**ALLEGATO 14 AL CAPITOLATO D’ONERI**

**SCHEMA DI PRESENTAZIONE DELLA RELAZIONE TECNICA**

**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 sia per il servizio di pulizia che di ausiliariato**

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A.2.4 **Efficienza delle modalità e delle procedure in materia di sicurezza sul lavoro**

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

A.3.1 Macchinari, apparecchiature e attrezzature per il servizio di pulizia

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A.3.2 Metodologie 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 del servizio di disinfestazione

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A.3.5 Metodologie tecnico operative per l’esecuzione del servizio di ausiliariato

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A.4. MISURE FORMATIVE E INFORMATIVE

A.4.1 **Qualità ed efficacia della formazione per il personale addetto al servizio di pulizie**

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A.4.2 **Qualità ed efficacia della formazione per il personale addetto al servizio di ausiliariato**

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A.5. QUALITA' DEI SERVIZI MIGLIORATIVI

A.5.1 **Funzionalità del Call Center ed efficienza della gestione delle segnalazioni**

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A.5.2 **Modalità di rilevazione dell’anagrafica architettonica**

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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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