



EMBASSY OF ITALY  
ADMINISTRATIVE JOINT CENTRE  
BRUSSELS

## NOTICE OF TENDER

Open invitation to tender for the acquisition of cleaning and sanitation services for the Italian diplomatic offices in Belgium (Embassy of Italy in Brussels, Consulate General in Brussels, Italian Cultural Institute in Brussels, Permanent Representation to the European Union in Brussels, Permanent Representation to NATO in Brussels) and the Netherlands (Embassy of Italy in The Hague, and Italian Cultural Institute in Amsterdam) **for the period 1 March 2026 - 31 December 2027, equivalent to 22 (twenty-two) months.**

\* \* \* \* \*

**Please read the Announcement carefully**

\* \* \* \* \*

## FOREWORD

By contracting decision No 04/2025 of 8.12.2025, the **Administrative Interdepartmental Centre of the Embassy of Italy in Brussels** has ordered the centralisation of the procedure for the selection of an economic operator for the award of the service which is the subject of this call for tenders, subject to the terms and conditions set out below.

This procedure is governed, pursuant to Article 13, paragraph 4 of Legislative Decree No. 36/2023, by the **Decree of the Minister of Foreign Affairs and International Cooperation of 2 November 2017, No. 192** ("Regulation governing the procedures for the selection of the contractor and the execution of contracts to be performed abroad, pursuant to Article 13, paragraph 4, of Legislative Decree No. 36 of 31 March 2023") as well as by **Directive 2014/24/EU**.

The relationship between the Contracting Authority and the successful tenderer will be governed by a contract conforming to the **outline in Annex 1**.

## ART. 1 - CONTRACTING STATION

- **Name:** Embassy of Italy - Administrative Inter-Service Centre
- **Address:** Rue Joseph II, 22 - 1000 Brussels
- **Website:** <https://ambbruxelles.esteri.it/it/>
- **Single Project Manager (RUP):** Dr. Fabio Vanorio, Grade II Executive, Director of the Administrative Interservices Centre
- **Email:** bruxelles.cia@esteri.it

## ARTICLE 2 - SUBJECT MATTER, DURATION AND AMOUNT

2.1. The purpose of this procedure is the procurement of cleaning and sanitation services for the Belgian (Embassy of Italy in Brussels, Consulate General of Brussels, Italian Institute of Culture in Brussels, Permanent Representation to the European Union in Brussels, Permanent Representation to



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NATO in Brussels) and Dutch (Embassy of Italy in The Hague, and Italian Institute of Culture in Amsterdam) **Offices for the period 1 March 2026 - 31 December 2027, divided into two independent functional lots:**

**LOT 1 - Belgium [CIG B99678FBF9].**

**Estimated value: € 450,000.00 (excluding VAT)**

**Locations included: Embassy of Italy in Brussels; Consulate General in Brussels; Italian Cultural Institute in Brussels; Permanent Representation to the EU in Brussels; Permanent Representation to NATO in Brussels.**

**LOT 2 - The Netherlands [CIG B996790CCC].**

**Estimated value: € 170,000.00 (excluding VAT)**

**Venues included: Embassy of Italy in The Hague and Italian Cultural Institute in Amsterdam.**

2.2 The services required are detailed in Annex 2.

2.3 The duration of the tender is **22 months** from the signing of the framework contract.

2.4 Economic operators may participate in **one or both lots**, submitting **separate technical and economic offers** for each.

2.5 Offers conditional on the award of both lots are not permitted.

2.7 Lots may be awarded to different economic operators.

2.8 The amount is fixed and invariable, not subject to revision or indexation.

2.9 Payment of the above sum shall fully extinguish any and all claims by the contractor against the Contracting Authority.

### **ART. 3 - ELIGIBLE PARTIES AND REQUIREMENTS**

3.1. In order to participate in the tender, economic operators must be in possession of the requirements set out in the Single Requirements Document (Annex 3), as well as the qualification requirements referred to in Article 8.1.1 (contained in Envelope "A", Administrative Documents).

3.2 The minimum turnover requirement and the technical capacity must be demonstrated **for the lot for which participation is sought**. In the event of participation in both lots, the evaluation of the requirements will take place individually for each lot.

3.3. In the case of a grouping of enterprises, if even only one of the participants in an associated form fails to satisfy the preceding paragraph, the entire grouping shall be excluded.





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3.4. The economic operator authorises the Customer to carry out checks, with the competent authorities, on the truthfulness of the declarations made on the possession of the requirements.

3.5. Subcontracting is forbidden for reasons of security and protection of diplomatic premises, pursuant to Art. 3, paragraph 4, DM 192/2017.

**ART. 4 - TENDER DOCUMENTATION**

4.1. The tender documentation includes:

- tender notice;
- framework contract outline (Annex 1);
- technical specifications (Annex 2);
- single document of requirements-application for participation (Annex 3);
- information on the protection of individuals with regard to the processing of personal data (Annex 4);
- economic offer template (Annex 5).

4.2 Economic operators are required to observe strict confidentiality obligations in relation to documents and data acquired for the purposes of this procedure, which may not be used for purposes other than those of the tender.

**ARTICLE 5 - TERMS OF PRESENTATION OF THE OFFER**

5.1 There will be one main envelope for each of the two Lots.

5.2 The envelopes containing the bids must be closed and sealed and must bear on the outside the wording as per Art. 5.1, broken down by Lot:

- **Lot 1:**

- o *"DO NOT OPEN: Bid for the acquisition of the cleaning and sanitation service of the premises of the Italian Diplomatic Offices in Belgium (Embassy of Italy in Brussels, Consulate General in Brussels, Italian Institute of Culture in Brussels, Permanent Representation to the European Union in Brussels, Permanent Representation to NATO in Brussels) for the period 1 March 2026 - 31 December 2027 (22 months)." (CIG B99678FBF9),*
- o the name of the economic operator, registered office and contact details.

- **Lot 2:**

- o *the words "DO NOT OPEN: Offer for the acquisition of the cleaning and sanitation service for the premises of the Italian Diplomatic Offices in the Netherlands (Embassy of Italy in The Hague and Italian Cultural Institute in Amsterdam) for the period 1 March 2026 - 31 December 2027 (22 months)." (CIG B996790CCC);*
- o the name of the economic operator, registered office and contact details.



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5.3 Each envelope must contain inside three envelopes (each sealed with adhesive tape on the closing flaps or closed and countersigned on the closing flaps or closed and stamped on the closing flaps) bearing an indication of the subject of the tender, the name of the sender economic operator and the wording

- **Envelope A1** - Administrative documents (Lot 1)
- **Envelope B1** - Technical offer (Lot 1)
- **Envelope C1** - Economic offer (Lot 1)

and/or

- **Envelope A2** - Administrative Documents (Lot 2)
- **Envelope B2** - Technical Offer (Lot 2)
- **Envelope C2** - Economic offer (Lot 2)

5.4 The envelopes containing the offers and related documents must be received **no later than 12:00 noon on 19 January 2026** by one of the following methods, at the choice of the economic operator

- through the postal service, to the Customer and addressed to: Embassy of Italy, Administrative Inter-Services Centre, Rue Joseph II, 22, 1000 Brussels;
- by hand, from 9 a.m. to 12 noon, except on holidays, to the Customer's address (Embassy of Italy, Centre for Administrative Interservices, Rue Joseph II, 22, 1000 Brussels), which will issue a receipt.

5.5 For the purposes of the deadline set for the submission of bids, only the receipt stamp affixed to the aforesaid envelope by the Customer shall be deemed authentic.

5.6 The timely delivery of packages is at the sender's sole risk. Failure to present the packages in the specified places, terms and manner will result in the exclusion of the tenderer.

5.7 If the offer and/or the documents produced for participation in the procedure are signed by a proxy of the economic operator, suitable documentation (power of attorney, resolution, etc.) proving the power of signature must be provided.

5.8 **For Lot 1**, the offer and accompanying documents must be formulated in French. Documents in a language other than French must be accompanied by courtesy translations.

5.9 **For Lot 2**, the offer and accompanying documents must be submitted in English. Documents in languages other than English must be accompanied by courtesy translations.

5.10 Multiple, conditional, alternative bids are excluded.

5.11 By submitting an offer, the tenderer accepts all tender documents, including annexes and clarifications. The offer is binding on the tenderer and is irrevocable for 180 days from the expiry of the deadline for submitting the offer.





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5.12 In the event that tender operations are still in progress at the expiry date of the validity of the bids, bidders will be asked to confirm the validity of their bids and to produce an appropriate document proving the validity of any provisional guarantee provided during the tender until the same date. Failure to respond to the contracting authority's request within the deadline set by the latter shall be considered as a waiver of the bidder's right to participate in the tender.

**ART. 6 - CONTENTS OF ENVELOPES IN THE PACKET**

**6.1. Envelope "A - Administrative Documents"**

6.1.1. Envelope "A - Administrative Documents" must contain the following documents

- a) single document of the requirements (Annex 3), in which the economic operator certifies the absence of grounds for exclusion and the possession of any special qualification requirements, signed by the Legal Representative of the candidate or by a Legal Representative, with an attached photocopy of an identity document of the signatory(s). In the case of a grouping, the single document of the requirements must be presented individually by all the subjects forming part of the grouping;
- b) any power of attorney attesting to the powers of the undersigned;
- c) commitment by the Economic Operator to keep the offer irrevocable for 180 days from the deadline for receipt of offers and willingness to extend the deadline for a further 90 days at the Customer's request;
- d) proof of the conclusion of an insurance policy covering professional risks, civil liability and accidents at work;
- e) proof of turnover relating to the services covered by the contract in the last three years, which must not be less than three times the contract value;
- f) registration with the local Chamber of Commerce (Belgium for Lot 1, the Netherlands for Lot 2);
- g) certificate attesting that the Economic Operator has fulfilled its tax obligations;
- h) certificate attesting that the Tenderer has fulfilled its obligations towards the National Social Security Office;
- i) certificate attesting to the economic operator's inspection of the buildings involved in this procedure for which they intend to submit a bid. The usefulness of the on-site inspection is in becoming familiar with the buildings and becoming aware of the premises in which the services requested in Appendix 2 are to be performed;



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- j) in the case of a temporary grouping already formed, an authentic copy of the deed of special collective mandate, indicating the subject designated as agent or group leader, the share of participation and the services or part of the services to be entrusted to each grouped economic operator;
- k) in the case of a temporary grouping not yet formed, a declaration of commitment to form it by granting a mandate to the party designated as agent or group leader, indicating for each component the respective shares of participation and the services that each of them will perform for this service.

6.1.2. In the case of the absence, incompleteness or any other irregularity of the elements requested in the previous paragraph, the Customer shall assign the economic operator a deadline, not exceeding ten days, for the necessary declarations to be made, integrated or regularised. In the event of the deadline elapsing in vain, the economic operator shall be excluded from the tender.

**6.2. Envelope "B - Technical offer"**

6.2.1. Envelope "B - Technical bid" must contain the following documents enabling technical, financial and economic capacity to be assessed

- a) a declaration of the main references for the three-year period 2022-2025, with particular reference to diplomatic representations and public administrations;
- b) description and quality and environmental certifications of all products used in the performance of the service;
- c) curriculum vitae of the personnel to be employed in the service. By submitting its offer, the company implicitly certifies that such personnel will actually be employed for the services in question or, if not yet employed by the company, that they will be hired for this purpose. In addition, the company shall enclose the criminal record of the personnel in question (if this is not possible due to time constraints, the company undertakes to provide this document before the said personnel take up employment). By submitting its offer, the company undertakes to employ at all times only the personnel indicated in the offer in the service covered by this tender, without prejudice to periods of justified absence;
- d) description of the tenderer's internal organisation (in particular, the composition of the offices dedicated to administration and personnel management procedures).

6.2.2. The tender must contain the name of the economic operator and must be signed by the legal representative or proxy with a copy of a valid identity document attached.





