

Beirut Office for Cyprus, Lebanon and Syria

Beirut, October 26, 2021  
Prot. 119331/21

C.di.C. : 4HD1  
CO.GE. : 650502010  
CO.AN. : S220W00000

**Internet Service Provider Proposal : January 1st- December 31st, 2022**

The Italian Trade Commission ICE/ITA requests a quotation offer regarding our internet connection for the period January 1st - December 31st, 2022.

In attachment ITA general contract conditions, the characteristics of the connection (that will form an integral part of the contract when signed) as well as the form with technical and financial terms to be filled and returned together with your detailed offer.

Please note the following:

- 1- Internet access should be for a minimum of 15 Mbps Upload 15 Mbps download unlimited dedicated.
- 2- The office address: Italian trade Commission - Italian Embassy 1st floor- Presidential Palace Street Baabda.
- 3- Please quote the service and precise the **VAT separately when it is applicable.**
- 4- Mode of payment: **Bank transfer after the delivery of the service and invoice, please confirm this possibility.**

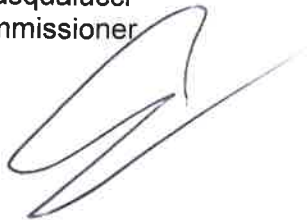
Kindly note, that in order to consider your offer you should be registered at ITA suppliers register, which conditions can be found on our website on the following link: <https://www.ice.it/en/markets/lebanon/work-us>.

If you are already registered at ITA suppliers register please add the following declaration to your quotation: “---**company name**--- declares to be in the Italian Trade Agency's register of suppliers and is not subject to any clause included in the grounds for exclusion”.

For any technical inquiry please do not hesitate to contact our System Manager Ms. Alia Kheir.

We look forward to receiving your offer no later than **3/11/2021**.

Claudio Pasqualucci  
Trade Commissioner



<b>ANALYSIS AND EVALUATION FORM OF LOCAL ISP CONNECTIONS</b>	
ITA OFFICE	Italian Trade Commission, Beirut
DATE:	
<b>GENERAL INFORMATION</b>	
ISP company name	
Place (city or town name) where the proposed POP (Point Of Presence) is located for connection to the ICE office	
Is it a primary level ISP?	
Through which channel is it connected to the backbone?	
Total connection bandwidth to Internet of the ISP	
Languages used by the help desk and support staff (at least English)	
Type of connection offered (leased, ADSL)	
<b>SERVICE SPECIFICATIONS</b>	
Bandwidth proposed for connecting the office	
CIR (Committed Interchange Rate) if the type of connection is CIR based (Frame relay etc.)	
Number of static IP Addresses offered (min. 4)	
Router offered in use (brand and model)	
Modem offered in use (brand and model)	
Characteristic of the local loop	
Supplier of the local loop	
<b>CONTRACTUAL DETAILS AND COSTS</b>	
Days (elapsed) required for the deferred activation of the service, starting from when the office requested it. (total time including the time needed for the local loop)	
<b>COST</b>	
Annual cost of the service (VAT EXCLUDED)	
VAT	
Total annual cost of the service	
<b>Give details of above annual cost</b>	
Cost of local loop	
Cost of static IP addresses	
Cost of Internet connection (including router and modem)	
Cost of help desk service (if not included in the cost of the connection service)	
<b>COMPANY INFO</b>	
<b>COMPANY LEGAL NAME</b>	
<b>ADDRESS</b>	
<b>VAT NUMBER</b>	

**Please don't fill the black spaces**

**Please send as attachment to email [beirut@ice.it](mailto:beirut@ice.it)**

# CHARACTERISTICS

## **The ISP**

- ❑ Should have the actual point of access in the town (or in the zone in the immediate neighborhoods) in which the office is located, in such manner to minimize the costs of the local lines of connection (local loop)
- ❑ Have to be of prime level;
- ❑ Should have technical personnel able communicate in English, for eventual necessity of communicating with the technicians of ICE - Italian Trade Commission Head Office, Rome;
- ❑ Should have a bandwidth of connection to Internet equal to at least five times the bandwidth offered to the office;
- ❑ Should be able supply dedicated connections (leased line) with connection 24/24 hours, with supply of static IP addresses;

## **The Connection**

- ❑ Band of connection between the office and the ISP calculated on the base of the number of workstations of the same office, as indicated in the attached document;
- ❑ Where CIR (Committed Interchange Rate – guaranteed band), is offered, it should be indicated in the offer that it will not be less than half of the total band;
- ❑ Number of IP addresses (always the same in every connection) without "NATTING" (technical jargon to transfer as-is to the ISP) should be calculated on the basis of workstations in the office + 5 (see attached document for minimum IP addresses required).
- ❑ In case the ISP provides IP addresses in blocks (ex. 8, 12, 16 etc.), the number of addresses should be equal to the block immediately higher to the number indicated in the attached document);
- ❑ Supply on free on consignment basis of suitable router and modem for connecting the local network of the office to the leased line.
- ❑ Provision of a leased line for the connection of the Head Office to the point of access of the ISP. Normally, such lines (so-called local loop), are made available by the local telephone company. In this case, ISP offer should include the cost of these lines as well as administrative procedures (applications, permissions, activation etc.) towards the local telephone company.

The ISP should specify the following levels of service:

- ❑ Availability of the service (not less than 99,96% on annual basis);
- ❑ Response time help desk (within 1 hour from the occurrence of the problem)
- ❑ Solving problems (within 4 hours from notifying help desk)
- ❑ Eventual penalties for any violation by either party.

