

Request of quotation for Travel Agency Services - New York

Prot. N. 0132131/24

The Italian Trade Agency (ITA) is the government entity that 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 working closely with local authorities and businesses.

The ITA, with US presence in New York, Chicago, Los Angeles, Houston, and Miami, provides a wide range of services including:

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

The New York office is currently looking for a travel agency for the services described below within the US and between the US and Italy for ITA employees and delegates selected by the ITA to participate in various Incoming Programs and events:

1. Airfare and railway booking and ticketing
2. Hotel accommodation
3. Car rentals

The travel agency must meet the following requirements:

- Offer the most convenient travel itineraries, both economically and timely, concerning destinations required;
- Assistance in planning, organizing, and providing domestic and foreign travel, with international air carriers authorized by IATA, without stopovers or with a maximum of one stopover, for FITs or groups, fulfilling specific needs as indicated each time by ITA;
- Allow changes to existing reservations and/or issuance of new tickets, when necessary, without any penalty charged to ITA;
- Provide a total of three travel and/or accommodation options for the ITA to choose the most competitive price;

- Understand 100% refund must be issued to the ITA for 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;
- Provide 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.);
- Share information relating to passports, visas, papers, flight delays or cancellations, etc. with all ITA employees/delegates;
- Assistance on travel arrangements for delegations representing the Administration abroad and mutual exchanges.

MANDATORY CONDITIONS FOR THE DELIVERY OF THE SERVICES

The agency must also follow the mandatory conditions listed here:

1. Guarantee the satisfaction of each service request by ITA within a regular 48 hours-time limit (working days), with tolerance until 72 hours for sound proven technical or operational reasons;
2. Designate a Dedicated Travel Agent (meeting all requirements mentioned below under point 5.) available full-time for meeting the needs and coordinating all services requested by ITA;
3. Guarantee an operational effective service every day from Monday to Friday, from 9:00 AM to 7:00 PM EST
4. Operate with staff of proven reliability, with a minimum experience of 3 years in the position, to be always available to meet requests by ITA at the indicated time (see above point n. 4), holding all mandatory professional qualifications as required by all relevant US federal, state or local laws and regulations;
5. Apply the best fares available on the market by airline carriers as well as those related to special agreements with carriers;
6. Carry out all the services set forth herein, using its own technical equipment and without charging ITA for additional costs in connection with the purchase, rental, and maintenance of the devices used for bookings and ticketing;
7. Be responsible for all payments due to third providers (air carriers, railways companies, hotels, bus or car rental companies, etc.) to acquire travel services on behalf of ITA, releasing ITA from any liability on the matter.

TIME FRAME OF THE AGREEMENT

This agreement is stipulated from December 2024 to September 30th, 2025.

CALCULATION METHODS FOR DETERMINING THE SCORE OF ECONOMIC OFFERS

The score will be based on the agency fee offered for each type of service and weighted based on the number of transactions estimated for each type of service, according to the following breakdown:

Table of attribution of the weight % to the prices offered for each category of service.

SERVICE CATEGORY	WEIGHT % ATTRIBUTED TO THE SINGLE-TRANSACTION AGENCY FEE
1. Flight booking and ticketing	90%
2. Hotel accommodation	5%
3. Vehicles rental, with or without driver	5%

The contract will be awarded to the Agency that has presented the lowest price in terms of Agency fee, as resulting from the weighted average of the four quotations offered.

ITA – New York Office has the authority to award the contract even if only one bid has been submitted, provided it is deemed valid and worth accepting. Moreover, ITA has the authority not to award the contract, if it deems it appropriate to exercise the right of self-protection and if ITA finds that the bids received do not comply with the technical and financial contents set forth herein.

SERVICE ORDERS AND PAYMENT TERMS AND CONDITIONS

Based on budget authorizations on single projects, ITA will issue single “Service Orders”.

ITA does not bind or commit itself in any way to stipulate Service Orders for the above-indicated budget, not even for a minimum amount of it. Each Service Order will be issued based on ITA's specific needs of the services regulated in the Framework Contract.

The time frame of the Framework Contract will be until September 30th, 2025 starting from the effective date of the contract.

Italian law does not allow advance payments for public contracts. Therefore, the payment will be made after signing each single "Service Order" and once the service has been rendered.

Payments will be made by ITA in USD within 30 days after the correct and complete execution of the service stated by the RUP with the release of a Certificate of Regular Execution that allows the provider to send the invoice made out to ITA - Italian Trade Agency — New York Office 33 East 67th Street, New York NY, issued by the awarded service provider.

Invoices will be settled by direct deposit based on the services rendered. All the necessary information to execute ACH transfers must be included in each invoice and/or communicated to ITA.

Please note that ITA is part of the official Mission of Italy to the United States and is exempt from paying tax on purchases over \$ 325.00.

A maximum budget of \$ 139,000.00 has been allocated for this contract.

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

ITA – New York Office is not bound to guarantee the level of expenditure indicated herein, which is a mere estimate, based on the provisional projects to be implemented during the life of the contract.

The effective budget will be determined for single-financed projects based on the above-mentioned contractual period.

Notwithstanding the above, please note that ITA, as a foreign governmental entity with full diplomatic and immunity status, maintains power to irrevocably withdraw the present invitation to bid and/or therefore annul the awarding procedure for any reason and at any point in time without incurring in any liability under any circumstances.

In submitting an offer to the current bid, you understand and expressly agree to waive any claim, legal action, and/or remedy based in law or equity that you may have at the time ITA decides or is forced to withdraw and therefore annul the awarding procedure.

LIFE OF THE CONTRACT

The contract will last:

- a. Until September 30th, 2025
- b. Until the date the estimated amount up to (\$139,000.00) is reached whichever comes first and will be effective on the date of signing.

The contract will automatically terminate on its expiration date or upon reaching the amount specified above (\$139,000.00), without any notification between the parties.

There will be no tacit renewal of this contract.

The Contracting Authority (ITA) reserves the right to request an extension of the effectiveness of the contract limited to the time strictly necessary for the conclusion of the procedures for the identification of a new contractor (see art. art. 120, Legislative Decree 36/2023 and subsequent amendments and additions) at the same prices and conditions or more favorable for the Contracting Authority.

The company is required to send by email the total quotation signed by the legal representative of the company or his delegate to newyork@ice.it, by December 5th, 2024, at 1:00 PM EST, indicating in the subject line "Travel Organization Services for ITA Office – New York".

No offer shall be accepted after the deadline. Incomplete offers shall be excluded.

If you have any questions, please contact our ITA New York office at (212) 980-1500 or write to newyork@ice.it.

ATTENTION: We kindly ask you to register in our new supplier register included on the TRASPARE platform.

- <https://ice.traspares.com/suppliers>


Erica Di Giancarlo
Trade Commissioner
Executive Director for the USA
ITA New York