



ITALIAN TRADE AGENCY

Sydney

Date Published: 21/08/2023

Closing Date: 05/09/2023

### **MARKET SURVEY NOTICE**

**Selection of economic operators to be invited to tender for an amount equal to or greater than 40.000 euro and less than 215.000 euro (below the EU threshold), for the provision of corporate travel services – planning, booking, ticketing, hotel reservation, insurance cover and ancillary services for the Italian Trade Agency-Sydney Office, for a period of 12 months.**

ITA - Italian Trade Agency is the government agency that promotes the internationalization of Italian companies in line with the policies of the Italian Ministry of Foreign Affairs and International Cooperation. In addition to its headquarters in Rome, ITA operates worldwide through a large network of trade promotion offices linked to Italian embassies and consulates. For further information, please visit our website (<https://www.ice.it/en/>).

The ITA - Sydney Office intends to initiate a negotiated procedure for the procurement of travel services - in accordance with the principles of non-discrimination, equal treatment, fair competition, rotation, and transparency - through the preliminary identification of economic operators interested to bid and possessing the technical and professional requirements.

This procedure is carried out in accordance with Legislative Decree 192/2017, in conjunction with the Guidelines n. 4 issued by the Italian Authority ANAC, which includes "Procedures for the award of public contracts for the amount below the EU threshold relevance, market survey and training and management of lists of economic operators" (Resolution n. 1097 of 26<sup>th</sup> October 2016), and in relation to D.Lgs 56/2017.

This notice is published on the contracting authority's website for 15 days from the day following the date of publication.

### **CONTRACTING AUTHORITY**

Italian Trade Agency, located at Level 19, 44 Market Street, Sydney NSW 2000.

The person responsible for this procedure is Ms. Simona Bernardini, Italian Trade Commissioner.

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ICE – Italian Trade Commission  
Trade Promotion Section of the Italian Embassy  
Level 19, 44 Market Street, Sydney 2000 NSW  
T +61 2 9299 9954  
E-mail: [sydney@ice.it](mailto:sydney@ice.it)  
[www.ice.it](http://www.ice.it)  
Cod. Fisc. / Part. Iva 12020391004

Certificate N. 38152/19/S  
ISO 9001 / UNI EN ISO 9001:2015

Member of CISQ Federation



## DESCRIPTION OF SERVICES REQUESTED

The services covered by this tender are as follows:

- Planning/booking/ticketing of air/rail/other transport, domestic and international
- Arrangement and booking of hotel, domestic and international
- Organisation and supply of travel packages for individuals or groups.

Agencies invited to bid will be required to commit to the following:

- Identify and provide the most convenient fares available on the market and/or those resulting from special agreements with airlines;
- Identify and provide the most favorable itineraries in terms of destinations, minimising transit/connection times and number of stopovers;
- Provide a minimum of 3 itinerary options and/or 3 hotels at the requested rate;
- Provide travel insurance coverage (including Covid-19 coverage);
- Provide tickets and hotel vouchers in electronic format;
- Respond to ITA requests as quickly as possible;
- Hold the bookings for three working days (if requested);
- Accept ITA payment terms at 30 days;
- Refund (less any charges and penalties imposed by the airline/hotel) of airfares and hotel reservations in the event of cancellation or no-show by delegates. Delegates will be directly responsible for any unjustified cancellations/no-shows and will provide their own credit cards to cover any penalty incurred;
- Identify any issues that may arise during the provision of services in the event of unexpected problems (strikes, flight delays or cancellations for documented and compelling reasons, adverse weather conditions, etc.);
- Provide general information on passports and visas;
- Assign a reliable and experienced member of staff to carry out ITA services available during opening hours;
- Provide regular service during working hours Monday-Friday from 9:00am to 5:00pm;
- Provide assistance in emergency situations 24/7.

The travel agency will provide all services using its resources, organisational structure, and technical equipment, without charging ITA for additional costs.

## VALUE AND DURATION OF THE CONTRACT

The expected level of expenditure and the estimated amount of the contract will be approximately Au\$ 288,983.00 based on ITA's past expenditure (170.000,00 Euro at the official Bank of Italy exchange rate of 18<sup>th</sup> August 2023).

This amount refers to the total expenditure on tickets, hotel vouchers, travel insurance, and ancillary services, including agency fees, and should be considered as a guide only. ITA-Sydney Office is under no obligation to guarantee the above level of expenditure, which may decrease in relation to actual travel requirements. Therefore, no monetary adjustments will be made if the expenditure for services is less than the amount specified herein. The contract will run for 12 months (exact dates to be determined) and will end earlier if the maximum expenditure is reached.

## EXPRESSION OF INTEREST

The expression of interest (form attached) must be sent by e-mail to: [sydney@ice.it](mailto:sydney@ice.it) **no later than 1.00 p.m. on the closing date of 5<sup>th</sup> September 2023** together with a company profile describing your company, its experience in the travel industry, and the company's structure suitable to provide the requested services described in this EOI. The company profile will be examined by the person in charge of this procedure.

**Expressions of interest received after the deadline will not be considered.**

Companies must be in compliance with the following requirements in order to participate:

- 1 - be located in Australia, authorised and licensed to operate in the state of domicile
- 2 - Possess the necessary qualifications in full compliance with local laws (IATA Accreditation Certificate)
- 3 - be registered on the ITA Supplier Register ([www.ice.it/en/markets/australia/register-suppliers](http://www.ice.it/en/markets/australia/register-suppliers))
- 4 – be of sound economic and financial status

This EOI does not imply any commitment on the part of ITA, financial or otherwise. ITA reserves the right to accept or reject all or part of the EOI without any obligation to inform the applicant(s) concerned of the reasons.

The expression of interest does not constitute an automatic invitation to tender: this notice is a market survey and does not constitute a contractual proposal.



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The ITA Sydney Office is prepared to invite a minimum number of five candidates to tender. ITA reserves the right to proceed with a number lower than the above minimum if this minimum is not reached.

The invitation letter, tender information, and instructions for participation will be sent to interested operators by 7<sup>th</sup> September 2023, after verification of the eligibility requirements.

For any information, please contact the Italian Trade Agency at 02 92999954 or at [sydney@ice.it](mailto:sydney@ice.it)

Sydney, 21/08/2023

Simona Bernardini  
Italian Trade Commissioner



To be presented on the company's letterhead

Italian Trade Agency  
Level 19, 44 Market Street  
Sydney NSW 2000  
Email: [sydney@ice.it](mailto:sydney@ice.it)

**Expression of Interest for the provision of travel services to the Italian Trade Agency in Sydney for a period of 12 months**

The undersigned \_\_\_\_\_, as legal representative of \_\_\_\_\_ with address at \_\_\_\_\_,  
ABN \_\_\_\_\_,

**HAVING ACCEPTED**

of all the terms and conditions of this notice published on the website of the Italian Trade Agency in Sydney on 21/08/2023

**EXPRESS**

their interest in participating in the tender for the supply of travel services for a period of 12 months; and

**DECLARES**

- that the above company meets the eligibility requirements;
- that any communication relating to this procedure shall be sent to the following e-mail address \_\_\_\_\_;
- to be informed, in accordance with and for the purposes of Article 13 of EU Regulation 679/2016, that the data collected in this form will be processed exclusively in the context of the procedure for which this declaration is made.

Signature of the declarant \_\_\_\_\_

Place and date: \_\_\_\_\_

Attachment: Company Profile \_\_\_\_\_