



Johannesburg

**Notice of invitation to tender for travel agencies, to stipulate a framework contract with duration of three years (03) for international and domestic air ticket service, hotel bookings and transfer/transport services in favor of the Italian Trade Commission - ITA Agency - Johannesburg Office.**

### **THE CONTRACTOR**

The Italian Trade Commission - ITA Agency Johannesburg Office, refer to hereafter as ITA Agency, is the governmental agency that supports the business development of Italian companies abroad and promotes the attraction of foreign investment in Italy. With a motivated and modern organization and a widespread network of overseas offices, ITA Agency provides information, assistance, consulting, promotion, and training to Italian small and medium-sized businesses. By using the most advanced multi-channel promotion and communication tools, it strives to demonstrate the excellence of Made in Italy around the world.

### **OBJECTIVE OF THE TENDER**

ITA Agency intends to stipulate a framework contract lasting three years (03) for international and domestic air ticket service, hotel bookings and transfer/transport services. The purpose of this announcement is to receive offers to promote the participation of the largest number of potentially interested companies and therefore not binding on ITA Agency that reserves the right not to proceed with the assignment of the service subject to this notice if the offers are not considered adequate.

### **SERVICE DESCRIPTION**

The framework contract covers the service of booking and supply of:

- Air tickets for both domestic and international flights.
- Group tickets for both international and national flights.
- Modification of reservations and issuing of new tickets if needed.
- Solutions for unpredicted issues like strikes, delays, flight cancellations, connections, etc.
- Reservation of rooms for a delegate and/or a group of delegates with preferential rates.
- Reservation of transfer/ transport for a delegate and/or a group of delegates with preferential rates.

The company awarded with the contract should indicate one or more contact persons available on working days from 8.00 to 17.00.

The quotation will be requested by mail and the reply needs to be sent, via email, not later than 15:00 the same day.

---

ICE – Italian Trade Commission  
Trade Promotion Section of the Italian Embassy  
42 Chester Road, Parkwood, Johannesburg  
T +27 (0) 8808383 / F +27 (0) 8809040  
E-mail: johannesburg@ice.it  
www.ice.it  
Cod. Fisc. / Part. Iva 12020391004  
VAT 4000158198

Certificate N. 38152/19/S  
ISO 9001 / UNI EN ISO 9001:2015

Member of CISQ Federation





ITALIAN TRADE AGENCY

Flight bookings will be renewed for the maximum time possible, informing in advance of their expiration.

The services described will be commissioned through "written orders" signed by the Director of ITA Agency.

#### **SELECTION PROCEDURE AND AWARD CRITERIA**

The proposal will be selected considering the U.E. Legislative Decree 50/2016 on Public Procurement and Ministerial Decree 192/2017 (Regulation of the Italian Ministry of Foreign Affairs and International Cooperation with general directives governing the selection process of the contractual Partner and the performance of the contract abroad).

And shall be awarded based on the lowest price criteria, on the commissions or service charges, and on administration fees for cancellation provided for each ticket or service requested according to the specified criteria as indicated in this notice (award criteria).

In case of equal offers, the companies that have proposed the same price, will be summoned in ITA Agency to proceed to the draw by public session.

#### **EXTIMTED CONTRACT'S AMOUNT**

The maximum estimated level of annual spending that ITA Agency could sustain during the three years of validity of the contract is **Rand 1,800,000.00** net VAT and will correspond with the total amount of travel documents purchased by Italian Trade Commission - ITA Agency Johannesburg Office, including commission and agency charges (fees). If the maximum amount provided is depleted before the expiration of the contract, this amount could increase by 20% of its total value.

ITA Agency is not required to guarantee the above amount, as the use of the requested services rely on factors that prevent a more precise preliminary definition.

The value of the contract in the period indicated could be subject to a decrease, considering the actual needs and availability of the budget.

No compensation is provided for if the expenditure was different from that indicated.

#### **PERIOD OF VALIDITY OF THE FRAMEWORK CONTRACT**

The contract will be valid for three years (03) from the date of acceptance of the contract. On the expiration date, the contract will cease automatically, without any notification between the parties.

If needed, the duration of the contract may be modified for the time strictly necessary to conclude the procedure necessary to search for a new agency (according to art. 106, paragraph 11 of the Italian Public Procurement Code). In this case, the services covered by the contract must be maintained in terms of prices, terms and conditions, or even improved.