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6.2.3. The contracting authority may at any time request clarification of the technical offer, assigning a deadline to the economic operator of no more than ten days.

**6.3. Envelope "C - Economic offer"**

6.3.1. In envelope "C - Economic offer" the economic operator shall submit its best economic offer for the service requested.

6.3.2. The remuneration to be paid by the Customer for this assignment may not exceed the estimated value of the tender as set out in Article 5.4, net of VAT and other indirect taxes.

6.3.3. The tender must contain the name of the economic operator and must be signed by the legal representative or proxy with a copy of a valid identity document attached.

6.3.4. The contracting authority may at any time request clarifications regarding the economic offer, assigning a deadline to the economic operator of no more than ten days.

**ARTICLE 7 - AWARD CRITERIA AND EVALUATION OF TENDERS**

7.1 Each lot shall be awarded separately on the basis of the most economically advantageous tender.

7.2. The economically most advantageous tender is identified on the basis of the best quality/price ratio, according to the following scale

- a) 70% for the technical and qualitative offer, for a maximum of 70 points distributed as follows:
  - i. references in the three-year period 2022-2025, in particular in relation to previous activities with Diplomatic Missions and public administrations (art. 9.2.1 letter a): up to 17.5 points
  - ii. quality and environmental certifications of the products used (art. 9.2.1 letter b): up to 17.5 points
  - iii. personnel experience in the specific field (art. 9.2.1 letter c): up to 17.5 points;
  - iv. internal organisation of the bidding company (Art. 9.2.1 letter d): up to 17.5 points.
- b) 30% for the economic offer: up to 30 points, awarded as follows
  - 30 points to the offer with the lowest price;
  - points shall be deducted from the other offers in proportion to the percentage price increase over the lowest-price offer.

7.3 The Customer reserves the right not to award the contract, either in whole or in part, in the event that no offer can be deemed suitable, or even appropriate, in relation to the subject matter of the contract. The contract may be awarded even if there is only one valid tender.

**ARTICLE 8 - GUARANTEES**



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8.1. The tender shall be accompanied by a declaration of commitment, issued by a bank or insurance institute or other authorised party, to issue (should the tenderer be awarded the framework contract) a definitive guarantee equal to 10% of the contractual amount.

8.2. The sureties referred to in the preceding paragraph shall contain an express waiver of the benefit of prior enforcement of the principal debtor and shall be operative within 15 days upon a simple written request by the contracting authority.

8.3 The final guarantee covers the entire duration of the contract and is released upon regular final conformity inspection.

8.4 The commitment to the definitive guarantee must be presented for **each lot**, calculated on the amount of the lot itself.

#### ARTICLE 9 - COMMISSION

9.1. The Selection Committee is appointed, after the deadline for the submission of bids, in accordance with the provisions of Article 12 of Ministerial Decree 192/2017, and is composed of three members chosen by the Single Project Manager (RUP) from among the staff of the administrative offices of the diplomatic offices benefiting from the Framework Agreement on the basis of requirements of professionalism and experience. The commissioners shall not have performed any other function or technical or administrative assignment in relation to the contract in question. The jury shall be responsible for evaluating the technical and economic bids of the tenderers on the basis of the criteria and formulas indicated in article 10 above.

9.2 The Commission shall draw up **two separate rankings**, one for Lot 1 and one for Lot 2.

#### ARTICLE 10 - CONDUCT OF THE TENDER

10.1. The envelopes received shall be opened by the Jury **on 20 January 2026 at 10:00 a.m.** in the presence of the legal representatives of the economic operators that have submitted bids (or persons delegated by them). During the session, the Commission shall check the completeness of the documentation submitted by the economic operators, verifying its compliance with the requirements of this Notice, and, if necessary, activating the preliminary investigation procedure.

10.2. Any measures of exclusion from the tender procedure shall be communicated within five days of their adoption.

10.3. In the event that the bids of two or more tenderers obtain the same overall score, but different scores for price and all the other evaluation elements, the tenderer that offered the lowest price shall be ranked first.





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10.4. In the event that the bids of two or more competitors obtain the same overall score and the same partial scores for price and for the technical offer, the Commission will proceed by drawing lots, in public session, to identify the competitor that will be placed first in the ranking list.

10.5. At the end of the above operations, the Committee shall draw up the ranking list and publish it on the web site of the Contracting Authority and of the diplomatic offices involved in this Framework Agreement.

The Committee shall open and evaluate the offers for **Lot 1** and **Lot 2** in sequence, drawing up two separate minutes and two rankings.

#### ARTICLE 11 - ANOMALY OF THE OFFER

11.1. Pursuant to Article 13 of Ministerial Decree 192/2017, an offer shall be considered anomalous when the scores attributed to the price and the other components subject to evaluation are both equal to or greater than four-fifths of the maximum score provided.

11.2. The contracting authority reserves the right to subject to verification an offer that, on the basis of other elements as well, appears abnormally low. The congruity, seriousness, sustainability and feasibility of the offer shall also be assessed at this stage.

11.3 It is the Contracting Authority's right to proceed with the congruity check of all abnormally low bids at the same time.

11.4. The RUP shall request the tenderer to submit explanations, where appropriate, indicating the specific components of the tender considered anomalous, assigning economic operators a strict deadline from receipt of the request. The same RUP shall exclude tenders which, on the basis of an examination of the elements provided with the explanations, are found to be unreliable overall.

#### ARTICLE 12 - ON-SITE INSPECTION

12.1 Prior to submitting their economic offer, tenderers must carry out a **mandatory on-site inspection** at the Offices of the Diplomatic Missions indicated in the Technical Specifications (Appendix 2).

12.2 The on-site visit must be attested **by a certificate jointly signed by** a representative of the economic operator and a representative of the Venue visited. Operators will agree directly with each Venue on the modalities and timing of the visit. No subsequent request for clarification may be accepted for reasons attributable to lack of knowledge of the venues or technical documents.

#### ART. 13 - CLARIFICATIONS AND COMMUNICATIONS



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13.1 Any requests for clarifications (other than the contents of the inspection) must be made **in writing** and sent to **bruxelles.cia@esteri.it** at least **10 days before** the deadline for submitting bids.

**ARTICLE 14 - ADJUDICATION**

14.1 The proposal for the award shall be made in favour of the tenderer who has submitted the best bid.

14.2. The Contracting Authority reserves the right to proceed with the award even in the presence of only one valid tender, if it is considered congruous and convenient. In the event that no offer is found to be convenient or suitable in relation to the subject of the contract, the Contracting Authority reserves the right

not to award the contract. Moreover, in the event of the annulment or revocation of the procedure, no legitimate expectation of the conclusion of the tender procedure, nor any right of a compensatory, restorative or indemnity nature for the expenses incurred in taking part in the procedure, may be invoked by competitors or any third parties.

14.3 The award shall be decided upon the positive outcome of the verification of the fulfilment of the requirements set forth in these specifications, carried out in accordance with Article 60 and Annex XII of Directive 2014/24/EU, by means of equivalent means of proof in accordance with local regulations, and shall be immediately effective. The Contracting Authority shall proceed, within five days, to communicate the same to all tenderers.

14.4 In the event the tender is awarded to participants in the form of an unincorporated association, by submitting their bids, the participants undertake to grant a special collective mandate of representation to the company qualified as the agent in the single requirements document. The latter shall enter into the contract in the name and on behalf of the principal.

**ARTICLE 15 - SAFEGUARD CLAUSE FOR RENOVATION WORKS**

15.1 If, during the execution of the contract, renovation work or extraordinary maintenance work is necessary in the buildings covered by the framework contract, the individual Contracting Stations reserve the right to

1. **Amend** the terms and conditions of the contract, in accordance with Article 119 of Legislative Decree 36/2023, in order to adapt the contract to the new operational and logistical requirements arising from the works;
2. **Temporarily suspend** the service, where necessary, for the duration of the works, resulting in the suspension of payments for the period of inactivity;
3. **Early termination of** the contract, if the restructuring works make it impossible or no longer convenient to continue the cleaning service, without this entailing additional charges for the Contracting Authority, without prejudice to the amounts due for services already rendered.





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15.2 The Contracting Authority undertakes to give at least 60 days' notice of the start of restructuring works and of any changes or suspensions of the contract.

**ART. 16 - PROTECTION OF PERSONAL DATA**

16.1. The Contracting Authority guarantees the protection of the personal data provided by the economic operator pursuant to the laws in force in Italy on the protection of individuals with regard to the processing of personal data, an informative note on which is provided in Attachment 4.

16.2 By signing the information notice, the economic operator consents to the processing of the aforesaid personal data by the Customer, including the envisaged verifications.

**ARTICLE 17 - APPLICABLE REGULATIONS AND COMPETENT COURT**

17.1. The procedure for the selection of the contractor shall be governed by Italian regulations, namely Ministerial Decree 192/2017, as well as Directive 2014/24/EU.

17.2 Disputes relating to this award shall be referred to the exclusive jurisdiction of the Tribunale Amministrativo Regionale del Lazio - Via Flaminia 189, 00196 Rome RM (Italy).

*[Place, date].*

*[Signature of the Single Project Manager].*

**FABIO  
VANORIO**

Firmato digitalmente  
da FABIO VANORIO  
Data: 2025.12.15  
13:58:15 +01'00'





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Annex 1

**Contract-Quadro for the cleaning and sanitation service of the premises of the Belgian (Embassy of Italy in Brussels, Consulate General in Brussels, Italian Institute of Culture in Brussels, Permanent Representation to the European Union in Brussels, Permanent Representation to NATO in Brussels) and Dutch (Embassy of Italy in The Hague, and Italian Institute of Culture in Amsterdam) Offices for the period 1 March 2026 - 31 December 2027.**

**BETWEEN**

Embassy of Italy - Centro Interservizi Amministrativi, hereinafter referred to as "Principal

(acting in its own name and on behalf of the Embassy of Italy in Brussels, the Consulate General in Brussels, the Italian Institute of Culture in Brussels, the Permanent Representation to the European Union in Brussels, the Permanent Representation to NATO in Brussels)

**E**

[.....], hereinafter referred to as the "Contractor".

**Art. 1 - Purpose**

1.1 The Diplomatic Missions benefiting from this framework contract are:

**< DISTINCTION ACCORDING TO THE LOT >**

1.2 The conclusion of the framework contract shall not bind the Contractor in any way. The Contractor shall have no claims under this framework contract until the Diplomatic Posts indicated in point 1.1 have implemented the contracts for the performance of the services set forth in the Specification (Annex 2) within the time frame indicated in Article 3.1 below.

**Article 2 - Amount**

2.1 The contract amount is equal to XXXXXX euros, exclusive of VAT and other indirect taxes.

2.2 The amount indicated in this article is fixed and invariable, not subject to revision (not even as a result of indexation) and is the global consideration due for all activities necessary for the proper and regular performance of the services.

2.3 The Contractor may not demand from the Diplomatic Missions referred to in Article 1.1 any payment in excess of the remuneration specified in this article for the services in question. Upon payment of the aforesaid consideration, the Contractor shall be satisfied with all his claims.





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**Art. 3 - Duration**

3.1 The services in question shall be performed for 22 months, starting from 1 March 2026, the date by which the Implementation Contract shall be executed with the Diplomatic Missions mentioned in art. 1.1.

3.2 The assignment shall expire on the aforementioned date, without the need for termination by the Diplomatic Missions referred to in Art. 1.1. Implied or automatic renewals or extensions are not permitted.

3.3 The Diplomatic Missions referred to in Clause 1.1 may extend the term of this Contract on the same (or more favourable) terms if a new Contractor has not been found by the expiry date of this Contract. Such extension shall be for a period strictly necessary for the completion of the procedures necessary for the identification of a new Contractor. Written notice of such extension to the Contractor shall be given by the natural expiry date of the Contract and shall be formally accepted by the Contractor.

3.4 The Contract shall terminate with the issue by the Diplomatic Offices referred to in Art. 1.1. of the Certificate of Regular Performance issued pursuant to Art. 20 of Ministerial Decree 192/2017.

