Marché n° 25-017 L01

ENTREPRISE

**CADRE DE REPONSE valant MEMOIRE TECHNIQUE**

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| **VERIFICATION PERIODIQUE, MAINTENANCE PREVENTIVE**  **ET CORRECTIVE DES INSTALLATIONS CVC DU SIEGE DE RESEAU CANOPE SITUE A CHASSENEUIL DU POITOU** |

**CADRE DE REPONSE à REMPLIR OBLIGATOIREMENT**

**NE DOIT PAS EXCEDER 20 PAGES**

* **La qualité de l’organisation et des moyens humains proposés pour l’exécution du marché (notamment** **organigramme détaillé, présentation des intervenants et leur qualification) : 30 %)**

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* La qualité des procédures et méthodologies mises en place (notamment gestion des demandes d’intervention, astreinte, planification de maintenance, modalités d’intervention, exemples de rapports, gestion de la qualité) **14 %** :

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* La nature des moyens techniques mis à disposition des intervenants (notamment communication, outils, transport) **6 %**

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* **Autres types de processus mis en place accompagné des exemples pour assurer le suivi des prestations (fiches d’intervention, de documents de suivi et de reporting mis à disposition de l’administration, de documents de prise en charge d’installation, les moyens pour assurer le traitement des anomalies d’exécution, les rapports d’intervention)**

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**2. Démarches environnementales : 5 %**

Le candidat indique :

• Ses engagements pour l’utilisation des produits respectueux de l’environnement et /ou de matériels reconditionnés.

• Ses engagements pour l’utilisation des produits ne contenant pas de métaux lourds (plomb, cadmium...)

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1. **Planning et délais d’intervention dans le respect des délais maximum précisés dans le CCTP (10 %)**

**C.1. Délais et planning pour la maintenance préventive (accompagné d’un planning prévisionnel)**

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**C.2. Pour la maintenance corrective**

**Délais d’intervention**

* **En cas d’urgence :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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* **Interventions non urgentes :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Délais de réparation :**

* **En cas d’urgence :** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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* **Interventions non urgentes**
* Réparation sans fourniture de pièces : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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* Réparation avec fourniture de pièce maintenues en stock \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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* Réparation avec fourniture de pièces disponibles chez le fournisseur : \_\_\_\_\_\_\_\_\_\_\_

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* Autres cas (le candidat peut proposer des délais pour d’autres cas) : \_\_\_\_\_\_\_\_\_\_\_\_\_

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