met its commitments with regularity and punctuality and to be in possession of the economic and financial capacity to perform the services forming the subject of the *tender*. The *EUI* can accept only one bank reference if it is duly justified by the *tenderer*;

f) having generated a minimum annual turnover in the last 3 (three) financial years for which accounts have been closed (2019-2020-2021) of at least EUR 100,000 (one hundred thousand/00);

g) providing the financial statements the last three years for which accounts have been closed (2019-2020-2021);

Technical and professional requirements:

h) being authorised to perform the *contract* under national law, as evidenced indicatively by inclusion in a trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, or entry in the value added tax (hereinafter 'VAT') register [please, indicate any specific trade or professional register or membership or authorization required];

i) providing evidence of having obtained the ISO 9001 certificate;

j) managing and transferring EUI data only and exclusively within the European Union or within the countries offering an adequate level of data protection (https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/adequacy-decisions_en).

❖ **Evidence to be submitted with the tender as part of Envelope n.1 – Administrative Documents (please, for more details on the submission process, see point 3 of the letter of invitation to tender):**

▪ a signed and dated Declaration on Honour available in Annex II A;

▪ 2 (two) bank references;

▪ a document attesting that the *tenderer* had a minimum annual turnover in the last 3 (three) financial years for which accounts have been closed (2019-2020-2021) of at least EUR 100,000 (one hundred thousand/00);

▪ the financial statements of the last three years for which accounts have been closed (2019-2020-2021);

▪ evidence that the *tenderer* is included in a trade or professional register and entry in the value added tax register;

▪ evidence of having obtained the ISO 9001 certificate;

▪ evidence that EUI data will be managed and transferred within the EU or within countries offering an adequate level of data protection.

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The *EUI* reserves the right to perform sample checks in order to verify the accuracy of the statements submitted by *tenderers*.

Tenderers that are not compliant with the applicable minimum requirements shall be rejected.

Article 10. Award criteria

Only the *tenders* submitted by *tenderers* meeting the requirements of the exclusion and selection criteria will be evaluated in terms of quality and price. The *contract* shall be awarded according to the "**most economically advantageous tender**" criterion following the assessment of the best quality/price ratio made by the competent evaluation committee which will assign a score to each *tender* to a maximum of 100 points, based on the following parameters:

MAXIMUM SCORE	
Technical and quality evaluation	70/100
Financial evaluation	30/100

The total score of the *tender* shall be the sum of the technical and financial scores obtained.

The *tenderer* obtaining the highest overall score shall be awarded with the *contract*.

A - Allocation of points for technical and quality evaluation criteria

To each criterion will be assigned a certain weight, with the maximum amount being equal to 70 points, which, multiplied by the coefficient of quality assigned at the discretion of the evaluation committee (between 0 and 1, as shown in Table II), will determine the score assigned to each *tender*, as indicated in the following Table I.

The *tenderer* shall submit technical *offer* using the form Annex II B.

TABLE I		
	DESCRIPTION	**MAXIMUM SCORE**
1	**Main system requirements**	**6**
2	**Interoperability**	**3**
3	**System implementation project**	**6**
4	**Customer services**	**6**
5	**General & Administration**	**5**
6	**Metadata and Inventory**	**5**
7	**Circulation**	**5**
8	**Acquisitions & Print Serial Subscriptions**	**5**
9	**Electronic Resource Management**	**8**
10	**Interlibrary Loan (ILL)**	**4**
11	**Reporting and Analytics**	**4**
12	**Online Public Access Catalogue and Discovery (end user interface)**	**10**
13	**Course Reading Lists**	**3**

The minimum overall score for technical and quality criteria is 40/70. The minimum score for each of the main criteria will be 50% of its maximum possible. *Tenders* that fail to achieve any of the minimum scores for the technical *offer* shall not proceed to the point of assessment for the financial *offer*.

In the case of award, the entire technical *offer* shall complete the *tender specifications* and shall form part of the *contract*.

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It should be noted that the coefficients of quality will be attributed on the basis as set out in Table II:

TABLE II		
EVALUATION	**JUDGMENT**	**COEFFICIENT**
GREAT	Well-structured technical *offer* that develops the requested project in a clear, precise and in-depth manner, adding additional value in respect to the expectations of the *EUI*.	1.00
GOOD	Suitable technical *offer* that develops the topic with no particular insights.	0.75
SUFFICIENT	Acceptable technical *offer* but poorly structured with limited application to the provisions of the *tender specifications*.	0.50
LOW	Mediocre technical *offer* that is under-developed.	0.25
INSUFFICIENT	Insufficient project technical *offer* that is generic and inadequate.	0.00

B - Allocation of points for financial evaluation criteria

The maximum points available for financial evaluation criteria is 30 to be assigned as follows: the system implementation (4 points) and system maintenance (26 points) prices shall be assigned to the *tender* proposing the best price.

