



Stockholm Office

MARKET SURVEY NOTICE FOR IT SUPPORT SERVICES ITALIAN TRADE AGENCY – STOCKHOLM OFFICE

1) PRESENTATION OF THE CUSTOMER

The Italian Trade Agency is a Governmental agency that supports the business development of the Italian companies abroad and promotes the attraction of foreign investments in Italy.

The Agency is looking for a supplier of IT technical assistance through a tender according to the Italian public contracts legislation (DM 102/2017 art. 7 c.2 lett.a).

2) CONTENT OF THE REQUESTED SERVICES:

Our office includes 10 workstations, in addition we have an internal network based on a structured cabling system including computers, a firewall (Crypted VPN Tunnelling with our offices in Rome), two servers NAS, a multifunction copy machine.

Technical assistance including:

- Hardware equipment and software applications maintenance
- Installation of pc equipment and software related to the Office activity
- Consultancy on site
- Interventions on call for supporting personnel in the ordinary activities

Additional products or services may be requested.

Each company must indicate the hourly prices for reactive maintenance on the same business day (SBD) and on the next business day (NBD)

3) DURATION OF SERVICES AND ASSUMED AMOUNT

The duration of the agreement is **from 15th of April to 14th of March 2025.**

The maximum presumptive budget for the services is € 3.000 (at the current exchange rate SEK 33.000 – Vat excluded)

4) TERMINATION OF THE CONTRACT

The contract will finish either on its expiration date or at the achieving of the indicated amount, without any notification between the parties;

Any possibility of tacit renewal is excluded.

5) REQUIREMENTS AND TENDER PROCEDURE

Requests for participation by economics operators must be deliver to the office or sent by email to stoccolma@ice.it **no later than 12.00 on April 8th 2024 clearly indicating in the subject: “2024 -Technical assistance for the ITA – Stockholm office”**

Requests must include the following attachments:

- Signed copy of enclosed **Economic offer “annex A”**
- Signed copy of enclosed **Supplier standard Form “annex B”**
- Signed copy of the **identity document** of the legal representative

Applications received after the deadline or without all the attachments will not be considered.

The service will be entrusted to the company that will offer the lowest prices. In case of equal offer, the awarded company will be selected with a draw.

6) PAYMENT TERMS

Payments will be made for each service and the invoices issued only after our approval.

Please note that Italian Trade Agency is not VAT registered in the Sweden but only in Italy therefore invoices will be issued without VAT in compliance with the reverse charge rules and addressed to:

AGENZIA ICE
address: via Liszt 21, 00144 Rome - Italy
Tel.:0039 0659921
email: stoccolma@ice.it

VAT number: IT12020391004

7) RULES OF CONDUCT OF COLLABORATORS AND / OR EMPLOYEES OF THE CONTRACTING COMPANY

The economic operator undertakes, in carrying out the assignment, to comply with the conduct code adopted by the ICE Agency and available at the following link :

https://ww2.gazzettaamministrativa.it/opencms/export/sites/default/gazzetta_amministrativa/amministrazione_trasparente/agenzie_enti_stato/agenzia_ICE/010_dis_gen/020_att_gen/2014/Documenti_1389874530679/1689329645623_code_of_conduct_2023.pdf

8) REPORTING WHISTLEBLOWING

Companies that operate in favor of the ICE-Agency can report any "unlawful conduct" of which they have come knowledge in the context of the contractual relationship. Reports are managed via an IT application, in total confidentiality, by accessing the website www.ice.it – “Whistleblowing” section – available at the following link:

<https://www.ice.it/en/whistleblowing>

The person in charge of the procedure is the Director of the Office, Nadia Svaluto Moreolo.

If you have any questions, please contact:

Ms. Nadia Svaluto Moreolo
Email : n.svalutomoreolo@ice.it

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ITALIAN TRADE AGENCY - Stockholm Office
Director
Nadia Svaluto Moreolo