



Johannesburg

Data: 10.03.2025

Subject: Request for quotation for the acquisition of IT Support Services, hardware and software assistance, network infrastructure maintenance, and specialized equipment installation for a period of 24 months or until exhaustion of the set budget whichever occur first, pursuant to Art. 7, point 2 letter a) of D.M. 192/2017 as updated by D.M. 32/2024.

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 Italian Trade Commission – Italian Trade Agency (ITA) Office in Johannesburg. The maximum amount available for the supply in question is **Rand 55,000.00** (estimated to € 2900.00) 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 comprehensive IT support and infrastructure maintenance, including:

- General hardware and software troubleshooting for workstation and server environments.
- **Immediate Priority Project:** Physical installation, cabling, and "Power-On" of NAS (Network Attached Storage) devices and dedicated switches.
- Preventative maintenance service of local PC's and software updates.
- Assistance with user access rights and directory management.

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Member of CISQ Federation



2. SERVICE EXECUTION CONDITIONS

The offer must guarantee:

- Rapid response to requests from ITA Johannesburg.
- Designation of at least one dedicated employee to ensure continuity of service.
- Office hours: Monday to Thursday, 8:00 – 17:00 and Friday 08:00 – 13:30.
- Highly qualified staff capable of coordinating with international technical desks.

3. TECHNICAL SPECIFICATIONS

- **Network Complexity:** The provider must manage a network protected by firewalls and VPN tunnels (ICE VPN) managed centrally from Rome.
- **Remote Coordination:** Ability to perform remote diagnostics and "Power-On" verification in coordination with the central IT Service Desk in Italy.
- **On-Site Security:** Repairs and installations must be performed on-site; equipment may not be removed without express authorization.

4. SERVICE ACTIVATION

Services are activated via e-mail. The Provider must acknowledge receipt within **one hour**

5. DISPUTE RESOLUTION

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

6. 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](#)

7. EVALUATION CRITERIA

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

- **Professional Fees:** Competitive call-out and hourly rates in ZAR.
- **Technical Competency:** Proven experience with international VPN routing and NAS configurations.
- **Response Time:** Guaranteed turnaround time for on-site interventions.

8. SUBMISSION REQUIREMENTS

Documentation must be sent to johannesburg@ice.it no later than 12:00 AM on 18.03.2026.

Please use the below "Part 3: Standardized Fee Schedule", 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	Downloaded Registration documents via the provided link and sent them completed to johannesburg@ice.it.	[]
Annex 1	Single Requirements Document signed & stamped.	[]
Financial Proposal	Rates provided in ZAR using the ITA Standard Template.	[]
Tax Status	Valid SARS Tax Clearance PIN provided.	[]
References	At least 2 letters from corporate/SOE clients (last 3 years).	[]
Certifications	Copies of relevant IT Professional Certifications.	[]



ITALIAN TRADE AGENCY

Part 3: Standardized Fee Schedule (Financial Offer Template)

(Please copy and paste this onto your Company letterhead)

Financial Proposal for IT Support Services

Company Name: _____

VAT Number: _____

3A. Financial Offer

Service Category	Fee (ZAR)	Unit	Total (ex. VAT)
Standard Call-out Fee	R	Per Visit	R
Standard Hourly Rate	R	Per Hour	R
Standard Hourly Rate after first Hour	R	Per Hour	R
Emergency/After-hours Fee	R	Per Visit	R
Remote Support Rate	R	Per Hour	R
Hardware Installation	R	Per Hour	R

3B. Service Level & Technical Capability (Valuation Criteria)

Valuation Item	Requirement Detail	Bidder Response (To be filled by Company)
Guaranteed Response Time	Maximum time to arrive at ITA office after a request is logged.	(e.g., 4 Hours / 24 Hours): _____
International VPN Experience	Confirm previous experience managing secure tunnels to overseas servers.	[] Yes / [] No. Detail: _____ _____ _____
NAS Infrastructure Experience	Confirm experience with physical cabling and logical data sharing.	[] Yes / [] No. Detail: _____ _____ _____

Notes: 1. **Dedicated Tech:** Fee includes the designation of one dedicated technician for the account; 2. **On-Site:** All rates assume on-site intervention as per security protocols; 3. **Validity:** This quotation is valid for 90 days from the date of submission.