For the addresses made available to the office, the ISP should:

- ❑ Activate the protocols IPSEC and IKE (protocols 50 and 51 for IP and Port 500 for UDP)
- ❑ Indicate in advance the IP addresses made available and LAN address of the router (to be set up at the moment of installation of the same in the office by the ISP).

## **Activation procedures**

- ❑ ISP offer should be valid for six months
- ❑ Within the six months validity of the offer, the Office will ask the ISP to activate service giving the ISP a prior notice of 6-8 weeks within which the ISP should activate the service in all its parts, including the local loop.
- ❑ Within 5 days from the activation request the ISP should communicate to the Office the assigned IP addresses and LAN address of the router.
- ❑ The contract can be terminated in any moment, with the only obligation of the payment of the amounts of the actual use. Where a fixed period contract is foreseen the contract should be on a yearly basis renewed automatically and a prior notice period to be agreed upon (two months).
- ❑ ICE – Italian Trade Commission Head Quarter's personnel (help desk), should have the possibility of communicating with the technicians of the ISP (to be named by the latter), for solving malfunctions.



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## GENERAL TERMS AND CONDITIONS OF CONTRACT

### § 1- General rules

(1) ITA, the Italian Agency for export promotion and internationalization of Italian companies (hereinafter refer to as ITA), is a Governmental Agency and, as such, is required to follow and enforce the Italian laws and regulations.

(2) Every entity within the Italian Public Administration shall conform to the principles of loyalty, fairness and transparency. These principles apply to any business relationship with partners, customers and suppliers (hereinafter refer to as "business counterparts").

(3) Any business counterparts will acknowledge the present General Terms and Conditions of Contract, as these will be an integral part of any contracts or agreements signed with ITA.

(4) The General Terms and Conditions of Contract refer to: the Code of Conduct of ITA Employees; the Integrity Pact; the rules for the recruitment of ITA former employees (Anti-pantouflage clause).

### § 2- Code of Conduct

(1) ITA and the business counterparts will act in accordance with the principles stated in the Code of Conduct set by ITA for its employees. Respect of these principles is required throughout the tender procedures, the awarding and the performance of the contracts.

(2) According to the Code of Conduct, both ITA employees and the business counterparts will abide by the following principles: accuracy, loyalty, impartiality, good faith. They will also act in accordance with the principles of integrity, fairness, honesty, proportionality, objectivity, impartiality, transparency, equity, plausibility and confidentiality.

(3) No donations, gifts or endowments can be offered or accepted. The business counterparts should not, under any circumstances, offer to ITA employees donations in cash and /or gifts, nor any other benefits. In parallel, it is strictly forbidden to ITA employees to accept such donations, gift and benefits.

(4) Should the above-mentioned obligations be violated, ITA will be entitled to automatically terminate the contract and to impose disciplinary measures upon the employee/s involved.

(5) The Code of Conduct is available on ITA website, [www.ice.gov.it](http://www.ice.gov.it), under: *Amministrazione Trasparente/Disposizioni generali/ Atti generali*. The Code is available in English, for the perusal and understanding of foreign business counterparts.

### § 3- Integrity Pact

(1) When performing a contract awarded by ITA, the business counterparts will abide by and act in compliance with the principles of loyalty, transparency and fairness.



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(2) It is unconditionally forbidden to offer, request or accept money, benefits or any other rewards, whether directly or indirectly through intermediaries, with the intention of affecting the awarding of a contract and/or its implementation.

(3) The business counterpart – if becomes aware of any unlawful attempts to disrupt or distort the awarding procedure or the execution of the contract, made by an employee or by an interested party or by anyone in a position to influence the decision - will immediately refer this conduct to ITA.

(4) The business counterparts will – when so requested by ITA – disclose the names of any sub-contractors involved in the execution of the contract or in the performance of any tasks covered by the contract.

(5) In the event of any failure to comply with the anti-corruption commitments undertaken with the Integrity Pact, one or more of the following sanctions will apply, depending on the stage when the non-compliance occurs:

- Exclusion from the awarding procedure;
- Termination of the contract;
- Forfeiting the deposit that covers the execution of the contract;
- Forfeiting the deposit that covers the performance of the contract;
- Exclusion from the awarding procedures to be called by ITA for the next three years.

(6) The Integrity Pact and the sanctions will apply until the contract is entirely fulfilled and any tasks completely performed.

(7) Any acts of corruption or any other offence should be reported to the Director of the ITA Office in Beirut.

#### **§ 4- Rules for the recruitment of former ITA employees (anti – pantouflage clause)**

ITA will not conclude any contracts with a business counterpart that has recruited or has assigned any tasks to a former ITA employee, if:

- the employment contract between ITA and the former employee was terminated for less than 3 years;
- the former employee had bargaining powers or decision-making powers during the last three years of his/her employment.

These circumstances have to be communicated to ITA before the conclusion of the contract or at the moment they occur if this happens at a later stage.

Should the circumstances apply, ITA will be entitled to terminate the contract or the ongoing negotiation with the business counterpart.

#### **§ 5- Whistleblowing**

Pursuant to art. 54-bis, paragraph 2 of Legislative Decree no. 165/2001, as amended by Law no. 179/2017 concerning "Provisions for the protection of persons who report unlawful activities or wrongdoing based on information acquired in a public or private work-related context", the suppliers of goods or services to the Italian Trade Agency - ICE are also entitled to report any unlawful conduct or wrongdoing of which they have learnt within the context of the contractual relationship. The reports, which are kept fully confidential, are



managed through an IT application available on the Italian Trade Agency - ICE website - "Whistleblowing" section, at <https://www.ice.it/it/en/whistleblowing>.

Name and Surname:

Position:

Signature:

Date:

