



ITALIAN TRADE AGENCY

## EXPRESSION OF INTEREST

### **SELECTION OF AN AGENCY TO PROVIDE NATIONAL AND INTERNATIONAL TRANSPORT TICKET SERVICES, HOTEL RESERVATIONS IN ROMANIA AND ABROAD, STIPULATE TRAVEL AND MEDICAL INSURANCE CONTRACTS, CAR RENTAL IN ROMANIA AND ABROAD, ANCILLARY TRAVEL AND TOURIST SERVICES**

This notice is intended to identify travel agencies interested in presenting their best offer to sign a framework contract with ITA Agency Bucharest for services as per object.

**Who we are** (<https://www.ice.it>)

ITA Italian Trade Agency is the body through which the Italian Government favours the consolidation and economic-commercial development of its own companies on foreign markets. It also acts as an entity in charge of promoting the attraction of foreign investments in Italy. Having a dynamic, motivated and modern organization and a widespread network of offices abroad, the ITA Agency carries out information, assistance, consultancy, promotion and training activities for small and medium-sized Italian companies. Thanks to the use of the most modern promotional and multichannel communication tools, it acts to affirm the excellence of Made in Italy in the world.

#### **1. Reference legal norms for this procedure**

ITA Agency has decided to carry out a market survey aimed to identify - in compliance with the principles of free competition, non-discrimination, transparency, proportionality and advertising - suitable Economic Operators for the assignment of the "booking and brokerage service for issuing travel tickets and hotel reservations (including all services related to their management) hereinafter referred to as the "Travel Agency Service". As a result of the market survey referred to in this notice, ITA Agency will proceed sending a specific request for quotation to the selected suppliers, in accordance with Ministerial Decree 2 November 2017, no. 192 containing the Regulations governing the procedures for the award and management of contracts to be performed abroad (issued by the Italian Ministry of Foreign Affairs and International Cooperation, pursuant to art. 36 paragraph 2 letter b) of Legislative Decree 50/2016 and subsequent amendments as well as the ANAC Guidelines no. 4 (Italian Anti-Corruption Authority).

#### **2. Purpose of the service:**

A contract will be stipulated with the successful company for the assignment of the following "travel agency" services:

- i. Booking and issuing of air travel tickets: national, international, intercontinental;
- ii. Booking and issuing of rail, road and sea travel tickets;
- iii. Hotel service reservations in Romania and abroad;
- iv. Travel planning and organization service;

- v. Travel document delivery service as well as the related boarding passes and fill-in any other documents regarding access to the destination countries;
- vi. Cancellation and refunds service;
- vii. Service for carrying out practices (changes, cancellations, issuing of visas and passports);
- viii. Problem solving service for unexpected management (strikes, delays, flight cancellations, etc.);
- ix. Car rental service: this service intended as the management of booking requests for car rental at negotiated rates, with the issue of full credit vouchers;
- x. Use of the BT benchmarking system: system aimed at certifying and acquiring the best available rates;
- xi. Activation of the 24h Rescue line service for any emergencies;
- xii. Monthly reporting service, online control of expenditure and billing: control of accrued and accumulated expenditure, as well as pre-billing control and direct communication via web with the administrative office of the successful bidder;
- xiii. Centralized payment: the payment management of travel services intended as hotel accommodation and travel tickets through the successful bidder and, therefore, not directly from the ITA Agency;
- xiv. Organization of transfers in Romania and abroad from any transportation hub (train station, bus station, airport, harbor) to the destination and back;
- xv. Issue of travel and health insurance policies (especially for problems connected with the Sars-Covid2 Pandemic);
- xvi. Booking and sending of documentation for tour guide services and city tours;
- xvii. Booking of tickets for shows, sporting events, etc.;
- xviii. Other services: services that the successful bidder will make available to the ITA Agency for the entire agreement's duration.

### **3. Type of procedure and negotiation's carrying out methods:**

3.1 Negotiated procedure below the threshold value pursuant to Ministerial Decree 2 November 2017, no. 192 containing the Regulations governing the procedures for the award and management of contracts to be performed abroad (issued by the Italian Ministry of Foreign Affairs and International Cooperation, Article 36 paragraph 2 letter b) of Legislative Decree 50 / 2016 and subsequent amendments, as well as the ANAC Guidelines no. 4 (Italian Anti-Corruption Authority).

3.2 The award criteria of this procedure is that of the most congruous price with respect to the market prices.

### **4. Value of the contract**

4.1 In Romania, the ITA Agency operates as a Trade Promotion Section of the Italian Embassy in Romania.

4.2 In consideration of the above, the invoicing of the services referred to in this notice is exempt from VAT.

4.3 The maximum value of the contract is € 39,000.00, VAT exempt (Agency fee included)

### **5. Duration of the contract:**

The assumed duration of the contract, estimated on the basis of accounting for out-of-pocket costs relating to the performance of the services referred to in Article 2, including fees, of the last three years is 1 (one) year; it is understood that ITA Agency may, at its discretion,

terminate earlier than the above mentioned deadline, in the event of consumption of the contractual limit.

## 6. Minimum participation requirements

The following will be admitted to participate in the tendering procedure:

- i. subjects who are not in any of the causes of exclusion referred to in art. 80 of Legislative Decree 50/2016 and subsequent amendments. It is understood that the request for expression of interest does not constitute proof of general requirements possession required for the assignment of the procedure, which instead must be declared by the interested party during the negotiated assignment procedure as per annex no.1;
- ii. incorporated subjects with a permanent establishment in Romania;
- iii. VIES registered subjects in order to be able to issue services without charging VAT to subjects residing outside the Romanian territory;
- iv. subjects:
  - a) holders of the license to operate as a travel agency in full compliance with the Romanian legislation, and in particular with OUG no. 2/2018;
  - b) in possession of mandatory statutory insurance for the services provided;
  - c) who can demonstrate a list of supplies similar to those of this contract made in the last three years 2019-2020-2021, with indication of the relative amounts, without prejudice to the provisions of art. 3.2 of this notice.

