

**OP/EUI/REFS/2019/001**

**TECHNICAL OFFER – LOT A**

**Special Tender Specifications for the provision of maintenance services and building works, civil and mechanical engineering for the repair, restoration and maintenance of civil and industrial buildings and infrastructure annexed by the European University Institute.**

**LOT A – Preventive and incidental maintenance**

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 - Organizational system of the service and technical-operational methodologies**

**CRITERION A.1.1A – PROPOSAL FOR A PREVENTIVE MAINTENANCE MANUAL**

See art. 12 Annex I – Technical Specifications, the tenderer's technical report shall explain in a specific “Proposal for a Preventive Maintenance Manual” (hopefully written following whatever the Contractor has witnessed during the required technical investigation and the contents of Annex II-H) containing the schedule and a detailed description of the tasks that the Contractor would need to carry out to ensure full efficiency and maximization of the useful lifespan of all the structures and systems of the EUI campus (e.g. installations and components, but also the fabric, doors, windows, driveways, forecourts, car parks, gardens and green areas).

Although the duration of the contract referred to in this contract is of 1 (one) year, in view of the vastness of the campus and the existing technical practices, the “Proposal for a Preventive Maintenance Manual” should be subdivided to cover a period of 7 (seven) years and must obligatorily include all the systems and structures currently making up the EUI campus.

\_\_\_\_\_ *Please develop (max. 10 pages + any attachments)*

**CRITERION A.1.1B – PROCEDURES TO CARRY OUT THE OPERATIONS DESCRIBED IN THE PROPOSAL FOR A PREVENTIVE MAINTENANCE MANUAL**

See art. 12 Annex I – Technical Specifications, the tenderer's technical report shall explain the procedures which the Contractor intends to use for all the preventive maintenance operations it will provide as described in the Proposal for a Preventive Maintenance Manual. This is to ensure that the number and type of preventive maintenance operations envisaged, combined in a statistical value and the incidental maintenance tasks are compatible with the organizational structure proposed by the Contractor and that they respond to the timeframes for resolution/execution arising from these specifications.

\_\_\_\_\_ *Please develop (max. 20 pages + any attachments)*

**CRITERION A.1.2 – CURRICULA OF THE 10 TECHNICIANS WHO WILL CONSTITUTE THE ON-SITE TEAM**

See art. 27 Annex I – Technical Specifications, the tenderer's technical report shall provide the curricula of at least 5 (five) general maintenance technicians and at least 5 (five) specialized maintenance technicians (plumber, electrician/special systems technician, painter/construction worker, carpenter/joiner, gardener).

Please remember that before the beginning of the contract the Contractor must designate from among the figures referred to above or by assigning a further figure (without this constituting a cost increase for the Contracting Authority) who nevertheless must be part of the maintenance team and therefore up to speed on the contract, a Maintenance Team Manager (MTM) who will be the main operational interface and a reference figure for the EUI Coordinator (EIC), this figure (MTM) must necessarily have A2-level knowledge of English to be proved by an English Language Certificate which may be corroborated by the EIC during the start-up phase of the contract.

\_\_\_\_\_ *Please develop (max. 5 pages + any attachments)*

**CRITERION A.1.3 – THE METHODOLOGY ADOPTED BY THE COMPANY TO GUARANTEE CONTINUITY OF THE SERVICE WITH THE HIGHEST QUALITY AND PROFESSIONALISM POSSIBLE IN NORMAL CONDITIONS, IN THE CASE OF ABSENCES, AND IN THE EVENT OF 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 emergencies, holidays or illness, in order to ensure continuity of service, above all with respect to the summer months.
- Solutions to be adopted regarding the knowledge of the place of work of its plants and its characteristics in order to avoid situations that could determine organizational and functional criticalities to the service.

\_\_\_\_\_ *Please develop (max. 10 pages + any attachments)*

**CRITERION A.1.4 – ORGANIZATION OF THE STOREROOM FOR THE EXECUTION OF PREVENTIVE AND INCIDENTAL MAINTENANCE OPERATIONS**

See art. 25 Annex I – Technical Specifications, the bidder must detail how it intends to prepare a warehouse for preventive and incidental maintenance activities.

\_\_\_\_\_ *Please develop (max. 5 pages + any attachments)*

**CRITERION A.1.5 – EQUIPMENT AND MACHINERY FOR THE ON-SITE TEAM**

The bidder must detail which will be the personal endowment of each technician (both generic and specialized) and what will be the equipment available to the maintenance team. An important aspect is the description of the vehicle with which the maintenance technicians will move around the EUI campus, of its (the vehicle) equipment, of the machinery and equipment supplied to the single technician and to the team as a whole. This to make it as autonomous as possible and independent in the performance of all the activities envisaged by the contract.

\_\_\_\_\_ *Please develop (max. 5 pages + any attachments)*

**A2 - TRAINING AND REFRESHER COURSES FOR PERSONNEL**

**CRITERION A.2 TRAINING AND REFRESHER COURSES FOR PERSONNEL**

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 (max. 5 pages + any attachments)*

### **A3 – METHODS FOR SELF-CHECKING SERVICE QUALITY**

#### **CRITERION A.3 METHODS FOR SELF-CHECKING SERVICE QUALITY**

See art. 13 Annex I - Tender Specifications, the tenderer must describe in detail, according to the system described in the TS, what will be the ways in which it will use the data provided by the existing IT platform for managing the tickets resolutions.

It must also describe the methods of self-control which it intends to adopt to guarantee the compliance of the activities carried out with respect to the contractual provisions and the methods of communication of the checks carried out.

The typology, frequency, methods and timing of the corrective actions to be undertaken by the Company, based on the results of the internal control system and any self-monitoring system, must be indicated and evaluated in terms of incisiveness and timeliness adopted.

\_\_\_\_\_ *Please develop (max. 5 pages + any attachments)*

### **A4 – MEASURES ADOPTED TO REDUCE ENVIRONMENTAL IMPACT**

#### **CRITERION A.4 MEASURES ADOPTED TO REDUCE ENVIRONMENTAL IMPACT**

Please describe the technical solutions proposed for the reduction of the environmental impact with particular reference to the products, the equipment and machinery that the bidder intends to use for the execution of the service. It will have to indicate the proposed solutions to minimize energy consumption and resources used and any other impacts environmental and health issues that can be avoided by using them.

Methods, tools, machines that reduce energy consumption, the use of materials and work tools that are not disposable and will be evaluated and awarded, as well as solutions aimed at minimizing waste production and improving recycling.

\_\_\_\_\_ *Please develop (max. 5 pages + any attachments)*

**A5 – IMPROVEMENTS AND/OR ADDITIONAL SERVICES OFFERED**

**CRITERION A.5 IMPROVEMENTS AND/OR ADDITIONAL SERVICES 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 (max. 5 pages + any attachments)*

Eventual

He also declares: to develop

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He Also attach to this technical offer: to develop

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Place and date \_\_\_\_\_

Signature of the Legal Representative \_\_\_\_\_

**A copy, not authenticated, of the valid identity document of the subscriber is attached to this declaration.**