



ITALIAN TRADE AGENCY

Sydney Office

Date Published: 31/08//2022

Closing Date: 15/09/2022

MARKET SURVEY NOTICE

Selection of economic operators to be invited to tender for an amount equal or greater than 40.000 euro and less than 215.000 euro (below the EU threshold), for the supply of Corporate Travel Services – planning, booking, ticketing, hotel reservation, insurance coverage and ancillary - to the Italian Trade Agency-Sydney Office, for a period of 12 months.

ITA - Italian Trade Agency is the Government Agency that promotes the Internationalization of Italian companies along with the policies of the Italian Ministry of Foreign Affairs and international Cooperation. In addition to its Rome headquarters, ITA operates worldwide through a large network of Trade Promotion Offices linked to Italian Embassies and Consulates. For more information, please visit our website (<https://www.ice.it/en/>).

ITA - Sydney Office intends to initiate a negotiated procedure for the acquisition of Travel Services - in compliance with the principles of non-discrimination, equal treatment, fair competition, rotation and transparency - through the preliminary identification of economic operators interested to bid and in possession of technical and professional requirements.

This procedure is carried out pursuant to art. 36, paragraph 2, let. b) of Italian Legislative Decree 50/2016 as emended by Legislative Decree 192/2017, in conjunction with the guidelines n. 4 issued by the Italian Authority ANAC containing "Procedures for the awarding of public contracts for the amount below the EU threshold relevance, market survey and training and management of lists of economic operators" (Resolution n. 1097 of 26th October 2016), and as regards D.Lgs 56/2017.

This notice is published on the website of the Contracting Authority for a period of 15 days starting from the day following the date of publication.

CONTRACTING AUTHORITY

Italian Trade Agency, located on Level 19, 44 Market Street, Sydney NSW 2000.

The person responsible for this procedure is Ms Paola De Faveri, Italian Trade Commissioner.

DESCRIPTION OF REQUESTED SERVICES

The following services will be object of this tender:

- Planning/booking/ticketing air/train/other means of transport, domestic and international
- Hotel arrangements and booking, domestic and international
- Organization and supply of travel packages for individuals or groups.

The Agencies invited to bid will have to commit to:

- Identify and deliver the most convenient fares in the market and/or those from special agreements with carriers
- Identify and deliver the most favorable travel itineraries with respect to destinations, minimizing transit/connection times and number of stopovers
- Provide quotation of at least 3 itinerary options and/or 3 hotels at the requested rating
- Provide travel insurance coverage (including Covid-19 coverage)
- Deliver tickets and hotel vouchers in electronic format
- Meet ITA's requests as quickly as possible
- Hold the bookings for three working days (when requested)
- Accept ITA's payment policy at 30 days (at times, if requested)
- Refund (net of any fee and penalty imposed by the airline/hotel) air ticket and hotel reservation in case of cancellation or no-show on the part of the delegates. The delegates will be directly responsible for any unjustified cancellations/no show and will provide their own credit cards to cover any incurred penalty
- Detect any issues that might arise during the execution of services for unexpected problems (strikes, flight delays or cancellations due to documented and compelling reasons, bad weather conditions, etc.)
- Provide general information relating passports and visas
- Assign a reliable and experienced employee to execute ITA's services, always available during the hours of operation
- Provide regular service during working hours Monday-Friday from 9:00am to 5:00pm
- Provide assistance for emergency situation 24/7.

The Travel Agency will provide all services with its own means, organizational structure and technical equipment, without charging ITA for any additional costs.

VALUE AND DURATION OF CONTRACT

The expected level of spending and estimated amount of the contract will be approximately Au\$ 289,440.00 based on past ITA's expenditure (200.000,00 Euro at Official Bank of Italy exchange rate of the 30th August 2022).

Such amount refers to the total expenditure in ticketing, hotel vouchers, travel insurance and ancillary services, including agency fees, and must be construed as purely indicative: ITA-Sydney Office is not bound to guarantee the above level of expenditure, which may decrease



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with respect to its actual needs for travel. Thus, there will be no monetary adjustments if the expenditure for services is below the amount set forth herein.

The contract will remain valid for 12 months (exact dates to be defined), ending earlier if the maximum expenditure is reached.

EXPRESSION OF INTEREST

- a) The Expression of interest (form attached) must be sent by email to: sydney@ice.it no later than 4:00 pm of the closing date 15/09/2022, along with a Company profile which describes your firm, experience in travel Industry and Company's structure suitable to fulfil the requested services described in this EOI.

The Company profile will be examined by the person in charge of this procedure.

Expressions of Interest received after the deadline will be excluded.

Companies must meet the following requirements to participate:

- 1 - be located in Australia, authorized and licensed to do business in the State of residence
- 2 - possess the necessary qualifications, in full compliance with local laws (IATA Accreditation Certificate)
- 3 – enroll in ITA's Register of Suppliers (www.ice.it/en/markets/australia/register-suppliers)

This EOI does not entail any commitment on the part of ITA, either financial or otherwise. ITA reserves the right to accept or reject any or all EOI without incurring in any obligation to inform the affected applicant/s of the grounds.

The Expression of interest does not imply the right to an automatic invitation to tender: this notice is a market survey and does not constitute a contractual proposal.

ITA Sydney Office is willing to invite to tender a number of not less than five candidates. If this minimum number is not reached, ITA reserves the right to proceed with a number lower than the above-mentioned minimum.

The letter of invitation, tender information and instructions to participate will be sent to the interested operators by 23 September 2022, after verifying the participation requirements.

For any information, pls contact the Italian Trade Agency at 02 92999954 or at sydney@ice.it

Sydney, 31/08/2022

Paola De Faveri
Italian Trade Commissioner