



Amman 04/02/2020

MARKET SURVEY NOTICE

SUBJECT: REQUEST QUOTATION FOR HARWARE AND SOFTWARE MAINTENANCE CONTRACT

(Maintenance and Service Machines)

COAN: S200W00000

Pursuant to art. 36, paragraph 2, lett. b) of Legislative Decree 50/2016 and amendments, along with Guidelines n. 4, issued by the ANAC as per Legislative Decree 18 April 2016, n. 50, entitled "Procedures for the awarding of public contracts below the EU thresholds, market surveys and training and management of lists of economic operators" (Resolution No. 1097 of 26 October 2016), and under Legislative Decree 19 April 2017, n.56, ITA intends to have an offer from your good company for the supply of Maintenance services for the Machines in the office, Hardware and software

The Company shall be responsible for maintenance and repair of all of Italian Trade Agency – Amman Office - out-of-warranty computer equipment and peripherals, such as network and stand-alone computer equipment and peripherals for workstations, laptops, and servers. The Company shall provide services for on-site hardware maintenance and repair for all brands and models of equipment and peripherals. The Equipment Technicians will be dispatched for all services from the Company Technical Services Unit using an on-line request system proposed by the company. The following technical services shall be furnished by the company:

- a) Service Guarantee: The company shall perform all work in accordance with current professional standards and best practices using first quality original equipment manufacturer authorized parts or quality reconditioned Parts so that performance is equivalent to that of a new part.
- b) Minimum Warranty: A minimum of 10 days warranty is required from completion of repair or replacement. The company specific warranty policy must be included in the response to this request for quotation.
- c) Right to Replace or Reject TO company's Technicians: Italian Trade Agency – Amman Office reserves the right to request that technicians that Italian trade Agency – Amman Office views as unqualified or unprofessional in performance of Hardware Maintenance and Repair Services duties or in conduct at ITA office locations be replaced. ITA – Amman Office reserves the right to review and approve the resumes of technicians proposed and reject technicians that ITA deems as unqualified.
- d) Coverage Hours: The Company shall perform hardware maintenance and repair services at Italian Trade Agency Office of the malfunctioning device between the hours of 9:00 A.M. and 4:30 P.M., Sunday through Thursday, except on State Holidays or in event of building closures. A request to provide service for a specific malfunctioning device outside of the normal coverage hours or days must be pre-approved by the Italian Trade Commissioner.
- e) Service Request Method: Italian Trade Agency desires to send all service requests to the Company by e-mail. The proposed method of submitting service requests will be decided by mutual agreement between Italian trade Agency and the Company.

f) Coordination of work schedule: The Company shall coordinate the schedule for repair or replacement with the Italian trade Agency – Amman Office designated contact for the office where the malfunctioning device is housed. Italian Trade Agency will provide a list of equipment.

- Method of submitting the offer

Offers must be sent to the Italian Trade Agency – Amman Office by mail: amman@ice.it

The comparison of the offers will take place by the RUP, assisted by the Trade Analyst and / or from the Administrative Assistant.

Evaluation of offers and adjudication

The assignment will take place in favor of the offer corresponding to the lower price.

In case of equal price between the offers received, it will proceed by drawing lots.

The Italian Trade Agency also reserves the right not to proceed with the awarding procedure if the offers are not considered satisfactory, at the discretion of the Administration.

Contractual conditions

The assignee of the service is obliged to guarantee the execution of the contract in close relationship with the Italian Trade Agency – Amman Office.

The trustee also undertakes to observe any further terms and procedures concerning the regulation of the obligations between the parties for the performance of the service, as well as the obligations deriving from the application of the current legislation.

Future Price Proposal

The bidders should ensure that all pricing information is provided in accordance with the following:

The currency of the proposal shall be in JD.

All prices/rates quoted must be exclusive of all taxes as Italian trade Agency is a tax-exempt organization.

Payments

The payment will be made, if there are no grounds for complaint after the return of the operators and after 30 days from the date of receipt of the same through bank transfer to the bank account of the Contractor. The currency will be made in JOD.

IMPORTANT NOTICE

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