



ANNEX M4

TECHNICAL SPECIFICATIONS

Lot 4: Supply of electronic resources

1. Introduction

- The main target group of the service are the staff members of Cedefop. The potential user group is comprised of approximate 120 staff members and researchers occasionally visiting Cedefop's library.
- The subscriptions comprise mainly databases and services from EU member states publishers, but not only, and in all EU languages. Most of the services are in English language.

2. Purpose

- The main purpose of the framework contract will be the purchase of subscriptions to electronic resources through a single supplier. We look for facilitating access through a single web interface for most of the resources.
- We subscribe to services which will help us retrieve information for the use of scientific research, to monitor developments in the policy field at EU level and at national level in EU countries, but also monitoring the citation of Cedefop's publications.
- As a minimum, access should be granted to the main office in Thessaloniki (Greece) and to our office in Brussels. Additionally, a remote access solution for home access or traveling staff might be foreseen.

3. Background of the subscriptions

- Currently, Cedefop is subscribing to electronic resources through a single supplier.
- The current subscriptions are: OECD iLibrary (partial), Emerald (partial), Scopus, Encyclopaedia Britannica, DODs EU Monitoring and People, Library PressDisplay, IMD World Competitiveness Online.

4. Volume of orders

- The annual budget allocated for this purpose is estimated at 40.000 EUR (160.000 EUR over the four years of contract).
- The total value of the separate orders under the Framework contract for Lot 4 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 resources. The number of resources 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 made in English language. If an administration interface and /or single access interface 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.
- 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.
- Customer services should be provided for contracts, licensing and follow-up of orders.

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
Comments:	

- Incident management regarding unavailability of service, changes in the IP numbers, other possible access issues, should be dealt by the Contractor in an efficient way.

Q2. Do you offer support for incident management? Please describe your policy of incident management and response time.

This answer will receive between 0-5 points.

YES	NO
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Describe:

Additional requirements

- Provide or intermediate with the publisher an initial training regarding the use of the resources, without charging any additional cost. The contractor may propose a remote training.

Q3. Do you provide training regarding the use of the resources? Describe the training policy. This answer will receive between 0-5 points.

YES

NO

Describe:

5.2. Orders

Basic service requirements

- For information and guidance to the tenderers, the list of resources currently ordered by Cedefop is attached as Annex L4. After the Framework Contract for Lot 4 is signed, the Contractor will be requested to submit quotes for services appearing in the sample list, but not exclusively.
- At the end of each year, Cedefop will send a list of subscriptions, in the format of the Annex L4, to be ordered for the following year. The first order will be placed at the end of 2013 for subscriptions starting on 1st January 2014. Also, subscriptions can be placed around the year, if the need arises or if a subscription is due to expire at another date.

Q4. Please indicate the last possible date to place an order so as to guarantee delivery of access from January of the following year.

This answer will receive between 0-5 points.

Describe:

- Cedefop will place orders by email, using the form provided in Annex L4, or a similar form including the following information:

To be completed by Cedefop:

- Title (packages of databases might be requested: e.g. educational package);
- Publisher;
- Type of access required;

To be completed by the Contractor:

- Price per subscription – this price should be firm and should respect the pricing formula in the Financial Offer; prices on the invoices should be the same; no extra charge will be accepted;
- Type of access offered – Cedefop prefers IP access and the possibility to have a remote access by user/pass.
- Start and end dates.



- The ordering process shall be as follows (all the correspondence concerning orders shall be done through email):
 - Cedefop sends to the Contractor a request for quotation, using the form;
 - The Contractor provides the required information and returns the form signed and in PDF format, within ten (10) working days from the request;
 - If the offer is accepted then Cedefop sends back to the Contractor the approved form; this represents the order form.
- No automatic renewal should be done without the specific request of Cedefop.
- No orders will be placed by phone.
- 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 service is not an order or a commitment to order. If the Contractor cannot supply the service or the price is considered to be unacceptably high, Cedefop may use another source for ordering the service.

Q5. Are you ready to accept and to provide the basic service regarding the email orders?

This answer will receive between 0-10 points.

YES	NO
Describe:	

Additional requirements

- Cedefop will prefer to have an online ordering and management system, with the following specifications:
 - access to searchable online catalogue offering the following bibliographic information: title, publisher, estimated price, type of access;
 - possibility to create an account for Cedefop where to manage all the ordering process and the related administrative tasks (e.g. standard and personalised reporting regarding orders, etc.);
 - ability to order services which are not in the catalogue.

Q6. Do you offer an online ordering and management system? 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.

YES	NO
Describe:	

Q7. Is it possible to have a look at your online ordering and management system (via a demo login/password)?

This answer will receive between 0-5 points.

YES	NO
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Describe:

- Cedefop might place orders for access to new electronic resources and, in this case, a trail might be required in order to evaluate the service. A request for trial is not an order or a commitment to order.

Q8. Can you negotiate with the publishers for free trials?

This answer will receive between 0-5 points.

YES	NO
Describe:	

5.3. Access delivery

Basic service requirements

- The Contractor should arrange with the publishers all the necessary steps to grant Cedefop access to the services (e.g. license agreements, providing the IP ranges of Cedefop, monitoring the opening of service, etc.). The need of contact between Cedefop and the publishers should be limited to minimum.

Q9. Are you able to provide the access to the services in a way that Cedefop will need a minimal interaction with the publishers?

This answer will receive between 0-10 points.

YES	NO
Describe:	

- The resources should be accessible through IP recognition inside Cedefop's premises (for around 120 users) and in our office in Brussels (for around 1-3 users). In case IP recognition cannot be granted for our office in Brussels, then a username/password access should be granted.

Q10. Are you able to provide the IP recognition access and the access to the Brussels office?

This answer will receive between 0-5 points.

YES	NO
Describe:	

Additional requirements

- Facilitating access for the staff, outside of Cedefop's premises, through username/password would be an advantage. This access could be ensured by accounts created for each staff member or by a common account with limited concurrent users.



Q11. Is it possible to arrange username/password access from outside of Cedefop's premises? Please see the services that are currently subscribed in Annex L4.

This answer will receive between 0-10 points. The number of resources you are able to offer this type of access will be considered.

YES	NO
Describe:	

- Providing access to the services through a unique web interface and additional services as meta-search feature would represent an advantage.

Q12. Are you able to provide a unique access web interface? If yes, is this interface offering additional features as a meta-search, etc.? Is it a paid gateway or are the fees included in the subscription costs? If the system has a separate fee you will be asked to make a price offer in the *Financial Offer*.

This answer will receive between 0-15 points.

YES	NO
Describe:	

5.4. Transfer of subscriptions from the previous Contractor and to the next Contractor

Basic service requirements

- The Contractor should assist Cedefop in the transfer of the subscriptions from the previous supplier. The Contractor should make clear to the publishers that the orders are transferred from another agent and are not new subscriptions.

Q13. In the event that online subscriptions are transferred from another agent, are you able to manage the transfer?

This answer will receive between 0-5 points.

YES	NO
Describe:	

Additional requirements

- The Contractor should also assist Cedefop in transferring subscriptions to another company at the end of the contract or if the contract is terminated early owing to poor performance or liquidation of the company.

Q14. Can you ensure the transfer of the subscriptions to another agent at the end of the contract? Please describe you procedure.

This answer will receive between 0-5 points.

YES	NO
Describe:	