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

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| **Prestation de nettoyage des locaux pour le campus d’Angers**  **DG25.38 – Lot 1** |

**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 critère et sous critères (préconisation).**

**Critère 2 : Description organisationnelle de l'entreprise (25 points) :**

2.1.- Description des équipes pour ce marché *-* Modalité de remplacement des agents

: (6 points)

Afin de garantir une organisation efficace et une qualité de service constante, Chaque prestataire devra détailler la composition de ses équipes, en mettant particulièrement l'accent sur l'encadrement. Il est important de spécifier les rôles et les responsabilités de chaque membre de l'équipe.

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2.2- Modalité de formation des personnels : **(5 points)**

Chaque prestataire s'engage à assurer une formation continue et adaptée de l'ensemble de son personnel, afin de garantir la qualité des prestations et le respect des normes de sécurité en vigueur sur le site. La formation doit permettre aux agents de maîtriser les techniques de nettoyage spécifiques, ainsi que les procédures de sécurité propres aux locaux du campus.

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2.3-Gestion et modalités de traitement des manquements dans les prestations :(**7points)**

Chaque prestataire doit mettre en place un système rigoureux pour identifier, traiter, et corriger les manquements dans les prestations de nettoyage, afin de garantir un niveau de service optimal tout au long de la durée du marché. Les manquements peuvent concerner la qualité du nettoyage, le non-respect des délais ou toute autre non-conformité par rapport aux exigences du contrat.

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2.4- Description des matériels utilisés : (**2 points)**

Chaque prestataire doit fournir une description détaillée des matériels utilisés pour assurer les prestations de nettoyage. Ces matériels doivent être adaptés aux différentes surfaces et environnements du site, et répondre aux exigences de qualité, d'efficacité et de sécurité.

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2.5- Procédés innovants dans l’organisation: (**5 points)**

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**Critère 3 : Méthodologie d'action de l'entreprise :(13 points)**

3.1- Fourniture d’un plan de nettoyage et de désinfection dans des cas exceptionnels (type COVID etc.) : **(8 points)**

Chaque prestataire devra fournir un plan de nettoyage complet, précis, et adapté aux spécificités des locaux du campus. Ce plan devra inclure la fréquence des interventions, les méthodes et les produits utilisés, ainsi que les zones critiques nécessitant une attention particulière, telles que les salles de classe, bureaux, ateliers, Salle de TP/laboratoires, et espaces communs.

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3.2- Fourniture d’un plan d’entretien simple : **(5 points)**

Chaque prestataire devra fournir un plan d’entretien simple qui détaille les actions nécessaires pour maintenir les locaux dans un état fonctionnel, propre et sécurisé sur le long terme. Ce plan doit inclure la maintenance régulière des équipements et du matériel, le nettoyage de base des espaces.

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**Critère 4 : Qualité des dispositifs d’évaluation proposée (enquête de satisfaction, plan de progrès, réactivité) (7 Points)**

Chaque prestataire doit mettre en place des dispositifs d’évaluation rigoureux pour assurer un suivi de la qualité des prestations de nettoyage. Ces dispositifs incluent la réalisation régulière d’enquêtes de satisfaction, la mise en place d’un plan de progrès continu, et une réactivité adaptée en cas de demandes ou de problèmes signalés

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**Critère 5 : Performances en matière de protection de l'environnement en lien avec l’objet du marché : (10 points)**

5.1-Recours à des détergents bio dégradables : **(5 points)**

Chaque prestataire s’engage à utiliser des détergents biodégradables, qui respectent les normes environnementales et contribuent à réduire l’impact des prestations de nettoyage sur l’environnement. Ces produits doivent être conçus pour se décomposer rapidement et naturellement, minimisant ainsi la pollution des eaux et des sols.

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5.2- Procédure de gestion des déchets : **(5 points)**

Chaque prestataire doit mettre en place une procédure rigoureuse de gestion des déchets, visant à assurer leur tri, leur collecte, et leur traitement de manière responsable et conforme aux réglementations environnementales en vigueur. Cette procédure doit inclure des actions spécifiques pour réduire l’impact environnemental des déchets issus des prestations de nettoyage.

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**Critère 6: Mesures de responsabilité sociétale des entreprises (RSE) en lien avec l'objet du marché (10points)**

Sous-critères :

* 6-1 : Action pour l'égalité femme-homme **/** **3.5 points**

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* 6-2 : Politique en matière de bien-être au travail pour le personnel en charge de l'exécution des prestations **/ 3.5 points**

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