

INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
INVITATION TO BID

Reference: ITB HQ-2022-045

Date: **March 11, 2022**

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly invites your Company/Organization to submit a Bid for the provision of Cleaning and Maintenance Services at IDLO Headquarters located in Rome, Italy. The full requirement is described in Annex C.

We also request that your Bid is submitted using the format specifically detailed in Annex D, E and F.

Bids submitted by email must be limited to a maximum of **10MB**, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Bids shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Bid, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Bid, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Invitation to Bid (ITB).

By submitting a Bid in response to this information, Bidders are confirming acceptance of IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct in full and; Payment Policy where payment is made within 30 days after delivery of service on presentation of complete and correct invoice.

This ITB consists of the following Annexes. Please be guided by these in preparing your Bid:

a.	Instructions to Bidders	Annex A
b.	Preliminary Screening Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Bid Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Price Schedule	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this ITB before Deadline for Submissions of Bid, please contact IDLO on tenders@idlo.int and mention **Clarification ITB HQ-2022-045** in the subject section of your email.

Deadline for Submission of Bids:
On or before **Date: April 11, 2022**
Time: 17:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your Bid.

Sincerely yours,
International Development Law Organization | IDLO
IDLO Headquarters

**ANNEX A
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Bid	<p>The Bidder shall bear all costs associated with the preparation and submission of the Bid.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Bid	<p>Bids shall be nominated exclusively in EURO.</p> <p><i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i></p>
4. Language of the Bid	<p>This bid is executed in both English and Italian. In case of a discrepancy, the English version shall be treated as authoritative.</p> <p>While the Bidder may choose to respond to the Bid in Italian, IDLO's correspondences, documents and Contract relating to the Bid shall be written in the English language..</p>
5. Deadline for Submissions of Bid	<p>The Bid shall be addressed to IDLO on or before Date: April 11, 2022 Time: 17:00 hours Rome, Italy local time. <i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i></p>
6. Delivery Term and Place	<p>Services will be delivered from July 1, 2022 in Viale Vaticano 106, Rome, Italy</p>
7. Customs clearance , if needed, shall be done by:	<p><input type="checkbox"/> IDLO <input type="checkbox"/> Supplier <input checked="" type="checkbox"/> N/A</p>
8. Special Packing Requirement or Temperature Control	<p><input checked="" type="checkbox"/> N/A <input type="checkbox"/> Yes</p>
9. Documents comprising the Bid	<p>The Bid shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Bid Submission Form (see Annex D); 2. Bidder Information Form (see Annex E) 3. Price Schedule (Annex F)

10. Contents of solicitation documents	The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Bid.
11. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this ITB may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Bids.</p> <p>Please mention Clarification ITB HQ-2022-045 in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
12. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Bids IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Bids.</p>
13. Format, signing sealing, marking and submission of Bids	<p>The Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Bid.</p> <p>The Bid must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Bid shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.</p> <p>Before the stipulated deadline, the Bidder shall send one email to the following e-mail address: tenders@idlo.int with the Subject: "Submission for ITB HQ-2022-045"</p>

<p>14. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one bid.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or</p>

	Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.
15. Only One Bid	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ol style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this ITB process; e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; f) or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
16. Late Bids	Any Bid received by IDLO after the deadline for submission of Bids, pursuant to clause <i>Deadline for the submission of Bid</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Bid was sent by email but was not properly received due to issues in IDLO mailing system.
17. Validity Period of Bids	All Bids will be valid for 90 days from the deadline for submission of Bids. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Bid beyond what has been initially indicated in this ITB. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Bid. The Bidders may choose not to extend the validity period of the Bid upon request of IDLO.
18. Modification and withdrawal of Bids	<p>The Bidder may modify/withdraw its Bid after the Bid's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Bids.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause <i>Deadline for Submission of Bids</i>.</p>

	<p>No Bid may be modified nor withdrawn after the deadline for submission of Bids.</p> <p>No Bid may be modified/withdrawn in the Interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder in the Bid Submission Form.</p>
19. Amendment of the Bid	<p>At any time prior to the deadline of Bid submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
20. a Site Inspection	Request for site inspection must be communicated in writing by email to officeservices@idlo.int
20. b Bidders' conference	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> Yes
21. Right to accept, reject, or render non-responsive any or all Bids	IDLO reserves the right to accept or reject any Bid, to render any or all of the Bids as non-responsive, and to annul the solicitation process and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
22. Clarification of Bids	To assist in the examination, evaluation and comparison of Bids, IDLO may at its discretion ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing and no change in price or substance of the Bid shall be sought, offered or permitted.
23. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract and IDLO Supplier Code of Conduct; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.

24. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Bid is still valid.
25. Preliminary Screening	IDLO will screen the Bids' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Bid is generally in order.
26. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Bid will be rejected.
27. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.
28. Responsiveness of Bid	<p>IDLO will determine the substantial responsiveness of each Bid to the ITB. For purposes of this Clause, a substantially responsive Bid is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Bid's responsiveness is based on the contents of the Bid itself without recourse to extrinsic evidence.</p>
29. Evaluation of Bid	All eligible Bids are assessed whether they are compliant, i.e., meet or exceed the specifications of the ITB
30. Right to Vary Requirements at the time of the Award	<p><input checked="" type="checkbox"/> N/A for Framework Agreement</p> <p><input checked="" type="checkbox"/> Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of periodic services, by up to</p>

	a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
31. Contract Award	Contract Award shall be granted according to: <ul style="list-style-type: none"> a) Full submission of relevant documentation as per Preliminary Screening Criteria (Annex B); b) Full submission of Bid Submission Form (Annex D) signed and stamped; c) Full submission of Bidder Information Form (Annex E); d) Full submission of Price Schedule (Annex F) signed and stamped; e) Lowest priced, most technically acceptable/compliant offer;
32. Contract Signature	Within ten (10) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.
33. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future bids for IDLO procurement opportunities. The content of other bids and how they compare to the Bidder's submission will not be discussed.
34. Payment Terms	IDLO will make payment within 30 days after delivery of service on presentation of complete and correct invoice
35. General Terms and Conditions and Supplier Code of Conduct	Any Contract or Purchase Order that will be signed as a result of this ITB shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H. The mere act of submission of a Bid implies that the Bidder accepts both Annexes in full.
36. Liquidated Damages	<input checked="" type="checkbox"/> Yes - For late delivery of Services, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions. If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services. <input checked="" type="checkbox"/> Yes - For late delivery of <u>Goods</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 23 of the General Terms and Conditions. Liquidated damages for inferior quality or non-conformance of specifications of Goods will be assessed on a case-by-case basis in

	accordance with the severity of the problem as determined solely by IDLO. The application of this liquidated damages provision shall not relieve the Contractor of its obligations or liabilities pursuant to this Contract.
37. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing) <input type="checkbox"/> Permitted

**ANNEX B
PRELIMINARY SCREENING CRITERIA**

A. MINIMUM ELIGIBILITY CRITERIA

Subject	Criteria	Document Submission Requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Certificate of Incorporation/Registration
Tax Revenue	Vendor is registered with pertinent country's revenue authority.	Valid Tax Registration Certificate
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB Annex A Clause 22.	Self-Attestation Letter
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Self-Attestation Letter
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Self-Attestation Letter
Certificates and Licenses	<ul style="list-style-type: none"> • Duly authorized to act as Agent on behalf of the Manufacturer, or Power of Attorney, if bidder is not a manufacturer • Quality Certificates for the Goods • Brochures <p>For further details, please refer to Annex C, paragraph 2.</p>	<p>Details of Name of the Person responsible for representing the Company for all operations and all acts of any nature dependent on the Contract</p> <p>Certificate of Registration in the Register of Companies of the Chamber of Commerce, Industry, Crafts and Agriculture, for cleaning, rodent control, disinfestation, sanitation and small maintenance or multiservice activities, indicating Tax Code Number, Name of Company, Registered Office of the Form; OR in the absence of Registration, a Commitment Letter to</p>



		<p>subcontract this activity in accordance with the TORs.</p> <p>Non-existence of the grounds for exclusion pursuant to Art. 80, para. 1 to 5, Legislative Decree no. 50/2017. The same requirements extend to any subcontractors</p> <p>Company name and registered office with respect to which it is in a situation of direct control, as parent or as controlled, or that there is no form of control by, or connection with, any company.</p> <p>Proof of suitable technical-professional skills pursuant to Art. 47 of the consolidated text of the legislative and regulatory provisions on administrative documentation, referred to in Presidential Decree 28 Dec 2000, n. 445.</p> <p>Declaration by one or more banking institutions containing Bank References</p> <p>Copy of single contribution regularity document (D.U.R.C.) showing the regularity of the company with regard to INPS, INAIL, etc.</p> <p>Copy of Professional Liability Insurance Policy</p> <p>Certification of Inspection of the Building</p> <p>List of Ecolabel Certified (or equivalent) Products and Materials used</p> <p>National Collective Labor Agreement applied with relative ministerial tables.</p>
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B. QUALIFICATION CRITERIA