**Art. 4 - Modalities of performance**

4.1 The Contract may not be assigned in whole or in part to third parties and the credit arising therefrom may not be assigned to third parties.

4.2 The Contractor undertakes to perform the contractual services directly with diligence and responsibility in compliance with all the clauses and conditions laid down, none excluded, as well as with the instructions given by the Customer. The Contractor undertakes, inter alia, to

- a. to fulfil all its obligations towards its employees, in accordance with the laws and regulations in force in the field of labour, in particular with regard to safety and social security, assuming all charges relating to contributions and social security;
- b. to observe, even after termination of the contract, the utmost confidentiality on news or information of any nature whatsoever acquired in the performance of the contract
- c. to communicate to the diplomatic office referred to in Article 1.1. any information deemed appropriate for the proper performance of the services;
- d. to perform the services in accordance with this Contract and as indicated in the technical and economic offer;
- e. to indemnify and hold harmless the Customer and the Diplomatic Offices mentioned in art. 1.1. from all the consequences deriving from any non-compliance with the regulations applicable to the activities being entrusted
- f. to allow the Diplomatic Offices mentioned in art. 1.1. to proceed, at any time and even without prior notice, to verify the correct execution of the contract and to guarantee cooperation to allow such verifications.



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4.3. Subcontracting is prohibited for reasons of security and protection of diplomatic premises, pursuant to Article 3, paragraph 4, DM 192/2017.

4.4 If, during the course of performance, it becomes necessary for one or more of the Diplomatic Offices referred to in Art. 1.1. to make a variation to the contract up to 1/10 of the contractual amount, said Offices may require the Contractor to perform the work on the same conditions as those set out in this contract. In such a case, the Contractor shall not have any right to terminate the contract.

4.5 Breach of the provisions of this article by the Contractor shall be considered a serious breach of contract and shall be just cause for termination of the contract.

**Art. 5 - Traceability and methods of payment**

5.1 In the implementation contract, the Contractor shall indicate a dedicated bank account, also on a non-exclusive basis, into which the Customer shall make payments. The Customer shall not make payments other than by transfer to the said bank account.

5.2 Invoices must indicate the derived CIG ("child") relating to the implementation contract.

5.3 Payment will be made within 30 days from the date of receipt of the invoice, once the proper execution has been ascertained.

**Art. 6 - Contact points and communications**

6.1 As the budget allocations are individual, in the implementation contract, the Single Project Manager is established individually by the Diplomatic Offices as per Art. 1.1.

6.2 The Parties are obliged, under penalty of nullity, to make all communications and transmissions of information and data provided for by the Contract by e-mail. Communications and transmissions of information and data between the Parties shall be considered valid and effective if made to the following e-mail addresses

- for the Diplomatic Missions referred to in Art. 1.1:

**< DISTINCTION ACCORDING TO LOT >**

- for the Contractor: [indicate PEC or email address].

6.3 The Parties undertake to promptly notify any changes in the email address or temporary problems in using this form of communication.

**Art. 7 - Conformity Verification**





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7.1 The verification of compliance shall be established in the implementing contract and carried out pursuant to Article 20 of Ministerial Decree 192/2017.

7.2 The Contractor undertakes to provide the assistance and collaboration necessary for the performance of any inspection or verification, also by making available to the Diplomatic Offices referred to in Art. 1.1. the instruments and personnel that may be required.

7.3 The conformity audit shall be carried out within 6 months from the date of completion of the contractual services. Minutes will be kept of the conformity check.

**Art. 8 - Penalties for lack or loss of requirements**

8.1 The loss of the requirements declared for the selection (Attachment 3) or the subsequent ascertainment that the requirements have not been met shall entail the termination of the contract and the enforcement of the guarantee referred to in Article 10 and the application of a penalty equal to five per cent of the contractual amount, without prejudice to compensation for greater damages.

**Art. 9 - Penalties for non-performance**

9.1 Any delay on the part of the Contractor in performing the services beyond the time limits laid down in this framework contract shall, except in cases of force majeure for which he is not responsible, entail the application of a penalty equal to 0.3 per thousand of the net contractual amount for each day of delay.

9.2 If the Contractor fails to comply, in the performance of the assignment, with the terms and prescriptions contained in the present contract, the Diplomatic Offices referred to in Article 1.1. may object in writing to the non-fulfilment, giving, if possible, the necessary instructions for compliance with the provisions disregarded, and assigning a reasonable period of time in which to submit any counter-arguments. In the absence of suitable explanations, the Contractor shall comply with the indications given and, if he fails to do so within the specified time, the penalties provided for in this article shall be applied.

9.3 The request for or payment of a penalty shall under no circumstances release the Contractor from the performance of the contractually agreed services, and the Customer's right to compensation for any greater damage suffered shall remain unaffected.

9.4 The penalties referred to in this article shall be due irrespective of proof of damage.

9.5 If the amount of the penalties determined on the basis of this article reaches 10% (ten percent) of the net contractual amount or in any other case in which, in the course of execution, the Contractor's non-performance emerges such as to cause appreciable damage to the Customer, the Customer may terminate the contract due to the Contractor's serious non-performance and reserves the right to take



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action for damages. In addition, the Contractor shall reimburse the Customer for any additional expenditure incurred by the Customer in having the service performed by others.

9.6 The Customer shall be entitled to make use of the guarantee provided for in Article 10 without the need for a warning or any further investigation or legal proceedings in order to recover the claims arising from the application of the penalties referred to in this Article.

**Art. 10 - Termination and Withdrawal**

10.1 The Customer may terminate the contract during its term if:

- a) the contract undergoes a material change that would have required a new procurement procedure pursuant to Article 72 of Directive 2014/24/EU;
- b) the conditions set out in Article 12.1 paragraph 3 below (safeguard clause for renovation work) are met;
- c) the Contractor is in one of the grounds for exclusion indicated in Article 9, paragraph 3, of Ministerial Decree 192/2017 or equivalent grounds under local law, or in the event of a supervening loss of the requirements;
- d) the contract should not have been awarded to the Contractor in view of a serious breach of obligations under the European Treaties and Directive 2014/24/EU;
- e) one of the cases of termination for serious breach by the Contractor expressly provided for in this contract or any other case of serious breach by the Contractor provided for by the law applicable to this contract occurs;
- f) the Contractor breaches the prohibition on entrusting to third parties the entire performance of the services covered by this Contract;
- g) the Contractor violates the obligation of traceability, referred to in Article 5 of this Contract, for transactions relating to this Contract;
- h) achievement of the penalties, referred to in Article 8 of this Contract, of 10% of the contractual amount;
- i) failure to reinstate, within a period of 20 days, the final guarantee referred to in Article 10 in the event of its enforcement;
- j) breach of the confidentiality obligation referred to in Article 4.

10.2 In the event of termination, only the sums for the services rendered shall be due to the Contractor, less any penalties and expenses incurred by the Customer.

10.3 In the case of termination for which the causes are attributable to the Contractor's responsibility, the final guarantee provided pursuant to article 10 of this Contract shall be forfeited, without prejudice to the Customer's right to claim compensation for any damage suffered and any additional costs incurred.

10.4 Termination in such cases shall be effective as of right if the Customer informs the Contractor in writing that it wishes to avail itself of the termination clause.





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10.5 The Customer may withdraw from the contract even if performance has commenced by notifying the Contractor in writing at least 30 days in advance. In such a case, the Customer shall reimburse the Contractor for the consideration for the services properly performed and acquired by the Customer, as well as the expenses reasonably incurred in view of the performance of the services not yet performed.

**Art. 11 - Performance guarantee**

11.1 The Parties acknowledge that the Contractor has presented, as a performance guarantee for this contract, a bank or insurance surety equal to 10% of the contractual amount, with the express waiver of the benefit of prior enforcement of the principal debtor and operative within fifteen days upon simple written request by the Contracting Authority. The guarantee presented must have adequate identification details (issuing institution, date, identification number, amount).

11.2 The guarantee is provided to cover the fulfilment of all the obligations of the Contract, compensation for damages deriving from the non-fulfilment of said obligations, as well as the reimbursement of any sums that the Client may incur to replace the defaulting party and the related higher charges incurred for any reason. The Customer therefore reserves the right to enforce the guarantee in the event of fraud or non-fulfilment attributable to the Contractor and to rely on it for the application of penalties.

11.3 The Contractor shall be obliged to immediately (and in any case within 20 days from the date of receipt of the notification) reinstate the guarantee that the Customer has had to rely on in whole or in part during the term of the contract.

11.4 The amount shall be released after the regular execution has been verified and the relevant certificate has been issued by the Client.

**Art. 12 - Severability Clause for Restructuring Works**

12.1. If, during the execution of the contract, renovation work or extraordinary maintenance work becomes necessary in the buildings covered by the framework contract, the Customer reserves the right to

1. **Amend** the contractual conditions, in accordance with Art. 119 of Legislative Decree 36/2023, in order to adapt the contract to the new operational and logistical requirements arising from the works;
2. **Temporarily suspend** the service, where necessary, for the duration of the works, resulting in the suspension of payments for the period of inactivity;
3. **Terminate** the contract **early**, should the renovation works render the continuation of the cleaning service impossible or no longer convenient, without this entailing additional costs for the Contracting Authority, without prejudice to the payments due for services already rendered.



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12.2 The Contracting Authority undertakes to give at least 60 days' notice of the start of the renovation works and of any changes or suspensions of the contract.

**Art. 13 - Liability and data protection**

13.1 The Contractor assumes all liability for damage caused to the Customer as a result of faults committed during execution. The Contractor undertakes to guarantee the confidentiality of any information acquired in performance of the contract.

13.2 The Contractor and the Customer shall be liable for any violations attributable to them of the obligations imposed on them by Italian legislation on the protection of natural persons with regard to the processing of personal data (Annex 4).

13.3 The obligations assumed by the Contractor under this contract shall in no way constitute an employment or employment relationship of any kind between the Customer and the personnel employed by the Contractor, nor shall they give rise to any claims against the Customer other than those expressly agreed upon herein. Such personnel may only carry out the activities specified in this contract, no other activity being authorised in any way. The Contractor undertakes to make the personnel employed in any capacity aware of this clause.

**Art. 14 - Jurisdiction and Final Provisions**

14.1 No clause of this contract may be interpreted as an explicit or implicit waiver of the immunities granted to the Customer under international law.

14.2. The procedure for the selection of the Contractor shall be governed by Italian law, i.e. Ministerial Decree 192/2017, as well as Directive 2014/24/EU.

14.3 Disputes relating to this contractor selection procedure shall be devolved to the exclusive jurisdiction of the Regional Administrative Court of Lazio - Via Flaminia 189, 00196 Rome (Italy).

14.4 This document contains the full manifestation of the obligations of the Customer and the Contractor and may only be amended by another contract having the same form, any other contractual amendment being excluded.

[.....A.....]

The Contractor	The Customer

*A Place and date of signature of the deed.*





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Annex 2

**TENDER SPECIFICATIONS**

It is mandatory to:

- Provide the service in accordance with the public holiday calendar of each Italian diplomatic mission, which may differ from the public holiday calendar in Belgium;
- Make up for hours not worked in the event of the absence of one of the cleaning team members;
- Provide guarantees on safety systems for operators when washing windows;
- Respond to all questions asked by the service managers within the diplomatic missions concerned, quickly and appropriately (within two hours);
- Take the necessary measures to remedy any problems as quickly as possible.

\* \* \* \*

**BELGIUM - LOT 1**

\* \* \*

**EMBASSY OF ITALY  
Rue Joseph II 22-24, 1000 Brussels**

**Information:**

**PREMISES:**

- -1 and -2 (basements): technical rooms - stairwell from the ground floor to -1 and -2;
- Ground floor: reception ( $\pm 150 \text{ m}^2$ ) + 2 lifts from the 1st to the 6th floor: offices, rooms, toilets (6 units for men and women) =  $\pm 1200 \text{ m}^2$  of offices, common areas, staircases and terraces on the 5th and 6th floors inclusive;
- Car parks: -1 and -2 ( $\pm 1,800 \text{ m}^2$ );
- Flooring: tiles, parquet, carpet.

