



**ITALIAN TRADE AGENCY**

ICE - Italian Trade Commission

Trade Promotion Section of the Italian Embassy

**Date: February 06, 2019**

## **MARKET SURVEY**

**Selection of economic operators to be invited to send a quotation for amounts below the community threshold, to be carried out pursuant to art. 36, paragraph 2, lett. b) of Legislative Decree 50/2016, and s.m. for the booking and issuing of travel, planning and organization of travel and ancillary assistance services, in favor of the Italian Trade Agency - Agency of Amman for 12 months.**

Pursuant to art. 36, paragraph 2, lett. b) of Legislative Decree 50/2016 and s.m., in conjunction with Guidelines n. 4, issued by the ANAC in implementation of Legislative Decree 18 April 2016, n. 50, containing "Procedures for the awarding of public contracts for amounts below the thresholds of Community relevance, market surveys and training and management of lists of economic operators" (Resolution No. 1097 of 26 October 2016), and as regards D. Lgs. 19 April 2017, n.56, it is announced that the ICE-Amman Agency intends to initiate a procedure for the acquisition of the service in question, proceeding with the preliminary identification of economic operators - based in the Jordan - interested in participating to the procedure that are in possession of the general requirements and professional competence, as per articles 80 and 83 of Legislative Decree 50/2016.

PLEASE READ THIS REQUEST OF QUOTATION CAREFULLY AND VERIFY THE REQUIREMENTS IN ADVANCE. INCOMPLETE SUBMISSION WILL NOT BE ACCEPTED. ONCE A COMPLETE SUBMISSION IS RECEIVED, YOU ARE DEEMED TO HAVE UNDERSTOOD AND AGREED TO THE TERMS AND CONDITIONS OF THIS PROPOSAL.

SHOULD YOU HAVE ANY QUESTIONS BEFORE SUBMISSION, FEEL FREE TO CONTACT ITA AMMAN AT THE EMAIL INDICATED BELOW.

### **1. AWARDING ENTITY**

The Italian Trade Agency ("ITA") – Amman office, Al Shmeisani – Abdel Hamid Shuman Street No. 10 - Matalqa Center – 2nd Floor – Jordan – [www.ice.gov.it](http://www.ice.gov.it)- Mr. Filippo Covino, Trade Commissioner of The Italian Trade Agency in Amman - E-mail: [amman@ice.it](mailto:amman@ice.it) Tel 6 5622751/2 - Fax 6 5622750

### **2. BACKGROUND**



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The Italian Trade Agency is the government entity which promotes the internationalization of Italian companies along with the policies of the Italian Department for Economic Development. ITA provides support to Italian and foreign companies. ITA is headquartered in Rome and operates with a net of offices worldwide linked to Italian embassies and consulates and works closely with local authorities and businesses.

ITA provides a wide range of services among which:

- The selection of business partners;
- Bilateral trade meetings with Italian companies;
- Trade visits to Italy;
- Participation to local fairs;
- Seminars conducted by Italian advisers.

The Amman Office is responsible for Jordan, Palestine and Iraq.

For more information on the Italian Trade Agency and its presence in Italy and the world, please visit our website [www.ice.gov.it](http://www.ice.gov.it) (Italian/English).

### **3. FEE- ESTIMATED AMOUNT FOR TICKETING AND TERMS OF EXECUTION**

ITA is a tax-exempt organization. Due to governing Italian laws, ITA must follow strict procedural requirements in terms of assembling this RQ and awarding contract.

The expected level of spending in one-year contract is about 30000 JOD (net of statutory taxes) and corresponds to the total amount of travel documents and accessory services reimbursed by ITA, including commissions and fee agency.

**The above amount is purely indicative, as our company reserves the right to avail itself of essential services only.**

Our company is not bound to guarantee the level of expenditure indicated herein, which is a mere estimate, because the services needed by our personnel are subject to various conditions that make impossible to set a specific amount. Therefore, the actual level of expenditure may be higher or lower than the above-mentioned amount, based on needs and available budget.

Thus, there will be no monetary adjustments if the annual expenditure for services is below the amount set forth herein.

