

ANNEX II
TECHNICAL OFFER
To be completed by the tenderer

Please provide the following information. You have an explanation of what is expected to cover at the last page of this Annex.

1. Organisation of the services

Please fill in

2. Organisation of services in case of serious accident

Please fill in

3. Quality monitoring and evaluation of services

Please fill in

4. Tenderer's staff loyalty programme

Please fill in

5. Technical aspects

1. Management Structure

Please fill in

2. Posts and requirements

Please fill in

3. Code of conduct

Please fill in

4. Guards training

Please fill in

5. Uniforms

Please fill in

6. Badges

Please fill in

7. Equipment

Please fill in

8. Reporting

Please fill in

9. Insurance

Please fill in

4.2.10 Standard Operating Procedures

Please fill in

4.2.11 Panic button system

Please fill in

No	Description	Max. number points	Number Points allocated Per question	Criteria
1	Organization of services This criterion will enable the assessment of the organization of the services by the tenderer. Tenderers will develop in detail the organization they propose.	20 points – minimum threshold 50%	20 points	What are the measures to ensure service continuity in the event of unplanned absence by one or more security guards?
2	Organization of services in case of a serious incident This criterion will enable the assessment of the organisation of the services by the tenderer in case of a serious incident, Tenderers will develop in detail the organisation they propose and in particular provide detailed information for each of the questions	40 points – minimum threshold 50%	15 points 10 points 5 points 10 points	What measures will be deployed to deal with a serious incident or major crisis? What human and material resources would be deployed to intervene in the shortest time limit and how would they be deployed? What is the maximum intervention time? How will the panic button system be connected to a centralized HQ/Central Dispatch office of the security company and Rapid response Forces. What experience the tenderer has with similar system?
3	Quality monitoring and evaluation of services This criterion will enable the assessment of the control measures applied to guarantee the quality of the services to be performed under this contract.	20 points – minimum threshold 50%	10 points	How are the services monitored and evaluated in order to guarantee the quality of the services provided?
4	Tenderer's staff loyalty programme This criterion will enable the assessment of the tenderer's staff loyalty programme in order to ensure staff loyalty and motivation. Tenderers will describe any incentives granted to the security guards who would be deployed under this contract such as financial bonuses, allowances, promotion, training, medical coverage and any other initiatives designed to motivate the guards and encourage their loyalty to the tenderer	20 points – minimum threshold 50%	15 points 15 points	What measures will be implemented to motivate the guards to be deployed? What incentives are foreseen for the guards to be deployed?
	TOTAL	100		

Any tender not scoring the minimum quality threshold of 50% of the points for the criteria where indicated and 60 points for all the criteria combined will be eliminated.