

Athens Office

MARKET SURVEY NOTICE n. 2/26

(BEST OFFER by 23.59 pm of the 01/10/2026)

**ITALIAN TRADE AGENCY IN ATHENS: FRAMEWORK CONTRACT - SELECTION OF
ECONOMIC OPERATORS FOR BOOKING AND ISSUING OF AIRLINE TICKETS,
PLANNING AND ORGANIZATION OF BUSINESS TRAVELS AND ANCILLARY
ASSISTANCE SERVICES**

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.

REQUESTED SERVICES

The Agency's Office in Athens is starting a procedure of direct assignment⁽¹⁾ with an economic operator based in Greece. The service object of the contract consists in the reservation and supply of:

- airline tickets for national / international routes;
- train tickets for national / international routes;
- tickets for other means of transport for national / international routes;
- hotel reservation in Greece and abroad;
- planning, organization and supply of travel packages (travel and accommodation, travel with all-inclusive formula) in Greece and abroad, individual or group,

Athens office

responding to specific needs that will be reported each time by Italian Trade Agency;

- management of agreements with airlines, railway companies, hotel chains, car rentals, etc.;
- possibility of booking changes and issuing of new bookings and/or tickets when necessary;
- solution of unforeseen problems (for example a strike, a delay, a cancelled flight, an unregistered hotel reservation, etc.);
- collaboration in organizing travel for ITA delegations in Athens and abroad.

All the services described above will be ordered with a Service Request Letter by the Trade Commissioner of the Italian Trade Agency in Athens in the frame of a contract that will last one year (12 months).

PARTIES CONCERNED - REQUIREMENTS

Economic operators admitted in participating in the procedures to bid to tenders are those established in accordance with the Greek Legislation in force in Greece. Each economic operator willing to participate in the Italian Trade Agency - Athens Office:

- be registered under the Greek Law as a juridical subject;
- have a fiscal position;
- not ever be declared bankrupted;
- comply with social and labour national collective agreements.

AWARD CRITERIA

The offers presented upon this notice will be evaluated by the sole criterion of the lowest price of the services offered⁽²⁾ applied to the fees or "service charges" provided for each ticket or service requested.

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

ASSUMED VALUE

The expected level of spending during the contract period is about € 38.000,00 (thirty-eight thousand Euros), net of VAT, corresponding to the total amount of travel documents, hotel vouchers and accessory services reimbursed by ITA, including commissions and fees.

However, ITA is not bound to guarantee the levels of expenditure indicated because the

Athens office

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 vary, 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.

DURATION

The agreement will last one year from the signing of the contract, 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(3). 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 hold booking along with the guaranteed fare for up to 72 hours (3 working days). The rates communicated by the travel agency to ITA and confirmed by ITA within 72 working hours can no longer be modified; the travel agency will be liable for any difference in the event of a market price increase;
- c) to respect the agreed delivery times;
- d) to hand any travel or hotel ticket commissioned from ITA Office accordingly to their instructions;
- e) to apply every time the advantageous travel and hotel rates compared to the market, providing appropriate advice and proposing at least 1 alternatives in terms of time schedules, connections and related tariffs for each service requested or stating;
- f) 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

Athens office

reserves the right to highlight any unsuitable personnel;

g) to guarantee an efficient and transparent policy on cancellations and related charges and reimbursements;

h) 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 30 days of receipt of an invoice. Payment shall be made in euro, based on the received invoice amount (see point b above), bearing the number of the letter of appointment, the code (CO.AN.), the name of the initiative, and the traveller/delegate's name.

In accordance with the EU VAT Directive (2006/112/EC) and its implementation in Italian Law (Art. 7-ter of Presidential Decree 633/72), this service is subject to the reverse charge mechanism. The supplier is therefore required to issue an invoice without VAT.

The Italian Trade Agency headquarters in Italy will be responsible for accounting for the Italian VAT due. The invoice must include the following statement:

"Reverse Charge - Article 196 of EU VAT Directive 2006/112/EC"

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 corruption;
- b) fraud;
- c) money laundering and criminal activities;
- d) child labor and other forms of human smuggling;
- e) 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, based on Greek and Italian legislation;
- f) it is also not allowed the participation of economic operators sanctioned by the Greek and Italian regulations with the prohibition of signing agreements and stipulating contracts with public administrations.

Athens office

HOW TO APPLY

This notice will be published on the website of this contracting Agency for a period of 30 days, starting from the day following the date of publication.

Under penalty of exclusion, the offers - prepared according to the model below and that consider all the indications contained in this notice - must be sent to the Italian Trade Agency, Athens Office, via email at the following address: atene@ice.it. by 23.59 p.m. of 01/10/2026 with attached:

- an offer (see form below);
- a copy of an identity document from the signer of the offer;
- declaration about Rules of Conduct, Antipantouflage, Regulation and Integrity Pact duly signed and stamped (see Annex A);
- 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 objects 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 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.

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.

Athens office

Mr. Fabrizio Camastra, Trade Commissioner of the Italian Trade Agency in Athens, is responsible for this procedure.

For enquiries: email atene@ice.it - T (+30) 210 009 0663

Notes:

(1) **The framework contract will be stipulated in direct assignment** according to the provisions of Art. 36, paragraph 2, let. b) of the Italian Legislative Decree n.50/2016 and n.56/2017 and according with the Guidelines n.4 issued by ANAC (Italian Anti-corruption Authority) with Resolution n.1097, 26/10/2016 and Resolution n.206, 1/3/2018).

(2) As per Art. 95 of the aforementioned Decree 50/2016 and subsequent amendments.

(3) As per Art. 106, paragraph 11, of the above Decree 50/2016.