**CADRE DE MEMOIRE TECHNIQUE**

**POUR LE LOT 6**

**Prestations de nettoyage de l’hébergement, de l’hôtellerie et de vitrerie pour tous les sites situés à Clermont-Ferrand (63), pour Quartier De Bange à Issoire (63)**

**Les candidats sont tenus de renseigner le présent document en tenant compte des exigences formulées dans les CCTPs. Le mémoire technique doit être adapté au lot pour lequel il répond. Les mémoires techniques génériques ne seront pas acceptés.**

**Les candidats peuvent fournir tous les documents qu’ils jugeront nécessaire à l’appui du présent document. Dans ce cas, il conviendra de lister les annexes.**

**Dans le cas où le candidat soumissionnerait pour plusieurs lots, il remplira un document par lot.**

**CANDIDAT :** *(à compléter)*

**Liste des annexes :**

* *à compléter*

**INFORMATIONS PREALABLES**

**Cette partie n’est pas notée**

* Précisez l’organigramme complet (noms + coordonnées) à jour de la société ou de l’agence en charge d’exécuter l’accord-cadre.

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* Le nombre d’agents œuvrant par site et par type de prestations

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| **Sites** | **Type de prestations** | **Nombre total de personnels œuvrant mis en place par type de prestation** |
| **Quartier DESAIX à CFD (63)** | Hébergement |  |
| Hôtellerie |  |
| **28° RT ISSOIRE**  **(QUARTIER DE BANGE)** | Hébergement |  |
| Hôtellerie |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HEBERGEMENT** | |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HOTELLERIE** | |  |
| **TOTAL GENERAL POUR LE LOT** | |  |

* Autres informations que vous jugez utile de porter à la connaissance de l’administration (facultatif).

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**Cette partie est notée**

**CRITERE N°2 : PLAN OPERATIONNEL DE LA SOCIETE / 40 POINTS**

**Sous-critère 1 : le personnel d’encadrement direct mis en place par le candidat, par site, pour assurer la prestation / 20 points**

1. **Le nombre de personnel d’encadrement direct par site / 7 points**

*=> dans son commentaire, le candidat pourra aussi donner le ratio entre le(s) personnel(s) d’encadrement direct(s) présent(s) par site et le nombre d'agents œuvrant (1 personnel d’encadrement direct pour X agents œuvrant)*

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| **Sites** | **Type de prestations** | **Nombre total de personnel d’encadrement direct mis en place, par type de prestation** |
| **Quartier DESAIX à CFD (63)** | Hébergement |  |
| Hôtellerie |  |
| **28° RT ISSOIRE**  **(QUARTIER DE BANGE)** | Hébergement |  |
| Hôtellerie |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HEBERGEMENT** | |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HOTELLERIE** | |  |
| **TOTAL GENERAL POUR LE LOT** | |  |

**Commentaires, le cas échéant (1 page recto maximum)**

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1. **Le temps de présence du personnel d’encadrement direct sur site / 7 points**

*=> le candidat doit indiquer son* ***temps journalier de présence sur chaque site***

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| **Sites** | **Type de prestations** | **Temps de présence, par jour, par type de prestation, par type de prestation** |
| **Quartier DESAIX à CFD (63)** | Hébergement |  |
| Hôtellerie |  |
| **28° RT ISSOIRE**  **(QUARTIER DE BANGE)** | Hébergement |  |
| Hôtellerie |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HEBERGEMENT** | |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HOTELLERIE** | |  |
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1. **Le personnel d’encadrement direct est œuvrant / semi-œuvrant ou non œuvrant / 6 points**

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| **Sites** | **Type de prestations** | **Le personnel d’encadrement direct est œuvrant\***   * ***Indiquez le nombre d’heures par jour de prestations*** | **Le personnel d’encadrement direct est semi œuvrant\***   * ***Indiquez le nombre d’heures par jour de prestations*** | | **Le personnel d’encadrement direct est non œuvrant** |
| **Quartier DESAIX à CFD (63)** | Hébergement |  |  | |  |
| Hôtellerie |  |  | |  |
| **28° RT ISSOIRE**  **(QUARTIER DE BANGE)** | Hébergement |  |  | |  |
| Hôtellerie |  |  | |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HEBERGEMENT** | |  |  |  | |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HOTELLERIE** | |  |  |  | |
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**Commentaires, le cas échéant (1 page recto maximum)**

