



Ljubljana Office

**CIG: ZDE3C9AA20**

## **MARKET SURVEY NOTICE**

### **ITALIAN TRADE AGENCY IN LJUBLJANA: SELECTION OF AN ECONOMIC OPERATOR FOR BOOKING AND ISSUING OF AIRLINE TICKETS, PLANNING AND ORGANISING OF BUSINESS TRAVELS, PROVIDING OF PASSENGERS' INSURANCE POLICIES AND OTHER ANCILLARY ASSISTANCE SERVICES FOR A PERIOD OF 36 MONTHS.**

#### **DESCRIPTION OF THE CONTRACTING AUTHORITY:**

The Italian Trade Agency (ITA) is the Governmental Agency that supports the business development of national companies abroad and promotes the attraction of foreign investment in Italy. With a widespread network of overseas offices, ITA provides information, assistance, consulting, promotion and training to Italian small and medium-sized businesses.

#### **OBJECT OF THE NOTICE:**

The Agency's Office in Ljubljana is starting a procedure of direct assignment with an economic operator based in Slovenia, to acquire air ticketing services and the organization of hotel and travel services as well as providing of passengers' insurance policies and other ancillary assistance services, in the frame of a contract that will last three years (36 months).

This framework contract will be awarded in direct assignment according with: - Italian Legislative Decrees n. 36/2023 and n. 50/2016 on public procurement; - Italian Ministerial Decree of 2 November 2017 n. 192, containing the Regulations governing the procedures for the awarding and management of public contracts to be performed abroad (issued by the Ministry of Foreign Affairs and International Cooperation) - Directive 214/24/EU by the European Parliament and Council, implemented in Slovenia on 1 April 2016 through the Public Procurement Act (ZJN-3).

The offers presented upon this notice will be evaluated by the **sole criterion of the lowest commission applied on the services offered** (as per Art. 11 of the Ministerial Decree of 2 November 2017 n. 192).

This notice is aimed at receiving offers and encourage the participation of the largest number of potentially interested economic operators.

This notice is not binding for the Ljubljana Office of the Italian Trade Agency, which reserves the right to identify the suitable subject to whom to entrust the assignment.

In case the received offers are not considered suitable, the Italian Trade Agency in Ljubljana reserves the right not to proceed with the assignment of the service object of this notice.

#### **CONTENT OF THE REQUESTED SERVICES:**

The services object of the contract consist in the reservation and supply of:

- airline tickets for national / international routes;
- train tickets for national / international routes;
- tickets for other means of transport for national / international routes;



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- hotel reservation in Slovenia and abroad;
- planning, organization and supply of travel packages (travel and accommodation, travel with all-inclusive formula) in Slovenia and abroad, individual or group, responding to specific needs that will be reported each time by Italian Trade Agency;
- management of agreements with airlines, railway companies, hotel chains, car rentals, etc.;
- possibility of booking changes and issuing of new bookings and/or tickets when necessary;
- solution of unforeseen problems (for example a strike, a delay, a cancelled flight, an unregistered hotel reservation, etc.);
- collaboration in organizing travel for ITA delegations in Slovenia and abroad;
- travel cancellation risk insurance (due to illness or related events before the travel);
- foreign travel health insurance (covering the risk of illness related events during their travel and stay, such as medical treatment, meals, quarantine, new return travel and similar) for passengers to Italy or other destinations abroad, according to our different projects. The duration of the trip is usually from 1 up to an estimated maximum of 8 days.

Please note that illness insurance might be necessary for travels both by flight and by other transportations (car, bus, train, van, etc.).

All the services described above will be ordered each time with a specific “service request letter” signed by the Director of the Italian Trade Agency in Ljubljana.

#### **CHOICE OF ECONOMIC OPERATOR AND AWARD CRITERION:**

As previously reported in this notice, the direct assignment will be based on: Directive 2014/24/EU; Art. 50 comma 1 letter b) of Legislative Decree 36/2023; Italian Ministerial Decree of 2 November 2017 n. 192.

The **lowest price criterion** adopted for the evaluation of the submitted offers **will be applied to the fees or “service charges”** provided for each ticket or service requested.

