



Nairobi Office

## MARKET SURVEY NOTICE

### ITALIAN TRADE AGENCY IN NAIROBI: SELECTION OF ECONOMIC OPERATORS FOR BOOKING AND ISSUING OF AIRLINE TICKETS, PLANNING AND ORGANIZATION OF BUSINESS TRAVELS AND ANCILLARY ASSISTANCE SERVICES.

#### DESCRIPTION OF THE CONTRACTING AUTHORITY:

The Italian Trade Agency (ITA) is the Governmental Agency that supports the business development of national companies abroad and promotes the attraction of foreign investment in Italy. With a widespread network of overseas offices, ITA provides information, assistance, consulting, promotion and training to Italian small and medium-sized businesses.

#### OBJECT OF THE NOTICE:

The Agency's Office in Nairobi is starting a procedure of direct assignment with an economic operator based in Kenya to acquire air ticketing services and the organization of hotel and travel services, in the frame of a contract that will last until the limit of the budget is used. The contract will last until the end of the year.

The framework contract will be stipulated in direct assignment according with the provisions of Art. 36, paragraph 2, let. b) of the Italian Legislative Decrees n. 50/2016 and n. 56/2017 (issued in implementation of Directive 2014/24/ EU on public procurement), and according with the Guidelines n. 4, issued by ANAC (Italian anti-corruption authority) with Resolution No. 1097, 26/10/2016 and Resolution No. 206, 1/3/2018).

The offers presented upon this notice will be evaluated by the sole criterion of the lowest price of the services offered (as per Art. 95 of the aforementioned Legislative Decree 50/2016 and subsequent amendments).

This notice is aimed at receiving offers and encourage the participation of the largest number of potentially interested economic operators, therefore it is not binding for the Nairobi Office of the Italian Trade Agency, which reserves the right to identify the suitable subject to whom to entrust the assignment.

In case the received offers are not considered suitable, the Italian Trade Agency in Nairobi reserves the right not to proceed with the assignment of the service object of this notice.

#### CONTENT OF THE REQUESTED SERVICES:

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

1. airline tickets for national / international routes;
2. tickets for other means of transport for national / international routes;
3. hotel reservation and conference facilities organization in Kenya and abroad;
4. management of agreements with airlines, railway companies, hotel chains, car rentals, etc.;
5. possibility of booking changes and issuing of new bookings and/or tickets when necessary;
6. solution of unforeseen problems (for example a strike, a delay, a cancelled flight, an unregistered hotel reservation, etc.);
7. collaboration in organizing travel for ITA delegations in Kenya and abroad.

All the services described above will be ordered with a "service request letter" (contract) by the Trade Commissioner of the Italian Trade Agency in Nairobi.

ICE – Italian Trade Commission  
Trade Promotion Section of the Italian Embassy  
UN Crescent, Gigiri,  
Nairobi - P.O. Box 63389 - 00619  
T. +254 111053250  
E-mail: [nairobi@ice.it](mailto:nairobi@ice.it)  
[www.ice.it](http://www.ice.it)

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

Member of CISQ Federation



**CHOICE OF ECONOMIC OPERATOR AND AWARD CRITERION:**

Direct assignment based on the provisions Directive 2014/24/ EU, Art. 36 paragraph 2 letter a) of Legislative Decree 50/2016 and subsequent amendments, and Guidelines n. 4 issued by the Italian Anti-corruption Authority-ANAC as previously reported in this notice.

The lowest price criterion adopted for the evaluation of the submitted offers will be applied to the fees or "service charges" provided for each ticket or service requested.

**ASSUMED VALUE OF THE CONTRACT:**

The expected level of spending during the one-year contract is about € 120.000,00 (One Hundred and Twenty Thousand Euros), not subject to tax, corresponding to the total amount of travel documents, hotel vouchers and accessory services reimbursed by ITA, including commissions and fees agency.

However, ITA is not bound to guarantee the levels of expenditure indicated because the use of the service by external parties and ITA personnel is conditioned by factors that prevent their precise definition.