QUALIFICATION	Criteria	Document Submission Requirement
Previous Experience	Minimum 5 years of relevant experience.	Provide evidence and at least 2 recommendation letters
	Minimum 3 contracts of similar value, nature and complexity implemented over the last 2 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	For each contract, provide details of client name, contract dates, contract values, contract focal point name and email, work location. IDLO reserves the right to conduct reference checks with one or more of the listed clients
Financial Standing	Minimum average annual turnover of EUR 200,000 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i> Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability by submitting an audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Audited financial statements for the last 3 years



ANNEX C
TECHNICAL SPECIFICATIONS

1. About IDLO

2. Preliminary Documentation as per Annex B, Preliminary Screening Criteria

3. Privileges and immunities

4. Participation of IDLO

5. Tender specifications

6. Detailed Terms of Reference

1. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

2. Preliminary Documentation as per Annex B, Preliminary Screening Criteria

2.1 The Administrative documentation must contain the following documents:

2.1.1 The documentation referred to under Annex B

2.1.2 Declaration, pursuant to current legislation, signed with legible and full signature presented together with an unauthenticated photocopy of an identity document of the legal representative of the company, in which the Company certifies in detail and unambiguously, assuming full responsibility, possession of the minimum participation requirements indicated below, to be proven by submitting suitable certifications:

- (a) The name of the person who is responsible for representing the Company, for all operations and for all acts of any nature dependent on the contract, up to the termination of any relationship;
- (b) Registration in the Register of Companies of the Chamber of Commerce, Industry, Crafts and Agriculture, for cleaning, rodent control, disinfestation, sanitation and small maintenance or multiservice activities, indicating the tax code number, the company name and the registered office of the firm. In the absence of registration for the rodent control and/or disinfestation and/or sanitation activities, the company must submit a commitment to subcontract this activity according to the methods indicated in this tender;
- (c) non-existence of the grounds for exclusion pursuant to art. 80, paragraphs 1 to 5, Legislative Decree no. 50/2016. The same requirements extend to any subcontractors;
- (d) That no sentences have been issued against him, even if not final, relating to crimes that preclude participation in tenders;
- (e) The companies (name, company name and registered office) with respect to which it is in a situation of direct control, as parent or as controlled, or that there is no form of control by, or connection with, any company;

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- (f) To possess suitable technical-professional skills pursuant to Article 47 of the consolidated text of the legislative and regulatory provisions on administrative documentation, referred to in Presidential Decree 28 December 2000, n. 445;
- 2.1.3 A declaration, by one or more banking institutions, containing bank references.
- 2.1.4 Copy of the single contribution regularity document (D.U.R.C.), showing the regularity of the company with regard to INPS, INAIL, etc,
- 2.15. Copy of a professional liability insurance policy.
- 2.1.6 Certification of the Company that it has carried out the inspection of the building where the works covered by this tender are expected to take place, that it has taken note of all the general, particular and local conditions and circumstances, which may have influenced or influence both the performance of the work and the determination of its own offer and therefore to judge the economic offer presented as remunerative.
- 2.1.7 List of products and materials used by the company. The products must be Ecolabel certified or equivalent.
- 2.1.8 National Collective Labor Agreement applied with relative ministerial tables.

3. Privileges and Immunities

Please note that IDLO enjoys certain privileges and immunities, such as, for example, exemption from any tax (including VAT) or customs restrictions as well as from Italian jurisdiction.

4. Participation of IDLO

Please carefully examine the nature and extent of the participation of IDLO in the execution of the contract as it provides that anything else that may be necessary for the execution of the works and services will be the sole and total responsibility of the successful Bidder. Therefore, please indicate in the appropriate space in Annex C, Price Schedule any changes that you would deem appropriate to make for the perfect execution of the contract.

