

TECHNICAL SPECIFICATIONS FOR THE ASSIGNMENT OF TICKETING SERVICES**BANDO CIG: Z443B98038****SUBJECT OF THE SPECIFICATION****1. OBJECT**

1. The purpose of these specifications is to define the characteristics and requirements relating to the supply, by a travel agency (hereafter Agency), of the booking service and issue of travel documents (air, rail, etc. .) and other agency services, in favor of the personnel of the Italian Trade Agency - Amman Office for mission trips and of all external subjects whose costs are in any case borne by the same Italian Trade Agency - Amman Office on the occasion of various promotional initiatives.

2. SERVICE COVERED

The service covered by the contract consists in the booking and supply of:

- air tickets for national / international routes;
- train tickets for international routes;
- tickets for other means of transport for national/international routes;
- hotel reservations in Jordan and in Iraq, Palestine, Italy and/or other MENA countries;
- management of agreements with airlines, railways, hotel chains, car rentals, etc. signed by the Italian Trade Agency- Amman Office;
- technical collaboration for the drafting of further agreements;
- possibility of modifying reservations and issuing new reservations and/or tickets if necessary;
- solution of unforeseen problems (for example a strike, a delay, a canceled flight, an unregistered hotel reservation, etc.);
- information regarding passports, visas, paperwork, etc.;
- collaboration in the organization of travel abroad for delegations of the Italian Trade Agency and reciprocal exchanges.
- help in issuing visas for operators and anyone who requests it;
- travel insurance;

Amman Office

- travel insurance with coverage for risks related to COVID 19;

3. TERMS OF PERFORMANCE OF THE SERVICE

A) The Agency undertakes to:

- satisfy the requests of the Italian Trade Agency - Amman Office in the shortest possible time, taking into account the nature of the request and the technical times associated with it;
- assign, exclusively to the needs and services requested by the Italian Trade Agency - Amman Office, a minimum staff of two full-time operators, in possession of the requisites specified in article 6, point e);
- deliver and/or make available any travel or hotel document requested in Jordan and abroad;
- indicate the name of the highly qualified persons employed to supply the service;
- apply from time to time the most advantageous rates between those on the market and those agreed upon;

B) The Agency shall provide the services referred to in these specifications with the use of its own technical equipment and without any charge to the Administration of additional costs in any case connected to the purchase, rental and maintenance of the equipment used for booking and issuing the certificates of voyage.

D) Under no circumstances may the cost of the reservation proposed by the agency be higher than that which the hotel structure offers directly to customers, a circumstance which the Administration reserves the right to verify.

E) This service must also use the most convenient fares to the greatest extent possible according to the most favorable route, including the use of low-cost airlines.

- Solution of unforeseen problems (for example strikes, flight delays/cancellations, etc.).

4. TECHNICAL SPECIFICATIONS OF INDIVIDUAL SERVICES

A) TICKET OFFICE

- The service consists of booking, issuing and delivering all types of tickets - air, rail and other means of transport. For journeys in which several stages are envisaged, with a plurality of carriers, at the request of the ITALIAN TRADE AGENCY - AMMAN OFFICE, special route/carrier combinations must be studied to optimize costs, without penalizing the service to users.



Amman Office

B) HOTELS

- The service consists in booking, issuing, and delivering the relative vouchers where necessary, at privileged hotel chains, of medium-high quality standards according to the indications of the ITALIAN TRADE AGENCY.

C) INSURANCE

When issuing the ticket, the agency ensures that the journey is covered by insurance which includes:

Luggage

Reimbursement for losses resulting from theft, robbery, mugging, fire of luggage, which the Insured had with him during the trip, including clothes and objects worn as well as for non-delivery or damage to luggage caused by the carrier to which it was delivered.

Baggage delivery delay

Reimbursement, in the event of delayed baggage delivery of not less than 8 hours or failure to return the baggage by the carrier, of expenses incurred and documented for essential purchases made before baggage delivery.

Reimbursement of expenses for the reconstruction/duplication of passport, identity card or driving license as a result of theft, robbery, snatching or fire of the same.

Delayed Departure

Refund, following documented delayed departure of the outbound or return flight of more than 8 hours, with respect to the time indicated in the travel ticket.

Flight Loss

Reimbursement following the delayed or non-arrival of the Insured at the place of departure or stay due to a road accident or public transport disruption.

Travel cancellation due to delayed departure -

Reimbursement of the cost of the travel document in the event that the Insured decides to definitively abandon the journey following a delayed departure of the outbound flight or train from the first boarding station, exceeding 16 full hours.

Travel medical expenses.



Amman Office

Healthcare services resulting from injury or illness, supported by the Insured at the place of destination of the trip, the need for which is indispensable and cannot be postponed until returning to the place of residence. In the event of an accident or sudden illness, the emergency return from the holiday destination or the trip of a family member in case of need for assistance is guaranteed and organized.

