

OP/EUI/REFS/2018/001

TECHNICAL OFFER

Open procedure for the provision of a cleaning service with reduced environmental impact, including the supply of hygienic-sanitary products, disinfestation, deratization and overseeing activities, to be carried out at the premises of the European University Institute.

I, the undersigned _____
born in _____ on _____,
resident of _____ with fiscal code _____
in the role of _____
for the company/TAC/Consortium _____
with registered office in _____
and administrative office in _____

PRESENT THE FOLLOWING TECHNICAL OFFER/SERVICE PROJECT:

A1 - SERVICE ORGANIZATION SYSTEM

CRITERION N. 1 – ORGANIZATION OF THE SERVICE

The tenderer's technical report must describe the organizational and logistics structure they will undertake to make available to provide the services under the contract. Specifically, it should describe the following aspects:

- Model and extent of the organizational structure;
- Interaction and coordination procedures between the various areas/roles/professional figures involved;
- Experience of the figure proposed to manage the service. Please specify the type of contracts managed in similar and analogous roles continuously for a minimum of one year. These experiences must be reported in the curriculum that should be attached.

_____ <i>Please develop</i>

CRITERION N. 2 – TECHNICAL-OPERATIONAL METHODS

With reference to the characteristics of the buildings, the external areas and their extensions, the company should detail the operating procedures it intends to implement to manage the service, highlighting possible improvements to provide a better-quality, more efficient service. Above all, it must describe the schedule for each of the following tasks:

- a. **Daily service** – Explain in detail for each individual building the technical-operational methods to be adopted for the daily service, specifying also the proposed frequency, highlighting whether it will be an improvement with respect to that required by the Contracting Authority which is a compulsory and inviolable minimum, the number of personnel employed, the time slot proposed within the timeframe described in Article 12, the number of hours per annum.
- b. **Periodic service** – Explain in detail for each individual building the technical-operational methods to be adopted for the periodic service, specifying also the proposed frequency, highlighting whether it will be an improvement with respect to that required by the Contracting Authority which is a compulsory and inviolable minimum, the number of personnel employed, the time slot proposed, the number of hours per annum.
- c. **Deratization and disinfestation service** – Explain the method to be used for individual deratization/disinfestation interventions, specifying the list of tools/equipment/means to be used to carry out the service and any workplace health and safety issues during the effectuation of the service. Specifying also the proposed frequency, highlighting whether it will be an improvement with respect to that required by the Contracting Authority

It should be noted that the total number of hours per annum (daily + periodic) may not be lower (grounds for non-acceptance) than **27,941** (twenty-seven thousand, nine hundred and forty-one) hours, including those relating to full-time personnel.

In addition, the number of hours indicated in the Technical Offer must coincide with the number of hours shown in the Economic Offer and should not take account of the hours worked by managerial, administrative, coordination, supervisory personnel or similar.

The tenderer must attach a summary table to the technical project, showing for each building the number of hours per annum for the daily and periodic services and for any improvements offered by the tenderer, with the total number of personnel employed and their contractual level. This table will allow the selection board to have an overall picture of the service that is easy to evaluate and allows a clear picture of the organization to be adopted for each location.

By virtue of the type of tender, which assigns a higher score to the technical factor and above all to the organizational and operational system proposed by the tenderer, no data will be provided on the personnel currently used to carry out the service by the outgoing company.

_____ <i>Please develop</i>

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CRITERION N.3 – MACHINERY, EQUIPMENT AND PRODUCTS USED

Please list and describe the machinery and equipment it is intended to use to perform the service in view of the specific nature and type of environment, with an indication of quantity, technical characteristics, and allocation per single building.

Please attach a list of proposed cleaning products, with the name, product code, and manufacturer for each category of detergent, plus documentation stating possession of the European Ecolabel or other equivalent Type I environmental label. The person responsible for the effectuation of the contract shall be responsible for verifying that these products are actually being used, also by requesting the purchase invoices.

Please describe the quality of the consumables offered, above all with reference to the rolls of cloth towels, the characteristics of absorbency and softness of the toilet paper, the skin-protection characteristics of the hand wash and sanitizing liquids, and anything else proposed by the Company for the effectuation of the service.