**Frequency:**

Embassy maintenance: 3 times per week.

Maintenance of premises on the 3rd floor "gendarmierie". 3 times a week.

Maintenance of the premises on the 4th floor "legal department". Once a week (ideally on Tuesdays).

COVID-19 maintenance: 5 times a week.

Ideally: Monday (2 people), Tuesday (2 people), Wednesday (2 people), Thursday (2 people), Friday (3 people).



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Total hours planned:

Total hours planned for offices and premises: 29 hours per week.

Total hours planned for maintenance of car park premises and visual inspection of floors on levels - 1 & -2: 3.5 hours per month.

Complete cleaning of car parks -1 & -2: once per year = 16 hours (estimate).

Total hours planned for daily COVID-19 disinfection: 5 hours per week.

A) ENTRANCE HALL, TICKET OFFICE, RECEPTION

3 times per week:

- Empty wastepaper baskets and bins;
- Remove marks and dust the tops of tables and desks, the reception counter and the tops of counters;
- Remove marks and dust the tops of low furniture;
- Remove fingerprints from doors and cupboards;
- Remove marks and dust protected and unprotected floors;
- Remove rubbish from the front of the building;
- Sweep and wet clean floors (four times a week, including Tuesdays).

Once a week:

- Dust the edges of small furniture, window sills and the tops of convector heaters (Monday);
- Dust the tops of chair legs and edges (Monday);
- Dust vertical surfaces (Wednesday);
- Clean telephones with a damp cloth (Friday);
- Clean wastepaper baskets and bins and replace plastic bags (Friday);
- Remove fingerprints from windows and glass partitions (twice a week, Tuesday and Friday).

Once a month:

- Wash and wipe glass doors at accessible height;
- Remove cobwebs and dust (<sup>1st</sup>week);
- Dust skirting boards and high ledges (<sup>1st</sup>week);
- Clean the front and accessible sides of tall cabinets (<sup>every other</sup>week);
- Clean doors, door frames, switches and sockets (<sup>2nd</sup>week);
- Clean the outside of convector heaters and window sills (<sup>3rd</sup>week);
- Wash desks, chairs, low cupboards and other low furniture (<sup>4th</sup>week).

B) OFFICES AND MEETING ROOMS

3 times a week:

- Empty wastepaper baskets and bins;
- Remove marks and dust the tops of tables and desks;
- Remove marks and dust the tops of low furniture;
- Remove fingerprints from doors and cupboards;





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- Vacuum carpets where necessary (visual);
- Remove marks and dust protected and unprotected floors;
- Clean the tops of desks, tables and small furniture with a damp cloth;
- Maintain the premises on the 3rd floor ("gendarmerie") according to the general schedule.

Twice a week (Monday and Wednesday):

- Vacuum the carpet;
- Clean protected and unprotected floors with water (work spread over 2 days, by area);
- Maintain the common areas on all floors.

Once a week:

- Maintain the premises on the 4th floor "legal department" based on the general schedule;
- Dust vertical surfaces (Wednesday);
- Clean telephones with a damp cloth (Monday);
- Clean wastepaper baskets and bins and replace plastic bags (Friday);
- Remove marks from doors (Friday).

Once a month:

- Dust the tops of cupboards and high ledges (1<sup>st</sup> week);
- Remove cobwebs and dust (1<sup>st</sup> week);
- Dust the skirting boards (1<sup>st</sup> week);
- Clean the front and accessible sides of tall cupboards (2<sup>nd</sup> week);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);
- Clean the outside of convector heaters and window sills (3<sup>rd</sup> week);
- Wash desks, chairs, low cupboards and remaining low furniture (4<sup>th</sup> week).

C) 5th floor offices

5 times per week

- Check, clean and add detergents and disinfectants to the drains in the toilet facilities on the 5th floor
- Clean the Ambassador's toilet
- Empty the bins in all offices
- Wash small items (cups, glasses, etc.)

D) LANDSCAPE on the 6th floor

Twice a month

Check and remove any debris that could block the drainage grates

E) KITCHEN on the 6th floor

3 times per week:

- Empty the bins and replace the plastic bags



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- Wash the tops of tables, work surfaces and sinks
- Remove marks and dust the tops of low furniture;
- Remove fingerprints from doors and cupboards;
- Remove marks and dust protected and unprotected floors;
- Clean protected and unprotected floors with water.

Once a week:

- Dust the edges of small furniture, window sills and the tops of radiators (Monday);
- Dust the tops of chair legs and ledges (Monday);
- Dust vertical surfaces (Wednesday);
- Clean the tops of small furniture with a damp cloth (Wednesday);
- Clean wastepaper baskets and bins and replace plastic bags (Friday);
- Remove marks from doors (Friday);
- Maintain and clean the kitchen in the rear building (Friday).

Once a month:

- Dust the tops of cupboards and high ledges (1<sup>st</sup> week);
- Remove cobwebs and dust (1<sup>st</sup> week);
- Dust the skirting boards (1<sup>st</sup> week);
- Clean the front and accessible sides of the tall cupboards (2<sup>nd</sup> week);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);
- Clean the outside of convector heaters and window sills (3<sup>rd</sup> week);
- Wash tables, chairs, low cabinets and other low furniture (4<sup>th</sup> week).

F) TOILETS

3 times a week:

- Flush toilets and urinals and spray the product;
- Empty and clean the tops of bins;
- Dust the tops of radiators;
- Remove marks from mirrors;
- Remove fingerprints from doors;
- Clean washbasins with water;
- Thoroughly clean toilets and urinals with appropriate cleaning products;
- Clean the tiles around the urinals;
- Refill sanitary accessories (if necessary);
- Clean the floors (wet).

Once a week:

- Dust low ledges and supports (Monday);





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- Remove stains from tiled walls (Wednesday);
- Wash and wipe mirrors (Wednesday);
- Clean wastepaper baskets and pedal bins, replace plastic bags (Friday).

Once a month:

- Remove cobwebs and dust (1<sup>st</sup> week);
- Dust skirting boards (1<sup>st</sup> week);
- Clean tiled walls (2<sup>nd</sup> week);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);
- Clean the outside of radiators and window sills (3<sup>rd</sup> week);
- Check for limescale or other deposits in toilets, urinals or sinks and remove if necessary (4<sup>th</sup> week);
- Clean toilet brush holders (4<sup>th</sup> week)

G) CORRIDORS, PASSAGES & CIRCULATION AREAS (Stairs, car park, etc.)

Twice a week (Tuesday and Friday):

- Empty wastepaper baskets and bins;
- Remove fingerprints from doors and cupboards;
- Vacuum carpets where necessary (visual);
- Remove marks and dust protected and unprotected floors;
- Vacuum the carpet on a rotating basis;
- Clean protected and unprotected floors with water;

Once a week:

- Dust the edges of small furniture and window sills (Tuesday);
- Dust the stairwell and banisters (Tuesday);
- Clean wastepaper baskets and bins and replace plastic bags (Friday);
- Clean and dry glass doors (Tuesday);
- Sweep and wash the floor of the rubbish room (Tuesday);
- Water the plants at the entrance to the Embassy.

Once a month:

- Dust and clean the various rooms on floors -1 and -2 on a rotating basis
- Check: Collect various rubbish from car parks -1 & -2 on a rotating basis
- Dust the tops of various pieces of furniture and high ledges (1<sup>st</sup> week);
- Remove cobwebs and dust (1<sup>st</sup> week);
- Dust the skirting boards (2<sup>nd</sup> week);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);



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- Clean both sides of doors (3<sup>rd</sup> week);
- Clean staircase handrails, ledges and accessories (4<sup>th</sup> week).

Once a year:

- Car park - 1 & - 2: deep cleaning of car park floors and ramps Floor - doors - ledges - cobwebs and dust.

At the request of the Embassy:

- in case of snow, sweep and clear the pavement, spread salt on the pavement.

H) LIFTS

Twice a week (Tuesday and Friday)

- Remove fingerprints and other dirt from the doors;
- Remove fingerprints and other dirt from the lift walls;
- Dust protected and unprotected floors.
- Clean the door rails;
- Vacuum and maintain floors;

Once a week

- Dust the window sills (Tuesday);

Once a month

- Dust skirting boards (1<sup>st</sup> week);
- Deep clean lift doors using a polish (3<sup>rd</sup> week).

I) EXTERIOR

Twice a week

- Take rubbish bags out to the street after 6 p.m. according to the Brussels-Propreté schedule (Monday and Thursday), which can be combined with office cleaning and pavement inspection. If necessary, sweep and/or wash the pavement.
- Clean and remove any rubbish from the flower boxes in front of the building entrance.

Once a month

- FLAT ROOF: remove debris (dead leaves, etc.) and clear the flat roof's drainage points.
- Dispose of empty glass bottles and jars at the glass recycling bin.

(J) WINDOWS AND FRAMES

- Maintenance of windows on the ground floor reception area - counter + 5 and 6 on the Joseph II street side: twice a year.
- Clean windows (both sides) + wipe down window frames in the entrance and ticket office;





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- Cleaning of windows on the 5th and 6th floors on the front façade on Rue Joseph II.
- Complete window maintenance of the building from the ground floor to the 6th floor on both façades using cherry picker trucks + authorisations: twice a year.

K) ANTI-COVID-19 MEASURES

5 times a week:

- Disinfection of all offices and meeting rooms;
  - Disinfection of all contact points, door handles, chairs, switches, lift buttons, etc.;
  - Disinfection of all horizontal areas/surfaces, window sills;
  - Disinfection of fan coil unit grilles;
  - Disinfection of toilets;
  - Disinfection of the kitchen, furniture, taps;
  - Disinfection of stairways;
  - Disinfection of computer equipment (keyboards, mice, printers, etc.) and telephones;
- Using alcohol- or chlorine-based products, in accordance with the parameters established by the relevant health authorities.

\* \* \* \*

**CONSULATE GENERAL OF ITALY IN  
BRUSSELS**  
**Rue de Livourne, 38 - 1000 Brussels**

It is mandatory to:

- Provide the service in accordance with the Consulate General of Italy's public holiday calendar, which differs from the Belgian public holiday calendar;
- Make up for hours not worked in the event of the absence of one of the cleaning team members;
- Respond to all questions asked by the service managers within the Diplomatic Mission in a prompt and adequate manner (within two hours);
- Undertake the necessary actions to remedy any problems within the shortest possible time.

The cleaning team must consist of two members and, during the service period, must be able to move furniture within the premises of the Consulate General of Italy and carry out minor maintenance of the internal courtyard, at the request of the staff of the said headquarters.

Frequency: five times a week (Monday to Friday): three hours from 11:30 a.m. to 2:30 p.m. Total hours scheduled for offices - premises - archive storage = 30 hours per week. The 30 hours/week include anti-Covid-19 disinfection measures.



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Products used: the cleaning products used must be alcohol- or chlorine-based, complying with the parameters established by the health authorities responsible for anti-COVID-19 measures, in order to disinfect and clean at the same time.

A) ROOMS OPEN TO THE PUBLIC (waiting rooms)

5 times per week

- Shake the doormat at the entrance and vacuum if necessary;
- Wash all windows (especially those at the passport counters and at the entrance to the passport hall);
- Dust the skirting boards if necessary;
- Empty the wastepaper baskets and replace the small plastic bags if necessary;
- Dust work surfaces and furniture (chairs, armchairs, tables, lamps, etc.) and, in general, any protrusions not higher than head height, using a synthetic leather cloth or damp chamois leather.
- Wash floors with suitable cleaning products.

