**ALLEGATO 5 AL CAPITOLATO D’ONERI**

**SCHEMA DI PRESENTAZIONE DELLA RELAZIONE TECNICA**

**Appalto Specifico indetto da Consip S.p.A per l’affidamento dei Servizi di Pulizia e Igiene Ambientale e Servizi connessi di Ausiliariato per la sede della Consip S.p.A., nell’ambito del Sistema Dinamico di Acquisizione della Pubblica Amministrazione per la fornitura dei “Servizi di pulizia e igiene ambientale per gli immobili in uso, a qualsiasi titolo, alle Pubbliche Amministrazioni” ai sensi dell’art. 55 del D. Lgs. n. 50/2016 e s.m.i. - ID 1991**

**SCHEMA DI PRESENTAZIONE DELLA RELAZIONE TECNICA**

La Relazione Tecnica di cui alla lett. b) del paragrafo 8 del Capitolato d’ Oneri, contiene:

**A. ORGANIZZAZIONE DEL SERVIZIO**

A.2. QUALITA' DELLA STRUTTURA ORGANIZZATIVA

A.2.1 Adeguatezza della struttura organizzativa

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A.2.3 Efficienza delle modalità e dei tempi di sostituzione degli addetti assenti

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A.2.4 Efficienza delle modalità e delle procedure del lavoro in solitudine

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A.3. QUALITA' DEL PIANO DI LAVORO, DEI MACCHINARI E DELLE ATTREZZATURE UTILIZZATE

A.3.1 Macchinari e attrezzature per il servizio di Pulizia

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A.3.2 Macchinari e apparecchiature ergonomiche per l'attività di facchinaggio interno

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A.3.3 Metodologie tecnico operative per l'esecuzione del servizio di Pulizia

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A.3.4 Metodologie tecnico operative per l’esecuzione dei servizi di Disinfestazione

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A.4. MISURE FORMATIVE E INFORMATIVE

A.4.1 Qualità ed efficacia della formazione per il personale del fornitore - Riduzione degli impatti ambientali e dei rischi per la salute

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A.5. QUALITA' DEI SERVIZI MIGLIORATIVI

A.5.1 Funzionalità del Sistema Informativo

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A.5.2 Funzionalità del Call Center ed efficienza della gestione delle segnalazioni

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A.5.4 Anagrafica Architettonica - modalità e procedure

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**B. SISTEMI DI VERIFICA**

B.1. MODALITA' E STRUMENTAZIONE PER LA VALUTAZIONE E IL CONTROLLO DEL LIVELLO DI SERVIZIO

B.1.1 Adeguatezza della struttura organizzativa preposta alle verifiche

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B.1.2 Funzionalità ed efficacia della metodologia e del sistema di verifica

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B.1.3 Funzionalità ed efficienza di apparecchiature e strumenti

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**C. RIDUZIONE DEGLI IMPATTI AMBIENTALI DEL SERVIZIO E DEI RISCHI PER LA SALUTE**

C.1. SOLUZIONI TECNICHE

C.1.1 Prodotti, sistemi e soluzioni per la riduzione degli impatti ambientali e dei rischi per la salute

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C.2. SOLUZIONI ORGANIZZATIVE

C.2.1 Soluzioni per la riduzione dei consumi energetici e di risorse di apparecchiature e macchinari

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