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**Sous-critère 2 : les contrôles proposés par le candidat pour assurer la prestation / 10 points**

1. **Les fréquences de contrôle des prestations effectuées par le personnel d’encadrement direct / 5 points**

*=> Il s’agit du contrôle de la bonne conformité d’exécution des prestations avec le cahier des charges*

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| **SITES** | **TYPE DE PRESTATIONS** | ***FREQUENCES DE CONTROLE DE LA BONNE CONFORMITE D’EXECUTION DES PRESTATIONS*** | | | | |
| **Plus de 4 fois par semaine** | **De 2 à 3 fois par semaine** | **1 fois par semaine** | **1 fois toutes les 2 semaines** | **Au-delà** |
| **Quartier DESAIX à CFD (63)** | Hébergement |  |  |  |  |  |
| Hôtellerie |  |  |  |  |  |
| **28° RT ISSOIRE**  **(QUARTIER DE BANGE)** | Hébergement |  |  |  |  |  |
| Hôtellerie |  |  |  |  |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HEBERGEMENT** | |  |  |  |  |  |
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**Commentaires, le cas échéant (1 page recto maximum)**

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1. **Les fréquences de contrôle des prestations effectuées par le responsable de secteur / 5 points**

*=> Il s’agit du contrôle de la bonne conformité d’exécution des prestations avec le cahier des charges*

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| **SITES** | **TYPE DE PRESTATIONS** | ***FREQUENCES DE CONTROLE DE LA BONNE CONFORMITE D’EXECUTION DES PRESTATIONS*** | | | | |
| **Plus de 4 fois par semaine** | **De 2 à 3 fois par semaine** | **1 fois par semaine** | **1 fois toutes les 2 semaines** | **Au-delà** |
| **Quartier DESAIX à CFD (63)** | Hébergement |  |  |  |  |  |
| Hôtellerie |  |  |  |  |  |
| **28° RT ISSOIRE**  **(QUARTIER DE BANGE)** | Hébergement |  |  |  |  |  |
| Hôtellerie |  |  |  |  |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HEBERGEMENT** | |  |  |  |  |  |
| **TOTAL POUR LA PARTIE NETTOYAGE DES LOCAUX POUR L’HOTELLERIE** | |  |  |  |  |  |
| **TOTAL GENERAL POUR LE LOT** | |  |  |  |  |  |

**Commentaires, le cas échéant (1 page recto maximum)**

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**Sous-critère 3 : en cas d’absence imprévue, le délai de remplacement du personnel d'encadrement direct et du personnel œuvrant proposé par le candidat pour assurer la prestation / 10 points**

1. **Le délai de remplacement en cas d’absence imprévus du personnel d'encadrement direct / 3 points**

*\*****Rappel de l’article 6.2 du CCTP :***

*Dans le cas d’une absence non programmée, le remplacement du personnel absent doit être effectué dans un délai* ***maximum de 24h****. L’agent de remplacement doit être de qualification équivalente ou supérieure.*

*Le titulaire procède au remplacement nombre pour nombre des personnels. Ces absences ne dégagent pas le titulaire de son obligation de résultat.*

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| ***DELAI DE REMPLACEMENT EN CAS D’ABSENCE IMPREVUE*** | | | |
| **Immédiatement**  **(dans l’heure qui suit le constat de l’absence)** | **Dans un délai de 2 à 4h**  **à compter du constat de l’absence** | **Dans un délai de 4h à 6h**  **à compter du constat de l’absence** | **De 7h à 24h maximum**  **à compter du constat de l’absence** |
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**Commentaires, le cas échéant (1 page recto maximum)**

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1. **Le délai de remplacement en cas d’absence imprévue du personnel œuvrant / 4 points**

*\*****Rappel de l’article 6.2 du CCTP :***

*Dans le cas d’une absence non programmée, le remplacement du personnel absent doit être effectué dans un délai* ***maximum de 24h****. L’agent de remplacement doit être de qualification équivalente ou supérieure.*

*Le titulaire procède au remplacement nombre pour nombre des personnels. Ces absences ne dégagent pas le titulaire de son obligation de résultat.*