Therefore, the level of actual expenditure related to the period considered may increase or decrease, considering both the real needs of travel and the actual availability of the budget. Therefore, no compensation is foreseen if the annual expenditure does not reach the amount indicated or exceeds it.

**DURATION OF SERVICES:**

The agreement will start on July 2025 to June 2026, once all the participation requirements are verified. On the expiration date its effects will cease automatically, with no need for any notification between the parties. The duration of the contract may be modified in course of execution for the time strictly necessary to complete the procedures to identify a new operator (as per Art. 106, paragraph 11, of the above Italian Legislative Decree 50/2016). In this case the contractor is required to perform the services at the same - or even more favorable - prices, agreements and conditions of the contract itself.

**PARTICIPATION REQUIREMENTS:**

The economic operator entrusted with the service will have to commit:

- a) to satisfy ITA requests in the shortest possible time, considering the nature of the request and the technical times associated with it;
- b) to respect the agreed delivery times;
- c) to hand any travel or hotel ticket commissioned from ITA Office accordingly to their instructions;
- d) to apply every time the most advantageous travel and hotel rates compared to the market, providing appropriate advice and proposing at least 3 alternatives in terms of time schedules, connections and related tariffs for each service requested or stated;
- e) to guarantee, for the execution of the service, its own personnel of proven reliability and competence at ITA complete disposal during the requested times, possessing the 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;
- f) to guarantee an efficient and transparent policy on cancellations and related charges and reimbursements;
- g) to provide a trimestral statistical analysis of the services provided.

**PAYMENTS AND PENALTIES:**

Within the duration of the contract, ITA will provide the payment for each service within 14 working days of receipt of an invoice, bearing the number of the letter of appointment, the code (CO.AN.) and name of the initiative, addressed to:

ITA – ITALIAN TRADE AGENCY Section of the Embassy of Italy,  
UN Crescent, Gigiri - Nairobi, Kenya  
P.O. Box 63389-00619 Muthaiga, Nairobi  
Tel.: +254 0111053250

In case the requisites indicated in this notice are not respected, ITA reserves the right to apply a penalty, determined on the basis of the gravity of the event occurred, and in any case within 3% of the amount related to the specific service provided other than requested.

#### **CLAUSES OF EXCLUSION:**

All economic operators who find themselves in conditions indicated in Art. 57 of the European Directive 2014/24/EU are excluded from the present procedure, and notably:

- a) participation in a criminal organization
- b) corruption
- c) fraud
- d) money laundering and criminal activities
- e) child labor and other forms of human smuggling
- f) if the operator has not complied with the obligations related to the payment of taxes or social security contributions and if this has been established by a judicial or administrative decision, with definitive and binding effect, on the basis of Indonesian and Italian legislation
- g) it is also not admitted the participation of economic operators sanctioned by the Indonesian and Italian regulations with the prohibition of signing agreements and stipulating contracts with public administrations.

#### **HOW TO APPLY:**

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

Under penalty of exclusion, the offers - prepared according to the model below and that take into account all the indications contained in this notice - must be sent to the Italian Trade Agency, Nairobi Office via email at the following address: [nairobi@ice.it](mailto:nairobi@ice.it) by 10.00 a.m. of **June 27<sup>th</sup>, 2025** with attached:

- an offer – below form
- a copy of an identity document from the signer of the offer;
- declaration about Rules of Conduct, "Rules of conduct of contractors and/or staff of the contractor/concessionaire" In the execution of the contract/assignment/agreement, the trader/professional/contractor undertakes to fully respect the Code of Conduct adopted by the ICE - Agency (Italian Trade Agency) with respect to the provisions of Presidential Decree 62/2013 approved by the Board of Directors by resolution no. 402 on 24 January 2017.

The Code of Conduct and Disciplinary procedures of the ICE – Agency is available on the website [www.ice.gov.it](http://www.ice.gov.it) – at the section "Transparent Administration" - "General Provisions" - "Acts of general application". For any breach of obligations under the Code, if the same is considered serious, the ICE - Agency will have the option to terminate the contract.