INSURANCE WITH COVID-19 COVERAGE

Medical expenses resulting from a coronavirus infection, including PCR tests if necessary (with a doctor's prescription).

Medical transfer and repatriation if original repatriation is rendered impossible due to medical conditions.

Expenses deriving from the extension of the stay due to medical quarantine.

By taking out the optional trip cancellation cover, the trip cancellation costs will also be covered in the event of illness or death of the traveler or a family member due to COVID-19, as well as the quarantine obligation (close contact).

Extension of stay due to quarantine.

Reimbursement of additional living expenses, if the insured traveler is subjected to home isolation for quarantine, by order of the Government or a public authority, based on the suspicion that the insured himself or a companion trip has contracted or been exposed to Covid19 infection.

Pharmaceutical expenses -

Reimbursement of expenses for medical visits, outpatient and/or first aid treatments, day hospital, pharmaceutical products accompanied by a medical prescription and incurred whilst travelling.

Expenses for treatment upon return -

Reimbursement of expenses for treatment, including physiotherapy, incurred upon return to the place of residence, provided that they are consequent to an accident that occurred during the trip for which the Organizational Structure has been contacted and are incurred within 30 days following the accident.

5 – ACTIVATION OF THE SERVICE

The service will be considered activated with a request sent by e-mail to the Agency, containing the personal data of the manager/employee/external subjects and all the significant data (COAN of the initiative, CIG, etc.) necessary in order to be able to define for each type of activity requested the essential conditions of service.



Amman Office

2. The Agency will reply by the same means within one hour of receiving the e-mail, indicating at least three travel options, including, if requested, any fares for "low-cost" flights and three hotel accommodation options (unless a specific accommodation is already indicated in the request), among which the facility manager or his delegate, as quickly as possible and in any case within the next hour, will identify the most economically advantageous one with respect to the needs expressed by the applicant for air, rail and/or hotel services. Once the option has been communicated, the actual agency service will be deemed confirmed with the single Purchase Order of the single service sent to the Agency by email.

3. The times for processing requests, the methods and places of delivery of documents and travel vouchers must strictly correspond to the needs expressed by the user. The Agency will issue and deliver all the required travel documents by e-mail.

6. OBLIGATIONS OF THE AGENCY

- The Agency must take note of all the general and particular circumstances that may have influenced or influenced the determination of the price, the contractual conditions and the execution of the supply. The above in order to assume all the data and elements necessary for the presentation of a fair and remunerative estimate for the Agency itself.
- The contracting agency, in particular, must:
 - ✚ identify the best and most convenient travel itineraries with respect to the requested destinations, arranging the related reservations and issuing travel documents;
 - ✚ carry out the supplies envisaged by these specifications, using its own means and organizational structures;
 - ✚ engage for the execution of the service, its own personnel of proven reliability and competence, at complete disposal in the requested time slots, in possession of the technical and professional requisites;
 - ✚ at least one exclusively dedicated telephone line must be guaranteed for the service due to the Italian Trade Agency-Amman Office;
 - ✚ detect and solve problems that may arise during the service.
- The Agency must indicate at least three travel options, including, if requested, any fares for "low-cost" flights.
- The Agency may also propose electronic methods to simplify the issue of tickets, and to make significant improvements to the service, in terms of time and quality, without this entailing any additional cost, nor obligation of acceptance for the Administration.

7. PLACE OF PERFORMANCE OF THE SERVICES



Amman Office

The place of performance of the services is Jordanian territory.

8. AMOUNT OF SERVICES

The amount of the above services is now estimated at a maximum of JOD 30000 yearly, and corresponds to the total amount of travel tickets, hotel vouchers and ancillary services reimbursed by the Italian Trade Agency - Amman Office including commissions and agency fees.

The aforementioned amount is to be understood as purely indicative as the Italian Trade Agency reserves the right to use only the services that are really necessary.

The Italian Trade Agency - Amman Office is not bound to guarantee the spending levels indicated in the determination of the amount estimated by the agreement because the use of the service by the Italian Trade Agency - Amman Office is conditioned by factors that prevent the precise definition. Therefore, the actual spending levels may undergo decreases with respect to the aforementioned estimate in consideration of both the real travel needs and the actual budget available on the individual promotional initiatives. Therefore, no compensation is foreseen in the event that the annual expense for the services purchased does not reach the indicated amount.

9. AWARD CRITERIA

The award will take place according to the "lowest price criterion" pursuant to art. 95 of Legislative Decree 50/16, for fees and agency rights on a single service.

The award will take place even if only one competitor has participated in the direct procedure, provided that his offer is valid and satisfies the needs of the Italian Trade Agency.

