



REAL ESTATE & FACILITIES SERVICE

OP/EUI/REFS/2018/001

Special Tender Specifications for the provision of a cleaning service with reduced environmental impact, including the supply of hygienic-sanitary products, disinfestation, deratization and overseeing activities, to be carried out at the premises of the European University Institute.

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YEAR 2018

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CHAPTER I – GENERAL INFORMATION REGARDING THE TENDER

Article 1 – Presentation of the European University Institute

The European University Institute (EUI) is a postgraduate and post-doctoral research institute in the field of social sciences, established by a Convention dated 19 April 1972, (Law no. 920 of [23/12/1972](#) published in the Official Journal no. 19 of [23/01/1973](#)) ratified by the Member States of the European Community to provide advanced academic training to PhD researchers and to promote research at the highest levels. The Convention setting up the EUI includes the “Protocol on the Privileges and Immunities of the EUI”.

The EUI Community numbers about 1.300 members. Researchers, academic and administrative staff are for the most part – though not exclusively – citizens of Member States.

The EUI's headquarters are at the Badia Fiesolana, Via dei Roccettini 9, in San Domenico di Fiesole (near Florence, Italy).

For more information, please see the EUI's official website at www.eui.eu.

Article 2 – Definitions

“Company” and “Contractor” mean the company to which the tender has been awarded and to which the provision of the services object of these Tender Specifications (T.S.) is entrusted. “Tenderer” refers to the company that presents a bid.

“Contracting Authority” and “Institute” mean the European University Institute, which entrusts the services object of these Tender Specifications to the Company.

Article 3 – Object of the tender

This tender governs the procedures for executing the daily and periodic cleaning service with reduced environmental impact, including provision of hygiene and sanitary products such as cloth towels, toilet paper, toilet seat covers, absorbent containers, toilet brush, liquid hand wash soap, sanitising and deodorising items, the disinfestation, deratization service and the daily supervision for the working locations and university residences of the European University Institute, as further described in Article 6.

In particular, the cleaning service shall ensure the achievement of the following objectives:

- Maintain an optimal hygienic-sanitary level in the environments and facilities subject to the service in order to ensure the maximum comfort and the best working conditions for the staff and guests of the EUI;
- Upkeep the aesthetic appearance of the premises and areas subject to service;
- Safeguard the integrity of the surfaces subject to cleaning.

In order to allow competitors to be in possession of all information relevant for assessing the conditions and circumstances of service provision so as to present an appropriate economic offer, we attach to these specifications the floor plans of the buildings and residences of the EUI with a table summarizing the

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various types and dimensions of existing flooring in each building, the quantity of glass surfaces, washrooms and external area.

Article 4 – Duration of contract

The duration of the contract is established as 5 (five) years from the date 01/09/2018.

If, when the contract has automatically lapsed, the Contracting Authority has not yet awarded the provision for the following period, the Company will be obliged to continue their provision for a period of 6 (six) months at most, under the same contractual conditions in force when the contract expired.

The initial 6 (six) months of the service contract will be intended as a trial period in order to allow the Contracting authority to reach a broad and overall assessment of the partnership. At the end of this period, if the Company, in spite of repeated warnings, does not prove trustworthy and professional, the Contracting authority is entitled to recede from the contract with a 15 (fifteen) day notice that will be sent to the Company via registered letter with acknowledgement of receipt.

Article 5 – Estimated value of the contract

The estimate of the total value of the tender amounts to € 2.994.000,00 (two million nine hundred ninety-four thousand /00), VAT excluded for the entire duration of the contract (five years).

This amount has been calculated based on the average costs incurred by the Institute over the previous five years for services of ordinary and periodic cleaning of all their premises including the researchers' residences.

The service includes costs for the supply of sanitary products needed, for the disinfestation and deratization services, for the full-time staff, to manage the waste sorting, as well as all the fees for extra cleaning services required during the contractual period.

Said estimate is considered as indicative and valid only for the purposes of calculating the presumed total value of the services requested and does not in any way bind the Institute to meeting it. For this reason, the Company shall have no claim other than payment for the services rendered at the prices and conditions agreed.

In particular, should the Institute decide to make changes with regard to the cleaning services requested, and/or the number of premises and researchers' residences should increase or decrease with respect to those listed in this specification, the Contracting Authority reserves the right to proportionally increase and/or decrease the contractual amount based on the price offered by the Company in their bid.

The aforesaid alteration of the amount may not exceed 50% of the initial value as per the contract.

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CHAPTER II - DESCRIPTION OF THE SERVICE

Article 6 – General specifications

In carrying out the services described in these specifications, the company must comply with the “minimum environmental criteria for the allocation of a cleaning service and the supply of products for hygiene” laid down by the Decree of the Ministry of the Environment 24 May 2012 and further amendments made.

The Contractor shall organize and direct the effectuation of the cleaning service by giving its staff all the appropriate directives and taking all the necessary measures in order to ensure an optimal result in terms of individual performance and the overall service in accordance with the contents of these specifications and the annexes thereto, with the contract, and with whatever the company submitted in their bid.

6.1 Procedures for the effectuation of the cleaning service

The cleaning service is understood as the sum of all the activities necessary to safeguard hygiene and sanitation of the work environments, including equipment, furniture and fittings, to be carried out by specialized staff utilising the best equipment available and the most suitable materials, with the aim of ensuring a constant and perfect cleanliness and hygiene level of all the areas and environments of the Client.

All work must be carried out carefully and in a workmanlike manner utilising the most suitable means and materials.

The service must therefore be constituted by a combination of daily and periodic output according to the specific minimum activities listed successively in Articles 8 and 9. In order to guarantee an optimal cleaning service of the environments throughout the course of the contract, such benefits may be integrated and/or modified as needed. For the quotation of any eventual modifications either by way of increase and/or decrease, the prices offered by Contractor in the tender will be utilised.

To clarify:

- **daily tasks** must be generally effectuated from Monday to Friday during the hours 7:00pm/8:00 am so as not to obstruct the administrative and academic activities of the Institute. The offices and areas subject to the cleaning service must be perfectly clean before the start of institutional/academic activities and of research at the Institute which is usually undertaken from 8:00am. Unless otherwise agreed with the representatives of the Contracting Authority, cleaning tasks are to be performed only up until 8:00 am; in the occasion of specific events the Institute may be asked to anticipate or postpone cleaning times, especially in seminar/conference rooms.
- **periodic tasks** must be effectuated at the minimum frequency specified in the following Article 9 and must be coordinated with the representatives of the Contracting Authority.
- **extra service fees** include all interventions of extraordinary cleaning that the company may be requested to carry out during the contractual period. By way of example and not of limitation, these interventions can be subdivided into:

1. Cleaning when construction works have ended and following removals

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When construction works have ended, the company shall intervene in the period agreed with the representatives of the Contracting Authority to remove any debris and waste and restore the premises to their previous condition, guaranteeing that any ensuing use is under appropriate hygienic conditions.

II. Cleaning operations on the occasion of special events

In the case of special events being organized (conferences, congresses, seminars, official ceremonies, etc.) also outside the institutional premises, the company shall be required to intervene in the period agreed with the representatives of the Contracting Authority providing the interventions necessary to ensure the favourable outcome of the event and/or the tidying of the premises after it, in order to allow their use under appropriate hygienic conditions.

III. Specific cleaning interventions

In the event of flooding of the premises because of extreme weather or a leaking pipe, or vandalism involving graffiti, damage to objects, etc., the Company must intervene in the shortest time possible, at the most 1 (one) hour after being notified, carrying out all necessary repairs to restore the premises concerned.

The company shall only perform these tasks in response to a request by representatives of the Contracting Authority. The company shall enjoy no rights or payment in the case of services performed without a specific order.

The remuneration for such interventions will be carried out based on the unit labour cost offered by the Company in their bid.

In addition to what is specified above, the following is also prescribed:

- a) Included in the contracted amount are all activities relating to the provision and positioning of consumable materials required for hygienic services (cloth towels, toilet paper, liquid hand wash soap, tissue toilet covers, feminine sanitary bags, sanitizers, air fresheners, and etcetera) in the quantities required. Additional is the supply of suitable liners for internal and external garbage recipients and for any recycling containers. To avoid any lack of provision, the Contractor must maintain a sufficient supply of such products on the premises that will be allocated to the Contracting Authority within each location for the carrying out of the service.
- b) In all environments, cleaning operations must use specific materials and products for the type of surface to be cleaned. All the products used must conform to the specified “minimum environmental criteria for the allocation of a cleaning service and the supply of products for hygiene”. When the service is finished, the equipment used must be thoroughly cleansed and rinsed so that it is perfectly clean when stored in the appointed premises.
- c) During the carrying out of services, the Contractor is required to adopt all necessary safety and security precautions in accordance with the requirements of the Contracting Authority property, and in the case of damage caused by its own staff is required to notify the representatives of the Institute and organise repairs of any damaged property or failing that, their compensation.

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- d) In compliance with the applicable rules of law governing the matter, the Company must arrange for daily collection and disposal of the different types of waste produced and placed in the relevant bins present at the various premises, including those in the canteens and in the researchers' bar (paper and cardboard, multi-material: glass, plastic, aluminium and unsorted waste) transporting it to public containers in compliance with the municipal regulations in force. The Company shall be responsible for providing and, if necessary, replacing the bags for these bins. Except for special needs, every three months the company must arrange to wash and sanitize the bins and ecological containers used by the catering service for waste disposal with specific products.
- e) Upon conclusion of the cleaning work, it is the obligation of the cleaning staff to verify that all doors, windows, and other means of access are secured. On the eve of prolonged closures (Easter, August and Christmas), workers must take care to also close all exterior shutters in each building and to reopen them on the first morning of reopening, prior to the commencement of official activities.
- f) Cleaning staff are also required to turn off all lighting at the end of the cleaning work, whether they consist of lamps, light fixtures, or the like, along with any audio and video systems in the seminar/conference rooms.
- g) The cleaning staff shall be obliged to check all maintenance holes and drainage grates of the terraces, balconies, patios, and garages, to then remove if necessary any debris, leaves or other items which may cause obstructions or blockages. In the event that it is not possible to solve the obstruction or blockage, the cleaning staff must promptly inform the responsible of the Contracting Authority.
- h) The Contractor must ensure timely intervention (maximum within one hour from the call) for the cleaning of the premises in case of emergency events (e.g. flooding, etcetera) and weather events (e.g. snow removal and spilling salt). The time of the call will be tracked by the security staff of the control room located in the Badia (active 7/24) and the arrival time of the cleaning staff in the building object of the intervention will be detected by the clocking system placed in the entryway of each EUI building.
- i) Throughout the course of the contract, the Contracting Authority reserves the right to make changes regarding the cleaning timetables without significant change of the units served (total square meters or contractual hours). Such amendments shall not give rise to the recognition of higher compensation or reimbursement of any kind.

