



ANNEX M1

TECHNICAL SPECIFICATIONS

Lot 1: Supply of print and electronic books

1. Introduction

- Our multilingual collections contain a variety of publications in the field of vocational education and training, training systems, recognition of qualifications, professional occupations, vocational guidance, lifelong learning, the training of trainers, etc.
- The main target group is the staff members of Cedefop but also visitors such as EU and national policy-makers, social partners, training practitioners, students and citizens. The potential users group is comprised of approximate 120 staff members and occasional visitors.
- The collections comprise mainly publications from EU member states publishers, but not only, and in all EU languages. Most of the collections are in English language.

2. Purpose of the specific contract

- The main purpose of the framework contract will be the purchase of print and electronic books through a single supplier.
- This call is not intended to delivery of free publications.

3. Background of the collection

- Currently, Cedefop purchases books in the field of vocational education and training (hereinafter VET) through a main supplier of books and with smaller local suppliers for specialized books (e.g. training books, language courses, etc.). The annual number of print purchase is around 250.

E-books collection

- Cedefop doesn't have a collection of electronic books, but it is interested to develop a collection in this format, mainly for the scientific books. With changing user behaviour and proven technical solutions Cedefop expects a gradual increase in e-books purchase over the next four years and decrease of print books orders.

Collections and subjects

1) Scientific books in the field of VET: approximately 85%

- Adult training;
- Ageing workers;
- Analysing skill mismatch;
- Assessing VET's benefits;
- European Credit System for vocational education and training;



- European Qualifications Framework;
- Financing training;
- Forecasting skill demand and supply;
- Learning outcomes and qualifications;
- Lifelong guidance;
- Modernising vocational education and training;
- Quality assurance in VET;
- Reporting on European training policy;
- Skill needs in sectors;
- Skills for the green economy;
- Trainers in VET;
- Validation of non-formal and informal learning;
- Vocational education and training statistics.

2) Reference books: approximately 5%

- Dictionaries;
- Encyclopaedias;
- Directories;
- General reference books related to EU matters.

3) Books for support services: approximately 5%

- IT technical books;
- Legal texts;
- Finances and management manuals.

4) Training books: approximately 5%

- Language courses (especially Greek, English, French, German, Spanish and Italian language).

Type of publishers

- 1) Commercial: 65%
- 2) International organisations: 25%
- 3) Research centres/ institutes: 10%

Languages

Most of the publications ordered will be in English language (80%). Other languages are: German (10%), French (5%), others (e.g. Greek) (5%).

- For information and guidance to the tenderers, a non-exclusive short sample list of books recently ordered by Cedefop is attached as Annex L1. After the Framework Contract for Lot 1 is signed, the Cedefop will place orders for titles not appearing in the sample list.



4. Volume of orders

- For delivery of print and electronic books, the annual volume is estimated at 15.000 EUR (60.000 EUR over the four years of contract), **with a relative increase in the number of orders for electronic books along the duration of the contract.**
- The total value of the separate orders under the Framework contract for Lot 1 will depend on the titles and quantities to be ordered by Cedefop. It is not possible for Cedefop to commit itself to ordering a specified volume of print and electronic books. The number of titles and copies that Cedefop will order may vary depending on its actual needs.

5. Requirements

- The requested services are divided into two categories: *basic service requirements* and *additional requirements*. All services offered will receive points as indicated for each question, based on your description of the service. The maximum numbers of points to be awarded are divided into three categories, based on the importance of that service (max. 5 points, max. 10 points or max. 15 points). Zero (0) points will be awarded for a NO answer. A number of points will be awarded in relation with the quality of the service and based on how the service satisfies our needs and requirements. The maximum total number of points that a tenderer might accumulate is 100. These points will be used in the technical evaluation of the tenderers.
- Please use the table below each question, to answer the specific question. The answer should be clear, as detailed as possible, but still concise. Some points will be awarded for the quality of the submission.