The other *tenders* shall be given scores (rounded to two decimal places, if necessary) proportional to the ratio between the best price offered and that offered by each *tenderer*.

System Implementation
Points assigned to the tender = 4 x $\dfrac{\text{Best price offered}}{\text{Price offered}}$

System Maintenance
Points assigned to the tender = 26 x $\dfrac{\text{Best price offered}}{\text{Price offered}}$

The price considered for evaluation will be the total price of the *tender*, covering all the requirements set out in these *tender specifications*.

The *tenderer* shall submit a financial *offer* using the form Annex II C.

CHAPTER IV - FINAL PROVISIONS

Article 11. Sanctions and penalties mechanism

Except for cases in which the law specifies otherwise, the EUI shall uphold compliance with the clauses agreed in these Tender Specifications by reserving the right to apply the following penalties, over and above reimbursement for any expenses incurred in ensuring that its activity could continue effectively and regularly.

A – Implementation and migration project

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- Delayed delivery of any deliverable based on signed project plan for causes attributable to the *contractor*, the *contractor* shall be charged a penalty of EUR 500 (five hundred/00) a day for each working day of delay for more than 2 (two) working weeks.
- For each instance of non-compliance with the data conversion or migration specifications agreed between the *contractor* and the *EUI*, the *contractor* will be charged a penalty of EUR 1,000 (one thousand/00) unless the problem is solved within 30 days from notification.
- For each record not migrated in the live data load of the migration process for causes attributable to the *contractor*, the *contractor* will be charged a penalty of EUR 1 (one/00) per record unless the problem is solved within 30 days from notification. This will only apply to types of records agreed to be migrated in Point 3.F of the technical specifications in Article 7.

B – Service Level Agreement

- For non-compliance with Service uptime requirement, as agreed in Point 1.C.1 of the technical specifications in Article 7, the *contractor* will be charged a penalty of EUR 100 (one hundred/00).
- For non-compliance with agreed support/maintenance time schedules the *contractor* will be charged penalties according to the following scale:
  - For Level 1 maintenance and support incidents (see Point 1.C.2 of the technical specifications in Article 7), a penalty of EUR 100 (one hundred/00) for every hour of delay.
  - For Level 2 maintenance and support incidents (see Point 1.C.3 of the technical specifications in Article 7), a penalty of EUR 100 (one hundred/00) for every two hours of delay.
  - For Level 3 maintenance and support incidents (see Point 1.C.4 of the technical specifications in Article 7), a penalty of EUR 100 (one hundred/00) for every eight hours of delay.
  - For Level 4 maintenance and support incidents (see Point 1.C.5 of the technical specifications in Article 7), a penalty of EUR 100 (one hundred/00) for every day of delay.

C – Technical specifications

- For each instance of non-compliance with technical specifications included in the *contract* EUR 1,000 (one thousand/00) unless the problem is solved within 30 days from notification.

The above-mentioned penalties shall be issued under the form of debit notes and deducted directly from the agreed payment.

The application and/or payment of penalties in no way exonerates the *contractor* from fully complying with the obligation it has breached.

Article 12. Requirements for the signature of the contract

The successful tenderer, within the date to be communicated by the EUI, must submit the following documents before the signature of the contract:

- a copy of the full criminal record of the legal representative of the successful tenderer;

- the non-disclosure agreement related to the protection of personal data as provided for by the applicable rules of the EUI Data Protection Policy, that will be provided in due time by the EUI to the successful tenderer.

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Please note that should the successful tenderer fail to submit the documents outlined above in due time or, upon testing, is found not to be in compliance with the declarations submitted in the tender, the EUI reserves the right to award the contract to the following tenderer in the ranking or to launch a new call for tender.

Article 13. Contract management

For the *EUI*, the reference person(s) for the *contract* management is/are the following:

- the Director of the Library

Article 14. List of tender documents

The tender documents of the present procurement procedure are composed of the draft contract, the invitation letter, these *tender specifications* - TS (Annex I) and the contractor's *tender* (Annex II), including the following annexes:

- Annex II A – Declaration on honour;
- Annex II B – Technical *offer*;
- Annex II C – Financial *offer*;
- Annex II D – Electronic collection assessment form.