#### **ASSUMED VALUE OF THE FRAMEWORK CONTRACT:**

The estimated level of spending in the three-year contract must not exceed € 35.000,00 (thirty-five thousand Euros), net of VAT, corresponding to the total amount of travel documents hotel vouchers, insurance policies and ancillary services reimbursed by ITA, including commissions and agency fees.

However, ITA is not bound to guarantee the above indicated level of expenditure, because the request of the service by external parties and ITA personnel is conditioned by factors that prevent their precise definition in advance.

Therefore, the level of expenditure for the considered period is related to both the real needs of travel and the actual availability of the budget and no compensation is foreseen if the total expenditure does not reach the amount indicated.

On the other hand, in case this maximum amount of spending is reached before the end of the 36 months, the contract will automatically be terminated by the Italian Trade Agency.

#### **DURATION OF SERVICES:**

The contract will last three years, once all the participation requirements are verified. On the expiration date its effects will cease automatically, with no need for any notification between the parties.



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### **PARTICIPATION REQUIREMENTS:**

The economic operator entrusted with the service will have to commit to:

- a) satisfy ITA requests in the shortest possible time, considering the nature of the request and the technical times associated with it;
- b) respect the agreed delivery times;
- c) hand any travel or hotel ticket commissioned from ITA Office accordingly to their instructions;
- d) apply every time the most advantageous travel and hotel rates compared to the market, providing appropriate advice and proposing possible alternatives for each service requested;
- e) guarantee, for the execution of the service, its own personnel of proven reliability and competence at complete disposal during the requested times, in possession of the technical and professional requirements and with an experience in the sector of at least three years. ITA reserves the right to highlight any unsuitable personnel;
- f) guarantee an efficient and transparent policy on cancellations and related charges and reimbursements;
- g) produce detailed reports on the services provided when requested by ITA.

### **PAYMENTS AND PENALTIES:**

Within the duration of the contract, ITA will provide the payment for each service within 30 days of receipt of an invoice, bearing the number of the letter of appointment, the codes CO.AN. and CIG and the name of the initiative, to be:

**addressed to:** and  
ICE–Agenzia  
Via List 21  
IT – 00144 Roma  
VAT n. IT12020391004  
Ref.: **ICE–Agencija Ljubljana**

**sent to:**  
ICE–Agencija Ljubljana  
Oddelek Veleposlaništva Italije za  
gospodarsko promocijo  
Cankarjeva cesta 10  
SI – 1000 Ljubljana

or by **e-mail** to: [lubiana@ice.it](mailto:lubiana@ice.it)

In case the requirements indicated in this notice are not respected, ITA reserves the right to apply a penalty, determined on the basis of the gravity of the event occurred, and in any case within 3% of the amount related to the specific service.

### **CLAUSES OF EXCLUSION:**

All economic operators who find themselves in the conditions indicated in art. 57 of the European Directive 2014/24/EU are excluded from the present procedure, and notably:

- a) participation in a criminal organization
- b) corruption
- c) fraud
- d) money laundering and criminal activities
- e) child labour and other forms of human smuggling
- f) operator that has not complied with the obligations related to the payment of taxes or social security contributions and if this has been established by a judicial or administrative decision, with definitive and binding effect, on the basis of Slovenian and Italian legislation.



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g) economic operators sanctioned by the Slovenian and Italian regulations with the prohibition of signing agreements and stipulating contracts with public administrations. ITA reserves the right to check the above mentioned requirements by conducting verifications with the Slovenian competent authorities.

**HOW TO APPLY:**

Under penalty of exclusion, the offers - prepared according to the model below and that take into account all the indications contained in this notice - must be sent to the Italian Trade Agency, Office of Ljubljana via email at the following address: [lubiana@ice.it](mailto:lubiana@ice.it)

**by October 12<sup>th</sup>, 2023**, clearly indicating in the subject of email the following statement:

**“MARKET SURVEY NOTICE: BUSINESS TRAVELS SERVICES – CIG: ZDE3C9AA20”**

and must include the following attachments:

- offer (compiled according to the model provided as an example on pages 6-7),
- a copy of an identity document from the signer of the offer (owner or legal representative),
- the European Single Procurement Document (ESPD), signed on each page,
- the company profile.

