

ANNEX B – Service Quality

(to be filled in by the tenderer)

The services shall be delivered in accordance with tender specifications (point 2.2.).

The table below shall include the references to the relevant sections of the bid.

Administration of the contract		<i>Reference to section of the bid</i>
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		<i>Reference to section of the bid</i>
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.	