6.2 Deratization and disinfection services

These services shall cover disinfection, deratization, cockroach control and the removal of animal carcasses from the premises and the researchers' residences.

These treatments must be carried out without causing disturbance or annoyance and without interrupting the normal activities of the Institute. In cases where this is not possible, the treatments, prior agreement with the responsible of the Contracting authority, must be carried out outside normal working hours.

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- **Deratization service**

This must guarantee the elimination of the pest throughout the duration of the service agreement. The treatment cycles must be at least bi-monthly and shall include the laying of bait, its supplementation and/or replacement, the repositioning of traps, the checking, recovery, and disposal of the materials used and any carcasses. The traps must be of the protected bait type, fixed to the ground or to poles in inconspicuous positions and clearly identified with specific warning signs. Products used for deratization must be low-toxicity anticoagulants registered with the Ministry of Health. For all the products used, the Company must provide in advance to the representative of the service authenticated photocopies of the registration with the Ministry of Health. Annex II H shows the current location of the traps, along with the number and type.

- **Disinfection service**

The Company is required to carry out suitable monitoring of the exteriors of the premises and the researchers' residences at the beginning of the spring for timely identification of the first outbreaks of insect larvae development and provide an opportune anti-larval treatment programme and a plan to combat mosquitoes. The treatments to be carried out during the larval phase should be planned in line with the Company's bid, and in any case, during the spring/summer, must consist of no less than three treatments with at intervals no less than one month. Again during the spring/summer period, the Company must also provide larvicide tablets monthly to be placed in the drains present in numerous premises and in the researchers' residences, or if an improvement, to whatever has been offered in their bid. The service also includes the interventions necessary for the removal of the eventual ants from the EUI premises and residences.

6.3 Waste sorting service, conveyance of the waste to skips, and sanitization

During the first fortnight of its service, the Company must check that in all the premises and residences of the Institute there is a sufficient number of containers for the collection of waste paper and plastic, and if necessary arrange at their own expense for any necessary additions and/or substitutions in the event of deterioration. It is the Company's responsibility to arrange for the supply and replacement of bags for the recycling containers and all bins located inside the offices, seminary rooms, bathrooms, communal areas, etc.

The Company is obliged, without demanding any additional fees, to collect the waste from any room or area inside and outside the buildings listed in Article 21, and sort it for subsequent transfer to internal recycling stations and/or public skips, even if this might involve the use of equipment and/or vehicles, in compliance with the provisions relating to public collection of urban waste. The waste sorting service shall also include waste produced by the catering services (canteens and bars) and the bar run by the researchers.

The Institute reserves the right during the effectuation of the contract, to change the ways of sorting waste without this resulting in any additional expense (e.g. by introducing the collection of organic waste).

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If during the activity the Company staff should detect improper use of the containers or recycling stations arranged for sorting waste, it shall arrange to correctly sort the waste, putting any non-compliant materials aside, and notifying their manager who will report the anomalies in writing to the managers of the Contracting Authority.

- **Sanitizing service**

The Company must ensure with a minimum frequency of every 3 (three) months an effective sanitizing service including the washing of the interior and exterior of the bins or recycling containers inside the Institute's premises including those used by the catering service.

Article 7 – On-site cleaning staff

The Company shall arrange for 2 employees to be at the exclusive disposal of the Contracting Authority as better specified in the following paragraphs.

The persons nominated by the company must have reliable professional skills, a healthy attitude to interpersonal relationships with colleagues and users, and a good ability to understand and perform the requests of the Contracting Authority's managers.

The Company staff is obliged to maintain professional secrecy on any facts and circumstances they become aware of while carrying out their duties. During the effectuation of the assigned tasks and the time spent inside the premises of the Institute, the Company staff may not smoke and must also limit the use of their mobile phone exclusively to business needs.

It must be possible to reach staff at any time by phone, and they must also be equipped with a smartphone or tablet compatible with the EUI system to manage tickets requesting interventions.

The working hours of the service operators in the days when the Institute is open, which differ from the days of the Italian national calendar (See Annex F), shall be from 8:00am to noon and from 1:00pm to 5:00pm (8 h. daily, 5 days per week).

The Company must ensure immediate replacement of the operator during periods of programmed absence (holidays, leave, etc.), and in cases of unforeseen illness or absence with staff duly and previously trained on the service to be performed.

The Contracting Authority shall have the right to ask the Company to remove service staff who, during the effectuation of the service, have attracted complaints or have engaged in conduct that is not appropriate to the work environment. In such a case, the Company shall arrange to replace the unwelcome person within and no later than five days from the receipt of a formal request.

Company staff shall present themselves for work in respectable workwear suitable for the task at hand, carrying company ID with a photograph and their name that must be worn well visible during the working activities.

For the service in question, the company shall make an offer of a total annual cost with details of the cost of overtime hours during weekdays, Sundays and public holidays, and night shifts, and which may be requested during the contractual period (Economic Offer Form: Annex C).

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7.1 - Supervisor to deal with tickets generated by the Help Desk

The company must provide a full-time operator based at the Badia Fiesolana headquarters for unforeseen and emergency cleaning activities and for all those portage activities that require the use of two persons, for example, moving furniture in the seminary rooms, offices or other premises.

The working hours of the staff member, on the opening days of the Institute that differ from the working days of the Italian national calendar (see attachment F), will be from 08.00 to 12.00 and from 1.00 pm to 5.00 pm (8 h. daily for 5 days a week - from Monday to Friday).

This person should possess suitable transport to reach all other locations of the Customer autonomously. To reduce environmental impact, it is desirable that the transport made available by the Company should be electric or hybrid.

7.2 – Supervisor for the university residences (PAB and PDM)

The company must provide a full-time operator based at the Ponte alla Badia (PAB) apartments, with the function of a cleaner and a contact person for all the residents. This figure shall deal with the cleaning of the communal areas (sweeping and cleansing with water and specific products) and the areas outside (sweeping and removal of any waste including grass weed) such as, by way of example: flights of stairs, landings, internal courtyard, parking area, areas below ground (laundry, corridors, warehouses, garages, etc.) and activities connected to the arrival of the tenants (check-in) and their departure from the apartments (check-out) in line with the instructions given by the head of the Housing office. In virtue of the international nature of the users, the person nominated for this position must know English well enough to communicate with the people who live in the apartments.

The working hours of the staff member, on the opening days of the Institute that differ from the working days of the Italian national calendar (see attachment F), will be from 08.00 to 12.00 and from 1.00 pm to 5.00 pm (8 h. daily for 5 days a week - from Monday to Friday).

This person should possess suitable transport to reach the residences of Pian del Mugnone and/or other offices of the Contracting Authority independently, at any time. To reduce environmental impact, it is desirable that the transport made available by the Company should be electric or hybrid.

Article 8 – General list of ordinary services

Following is a list for each area specifying the daily minimum tasks to be carried out, together with their relative frequencies:

- 8.1 - AREAS CONCERNED: ENTRYWAYS, CORRIDORS, REPRESENTATIVE OFFICES (THE PRESIDENT AND SECRETARY-GENERAL), SEMINAR/CONFERENCE ROOMS, COURSE ROOMS, MEETING ROOMS, MEDICAL ROOMS, GYM, RESTAURANT/CAFE' AREAS, SELF-SERVICE ZONES, RESEARCHERS' BAR,**

MINIMUM INTERVENTION	FREQUENCY
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○ Mopping of all pavements with stone, rubber, or parquet surfaces.	DAILY
○ Sweeping and vacuuming with appropriate equipment of carpeted floors and/or any rugs/mats, taking all necessary precautions.	
○ Emptying and cleaning of ashtrays including sieving and restore the sand and emptying of waste containers (paper bins and others	
○ Emptying of containers for separated waste collection (paper, undifferentiated, or multi-material of glass, plastic, cans, batteries and bottle caps), including those reserved to the food areas and researchers' bar, and delivering that collected to the appropriate zones or to the public collection areas within the surrounding areas, in accordance with the Municipal Regulations in force concerning separated waste collection.	
○ Cleaning and washing with specific products the magnetic whiteboards present in the meeting, seminar, and conference rooms.	
○ Elimination of fingerprints and any kind of stains on the entrance glass doors.	
○ Cleaning and washing with specific products of the internal stairs and relative handrails	
○ Cleaning and washing with specific products the tables and chairs (include legs) present in canteen areas and external catering areas	
○ In the canteen area of the Badia, a further cleaning of tables and chairs is planned during the hour from 3 pm to 4 pm.	DAILY
○ Cleaning of the floors of the dining areas/café, self-service zones, researchers' bar plus cafeteria and nursery lunch room, with specific products and methods that allow for an appropriately clean washing solution.	
○ Brushing and cleaning with suitable equipment of the carpets present at the various entrances of the EUI buildings.	
○ Cups and glasses of the presidency - Every day the cups and glasses used by the presidency must be collected and taken to the Badia Bar to have them washed and then taken back to the Presidency by 10.00 am.	
○ Removing cobwebs from the walls and ceilings of the interior rooms, porches, cloisters, etc.	
○ Washing of all floors with stone, rubber and parquet surfaces with specific products and methods that allows for an appropriately clean washing solution.	THRICE WEEKLY (MON/WED/FRI)
○ Cleaning and disinfecting of lifts and elevators with a damp cloth and suitable products.	THRICE WEEKLY (MON/WED/FRI)
○ Periodic watering of all plants often enough to allow profuse growth.	ACCORDING TO NEED
○ Dusting of paintings.	

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8.2 – AREAS CONCERNED: FORECOURT AREAS OF THE ENTRYWAYS, STAIRS AND RAMPS FOR BUILDING ACCESS, INTERNAL FOOTPATHS, LOGGIA, CHIOSTRA, EXTERNAL AREAS, EXTERNAL AREAS BEING RESTORED, PARKING.