B) OFFICES (on all floors, including the security post and premises in the annex building) and, if necessary, in teams:

5 times a week

- Empty wastepaper baskets and replace small plastic bags if necessary (every cleaning day);
- Dust work surfaces and furniture (chairs, armchairs, tables, lamps, etc.) and, in general, any protrusions not exceeding head height, using a synthetic leather cloth or damp chamois leather;
- Clean the floors (wash floors, clean parquet flooring, vacuum carpets with appropriate products).

Once a week

- Check that the first-floor balcony overlooking the courtyard can drain water properly through the hole provided for this purpose.

C) BATHROOMS AND UTILITY ROOMS (including toilets in the guard post and annex building)

5 times a week

- Thoroughly clean toilet bowls, urinals and sinks using disinfectants and deodorants;
- Sanitise toilet seats and lids;
- Clean floors with disinfectant and deodoriser;
- Clean all accessories;
- Mirror;
- Empty bins and replace plastic bags if necessary.
- Refill sanitary accessories (if necessary);





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- Corridors: clean floors (wash floors, clean parquet flooring, vacuum carpets with appropriate products);
- For the dining hall: empty bins and replace plastic bags if necessary; wash tables and chairs with a suitable product; sweep and clean the floor with a suitable product; maintain surfaces; clean any electrical appliances (such as refrigerators, microwave ovens, hobs, etc.) at the request of staff.
- For the stairs: clean the steps and risers with a suitable product; dust the handrails;
- Cleaning the porch (car and pedestrian traffic): check the cleanliness of the floor after each use and remove any rubbish; clean the floor with a suitable product once a week.

Once a month

- Dust the tops of cupboards and high ledges (1<sup>st</sup> week);
- Remove cobwebs and dust threads (1<sup>st</sup> week);
- Dust the skirting boards (1<sup>st</sup> week);
- Clean the front and accessible sides of tall cupboards (every two weeks);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);
- Dust open radiators (3<sup>rd</sup> week);
- Clean the outside of radiators and window sills (3<sup>rd</sup> week);
- Wash tables, chairs, low cabinets and other low furniture (4<sup>th</sup> week).

Once every six months

- Clean urinals with special products to prevent clogging.

Once a year

- Clean the historical archives room with a high-pressure cleaner or other suitable machine and sweep/clean the technical rooms and boiler room in the basement.

D) EXTERIOR

Once a week

- Put rubbish bags out on the street according to the Brussels cleaning schedule (Wednesday). If necessary, sweep and/or wash the pavement.

Once a month

- Empty glass bottles and jars must be disposed of in a glass recycling bin.

Once every six months



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- Wash the windows (inside and outside) and frames of all windows: front door, sliding garage door, secondary entrance door above the stairs, offices, including the guard post and the premises of the annex building.

(E) ANTI-COVID-19 MEASURES

As part of daily cleaning, the cleaning products used must be alcohol- or chlorine-based, in accordance with the parameters established by the relevant health authorities, in order to disinfect and clean at the same time.

The following must be included in daily cleaning/disinfection:

- desk and table surfaces,
- computer keyboards and mice,
- photocopier and water dispenser buttons,
- door handles, as well as surfaces for non-individual use.

Following the relaxation of anti-Covid-19 measures in accordance with local and Italian regulations, cleaning staff must take into account that the risk of a Covid-19 pandemic cannot be completely ruled out. Wearing a face mask is therefore recommended. It follows that in the event of a resurgence of pandemic cases and the consequent reintroduction of health regulations, cleaning staff must be constantly equipped with face masks provided by the company that wins the contract.

At the request of the Consulate General

- In the event of snow, sweep and clear the pavement and spread salt on it.

General remarks on cleaning

- Cleaning staff are not authorised to move documents.
- The contractor may provide a room for storing equipment, which must be kept clean.
- Company staff must always be equipped with footwear and clothing suitable for the work.
- Paper and other waste shall be collected and disposed of in accordance with the legal provisions in force, always respecting the collection times and hours set by the municipal authorities. The contractor is responsible for any infringements noted by the aforementioned authorities.
- The waste bags provided by Bruxelles-Propreté will be supplied by the Consulate General of Italy.

General information for staff

The staff assigned to the service shall be directly employed by the contractor (neither temporary staff, nor subcontracted, nor self-employed), with the exception of the window cleaning service, and the contractor shall assume all responsibilities towards the client and third parties. The contractor shall be required to comply with the obligations relating to compulsory insurance and all other laws and regulations in force.





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The client shall remain free from any conflict of interest between the contractor and its staff.

Access to premises

When selecting personnel to be employed in the performance of this contract, the contractor shall pay particular attention to the professional and behavioural qualities of such personnel. The contractor shall provide the Administration with the criminal records and identity documents of the cleaning team personnel at least one day before the start of work. Cleaning staff must be authorised by the client and must exercise the utmost discretion in the performance of their duties. The company undertakes not to make any replacements without prior notice.

The Administration may prohibit access to the premises to company personnel whose behaviour does not offer sufficient guarantees.

Sustainable Development

In the performance of this contract, the service provider undertakes to use only cleaning products that meet all the criteria for the award of the Community eco-label.

The contractor must be able to respond to requests for information on the environmental characteristics of its cleaning products.

It also undertakes to use these materials in a sufficient but rational, economical and safe manner, in order to limit the impact of cleaning on the environment, and to strictly comply with the regulations in force regarding waste management.

\* \* \* \* \*

<p><b>ITALIAN CULTURAL INSTITUTE</b> <b>Rue de Livourne, 38 - 1000 Brussels</b></p>
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It is mandatory to:

- provide the service in accordance with the Institute's public holiday calendar, while taking into account the Belgian public holiday calendar - the calendar will be agreed upon by mutual consent;
- make up for hours not worked in the event of the absence of one of the cleaning team members;
- answer all questions put by the service manager within the Institute, and do so in a prompt and appropriate manner (within two hours);
- take the necessary action to remedy any problems as soon as possible.



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Frequency: five times a week, ideally from 7 a.m. to 10 a.m. The cleaning team will consist of one unit.

A) Kitchen (1<sup>st</sup> floor):

every day

- Sweep the floor;
- Wash the floor with soapy water;
- Clean the sink and worktop (stainless steel) with a suitable product;
- Clean the tables and chairs with a damp synthetic cloth (or chamois leather);
- Load and start/unload the dishwasher;
- Check the availability of cleaning products and accessories for staff (sponges and washing-up liquid) and replenish any missing items.

once a week

- Clean visible doors to remove marks (fridge, oven, dishwasher);
- Clean small appliances (kettle and microwave);
- Empty bins and place them in the designated area for collection by the municipal authorities.

Once a month

- Check and, if necessary, clean the inside of the dishwasher (especially the door, to prevent mould).

on request

- Removal of glass waste (bottles);
- Thorough cleaning of the inside of the refrigerator.

OFFICES (2nd floor) and EXHIBITION ROOM:

every day

- Empty paper bins (yellow bags) and mixed waste bins (black bags) and replace plastic bags as necessary;
- Dust work surfaces and furniture (chairs, armchairs, tables, lamps, etc., and, in general, any protrusions not exceeding human height) using a damp synthetic cloth (or chamois leather).

Once a week

- Clean window sills and dust radiators.
- Dust the tables and chairs in the library.
- Remove fingerprints from glass walls and doors.

Twice a week

- Clean the floors: vacuum carpets and parquet flooring, wash quick-step flooring with a suitable product.





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Once a month

- Deep clean office equipment (telephones, computer screens, etc.) with a suitable product (disinfectant for telephones).

Every day before or after an event in the exhibition hall

- Remove fingerprints from glass doors.

Twice a year

- Wash windows (inside and outside) and window frames.

B) CLASSROOMS (3rd floor)

Every day from September to June (unless otherwise specified):

- Dust table surfaces and furniture (chairs, blackboards, lamps, etc., and, in general, any protrusions not exceeding human height) using a damp synthetic cloth (or chamois leather).
- Empty wastepaper baskets (yellow bags) and mixed waste bins (black bags) and replace plastic bags as necessary.
- Clean the floors: vacuum and wash with a suitable product.

Once a week

- Clean window sills and dust radiators.
- Remove fingerprints from doors.

Once a month:

- Thoroughly clean office equipment (telephones, computer screens, keyboards, televisions, etc.) with a suitable product (disinfectant for telephones).

C) TOILETS (2nd and 3rd floors):

Every day

- Thoroughly clean toilet bowls, urinals and sinks using disinfectant products.
- Sanitise toilet seats and lids.
- Sweep floors and wash them with a disinfectant product.
- Clean all accessories.
- Polish mirrors;
- Empty bins and replace plastic bags as necessary.
- Check and, if necessary, replace paper towels, toilet paper and soap.

Once every six months

- Maintain urinals with specific products to prevent encrustation;
- Clean the wall tiles with a disinfectant.

D) TOILETS (basement on the theatre side):



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Every day before or after a theatre event

- see point D)

once every six months

- Clean the tiles on the walls with a disinfectant.

E) THEATRE (ground floor)

every day before or after a theatre event

- Vacuum the auditorium;
- Sweep the stage if necessary;
- Empty the bins;
- Clean the seats using a damp synthetic cloth (or chamois leather).

F) STAIRWELLS

Twice a week, office side

- Clean the steps and risers with a suitable product (soapy water);
- Dust the banisters.

Once a week, theatre side

- Vacuuming;
- Empty bins and replace plastic bags if necessary.

G) LIFT

Twice a week

- Remove stains and marks from the interior walls (including the button panel);
- Polish the mirror;
- Vacuum the carpet.

Once a month

- Clean the external doors.

H) INNER COURTYARD

- Clean the inner courtyard (especially leaves in autumn).

General cleaning instructions

- Institute staff will clear work surfaces for cleaning, as cleaning staff are not permitted to move any documents.
- Cleaning staff must be equipped at all times with footwear and clothing suitable for the work.





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- A room for storing equipment is made available to the cleaning company and will be kept clean by the cleaning staff themselves.
- Paper and other waste shall be collected and disposed of in accordance with the relevant legal requirements, always in accordance with the collection days and times set by the municipal authorities. Any infringements noted by the said authorities shall be charged to the cleaning company.
- The management of stocks and the supply of all cleaning products and toilet paper rolls shall be carried out directly by the cleaning staff.
- The company shall provide the equipment, materials and cleaning products.

Access to premises

The Institute may prohibit access to its premises to cleaning staff whose conduct does not offer sufficient guarantees.

Sustainable Development

In the performance of this contract, the cleaning company undertakes to use only cleaning products that meet all the criteria for the award of the Community eco-label. It must be able to respond to requests for information on the environmental characteristics of its cleaning products, as these also have an impact on the health of cleaning staff.

The cleaning company also undertakes to use cleaning products in a sufficient but rational, economical and safe manner in order to limit the impact of cleaning on the environment and on the health of users, and to strictly comply with the applicable regulations on waste management.

\* \* \* \*

**PERMANENT REPRESENTATION OF ITALY TO THE  
EUROPEAN UNION  
Rue du Marteau, 9-15 - 1000 Brussels**

Volume of cleaning services:

<i>Headquarters</i>	<i>Address</i>	<i>Daily hours</i>
Permanent Representation of Italy to the European Union	Rue du Marteau, 9 - Brussels	15- including daily anti-Covid-19 disinfection
Office of the Defence Attaché and Military Adviser to the European Union	Rue du Marteau, 15 - Brussels	1 - including daily Covid-19 disinfection

It is mandatory to:



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- Perform duties according to the Italian Diplomatic Mission's public holiday calendar, which differs from Belgium's public holiday calendar;
- Make up for hours not worked in the event of the absence of one of the cleaning team members;
- Respond to all questions asked by the service managers within the Diplomatic Mission in a prompt and adequate manner (within two hours);
- Take the necessary action to remedy any problems as quickly as possible.

The cleaning team must consist of four members and, during the service period, must be able to move furniture within the premises of the Representation and carry out minor maintenance of the internal garden, at the request of the staff of the said Headquarters.

