

**ALLEGATO 10**

**SCHEMA DI PRESENTAZIONE DELLA RELAZIONE TECNICA**

**GARA EUROPEA A PROCEDURA APERTA PER L’APPALTO DI SERVIZI TECNICO LOGISTICI PER ATTIVITÀ DIDATTICA ED EVENTI E CONTACT CENTER PER IL POLITECNICO DI MILANO.**

**SCHEMA DI PRESENTAZIONE DELLA RELAZIONE TECNICA**

La Relazione Tecnica di cui alla lett. a) del paragrafo 19.1 del Disciplinare di gara, contiene:

**A. ORGANIZZAZIONE DEL SERVIZIO**

A.2. QUALITA' DELLA STRUTTURA ORGANIZZATIVA

A.2.4 Formazione del personale operativo

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A.3. CARATTERISTICHE MIGLIORATIVE DEL SERVIZIO

A.3.2 Presenza in organico aziendale di almeno un progettista di impianti audio/video

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A.4. GESTIONE DEL SERVIZIO

A.4.1 Modalità organizzative del servizio Assistenza aule e pronto intervento

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A.4.2 Modalità organizzative del servizio Logistica e manutenzione

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A.4.3 Modalità organizzative del servizio Contact center

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A.4.4 Modalità organizzative del servizio Centri stampa

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A.4.5 Modalità organizzative poli territoriali

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**B. GOVERNO E CONTROLLO DEI SERVIZI**

B.2. GESTIONE GOVERNO E CONTROLLO

B.2.1 Modalità governo e controllo dei servizi

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**C. ATTREZZATURE**

C.1. ATTREZZATURE MESSE A DISPOSIZIONE

C.1.1 Ulteriori attrezzature messe gratuitamente a disposizione

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C.2. ATTREZZATURA PERSONALE

C.2.1 Descrizione dell’attrezzatura personale in dotazione

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**D. GESTIONE AMBIENTE E SALUTE**

D.2 Gestione ambiente e salute

D.2.1 Modalità gestione ambiente e salute

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