5. Tender Specifications

5.1. Object of the Contract

The contracts governed by this ITB will include the execution of cleaning, gardening, transport, portage, pest control, rodent control and minor maintenance services (hereinafter referred to as "services"), at the premises of the IDLO located in Rome, Viale Vaticano 106. On average, 100 employees or guests are present daily at IDLO's premises.

5.2 Site Inspection

For the best quantitative and qualitative knowledge of the services covered by the contract, the Bidders invited to this tender must carry out a preliminary inspection, during which they will acquire complete knowledge of the areas and surfaces for which the services are requested and will have free access to the view of the risk assessment document existing in the environment in which they are intended to operate.

The inspection must be carried out upon request by email to be sent to officeservices@idlo.int . To this end, the invited Bidders must communicate the name of the person in charge of the inspection.

5.3 Duration of Contracts

IDLO will enter into three separate Contracts at the conclusion of this tender as follows:

1. A Service Contract for the supply of Periodic Services (Lot 1)
2. A Framework Agreement for the supply of On-Demand Services (Lot 2)
3. A Framework Agreement for the supply of Consumables (Lot 3)

The Service Contract and Framework Agreements will have a duration of 36 months, indicatively from 1 July 2022 to 30 June 2025.

IDLO reserves the right to autonomously arrange the extension of Contracts upon expiry of 36 months under the same technical-economic conditions for an additional 24 months, except for an annual ISTAT increase or renewal of the current National Collective Labor Agreement for staff employed by companies providing cleaning services and integrated / multiservice services. The overall duration of the Framework Agreements shall not exceed 5 years.

5.4 Description of the Services

The Services will include "periodic services" and "on demand" services, and will consist of cleaning or small maintenance services, to be carried out in compliance with the provisions set out below, in line with national trade union agreements, relating to the employees of the Cleaning Companies, as well as pursuant to the EU regulations regarding the use of equipment, machinery and materials.

1. Lot 1 – Periodic Services

- a. Daily, weekly, monthly, quarterly, half-yearly and yearly cleaning services as listed under Paragraph 6.
- b. For this category of Services, the Contractor shall be retained through a Service Contract.

2. Lot 2 – On-Demand Services

- a. Cleaning, extraordinary, urgent maintenance activities carried out following a specific request from IDLO and therefore excluded from the periodic services and/or not programmable, as they are connected to events of which frequency cannot be predicted.
- b. The "cleaning / extraordinary maintenance" activities consist of non-continuous interventions to be performed during extraordinary cleaning, removals, redistribution in the use of the premises, pest control, rodent control, green maintenance, whitewashing work, etc. These activities must be performed within the maximum time, provided it is reasonable, indicated on the date of the request sent by e-mail and in the Work Order.
- c. The "urgent cleaning / maintenance" interventions consist of interventions related to unpredictable situations such as flooding, falling plaster, liquid spills etc. which must be started as soon as possible and no later than 24 working hours from the request sent by e-mail and in the Work Order.
- d. For this category of Services, the Contractor shall be retained through a Framework Agreement.

3. Lot 3 – Consumables

- a. For this category of Services, the Contractor shall be retained through a Framework Agreement.

5.5 Contractor's Duties and Obligations

The Contractor is responsible for the charges, obligations and related expenses deriving from the contracted services, both in the framework of the monthly and on-demand activities, including the tax charges of any registration of the contract following the award.

The Contractor will also provide at its own expense and without the right to additional compensation for the use, stairs, assembly and disassembly of scaffolding, elevators, or other aids necessary for any type of service, and in particular for the internal washing of the windows and lighting fixtures, and the supply of all the personal protection material against accidents required by current legislation.

The Contractor must take due account of these charges and obligations, as well as the others indicated or referred to in the text of these Specifications when establishing the prices for its services.

5.6 Obligations of the Contractor towards the Employees assigned to the Service

The Contractor is subject to the obligation of re-hiring the workers engaged by the previous Contractor, at the time of the award of this call for tenders, and the contextual maintenance of the salary levels, possibly more favorable. Specifically, the current contractor employs 2 part-time workers at the IDLO headquarters.

6. Detailed Terms of Reference

The Services covered by this contract will be performed according to the nature of the premises themselves, the needs related to the particular use on an ordinary basis (daily or periodic cycles) or on an extraordinary or urgent basis.

