



EUROPEAN MEDICINES AGENCY  
SCIENCE MEDICINES HEALTH

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EMA/287281/2018  
European Medicines Agency

## Ex-ante publicity of a negotiated procedure

EMA/2018/15/CO – On demand supply of books (print and digital)

The European Medicines Agency (hereinafter referred to as “the Agency” or “EMA”) is a decentralised agency of the European Union (EU) currently based in Canary Wharf in the Docklands area of London (E14). It began operating in 1995.

Please note that initially the Agency will be located in a temporary building in the Sloterdijk area of Amsterdam, before moving to a permanent building in the Zuidas area of Amsterdam.

### For UK candidates or tenderers:

Please be aware that after the UK’s withdrawal from the EU, the rules of access to EU procurement procedures of economic operators established in third countries will apply to candidates or tenderers from the UK depending on the outcome of the negotiations. In case such access is not provided by legal provisions in force candidates or tenderers from the UK could be rejected from the procurement procedure.

The Agency intends to procure books in printed and digital format, from a range of different publishers, via an online platform, through conclusion of a framework contract for a period of 24 (twenty-four) months with the possibility to renew twice, each for an additional period of 12 (twelve) months, up to a total maximum duration of 48 (forty-eight) months under the same conditions.

### **The scope of this contract shall be:**

To provide to the EMA Information Centre access to a service, capable of centralising the purchase, administration and delivery of printed and electronic books from a range of different publishers, via an online platform.

The Information Centre supports Agency staff in their work by providing access to information and literature, both print and electronic. It is not open to the general public and is mainly used by the Agency’s staff. Currently, the total number of users of these services is around 900.

A negotiated tender with a maximum indicative budget of EUR 140,000 (excl. VAT) is planned to be launched in the first quarter of 2019 and the contract awarded will be for a period of 24 (twenty-four) months with the possibility to renew twice, each for an additional period of 12 (twelve) months, up to a total maximum duration of 48 (forty-eight) months under the same conditions.

Prices must be submitted in Euro (EUR).



Interested economic operators meeting the minimum technical requirements and the criteria below may express their interest by sending an e-mail indicating the reference number and subject of the procurement to: [booksondemand@ema.europa.eu](mailto:booksondemand@ema.europa.eu) together with the name, address and business details before 12 noon (GMT) on 05 February 2019.

The following minimum technical requirements shall apply to this framework contract:

- Compliance with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU.
- The working language of the Agency is English and the contractor must confirm that it will be able to communicate with the Agency in English for seamless implementation and execution of all the services covered within the scope of the contract, including responsibilities resulting from regulatory requirements such as Health and Safety and Data Protection, as well as for the efficient and timely response in respect to contract management.
- Processing of personal data in connection with this service must comply with EU data protection legislation and in particular, Regulation (EU) 679/2016, the General Data Protection Regulation.
- In addition:

REQUIREMENTS	Minimum Requirements
Technical Prerequisites	<ul style="list-style-type: none"> <li>• The platform must be accessible via a standard web browser.</li> <li>• The platform must be compatible with the IT environment at the Agency (Windows 7 and 10, MS Office 2010 and 2016, Adobe Flash Player 28, Adobe Shockwave Player 21, Java 7, Internet Explorer 11).</li> </ul>
Subjects	<p>Must be able to provide scientific, technical &amp; medical (STM) literature and other subjects related to the Agency's work as listed below:</p> <ul style="list-style-type: none"> <li>• Advanced therapies</li> <li>• anti-infectives</li> <li>• biomedical sciences</li> <li>• biotechnology</li> <li>• cardiology</li> <li>• diagnostics</li> <li>• drug therapy</li> <li>• endocrinology</li> <li>• gastroenterology</li> <li>• genetics</li> <li>• haematology</li> </ul>