_____ *Please develop*

CRITERION N.4 – MANAGEMENT OF PERSONNEL ABSENCES AND EMERGENCIES

Please describe the organizational and operational solutions that will be used to cope with personnel absence. In particular, the tenderer must describe the following aspects:

- Solutions to be adopted regarding the procedures and timing of replacement of personnel absent due to holidays or illness, in order to ensure continuity of service, above all with respect to the summer months and the activities carried out by full-time employees.
- Solutions to be adopted in the case of personnel turnover to avoid critical situations that could affect the organization and functioning of the service.

Please describe the organizational and operational arrangements to deal with emergencies. By way of example: managing urgent requests also during the holidays or in the night, promptness of interventions in the case of acts of vandalism or adverse weather conditions, e.g. flooding, heavy snowfall, etc...

_____ *Please develop*

CRITERION N.5 – PERSONNEL TRAINING

Please indicate the training plan provided for personnel dedicated to the service, subdivided into managerial and operational personnel, specifying the specific contents of the courses, the professional curriculum of the teachers in terms of qualifications and years of experience in the subjects covered in this training, the frequency and timing of the courses. Particular emphasis will be given to proposals relating to the training of personnel on measures aimed at reducing environmental impact, and to those targeted to the specific nature of the service offered.

_____ *Please develop*

A2 - QUALITY CONTROL SELF-ASSESSMENT METHODS

CRITERION N. 6 – SELF-ASSESSMENT METHODS

Please describe in detail the self-assessment methods that the Company intends to use to ensure compliance of the activities carried out in relation to the contractual provisions and how the results of these checks will be reported. Above all, aspects particularly appreciated are tools and solutions aimed at overseeing the whole service carried out and promptly restoring the qualitative and quantitative levels laid down in the contract. In the event that the tenderer decide to make available an IT system for planning the interventions and their reporting must provide a detailed description of the proposed system as well as the degree of customization.

There should be indications and evaluations in terms of effectiveness and timeliness, of the type, frequency, method, and timing of the corrective actions that will be undertaken by the Company based on the results of the self-assessment system adopted. In addition, there must be a description of the methods and tools to monitor customer satisfaction through ad hoc surveys, interviews, and questionnaires whose contents have been designed as a practical tool to improve the service.

_____ *Please develop*

A3 - MEASURES ADOPTED TO REDUCE ENVIRONMENTAL IMPACT

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CRITERION N. 7 – PRODUCTS, SYSTEMS AND SOLUTIONS ADOPTED TO REDUCE ENVIRONMENTAL IMPACT

Please describe the proposed technical solutions to reduce environmental impact with particular reference to products for the washing and cleansing of surfaces (type of cleaning cloths used) and the systems to measure/dilute solutions of super-concentrated products to limit consumption of raw materials and the water used for washing, reduce waste, etc...

With reference to the equipment and machinery to be used to effectuate the service, the tenderer must indicate the proposed solutions to minimize the consumption of energy and resources used and any environmental impact on health that can be avoided by using these.

Methods, tools, and machinery that reduce water and energy consumption will be appraised and appreciated, as will the use of materials and work tools that are not of the “disposable” type, as well as solutions aimed to minimize waste production and improve waste sorting.

_____ *Please develop*

A4 - PROPOSALS FOR IMPROVEMENTS

CRITERION N. 8 – IMPROVEMENTS OFFERED

Please indicate the possible improvements to the service that the tenderer intends to offer without additional costs for the Contracting Authority. Particular attention will be given to those proposals that bring innovations both from the point of view of the operational process and of the product. Only those improvements will be taken into consideration which, in the final opinion of the selection board, are deemed valid and indisputably useful for the improvement of the service. Should the board not consider the proposals a genuine improvement to the service, the tenderer shall be given a score of 0. Similarly, if the description does not allow an overall assessment of the proposal, the Commission will not proceed with the evaluation and the tenderer will be awarded a score of 0.

_____ *Please develop*

Place and date _____

Signature of the Legal Representative _____