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| ***DELAI DE REMPLACEMENT EN CAS D’ABSENCE IMPREVUE*** | | | |
| **Immédiatement**  **(dans l’heure qui suit le constat de l’absence)** | **Dans un délai de 2 à 4h**  **à compter du constat de l’absence** | **Dans un délai de 4h à 6h**  **à compter du constat de l’absence** | **De 7h à 24h maximum**  **à compter du constat de l’absence** |
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**Commentaires le cas échéant (1 page recto maximum) :**

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1. **Le délai du correctif pour les zones dites « sensibles » en cas de mauvaise/absence de prestation / 3 points**

*Les délais du correctif pour :*

*- les sanitaires*

*- les douches*

|  |  |  |  |
| --- | --- | --- | --- |
| ***DELAI DU CORRECTIF POUR LES SANITAIRES*** | | | |
| **Immédiatement**  **dans l’heure qui suit le constat de mauvaise/absence de prestation** | **Dans un délai de 2 à 4h**  **à compter du constat de mauvaise/absence de prestation** | **Dans un délai de 4h à 6h**  **à compter du constat de mauvaise/absence de prestation** | **Le lendemain ou plus**  **à compter du constat de mauvaise/absence de prestation** |
|  |  |  |  |

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| --- | --- | --- | --- |
| ***DELAI DU CORRECTIF POUR LES DOUCHES*** | | | |
| **Immédiatement**  **dans l’heure qui suit le constat de mauvaise/absence de prestation** | **Dans un délai de 2 à 4h**  **à compter du constat de mauvaise/absence de prestation** | **Dans un délai de 4h à 6h**  **à compter du constat de mauvaise/absence de prestation** | **Le lendemain ou plus**  **à compter du constat de mauvaise/absence de prestation** |
|  |  |  |  |

**Commentaires le cas échéant (1 page recto maximum) :**

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**CRITERE N°3 : DEVELOPPEMENT DURABLE / 10 POINTS**

**Sous-critère 1 : le critère environnementale / 6 points**

1. **Transport doux (modes de déplacement alternatifs aux modes de déplacement motorisés : marche à pied, vélo, trottinette, autre) ou co-voiturage pour venir sur le site et effectuer les prestations / 3 points**

**► MERCI DE REPONDRE SUR LA PAGE SUIVANTE**

**Réponse au transport doux (1 page recto maximum)**

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1. **La société doit justifier d’au moins 3 actions environnementales concrètes liées au marché / 3 points**

*=> Il s’agit d’expliquer, par exemple, les actions (autre que le transport doux) qui seront mises en place pour :*

*- contribuer à réduite l'empreinte carbone,*

*- développer l'engagement de l’entreprise pour minimiser l'impact environnemental tout en*

*garantissant une efficacité opérationnelle*

* *réduite les déchets (matériel, produit, traitement des déchets..)*
* *autre*

**► MERCI DE REPONDRE SUR LA PAGE SUIVANTE**

**Réponse aux actions environnementales (1 page recto maximum)**

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**Sous-critère 2 : le critère social / 4 points**

1. **Pour le personnel œuvrant : les formations réglementaires (sécurité et santé au travail) dans le cadre des prestations / 2 points**

*=> il s’agit du plan de formations réglementaires (voir liste ci-dessous) prévu dans le cadre du marché*

*Les formations réglementaires :*

*- de manutention manuelle (gestes et postures)*

*- de sauveteur secouriste du travail (SST)*

*- aux agents chimiquement dangereux*

**► MERCI DE REPONDRE SUR LA PAGE SUIVANTE**

**Réponse au plan de formation pour le personnel œuvrant (1 page recto maximum)**

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1. **Pour le personnel d’encadrement direct : les formations réglementaires (sécurité et santé au travail) dans le cadre des prestations / 2 points**

*=> il s’agit du plan de formations réglementaires (voir liste ci-dessous) prévu dans le cadre du marché*

*Les formations réglementaires :*

*- de manutention manuelle (gestes et postures)*

*- de sauveteur secouriste du travail (SST)*

*- aux agents chimiquement dangereux*

**► MERCI DE REPONDRE SUR LA PAGE SUIVANTE**

**Réponse au plan de formation pour le personnel d’encadrement direct (1 page recto maximum)**

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