Frequency: five times a week (Monday to Friday), 2 units from 8:00 a.m. to 11:00 a.m., 1 unit from 8:00 a.m. to 12:00 p.m. and 1 unit from 8:00 a.m. to 2:00 p.m.

Products used: the cleaning products used must be alcohol- or chlorine-based, complying with the parameters established by the health authorities responsible for anti-Covid-19 measures, in order to disinfect and clean at the same time.

(A) ENTRANCE HALL, TICKET OFFICE, RECEPTION AND LOCAL DISTRIBUTORS

5 times a week

- Empty wastepaper baskets and bins;
- Remove marks and dust the tops of tables and desks, the reception counter and the tops of counters;
- Remove marks and dust the tops of low furniture;
- Remove fingerprints from doors and cupboards;
- Remove marks and dust protected and unprotected floors;
- Remove litter from around the building (pavement and inner courtyard).

Once a week

- Dust the edges of small furniture, window sills and the tops of radiators (Monday);
- Dust the tops of chair legs and edges (Monday);
- Dust vertical surfaces (Tuesday);
- Clean the tops of desks, tables, reception area, counters and small furniture with a damp cloth (Tuesday);
- Clean telephones with a damp cloth (Tuesday);
- Polish marble (Wednesday or Thursday);
- Wet cleaning of protected and unprotected floors (Wednesday or Thursday);
- Clean wastepaper baskets and bins and replace plastic bags (Friday);
- Wash and wipe glass doors (Friday).

Once a month

- Dust the tops of cupboards and high ledges (1<sup>st</sup> week);
- Remove cobwebs and dust (1<sup>st</sup> week);
- Dust the skirting boards (1<sup>st</sup> week);





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- Clean the front and accessible sides of tall cabinets (2<sup>nd</sup> week);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);
- Dust open radiators (3<sup>rd</sup> week);
- Clean the outside of radiators and window sills (3<sup>rd</sup> week);
- Wash desks, chairs, low cabinets and other low furniture (4<sup>th</sup> week).

B) OFFICES AND MEETING ROOMS

5 times a week

- Empty wastepaper baskets and bins;
- Clean and disinfect computer keyboards and mice;
- Remove marks and dust the tops of tables and desks;
- Remove marks and dust the tops of low furniture;
- Remove fingerprints from doors and cupboards;
- Remove marks and dust protected and unprotected floors.

Once a week

- Dust the edges of small furniture, window sills and the tops of radiators (Monday);
- Dust the tops of chair legs and ledges (Monday);
- Dust vertical surfaces (Tuesday);
- Clean the tops of desks, tables and small furniture with a damp cloth (Tuesday);
- Clean telephones with a damp cloth (Tuesday);
- Clean protected and unprotected floors with water (Wednesday or Thursday);
- Clean wastepaper baskets and bins and replace plastic bags (Friday);
- Wash and wipe glass doors (Friday).

Once a month

- Dust the tops of cupboards and high ledges (1<sup>st</sup> week);
- Remove cobwebs and dust (1<sup>st</sup> week);
- Dust the skirting boards (1<sup>st</sup> week);
- Clean the front and accessible sides of tall cupboards (2<sup>nd</sup> week);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);
- Dust open radiators (3<sup>rd</sup> week);
- Clean the outside of radiators and window sills (3<sup>rd</sup> week);
- Wash desks, chairs, low cupboards and other low furniture (4<sup>th</sup> week).

C) KITCHENETTE ON THE FOURTH FLOOR AND KITCHEN ON THE GROUND FLOOR

5 times per week

- Fill and empty the dishwasher;
- Empty the bins and replace the plastic bags;
- Wash the tops of tables, work tables and sinks;
- Remove marks and dust the tops of low furniture;
- Remove fingerprints from doors and cupboards;



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- Remove marks and dust protected and unprotected floors.

Once a week

- Dust the edges of small furniture, window sills and the tops of radiators (Monday);
- Dust the tops of chair legs and edges (Monday);
- Dust vertical surfaces (Tuesday);
- Thoroughly clean the inside of the microwave oven;
- Clean the tops of small furniture with a damp cloth (Tuesday);
- Clean protected and unprotected floors with water (Wednesday or Thursday);
- Clean wastepaper baskets and bins and replace plastic bags (Friday);
- Wash and wipe glass doors (Friday).

Once a month

- Dust the tops of cupboards and high ledges (1<sup>st</sup> week);
- Remove cobwebs and dust (1<sup>st</sup> week);
- Dust the skirting boards (1<sup>st</sup> week);
- Clean the front and accessible sides of tall cupboards (every two weeks);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);
- Dust open radiators (3<sup>rd</sup> week);
- Clean the outside of radiators and window sills (3<sup>rd</sup> week);
- Wash tables, chairs, low cabinets and other low furniture (4<sup>th</sup> week).

D) BATHROOMS

5 times per week

- Flush toilets and urinals and spray with cleaning product;
- Empty and clean the tops of bins;
- Dust the tops of radiators;
- Remove marks from mirrors;
- Remove fingerprints from doors;
- Clean washbasins with water;
- Thoroughly clean the toilets and urinals;
- Clean partitions with water;
- Clean the tiles around the urinals;
- Refill sanitary accessories (if necessary);
- Clean the floors (wet);
- Empty wastepaper baskets and pedal bins.

Once a week

- Dust low ledges and shelves (Monday);
- Dust window sills and radiators (Monday);
- Remove stains from tiled walls (Tuesday);
- Wash and wipe mirrors (Tuesday);





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- Scrub floors (Wednesday or Thursday);
- Clean drains and fill them with clean water (Wednesday or Thursday);
- Clean wastepaper baskets and pedal bins, replace plastic bags (Friday).

Once a month

- Dust the edges of the ventilation grilles (1<sup>st</sup> week);
- Remove cobwebs and dust (1<sup>st</sup> week);
- Dust the skirting boards (1<sup>st</sup> week);
- Clean tiled walls (2<sup>nd</sup> week);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);
- Dust open radiators (3<sup>rd</sup> week);
- Clean the outside of radiators and window sills (3<sup>rd</sup> week);
- Check for limescale or other deposits in toilets, urinals or sinks and remove if necessary (4<sup>th</sup> week);
- Clean toilet brush holders (4<sup>th</sup> week).

(E) CORRIDORS, PASSAGES AND CIRCULATION AREAS (STAIRS, ETC.)

5 times per week

- Empty wastepaper baskets and bins;
- Remove fingerprints from doors and cupboards;
- Remove marks and dust protected and unprotected floors.

Once a week

- Dust the edges of small furniture, window sills, the tops of radiators and the tops of chair legs (Monday);
- Dust vertical surfaces (Tuesday);
- Clean protected and unprotected floors with water (Wednesday or Thursday);
- Clean wastepaper baskets and bins and replace plastic bags (Friday);
- Wash and wipe glass doors (Friday).

Once a month

- Dust the tops of cupboards and high ledges (1<sup>st</sup> week);
- Remove cobwebs and dust (1<sup>st</sup> week);
- Dust the skirting boards (1<sup>st</sup> week);
- Clean the front and accessible sides of tall cupboards (2<sup>nd</sup> week);
- Clean doors, door frames, switches and sockets (2<sup>nd</sup> week);
- Dust open radiators (3<sup>rd</sup> week);
- Clean the outside of radiators and window sills (4<sup>th</sup> week).

F) LIFTS

5 times a week

- Remove stains and marks from doors;



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- Remove stains and marks from lift walls;
- Clean and disinfect lift buttons;
- Dust protected and unprotected floors.

Once a week

- Dust the ledges (Monday);
- Clean telephones with a damp cloth (Tuesday);
- Clean door tracks (Wednesday or Thursday);
- Vacuum the carpet thoroughly (Wednesday or Thursday);
- Clean protected and unprotected floors with water (Friday).

Once a month

- Dust the skirting boards (1<sup>st</sup> week);
- Clean the lift doors (3<sup>rd</sup> week).

However, cleaning staff are required to remove cobwebs and dust threads whenever they notice them during work.

(G) ANTI-COATING MEASURES-19

As part of daily maintenance, the cleaning products used must be alcohol- or chlorine-based, incorporating the parameters established by the relevant health authorities, in order to disinfect and clean at the same time.

The following must be included in daily cleaning/disinfection:

- the surfaces of desks and tables,
- computer keyboards and mice,
- lift buttons,
- photocopier buttons, water and snack dispensers,
- door handles, as well as surfaces for non-individual use.

Following the relaxation of anti-Covid-19 measures in accordance with local and Italian regulations, cleaning staff must take into account that the risk of a Covid-19 pandemic cannot be completely ruled out. Wearing a face mask is therefore recommended. It follows that in the event of a resurgence of pandemic cases and the consequent reinstatement of health and safety regulations, cleaning staff must be equipped at all times with face masks provided by the company that wins the contract.

H) WINDOW CLEANING (INTERIOR AND EXTERIOR) AND WINDOW FRAMES

Twice a year

General remarks on cleaning

The staff of the Permanent Representation of Italy to the EU will clear the work surfaces for cleaning, not allowing the cleaning staff to move any documents.

The company's staff must be equipped at all times with footwear and clothing suitable for the work. A room for storing equipment may be made available to the contractor and shall be kept clean by the contractor.





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The papers and other debris shall be removed and disposed of in accordance with the legal requirements in this matter, always respecting the collection times and hours established by the municipal authorities. Any infringements noted by these authorities shall be charged to the contractor. The waste bags will be provided by the Permanent Representation of Italy to the EU.

Access to the premises

When selecting personnel to be employed in the performance of this contract, the contractor shall pay particular attention to the professional and behavioural qualities of such personnel.

The company shall send the Administration the criminal record and identity document of the personnel making up the cleaning team at least one day before the start of the work. The cleaning personnel must be approved by the client and shall observe the utmost discretion while performing their duties. The company undertakes not to make any replacements without prior notification.

The Administration may prohibit access to the premises to company staff whose conduct does not offer sufficient guarantees.

Sustainable Development

In the performance of this contract, the service provider undertakes to use only cleaning products that meet all the criteria for the award of the Community eco-label. The successful tenderer must be able to respond to requests for information on the environmental characteristics of its cleaning products. It also undertakes to use these products in a sufficient but rational, economical and safe manner in order to limit the impact of cleaning on the environment, and to strictly comply with the applicable regulations on waste management.

\* \* \* \*

**PERMANENT REPRESENTATION OF ITALY TO  
NATO  
Avenue des Sorbiers, 9 - 1180 Uccle**

Frequency: once a week + window cleaning twice a year.

Cleaning of the annex to the Residence - Carabinieri guardhouse - Avenue des Sorbiers, 9 - Uccle, approx. 90 m<sup>2</sup>.



EMBASSY OF ITALY  
ADMINISTRATIVE JOINT CENTRE  
BRUSSELS

\* \* \*

NETHERLANDS - LOT 2

\* \* \*

ITALIAN EMBASSY  
Parkstraat 24-28, 2514K The Hague

The cleaning company undertakes to carry out the operations described below, providing cleaning products and equipment. Working hours are included in the quote.

