



ITALIAN TRADE AGENCY

Johannesburg

Data: 12.02.2026

Subject: Request for quotation for the acquisition of travel booking and ticketing services, travel planning and organization, hotel reservations, transfer organization, and ancillary services and assistance (including health insurance if requested), for a period of 24 months pursuant to Art. 7, point 2 letter a) of D.M. 192/2017 as updated by D.M. 32/2024 (Foreign Network Promotional Funds).

This Agency intends to entrust the service in question through direct negotiation to be carried out pursuant to the [Italian Legislation Art. 7, paragraph 2, letter a\) of DM 192/2017 as updated by D.M. 32/2024](#). We hereby request your kind quotation for the supply in question.

The Sole Person Responsible for the Procedure is Giovanni Atena, Director of the ICE Office in Johannesburg. The maximum amount available for the supply in question is **Rand 2,600,000.00 (estimated to €. 139,000.00)** until exhaustion and for a maximum of two years. For further information and/or clarification, you may contact Michaela Tonelli at the ICE Johannesburg Office by e-mail at: johannesburg@ice.it

1. SCOPE OF THE SUPPLY

The services consist of the booking, ticketing, planning, and organization of travel services (air, rail, road, sea) in Italy, South Africa, and other countries, including:

- National and international air tickets.
- Planning and organization of domestic and foreign travel, non-stop or with a maximum of one stop, for individuals or groups.
- Possibility to modify bookings and issue new tickets without penalties for ITA.
- Choice between flight alternatives and 100% refundable ticket options in case of cancellation or no-show by the operator.
- Solutions for unforeseen problems (strikes, delays, weather, etc.) without penalties.
- Information regarding passports, visas, and flight status.
- Hotel reservations in South Africa, Italy, and other countries.
- Transfer services and official cars with drivers.
- Travel health insurance, if requested.



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2. SERVICE EXECUTION CONDITIONS

The offer must guarantee:

- Rapid response to requests from ITA Johannesburg.
- Designation of at least one dedicated employee.
- Office hours: Monday to Thursday, 8:00 – 17:00 and Friday 08:00 – 13:30.
- Provision of highly qualified staff.
- Application of the best market rates.

3. TICKETING TECHNICAL SPECIFICATIONS

The agency will manage bookings, monitor price fluctuations, and advise on the best applicable rates. For all services (hotels, trains, etc.), at least **3 alternatives** must be provided where they exist.

4. SERVICE ACTIVATION

Services are activated via e-mail. The Agency must acknowledge receipt within **one hour**. Electronic tickets must always be provided.

5. ADDITIONAL OBLIGATIONS

The Agency must:

- Identify the best and most cost-effective travel itineraries.
- Provide statistical data for management control.
- Have at least one dedicated telephone line for ITA Johannesburg.

6. DISPUTE RESOLUTION

All disputes arising from the contract fall under the jurisdiction of the **Court of Johannesburg**.

7. MANDATORY ADMINISTRATIVE & REGISTRATION PROTOCOL

As an Italian Government Agency, our administrative protocols require all potential suppliers to be registered in our Supplier Registry.

- **Annual Renewal:** Even if your agency has registered in previous years, you must re-register for the new fiscal year to ensure compliance.
- **Binding Contract:** The only valid agreement will be the formal contract issued on ITA Letterhead.
- **Registration Link:** Please download the registration documents [HERE](#)

8. EVALUATION CRITERIA

Final selection will be based on a "Best Value for Money" approach, considering:

- **Professional Fees:** Competitive management fees in ZAR.
- **Qualifications:** Evidence of IATA/ASATA certification and experience with corporate/government accounts.





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- **Compliance Capability:** Your confirmed ability to provide a 10% Performance Bank Guarantee/Performance Bonds and adhere to the "**no-penalty**" flexibility required for our official travel.

9. SUBMISSION REQUIREMENTS

Documentation must be sent to johannesburg@ice.it no later than 10:00 AM on 20/02/2026.

Please use the "Standardized Fee Schedule", herewith attached, to ensure all quotes are comparable.

Legal Reference: This procurement is conducted in accordance with Art. 7, paragraph 2, letter a) of DM 192/2017, as updated by D.M. 32/2024. This regulation allows the Italian Trade Agency to perform direct awards for contracts below the European threshold (€140,000). For more information on our procurement procedures in South Africa, please visit our official website: <https://www.ice.it/en/markets/south-africa/invitation-tender-quotation-request>.

Part 2: Compliance Checklist for Agencies

Attach this as a PDF to prevent "back-and-forth" queries.

ITA Johannesburg - Supplier Compliance Checklist

Please ensure all items are checked before submitting your proposal:

Item	Requirement Detail	Status
Supplier Registry	Completed Registration via the provided link.	[]
Annex 1	Single Requirements Document signed & stamped.	[]
Financial Proposal	Management fees provided in ZAR (using ITA Standard Template).	[]
Tax Status	Valid SARS Tax Clearance PIN provided.	[]
Labor Laws	Proof of Social Security/Workmen's Comp (COIDA/UIF).	[]
References	At least 2 letters from corporate/SOE clients (last 3 years).	[]
IATA/ASATA	Copy of valid professional membership certificates.	[]



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Part 3: Standardized Fee Schedule (Financial Offer Template)

(Please copy and paste the below format on your Agency letterhead and attach this as a PDF to prevent "back-and-forth" queries.)

Financial Proposal for Travel Management Services

Company Name: _____

VAT Number: _____

Service Category	Management Fee (ZAR)	Unit	VAT (15%)	Total Fee (Incl. VAT)
Air Travel: Domestic	R	Per Ticket	R	R
Air Travel: International	R	Per Ticket	R	R
Hotel/Accommodation	R	Per Booking	R	R
Car Rental / Transfers	R	Per Booking	R	R
Group Bookings (10+ pax)	R	Per Group	R	R
Admin Fee (Changes)	R	Per Change	R	R
Refund Processing	R	Per Refund	R	R
After-hours Support	R	Per Call/Inc.	R	R
Health Insurance Facil.	R	Per Policy	R	R

Notes:

1. **Flexibility:** All management fees must include the ability to modify/reissue tickets without agency-levied penalties.
2. **Alternatives:** Fee includes providing a minimum of 3 options per request.
3. **Validity:** This quotation is valid for 90 days from the date of submission.