5.1. Communication and customer relation

Basic service requirements

- All exchange of information, written or oral, concerning the execution of the contract between Cedefop and the Contractor shall be in English language. If an online ordering system and/or an e-books online system is available, then the interface language should be also in English.
- A customer account manager responsible for the overall management of the contract and for the communication with Cedefop must be appointed. This person will maintain regular communication with Cedefop, mainly via email or phone. A back-up of this person should be assigned.
- Time: customer service should be provided, at least four (4) hours during Cedefop working hours (9 AM to 5 PM UTC+02:00 time zone), Monday to Friday, except on Cedefop's public holidays and contractor's public holidays.
- Services: customer services should be provided for the follow-up of orders and related issues such as claims, cancellations, missing books, re-invoiced books, credit notes, etc., in a timely and efficient manner.

Q1. Are you able to provide the basic service regarding the communication and customer relation?



This answer will receive between 0-5 points.

YES	NO
Describe:	

Additional requirements

- Provide initial training regarding the use of online ordering system and regarding the e-books system (if offered), without charging any additional cost. The contractor may propose a remote training.

Q2. Do you provide training regarding the use of the online systems? Describe the training materials and policy regarding your online systems.

This answer will receive between 0-5 points.

YES	NO
Describe:	

5.2. Orders

Basic service requirements

- If an online ordering system cannot be offered or if this system cannot comply with our needs, Cedefop will place orders by email, using a form similar to the Annex L1.
- The ordering process shall be as follows:
 - Cedefop sends to the Contractor a request for quotation, using the form;
 - The Contractor provides the price information and returns the form by email signed and in PDF format within seven (7) working days from request;
 - If the offer is accepted then Cedefop sends back to the Contractor the approved form; this represents the order form.
- To ensure the principle of 'best value for money', Cedefop may request proof of the publisher's price (Publisher's List Price) when placing orders.
- A request for information concerning availability and price of a given item is not an order or a commitment to order. If the Contractor cannot supply the item or the price is considered to be unacceptably high, Cedefop may use another source for ordering the item.
- No orders will be placed by phone.

Q3. Are you ready to accept and provide the basic service regarding the orders?

This answer will receive between 0-5 points.

YES	NO
Describe:	

Additional requirements

- Cedefop will strongly prefer to have an online ordering system, with the following specifications:



- access to searchable online catalogue offering, at least, the following bibliographic information: author, title, publisher, year of publication, ISBN, abstract;
 - possibility to create an account for Cedefop where to manage all the ordering processes and the administrative related tasks;
 - ordering information (e.g. prices, availability and estimated delivery time);
 - ability to send e-mail confirmations of orders, cancellations, etc.;
 - ability to order items which are not in the catalogue;
 - access to administrative section (e.g. standard and personalised reporting regarding orders, cancellations, pending orders, etc.);
 - ability to provide for download cataloguing data in MARC 21 format.
- The online ordering system can be different for the print books and electronic books.

Q4. Do you offer an online ordering system? If YES, please describe your system by referring to our requirements, but also adding any other features.

This answer will receive between 0-15 points.

YES	NO
Describe:	

Electronic books

- The online ordering system must have the following characteristics:
- access to searchable online catalogue offering, at least, the following bibliographic information: author, title, publisher, year of publication, ISBN, abstract;
 - offer final prices for one user with the right to read the e-book simultaneously on 2 devices (desktop computer and e-reader/tablet) and the final price for several concurrent users;
 - online ordering facilities;
 - access to administrative section (e.g. standard and personalised reporting regarding orders, usage statistics, etc.);
 - ability to provide for download cataloguing data in MARC 21 format.

Q5. Do you offer an online ordering system for e-books? If yes, please describe your system by referring to our requirements, but also adding any other features.

This answer will receive between 0-10 points. Different points are awarded for print and e-books systems even if the system is common.

YES	NO
Describe:	

- The Contractor should handle the licenses and contracts between Cedefop and the publishers and other technical aspects regarding the activating process, changes of customer's IP numbers, etc.



