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

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| **Prestations de service d’assistant social pour le personnel de l’ENSAM**  **DG25.07** |

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

**Service achats et commande publique**

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.

**Cadre de réponse du mémoire technique : un maximum de 30 pages (15 feuilles recto verso) est demandé (Préconisation). Le candidat peut transmettre des annexes généralistes, s’il le souhaite, toutefois, celles-ci ne rentreront pas dans la notation.**

Critère n°1 : prix des prestations - pour **40 points**.

Critère n°2 : valeur technique – pour **50 points**.

Critère 2-1 : Moyens humains et compétences mobilisés / **15 points**

**2.1.1 :** Pertinence de l’expérience des intervenants mis à disposition/ **8 points**

**2.1.2 :** Maîtrise des problématiques sociales complexes (handicap, précarité, logement, santé, addictions) / **4 points**

**2.1.3 :** Politique de formation continue en lien avec les enjeux du marché / **3 points**

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Critère 2-2 : Adéquation de la méthodologie d’intervention / **15 points**

**2.2.1 :** Pertinence des modalités d’intervention proposées (permanences, visites hors site) /**7 points**

**2.2.2 :** Articulation avec les acteurs internes (DRH, RH de proximité, médecine du travail, etc.)/ **3 points**

**2.2.3 :** Capacité à concevoir et animer des actions collectives pertinentes / **5 points**

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Critère 2-3 : Organisation et réactivité / **15 points**

**2.3.1 :** Disponibilité et accessibilité (téléphone, mail, temps de réponse …) / **5 points**

**2.3.2 :** Réactivité en cas de situation urgente ou non programmée/ **5 points**

**2.3.3 :** Disposition de remplacement de personnel en cas d’absence / **5 points**

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Critère 2-4 : Qualité des outils et supports de suivi / **5 points**

**2.4.1 :** Qualité des outils proposés (grilles, trames, indicateurs de suivi) / **2.5 points**

**2.4.2 :** Modalités et contenu des bilans semestriels et annuels (quantitatifs + qualitatifs) / **2.5 points**

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Critère 3 : Responsabilité sociétale en lien avec le marché – pour **5 points**

3.1 : Actions sur l'égalité Femmes-Hommes / **3 points**

3.2 : Politique en matière de bien-être au travail / **1 point**

3.3 : Politique inclusive ou pratiques solidaires / **1 point**

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Critère 4 : Performance environnementale en lien avec le marché – pour **5 points**

4.1. : Actions sur le traitement du papier / **2,5 points**

4.2 : Moyens mis en œuvre pour réduire l'empreinte carbone / **2,5 points**

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**DATE, CACHET ET SIGNATURE**