The Administration is not bound to guarantee the above level of expenditure indicated to calculate the estimated amount of the contract, because the use of services by the personnel of the Administration is affected by various conditions that do not allow for specific numbers. Therefore, the annual expenditure may increase or decrease with respect to the aforesaid estimate, in view of both real needs for travel and actual available budget. Thus, there will be no monetary adjustments if the annual expenditure for services is below or above the amount set forth herein



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#### **4. CONTENT OF THE REQUESTED SERVICE:**

The service object of the agreement consists in the reservation and supply of:

- airline tickets for national/international routes;
- management of agreements with airlines;
- possibility of modifying bookings, issuance of new bookings and/or tickets when necessary, without any penalty charged to ITA;
- possibility of choosing from at least three flight alternatives;
- 100% refund to ITA of air ticket costs in case of cancellation or no-show on the part of the operator(s); in this regard, the agency will be allowed to ask the operators to provide their credit cards to guarantee the ticket(s) issued, informing them that they will be directly responsible for any unjustified flight cancellations;
- solutions to unexpected problems without any penalty (for instance, strikes, flight delays or - - cancellations due to documented and compelling family reasons, bad weather conditions, etc.);

**All the above services will be requested with a "letter for service request or a Purchase Order (PO)" by the Commissioner of the ITA at the Office of Amman.**

The agency entrusted with the service will have to commit:

- a) to deliver any travel ticket commissioned from ITA offices or where specifically requested, in Jordan and abroad;
- b) to respect the agreed delivery times;
- c) to satisfy ITA requests as soon as possible considering the nature of the request and technical times associated with it;
- d) to 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 technical and professional requisites and with an experience in the sector of at least three years. ITA reserves the right to highlight any unsuitable personnel;
- e) to apply from time to time the most advantageous rates compared to the market rates on travel tickets compared to those quotes by GDS (Global Distribution System) according to the class, providing the appropriate advice;
- f) to use as much as possible, the tariffs obtained by agreements between the carriers and the ITA to ensure, however, the search and use of the most convenient ones according to the most favorable route;
- g) to recognize incentives for ITA to achieve annual turnover levels;
- h) to guarantee an efficient and transparent policy on cancellations of reservations and related charges and reimbursements

#### **5. DURATION OF SERVICES**

The duration of the agreement is one year from the signing of the contract, verified the participation



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requirements.

**6. VALUE OF THE CONTRACT AND PRESENTATION OF APPLICATIONS FOR PARTICIPATION**

This notice will be published on the website of this contracting authority for a period of 15 days starting from the day following the date of publication.

**7. MINIMUM REQUIREMENTS FOR PARTICIPATION**

In order to participate in this call, your company shall meet the following requirements:

- a) It shall be eligible and possess the necessary qualifications, in full compliance with local laws.
- b) It shall be authorized and licensed to do business in the company's state of residence.

The estimated **annual** distribution by type of services, specified purely as an indication based on the last 2 years' data, is as follows:

<b>DESCRIPTION OF SERVICES</b>	<b>No. OF ESTIMATED TRANSACTIONS</b>
Domestic and international tickets including all a for mentioned services	

**8. CONDITIONS FOR THE EXECUTION OF SERVICES**

The Agency **will be located in Jordan and** will ensure the following services:

- o meeting the requests from the Administration as quickly as possible, taking into account the nature of each request and the time required;
- o designating at least **one agent** (meeting all the requirements set forth in Art. 9) working full time solely to meet the needs and carry out the services requested by the Administration;
- o delivering and/or making available any tickets requested in Italy or other countries, including electronic tickets;
- o opening the offices Sunday through Thursday, with the following hours: from 9:00am to 4:00pm;
- o providing the names of the highly-qualified, Italian and English-speaking employees who will carry out all services;
- o always applying the best tariffs on the market and those from special agreements, if any;
- o activating a customer number for assistance – **a toll-free number accessible also from Italy** - to handle after hours requests for the dedicated desk in the winning agency's offices on holidays and on the day before a holiday, in order to take care of emergencies or special requests;
- o providing the Administration with analytical statistics on the purveyance of services;
- o Issuing and delivering all types of air tickets, etc.



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The Agency will provide all the services set forth herein, using its own technical equipment and without charging the Administration for additional costs in connection with the purchase, rental and maintenance of the devices used for bookings and ticketing.

The Agency will guarantee the best possible terms, which the Administration will have the right to review.

## 9. FURTHER OBLIGATIONS OF THE AGENCY

The Agency must be familiar with and know all the general factors affecting prices, contractual conditions and purveyance execution. This is necessary in order to acquire all data and elements required to submit a fair a profitable quote for the ITA.

