



Istanbul Office

Istanbul, 19.12.2019

**SUBJECT: REQUEST QUOTATION FOR HARDWARE AND SOFTWARE SUPPORT AND
MAINTENANCE SERVICES CONTRACT**

COAN: S200F07000

Pursuant to Ministerial Decree 192 of 21 November 2017 (Regulation of the Italian Ministry of Foreign Affairs and International Cooperation which governs in Italy public procurements to be executed abroad) Italian Trade Agency Istanbul (ITA) intends to have an offer from your good company for the supply of "Support and maintenance services for the machines in the office, hardware and software" (for a period of 36 months).

The equipment covered by the contract is listed below:

- 14 HP PAVILION 500 PC SERIES computers and monitors (Win 10 pro, 365 Office pro plus)
- 5 computers (Win XP Pro, Office pro 2003, etc)
- 2 Laptops
- 6 HP LASERJET Printers
- 1 Server
- 1 Nas server
- 1 Access point
- 1 Adsl modem

Serial numbers of HP PAVILION 500 PC SERIES and HP LASERJET PRINTERS could be given upon request.

The company must provide and guarantee both technical and operational assistance regarding the whole computing system, the computers (hardware and software) the server and all relevant devices installed at the ITA address and install all the software to be used by ITA;

1. The company gives the required support for the network active devices and the infrastructure and coordinates the cabling works, carries out the configuration, installation and maintenance of all the WAN products of ITA;
2. The company ensures and monitors all the network security controls, have the error and warning messages in the security system examined and eliminated and take the required precautions for these, makes the required configuration modifications, makes the safety system updates;
3. The company determines the reasons for the system crisis and eliminates them with no further costs to be borne by ITA;



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4. The company performs works in order to improve the operation productivity of the devices under the maintenance agreement, realizes regular system performance checks and takes the performance increasing precautions;
5. The company renders limitless telephone support and remote system management services. Enables access via modem to all the points in order to shorten the intervention period;
6. The company realizes the coordination with the other supported companies, communicating service needs and monitoring those. While performing these duties the company shall protect benefits of the customer at the highest level;
7. The company renders the consultancy services required to arrange the existing system and for the future works;
8. The company carries out the required interviews with the relevant companies and institutions for the establishment and transfer of the data lines and disorder monitoring;
9. The company gives support, configuration and maintenance services for the antivirus software for ITA;
10. The company renders protective maintenance services on periodic basis for all the devices under the contract content whenever required by the customer;
11. The company undertakes to employ the trained and expert personnel for the subject products during the term of this contract;
12. The company repairs the devices under this contract at the site of ITA. If the devices cannot be repaired at ITA's site, they are taken to the service facility by the company to be repaired and delivered in good and operating conditions provided that all the transportation costs shall be borne by the company. If there is a need to repair of spare parts and devices, the company notifies ITA about the prices of the spare part(s), upon the confirmation of ITA, supplies the spare parts and complete the required repairs;
13. The company is responsible for all its technical intervention and ensures its service, free of charge, in case some or all devices do not work properly after its assistance.

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:** ITA Istanbul reserves the right to request the substitution of the technicians which are considered as unqualified or unprofessional in performance of Hardware Maintenance and Repair Services duties;
- d.) **Coverage Hours:** the company shall perform hardware maintenance and repair services at ITA Office of the malfunctioning device between 9:00 A.M. and 18:00 P.M., from Monday to Friday, except on State Holidays or in the 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:** ITA - Istanbul intends 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 ITA -Istanbul and the Company.

- f.) **Coordination of work schedule:** The Company shall coordinate the schedule for repair or replacement with ITA – Istanbul designated contact. ITA - Istanbul will provide a list of equipment

Method of submitting the offer

The companies interested in participation are requested to submit their offer given in Turkish Liras VAT excluded. ITA has VAT exemption) to m.dinapoli@ice.it by the deadline of 3 January 2020 at 12:00.

Any clarifications may be requested by writing to the mail address g.ozen@ice.it.

The following documentation must be sent:

1. "Documento unico" (form attached);
2. Copy of the certificate of registration to the Chamber of Commerce for activities related to this procedure, with a date not earlier than 3 months with respect to the expiry date of this procedure. The certificate can be made through a substitutive declaration, subsequently verifiable, made by the legal representative, certifying: a) number and date of registration in the Register of Companies, b) name and legal form, c) address of registered office, d) company purpose, e) duration, if established, f) name (s) of legal representative (s);

Criteria of adjudication

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

The budget for the bid is LTU 75.000,00 (for a period of 36 months): to be considered valid, quotations must be equal or inferior to the total available budget.

In case of equal price between the lowest offers received, ITA will request a better proposal to the companies who submitted the offer with the lowest price.

ITA also reserves the right not to proceed with the awarding procedure if the offers are not considered satisfactory, at its discretion.

ITA reserves the right to cancel the tender, should any conditions prevent it from occurring or to change the date if necessary.

Contractual conditions

The assignee of the service is obliged to guarantee the execution of the contract in close relationship with ITA – Istanbul.

The assignee 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.



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The signing of the contract is subject to verification of the self-declared requirements in the attached form (Documento Unico)

Payments and penalty

The payment will be made monthly, after 30 days from the date of receipt through bank transfer to the bank account of the Contractor. The currency of the payment will be in LTU.

In the event of delay in providing the service or non-fulfilment of the obligations assumed with this contract, ITA Istanbul reserves the right to apply a penalty commensurate with the seriousness of the damage to be determined, in any case not exceeding 0,5‰ (daily) of the amount of the contract.

Important notice

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

Rules of conduct of contractors and/or staff of the contractor

In the execution of the contract/assignment/agreement, the trader/professional/contractor undertakes to fully respect the Code of Conduct adopted by ITA (Italian Trade Agency) with respect to the provisions of Presidential Decree 62/2013 approved by the Board of Directors by resolution no. 402/17 on 24 January 2017. The Code of Conduct and Disciplinary procedure of the ITA is available on the website www.ice.gov.it – at the section "Amministrazione Trasparente"- "Disposizioni generali"- Atti generali:

http://ww2.gazzettaamministrativa.it/opencms/export/sites/default/gazzetta_amministrativa/amministrazione_trasparente/agenzie_enti_stato/agenzia_ICE/010_dis_gen/020_att_gen/2014/Documenti_1389874530679/1494585254145_code_of_conduct_for_ice-agency_employees-2017.pdf

Istanbul Office

Director

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