

CFT-EUI-ICTS-2017-001

**OPEN CALL FOR TENDERS FOR THE SUPPLY OF IT TECHNICAL SUPPORT SERVICES TO END USERS  
OF THE EUROPEAN UNIVERSITY INSTITUTE**

**SUMMARY OF THE TECHNICAL OFFER PROPOSED**

The undersigned \_\_\_\_\_  
 born on (date) \_\_\_\_\_ at (place) \_\_\_\_\_  
 Province \_\_\_\_\_ Tax identification code \_\_\_\_\_  
 in his/her function as \_\_\_\_\_  
 for the Company \_\_\_\_\_  
 legally established in \_\_\_\_\_  
 with administrative offices in \_\_\_\_\_

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

COMPANY		
A1	DESCRIPTION OF THE COMPANY, EXISTING CONTRACTS, REFERENCES	Page(s):
A1	CERTIFICATIONS	Page(s):
A1	CONTINGENCY PLAN	Page(s):
EXECUTION OF THE SERVICES		
A2.1	ON-SITE TECHNICAL SUPPORT: GENERAL DESCRIPTION AND ORGANISATION OF THE SERVICE	Page(s):
A2.2	OFF-SITE TECHNICAL SUPPORT: GENERAL DESCRIPTION AND ORGANISATION OF THE SERVICE	Page(s):
A2.3	HELPDESK SERVICE: GENERAL DESCRIPTION AND ORGANISATION OF THE SERVICE (IN PARTICULAR OF THE FIRST YEAR OF IMPLEMENTATION) AND DESCRIPTION OF THE TECHNOLOGICAL INFRASTRUCTURE	Page(s):
STAFF ORGANISATION, MANAGEMENT OF ABSENCES AND EMERGENCIES		
A5	STAFF ORGANISATION (SHIFTS, UNIFORMS, ETC.)	Page(s):
A5	MANAGEMENT OF ABSENCES AND EMERGENCIES	Page(s):
STAFF TRAINING		
A6	DESCRIPTION OF THE TRAINING AVAILABLE TO THE SUPPORT STAFF	Page(s):
MONITORING, REPORTS AND QUALITY CONTROL		
A7	DESCRIPTION OF THE PROPOSED MONITORING FEATURES AND REPORTS	Page(s):
A7	DESCRIPTION OF THE PROPOSED QUALITY CONTROL FEATURES	Page(s):

EQUIPMENT FOR THE TECHNICAL SUPPORT STAFF		
A8	LAPTOP	Page(s):
A8	TABLET	Page(s):
A8	SMARTPHONE	Page(s):
IMPROVEMENT FEATURES		
A9	ACCEPTED IMPROVEMENT FEATURES	Page(s):
A9	ADDITIONAL/PROPOSED IMPROVEMENT FEATURES	Page(s):

Tenderer is required to fill in the table above: in the spaces provided he must give the page number(s) of the sections in the Tenderer's Technical Report where the specific issue is addressed in depth.

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

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

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