



ANNEX M2

TECHNICAL SPECIFICATIONS

Lot 2: Supply electronic and print periodicals

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 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 electronic and print journals and print newspapers through a single supplier. There should be a combined offer of hard copy and online periodicals.
- This lot is not intended for articles delivery, or other databases which is the subject of other lots of this call for tenders.
- This call is not intended to delivery of free publications.

3. Background of the service

- Cedefop holds currently a collection of 60 journals, most of them online, and sometimes in combination (print and online). The periodicals are purchased through a single supplier in annual subscriptions. The print collection was mostly cancelled or changed into online version.
- The print newspaper and news stand magazines collection is comprised of nine (9) newspapers and three (3) magazines from the major European newspapers and international magazines.

Journal collections and subjects

1) Scientific journals: approximately 90%

- 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) Journals for support services: approximately 10%

- IT journals;
- Legal journals;
- Library and information sciences journals.

Format (print or online)

- 1) Print: 25%
- 2) Online: 75%

Languages

- Most of the publications ordered will be in English language (88%). Other languages are: German (10%), French (2%).

- For information and guidance to the tenderers, the list of journals and news-stand publications currently ordered by Cedefop is attached in Annex L2. After the Framework Contract for Lot 2 is signed, the Contractor will be requested to submit quotes for titles and/ or publications appearing in the sample list, but not exclusively.

5. Volume of orders

- For delivery of electronic and print journals, and print news-stand publications, the annual volume is estimated at 40.000 EUR (120.000 EUR over the four years of contract). The highest amount will be dedicated to the purchase of electronic journals.
- The total value of the separate orders under the Framework Contract for Lot 2 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 electronic and print journals or print news-



stand publications. The number of titles and copies that Cedefop will order may vary depending on its actual needs.

6. 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. 3 points, max. 6 points or max. 10 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.

6.1. 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. Also, the interface of any offered online systems should be in English language.
- 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 for 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 the follow-up of orders and related issues such as claims, cancellations, missing issues, re-invoiced titles, credit notes, etc.

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

This answer will receive between 0-3 points.

YES	NO
Describe:	

Additional requirements

- Provide initial training regarding the use of online systems, without charging any additional cost. The contractor may propose a remote training.



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

This question will receive between 0-3 points.

YES	NO
Describe:	

6.2. Orders

Basic service requirements

- At the end of each year, Cedefop will send a list of subscriptions, in the format of the Annex L2, 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.

Q3. Please indicate the last possible date to place an order so as to guarantee delivery of titles from January of the following year.

This question will receive between 0-3 points.

Describe:

- Cedefop will place orders by email, using the form provided in Annex L2, or a similar form including the following information:

To be completed by Cedefop:

- Title;
- Publisher;
- ISSN (for print and/ or online);
- Format required (print and/ or online);

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 delivery (for print subscriptions) – Cedefop prefers consolidated delivery for journals; for newspapers delivery should be the same day;
 - Type of access (for online subscriptions) – Cedefop prefers IP recognition access and the possibility to have a remote access based on username/password;
 - Frequency.
- 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 five (5) working days from 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 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.

Q4. Are you ready to accept and provide the basic service regarding the email orders?

This question will receive between 0-3 points.

YES	NO
Describe:	

Additional requirements

For the journals

- Cedefop will strongly prefer to have an online ordering and management system, with the following specifications:
 - access to searchable online catalogue offering, at least, the following bibliographic information: title, publisher, ISSN, frequency, estimated price, type of document;
 - possibility to create an account for Cedefop where to manage all the ordering process and the administrative related tasks (e.g. standard and personalised reporting regarding orders, cancellations, pending orders, etc.);
 - ordering information (e.g. prices, availability, type of delivery or type of access);
 - ability to send e-mail confirmations of orders, cancellations, etc.;
 - ability to order items which are not in the catalogue.

Q5. 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 0-6 points.

YES	NO
Describe:	

Q6. If offered, is it possible to have a look at your online management system (via a demo login/password)?

This answer will receive between 0-3 points.

YES	NO
Describe:	



- Cedefop might place, occasionally, orders at other dates along the year, for immediate access, and preferably to terminate on 31 December, so running for less than 12 months.

Q7. Can you handle part-years subscriptions? If yes, can you guarantee that the subscriptions will end on 31 December? Will that have an influence on the subscription price?

This answer will receive between 0-6 points.

YES	NO
Describe:	

- Orders for serials subscriptions may include orders for back-issues of subscribed or unsubscribed journals.

Q8. Can you handle back-issues orders? If yes, describe your policy regarding these orders.

This answer will receive between 0-3 points.

YES	NO
Describe:	

- For online subscriptions only, Cedefop should have access to all issues for which it has paid, for indefinite time, even after it is decided to cancel the subscription.

Q9. Are you able to guarantee full access to all paid online back-issues? If yes, describe your policy regarding arrangements for access.

This answer will receive between 0-6 points.

YES	NO
Describe:	

6.3. Deliveries

Basic service requirements

- The preferred delivery method of the print journals is Contractor's consolidated delivery, by courier or regular mail, unless the direct delivery from the publisher is the only available method.
- 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



Q10. Are you able to offer consolidated delivery for print journals subscriptions? Please describe your delivery policy for the print journals. Please indicate in the Annex L2 the type of delivery for each print journal requested.

