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**MEMOIRE TECHNIQUE**

**(Cadre de Réponse Technique)**

Référence de la consultation : 2024042DFAPGSE

Intitulé de la consultation : Prestations d’assistance à l’enseignement et d’accueil -Factotum pour les bâtiments universitaires de l’Université Paris Cité sur le campus des Grands Moulins.

Procédure de passation : Appel d’offre ouvert (AOO) en application des articles L2124-2 ; R2124-1 à R2124-2 ; R2161-2 à R2161-5 du code de la commande publique du Code de la commande publique

N° de la consultation :

*PREAMBULE*

Le présent document constitue le mémoire technique dont la trame est imposée par l’UPC, dans le cadre du marché, comme stipulé dans le Règlement de Consultation.

Le plan est figé, pour les premiers niveaux : les niveaux inférieurs sont laissés libres.

Le candidat est tenu de respecter strictement l’organisation de ce cadre ainsi constitué. Le candidat est invité à intégrer les éventuels compléments aux différentes rubriques du cadre de réponse sous forme d’annexes.

**En cas de production d’annexes en réponses aux questions posées dans le présent cadre, celles-ci devront être explicitement référencées dans le cadre de réponse. La référence doit comprendre au minimum le nom de l’annexe et la page. Tout élément de l’offre non référencé dans le présent cadre pourra ne pas être pris en compte dans l’évaluation de l’offre.** En cas de contradiction entre les réponses au cadre de réponse et les documents annexes, les réponses au cadre de réponse prévalent.

Enfin, le soumissionnaire est invité à jauger la **pertinence du niveau de détail** à fournir afin d’étayer la présentation de son savoir-faire et de ses compétences au regard des attentes décrites dans le cahier des clauses techniques particulières (CCTP).

# **Organisation, encadrement et qualification des moyens humains œuvrant dans le cadre du présent marché**

*Le soumissionnaire décrit de manière détaillée sa compréhension du cahier des charges, les attentes de l’Université, ainsi que l’organisation générale et l’encadrement qu’il compte mettre en place afin de répondre aux missions qui lui seront confiées. En outre, il décrira sa politique de formation à destination des équipes mises à disposition ainsi que leur composition.*

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# **Méthodologie et outils (matériels et numériques) permettant d’assurer le suivi et la qualité des prestations réalisées**

*Le soumissionnaire décrira les moyens matériels et numériques mis à disposition, notamment les logiciel ou application de suivi des interventions, et les modalités de communication entre les agents et les services de l’université. Il décrira en outre la méthodologie et des modalités de reporting et de communication, ainsi que les modalités de suivi de la qualité et un plan d’amélioration continue.*

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# **Gestion des moyens humains dans le cadre du marché (turn-over, retards et absences, remplacements, permanence...)**

*Le soumissionnaire présentera dans le détail sa politique de gestion des moyens-humains œuvrant et d’accompagnement des agents qu’il compte mettre en œuvre dans le cadre de l’exécution des prestations objet du présent marché ainsi que la description des potentiels profils d’agents affectés, les modes de remplacement en cas d’absence*

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# **Performance sociale de l’entreprise**

*Le soumissionnaire décrira dans cette partie sa politique en matière d’insertion professionnelle (taux d’employabilité de personnes en situation socioprofessionnelle difficile (chercheurs d’emploi, bénéficiaires du RSA, travailleurs handicapés, jeunes sans qualifications ou expériences entre autres).*

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