1. Lot 1 – Periodic Services

Services	Daily	Week	Mon	Qua	Sem	Yea
Cleaning and disinfection of bathrooms with suitable detergents and germicides						
Cleaning and disinfection of the kitchen area with suitable detergents and germicides (excluding dishes)						
Checking and replenishing liquid soap, toilet paper and paper towel rolls, rubbish bags, sachets for absorbent pads and toilet brushes for bathrooms if necessary						
Emptying of the organic containers placed in the bathrooms and in the kitchen and transport / delivery of the collected waste in the respective container placed outside the building.						
Reception rubbish and reception staircase, with removal of dirt spots where necessary						
Coffee room - Floor and tables cleaning where necessary						
Director General and Director General secretariate room cleaning and removal of stains and fingerprints from room glass tables and individual waste bin emptying						
Cleaning elevators where necessary						
Sanitizing of desks tops and "high contact" surfaces (buttons and handles in common areas, printer and elevator keypads, etc)						
Dusting and cleaning where necessary meeting room tables						

Sweeping of outdoor space (portion of courtyard and kitchen terrace)						
Sweeping of staircases with removal of dirt spots where necessary						
Carpeted floor and carpetst hoovering						
Emptying of common plastic, glass, non-recyclable and cardboard containers placed in the various areas and transport / delivery of the collected waste in the respective containers placed outside the building. Collection bags of all types must be provided by the contractor according to the separate collection system in force in the Municipality of Rome						
Removal of stains / fingerprints from walls / glass doors						
Staircases floor cleaning						
Cleaning of desks and telephone equipment with substances suitable for the type of surface to be treated						
Refrigerators cleaning						
Dusting of chairs and low furniture in general						
Wet dusting of common contact points (switches and push-button panels, handles, handrails and railings)						
Sofas / armchairs hoovering						
Cleaning of balconies and terraces of air conditioning machines						
Cleaning of blackboards and glass surfaces of internal / external windows and related fixtures or bins from the inside (excluding the use of stairs / external arms)						
Sweeping and cleaning the archive floor						
Dusting coat hanger						
Dusting or washing with suitable products of all wall / ceiling lighting bodies						
Dust off the top of the furniture						
Cleaning and dusting of skirting boards						
Cleaning of partitions, doors, jambs and counters where necessary						
Dampening ceilings, walls and stairs where necessary						

2. Lot 2 – On Demand Services

The "cleaning / small extraordinary maintenance" activities consist of non-continuous interventions to be performed during extraordinary cleaning, removals, redistribution in the use of the premises, green maintenance, pest control, rodent control, whitewashing or masonry work, etc. These Services must be carried out within the maximum time, provided it is reasonable, indicated on the date of the request sent by e-mail.

The "urgent cleaning / maintenance" interventions consist of interventions related to unpredictable situations such as flooding, falling plaster, liquid spills etc. which must be started as soon as possible and no later than 24 working hours from the request sent by e-mail and in the Work Order.

In general, these cleaning / small maintenance /urgent interventions will consist of:

- General cleaning services
- Carpet washing
- Replacement of electric bulbs (supply excluded)
- Transport of material from / to IDLO headquarters
- Porterage / furniture movement
- Repainting work
- Disinfestations
- Rodent control
- Bathroom maintenance
- Small maintenance
- Green maintenance

For any extraordinary or urgent on-demand cleaning or maintenance services not listed above or in Annex F, the Contractor will submit a cost estimate to IDLO for its review and eventual approval.

3. Lot 3 – Consumables

List of Consumables	
1	Creamy neutral hand cleaner 5 liter tank
2	C-folded towel paper in recycled cellulose 22.5-23 x33 cm - 1 embossed ply
3	Industrial roll 2 plies 760 sheets in recycled cellulose
4	Package n. 4 rolls 800 tears of recycled cellulose toilet paper
5	"Maxi Jumbo" type toilet paper reel in recycled cellulose - 2 Ply - Pack 6
6	"Mini Jumbo" type toilet paper recycled cellulose 2 plies - 180 mt - pack. 12
7	Bags for sanitary napkins 1200 pieces

**ANNEX D
BID SUBMISSION FORM**

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Services as per Annex C – Price Schedule as may be ascertained in accordance with the Price Schedule (Annex F) attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Bid for a period of 90 days from the date fixed for opening of Bids in the Invitation to Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Bid you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date: Select date

