



ITALIAN TRADE AGENCY

Athens Office

**MARKET SURVEY NOTICE 5/25**  
**(BEST OFFER by 23.59 pm of the 31st December 2025)**

**ITALIAN TRADE AGENCY IN ATHENS: FRAMEWORK CONTRACT -  
SELECTION OF ECONOMIC OPERATORS FOR PROFESSIONAL CLEANING  
SERVICES**

**CONTRACTING AUTHORITY**

The Italian Trade Agency (ITA) is the Governmental Agency that supports the business development of national companies abroad and promotes the attraction of foreign investment in Italy.

With a widespread network of overseas offices, ITA provides information, assistance, consulting, promotion and training to Italian small and medium-sized businesses.

**REQUESTED SERVICES**

The Agency's Office in Athens is starting a procedure of direct assignment with an economic operator based in Greece. The purpose is to identify cleaning service providers capable of delivering **professional cleaning services of the office**, within a **maximum available budget, for one year (1 year) starting from the date of the signature of the contract**.

Office description: 138 square meters, consisting of 5 workstations/units and common areas, such as: one meeting room, one waiting room, one hallway, one kitchen, one big and one small bathroom, three balconies.

The cleaning service is to be provided 2 (two) times per week, one of which being a routine cleaning and the other a more thorough cleaning service.

**Main activities on the first day of cleaning:**

- Dusting and disinfecting desks and work surfaces (drawers, cabinets, meeting room tables, printers);
- Light tidying of desks (without moving documents);
- Emptying waste bins and replacing waste bags (supplied by the service provider);
- Separate waste collection, according to local regulations;
- Cleaning and disinfecting bathrooms, replenishing toilet paper, soap, and paper towels (provided by the client);
- Cleaning kitchen surfaces and sink;
- Checking and emptying the refrigerator, if necessary;

**Main activities on the second day of cleaning:**

- Services provided on the first day;
- Vacuuming and washing floors in work areas and common areas;
- Cleaning interior windows and interior doors;

The service provider must also supply the necessary cleaning equipment and products (non aggressive detergents, certified disinfectants for professional environments, microfiber cloths, brooms, or vacuum cleaners).

Extra cleaning services / days may be required if the necessity arises. In this case, the extra services will be subject to a specific request by the client.

All the services described above will be ordered with a **Framework Agreement**, signed by the Trade Commissioner of the Italian Trade Agency in Athens, that will last one year (12 months).

#### **AVAILABLE BUDGET**

The Contracting Authority has allocated a **maximum annual budget of EUR 4,800 (four thousand and eight hundred euros)** including VAT.

#### **PARTIES CONCERNED - REQUIREMENTS**

Economic operators admitted in participating in the procedures to bid to tenders are those established in accordance with the Greek Legislation in force in Greece.

Once the selection is completed, **the selected operator must present the following documentation**:

- A copy of an identity document from the signer of the offer;
- Declaration about Rules of Conduct, Antipantouflage, Regulation and Integrity Pact duly signed and stamped (see form attached at link below);
- Registration under the Greek Law as a juridical subject;
- Proof of fiscal position;
- Certificate of no-bankruptcy (also self-declaration);
- Certificate of compliance with social and labour national collective agreements.
- Self-declaration concerning the obligations in the field of labour law
- Extract of criminal record of the legal representative

#### **AWARD CRITERION**

The offers presented upon this notice **will be evaluated by the sole criterion of the lowest price of the services offered.**

The Italian Trade Agency in Athens reserves the right not to proceed with the assignment of the service object of this notice in case the received offers are not considered suitable.

#### **DURATION**

The agreement will last one year from the signing of the contract, once all the participation requirements are verified. On the expiration date its effects will cease automatically, with no need for any notification between the parties.

The duration of the contract may be extended in the course of execution for the time strictly necessary to complete the procedures to identify a new operator. In this case the contractor is required to perform the services at the same - or even more favorable - prices, agreements and conditions of the contract itself.



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## PARTICIPATION REQUIREMENTS

The economic operator entrusted with the service will have to ensure:

- a) regularity and efficiency of service
- b) punctuality in communications regarding service disruptions
- c) reliability of personnel responsible for performing the service and entering the premises
- d) Punctuality in the issuing of the invoices

## PAYMENTS AND PENALTIES

Within the duration of the contract, ITA will provide the payment for each service within 30 days of receipt of a monthly invoice, addressed to **Italian Trade Agency, ITA Athens, VAT number IT12020391004**.

Payment shall be made in euro, based on the received invoice amount.

In the event of total or partial failure to perform the service or performance that does not comply with the established hygiene and quality standards, the client shall apply a **penalty** equal to 3% of the monthly fee for each day of non-compliance. Furthermore, if the non-compliance is repeated more than **3 times in a month**, the client shall have the right to terminate the contract.

## CLAUSES OF EXCLUSION

All economic operators who find themselves in conditions indicated in Art. 57 of the European Directive 2014/24/EU are excluded from the present procedure, and notably:

- a) participation in a criminal organization corruption
- b) fraud
- c) money laundering and criminal activities
- d) child labor and other forms of human smuggling
- e) if the operator has not complied with the obligations related to the payment of taxes or social security contributions and if this has been established by a judicial or administrative decision, with definitive and binding effect, based on Greek and Italian legislation
- f) it is also not admitted the participation of economic operators sanctioned by the Greek and Italian regulations with the prohibition of signing agreements and stipulating contracts with public administrations.

## HOW TO APPLY

This market survey will be published on the website of this contracting Agency and will remain open for a period of 15 days starting from the day of publication, due to the necessity to guarantee the continuity of the service.

Under penalty of exclusion, the offers - prepared according to the model below and that consider all the indications contained in this notice - must be sent to the Italian Trade Agency, Athens Office, via email at the following address: [atene@ice.it](mailto:atene@ice.it), by 23.59 p.m. of 31 December 2025 with attached:

- an offer (see BEST OFFER form attached), specifying availability (days and time) for the cleaning services and the number of people employed to provide them;
- a company profile.



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### **CONFIDENTIALITY NOTICE**

The company that will sign the contract has the obligation to keep all the data and information in its possession as confidential, and not to disclose them in any way nor make them object of use for any purpose other than those necessary to execution of the contract. All confidentiality obligations must be respected even at the end of the contract with the Italian Trade Agency. The Contractor is also responsible for the observance of the secrecy obligations by his employees and consultants. In case of non-observance of the confidentiality obligations, ITA has the right to declare the contract automatically terminated, and the Contractor will be obliged to compensate all the damages that may arise to the Italian Trade Agency.

### **TREATMENT OF PERSONAL DATA**

According to the Italian Legislative Decree n. 196/2003 and the European Regulation n. 679/2016, the collected data will be processed exclusively within the procedure described in this notice.

**This notice is exclusively intended as an invitation to submit a bid for this procedure; therefore it does not imply any obligation of the Italian Trade Agency towards the subjects concerned, nor submitting an offer may in any case give rise to preferential rights or eligibility for the assignment of the contract by the Agency.**

Mr. Fabrizio Camastra, Trade Commissioner of the Italian Trade Agency in Athens, is responsible for this procedure.

For enquiries: email [atene@ice.it](mailto:atene@ice.it) - T (+30) 210 009 0663