MINIMUM INTERVENTION	FREQUENCY
<ul style="list-style-type: none"> ○ Mopping of all pavements with stone 	DAILY
<ul style="list-style-type: none"> ○ Sweeping and cleaning the areas in front of the entrance to the various buildings. (see Annex II G) 	
<ul style="list-style-type: none"> ○ Emptying and cleaning of ashtrays including sieving the sand and emptying of waste containers (paper bins and others) including throughout outdoor areas and gardens, replacing the bin liners (to be substituted in any case at least once a week). 	
<ul style="list-style-type: none"> ○ Control of paved, dirt and/or gravel areas, pedestrian paths, stairs, ramps, footpaths in all the EUI premises including the removal of any paper, bottles, cigarette butts and any other visible garbage in the areas around the routes. 	
<ul style="list-style-type: none"> ○ Emptying of containers for separated waste collection (paper, undifferentiated, or multi-material of glass, plastic, cans, batteries and bottle caps), including those reserved to the food areas and researchers' bar, and delivering that collected to the appropriate zones or to the public collection areas within the surrounding areas, in accordance with the Municipal Regulations in force concerning separated waste collection. 	
<ul style="list-style-type: none"> ○ Removing cobwebs from the walls and ceilings of the interior rooms, porches, cloisters, etc. 	WEEKLY
<ul style="list-style-type: none"> ○ General management of paved, dirt and/or gravel areas, pedestrian paths, stairs, ramps, footpaths, parking areas, including any drainage grates or manholes, involving the cleaning out of debris, leaves, paper, bottles, cigarette butts and any other accumulates, along with the emptying of bins and ashtrays with any necessary plastic liner replacements. 	

8.3 - AREAS CONCERNED: NURSERY (CRECHE)

MINIMUM INTERVENTION	FREQUENCY
<ul style="list-style-type: none"> ○ Mopping of all pavements with stone, rubber or parquet surfaces 	DAILY
<ul style="list-style-type: none"> ○ Elimination of fingerprints on the glasses. 	
<ul style="list-style-type: none"> ○ Cleaning and washing with specific products the tables and chairs in the canteen rooms of the nursery Timetable of execution: : 1 pm - 2pm 	

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○ Washing bottles and dishes used to provide food for the children	
○ In the room used for the afternoon sleeping of children, the mattresses must be cleaned with disinfectant detergent on both sides and the floor below.	WEEKLY
○ Wet dusting at operator height of furnishings and accessories: desks, chairs, tables, wardrobes, bookcases, shelving, drawers.	TWICE WEEKLY (TUES/THURS)
○ Removing cobwebs from the walls and ceilings of the interior rooms, porches, cloisters, etc.	DAILY

8.4 - AREAS CONCERNED: OFFICES – AREAS EQUIVALENT TO OFFICE AREAS – INTERNAL DEPOSIT ROOMS FOR LIBRARY BOOK STORAGE

MINIMUM INTERVENTION	FREQUENCY
○ Emptying and cleaning of ashtrays and paper bins, with any eventual replacement of bin liners (to be substituted in any case at least once a week).	DAILY
○ Removing cobwebs from the walls and ceilings of the interior rooms, porches, cloisters, etc.	
○ Sweeping and washing of all pavements with stone, rubber or parquet surfaces.	TWICE WEEKLY (TUES/THURS)
○ Sweeping and vacuuming with appropriate equipment of carpeted floors and/or any rugs/mats, taking all necessary precautions.	
○ Wet dusting at operator height of furnishings and accessories: desks, chairs, tables, table lamps, wardrobes, bookcases, filing cabinets, shelving, drawers, etc.	

8.5 - AREAS INVOLVED: RESEARCHERS' BAR (Bar Fiasco)

The cleaning of these premises must be carried out in the morning from 7:00am. Friday evening is the busiest time and when theme parties are organized, as a result, on Saturday morning cleaning must be carried out in addition to the bar itself, also of adjacent areas (bathrooms, stairs, cloister, entrance). In addition to the cleaning, all the material left in the bar (glass bottles, glasses, etc.) must be sorted and taken to the respective skips.

MINIMUM INTERVENTION	FREQUENCY
○ Mopping of all pavements with stone, rubber or parquet surfaces	DAILY
○ Wet dusting with specific products of the bench, back bench, tables and chairs, household appliances and various furnishings, present in the bar.	

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o Removing cobwebs from the walls and ceilings of the interior rooms, porches, cloisters, etc.	
o Wet dusting at operator height of furnishings and accessories	TWICE WEEKLY (TUES/THURS)
o Thorough washing of all furniture and floors with specific products and machinery of the bar and the surrounding areas.	WEEKLY (Saturday morning)

8.6 - AREAS CONCERNED: RESTROOMS – GYM – CHANGE ROOMS – SPORTING FIELD

The cleaning of the restrooms, except for those inside the library, must be undertaken by the Contractor from Monday to Friday with a frequency of twice daily (firstly prior to 8:00am and subsequently in the time slot Noon/3:00pm). On Saturday at the headquarters of the Badia Fiesolana, cleaning of the restrooms in the hallway and one adjacent to the control room must be guaranteed, with two reviews in addition to the main cleaning prior to opening. That is, an initial operation is required before 8:00am, a second at 12:30pm and the third and last at 5:00pm.

For the restrooms of the Library four cleaning services should be provided daily from Monday to Friday, in addition to the cleaning prior to opening, i.e., an initial operation should occur before 8:00am, the second at 11:30am, the third at 2:30pm, the fourth at 5:30pm, with the fifth and last at 8:00pm. On Saturday, one revision must be guaranteed in addition to the cleaning prior to opening, or rather the first revision before 8:00am, the second and final at 12.30pm.

The frequency of cleaning the restrooms and changing rooms of the sporting field and gym is daily except in the case of particular sporting events, when the Contractor will be required to increase frequency in accordance with the greater flow of people.

In cleaning the sanitary areas, cloths or sponges and colour-coded buckets must be utilised, according to the specific zones to be treated. Any eventual blockages or malfunctions of various kind should be immediately reported to the concierge or management of the property in question.

When the service is to be effectuated during the working hours of the building, the Contractor is obliged to ensure the safety of users via signage of any hazards.

MINIMUM DAILY INTERVENTION FOR GENERIC HYGIENE SERVICE AREAS	FREQUENCY
o Sweeping, washing and disinfecting of floors.	TWICE DAILY
o Washing and disinfecting of sanitary areas, cleaning of sinks and of mirrors.	
o Check and, if necessary, supply and replenishment of hygiene and sanitary products: cloth towels, tissue toilet seat covers, hand-wash soap, toilet paper, feminine sanitary bags, toilet disinfectant, air freshener if present.	

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<ul style="list-style-type: none"> ○ Emptying waste bins with replacement of the bin liners and disposal of waste in the appropriate containers placed at the points of collection in accordance with the Municipal Regulations in force concerning waste collection. 	
<ul style="list-style-type: none"> ○ Removing cobwebs from the walls and ceilings of the interior rooms, porches, cloisters, etc. 	DAILY

MINIMUM DAILY INTERVENTION FOR LIBRARY HYGIENE SERVICE AREAS	FREQUENCY
<ul style="list-style-type: none"> ○ Sweeping, washing and disinfecting of floors. In order to reduce the time of non-use, the Company should ensure that the floor is dried quickly 	SIX TIMES A DAY
<ul style="list-style-type: none"> ○ Washing and disinfecting of sanitary areas, cleaning of sinks and of mirrors. 	
<ul style="list-style-type: none"> ○ Check and, if necessary, supply and replenishment of hygiene and sanitary products: cloth towels, tissue toilet seat covers, hand-wash soap, toilet paper, feminine sanitary bags, toilet disinfectant, air freshener if present. 	
<ul style="list-style-type: none"> ○ Emptying waste bins with replacement of the bin liners and disposal of waste in the appropriate containers placed at the points of collection in accordance with the Municipal Regulations in force concerning waste collection. 	

INTERVENTION FOR THE GYM, CHANGE ROOMS AND SPORTING FIELD	FREQUENZA
<ul style="list-style-type: none"> ○ Sweeping, washing and disinfecting of floors. 	DAILY
<ul style="list-style-type: none"> ○ Washing and disinfecting of sanitary areas, cleaning of sinks and of mirrors. 	
<ul style="list-style-type: none"> ○ Check and, if necessary, supply and replenishment of hygiene and sanitary products: cloth towels, tissue toilet seat covers, hand-wash soap, toilet paper, feminine sanitary bags, toilet disinfectant, air freshener if present. 	
<ul style="list-style-type: none"> ○ Emptying waste bins with replacement of the bin liners and disposal of waste in the appropriate containers placed at the points of collection in accordance with the Municipal Regulations in force concerning waste collection. 	
<ul style="list-style-type: none"> ○ Removing cobwebs from the walls and ceilings of the interior rooms, porches, cloisters, etc. 	

8.7 – AREAS CONCERNED: CONSULTATION ROOMS AND LIBRARY RECEPTION COUNTER

INTERVENTION	FREQUENCY
<ul style="list-style-type: none"> ○ Emptying and cleaning of ashtrays plus emptying of waste paper bins. 	DAILY
<ul style="list-style-type: none"> ○ Mopping of all pavements with stone, rubber or parquet surfaces. 	

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<ul style="list-style-type: none"> ○ Sweeping and vacuuming with appropriate equipment of carpeted floors and/or any rugs/mats, taking all necessary precautions. 	
<ul style="list-style-type: none"> ○ Wet dusting at operator height of furnishings and accessories: desks, chairs, tables, telephones, monitors, keyboards, table lamps, wardrobes, bookcases, filing cabinets, shelving, drawers, etc. 	
<ul style="list-style-type: none"> ○ Removing cobwebs from the walls and ceilings of the interior rooms, porches, cloisters, etc. 	

8.8 – AREAS INVOLVED: LIBRARY - BOOK DEPOSITORY ROOMS IN PUBLIC CONSULTATION ROOMS - DEPOSITORIES INSIDE AND OUTSIDE THE LIBRARY

The Contractor based on the amount of shelving to clean (approximately 17,400 linear meters) and of calendar days available, will be required to establish a programme to ensure the cleaning of all volumes and shelves over a period of 6 months in order to guarantee two cycles are completed during a contract year.

The shelving will need to be emptied and washed with care, using appropriate products. All volumes removed in order and deposited in special carts must be properly dusted on the cover and spines with an antistatic dusting cloth. It is strictly forbidden to use any type of liquid product. All volumes removed must be repositioned on the shelves in the pre-existing order.

In the opening days of the Library (Monday-Saturday), the cleaning of the books located in the consultation rooms open to the public may be effectuated only up to 8:30am or during all periods of closure of the Institute as indicated in the holiday calendar (Annex II F).