This answer will receive between 0-6 points.

YES	NO
Describe:	

- Delivery of the print journals should be done at least twice per month for the journals available with the Contractor at that time, not later than one month from the publication date.

Q11. Are you able to fulfil this requirement? If yes, please describe.

This answer will receive between 0-6 points.

YES	NO
Describe:	

- For online subscriptions Cedefop will strongly prefer a unique gateway to access all the subscriptions. This should also offer search capabilities for title, authors, and abstracts, but also the possibility to measure the usage of the collection.
- The potential user population for the online journals is around 120 staff members in the Thessaloniki headquarters and 1-2 staff members in the Brussels office.

Q12. Are you able to provide one gateway access for the titles we are requesting in Annex L2? Please describe in detail your online access system. 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*.

Please indicate in the Annex L2 the type of access you can offer for each online journal (e.g. on your system and/ or on publisher's webpage).

This answer will receive between 0-10 points.

YES	NO
Describe:	

- The Contractor must assist in the setting up of the electronic subscription. This includes obtaining from the publishers any licensing details, user IDs, name and URL of the platform where the current issues of the electronic journals are available.
- In case of new electronic subscription titles, the Contractor must keep track of the online set-up process with the publisher until electronic access has been activated and Cedefop is informed accordingly.

Q13. Do you handle the licensing and contracts between Cedefop and the publishers? Do you handle the activating process of the online subscriptions? If yes, please describe what



type of access you can offer for each online journal (e.g. on your system and/ or on publisher's webpage).

This answer will receive between 0-6 points.

YES	NO
Describe:	

Additional requirements

Q14. Is it possible to have a look at your journals access system (via a demo login/password)?

This answer will receive between 0-3 points.

YES	NO
Describe:	

News-stand publications

- The Contractor should offer delivery of hard copies in a way that preserves their actuality, taking into account the periodicity of their publication (daily, weekly, monthly).

Q15. Can you supply the new-stand publications within the same day, for the daily newspapers, and within few days, for the weekly and monthly publications? If yes, how can you guarantee that this performance will be achieved? Please describe your delivery policy and services.

This answer will receive between 0-6 points.

YES	NO
Describe:	

- The issues should be delivered in original print format. In case delivery of the original print format is not possible, a facsimile reproduction in A3 format is acceptable.

Q16. Can you supply original format? If no, please indicate in the Annex L2 for which titles you will supply facsimile reproduction.

This answer will receive between 0-3 points.

YES	NO
Describe:	

- Some of the news-stand publication subscriptions offer free access to the online version of the publication.

Q17. Can you arrange with the publisher the access to the online free versions where this is available?

This answer will receive between 0-3 points.



YES	NO
Describe:	

- In case of late publication, non-publication, title ceased, temporarily ceased, or distribution to Greece ceased, and also any other kind of bibliographic change (title, publisher, frequency), the Contractor must notify Cedefop within five (5) working days for the journals, and one working day for the newspapers, of receipt of the information from the publisher.

Q18. Can you comply with this requirement? If yes, please describe your policy.

This answer will receive between 0-3 points.

YES	NO
Describe:	

6.4. Claims and refund

Basic service requirements

- The issues that are late should be claimed by the Contractor without waiting for the notification from Cedefop, for the consolidated delivery. This includes the non-availability of online publications.

Q19. Please describe your claims and refund procedure.

This answer will receive between 0-6 points.

Describe:

6.5. Invoicing and payment

Basic service requirements

- All the invoices must specify at least the following information:
 - Title;
 - ISSN;
 - Format of the journal (print or online);
 - Subscription period;
 - Publisher's list price;
 - Total price having applied the pricing formula agreed in the contract;
 - Name and address of Cedefop;
 - That the VAT exemption procedure has been respected;
 - Contractor's name, IBAN, BIC/SWIFT code, bank name and address.
- No additional charges should appear on the invoice, the final price should include all charges.
- Invoices should be delivered in print and electronic format.
- Invoicing and payment shall be carried out only after a subscription has been activated.



Q20. Are you able to produce invoices as requested? Please describe your invoicing arrangement.

This answer will receive between 0-3 points.

YES	NO
Describe:	

6.6. 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 publisher that the orders are transferred from another agent and are not new subscriptions. The access to the previous paid issues of subscriptions should be ensured whether Cedefop still has a subscription for that title or not.

Q21. In the event that online subscriptions are transferred from another Contractor, are you able to guarantee access to its archives? Please describe your procedure.

This answer will receive between 0-6 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.
- The Contractor should take over the claiming of any outstanding issues still awaited from the publishers.

Q22. Can you ensure the transfer of the subscriptions to another contractor at the end of the contract? Please describe your procedure.

This answer will receive between 0-3 points.

YES	NO
Describe:	

6.7. Service level and contract monitoring

- Cedefop will monitor the service provided and will notify the Contractor, in writing, of any areas where the performance is deemed to be unsatisfactory.
- Cedefop understands that some aspects of the services will be beyond the direct control of the Contractor, including:
 - time taken for publishers to respond to queries;
 - percentage of issues requiring to be claimed from the publishers;
 - time taken for issues to arrive from the publishers.
- No invoices and renewal notices from the publishers should be sent to Cedefop.