REQUIREMENTS	Minimum Requirements
	<ul style="list-style-type: none"> <li>• herbal medicine</li> <li>• immunology</li> <li>• internal medicine</li> <li>• medical and clinical specialties</li> <li>• nephrology</li> <li>• neurology</li> <li>• oncology</li> <li>• ophthalmology</li> <li>• paediatrics</li> <li>• pharmaceutical chemistry</li> <li>• pharmaceutical science</li> <li>• pharmacology</li> <li>• pharmacovigilance</li> <li>• physiology</li> <li>• pneumology</li> <li>• psychiatry</li> <li>• public health</li> <li>• rheumatology</li> <li>• toxicology</li> <li>• urology</li> <li>• vaccines</li> <li>• veterinary medicine</li> <li>• European Union</li> <li>• general administration</li> <li>• communication</li> <li>• finance and accounting</li> <li>• health and safety</li> <li>• law and legislation</li> <li>• regulatory affairs</li> <li>• management and personal development</li> <li>• Information Technology</li> </ul>

REQUIREMENTS	Minimum Requirements
	<ul style="list-style-type: none"> <li>European languages/dictionaries.</li> </ul> <p>Must be able to provide compendia, which list all marketed medicinal products in each of the following countries: each EU-member state, UK, USA, Canada and Japan.</p> <ul style="list-style-type: none"> <li>Must be able to provide pharmacopoeias, a.k.a. formularies, which list and describe the characteristics of drugs, used in human, veterinary, herbal and paediatric medicine. Titles from the UK, USA, Canada, China, India and Japan are needed.</li> </ul>
Language of the content	English
Coverage	Last 25 years
Format of digital books	<ul style="list-style-type: none"> <li>Full-text e-book content with structured chapters.</li> </ul>
Access to digital books	<ul style="list-style-type: none"> <li>HTML format (accessible through various web browsers and devices), downloadable PDF or physical medium.</li> <li>Digital books purchased should be accessible by all EMA staff</li> </ul>
Online Ordering Platform Characteristics	<ul style="list-style-type: none"> <li>Access to a searchable online collection with at least the following bibliographic information: author, title, publisher, year of publication, ISBN, abstract.</li> <li>Immediate access to detailed ordering information (e.g. prices, availability and estimated delivery time).</li> <li>Ability to send confirmations of orders, cancellations, etc. via e-mail and/or online.</li> <li>Access to an administrative section (e.g. standard and personalised reporting regarding orders, cancellations, pending orders, etc.).</li> <li>Price must be shown in EUR.</li> <li>The online ordering platform's language should be English</li> <li>Report on order status should be available</li> <li>At least one user account dedicated to InfoCentre representative responsible for orders</li> </ul>
Delivery Time	<p>For printed books: standard delivery (up to max 20 working days).</p> <p>For e-books: available for immediate download/access.</p>
Delivery Requirements	<p>If there are difficulties in delivering one or more of the ordered titles, the Tenderer should take the appropriate steps to propose a solution (i.e. revise the dispatch date or cancel the order). This should also include items 'not yet published'.</p>

REQUIREMENTS	Minimum Requirements
Financial	Invoice based on delivery.
Customer Support	(A) dedicated person(s) responsible for the overall management of the contract and for the communication with the Agency.
Customer Services	E-mail and telephone support Mon-Fri 09h00 to 17h00 (CET), except on the Agency' public holidays and the Contractor's public holidays.  (Please see here for the Agency' public holidays: <a href="https://www.ema.europa.eu/en/about-us/contact/business-hours-holidays">https://www.ema.europa.eu/en/about-us/contact/business-hours-holidays</a> ).
Training	Provision of initial training on the use of the online system free of charge. The tenderer may propose a remote training or provide online training material.

Interested economic operators should comply, at least, with the following criteria:

- All tenderers must have authorisation to perform the contract under national law.
- The annual turnover of the tenderer must be a minimum value of EUR 60,000 for the last two financial years.
- The tenderer must have experience in providing books on demand (in any format) which are the subject of this procurement to clients within a field, sector or industry similar to that of the Agency.
- The tenderer must work at a high professional and technical standard applying quality management.

This publication does not constitute any obligation on the part of the Agency to invite any economic operator having expressed its interest to tender. Only the candidates invited to tender by the Agency will be admissible. Registering interest to receive an invitation to tender in a negotiated procedure of this type does not create any legal right or legitimate expectation on the part of any economic operator.