TECHNICAL OFFER FORM

Open call of tender for the provision of an electronic registration module and of technical support, consulting, and maintenance services for Alfresco the Electronic Document and Records Management System of the EUI
Ref: *OP/EUI/REFS/2023/002*

The undersigned _____tax identification n. _____

born in _____on_____

address _____

❑ representing the following legal person: *(only if the economic operator is a legal person)*

⇨ full official name:

⇨ official legal form:

⇨ full official address:

⇨ VAT registration number:

or

❑ in his/her own name *(for a natural person)*

⇨ VAT registration number (*if any*):

SUBMITS THE FOLLOWING TECHNICAL OFFER:

Instructions

- Read carefully the whole Tender Specifications document before filling this form.
- Provide as many details as possible, including examples and screenshots.
- Any functionality or feature described is automatically intended as part of the proposal. If any functionality or feature is included for other purposes, it should be clearly indicated that it will not be part of the proposal.
- For items under current or future development, provide testing and production dates. Please bear in mind that functionality or features declared as under development will be assessed but 0.50 points will be deducted from their coefficients of quality (see Table II in Article 10.A of the Tender Specifications).
- 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.

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- For each section, add information about other features not covered in the list of specifications that might be of interest to the EUI and that are covered by the proposal, using the last point in each section: "Describe any additional related features or functionality included in your proposal."

TECHNICAL OFFER TABLE				
TECHNICAL AND QUALITY ASPECTS TO BE EVALUATED			**PAGES OF REFERENCE IN THE TECHNICAL OFFER**	**MAX SCORE**
	Electronic registration module			
A1	A1.1	**Technical description of the requested requirements** Please describe the information architecture of the proposed solution, including hardware and software requirements. Please develop how the proposed solution is compliant with the requirements specified in Annex I, art. 7.1.: 1. Language interface. Provide details about the languages supported by the solution interface. 2. Registration of electronic documents. Provide details about how the solution provides a registration code, how this is attached to electronic documents and how the application can generate labels to be printed. 3. User profiles. Describe the different profiles enabled in the solution (i.e., system administrator, records manager, registration officer, user, consumer) and how they are managed. 4. Sorting and dispatching of correspondence. Describe the workflow proposed for sorting and dispatching incoming and outgoing correspondence to users or user groups. 5. Management of mailboxes. Describe how the proposed solution can manage multiple e-mail and electronic registered delivery service (such as *PEC* or *Posta Elettronica Certificata*) mailboxes, and the functionalities related to the management of such mailboxes. 6. Filing of records. Describe how the proposed solution manages the filing of electronic correspondence and its integration with Alfresco. 7. Visualisation of the registered electronic documents. Describe what file formats are natively supported for preview. 8. Metadata schema. Provide a metadata schema including the minimum metadata specified in Annex I, art. 7.1.8 and explain whether the application allows its customisation. 9. Audit trail. Describe the audit trails enabled in the solution; 10. Records lifecycle. Describe how the proposed solution implements lifecycle workflows or retention policies. 11. Indexing and search. Provide details about the			20

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		technology used for indexing files content and metadata. Describe the search interface. 12. Active Directory. Provide details about how the solution is integrated with AD (either on-premise or Azure); 13. Reporting. Describe whether the solution provides with a reporting function and detail the types of reports that can be generated. 14. Advanced electronic signature. Provide details about the electronic signature formats supported by the solution.		
	Technical support, consulting, and maintenance		
A2	**A2.1**	**Description of the application management and support, minor enhancements, and application security requirements** Please describe your experience in providing the services listed in Annex I, art. 7.2. and give details of any additional activities related to application management and support, minor enhancements, and application security that fall within the tenderer's experience.		15
	A2.2	**Proposed Service Level Agreement** Please provide details about your Service Level Agreement (SLA), which should cover, at least, the incident priority levels and the response and resolution times proposed in Annex I, art. 7.3. Please provide details about the preferred communication system for the opening and resolution of technical support or consultancy related requests from customers and indicate whether your company has implemented any solution or platform to liaise with customers.		15
A3		**Professional profile of the contractor and the team**		
	A3.1	**Certifications (ISO, Alfresco)** Please provide a copy of the ISO and Alfresco certifications obtained by the tenderer.		3
	A3.2	**Experience with implementation and support of EDRMS solutions** Please provide examples of EDRMS solutions, either open or		6 Each year of experience

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sole source, that your company has experience in developing and implementing. For each EDRMS solution, present a project where your company has been involved, indicating the scope, target audience, and functionalities implemented or for which technical assistance was provided.		will be awarded 0.5 points, up to a maximum of 6 points
A3.3 **Experience in providing similar services to academic institutions, public sector, or international organisations** Please provide at least three references (academic institutions, public sector or international organisations) for which your company has provided technical support, consulting or maintenance service for an EDRMS. For each reference, describe the nature of the collaboration, the duration of the service provided, the scope, the target audience and, if applicable, the outcome.		**6**
A3.4 **Senior consultant profile** Please provide the CV of the proposed senior consultant, indicating: a) Experience as Senior System Developer in the ICT sector. b) Experience of Alfresco Community. c) Knowledge of Java, JavaScript, XML. d) Knowledge of Windows Server and Azure server environment, networking, database web applications. e) Knowledge of LDAP, Windows Active Directory, and familiarity with authentication. f) Knowledge of either English or Italian (B2) and of another official language of the European Union (B1). The CV must be anonymised and must not contain any personal data that could identify the individual. Please refer to Annex I, art. 9.o).a. for further details.		**3**
A3.5 **Developer profile(s)** Please provide the CV(s) of the proposed developer(s), indicating:		**2**

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a) Experience as System Developer in the ICT sector. b) Experience of Alfresco Community. c) Knowledge of Java, JavaScript, XML. d) Knowledge of Windows Server and Azure server environment, networking, database web applications. e) Knowledge of LDAP, Windows Active Directory and familiarity with authentication. f) Knowledge of either English or Italian (B2) and of another official language of the European Union (B1). The CV(s) must be anonymised and must not contain any personal data that could identify the individual(s). Please refer to Annex I, art. 9.o).b. for further details.		

Date: __ / __ / 20__

Signature of the economic operator's legal representative:

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