



## ANNEX M3

### TECHNICAL SPECIFICATIONS

#### Lot 3: Document delivery services

##### 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 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 document delivery from print and electronic sources and loans through a single supplier.
- This lot is not intended for subscriptions to journals or other databases, which are 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 is currently using a single supplier for the all its document delivery needs. The annual purchase of documents through document delivery service is around 100 documents, but we foresee an increase of demand. The main majority of the documents purchased are journal articles delivered electronically but also some book loans, covering the following subjects:

- 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.

### *Languages*

- Most of the publications ordered will be in English language (95%).
- For information and guidance to the tenderers, a list of the most recent articles ordered by Cedefop is attached as Annex L3. After the Framework Contract for Lot 3 is signed, the Contractor will place orders for articles not appearing in the sample list.

### **4. Volume of orders**

- For delivery of document through this service, the annual volume is estimated at 3.000 EUR (12.000 EUR over the four years of contract).
- The total value of the separate orders under the Framework contract for Lot 3 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 documents. 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. 3 points, max. 8 points or max. 12 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. 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 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, 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 system? Describe the training policy and materials regarding your online system.

This answer will receive between 0-3 points.

YES	NO
Describe:	

**5.2. Orders**

Basic service requirements

- An order management system should be offered. The system should allow orders to be placed online and management of the orders as: orders status display, possibility to cancel orders or to renew loans, view history of orders, etc.
- Confirmation of orders and documents delivery should be sent by email even if the online ordering system is updated accordingly.

Q3. Are you able to provide an online ordering and management system? Please describe in details your online system. 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 0-12 points.



YES	NO
Describe:	

Additional requirements

Q4. Is it possible to have a look at your orders management system (via a demo login/password)?

This answer will receive between 0-8 points.

YES	NO
Describe:	

- Integration with other systems to facilitate ordering would be welcomed.

Q5. Is your ordering system capable of integration with any other literature discovery systems (e.g. SwetsWise, Scopus, EndNote, SFX from ExLibris)?

This answer will receive between 0-12 points.

YES	NO
Describe:	

- Cedefop should be able to order documents that are not in the collections of the Contractor. An in-depth search system should be offered by the Contractor.

Q6. Do you provide a service for search and delivery of not-in-the-collection documents?

This answer will receive between 0-12 points.

YES	NO
Describe:	

- Cedefop will prefer to have a system where to allow end-users to place their own orders and an administration account where to be able to check, change, approve or reject the end users orders.

Q7. Does your system allow end-users' orders? If yes, please describe this system.

This answer will receive between 0-8 points.

YES	NO
Describe:	

- Please describe any other features that your ordering system will bring as an added value.

Q8. Does your ordering system offer any other additional features? If yes, please describe them.

This answer will receive between 0-8 points.



YES	NO
Describe:	

**5.3. Delivery**

Basic service requirements

- Standard delivery for an electronic document order should be made within three (3) days.
- Electronic documents should be delivered through a cloud solution, on the publisher’s website or available for download on Cedefop’s computers, preferably in PDF format, and in original colour.

Q9. Are you able to provide the basic service regarding the delivery documents? Please detail the delivery methods that you offer.

This answer will receive between 0-12 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 24 hours. If you offer this service you will be asked to make a quotation for it in the Financial Offer.

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

This answer will receive between 0-8 points.

YES	NO
Describe:	

- Loans should be delivered by courier within three (3) weeks from the order date. Deliveries of loans 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

Q11. Do you offer a document loan service? If yes, please describe this service.

This answer will receive between 0-8 points.

YES	NO
Describe:	

- Please describe any other features that your delivery system will bring as an added value.



Q12. Does your delivery system offer any other features that were not mentioned in the request? If yes, please describe them.

This answer will receive between 0-3 points.

YES	NO
Describe:	

**5.4. Copyright policy**

Additional requirements

- Cedefop prefers a solution where all the electronic documents purchased are available in a cloud based solution to all Cedefop staff.

Q13. Are you able to offer Cedefop the copyright of documents for internal dissemination? If yes, please describe the conditions. Please describe the copyright conditions you can offer.

This answer will receive between 0-3 points.

YES	NO
Describe:	