

Open procedure for the management of canteens, coffee bars and catering service for the European University Institute

TECHNICAL OFFER

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:

Please note that the project report must not exceed 30 pages (60 sides) with text written in Arial font with a maximum of 40 lines per page in 11 point.

Exceeding the aforementioned number of pages or lines or the inclusion of annexes not relevant to the project will entail the application of **2 penalty points**, applied to the score attributed to the project bid.

A1 - MENU AND PRODUCTS PROPOSED TO DELIVER THE SERVICE – (MAX 30 POINTS)

CRITERION N. 1 – MENUS PROPOSED

In assessing the proposed menus (winter and summer), which must comply with the structure indicated in Article xx of the Special Tender Specifications, careful consideration will be given to: the variety and rotation of the dishes, the quality of these with reference to the use of organic products, a “short supply chain” and PDO, PGI and TSG marks, the international undertone of the recipes as well as the options for vegetarian and vegan users. Each daily menu presented should show the number of international recipes and vegetarian and/or vegan dishes.

Particular importance will be given to the degree of flexibility in composing the three types of menu by the user. In order to make the degree of such flexibility more understandable, the tenderer should prepare a chart of the type shown in Annex O which concisely and intuitively summarizes this possibility.

_____ Please develop

CRITERION NO. 2 – TYPE OF PRODUCTS USED

Broadening the range of organic, PDO, PGI and LOCAL products in addition to that required by in the Annex II I “Technical specifications on the characteristics of the foodstuffs” which the tenderer undertakes to use to prepare the meals requested by the Contracting Authority. For each product category, PDO, PGI and LOCAL, the Company must provide a separate list with the description and the quantity of the products offered.

_____ Please develop

A2 - SERVICE ORGANIZATION AND MANAGEMENT OF EMERGENCIES (MAX 20 POINTS)

CRITERION N. 3 — EXECUTION OF THE SERVICE

In the procedures to execute the service, account must be taken of the staff employed at each facility, of the timeframes for the preparation and delivery of the meals, and of the procedures to maintain the temperature of the meals.

The bid must describe the sourcing management methods, with particular attention to the status and seasonality of food to optimize logistics, the development of the smallest number of kilometres travelled by road, the responsible use of water resources, and selection of suppliers with reference to the control systems adopted.

The Technical Report should describe the following aspects:

- Clarifying, with the aid of a table, the number of staff which the tenderer intends to use to execute the service, indicating for each one: the job, the level, the total number of daily hours and

the workplace. The table must clearly show the minimum number of staff who must always be present to satisfy the requirements referred to in these specifications (Table I article 8).

- The maintenance procedure planned for the premises and facilities belonging to the Contracting Authority granted free of charge for the execution of the service;
- Floor cleaning, hygiene, sanitization, disinfestation and rodent control for the structures granted free of charge by the Contracting Authority for the execution of the service.
- Detailed descriptions of the methods and tools to monitor customer satisfaction through surveys, interviews and/or appropriate questionnaires whose contents are designed as a useful tool to improve the service.
- Description of the plan to manage emergencies showing proposals to ensure proper execution of the service for the entire duration of the contract in the event of: (a) non-delivery of food; (b) impossibility of using one or more facilities made available by the Contracting Authority; or (c) in the event of installations breaking down or equipment and machinery malfunctioning. Each tenderer must indicate the location of the alternative kitchen facility/ies referred to in Article 3 of the STS, with a suitable meal capacity to satisfy the Institute's needs.
- Description of the organizational and operational solutions that will be adopted to remedy staff absences with particular regard to the procedures and timeframes to replace staff absent due to holidays and illness in order to ensure continuity of service.
- With regard to the personnel employed in the service, the additional annual training programme other than those already laid down by law will be evaluated. Considered of particular merit are training measures on food safety, management of the service based on a low environmental impact, and the ways of relating to the Institute's type of user.
- Procedure to manage any noncompliance reported by the Contracting Authority.
- Project to recover and reuse surplus food not consumed.

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 - METHODS FOR SELF-CHECKING SERVICE QUALITY – (MAX 5 POINTS)

CRITERION N. 4 – SELF-CHECKING METHODS

The tenderer must describe the procedures it intends to adopt to manage the service with a view to the lowest environmental impact. By way of example: solutions aimed at minimizing the production of waste and improving the sorting of it, the use of environmentally-friendly vehicles to transport the meals, the seasonality of the food, the use of detergents with low environmental impact, etc...

_____ *Please develop*

A4 - PROPOSALS FOR IMPROVEMENT – (MAX 5 POINTS)

CRITERION N.5 IMPROVEMENTS OFFERED

Please indicate any proposals for improvements, which the tenderer intends to offer without additional costs for the Contracting Authority. Evaluations will be made of proposals for improvements such as the installation of vending machines or any other type of service considered valid by the tenderer to allow users of the Villa il Poggiolo premises to have a service that substitutes the coffee bar and the canteen. 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*