This constraint does not apply to the cleaning of shelves and books deposited internally and externally to the library, for which there is no time limitation and the service can indeed be carried out from Monday to Friday, according to the schedule to be agreed upon with the representatives of the Contracting Authority.

For this service, the competitor Contractor is free to formulate in the Technical Offer various proposals, specifying proposed methods for cleaning, the days and times involved, and the hourly output expressed in linear meters.

8.9 – AREAS CONCERNED: RESEARCHERS' APARTMENTS ON VIA FAENTINA, 94b - Pian del Mugnone (PDM)

The structure consists of three apartment blocks bordering a piazza outside the municipality, as well as three garages, one of which contains a laundry, and three external staircases:

- **10 three-room apartments from 58 sqm.** composed of: kitchenette, two bedrooms, a bathroom with shower, and balcony;

- **1 five-room apartments from 106 sqm.** composed of: kitchen, four bedrooms, two bathrooms (1 bath + 1 shower) and a balcony;

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PERIODIC SPECIAL CLEANING UPON CHANGE OF TENANTS (upon request)

At every change of tenant or at the specific request of the Contracting Station, the company shall carry out the following cleaning activities:

- Sweeping, washing and disinfecting of pavements including balconies.
- Cleaning and degreasing of the tiles, furniture and appliances of the kitchen (sink, range hood, stove top, oven and fridge) with a suitable detergent.
- Thorough cleaning of crockery and kitchenware present in the kitchen.
- Wet dusting internally and externally of furnishings and storage, radiators, sills, windows (including panes), blinds and shutters.
- Washing and disinfecting of bathrooms (sinks, shower, bidet, toilet, taps and mirrors).

8.10 – AREAS CONCERNED: RESEARCHERS' APARTMENTS ON VIA FAENTINA, 386 – Ponte alla Badia (PAB)

The building complex destined for university residence, is divided into two to three floors and consists of two buildings opposite to each other and connected by four stairwells. The complex consists of 60 apartments of which 47 are simplex (developed on one level) and 13 are duplex (developed on two levels connected by an internal staircase), which are of the following types:

Typology A I

- 38 accommodations with minimum surface area of 48.50 sqm and maximum 50.50 sqm consisting of: entrance, living room with kitchenette, 2 single bedrooms, 1 bathroom with shower.

Typology A II

- 9 accommodations, of which 8 are 37.36 sqm and one is 40.34 sqm, consisting of: entrance, living room with kitchenette, 1 double bedroom, 1 bathroom with shower.

Typology A III

- 9 accommodations of which 4 are 52.37 sqm, 2 are 56.72 sqm, 1 is 59.58 sqm and 2 are 64.52 sqm consisting of a first floor with entrance, living room with kitchenette, 1 bathroom and 1 internal staircase connecting to the second floor where there is: 1 double bedroom, 1 single bedroom and 1 bathroom with shower.

Typology A IV

- 4 accommodations of which 2 are 59.34 sqm and 2 are 60.39 sqm consisting of first floor with entrance, living room with kitchenette, 1 study, 1 bathroom and an internal staircase connecting to the second floor where there is 1 double bedroom, 1 single bedroom, 1 bathroom with shower.

PERIODIC SPECIAL CLEANING UPON CHANGE OF TENANTS (upon request)

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At every change of tenant or at the specific request of the Contracting Station, the company shall carry out the following cleaning activities:

- Sweeping, washing and disinfecting of pavements including balconies.
- Cleaning and degreasing of the tiles, furniture and appliances of the kitchen (sink, range hood, stove top, oven and fridge) with a suitable detergent.
- Thorough cleaning of crockery and kitchenware present in the kitchen.
- Wet dusting internally and externally of furnishings and storage, radiators, sills, windows (including panes), blinds and shutters.
- Washing and disinfecting of bathrooms (sinks, shower, bidet, toilet, taps and mirrors) with specific product.

Article 9 – General list of periodic services and their relative frequencies

The following provides a descriptive list of the interventions and the relative frequencies of the minimum periodic cleaning required under the contract as part of the 'inclusive package':

INTERVENTIONS	FREQUENCY
○ Sweeping and washing of floors of the external library deposits, of the storerooms and technical rooms.	MONTHLY
○ Cleaning of the doors, both internally and externally.	MONTHLY
○ Workstation: Disinfection with specific products of telephones, wet cleaning with specific product of computer and monitor and cleaning of the chair	EVERY THREE MONTHS
○ Cleaning and sanitising of fridges and microwaves located in public spaces	MONTHLY
○ Cleaning and sanitising of the public workstation keyboards (working spaces, library, etc)	EVERY THREE MONTHS
○ Removing cobwebs from the walls and ceilings of the interior rooms, porches, cloisters, etc.	EVERY FOUR MONTHS
○ Thorough cleaning of the wall lamps, floor lamps and light fixtures (including decorative).	EVERY FOUR MONTHS
○ Washing of the windows on the inside and outside and their related fixtures, of the exterior shutters, rolling shutters and bins accessible from within as well as those placed at a height so as to require the utilisation of scaffolding, boom lift or platform area.	TWICE YEARLY
○ Washing with mono-brush and re-treatment with specific products which are protective, non-slip and polishing of all internal and external surfaces in terracotta, stone or any other stone-like material (including stairs).	TWICE YEARLY

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<ul style="list-style-type: none"> ○ Thorough washing and disinfecting of floors, carpets, textiles, rugs, mats and runners (guides). 	<p style="text-align: center;">TWICE YEARLY</p>
<ul style="list-style-type: none"> ○ Thorough washing and treatment with specific products which are protective, polishing and non-slip of all flooring in parquet, rubber and PVC. 	<p style="text-align: center;">TWICE YEARLY</p>

The execution of the periodic cleaning as described above must take place outside of the hours designated for routine cleaning. For the quotation and the enforcement of regular cleaning the Contractor should refer not only to the floor plans of the locations and buildings provided in the tender, but also to the situation internally and externally as noted during the obligatory site inspection.

The staff assigned to the regular cleaning tasks must be specially trained and equipped with the necessary work gear and suitable protection and security systems, appropriate to the nature of work performed.

The effectuation of the periodic and thorough cleaning must be done according to a schedule agreed upon with the Contracting Authority. To this end, the Contractor should, prior to the start of the contract, formulate a proposed calendar to be divided into trimesters, which is detailed and distinct to each building, indicating the dates of execution of the periodic and thorough cleaning tasks. The calendar must be complete yet with a degree of flexibility that allows managers of the Contracting Authority, prior to its approval, to harmonise it with other ongoing activities taking place at the sites concerned. Failure to comply with the timetable without justification will be penalised as per the provisions outlined in the following Article 27.

The correct effectuation of regular cleaning must be proved through the compilation of specific reports by the various porter's lodge as well as ad hoc checks by Contracting Authority staff. Each report shall be signed for acceptance by the Contracting Authority and will contribute to demonstrating the Company's credit.

Article 10 – Extraordinary operations

For specific requirements, the Contracting Authority may request extraordinary cleaning, which shall be paid at cost (if the request is of an urgent nature) on the basis of the cost per hour offered in the bid (including the products to use, and the assorted machinery and equipment) providing a detailed report indicating the specific service performed, the number of units used, and the total number of hours worked, while for scheduled jobs, the Contracting Authority shall ask for a quote.

For each extraordinary task, the Contractor will be required to provide a detailed account in which the type of service performed is specified, along with the amplitude of the surface area cleaned, the time taken, the means used, the number of staff and amount of products required.

To have a reference list of the most common types of extraordinary cleaning, on the second page of the Economic Offer form (Annex II C) which shall not give the right to the allocation of a score, the Company should provide quotes for a series of services.

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Article 11 – Time slots

All works must be effectuated in respect of a programmed scheduled to be coordinated in advance with the representatives of the Contracting Authority, so as not to cause any disturbances to the ordinary carrying out of activities performed in each building and individual environment.

Daily tasks must be generally effectuated from Monday to Friday during the hours 7:00pm/8:00am so as not to obstruct the administrative and academic activities of the Institute.

The activities of periodic cleaning must be rigorously programmed in terms of timing and must be performed outside of the time allocated to the regular cleaning, except where otherwise agreed upon with the management of the Contracting Authority. Any eventual modifications throughout the course of the year must be agreed to by the Contracting Authority representatives.

Article 12 – Key access and management

The company awarded the contract for the carrying out of the tendered service will receive magnetic cards, keys and passes to access each structure of the of the Client. The Contractor will thus be liable towards the Institute for the work of its employees, who will in turn be instructed to ensure the security of the premises assigned to them. Under no circumstances keys, magnetic cards and passes must be left unattended, even if hidden.

The Contractor undertakes to maintain a register of keys, magnetic cards, passes and anything else provided that is to be divided per structure and per area within the same structure, containing the names and personal data of its employees who receive such items and noting any subsequent variations, which will be submitted in advance and approved by the Client.

Article 13 – Cleaning products

Cleaning must be carried out using suitable products effective for the surfaces to be treated, the preparations to be used and disposed of in accordance with current regulations and the manufacturers' specifications. The cleaning products must have the certification Ecolabel and must be conform to the Minimum Environmental Criteria laid down by the Decree of the Ministry of the Environment 24 May 2012 and to EU criteria and references for cleaning products and services visible on http://ec.europa.eu/environment/gpp/pdf/toolkit/cleaning_product/en.pdf

All products and materials which the Company intends to use in performing the service shall be listed as annexes to the Technical Offer, the technical and safety data sheets, with any registration/authorization numbers of the Ministry of Health and instructions for use.

Any other products not included in the list submitted must first be authorised by the Client. No products should be utilised where proper instructions and indications are not provided. In this regard, all materials/products used for cleaning are to be stored on the premises of the Client, contained in bags, bottles and/or cans which must INDIVIDUALLY report the information required for the necessary recognition of the product itself.

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Storage of goods will be provided only in the quantity reasonably necessary to guarantee the continuity of service provision.

Chemicals to be utilised for disinfection and deratization must be of low toxicity and registered with the Ministry of Health. These must be used with caution and the accident-prevention protection measures required by law to avoid injuries to those using them, third parties, and objects. They cannot be stored in the Contracting Authority's premises.

The Client reserves the right take samples of chemical products and pre-prepared solutions to verify the characteristics and the exact percentage of dosage. In the case whereby any documented abnormalities are noticed, the Contractor is obliged to substitute the product and/or modify the dosage. Any laboratory costs incurred in the analyses will be borne by the Contractor itself.

