



Cover Sheet Overall Quality Criteria Input– Lot 2 – Medical Advisor

The tenderer shall provide input to the overall quality criteria for all tasks in Lot 2 – Medical Advisor on all topics mentioned in this Cover Sheet. Please ensure that information provided is concise and on the point, as brief as possible.

| | |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.Q.1 | Description of overall quality management systems in place and effectiveness/relevance for the services. |
| 2.Q.2 | Description of regular staff training programmes in place for medical doctors and effectiveness/relevance for the services. |
| 2.Q.3 | Description of regular staff training programmes in place for nurses involved and effectiveness/relevance for the services. |
| 2.Q.4 | Description of regular staff training programmes in place for administrative staff involved and effectiveness/relevance for the services. |
| 2.Q.5 | Description on how the tenderer will ensure continuous and short notice (2 work days) availability on regular work days and how he will handle needs to replace personnel assigned to the tasks and ensuring quick continuation of services. |
| 2.Q.6 | Description on how the tenderer will handle the preparation and administration of medical reports including the average time frame of completion of reports, always observing applicable data protection requirements. |
| 2.Q.7 | Description on how the tenderer will store medical files for compliance with the Data Protection Regulation (EC) No 45/2011. |
| 2.Q.8 | Description on how the tenderer will handle requests to copy and transfer original medical files in strict compliance with the applicable data protection requirements. |
| 2.Q.9 | Description on how the tenderer will provide health and psychological advice for to GSA management on individual staff in the areas explicitly described under Task 4 of Lot 2. |
| 2.Q.10 | Description on how the tenderer will provide a one day awareness session for staff in the areas explicitly described under Task 5 of Lot 2. |