**ANNEX B – Service Quality**

***(to be filled in by the tenderer)***

The service quality shall be indicated in accordance with point 2.2 of the tender specifications.

The table below should include the references to the applicable sections of the bid.

|  |  |  |
| --- | --- | --- |
| **Administration of the contract** | | ***Reference to section of the bid*** |
| **1** | Information on the structure of the proposed team which will administer the contract and provide services to EMSA. |  |
| **2** | Description of how the tenderer intends to communicate with EMSA during the implementation of the contract and within which time-limits the Agency’s requests will be addressed. |  |

|  |  |  |
| --- | --- | --- |
| **Service delivery** | | ***Reference to section of the bid*** |
| **4** | Description of the way in which the tenderer will ensure to obtain the most competitive solutions from insurers; furthermore the envisaged marketing strategy for the first and subsequent renewals of an insurance policy. |  |
| **5** | Description of the way in which the tenderer will assess the current status of the insurance market in order to maintain the quality of the insurance cover. |  |
| **6** | Description of how and by whom any insurance claims will be handled. |  |