A) FIRST FLOOR, SECOND FLOOR, THIRD FLOOR

3 times per week (Monday, Wednesday, Friday)

- Empty wastepaper baskets and bins

B) AMBASSADOR'S OFFICE

- Clean the tops of desks
- Clean telephones, ashtrays, empty bins
- Remove fingerprints from doors, cupboards and window sills
- Check and, if necessary, remove fingerprints from glass partitions
- Dust the bookcase/fireplace/wood panelling
- Vacuum the carpet

C) FIRST FLOOR

Once a week (Monday)

- Clean the tops of desks
- Clean telephones and keyboards
- Remove fingerprints from doors, cupboards and window sills
- Check and, if necessary, remove fingerprints from glass partitions
- Dust furniture surfaces
- Vacuum the carpet (every day)
- Clean the corridor
- Clean the kitchenette

D) SECOND FLOOR

Once a week (Wednesday)

- Clean the tops of desks
- Clean the telephones and keyboards
- Remove fingerprints from doors, cupboards and window sills





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- Check and, if necessary, remove fingerprints from glass partitions
- Dust furniture surfaces
- Vacuum the carpet (every day)
- Clean the corridor
- Clean the kitchenette

E) THIRD FLOOR

Once a week (Friday)

- Clean the tops of desks
- Clean the telephones and keyboards
- Remove fingerprints from doors, cupboards and window sills
- Check and, if necessary, remove fingerprints from glass partitions
- Dust furniture surfaces
- Vacuum the carpet (every day)
- Clean the hallway
- Routine kitchen maintenance: clean the worktop and sink, vacuum and wash the floors

F) BATHROOMS ON THE FLOORS (1st, 2nd, 3<sup>rd</sup>)

3 times a week (Monday, Wednesday, Friday)

- Clean the toilets thoroughly
- Clean the tiled walls (up to 1 m high) around the toilets
- Empty the bins
- Clean the sinks, mirrors and soap dishes, remove fingerprints from the doors
- Refill toilet paper, paper towels, soap
- Vacuum and wash the floors

G) CONSULAR OFFICES, WAITING ROOM, RECEPTION ON THE GROUND FLOOR

5 times a week (Monday, Tuesday, Wednesday, Thursday, Friday)

- Empty wastepaper baskets and bins
- Check and, if necessary, remove fingerprints from glass partitions
- Thoroughly clean the public area and wash the floors
- Clean the partitions in the waiting room
- Clean the counters inside and outside
- Clean the reception area
- Clean the glass doors at the entrance

Twice a week (Tuesday, Thursday)

- Clean the floors by vacuuming the carpet and washing the linoleum floors with water
- Remove fingerprints from doors and cupboards



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Twice a week (Tuesday, Thursday)

- Clean the floors by vacuuming the carpet and washing the linoleum floors with water

Once a week (Friday)

- Vacuum the floors and dust the surfaces in the underground archive

H) GROUND FLOOR TOILETS

5 times a week (Monday, Tuesday, Wednesday, Thursday, Friday)

- Thoroughly clean the toilets
- Clean the tiled walls (up to 1 m high) around the toilets
- Empty the bins
- Clean the sinks, mirrors and soap dishes, remove fingerprints from the doors
- Refill toilet paper, paper towels, soap
- Vacuum and wash the floors

I) GROUND FLOOR KITCHEN

5 times a week (Monday, Tuesday, Wednesday, Thursday, Friday)

- Clean the work table
- Clean the sink and wall
- Clean the outside of the drawers
- Clean the outside of the microwave and refrigerator
- Vacuum and mop the floors
- Refill the paper towel dispenser
- Empty the bin and replace the bag if necessary

J) PERIODIC MAINTENANCE

Once a week

- Clean the inside of the microwave oven (Monday)
- Clean the lift (Thursday)
- Clean the stairs (Thursday)

Once a month (first week)

- Clean the skirting boards
- Clean the inside of the refrigerators
- Clean the tops of cupboards

1st week of January, April, July, October

- Remove cobwebs from walls and ceilings

Once every four months (February, June, October)

- Clean the outside of doors and cupboards





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Once a year (December)

- Clean tiled walls in bathrooms up to the ceiling

At the request of the Embassy (special quote)

- Clean using a machine and polish the linoleum floors on the ground floor
- Wash the partitions and windows inside the offices
- Wash the office carpets for a thorough hygienic clean

\* \* \* \*

**ITALIAN CULTURAL INSTITUTE**  
**Keizersgracht 564 - 1017 EM Amsterdam**

Every day, the following tasks will be carried out as a priority:

- Cleaning all toilets.
- Cleaning the kitchen.
- Cleaning the classrooms (if they are used).
- Cleaning the projection room (if used).
- Emptying all bins.
- Cleaning the marble stairs at the entrance to the institute (vacuuming).

Cleaning the director's offices and the entrance:

- Desks, table lamps, computers, etc.
- Cleaning of telephones.
- Cleaning of window sills.
- The floors will be vacuumed.

Entrance hall:

- Stairs will be washed.
- The staircase ramp at the entrance will be cleaned. Public screening room:
- Classroom corridors will be vacuumed.
- The stairs leading to these three floors will be checked and vacuumed if necessary.

Basement:

- Cleaning of the kitchen. (No washing up)



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- Plates, cutlery, cups, etc. must be brought to the kitchen by staff
- 1 The linoleum floors on this floor will be vacuumed and washed.

Cleaning of the offices on the accounting floor, the translation office and the library, according to the following schedule:

Desks, table lamps, computers, etc.

- Cleaning of telephones.
- Cleaning of window sills.
- 1 The floors will be vacuumed.

Once a month, the brass plates at the entrance and the handrails on the staircase at the entrance to the institute will be polished.





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Annex 3

**SINGLE DOCUMENT OF REQUIREMENTS - DUR**

**PART I**  
**INFORMATION ON THE PROCUREMENT PROCEDURE AND THE CONTRACTING**  
**AUTHORITY**

<b>Identity of the Contracting Authority</b>	<b>Answer:</b>
Name	Brussels Shared Services Centre, located at the Italian Embassy, Rue Joseph II 22/24 - 1000 Brussels
Title or brief description of the contract:	Framework contract for the provision of cleaning services.
CIG:	

**PART II**  
**INFORMATION ON THE ECONOMIC OPERATOR**

<b>A. Identification details of the tenderer</b>	<b>Answer:</b>
Name:	
National identification number, if applicable (national registration number, VAT number, etc.)	
Postal address:	
Contact persons: Telephone: Email: (website):	

Is the economic operator registered in an official list of contractors or professionals, and does it have the relevant certification?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Not applicable
Will the economic operator be able to provide a certificate concerning the payment of social security contributions and taxes, or provide	a) <input type="checkbox"/> YES <input type="checkbox"/> NO



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information enabling the contracting authority to obtain this document directly and free of charge? If the relevant documentation is available electronically, please indicate:	(web address, issuing authority or body, precise reference of the documentation): [.....][.....][.....][.....]
<b>Form of participation:</b>	<b>Answer:</b>
Is the economic operator participating in the tender procedure together with others?	<input type="checkbox"/> YES <input type="checkbox"/> NO

<b>B. Possible representatives of the tenderer</b>	<b>Answer:</b>
Full name:	
Date and place of birth:	
Position/Title to act:	
Postal address:	
Telephone:	
Email:	
If necessary, provide details of representation (form, scope, purpose):	

**PART III**  
**GROUND FOR EXCLUSION**

**A: Grounds for exclusion related to criminal convictions**

Persons who have been convicted, with a final criminal conviction, in Italy or Belgium, for one or more of the following reasons are excluded from participation in the selection process: (1) participation in a criminal organisation; (2) corruption; (3) fraud; (4) terrorist crimes or those linked to terrorist activities; (5) disbursement of funds from criminal activities or terrorist financing; (6) child labour and other forms of human trafficking; (7) any other crime that makes liaison with the public administration impossible. The grounds for exclusion are those provided for by Italian law and, in the Member States of the European Union, those indicated in the local legislation transposing Article 57 of Directive 2014/24/EU.

<b>A. Reasons related to criminal convictions</b>	<b>Answer:</b>
The Bidder or a member of its management or supervisory bodies or any person who has powers of representation, decision-making or control within the Bidder has been convicted for one of the reasons indicated above by a final judgment handed down no more than five years ago or following which a period	<input type="checkbox"/> Yes <input type="checkbox"/> No





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of exclusion established in the judgment is still applicable.	
If yes, please indicate (repeating as many times as necessary): <div style="margin-left: 20px;">           a) the date of the conviction, which of the points between 1 and 7 and the reasons for the conviction;         </div> <div style="margin-left: 20px;">           b) the identification data of the persons convicted;         </div> <div style="margin-left: 20px;">           c) the duration of the period of exclusion established in the conviction judgment.         </div>	<div style="margin-left: 20px;">           a) Date: [.....], duration of the conviction: [.....] reasons: [.....].         </div> <div style="margin-left: 20px;">           b) [.....]         </div> <div style="margin-left: 20px;">           c) length of the period of exclusion: [.....].         </div>
In the event of convictions, what measures has the Bidder adopted to demonstrate its reliability ( <i>self-cleaning</i> )?	<i>[Indicate the measures taken].</i>

**B: Grounds for exclusion related to the payment of taxes or social security contributions**

<b>B. Payment of taxes, duties or contributions</b>	<b>Answer:</b>
Has the Bidder fulfilled all obligations relating to the payment of taxes, duties or social security contributions in the country where it is established, in Italy or in the country where the contract is to be performed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) <u>If no</u> , indicate: (a) the State where the failure occurred; (b) the amount; (c) how the non-compliance was established; (d) measures taken to remedy it.	<div style="margin-left: 20px;">           a) [.....]            b) [.....]            c) [.....]            d) [.....]         </div>

**C: Reasons related to insolvency, conflicts of interest or professional misconduct**

<b>C. Information on possible situations of insolvency, conflicts of interest or professional misconduct</b>	<b>Answer:</b>
1) To the best of the Bidder's knowledge, _____ has it failed to fulfil its obligations in the areas of occupational health and safety, environmental law, social law or labour law?	<input type="checkbox"/> Yes <input type="checkbox"/> No



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2) Is the Bidder in any of the following situations or subject to proceedings for the verification of any of the following situations: (a) bankruptcy, insolvency proceedings, judicial liquidation, composition with creditors, administration under court supervision or any other situation analogous to bankruptcy?  (b) has ceased trading?	a) <input type="checkbox"/> Yes <input type="checkbox"/> No  b) <input type="checkbox"/> Yes <input type="checkbox"/> No
3) Is the Bidder guilty of serious professional misconduct?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the Bidder entered into agreements with other economic operators with a view to distorting competition?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5) Is the Bidder aware of any conflict of interest relating to its participation in the procurement procedure?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6) Has the Bidder, or a company related to it, advised the contracting authority or entity, or been otherwise involved in the preparation of the procurement procedure?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7) Has the Bidder been subject to early termination of a previous public contract, or to damages or other comparable penalties in connection with that previous contract or concession?	<input type="checkbox"/> Yes <input type="checkbox"/> No
8) Has the Bidder been in any of the following situations: a) has it been found guilty of making false declarations when providing the information required to verify the absence of grounds for exclusion or the fulfilment of the selection criteria? b) has concealed such information?  c) has it been able to promptly submit the supporting documents required by a contracting authority or contracting entity?  d) has attempted to unduly influence the decision-making process of the contracting authority or contracting entity, to obtain confidential information that could give it an undue advantage in the procurement procedure, or to negligently provide misleading information that could have a decisive influence on exclusion, selection or award decisions?	(a) <input type="checkbox"/> Yes <input type="checkbox"/> No  (b) <input type="checkbox"/> Yes <input type="checkbox"/> No  (c) <input type="checkbox"/> Yes <input type="checkbox"/> No  (d) <input type="checkbox"/> Yes <input type="checkbox"/> No
9) <u>If any of the questions in this section C are answered in the affirmative</u> : indicate the situations that have occurred and what measures the Bidder has taken to demonstrate its reliability ( <i>self-cleaning</i> ).	