Signature: _____

Duly authorized to sign this Bid

ANNEX E /BIDDER INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	ITB HQ-2022-045		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert IDLO vendor number]		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents:	<p>Please refer to</p> <p>Annex B, Preliminary Screening Documents and Detailed List outlined in Annex C, Paragraph 2.</p> <p>If a Joint Venture/Consortium /Association, copy of the Memorandum of Understanding / Agreement or Letter of Intent to form a JV/Consortium/Associatioin, or Registration of JV/Consortium/Association, if registered</p>		

**ANNEX F
PRICE SCHEDULE**

Lot 1 – Periodic Services

Periodic Services (Please refer to detailed list in Annex C - Paragraph 6)						
N ° staff	Qualification	Level	n.of working hours	Hourly cost	Totalo	
Cost of labor						
Equipment and machinery expenses						
Cost of cleaning products						
Financial charges						
Other (please specify						
Overhead						
Total						
<p>Safety costs: The safety costs for interference risks are equal to zero, as the organizational and operational measures identified do not envisage particular needs for the use of preparations aimed at eliminating these risks. Any additional related charges and measures to protect against interference risks that are identified later, at the start or in the course of the service, will be borne by IDLO.</p>						

Lot 2 – On Demand Services

On Demand Services (the costs referred to in this table must include the cost of labor, costs for equipment and machinery, the cost of the products, any safety charges for interference risks, financial charges, general costs, of any other costs and business profit) Please specify the number of working hours that make up the half or whole day		
Extraordinary Cleaning Services - per worker	Per hour	
	Half day	
	Full day	
Urgent Cleaning Services – per worker	Per hour	
	Half day	
	Full day	
Small extraordinary maintenance services –per worker	Per hour	
	Half day	
	Full day	
Small urgent maintenance services – per worker	Per hour	
	Half day	
	Full day	
Hoovering and washing of the fabric chair fabric by using an injection / extraction machine with a suitable sanitizing products	20 chairs	
	50 chairs	
	100 chairs	
Carpet washing by using an injection / extraction machine with a suitable sanitizing products	Half corridor	
	Whole corridor	
	1 meeting room	
	1 office	
	Entire floor	
	Half floor	
Material transport from/to idlo headquarters including unloading at the destination floor and 1 vehicle. 1 worker	Full day	
	Half day	
Material transport from / to idlo headquarters including unloading at the destination floor and 1 vehicle 2 workers	Full day	
	Half day	
Porterage services / furniture movement per worker	Per hour	
	Half day	
	Full day	
Touch up painting (including materials) – per worker	Per hour	
	Half day	
	Full day	
Repainting of the lower part of the room/area, including materials,	Entire Corridor	
	Half corridor	
	Meeting room	

moving, repositining and protection of furniture / flooring	1 Office	
	Reception	
	Reception staircase	
	Central staircase	
	Lateral staircase	
	Kitchen	
Repainting of the entire room/area, including materials, moving, repositining and protection of furniture / flooring	Entire Corridor	
	Half corridor	
	Meeting room	
	1 Office	
	Reception	
	Reception staircase	
	Central staircase	
	Lateral staircase	
Kitchen		
Rodent control (positioning 8 baits and removing old baits)	Per 8 baits	
Green maintenance The small maintenance service of the green area must be carried out in the courtyard. The interventions must be carried out in such a way as not to cause damage to existing structures. Each intervention must include the following activities: weeding, cleaning / treatment of low plants in the flower beds / pots in the courtyard	Per hour (per worker)	
	Half day (per worker)	
	Full day (per worker)	

Lot 3 - Consumables (Ecolabel or equivalent products)

Description	UNIT	COST IN EURO
Creamy neutral hand cleaner 5 liter tank	1	
C-folded towel paper in recycled cellulose 22.5-23 x33 cm - 1 embossed ply	1	
Industrial roll 2 plies 760 sheets in recycled cellulose	1	
Package n. 4 rolls 800 tears of recycled cellulose toilet paper	1	
"Maxi Jumbo" type toilet paper reel in recycled cellulose - 2 Ply - Pack 6	1	
"Mini Jumbo" type toilet paper recycled cellulose 2 plies - 180 mt - pack. 12	1	
Bags for sanitary napkins 1200 pieces	1	

ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of **Goods and Services**. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of **Goods and Services**.

Place of delivery	Viale Vaticano 106 -00165 Roma
Delivery date	July 1, 2022.
Payment terms	IDLO will make payment within 30 days after delivery of service on presentation of complete and correct invoice.

ANNEX H
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any proposal submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_august_2020.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>