This notice is published today on the website of this contracting Agency and expires on October 12<sup>th</sup>, 2023.

**CONFIDENTIALITY NOTICE:**

The company that will sign the contract has the obligation to keep all the data and information in its possession as confidential, and not to disclose them in any way nor make them object of use for any purpose other than those necessary to execution of the contract.

All confidentiality obligations must be respected even at the end of the contract with the Italian Trade Agency.

The Contractor is also responsible for the observance of the secrecy obligations by his employees and consultants. In case of non-observance of the confidentiality obligations, ITA has the right to declare the contract automatically terminated, and the Contractor will be obliged to compensate all the damages that may arise to the Italian Trade Agency.

**TREATMENT OF PERSONAL DATA:**

According to the Italian Legislative Decree n. 196/2003 and the European Regulation n. 679/2016, the collected data will be processed exclusively within the procedure described in this notice.

**This notice is exclusively intended as an invitation to submit an offer for this procedure; therefore, it does not imply any obligation of the Italian Trade Agency towards the subjects concerned, nor submitting an offer may in any case give rise to preferential rights or eligibility for the assignment of the contract by the Agency.**

The sole Project Manager is Mr. Giacomo Ricciotti, Director of the Italian Trade Agency.



ITALIAN TRADE AGENCY  
ICE - Italian Trade Commission  
Trade Promotion Section of the Italian Embassy

Ljubljana Office

The contact details of the Office are as follows:

ICE–Agencija Ljubljana  
Oddelek Veleposlaništva Italije za gospodarsko promocijo  
Cankarjeva cesta 10  
SI – 1000 Ljubljana  
T (003861) 4224370 – e-mail [lubiana@ice.it](mailto:lubiana@ice.it)

**Giacomo Ricciotti**  
**Director**  
**Italian Trade Agency in Ljubljana**



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### EXAMPLE OF APPLICATION

(to be written on company headed paper and returned via email to [lubiana@ice.it](mailto:lubiana@ice.it) by October 12<sup>th</sup>, 2023)

The undersigned (name and surname) \_\_\_\_\_

Born in (place) \_\_\_\_\_ on (date) \_\_\_\_\_

Resident in (place) \_\_\_\_\_

Address \_\_\_\_\_

Owner or  Legal representative (tick the appropriate choice) of the company (company name)

\_\_\_\_\_

Legally established in (place) \_\_\_\_\_ postal code \_\_\_\_\_

Address \_\_\_\_\_

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

in relation to the **SURVEY NOTICE FOR THE SELECTION OF AN ECONOMIC OPERATOR FOR BOOKING AND ISSUING OF AIRLINE TICKETS, PLANNING AND ORGANISING OF BUSINESS TRAVELS, PROVIDING OF PASSENGERS' INSURANCE POLICIES AND OTHER ANCILLARY ASSISTANCE SERVICES FOR A PERIOD OF 36 MONTHS**, issued by the Italian Trade Agency in **Ljubljana**, published on its web site, presents its best offer below:

The proposed **agency fees** or service charges are the following:

	<b>Euro</b>
ON NATIONAL AIR TICKETS	
ON INTERNATIONAL AIR TICKETS	
FEE ON HOTEL RESERVATIONS IN SLOVENIA AND ABROAD	
ON RAILWAY TICKETS	
ON CANCELLATIONS	
ON RESERVATION CHANGES	
ON SINGLE INSURANCE POLICY	

I undersigned declare that I am aware of what is indicated and expected in the Market Survey Notice for the above-mentioned procedure of direct assignment and that I unconditionally approve its contents. I hereby authorize a background check and I agree to sign every document necessary to enable ITA to conduct a verification with the Slovenian competent authorities.

Furthermore, I am specifically aware that the Notice does not imply any obligation of the Italian Trade Agency towards the subjects concerned, nor does this prospective offer give rise in any case to preferential rights or titles for the assignment by the Italian Trade Agency.



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I declare that my company has all the appropriate technical and professional skills to perform the requested services. As requested, I attach to this offer:

- a copy of my identity document,
- European Single Procurement Document (ESPD), signed on each page,
- the company profile.

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

Signature and company stamp \_\_\_\_\_