#### **REQUIREMENTS FOR THE SUBMISSION OF TENDERS**

Companies wishing to submit a tender must reside in South Africa and must undertake to:

- Respond to requests from the ITA Agency as soon as possible, considering its nature and the time needed to comply.
- Respect agreed delivery times.
- Deliver the air tickets, transfer / transport voucher and hotel vouchers to the ICE Agency as required.





ITALIAN TRADE AGENCY

- **Always apply a refundable or partially refundable cheapest fare** on the market and those resulting from special agreements, if any, presenting different alternatives for each flight.
- Avail, for the execution of the service, own consultants of proven reliability and competence, with technical and professional requirements and least three years of experience.
- Ensure an effective and transparent cancellation policy and related refunds and penalties.
- Provide analytical statistics on the services provided.

#### **TERMS AND CONDITIONS OF PAYMENTS AND PENALTIES**

Payments for services made during the three (3) years period of the framework contract will be made by presentation of an invoice (which reflects the code of written orders, CIG, CO.AN, and the name of the initiative) issued to:

The Italian Trade Commission  
The Italian Trade Commission - ITA Agency Johannesburg Office  
42 Chester Road – Parkwood 2193

Payment will be made by bank transfer upon receipt of the tickets / vouchers issued and the respective invoices, at 15 days of date of issue.

If the requirements of the requests are not met, the ICE Agency reserves the right to impose a penalty depending on the seriousness of the incident, to determine, which will not exceed 3% of the amount relating to the service incorrectly provided.

#### **EXCLUSION**

Company undertaking a criminal proceedings or litigation under the Italian and/or South African Law, for the following, may not submit a tender:

- Participation in a criminal organisation
- Corruption
- Fraud
- Money laundering and criminal activities
- Any kind of illegal trafficking

#### **CONDITIONS FOR ELIGIBILITY**

Travel agencies and/or airlines must be duly certified to operate on the national territory and recognised by IATA, or otherwise accredited by the Secretariat of Tourism.

#### **PROCEDURE FOR SUBMITTING TENDERS**

It is necessary for the companies submitting their application for tender in context, considering the instructions given in this notice and the documents needed for the invitation to tender.

Unless excluded from the tender, bids must be submitted in a sealed envelope, to the Italian Trade Commission ITA Agency Johannesburg Office, at the address: 42 Chester Road corner Jan



Smuts Avenue Parkwood – 2193. **the proposed deadline is the 22<sup>nd</sup> of January 2024 at 12.00 pm. The envelopes will be open on the 23<sup>rd</sup> of January 2024.**

Envelopes must bear the following description:

"DO NOT OPEN - CONTAINS AN OFFER FOR INTERNATIONAL AND DOMESTIC AIR TICKET SERVICE, HOTEL BOOKINGS AND TRANSFER/TRANSPORT SERVICES, and it will include two sealed envelopes containing the sender details (addresses, tel, fax, e-mail), and the following description:

- Envelope one: "A - ADMINISTRATIVE DOCUMENTATION".
- Envelope two: "B - ECONOMIC OFFER".

The correct delivery of the tenders is the responsibility of the sender, and the Italian Trade Commission ITA Agency Johannesburg Office assumes no responsibility for tenders not received before the deadline or not completed. Invited companies shall not receive any compensation or reimbursement for the costs resulting from the submission of the tender.

**CONTENTS OF THE ENVELOPES**

A - ADMINISTRATIVE DOCUMENTATION

The envelope must contain - under penalty of exclusion:

- Company profile and presentation.
- Declaration by the legal representative that they are not in any criminal proceedings or litigation.
- Declaration of possession of accreditation and registration issued by the Secretariat of Tourism, corresponding IATA license.

"B - ECONOMIC OFFER"

The tender drawn up in accordance with the model annexed hereto and taking into account the information contained in this notice.

The offeror undertaking's signed documents must be dated and signed by an authorized legal Representative of the Company.

Please note that all documents requiring the signature of the representative must be signed by one of the following:

- director with power of legal representation;
- by special delegation as indicated.

**Will not be considered valid offers that:**

- is submitted after the deadline or in a form other than that indicated;
- subject to condition or that do not accept the conditions indicated or higher than the price indicated do not contain one or more elements required in this notice;
- multiple offers are not allowed. Each company must participate by submitting a single offer.

The award shall also be made in the event of the receipt of a single tender if it is valid and deserves approval. In accordance with the principle of self-protection, the Italian Trade Commission ITA Agency Johannesburg Office has the right to not award the tender if necessary.

**In the event of a tie between bids**, the Companies that obtained the same score will meet at the ICE Agency headquarters for a public draw.