In particular, the selected Agency must:

- a) identify the best and most convenient travel itineraries with respect to the destinations requested, in addition to executing bookings and issuing tickets;
- b) allow for the analysis of data to maximize savings and develop the in-house management control, making statistical data available to the Administration;
- c) provide the services set forth in this document, through its own means and organizational structures, as provided by Articles 2, 4 and 5 of these requests for proposal specifications;
- d) use its most reliable and experienced employees to execute the services requested; said employees must be fully available in the hours requested, must meet the technical and professional requirements of the law and need to have worked at least **three** years in the travel business;
- e) must have **at least one phone line dedicated** to the Administration for the execution of the services requested;
- f) detect and take care of any issues that might arise during the execution of services.

The Agency must indicate for each service requested at least 3 options (for example: 3 travel options, 3 hotels, etc.)

Moreover, the Agency must propose computerized ways to simplify ticketing and improve service in terms of time and quality, without additional costs for the Agency nor any obligation to accept them.

## 10. SUBMISSION DEADLINE & REQUIREMENTS

The mail containing the offers must be received by ITA, under penalty of exclusion from the tender, **no later than February 20, 2019 3:30 pm.**

The quotation, in Italian or English, drawn up pursuant to the rules of the Call for Request quotation and the specifications herein, must include all the documentation indicated below and, under **penalty of exclusion**, must be received **no later than February 20, 2019 3:30 pm.**



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The quotation must be delivered by mail at the following e-mail address: [amman@ice.it](mailto:amman@ice.it)

Application for participation received after the above deadline will not be considered. The delivery of the e-mail remains at the sole risk of the sender, and ITA Agency doesn't assume any responsibility where it did not arrive within the terms.

**The request for participation does not lead to the Administration any specific obligation regarding the continuation of the negotiation.**

**Travel Agencies interested in participating should send the following documentation to ITA Amman:**

1. **This invitation letter** initialed on each page (from page 1 to page 6) and duly signed for acceptance (Page 7).
2. **Affidavit** under Jordanian and Italian Law (DPR 445/2000 and D.Lgs. 50/2016) signed and initialed on each page;
3. **Declaration** under the Law of the Jordanian and the Italian Law (D. Lgs. 50/2016 and its subsequent amendments);
4. **Integrity Pact clause** signed and initialed on each page (refers to the Corruption of Foreign Public Officials Act, S.C. 1998, c. 34, and the Jordan Criminal Code);
5. **DGUE document**
6. **A copy of the signer's valid ID** (State issued driver's license or ID or Passport).

**Incorrect, incomplete or irregular contents attached in the mail can be remedied, pursuant to Art. 83, Par. 9 of Legislative Decree No. 57/2017.**

The procedure for the realization of the service in question will be awarded with the criterion of the most economically advantageous offer on the agency fee pursuant to art. 95, c2 of Legislative Decree 50/2016 and s.m.i. The detailed procedure for evaluating offers will be indicated in letter of invitation. The agency fee must be expressed in JOD and FILS for **this service** and must be the same, regardless of the type of flight, service cost or number of services purchased.

The Office of reference for the selection procedure is the ITA Amman Office (email: [amman@ice.it](mailto:amman@ice.it))

The Responsible of Procedure is Filippo Covino, Italian Trade Commissioner of the Amman Office.

Cordially,

Filippo Covino  
Italian Trade Commissioner  
ITA Amman



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I have received all the material pertaining to the Market Survey for the **“REQUEST OF AGENCY FEE QUOTATION AND FOR BOOKING AND TICKETING SERVICES AND ANCILLARY ASSISTANCE FOR THE ITALIAN TRADE AGENCY’S (ITA) OFFICES IN AMMAN.”**

Signature for acceptance \_\_\_\_\_

Company name \_\_\_\_\_

Name (in print) \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_



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**TEMPLATE FOR THE FINANCIAL/ECONOMIC OFFER**

**“REQUEST OF AGENCY FEE QUOTATION AND FOR BOOKING AND TICKETING SERVICES AND ANCILLARY ASSISTANCE FOR THE ITALIAN TRADE AGENCY’S (ITA) OFFICES IN AMMAN.”**

**Economic offer**

**(Please note that multiple price offers will render your quotation invalid)**

<b>Agency fees per passenger/single service</b>	In _____ numbers:
	In _____ letters:

Signature \_\_\_\_\_

Company name \_\_\_\_\_

Name (LEGIBLE) \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_