

REQUEST FOR PROPOSAL

FOR THE

Supply of interim staff for general administration

ANNEX II

Technical Questionnaire

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1. INSTRUCTIONS

Tenderers should in response to the Technical Questionnaire include a dedicated document. The document should reflect the same structure (headings) used in section “2 Technical Questionnaire”).
Scoring System

#	Evaluation Criteria	Maximum Score
1	Technical Questionnaire	50
2	Service Manager's CV	10
3	Quality of the proposal	10
Total		70

2. TECHNICAL QUESTIONNAIRE

2.1. Objective of the contract and EBA work environment

1. Please describe – in your own words – the objectives of the framework contract.
2. Please describe – in your own words – the role of the EBA and its work environment, i.e. how would you introduce the work of the EBA and its working environment to a possible *Interim Staff*?

2.2. Coverage of requested profiles

1. Please describe the coverage of the requested profiles and document how many CVs per profile and level are managed in your pool of contractors (database) and the ratio between vacant and engaged contractors.
2. Please describe how you keep abreast of temporary labour market in the areas relevant to the tender including developments of daily rates and searching for CVs in the market.

2.3. Service ordering and invoicing procedure

1. Please describe how your internal procedures and process relate to the service ordering and invoicing procedure described in Annex I section B.1.3.
2. Please describe methods in place to ensure a consistent and high quality service and compliance to the service ordering and invoice procedure throughout the duration of the contract.

2.4. Selection and Presentation of CVs

1. Please describe your approach and steps to pre-screening CVs for their “technical” fit to the profiles and levels described in Annex I and the “personal” fit to the EBA team.
2. Please describe how feedback of service call-offs from EBA is factored back into your procedures with the aim to build and retain experience and improve quality for future service call-offs.

2.5. Service Performance Review

1. Please describe your proposal for the content to be included in the quarterly report in relation to Annex I Section B.1.2. Service Performance Review”
2. Please describe how you would prepare the service performance review meeting in relation to Annex I Section B.1.2. Service Performance Review”. Include a proposal for a meeting agenda.

3. SERVICE MANAGER'S CV

1. Please attach the CV of the service manager.

The Service Manager should have experience of at least 5 years in the fields relevant to the service and employed by the Staff Agency for at least 2 years.