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| --- |
| **Cadre de réponse – Mémoire technique** |

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| --- |
| **Prestations de nettoyage des locaux et de la vitrerie pour le campus de Châlons-en-Champagne**  **DG 25.04**  **Lot n°2** |

**Ecole Nationale Supérieure d'Arts et Métiers**

**Direction des Affaires Immobilières**

151 BOULEVARD DE L'HOPITAL

75013 PARIS

Ce cadre de mémoire ne sera en aucun cas un document d’information générale mais devra être rédigé spécialement pour le présent marché en prenant en compte ses spécificités.

**Réponses au mémoire 30 lignes maximum par sujet (préconisation).**

**Critère 2 :**  **Moyens humains (10 points) :**

2.1 - *Équipe d'encadrement (Définir le schéma d’organisation de l’encadrement sur site et hors du site) en précisant les missions, les qualifications, les CV des managers* **(5 points)**

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2.2 - *Équipe d'intervention (Définir le schéma d’organisation des équipes d’intervention (agents qui œuvrent sur site) en précisant le nombre, les affectations, les qualifications, formations et missions* **(5 points)**

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**Critère 3 :**  **Moyens matériels (10 points) :**

3.1 - *Matériels : Proposer une liste exhaustive et détaillée des matériels mis en place pour chaque type de prestation, joindre les fiches techniques* **(5 points)**

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3.2 - *Produits : Proposer une liste exhaustive et détaillée des produits et petits consommables par catégorie en précisant les modalités de gestion de stock, livraison, stockage et les modalités de conditionnement. L’utilisation de tous les produits chimiques devra être validée par la médecine du travail* **(5 points)**

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**Critère 4 :**  **Organisation et suivi de l'exécution (10 points) :**

4.1 - *Organisation : Définir les procédés d’exécution envisagés (fiches méthodes, protocoles, fiches de postes, planning…) en précisant les modalités de déploiement sur site.*

*Exemple de documents à joindre en annexe du dossier de réponse- support sur site- délais de mise en place sur site* **(5 points)**

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4.2 - *Évaluation, suivi et communication : Définir les procédés d’exécution envisagés pour assurer l’évaluation des prestations, le suivi du marché et la communication avec le client, en précisant les modalités de déploiement sur site :- outils utilisés- exemple de documents formalisés - délais de transmission- moyens mis en place pour le contrôle des prestations* **(5 points)**

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**Critère 5 : Responsabilité sociétale en lien avec l'objet du marché (5 points)**

Décomposition en sous-critère :

* Action égalité hommes/femmes **(2 points)**
* Politique d’insertion et bien-être au travail **(3 points)**

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**Critère 6 : Responsabilité environnementale en lien avec l'objet du marché (10 points)**

Décomposition en sous-critère :

* Recours à des produits de nettoyage éco labélisés **(3 points)**
* Recours à des détergents biodégradables **(3 points)**
* Procédure de gestion des déchets **(4 points)**

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**DATE, CACHET ET SIGNATURE**