

**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.	