

OP/EUI/REFS/2015/005

**OPEN CALL FOR TENDERS FOR THE IN-HOUSE MANAGEMENT OF THE EUROPEAN UNIVERSITY
INSTITUTE PRINT SHOP**

TECHNICAL OFFER

The undersigned born in
in..... province
taxation code in the role of
for the company.....VAT number
with registered office in
with the administrative headquarters in

In order to participate in the Call for tenders for the provision of in-house management of the European University Institute print shop, submits the following Technical offer:

1. Describe the organization of the service in regard to the correct performance of the activities requested in the Special Tender Specifications, specifying:
 - the number of personnel required for carrying out the tasks listed in the S.T.S. and providing for each of them the curriculum vitae certifying the professional abilities requested in Article 8.3 of the S.T.S.;
 - the type of software the candidate might propose for receiving and processing the requests submitted to the print shop. Whether the offered software is different from the one already in use at the EUI, he/she needs to provide a phase-by-phase description of how the software application will function in consideration to the requirements listed in Article 8.4 of the Special Tender Specifications;
 - the procedure by which the candidate intends to address staff absences and emergency situations which may arise including: the non - accessibility, for any reason, of the Contracting Authority's premises and/or the failure of the software application for submitting print jobs;
 - Illustrate the initiatives that the candidate will adopt in order to assess the level of user approval concerning the performed service;

2. List the type of machinery and equipment to be installed in the EUI print shop, other than those loaned for use to the Company by the Contracting Authority as described in annex L, providing for each of them the related technical features. Please, also, specify how the offered machines are suitable to fulfil the workloads indicated in Article 8.1 of the Special Tender Specifications.

3. Concerning the external back-up center, please depict the composition of the personnel of the company, with particular reference to the personnel in charge of desktop publishing and to the used graphics design programs. In addition, please point out the machinery and equipment used in the above-mentioned center, indicating the year of purchasing. Furthermore, specify also the organizational process for delivering the submitted print jobs whether the external back-up center has to be used as support and/or replacement of the EUI print shop.

4. Indicate the improvements to the service that the candidate plans to offer without charging the Institute with any additional costs. Only those improvements deemed by the Evaluation Committee to be efficient and suitable to upgrade the service to be tendered will be taken into account. In case the Evaluation Committee considers that the proposed improvements are not suitable to upgrade the quality of the service to be tendered, the candidate will score 0 points. Similarly, whether the description provided does not allow to properly assess the proposal, the Evaluation Committee will not carry on with the evaluation and the candidate will score 0 points.

(Signature of the legal representative and Company' stamp)
