

## **ANNEX B – Service Quality**

*(to be filled in by the tenderer)*

The service quality shall be indicated in accordance with section 2.2 of the Tender Specifications.

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

| <b>Administration of the contract</b> |  | <b><i>Reference to section of the bid</i></b> |
|---------------------------------------|--|---|
| <b>1</b>                              | Information on the structure of the proposed team which will administer the contract and provide services to EMSA.   |   |
| <b>2</b>                              | 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. |   |

| <b>Service delivery</b> |   | <b><i>Reference to section of the bid</i></b> |
|-------------------------|---|---|
| <b>1</b>                | 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. |   |
| <b>2</b>                | 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.  |   |
| <b>3</b>                | Description of how and by whom any insurance claims will be handled.  |   |