- Supplier form duly signed and stamped (see form attached);
- a company profile.

#### **CONFIDENTIALITY NOTICE:**

The company that will sign the contract has the obligation to keep all the data and information in its possession as confidential, and not to disclose them in any way nor make them object of use for any purpose other than those necessary to execution of the contract.

All confidentiality obligations must be respected even at the end of the contract with the Italian Trade Agency. The Contractor is also responsible for the observance of the aforementioned secrecy obligations by his employees and consultants. In case of non-observance of the confidentiality obligations, ITA has the right to declare the contract automatically terminated, and the Contractor will be obliged to compensate all the damages that may arise to the Italian Trade Agency.

#### **TREATMENT OF PERSONAL DATA:**

According to the Italian Legislative Decree n. 196/2003 and the European Regulation n. 679/2016, the collected data will be processed exclusively within the procedure described in this notice.



ITALIAN TRADE AGENCY

**This notice is exclusively intended as an invitation to submit a bid for this procedure; therefore, it does not imply any obligation of the Italian Trade Agency towards the subjects concerned, nor submitting an offer may in any case give rise to preferential rights or eligibility for the assignment of the contract by the Agency.**

Mr. Giuseppe Manenti - Trade Commissioner of the Italian Trade Agency in Nairobi, is responsible for this procedure.

The contact details of the Office are as follows:

ITA – ITALIAN TRADE AGENCY Section of the Embassy of Italy,  
UN Crescent, Gigiri - Nairobi, Kenya  
P.O. Box 63389-00619 Muthaiga, Nairobi  
Tel.: +254 0111053250

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**FORM OF OFFER**

(to be written on company headed paper and returned via email to [nairobi@ice.it](mailto:nairobi@ice.it) by 10.00 am of the of **June 27<sup>th</sup>, 2025**)

The undersigned \_\_\_\_\_

Born in \_\_\_\_\_

Resident in \_\_\_\_\_ postal code \_\_\_\_\_

Address \_\_\_\_\_

Owner or Legal representative (tick the appropriate definition) of the company

Legally established in \_\_\_\_\_ postal code \_\_\_\_\_

VAT number \_\_\_\_\_

in relation to the **SURVEY NOTICE FOR THE SELECTION OF ECONOMIC OPERATORS AND DIRECT ASSIGNMENT OF BOOKING AND ISSUING OF AIRLINE TICKETS, HOTEL RESERVATION, PLANNING AND ORGANIZATION OF BUSINESS TRAVELS AND ANCILLARY ASSISTANCE SERVICES FOR A PERIOD OF 12 MONTHS** issued by the Italian Trade Agency in Nairobi, published on ITA the web site, presents its best offer below.

The proposed agency fees or service charges are the following:

(The agency will appoint the agent with the lower fee on the INTERNATIONAL AIR TICKETS)

1. FEE ON INTERNATIONAL AIR TICKETS	.....%
2. FEE ON DOMESTIC AIR TICKETS	.....%
3. FEE ON HOTEL RESERVATIONS	.....%
4. FEE ON CONFERENCE FACILITIES	.....%
5. FEE ON BUS AND CAR RENTAL	.....%
6. FEE ON CANCELLATIONS	.....%
7. FEE ON RESERVATION CHANGES	.....%
8. PRESENCE OF AN EMERGENCY SERVICES ASSISTANCE OUTSIDE WORKING HOURS	YES / NO

I undersigned declare that I am aware of what is indicated and expected in the Market Survey Notice for the above mentioned procedure of direct assignment, and that I unconditionally approve its the contents.

Furthermore, I am specifically aware that the Notice does not imply any obligation of the Italian Trade Agency towards the subjects concerned, nor does this prospective offer give rise in any case to preferential rights or titles for the assignment by the Italian Trade Agency.

As requested, I attach to this offer:

- a copy of my identity document
- a company profile

Place and date \_\_\_\_\_ Signature and company stamp \_\_\_\_\_