## 7. Methods of providing the services that will be requested

- i. For each specific request, the travel agency will have to submit more alternatives, proposing the most convenient travel itineraries, both in terms of money and time in reference to the desired destination. Rate options with reimbursement in the event of a no-show or cancellation of the service must also be provided;
- ii. If possible, more alternatives will have to be proposed for each service request;
- iii. The travel agency must guarantee its operations from Monday to Friday from 9.00 to 18.00;
- iv. The travel agency must provide an emergency number to be used in case of emergencies that may occur outside the normal opening hours of the offices and also during holidays. The number must be a toll free number also accessible from Italy;
- v. The response to ITA agency service requests must take place as soon as possible and in any case within 48 hours on working days with a possible tolerance of 72 hours in the event of proven technical problems;
- vi. One or more dedicated travel agents must be designated to satisfy requests within the indicated time frame. The dedicated persons must be of proven reliability with previous experience of at least two years and in possession of the necessary professional qualifications according to the relevant local laws. The contact person/persons must be able to speak Italian and / or English;
- vii. The travel agency will have to provide all the required services using its own technical equipment without charges to ITA agency for additional costs related to the purchase, rental and maintenance of the devices used for booking and ticketing.

The travel agency will have to independently arrange all payments due to third party suppliers (air carriers, railways, hotels, car rentals, etc.) in order to acquire travel services on behalf of ITA Agency to which they will be afterwards re-invoiced.

## 8. Terms and methods of the expression of interest

This call is published on the web pages of the ITA Agency in Bucharest from the protocol date on this document and remains valid until 11.05.2022.

To express your own interest for quoting travel agencies, write to the following address [bucarest@ice.it](mailto:bucarest@ice.it) forwarding:

- the attached form duly completed and signed by the legal representative
- copy of the identity document of the legal representative
- travel agency's license
- copy of the insurance policy
- Annex 1 duly completed

Expressions of interest received after the deadline indicated above will be automatically excluded from the selection procedure; timely delivery remains in any case at the sole risk of the economic operator, and ITA Agency is not required to carry out any investigation into the reasons for delay in delivery.

#### **9. Disclaimer**

This notice is aimed to receive offers and encouraging the participation of the largest number of potentially interested economic operators.

This notice is aimed solely to carrying out a market survey and therefore does neither constitute a contractual proposal, nor does it imply pre-emption rights or preference, commitments or constraints of any kind for the ITA Agency.

ITA Agency reserves the right, at any time, to interrupt, revoke, suspend, modify this procedure and not to award the service, if it deems it appropriate, notifying the candidates without the applicants being able to make any claims in relation to the initiated proceeding.

A detailed request for quotation will be sent to companies that express their interest in participating in the scheduled time and comply with the requirements expressed in this notice.

#### **10. Processing of personal data**

Pursuant to the General Data Protection Regulation - GDPR EU 2016/679, we inform you that the data provided by the proposing subjects will be processed by ITA Agency, in accordance with the provisions contained in the law itself, exclusively for the purposes related to the bid and for the possible subsequent stipulation and management of the contract.

Data Controller: ICE - Agency for the overseas promotion and internationalization of Italian companies, based in via Liszt, 21 - 00144 Rome, Tel. 06 59921;

The Data Protection Officer can be contacted at the following email address: [privacy@ice.it](mailto:privacy@ice.it)

#### **11. Person in charge of the procedure**

The person in charge of the procedure is the director of the ITA Agency in Bucharest, Dr. Micaela Soldini

For further information and details please write at [bucarest@ice.it](mailto:bucarest@ice.it)

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Travel agency: \_\_\_\_\_

VAT number: \_\_\_\_\_

Registered office address: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Website: \_\_\_\_\_

Other social channels: \_\_\_\_\_

The undersigned \_\_\_\_\_ Name \_\_\_\_\_ Surname \_\_\_\_\_

As legal representative of the agency \_\_\_\_\_

declares to be interested in participating in the selection for the identification of a travel agency according to the terms set out in the notice of this ICE Agency, Protocol no 0048521/22 published on the site 20 of April 2022 with due date 11<sup>th</sup> of May 2022.

For this purpose, the following are attached:

- copy of the identity document of the legal representative
- travel agency's license
- copy of the insurance policy .
- Annex 1 (declaration of general requirements pursuant to the Italian Procurement Code D.lgs. 50/2016 and Romanian Law 98/2016)

We hereby declare the supply of services similar to the ones mentioned in the present contract in the last three years 2019-2020-2021, with the following amounts:

- Cliente: \_\_\_\_\_ periodo contrattuale \_\_\_\_\_ Importo \_\_\_\_\_
- Cliente: \_\_\_\_\_ periodo contrattuale \_\_\_\_\_ Importo \_\_\_\_\_





ITALIAN TRADE AGENCY

- Cliente: \_\_\_\_\_ periodo contrattuale \_\_\_\_\_ Importo \_\_\_\_\_
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- Cliente: \_\_\_\_\_ periodo contrattuale \_\_\_\_\_ Importo \_\_\_\_\_
- Cliente: \_\_\_\_\_ periodo contrattuale \_\_\_\_\_ Importo \_\_\_\_\_

Place, \_\_\_\_\_

Date and signature