Q6. Do you handle the licensing, contracts or any other technical issues between Cedefop and the publishers? If yes, please describe your service.

This answer will receive between 0-10 points.

YES	NO
Describe:	

5.3. Delivery

Basic service requirements

- Each order placed by Cedefop should be delivered within four (4) weeks (maximum six (6) weeks), from the date of the order approval, unless otherwise agreed in the order form.
- The preferred delivery method is Contractor's consolidated delivery, by courier or regular mail, in such way as to respect the above period.
- Deliveries shall be made to the address of Cedefop as follows:
Courier address:
Europe 123, 57001 Thessaloniki (Pylea), Greece
Postal address:
PO Box 22427, 55102 Thessaloniki, Greece
- Cedefop may refuse to accept and /or to pay for deliveries made beyond the date provided in the order form. If not accepted, books will be returned to the Contractor at his charge.
- Replacement costs related to wrong deliveries have to be paid by the Contractor.
- Publications delivered in hard copy must be packed in such a way that they are protected against damage, (e.g. during handling).

Q7. Are you able to provide the basic service regarding the delivery of print books?

This answer will receive between 0-10 points.

YES	NO
Describe:	

Additional requirements

- In case of urgency, Cedefop may ask the contractor to provide an express order and delivery service. Such delivery will normally be expected to take place within maximum ten (10) working days. If you offer this service you will be asked to make a quotation for this service in the financial offer.

Q8. Do you offer an express delivery service? If yes, please describe your service.

This answer will receive between 0-5 points.

YES	NO
Describe:	

*Electronic books*

- Delivery should be done online or should be made available for download on Cedefop's computers within maximum five (5) working days from the date of the order approval, unless otherwise agreed in the order form.

Q9. Are you able to deliver the e-books within the specified timeframe? If yes, please describe your service.

This answer will receive between 0-5 points.

YES	NO
Describe:	

- In case of urgency, Cedefop may ask the contractor to provide an express order and delivery service. Such delivery will normally be expected to take place within maximum two (2) working days. If you offer this service you will be asked to make a quotation for this service in the financial offer.

Q10. Do you offer an express delivery service for e-books? If yes, please describe your service.

This answer will receive between 0-5 points.

YES	NO
Describe:	

- The software to read the e-books must be easy to download and install. The software must be available for Microsoft Windows 7 and should be compatible with the future Windows versions;
- The e-book format must allow simultaneous reading on a desktop computer as well as on at least one mobile device (e.g. e-reader, table computer) for one user with a one-user licensed purchase;
- The e-book format must be easy to use for the reader. The e-book reading software must make it possible to search for a chapter or a word. The size of the letter must be adjustable by the end users;
- It must be possible that Cedefop purchases e-books that are subsequently read by another person under a one-user licence;
- The e-book purchase must give access and reading rights to the e-book without any additional or later costs.

Q11. Can you comply with the e-books delivery requirements above? Please describe your system by referring to our requirements, but also adding any other features.

This answer will receive between 0-10 points.

YES	NO
Describe:	



5.4. Contract execution monitoring and incident management

Basic service requirements

- The Contractor shall regularly monitor the progress of orders and report to Cedefop on a semester basis.
- If the Contractor faces difficulties in delivering one or more of the ordered books, the Contractor shall, within one month from the signature of the order form, take the appropriate steps to propose a solution (e.g. suitable substitute) in view of meeting the deadline set.

Q12. Can you comply with the monitoring and incident management requirements above? Please describe your system by referring to our requirements, but also adding any other features.

This answer will receive between 0-10 points.

YES	NO
Describe:	

Additional requirements

- If an express print or e-book title is likely to miss its delivery deadline, or is unavailable from the publisher/distributor, Cedefop must be notified within one working day of the Contractor being notified / made aware of the problem, no later than five (5) working days from the order for print books and two (2) working days from the order for e-books.

Q13. Can you comply with the monitoring and incident management requirements above? Please describe your system by referring to our requirements, but also adding any other features.

This answer will receive between 0-5 points.

YES	NO
Describe:	