The Contracting Authority may prohibit the use of materials, detergents, disinfectants and anything else that could, in their opinion, be considered unsuitable. In this case, whereby during the course of the contract, the Client for any reason were to require the replacement of one or more products, the Contractor will undertake, without requiring any additional charge, to timely replace the product together with updating of the technical specifications.

Any eventual improvements in the quality and eco-sustainability of products utilised will be evaluated within the context of the Technical Offer presented by the Contractor.

Article 14 – Hygiene and sanitary product distributors

Installation

The Company shall be responsible for the initial provision, installation, maintenance and replacement of any broken distributors/dispensers and/or missing toilet paper, cloth towel rolls, hygiene bags, detergent, deodorants, and toilet brushes. It is also responsibility of the company to manage all the keys for assembly, disassembly, recharge of any installed equipment that must be closed (if provided with a lock or mechanical lock) and whose keys must not be left on site.

At the end of the contract all the material installed shall become the property of the Institute.

The installation of any new distributors is to commence within 10 days of the award and be completed within one week from that date while maintaining a normal service. All distributors installed must be filled with their relative consumable materials.

The new distributors will have to be installed in a workmanlike manner with a correct number of fastening and positioned in place of the existing distributors, taking advantage as much as possible of any attachment points of the old items installed. In removing old attachment elements, the Contractor shall provide for the filling, with special plaster or mortar, of any holes resulting from disassembly, together with the cleaning of the installation location from any packaging and any other resulting materials.

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So as not to cause any inconvenience to users, the Contractor will coordinate with the outgoing company to proceed with the installation of new distributors simultaneously with the removal of the old ones. Distributors installed must be totally new and never before used.

In the provision should be included, at no additional cost to the Contracting Authority, all ongoing maintenance requirements, with any action needed to be carried out within three (3) days of receipt of the request, for new installations, removals, relocations, replacements and repairs of equipment.

Technical characteristics

Distributors and their related consumables that form the object of supply must be made with top quality materials in accordance with any local regulations governing their production and sale, as well as be in compliance with the following requirements:

➤ **14.1 Cotton roll towels**

Characteristics of the distributor:

- wall mounted in shockproof material;
- easily washed and disinfected;
- automatic rewinding of the used part of the roll;
- indicator of the level of consumption;
- isolating system between the utilised and clean parts of the towel;
- system that allows quick and easy replacement of the rolls by persons engaged in the replenishment.

Characteristics of the consumable material:

- conformity with the laws in force concerning personal hygiene;
- length not exceeding 35 meters;
- subjected to antibacterial treatment;
- rolls must be individually wrapped with material that permits avoidance of product contamination.

➤ **14.2 Sanitizer dispenser**

Characteristics of the distributor:

- wall mounted or self-standing;
- easily washed and disinfected;

Characteristics of the consumable material:

- complies with the regulations of the Department of Health.

➤ **14.3 Air freshener dispenser**

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Characteristics of the distributor:

- wall mounted;
- easily washed and disinfected;
- electronic dual activation system to distribute fragrance either via microphone or light;
- ability to schedule the disbursement;
- disbursement via diffusion (not spray).

Characteristics of the consumable material:

- complies with the regulations in force.

➤ **14.4 Feminine sanitary bag distributor**

Characteristics of the distributor:

- wall mounted in shockproof material;
- easily washed and disinfected;
- contents are non-visible;
- ease of use and guarantee of hygiene;
- antibacterial system for organic material and odour resistant;

Characteristics of the consumable material:

- complies with the regulations in force concerning personal hygiene materials.

➤ **14.5 Mini Jumbo toilet paper dispenser**

Characteristics of the dispenser:

- wall mounted in ABS material;
- roll dispenser for toilet paper max mm. 230;
- dimension mm. 273X128X270;
- white colour with key lock.

Characteristics of the consumable material:

- recycled paper two embossed veils 17 gr/mq – 200 mt.

➤ **14.6 Hand soap dispenser**

Characteristics of the dispenser:

- wall mounted in ABS material;
- a filling liquid soap dispenser;
- capacity lt. 1;

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- push-button operation;
- white colour with transparent window.

Characteristics of the consumable material:

- creamy detergent pleasantly scented with neutral pH.

➤ **14.7 Toilet seat cover dispenser**

Characteristics of the dispenser:

- wall mounted in shockproof material;
- capacity 200 sheets;
- white colour.

Characteristics of the consumable material:

- complies with the regulations in force concerning personal hygiene materials.

➤ **14.8 Toilet brush**

Characteristics of the material:

- floor toilet brush;
- base with provision for sanitizing liquid;
- dimension mm. 490X150X150;
- white colour.

Article 15 – List of hygiene and sanitary product distributors installed in the various locations

The number of distributors currently installed and distinguished by type is as follows:

Building	Type of device installed			
	Hand Towels	Sanitizer	Air fresheners	Sanitary bags
Badia Fiesolana	34	29	12	34
Villa San Felice	Tissues	2	2	2
Villa Paola	1 + Wipes	3	3	3
Villa Malafrasca	6	6	6	5
Complesso Villa Schifanoia	31	32	23	23
Villa Raimondi	3	1	3	2
Convento di San Domenico	9	10	10	6

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Villa la Fonte	10	8	12	8
Villa il Poggiolo	7	7	7	3
Villa Pagliaiuola	6	2	5	2
Villa Salviati Archivi	10	6	6	4
Villa Salviati Manica	8	8	8	6
Villa Salviati Castello	12	18	12	8
Total	137	132	109	106

In the interests of communication, in the table below is an estimate of hygiene and sanitary products consumed in one year:

Product	Estimated consumption
Cotton roll towels	5500
Sanitizer refills	271
Air freshener refills	190
Feminine hygiene bags	1800

Article 16 – Machinery and equipment

Throughout the execution of service, the Contractor should utilise machinery and equipment that is certified and in compliance with current safety regulations in force.

All tools, machines and equipment used should be of optimal quality, suited to the specific purposes of use, be technically efficient and not noisy. They must be kept in perfect working condition and be equipped with accessories to protect and safeguard the operator and others from injury.

In the interest of preventing the release of dust into the environment, the Contractor must reduce to a minimum the use of brooms and dry cleaning techniques, favouring instead the use of filtered vacuum cleaners and wet dusting wipes, whilst being dissuaded from the use of electrostatic powders.

The vacuum cleaners, carpet cleaners, electric brushes and similar equipment must always be equipped with aspiration devices and filters. The collection of any dry material is to be limited to the gathering of coarse material only.

After use, all items must be carefully washed, dried and stored in an orderly fashion within the premises provided by the Contracting Authority. All equipment and machines used in the service is to be clearly inscribed with the name of the Contractor.

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The storage of machinery and products will be provided, only for quantities reasonably necessary to ensure the continuity of service.

The Contractor will be responsible for the safekeeping of the machinery, equipment and products used. The Contracting Authority will not be liable in the case of any damage or theft of equipment and products.

Article 17 – Provisions pertaining to staff

All staff assigned to the service must be made aware of the explicit arrangements for completion of the same and shall be informed of the environment in which they are called upon to work. The activities covered by this contract are to be carried out with care and diligence.

The Contractor will be required to assign the service to people of proven ability, honesty and morality who are able to behave in a decent and reprehensible manner, who are reserved, fair and willing to collaborate both with the staff of the Contracting Authority and with external visitors who access the premises. During the carrying out of assigned duties and time spent inside the premises of the Institute, all Contractor staff are not to smoke and will also be restricted in their use of mobile telephones to that required exclusively for work purposes.

The company should ensure that all staff employed in the effectuation of contract services, are professionally qualified and in possession of the requisites required to carry out the duties they were hired for and have been properly trained, especially in the following aspects:

- Correct usage in relation to the amount of cleaning products used;
- Precautions in use (prohibitions on mixing, how to handle products, how to intervene in the event of spills or accidental contact, how to read the Material Safety Data Sheets (MSDS));
- Methods to store products;
- Differences between disinfection and washing;
- The characteristics of the products for cleaning with low environmental impact and of auxiliary “eco-friendly” products, labels, including those of ecological detergents and disinfectants for cleaning.

In respect of its employees and, if constituted in the form of a cooperative society, also in respect of the worker-members employed in the effectuation of the services covered by the contract, the company must observe all the laws, regulations, and legislative provisions in the fields of employment, social security, social care, and health and safety at work. It must also apply in respect of its employees and in respect of member workers employed in the effectuation of the services covered by the contract, pay and conditions that are the same as those in the National Collective Bargaining Agreement (Integrated Service/Multi-service Labour Tables for Tuscany, 2013).

At least five days prior to the start of effectuating the contract, the Company must provide the contracting authority with the following documentation relating to the staff it will employ for the service:

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- ✓ A full list of names of all the staff with the addition for each employee of details of the date and place of birth; tax code; qualification, and details of their insurance and social security positions; which branch of the institute they have been assigned to, their timetable and weekly hours;
- ✓ Extract from the judicial record.

In the first week after the start of effectuating the contract, the Company must provide the Contracting Authority with:

- ✓ A copy of the declaration of employment (UNILAV form) of the staff who will effectuate the service as per the list provided.

Upon request of the Contracting Authority the company every month, is obliged to provide:

- ✓ A copy of the monthly LUL register for staff employed in the contract;
- ✓ A copy of the receipt that the UNIEMNS has been sent (monthly INPS report);
- ✓ Receipt of monthly payment of INPS contributions (F24);
- ✓ A copy of the INAIL premium payment.

This same documentation must be submitted whenever staffing changes occur amongst those effectively employed, as well as in cases of staff substitutions or new staff recruitment within three days of the changes.

The service staff must be equipped with a work uniform that is respectable and suitable to their task, along with being equipped with an identity card complete with name and photograph.

In the execution of service, staff of the Contractor must use diligence and prevent deterioration of floors, walls, furnishings, and existing equipment in the premises. In the case whereby damage is caused to the property of the Institute or third parties due to negligence or carelessness of the Contractor staff, the Contracting Authority is authorised to claim recourse directly from the deposit provided (which must then be immediately replenished).

The Contracting Authority reserves the right to request the replacement of staff used to fulfil the obligations set out above. In this case, the Contractor will need to provide for the replacement of the staff that does not perform well no later than five days after receipt of a formal request.

Wherever possible, all cleaning operations are to take place in the absence of university staff or in locations that are closed. For this reason, staff of the Contractor will be responsible for the custody of the premises and at the end of service will be responsible for the closure of all doors and windows, as well as turning off all lights and audio-visual equipment.

Staff employed by the contract, in accordance with the certification of working hours of service, must use a special magnetic card to record their presence by means of special clocking system placed in the entryway of each location. The methods of data processing will be regulated in an agreement to be made with the Contractor.