#### **ADDITIONAL INFORMATION**

For information, please contact the Italian Trade Commission ITA Agency Johannesburg Office (e-mail: [johannesburg@ice.it](mailto:johannesburg@ice.it)). The person in charge is the Italian Trade Commissioner of ITA Agency Johannesburg Office, Dr. Giovanni Atena.

#### **PROCUREMENT AND PROVISIONS**

The selected company will be announced on the website of this Agency on the 25<sup>th</sup> of January 2024.

No compensation or reimbursement of costs shall be due to applicants for the submission of tenders.

The administration will proceed with the award after verification of the proposals.

The best economic offer will be awarded the contract.

In the event that the competition cannot be awarded to the tenderer who has obtained the first place in the provisional graduation, the second is awarded in order of qualification.

Tacit renewal is excluded.

Within a maximum of seven (7) calendar days from the notification of the award, the selected Company shall submit the following documentation:

- [Annex a - causes excluding applicants from ITA Agency procurement;](#)
- [Rules and regulations for the registration and selection of contractors/suppliers by ITA Agency;](#)
- [Supplier Registration Form \(company and professionals\);](#)
- Company Profile;
- Copy of company registration certificate;
- Copy of tax registration certificate;
- Copy of professional certificate (if applicable);
- Copy of quality certificate (if any);
- Two or more references, over the last three years, issued by companies, including state-owned entities, or individuals for which/whom the applicant has performed the same services as those for which he/she is applying for registration, or alternatively a list of major corporate clients the applicant is currently working with.

The payment of the service is made by bank transfer to the bank account indicated by the agency for the number of services invoiced.



ITALIAN TRADE AGENCY

#### **METHODS OF PAYMENT, PENALTIES AND TERMS & CONDITIONS FOR TERMINATION OF THE CONTRACT**

The payments will be made subject to the successful completion of the service, which must be endorsed by the Sole Processor of the procedure.

Payment will be made on receipt of the invoice to be sent to the Italian Trade Commission ITA Agency Johannesburg Office

#### **PROHIBITIONS ON SUBCONTRACTING AND ASSIGNMENT OF CONTRACTS**

Subcontracting or transfer of contract is prohibited.

#### **CONFIDENTIALITY AGREEMENT**

The contractor undertakes to maintain the confidentiality of the data and information to which it has access and to use them exclusively for the performance of this contract. Even In the event of the service cancellation with the Italian Trade Commission ITA Agency Johannesburg Office, it is stated that all confidential obligations must be respected. The contractor is responsible for the respect of confidentiality and by its employees or consultants. In the event of breach of confidentiality obligations, the Italian Trade Commission ITA Agency Johannesburg Office shall have the power to resolve the contract, without prejudice to the claim for damages arising from such an act.

#### **REGISTRATION**

The registration of this contract, the related costs, and additional costs for signing the contract shall be borne by the contractor.

#### **COMPETENT JURISDICTION**

Any dispute relating to the selection procedure is subject to the jurisdiction of Italian law.

Any dispute relating to the performance of the contract is subject to the jurisdiction of Mexican law.

#### **PROTECTION OF PERSONAL DATA**

The data collected will be processed exclusively within the framework of this procedure (pursuant to the General Law on the Protection of Personal Data held by obliged parties, published in the DOF 26/01/2017).





ITALIAN TRADE AGENCY

ECONOMIC OFFER FORM

the undersigned \_\_\_\_\_
born in \_\_\_\_\_, the \_\_\_\_\_
resident in \_\_\_\_\_, postal code \_\_\_\_\_
Address: \_\_\_\_\_
Owner or legal representative (underline the correct definition) of the company: \_\_\_\_\_
With registered office in \_\_\_\_\_
VAT number: \_\_\_\_\_, C.K. number: \_\_\_\_\_

In relation to the tender for three years (03) contract for international and domestic air ticket service, hotel bookings and transfer/transport services in favour of the Italian Trade Commission ITA Agency Johannesburg Office present, below, your best offer. The proposed agency fees or services are as follows (in percentage or in fixed value):

Table with 3 columns: SERVICES, %, Value. Rows include Fees for national bookings, Fees for international bookings, and Other admin fees.

The undersigned declares to be aware of what is indicated and foreseen in the direct award notice and to unconditionally approve the contents. Furthermore, he is aware that the announcement does not entail any responsibility for the ICE Agency towards interested parties and that any offers do not entail any preferential rights for the award with contract by the ICE Agency.

As required, please attach a copy of your identity card to this offer:

Signed at (place): \_\_\_\_\_ on (date): \_\_\_\_\_

Signature and stamp of the company:

