

OP/EUI/REFS/2019/002

TECHNICAL OFFER – LOT 2

Open procedure for the provision of Surveillance, Monitoring, Inspection, Portering and Shuttle Service for the European University Institute premises

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 – (MAX 50 PAGES)

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 – ORGANIZATIONAL STRUCTURE OF THE TENDERER

With reference to this assessment sub-criterion, the selection board will express its assessment based on the following criteria:

- Suitability and adequacy of the organizational structure and operational flowchart which the Tenderer intends to adopt to manage this contract.

_____ *Please develop*

CRITERION NO.3 - PERSONNEL AVAILABLE TO CARRY OUT THE SERVICE

This parameter will be assessed from the employees' profiles which the Tenderer will provide for the execution of the service, as specified in Articles 9 and 10 of the Special Tender Specifications, as well as any additional staff whom the company intends to train and make available for the contract in order to rapidly cope with requests for additional staff and/or sudden absences of one or more employees.

_____ *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.

_____ *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 (MAX 5 PAGES)

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.

_____ *Please develop*

A3 - PROPOSALS FOR IMPROVEMENTS (MAX 5 PAGES)

CRITERION N. 7 – 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.

<p>_____ <i>Please develop</i></p>

Place and date _____

Signature of the Legal Representative _____