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The Contracting Authority shall have the right to use the summary clocking list mentioned above to verify the conformity of hours billed in the previous month by the Company with the number of contractual hours. In the event of a number of hours lower than those laid down, the Contracting Authority reserves the right to deduct these from the following month's invoice or request the Company to effectuate compensatory work.

The Contracting Authority will distribute, based on the list of the staff provided by the Contractor, magnetic cards at a maximum amount of 1 per employee. The provision of supplementary cards will be charged to the Contractor.

Article 18 – Service management and coordination

Prior to the start of the contract, the Contractor should determine and communicate to the Contracting Authority who shall be the appointed on-site company representative in the role of service supervisor, to whom the representatives of the Institute can refer for any and every request, objection or clarification which may prove necessary throughout the course of service. Such person must be contactable by a mobile telephone provided by the Contractor at its own expense and be able, upon request of the Contracting Authority, to personally intervene on-site within a maximum of two hours.

The supervisor in charge, as appointed by the Contractor, must be of absolute satisfaction to the Contracting Authority and have perfect knowledge of: operating staff, products to utilise, the correct way to use the same, as well as all machinery required for the execution of service. In addition, all issues related to the management of the service must be explicitly understood.

The supervisor must intervene, decide upon and respond directly with regards to any issues that may arise as part of their regular work service contracted, along with any eventual damage assessment.

In the case of urgent necessity, the contract manager reserves the right to utilise, in case of inability of the supervisor or his representative, any operators present at the time and in doing so, detain them from normal service.

The managing supervisor responsible for the contract will not be able, in any way, to present any additional charges on the Contracting Authority in these instances.

Article 19 – Reporting of faults and problems in premises and buildings subject to service

Cleaning staff present are to provide constant monitoring of the operational functioning of certain aspects pertaining to maintenance of the structure (operation of lights, toilets, and doors plus coordination of repairs to any broken glass, plumbing systems, heating/air conditioning, etcetera).

To this end, the Contractor, via the supervisor in charge of service, will be required to provide any pertinent reportage and to complete the appropriate module also in electronic form wherever necessary to transmit to the contact of the Contracting Authority for the below listed tasks.

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Article 20 – Continuation of service

The Contractor is obligated to carry out the services referred to in this tender without interruption. Under no circumstances therefore may there be a suspension or discontinuation to service, which is to be assured at all times, under threat of penalties outlined in the below Article 27, with the exception of major damage whereby the Contracting Authority would be compelled to organise the service directly.

Where, throughout the course of the contract, strikes or force majeure prevent the completion of the service, the Contracting Authority may take steps to deduct the relevant invoice amounts for services that are not carried out.

In any event of force majeure that may affect the normal execution of service, the Contracting Authority and the successful Contractor agree to coordinate reciprocal docking, with immediate effect, and if possible to communicate with each other in a timely manner to jointly find solutions to problems that may arise.

Normal cleaning of restrooms must in particular be ensured, including the resupply of sanitary material present therein.

Article 21 – Premises to be cleaned

The list below shows the current premises and residences of the European University Institute. The Company shall undertake to guarantee the service covered by the contract also for any future sites that may be opened during the contractual period.

Institutional sites

- **Badia Fiesolana,**
Via dei Roccettini, 9 - 50014 San Domenico di Fiesole (FI)
- **Villa Sanfelice,**
Via dei Roccettini, 5 - 50014 San Domenico di Fiesole (FI)
- **Villa Paola,**
Via dei Roccettini, 5 - 50014 San Domenico di Fiesole (FI)
- **Villa Pagliaiuola**
Via delle Palazzine, 17/19 - 50014 San Domenico di Fiesole (FI)
- **Villa Malafrasca**
Via Boccaccio, 151 - 50133 Firenze
- **Convento di San Domenico**
Via delle Fontanelle, 19 - 50014 San Domenico di Fiesole (FI)
- **Complesso di Villa la Fonte – Dependence – Limonaia - Serra**
Via delle Fontanelle, 10 - 50014 San Domenico di Fiesole (FI)
- **Complesso di Villa Schifanoia – Casale – Villino - Cappella**
Via Boccaccio, 115/121 - 50133 Firenze
- **Villa Raimondi**

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Via Boccaccio, 111 - 50133 Firenze

- **Villa il Poggiolo**
Piazza Edison, 11 - 50133 Firenze
- **Villa Salviati – Ipogeo (Historical Archives)**
Via Bolognese, 156 – 50133 Firenze
- **Villa Salviati – Manica e Castello**
Via Bolognese, 156 – 50133 Firenze

University Residences

- **Appartamenti PDM**
Via Faentina, 94/b - 50014 Pian del Mugnone (FI)
- **Appartamenti PAB**
Via Faentina, 386 - 50133 Firenze (FI)

CHAPTER III - QUALITY ASSURANCE AND SERVICE CONFIRMITY

Article 22 – Quality assurance systems

In the technical specifications provided, the Competitor must propose its own system of quality assurance for the correct application of procedures, times and work methods to be applied to the contracted service.

Prior to the commencement of service, the quality assurance system must be validated by the Contracting Authority, which may entail, with the aim of optimising the service, amendments and/or additions.

The system of self-assessment shall include at least:

- A description of operational procedures;
- The methods of verification on the exact application of operational procedures;
- Methods of discrepancy recognition discovered throughout the course of work;
- Corrective actions to be adopted.

The results of the quality assurance system must be written clearly and unambiguously, and made viewable to the representatives of the Contracting Authority at any given time.

Article 23 – Verifications and checks

In addition to the quality control plan of the Contractor, the services foreseen in this tender are subject to constant verification by the Contracting Authority.

The verification of conformity activities are intended to certify that the contractual services have been performed in a workmanlike manner, are functional and in respect of the technical specifications in accordance with and subject to the conditions, procedures, terms and requirements described in this tender.

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The verification activities are also intended to ensure that the resulting accountability data provided in the records and supporting documents correspond to each other.

By way of example, the following list, which is by no means exhaustive, outlines certain operational tools and methods that will be used to verify of conformity:

- ✓ for the monitoring and qualitative control of services provided, a Plan for Control of Quality (called PCQ) will be utilised, including the making of daily checks with regards to ordinary activities. The checks will be carried out in all the buildings covered by the contract and will be performed jointly by a building manager, appointed by the Contracting Authority and a Contractor manager as indicated in Article 18. In the case of absence of the Contractor manager, photographic documentation will be obtained.

The PCQ provides for the use by the Client of a software programme that will automatically and randomly generate an inspection report based on the individual building, the type of premises, the kind of service and the frequency stipulated by the contract.

A report module will be printed on the day preceding the inspection date and a copy will be delivered to the Contractor manager at the time the inspection commences. The module will provide the following:

- ✓ The number and type of premises to be inspected, the types of services to be verified, spaces to write down the result of the check via “pass/fail”, space for any comments and the names of the people who are effectuating the review;

In addition to the above mentioned, the Contracting Authority will carry out the following verification activities:

- ✓ The distribution of the hours foreseen in the annual number of hours for routine cleaning, plus any increments to the tender offer by the Contractor, will be verified via a reading of the data recorded by the time-code devices where present, or alternatively via the presence of sign-in books. Verification may occur at any time and in any case will be carried out on a monthly basis;
- ✓ Site inspections by the contract referents in order to verify the execution of periodic cleaning activities or following specific reports by university staff;
Cases of non-completion of service, failure to respect the contractual conditions and non-compliance/violations of any kind. In the event of impossibility of carry out joint inspections, photographic documentation will be obtained.
- ✓ In order to monitor the degree of user satisfaction, as compared to the carrying out of contracted services, the Contracting Authority reserves the right to effectuate, with the unconditional cooperation of the Contractor, from the date of award and for the entire duration of the contract, sample surveys, also known as customer satisfaction surveys (CS), the results of which will be used to detect the degree of appreciation of the execution of service. The result of the CS investigation of will be analysed together with the managers of the Contractor so as to be able to undertake any necessary corrective actions to improve the service in areas found to not have reached user expectations.

For any non-compliances determined during execution of service, the Contracting Authority will apply the penalties indicated below in Article 27, without prejudice to the obligation of the Contractor to perform the service immediately to remedy the breach.

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CHAPTER IV - OBLIGATIONS AND COSTS RELATIVE TO EXECUTION OF SERVICE

Article 24 – Obligations and costs to be borne by the Contractor

The company shall bear all the obligations and charges relating to the service covered by this procedure, in compliance with the existing laws on health, safety and hygiene in the workplace. The Company is also bound by the provisions included in these Tender Specifications, in the Annexes enclosed to its tender and in the invitation Letter.

The Company shall be held directly accountable for any bodily injury and/or property damage and any damage to the Contracting Authority; any compensation shall be borne completely and exclusively by the Company.

The Company agrees to hold harmless and indemnify the Contracting Authority against any damage as well as criminal and civil liability towards third parties and/or property, directly and indirectly, also as a partial result or consequence of the entrusted services.

The Company undertakes to respect and enforce among its employees, worker members, operators and/or collaborators in various capacities, its Data Protection policy, as mentioned in the Decision of the President no. 40 of 27 August 2013, accessible at: <https://www.eui.eu/About/DataProtectionOfficer/DataProtection>

Article 25 – Safety provisions

In order to ensure safety in the workplace, the Company is required to adhere strictly to the legislation on the protection of the health and safety of workers referred to the current legislation on this matter.

All the activities relating to the services covered by these Tender Specifications must be carried out in such an orderly manner, and including all necessary precautions, as to prevent any damage or injury to working staff and third parties, and not to cause damage to floors, furniture, doors and jambs, walls and paintwork, etc.). In the Annex II I is described the EUI Emergency Plan.

The Company shall also provide any and all Individual Protection Devices (DPI) needed to ensure that all work can be performed in safety.

Article 26– Insurance policy

Regarding the obligations entered into with the presentation of its tender, the Company expressly relieves the Contracting Authority from any and all liability in the case of accidents or damage suffered by persons, things, vehicles and valuables whether of the Institute, the Company or third parties and occurring due to the activities performed in the effectuation of their service.

To participate in this tender, each tenderer must demonstrate that they have taken out one or more policies with a leading insurance company to cover the Company's civil liability, including its employees, contractors, or subcontractors, towards the Contracting Authority, other third parties, and towards employees or associates.

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The guarantee ceiling should be appropriate to the activities covered by this contract, including all the additional and complementary operations and activities necessary, with no exclusions or exceptions, and shall not in any case be less than Euro 1.000.000,00 per claim, for persons and things.

