



Thessaloniki, 13/10/2008
RS/PRO/2008/1079

OPEN INVITATION TO TENDER

AO/CID/MWI/Books-Serials-Electronic resources-Press clippings/022/08

**‘SUPPLY OF BOOKS, SUBSCRIPTIONS TO SERIALS, ACCESS TO ELECTRONIC RESOURCES AND
PRESS CLIPPING SERVICES’**

REQUEST FOR CLARIFICATIONS (2) – QUESTIONS AND ANSWERS

Dear Madam/Sir,

In regards to the above mentioned open Tender Procedure please find below the Clarification Questions which were raised by two potential tenderers, and the respective Clarification Answers.

Question 1:

What kind of proof do you require to show that we have 3 years experience? Could previous balance sheets be a proof?

Answer to Question 1:

A list of previous contracts should be submitted by the tenderers to prove their experience in the supply of goods and in the provision of the respective services required in the lot that the tenderer is applying for. The tenderers are requested to complete a table using the format below to summarise the major relevant contracts carried out in the course of the past **3** years by the legal entity or entities submitting this tender.

Ref No.....	Contract title				
Name of legal entity	Country	Contact amount (EUR)	Proportion supplied by legal entity (%)	Name of client	Dates (start and end)
...
Related supplies provided			Related services provided		
.....				

Of course tenderers may choose an alternative way of providing the same information as long it is complete and clear.

Question 2:

Concerning the lot 4, what do you mean by transcript? Is it only the alert which is mentioned when the subject was cited or the complete text of a TV or Radio program?

Answer to Question 2:

If the service provided is covering radio and TV, monitoring should include the TV/radio channel, programme, time and the transcript of the information related to the monitored subject or an abstract of this.

Question 3:

Concerning the tender mentioned above, I have some questions concerning the lot 4:

- You mention an annual volume of 17 000 € Would you happen to have any idea of clipping numbers you receive on an annual basis based on your topics?

Answer to Question 3:

This is a new service to be first launched in 2009 , so no data or statistics in that regards are available.

Question 4:

Concerning the Service Level Agreement, what do you mean with:

- Workflow for documents and administrative procedures;
- Relationship and follow-up with editors and/or publishers.

Answer to Question 4:

- The tenderers should describe the invoicing system and any other administrative procedures for a good running of the contract (e.g. follow-up procedures, how you deal with questions, technical support).
- For the relationship with news providers tenderers are requested to give us a brief overview of these suppliers and the way you work together (periodicity of delivery, form of delivery, etc.).

Question 5:

Re: CPV 78400000,22120000

We are interested in bidding for Lot number 3 however for filling in your quote for electronic resources lots of publishers have asked us for the number of full time employees in both your Brussels and Thessaloniki offices.

Could you send me this information as the publishers will not give price quotes unless they know these details.

Answer to Question 5:

The number of full time employees in the seat (Thessaloniki) is 124 and in the Brussels office is 1.

Question 6 (please see also the fourth column of the table below):

We would like to request the provision of the following clarifications to enable us in our preparation of our offer:

Annex 1 C 3 a

Financial Proposal for the List of Electronic Resources (LOT 3) lists a very general description of requested services.

In order to provide pricing kindly provide us with the following specification per service shown on this Annex.

Answer to Question 6 (please see last column of the table):

Title	Requested	Title Specification	Clarification Requested	Reply of CEDEFOP
Encyclopedia Britannica	Academic or Library Edition	Britannica Online® Library Edition	Please specify number of simultaneous users required	2
SourceOECD	SourceOECD Education	SourceOECD Education Statistics (formerly SourceOECD Education at a Glance)	Please specify package required: 1. Online database + archival CD or 2. Online database Only	Online database + archival CD
Dante Web Agence Europe	Dante Web Agence Europe	DanteWeb, the Europe Daily Bulletin online	Please confirm user license @ Unlimited Simultaneous Users	130
DialogClassicWeb	DialogClassicWeb	DialogClassicWeb	Please specify if you wish 1. Pay-As-You-Go Access to all the Content or 2. Access to specific files and which	1) Pay-As-You-Go 2) Access to all the Content
IMD World Competitiveness Online	World Competitiveness Online	World Competitiveness Online	Please specify number of simultaneous users required	2
CSA/Proquest	Unknown	Unknown	Please inform us 1. which is the database title you need from publisher Proquest on CSA Illumina Platform, and 2. how many simultaneous users are required	Social sciences package for 5 simultaneous users
Fachportal Pedagogik – The German Education Portal	The German Education Portal	The German Education Portal	Please confirm that you seek license to: 1. German Education Index Subscription for other institutions	Yes
JSTOR			Please specify: 2. which collections you would like to access http://www.jstor.org/page/info/about/archives/collections.jsp and 3. if they are NEW or RENEWAL licenses	Arts & Sciences IV Collection NEW licenses
Gale Cengage Learning Academic ASAP Database	Academic ASAP Database	Academic ASAP Database	Please confirm that you are asking for Site License.	Yes

Question 7:

Please can you clarify whether for lot 3 it is mandatory to offer access to a management system to support access to the database subscriptions requested in Annex I C 3a.

Answer to Question 7:

It is not a mandatory requirement. However it will be considered as an advantage if access to a management system to support access to the database subscriptions requested in Annex I C 3a is offered. This will be given a score under the following criterion/ requirement (point 3.3) of the SLA: Access options to the resources (IP, password, etc.).