

ANNEX I – TECHNICAL SPECIFICATIONS

The mission of the Library of the European Parliament is to provide information services based mainly on external published sources in order to support the EP legislative, monitoring and representational functions. To fulfil its mission the Library maintains a multilingual collection of databases and other electronic resources. The Library purchases subscriptions to databases and other electronic resources in the 24 official languages of the European Union for the 27 Member States, and occasionally other languages and countries.

Please describe your services, addressing each question or requirement set out in this chapter following the same order of presentation.

A non-answered question or a non-addressed requirement will be considered a non-satisfactory reply and will be given no points for that particular question.

1. Information relating to criterion 1: Quality of the organisation of the company, in particular its business model and business continuity plan

The Library is interested in finding contractors with an adequate experience in providing the services object of this procedure to International organisations, covering databases and other electronic resources issued in different parts of Europe and the World. Tenderers shall also describe their client base, client satisfaction, their approach to quality assurance and their involvement in trade organisations.

Q.1. *What are your methods to ensure client satisfaction?*

Q.2. *Please provide information on the stability of your client list in the last three years.*

Q.3. *Please explain your methods and organisation of work in particular dealing with international organisations. If relevant, provide details on the standards for management of the staff who will be in charge of this Framework Contract. In particular, describe standards for competence, training and development.*

Q.4. *Please describe your business continuity plan.*

2. Information relating to criteria 2: quality of the offer in relation to the services to be supplied

The EP Library is interested in simplifying the administrative procedures for the subscription to databases and other electronic resources, which are currently contracted directly with the publishers.

2.1. Coverage of the service

Annex VIII, to these specifications provides a list of titles that are currently on subscription and that the EP Library wants to outsource to a single supplier. The list is non-binding and non-exhaustive, other titles may be added during the period of validity of the contract.

Q.5. *Please indicate which titles you can deliver.*

2.2. Placing an order for database subscriptions

At least six weeks before the expiration of the relevant subscriptions, the Library will issue a list of subscriptions to be ordered.

The lists provided by the Library will include the following elements:

- Title / Publisher
- Subscription period required
- Library's reference number
- type of online access, where applicable
- version or formula (e.g. "standard", "institutional", etc...) number of users, number of simultaneous users, IP-address range(s) or OpenAthens compatible ..
- special conditions of service (occasionally including a number of online training or onsite training sessions to be delivered by the database provider in Brussels or Luxembourg)

The Contractor is expected to provide a price quote, taking into account the pricing formula offered in the financial bid. Price quotes must be communicated within **15 working days** of the Library's request. The price quote must be for a firm price.

The price quote must be all inclusive **in Euros** and respect the pricing formula. Extra charges not included in the Contract will not be accepted. If the original price of the supplier is not in Euros, the contractor shall apply the exchange rate of the European Central Bank (ECB) of the date when the price quote was issued and mark it also on the price quote (date + exchange rate).

Q.6. *Please describe your routines regarding providing price quotes upon reception of the price request information.*

The price request should include:

- Title / Publisher
- Subscription period required
-
- type of online access, where applicable
- version or formula (e.g. "standard", "institutional", etc...) number of users, number of simultaneous users, IP-address range(s) or OpenAthens compatible, etc.
- special conditions of service

Q.7. *Please describe your routines regarding acceptance of client's orders.*

The Library will place an order each year for the subscriptions of the following period. The Contractor may not renew the subscription without having received the order form for that period.

Q.8. *Please confirm that your supply procedures can handle this requirement.*

2.3 Subscription periods, fulfilment and delay

As the contract will enter into force on the date of signature by the European Parliament, orders can be placed as from that date.

The ordinary subscription period for databases is one year, but database subscriptions may have different starting dates, therefore the Library may place orders throughout the year.

The subscriptions have to be activated so that no gap exists between the subscription periods and the Library does not suffer of interruption of services.

Q.9. *Please state what is the shortest delay possible to place an order so that the subscription is activated at the requested date.*

In case of late activation of the subscription, the Contractor must notify the Library immediately at receipt of the information from the Publisher. The contractor shall do all possible to minimise these delays. In any case, the duration of the subscription shall remain of one year, and the validity dates shifted forward accordingly.

The EP Library may require refund for subscriptions activated beyond an acceptable delay.

Q.10. *Please acknowledge that you understand and will apply the policy described above.*

2.4 Service delivery, claims and refunds

For online subscriptions, connection details are to be sent by e-mail.

In General, the EP Library prefers access via IP recognition and/or via OpenAthens SSO rather than access via individual logins/passwords. Features as the possibility of registering to get remote access or the distribution of email newsletter is sometimes requested. The EP Library will describe in detail access conditions requested for each subscription.

The Contractor has the responsibility of being the single contact point between the Library and the publishers for administrative matters, such as ordering or invoicing, but the publishers shall remain the points of contact for any issue in relation to content, access problems, client support and trouble-shooting.

Q.11. *Please indicate your routines regarding online order activation.*

Whenever the Library activates a claim for subscriptions for which access is not available during the subscription period, the Contractor must operate a comprehensive and effective claims procedure and strive to reactivate requested services in a timely manner.

If an online subscription is not activated within 1 month of the expected start date of the subscription, the Library will be entitled to an extension of the subscription period equal to the number of non-activated months.

Q.12. *Please describe the claims procedure for subscriptions started, and how your procedures will fulfil these requirements.*

If a new subscription is not activated within 2 months of the expected start date of the subscription, the Library may deem the subscription non-delivered and cancelled for that year.

The Library will have the right of accessing the correspondence between the contractor and the publisher, in case the refund is refused.

Q.13. *Please acknowledge that you understand and will apply the claims and refunds policy described above.*

2.5 Cancellations

The Library reserves the right to not to renew a subscription if it no longer matches its collection development policy: It will take place before the order is issued for the following year. This type of “cancellation” does not entail any refund.

Q.14. *Please describe your policy regarding cancellation of subscriptions.*

2.6 Payments and Invoicing

Invoicing and payment shall be carried out only after a subscription has been activated (i.e. after the Library has confirmed having received the first issue).

Invoicing and payment should be done on a regular basis but in such a way that the number of invoices and credit notes to be treated is reduced to a minimum.

The Library requires consolidated invoicing. The Contractor must supply the EP with original invoices.

All invoices should always specify (together with the obligatory elements date, amount and currency):

- Framework contract reference
- Specific Order number and PO number
- The name of the service being invoiced
-
-
- Total price having applied the pricing formula agreed in the Framework.
- Bank details, namely BIC and IBAN codes
- That the VAT exemption has been respected

Please note that the Library will only accept invoices for subscriptions that refer to the budget year mentioned in the current order.

Terms unilaterally included in invoices by the Contractor are not binding on the EP, even if they have been applied by the publisher to the Contractor.

When the Library is entitled to a refund, a credit note for the corresponding amount will be issued

Q.15. *Please describe your invoicing arrangements and confirm that you are able to produce invoices as requested.*

2.7 Communication and management information

The language of communication shall be English or French, as specified by the EP.
Reports on the status of outstanding orders for new titles must be available within five working days of request.

Q.16. *Please describe your standards for communication*

The Library would like to have at its disposal facilities, preferably online, for management of online subscriptions such as the ability to check titles, prices, availability, etc.

Q.17. *Can you provide a management platform that gives this type of information/facilities? Please describe its feature, including the following information:*

Library subscriptions sorted by site, account number, country of origin, language, publisher, price and format
analysis of subscription prices and trends;
current status of pending orders and active subscriptions;
information concerning claims: status of the subscriptions regarding claims.

Please provide screenshots of the service, or a trial access to it.