Each tenderer is asked to present a copy of these policies in their bid in support of administrative documentation.

CHAPTER V - BREACHES OF CONTRACT AND PENALTIES

Article 27 – Penalties

The Contractor has the obligation to organise a structure that ensures that every service requirement, be it routine, periodic or on request, is carried out within the times and manner prescribed within this tender.

The Contracting Authority may undertake, at any time, checks and controls regarding the exact fulfilment of the services required.

Unless otherwise provided for by legislation, the Contracting Authority reserves the right to apply penalties to the Contractor if, for any reason, the service is not performed in its entirety or is not in compliance with the provisions of this tender. The penalties to be applied are as following:

- In the event that the number of hours of service carried out is less than those offered by Contractor in the tender offer, the Contractor will be liable to pay a penalty of 100.00 (one hundred/00) euro for each hour not provided, except where provided for in Article II.1.9 of the contract.
- Whereby the daily inspections reports provided for by the PCQ reveal evidence of more than one instance of non-compliance, the Contractor will be subject to pay a penalty of 100.00 (one hundred/00) euro per non-compliance found in the data. In the event that during the calendar year the number of this penalty reaches the number of five, the Institute reserves the right to terminate the contract in advance as provided for in Article II.14.1 of the Draft Contract.
- Any instances of delay in the execution of periodic services greater than 2 (two) days in respect to the scheduled date of execution owing to negligence on the part of the Contractor shall incur a penalty of 200.00 (two hundred/00) euro for each additional day of delay.
- In the case of non-conformity or incomplete execution of the periodic services, an amount equal to two hundred percent (200%) of the value of the service not performed or not to specification will be charged. The value of the services will be determined on the basis of the prices offered by the Contractor for each service operation.
- Failure to supply hygiene and sanitary material (cloth towels, hand wash soap, toilet paper, toilet seat covers, feminine sanitary bags, sanitizers, and deodorisers) shall result in a penalty of 100.00 (one hundred/00) euro for each case of non-compliance.
- For any instances of absence without notice of the permanent on-site supervisor with no immediate replacement within 2 hours, the Contractor will be liable to pay a penalty of 300.00

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(three hundred/00) euro for each day not covered, except as provided in the Article II.13 of the Service Contract.

- For failure to comply with the regulations relating to the proper collection and disposal of differentiated waste a lump sum of 300.00 (three hundred/00) euro will be charged for each property in which non-compliance occurs.
- Not respecting the schedules listed in Article 11 of this tender without having changes authorised by the Client will result in the Contractor being subject to a penalty of 200.00 (two hundred /00) euro for each offence in each individual building.
- The use of equipment that is non-compliant with accident prevention regulations or in which their obsolescence is dangerous shall involve the application of a penalty of 500.00 (five hundred/00) euro for each piece of equipment not meeting the aforementioned requirements. The application of the penalty does not relieve the Contractor from civil or criminal liability towards third parties for the possible use of equipment that does not comply with the law.
- Non-compliance of the products used for cleaning and sanitizing environments, for interventions of disinfestation and deratization in violation of the provisions of Article 13 of these specifications and/or from the declarations of the Company in their tender, shall involve the application of a penalty of 300.00 (three hundred/00) Euro for each product not in compliance with the above indicated obligations. The application of the penalty does not relieve the Contractor from civil or criminal liability towards third parties for any improper use of substances that do not comply with the law.
- The loss of keys and the non-fulfilment of the obligation for closure of the premises upon conclusion of service provision on the part of the workers of the Contractor will incur a charge of 100.00 (one hundred/00) euro per breach that is duly established.
- Each failure to deliver and update the list of staff will result in the Contractor being liable for a penalty of 150.00 (one hundred and fifty/00) euro for each failure.
- For each late or non-replacement of staff that does not perform well, the Contractor will be charged a penalty of 150.00 (one hundred and fifty/00) euro for each day of delay after the deadline of five days from the date of request.
- Lack of use of uniforms and display of identification badge by the workers of the Contractor shall result in the Contractor being liable for a penalty of 100.00 (one hundred/00) euro for each employee not in compliance.

Any application of penalties will be preceded by regular notification of breach of contract, in response to which the Contractor will have the right to present justifications within 5 (five) calendar days from receipt of notification of the claim sent by the Contracting Authority.

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In case of absence or non-acceptance of counter-arguments, the Contracting Authority will proceed with the application of the aforementioned penalties.

The Contracting Authority, in addition to proceeding with the application of the penalties referred to in the preceding paragraphs, will not compensate for non-actioned services and reserves the right to call for others to perform the failed or incomplete service.

The application of the penalties provided for in this Article does not preclude the right of the Contracting Authority to claim compensation for any eventual damages which may be incurred.

CHAPTER VI - EXCLUSION, SELECTION AND AWARDING CRITERIA

Article 28 – Exclusion criteria

Shall be excluded from participating in the present call for tenders, any Tenderer that:

- a) is bankrupt or being wound up, is having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning those matters, or is in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) has been convicted of an offence concerning grave professional conduct by a final judgment of a competent judicial authority or administrative decision or decisions of international organizations;
- c) is not in compliance with its obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which it is established or with those of Italy being the country of establishment of the Institute or those of the country where the contract is to be performed. This breach needs to have been established by a judgement or administrative decision having final and binding effect in accordance with the legal provisions of the country in which the economic operator is established or of Italy being the country of establishment of the Institute;
- d) has been the subject of a final judgment for fraud, corruption, involvement in a criminal organization, money laundering, terrorist-related offences, child labour or other forms of trafficking in human beings or any other illegal activity, where such illegal activity is detrimental to the Institute's financial interests;
- e) has been in serious breach of a contract financed by the Institute or has been the subject of an offense of serious irregularity established by a final judgment of a competent judicial authority or administrative decision;
- f) is subject to an administrative penalty for being guilty for grave professional misconduct, or for having made substantial errors or committed irregularities or fraud, or have been declared to be in breach of their obligations under contracts covered by the Institute's budget (Article 41 of the EUI's Public Procurement Regulation (President's Decision No. 36/2016 of 4 August 2016));
- g) has a conflict of interest in connection with the contract; a conflict of interest could arise in particular as a result of economic interests, political or national affinity, family, emotional life or any other shared interest, including conflicting professional interests; at present or occurred over the past 5 years;

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Tenderers must prove that they are not in any of the above situations.

Documents proving eligibility in relation to the grounds for exclusion listed above:

The Contracting Authority will accept, as satisfactory proof that the Tenderer is not in any of the situations described above, a formal signed Declaration on Honour concerning exclusion criteria, as in Annex II - B.

The Institute reserves the right to verify the accuracy of this information and to request documents providing further evidence before the contract is signed.

Article 29 – Selection criteria

To participate in the tender, bidders must be in possession of every one of the below-outlined requisites. Bidders in default of any single requirement will be excluded from the tender.

General requirements

- a) Enrolment in the C.C.I.A.A. (Chamber of Commerce, Industry and Arts and Artisans register of companies), with foreign companies to be enrolled in a professional or trade registry of the State of residence, together with possession of 'anti-mafia' certification and with a company focus including or at least consistent with that of the tender.
- b) A copy of a general extract from the judicial record for the Company's legal representative. In the case of the award of the contract to a Company which has its registered office in Italy, the Institute shall require the competent Prefecture to issue the appropriate anti-mafia certificate;
- c) To comply with all obligations relating to the payment of social security and insurance contributions in favour of its employees, in full observance of existing legislation; and to apply the employment conditions envisaged in the sector's national collective labour agreement;
- d) To undertake, in the event it is awarded the tender, to provide any and all required documentation in order to prove that it is fully up-to-date in its payment of social security and insurance contributions (e.g., through a DURC certificate), in compliance with existing legislation;
- e) Declaration confirming that it has taken note of all general, particular and local circumstances, barring none, and of all other elements which may directly or indirectly influence the performance of the service, or the calculation that has led to the Offer submitted with its bid; and that this Offer is profitable, and that the Company undertakes to hold said Offer valid and binding for one-hundred-and-eighty (180) days, starting from the deadline for submission of its bid;
- f) Proof of having carried out the inspection as per point 10 of the invitation letter.
- g) Having a number of employees not inferior to 60 persons.
- h) To have registered office in the Tuscany Region or, alternatively, to undertake to establish one, in the case of the award, within thirty days of the contract being awarded.

Requisites of economic-financial capability

- i) Possession of two bank references issued by primary Italian banks or authorised intermediaries as per Legislative Decree 385/1993 issued as of the date of this Letter of Invitation, stating that the bidding company has always paid its debts regularly and punctually and that it has the economic and financial capability to perform the services pursuant to this tender.

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Requisites of technical capability

- j) A list of the main services like the one that is the subject of the tender, carried out over the past three years (2015 - 2016 - 2017) with a description of the subject, of the respective amount, dates and public or private recipients, and the express declaration of regular effectuation of the same. The Annex to this statement should include the certificates issued and endorsed by the administrations of the contracting entities for which the services were carried out.
- k) Average total turnover for the previous three fiscal years (2015 - 2016 - 2017) equal to at least Euro 1,200,000.00 (one million two hundred thousand/00) net of VAT.
- l) Having effectuated during the three years prior to the publication of the tender (2015-2016-2017), on behalf of a single public or private employer, a service like that described in the invitation to tender for an amount equal to at least 600,000.00 (six hundred thousand/00) Euro net of VAT.
- m) Possession of the following quality certifications, still valid: UNI EN ISO 9001; UNI EN ISO 14001. In the case of RTI certification this must be possessed by all the RTI members, or in the event of a consortium, by all the firms belonging to the consortium for the effectuation of the service.

In the case of a TGC and/or consortium, the requirements listed under points (a) to (f) must be possessed by each one of the companies making up the grouping and/or consortium. On the contrary, the verification of requirements listed under points (g) to (m) will be performed considering the TGC and/or consortium as a single entity. Therefore, these requirements may be possessed either by a single company or by the individual companies that make up a consortium or are members of a temporary grouping of companies. The Institute reserves the right to perform sample checks in order to verify the accuracy of the statements submitted by tenderers.

The Institute reserves the right to carry out spot checks to verify the accuracy of the statements made by the participants.

Article 30 - Awarding criteria

Only the Offers that respect the criteria indicated at Article 28 and meet all the requirements listed in Article 29 above shall be eligible for the next stage of the procedure, the technical and qualitative evaluation. The Offers that are awarded at least the minimum technical score (the minimum threshold of technical suitability is **35/60**) will be eligible for the economic evaluation.