**D: Grounds for exclusion under Italian law and equivalent situations under the law of the country in which the contract is awarded**

<b>D. Grounds for exclusion under Italian law</b>	<b>Answer:</b>
Is the Bidder in any of the following situations?	1) <input type="checkbox"/> Yes <input type="checkbox"/> No





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1) Are there any grounds for revocation, suspension or disqualification under anti-mafia legislation?	2) <input type="checkbox"/> Yes <input type="checkbox"/> No
2) Is it subject to infiltration by organised crime?	
3) Has it been subject to a ban on carrying out its activities or to another sanction that involves a ban on contracting with the public administration?	3) <input type="checkbox"/> Yes <input type="checkbox"/> No
4) Is it listed in the computer registers kept by the National Anti-Corruption Authority for having submitted false declarations or false documents for the purpose of obtaining the certificate of qualification, for the period of validity of the registration?	4) <input type="checkbox"/> Yes <input type="checkbox"/> No
5) Did he/she violate the prohibition on trust?	5) <input type="checkbox"/> Yes <input type="checkbox"/> No
6) Did he/she comply with the rules on the right to work of the PRM?	6) <input type="checkbox"/> Yes <input type="checkbox"/> No
7) Whether he or she has been the victim of concussion and extortion offences committed by organised crime or by those who wish to facilitate the activities of organised crime and, if it is not a case of necessity or legitimate defence, whether he or she has reported the facts to the judicial authorities?	7) <input type="checkbox"/> Yes <input type="checkbox"/> No
8) Is he/she, in relation to another participant in the same public procurement procedure, in a position of control or in a relationship, even de facto, if the position of control or the relationship means that the tenders are attributable to a single decision-making centre?	8) <input type="checkbox"/> Yes <input type="checkbox"/> No
9) Has he entered into subordinate or independent employment contracts and, in any case, has he entrusted tasks to former employees of the contracting authority who have ceased their employment relationship less than three years ago and who, in the last three years of service, exercised their powers of authority or negotiation on behalf of the contracting authority vis-à-vis the same tenderer ( <i>revolving door</i> )?	9) <input type="checkbox"/> Yes <input type="checkbox"/> No

**PART IV**  
**SELECTION CRITERIA**

	Answer
Does the Supplier meet all the selection criteria required in the file?	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Part V: Final declarations**

I, the undersigned, formally declare that the information provided in parts II to IV above is true and correct and that I, the undersigned, am aware of the consequences, including those of a penal nature, envisaged by Italian and local law in the event of false declarations.





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The undersigned hereby certify the absence of grounds for exclusion provided for in Part III and the possession of the requirements provided for in Part IV.

The undersigned(s) formally declare(s) that they are able to produce, upon request and without delay, the certificates and other forms of documentary evidence as required and authorise(s) the Principal, indicated in Part I, to carry out all necessary checks on the truthfulness of the declarations made on the requirements, also with the competent authorities, and to access also the related supplementary documents.

The undersigned also declares

- to authorise the Contracting Authority to transmit all communications through the platform used or, where not envisaged by the aforementioned platform, through the use of the e-mail address [.....]. All communications sent to the agent at the above address shall be deemed to have been sent to all participants in the grouping or consortium
- to authorise the Contracting Authority, should a participant in the tender exercise its right of access to the acts, to release a copy of all the documentation submitted for participation in the tender, with the exception of those parts that may be indicated in the offer, for the reasons succinctly motivated and documented therein.

The undersigned accepts without reservation or exception the provisions and conditions contained in the tender documents, including the contract outline.

Place and date, [.....]

Signature(s)

\_\_\_\_\_

**ATTACH A COPY OF THE IDENTITY DOCUMENT OF EACH SIGNATORY.**



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Annex 4

**INFORMATION ON THE PROTECTION OF NATURAL PERSONS  
WITH REGARD TO THE PROCESSING OF PERSONAL DATA**

***Regulation (EU) 2016/679, Art. 13***

This information notice, pursuant to EU Regulation 2016/679 (GDPR) indicates the manner in which personal data is processed. In compliance with the aforementioned legislation and consequent rights and obligations, we inform you:

1. Data Controller - The Data Controller is MAECI C.F.80213330584, in the person of its legal representative pro tempore, which, in this specific case, acts through the contracting station as identified in the tender documents: - email [urp@esteri.it](mailto:urp@esteri.it); PEC: [ministero.affariesteri@cert.esteri.it](mailto:ministero.affariesteri@cert.esteri.it);
2. Data Protection Officer - The Data Protection Officer can be reached at the following address - email: [rpd@esteri.it](mailto:rpd@esteri.it); PEC: [rpd@cert.esteri.it](mailto:rpd@cert.esteri.it);
3. Purposes of data processing - Personal data are processed and collected for the following purposes
  - A. administrative-accounting purposes in relation to the evaluation of the pre-contractual request of the data subject (such as those for inclusion in the Register of Suppliers), the evaluation of the assignment and the eventual fulfilment thereof
  - B. fulfilment of legal obligations (such as anti-money laundering verifications, communications for tax purposes), by regulations and/or community norms as well as by norms issued by Supervisory and Control Authorities or by other Authorities legitimated to do so.
4. Legal basis of the data processing - For the purposes indicated in points A), the processing is necessary for the performance of a contract to which the data subject is a party or for the performance of pre-contractual measures taken at the request of the data subject, pursuant to Article 6(1)(b) of EU Regulation 2016/679. For the purposes indicated in point B), the processing is necessary to fulfil a legal obligation to which the data controller is subject and the provision of the data is mandatory, pursuant to Article 6(1)(c) of EU Regulation 2016/679.
5. Method of processing and storage of personal data - Personal data are processed using manual, computerised and telematic tools (web management software), with logic strictly related to the purposes of the entity itself and, in any case, in such a way as to ensure their security and confidentiality in compliance with current legislation. The Data Controller undertakes to safeguard and control personal data by adopting the appropriate technical and organisational measures necessary to counter the risks of destruction or loss, unauthorised access or processing that is not permitted or does not comply with the purposes for which they were collected. In compliance with the principles of lawfulness, purpose limitation and minimisation, the data will be kept for the entire duration of the processing and also thereafter for the time necessary for the purposes of discharging the obligations incumbent on the entity [entity] and for the fulfilment of any legal obligations connected with or deriving from the same, also with regard to the management of public archives in compliance with the Code of ethics and good conduct for the processing of personal data for historical and statistical purposes.
6. Particular categories of personal data - Data revealing racial or ethnic origin (with reference to the certificate of citizenship), data relating to health data relating to the person's sex life or sexual orientation, political and trade union, religious, philosophical and other comparable beliefs, qualifying as "particular categories of personal data, as well as data relating to criminal convictions and offences pursuant to Art. 10 of EU Regulation 2016/679 will be processed exclusively with the consent of the data subject in the exercise of the tasks and functions for the fulfilment of the obligations arising from the legislation and for the purposes indicated in point 3 above and according to the legal basis specified in point 4.
7. Recipients - The personal data processed by the entity may be communicated to public entities and subjects in accordance with current legislation, as well as to consultants appointed by the entity itself. The data provided by the data subject may also be communicated to external parties such as consultants, lawyers, companies that supply hardware, software and manage computer networks and systems (outsourcers), companies for document filing and storage services, as well as patronages, organisations, associations, companies. The person concerned gives his or





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her consent to the publication of the aforementioned data and the essential elements of the contract entered into on the outsourcer's website, in accordance with Italian legislation on the transparency of public contracts;

8. Transfer of data abroad - Pursuant to Art. 49, personal data may be transferred to third countries outside the European Union or to international organisations, where the transfer is necessary for the performance of the contract or for the execution of pre-contractual measures taken at the request of the data subject.
9. Rights of the data subject - The rights of the data subject are provided for in Articles 15 to 22 of the EU Regulation 2016/679 including the rights to: - Request confirmation of the existence or otherwise of their personal data. - To have access at any time to the data concerning him/her. - Obtain information about the purposes of the processing, the categories of personal data, the recipients or categories of recipients to whom the personal data have been or will be disclosed and, when possible, the storage period (art.15). - Obtain rectification or, where data are processed in breach of the law or are incomplete or incorrect, erasure or blocking of data (Art. 16) (Art. 17). - Obtain the restriction of processing (Art. 18). - Obtain portability of data, i.e. receive them from a data controller, in a structured, commonly used and machine-readable format, and transmit them to another data controller without hindrance (Art. 20). - To object to the processing of one's own data at any time for legitimate reasons (Art. 21). - Object to automated decision-making relating to natural persons, including profiling. - Ask the data controller to update, supplement, or restrict the processing concerning him/her (Art. 22). - Withdraw consent at any time without affecting the lawfulness of the processing based on the consent given before the withdrawal (Art. 7). - To lodge a complaint with a supervisory authority, namely in the Member State where he/she normally resides, works or where the alleged infringement has occurred. For Italy, this authority is the 'Garante per la protezione dei dati personali', established by Law no. 675 of 31 December 1996 (<http://www.garanteprivacy.it/>) (art. 77). The aforementioned rights may be exercised at any time by writing to the Data Controller, at the e-mail address as indicated in point 1.

Place and date, [.....]

Signature of the data subject for acknowledgement and consent to data  
processing

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Attachment 5

**ECONOMIC OFFER TEMPLATE - LOT 1**

The undersigned \_\_\_\_\_

Born in \_\_\_\_\_ on \_\_\_\_\_

Resident at \_\_\_\_\_ Postcode \_\_\_\_\_

Street \_\_\_\_\_ No. \_\_\_\_\_

on his/her own behalf, or as the legal representative of the Company

With registered office at \_\_\_\_\_ Postcode \_\_\_\_\_

Street \_\_\_\_\_ No. \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_ e-mail \_\_\_\_\_

VAT registration number \_\_\_\_\_

**P R E S E N T**

the following offer, excluding VAT:

DIPLOMATIC MISSION	OFFERED ECONOMIC IN €	HOURLY RATE
<b><u>Italian Embassy in Brussels:</u></b>		
a) general maintenance (29 hours/week);	a) .....	a) .....
b) window cleaning;	b) .....	b) .....
c) daily cleaning/disinfection to combat COVID-19 (5 hours/week);	c) .....	c) .....



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<b><u>Consulate General in Brussels:</u></b> a) general maintenance (30 hours/week), including daily disinfection against Covid-19; b) window cleaning (twice a year);	a) .....  b) .....	a) .....  b) .....
<b><u>Permanent Representation of Italy to NATO (Ambassador's Residence)</u></b>	.....	.....
<b><u>Italian Cultural Institute in Brussels:</u></b> a) general maintenance (14 hours/week); b) daily anti-COVID-19 cleaning/disinfection (1 hour/week) c) washing of windows (interior and exterior) and window frames (twice a year) d) Cleaning of the inner courtyard (leaves in autumn)	a) ..... b) ..... c) ..... d) .....	a) ..... b) ..... c) ..... d) .....
<b><u>Mission to the EU and Office of the Defence Attaché and Military Adviser to the EU:</u></b> a) general maintenance (75 hours/week), including daily disinfection against Covid-19; b) window cleaning (twice per year)	a) .....  b).....	a) .....  b) .....
<b><u>TOTAL</u></b>	.....	

(Place and date)

(Signature of the legal representative, accompanied by a copy of a valid identity document)



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Annex 6

**FINANCIAL OFFER TEMPLATE - LOT 2**

The undersigned \_\_\_\_\_

Born in \_\_\_\_\_ on \_\_\_\_\_

Resident at \_\_\_\_\_ Postcode \_\_\_\_\_

Street \_\_\_\_\_ No.  
\_\_\_\_\_

on his/her own behalf, or as the legal representative of the Company

With registered office at \_\_\_\_\_ Postcode \_\_\_\_\_

Street \_\_\_\_\_ No.  
\_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_ e-mail \_\_\_\_\_

VAT registration number \_\_\_\_\_

**P R E S E N T**

the following offer, excluding VAT:

DIPLOMATIC MISSION	ECONOMIC OFFER IN €	HOURLY RATE
<b><u>Italian Embassy in The Hague:</u></b> a) general maintenance (15 hours/week); b) window cleaning (16 hours every six months);	a)..... b).....	a)..... b).....





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<b><u>Italian Cultural Institute in Amsterdam:</u></b>		
a) general maintenance (15 hours/week);	a) .....	a)
b) daily anti-COVID-19 cleaning/disinfection (3 hours per week);	b) .....	b)
c) window cleaning (4 times per year)	c) .....	c)
<b><u>TOTAL</u></b>	.....	

\_\_\_\_\_  
(Place and date)

\_\_\_\_\_  
(Signature of the legal representative, accompanied  
by a copy of a valid identity document)