The contract will be awarded according to the principle of the **“best value for money”**, based on the evaluation that will be carried at the unquestionable discretion of the competent Institute's internal committee entrusted with this task (Evaluation Committee), which will attribute a score to each bid, out of a maximum score of 100, according to the following parameters:

MAXIMUM SCORE	
Technical and quality evaluation	60/100

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Economic evaluation	40/100
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The total score (Points) assigned to the offer is made up of the sum of its economic evaluation points plus its technical evaluation points:

P. OFFER = P economic evaluation + P technical evaluation
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The Tenderer whose offer obtains the highest final score is the Tenderer who will be awarded with the contract.

A - Attribution of points relative to methodological, technical e qualitative aspects of service

Each element will be assigned weighting factors whose sum is equal to **60**, and which multiplied by the quality factor allocated at the discretion of the Board of Examiners (between 0 and 1), to determine the score attributed to each component below.

A minimum limit of technical suitability of not less than **35/60** is hereby established. Those who fail to achieve this level will not proceed to evaluation of the tendered bid.

The Technical Offer, in case of award, incorporates the provisions of the annexed Special Tender Specifications and will be part of the contract.

	<u>DESCRIPTION</u>	<u>Maximum points</u>
A1	ORGANIZATIONAL SYSTEM OF SERVICE	<u>40</u>
	<u>The maximum score of 40 points will be allocated as follows:</u>	
	Organization of service: <i>Point 1 of the Technical Offer</i>	20
	Technical-operational methods: <i>Point 2 of the Technical Offer</i>	5
	Machinery, equipment and products used <i>Point 3 of the Technical Offer</i>	5
	Absence and Emergency Management: <i>Point 4 of the Technical Offer</i>	5
	Staff training: <i>Point 5 of the Technical Offer</i>	5
A2	METHODOLOGY OF SERVICE QUALITY AUTONOMY	<u>5</u>
	Points to be awarded on the basis of that stated in Item 6 of the Technical Offer.	
A3	MEASURES TAKEN TO REDUCE ENVIRONMENTAL IMPACT	<u>10</u>
	Points to be awarded on the basis of that stated in Item 7 of the Technical Offer.	
A4	IMPROVEMENT OF SERVICE	<u>5</u>

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	Points awarded on the basis of that stated in Item 8 of the Technical Offer.	
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It should be noted that the coefficients of quality will be awarded according to the following table:

Valuation	Judgement	Coefficient of quality
Optimum	<i>Well-structured scheme that develops the project at hand in a clear, precise and in-depth way, whilst adding extra value with respect to the expectations of the Client.</i>	1.00
Good	<i>Adequate project that develops the topic with no particular added insight.</i>	0.80
Adequate	<i>Well-organized project in line with the Client's expectations</i>	0.60
Sufficient	<i>Acceptable project but poorly structured with limited application to the provisions of the Special Tender Specifications.</i>	0.40
Poor	<i>Mediocre project that is not sufficiently developed.</i>	0.20
Insufficient	<i>A deficient, generic and inadequate project.</i>	0.00

B - Attribution of points relative to price

The maximum number of points available for the price (**40 points**) will be assigned to the agency who proposes the best amount as better specified in the Economic Offer (Annex II C) . To the other agencies, points will be assigned (rounded to the second decimal where applicable), proportional to the relationship between the best price and the price that each has offered.

Minimum price
$P = 40 \times \frac{\text{Price offered}}{\text{Minimum price}}$
P = points to assign to the bid

Deals will be deemed inadmissible and will therefore be excluded from the proceeding, in which:

1. the annual number of hours effectively performed is less than 27,941 hours.
2. the cost of the work involved is less than that determined by the national labour contract body (CCNL) and social security and welfare laws in force at the date of submission of tender, as well as

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conditions resulting from subsequent amendments and additions and, in general, by any other collective agreement subsequently entered into for the category, applicable in the Province of Florence.

In order to avoid altering the playing field of competitors, no tax concessions or social contributions that can be claimed by law or by any other title will be taken into consideration, regardless of the legal nature and the objectives pursued.

For this reason, solely labour costs coincident with the costs indicated in Ministerial Tables will be allowed, with reference given to the national labour contract body (CCNL) in regards to the rates established for the province of Florence on April 2013.

Article 31 - Formalities required for award

In order to formalise the contract, the bidding company which is awarded the tender must provide, on the date established by the Contracting Authority:

1. a performance bond of 10% of the adjudicated tender amount as a guarantee of performing the obligations inherent and consequent to the contract, to be provided with the same procedure indicated in Article I.4.3 of the annexed Service contract;
2. a copy of the original conformance certifications, stipulating all the requirements and technical specifications of the products offered and any eventual items referenced to throughout the tender;
3. the appropriate insurance policy covering all risks associated with the contractual activities as regulated in Article 26 of the STS;
4. in the case of a TAC, a constitutive act of the TAC with a mandate conferred by the legal representative of the parent company appointees, arising from a private written deed authenticated by a notary.
5. a copy of the Court records of the legal representative of the contractor

It is hereby advised that in the event in which the successful tendering Contractor does not promptly execute the fulfilment of the requirements outlined above, fails to present all documentation requested, does not provide evidence of the self-declared requirements in the tender, or upon testing is found to not be in compliance with the declarations submitted in the tender, the Contracting Authority administration reserves the right to declare null and void the contract and to award the contract to the following bidder in the list, or to even call for a new tender, with any costs incurred by the Contracting Authority to be borne by the Contractor in breach. In regard to the Contractor considered to be in breach, the deposit will be forfeited and provisional applications for penalties will be made in accordance with those provided by the law.

In the event of a positive outcome of the aforementioned verification activities, the award will become effective in favour of the competitor who will be formally invited to sign the contract.

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Article 32 – Site inspection

Under penalty of exclusion from the call for tenders, the interested companies must appoint a Legal Representative or a proxy appointed by said Operator, who will conduct an inspection to visit the premises involved in the removal services to be provided by the Contractor.

In accordance with the principle of fair and equal treatment and information, the inspection will be carried out on **28th May 2018 during a meeting scheduled at 10.00 (CET) at Badia Fiesolana, Via dei Roccettini, 9 – 50014 San Domenico (FI), Italy.** For the reasons mentioned above no other visit will be allowed after this date and time. Any possible changes to the date will promptly be posted on the Institute's website <http://www.eui.eu/About/Tenders/Index.aspx>

To this end interested companies are invited to send the Heritage and Logistics Service, using the email address inforefs@eui.eu, **by 12:00pm (CET) on the 25/05/2018**, the form "Request for inspection" (Annex II - E) filled out and signed by the legal representative together with a copy of his/her valid identity document and any delegation thereof in favour of third parties. The paper version of the "Request for Inspection" (Annex II - E) must be delivered by the representative of the interested company to the manager of the Institute who will accompany him/her on the day of the inspection.

CHAPTER VII – ADMINISTRATIVE INFORMATION

Article 33 – Subcontracting and outsourcing

The contract shall not be reassigned, at risk of nullity.

Subcontracting is allowed in accordance with the provisions of art. II.7 of the Service Contract provided by the Institute and specified in the tender documents.

In particular, the request for subcontracting must be specified in the offer submitted by the Tenderer, accompanied by a clear indication of the activities that will be subcontracted and must necessarily satisfy the requirements of the current contract and any applicable regulations.

The Contractor shall not subcontract without prior written authorisation from the Contracting Authority nor cause the contract to be *de facto* performed by third parties.

Article 34 – Payment arrangements

The Contracting authority will make payment within 60 (sixty) days of receipt of invoice, in accordance with the arrangements specified in Articles I.4 and II.15 of the Service Contract provided by the Institute and included in the tender documents.

In case of subcontracting the payment of invoices shall be subordinated to the submission of the receipt of payment from the subcontractor.

Article 35 – Regular price revision

The amount due by contract for the services to be provided may be reassessed on the basis of Article I.3.2 of the annexed Service Contract.

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CHAPTER VIII – FINAL PROVISIONS

Article 36 – General information

All aspects of the tender procedure shall be performed in compliance with the Institute's internal regulations, and especially in accordance with High Council's Decision No.6/2015 laying down the EUI's regulatory and financial provisions, and with the President's Decision No.36/2016 on Public Procurement, all of which are available on the EUI's website: <http://www.eui.eu/About/Tenders/Index.aspx> .

Participation in this tender procedure implies full acceptance of the above-mentioned regulations.

The rules governing the future relationship between the Contracting Authority and the Contractor that is awarded the tender, including payment terms, processing of personal data, dispute settlement methods, both in the tender procedure and in the implementation and performance of the contract, are all contained in the Draft Service Contract provided by the Institute and included in the tender documents.

Article 37 – Person responsible for the contract

The Contracting Authority appoints the Director of Real Estate and Facilities Service as Person responsible for this tender procedure and contract.

The Person responsible shall be in charge of all exchanges and communications with the Company that is awarded the contract, on all issues relating to the performance of the services in question, and shall be responsible for ensuring that contractual obligations are observed, enacting coercive provisions and applying penalties whenever necessary.

Article 38 – Reference person for the contract

To ensure that the contract is performed satisfactorily and to guarantee a correct contractual relationship with the Company that is awarded the contract, the Director of Real Estate and Facilities Service shall appoint a member of his staff as Reference person for the contract. Among other tasks, the Reference person shall:

- act as contact person for all operational and practical exchanges with the Contractor;
- follow up and act on requests for interventions in cases when it becomes necessary to introduce changes and/or new provisions, during the implementation of the contract;
- oversee the correct performance of the service and verify the results;
- where necessary, and on the basis of serious and proven motives, demand that a member of the Contractor's staff be removed from the premises and replaced, providing justification for the request;
- propose to the Director of Real Estate and Facilities Service the application of penalties and, if necessary, the termination of the contract;

Article 39 – Final provisions and annexes

The tender documents are composed of the Draft Service Contract provided by the Institute, this Tender Specification – Annex I and the Contractor's tender – Annex II including the following annexes:

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- II – A Self-certification form
- II – B Declaration on honour on exclusion criteria and absence of conflict of interests
- II – C Economic offer
- II – D Technical Offer
- II – E Request of inspection
- II – F EUI Vacation Days 2018 and 2019
- II – G Planimetries of the EUI premises
- II – H Map with the dislocation of the traps of the deratization service
- II – I EUI Emergency Plan

Firma del Rappresentante legale

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Timbro della ditta

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