This contract will not be awarded if the successful tenderer, despite having offered the lowest price compared to its competitors, at the time of the award is in one of the situations of exclusion from participation in the procedures for awarding public contracts referred to in art. 80 of Legislative Decree no. 50/2016

10. DURATION OF THE CONTRACT

1. The duration of the contract, in compliance with the methods and characteristics indicated in these specifications, is established as one year starting from the date of signing the contract.

2. The Italian Trade Agency - Amman Office reserves the right to extend the duration of the relationship for a maximum period of two months, in exceptional cases, under the same contractual, economic and performance conditions agreed therein, for the time strictly necessary for the awarding of a new tender.



Amman Office

2. The contract may be terminated in advance even in the event that the cost of airline tickets and other ancillary services, including agency fees, may exceed the value of the contract.

11. TERMS OF PAYMENT

The Agency must present the invoice containing:

- cost of individual airline tickets issued
 - commissions relating to services performed, broken down item by item
 - the COAN of the initiative for which the service was requested
 - the number of the framework contract
 - the CIG: Z443B98038
- The agency will receive payment for the services provided within 30 days. natural and consecutive, from the delivery of the invoice following the results of the checks carried out by the Italian Trade Agency - Amman Office, regarding the correctness of the charges shown in the invoice and regarding the correctness of the service provided with respect to the provisions of these specifications.
 - In the event of unused tickets or partial reimbursement of the same by the beneficiaries, the Agency will present the relative credit notes separately, attaching a list of passengers, with the date and identification of the ticket.

11. EVALUATION OF THE QUALITY OF THE SERVICE

The quality of the service offered will be monitored from time to time through a form (supplier evaluation) periodically compiled by the staff of the Italian Trade Agency - Amman Office and/or by the Office manager, relating to the degree of satisfaction with the services provided.

12. METHOD AND DEADLINE FOR SUBMITTING THE OFFER

The deadline for sending the participation documentation via e-mail is set for the **day 25 June at h: 15:00** local time.

The documentation must be sent to the email address amman@ice.it and must bear the wording: "Ticket office service – CIG: Z443B98038 – COAN VARI PROMOZIONALI"

13. PENALTY CLAUSE



Amman Office

a. Any non-fulfillment of contractual obligations will be specifically contested by the Head of the Italian Trade Agency and/or by one of his employees to the Agency by means of a significant complaint sent by e-mail. In the complaint, if the dispute concerns total or partial omissions of the service, the Italian Trade Agency may request a discussion with the Agency, within 3 days from the moment in which the disservice was found. A special report will be drawn up of this discussion, signed by both parties, which will contain the conclusions relating to the complaint. In the event that these conclusions highlight the responsibility of the Agency, penalties will be applied.

b. In any case, whatever the disputed default, the Contractor will be granted a term of no less than 3 (three) days in the complaint for the presentation of any counter-arguments; after the aforesaid deadline, if the Italian Trade Agency - Amman Office does not receive such counter-arguments or does not consider the adduced justifications valid, it will proceed to apply the following penalties:

- ✚ penalty of JOD 200.00 if at least three reports of malfunctions are received in the ticketing service provided in the course of a month;
- ✚ penalty of JOD 100.00 if at least three reports of malfunctions are received for the other services provided in the course of a month;
- ✚ penalty of JOD 50.00 for each airline ticket issue not in line with market prices and/or higher than that of the carrier.

14. CONTRACTUAL BREACH

If the supplier fails to fulfill the obligations deriving from the contract, the Italian Trade Agency - Amman Office will make use of the contractual termination and damages compensation tools, where it deems recourse to execution to the detriment no longer effective, subject to warning.

15. SUBCONTRACTING AND PROHIBITION OF ASSIGNMENT

It is expressly forbidden to resort to subcontracting in consideration of the particular nature of the service which requires having an interlocutor organized in such a way as to guarantee maximum trust and speed in the execution of the individual services.

16. CONFIDENTIALITY OBLIGATION

The news and data pertaining to the Italian Trade Agency - Amman Office which the Agency's staff should become aware of in relation to the execution of the service, must not in any way or in any form be communicated or disclosed to third parties.

At the same time, the Italian Trade Agency - Amman Office also ensures the secrecy and confidentiality of the data, information and commercial know-how contained in all the documentation in general provided by the competing agencies for the purpose of participating in the tender.



Amman Office

17. TRACEABILITY OF FINANCIAL FLOWS

The payment of the amounts due to the assignee will be made using traceable methods exclusively on the dedicated bank account. To this end, the successful tenderer will be required to fill in the relevant declaration in lieu of the deed of notoriety, the model of which will be forwarded together with the stipulation document.

In this regard, we inform you that this procedure is identified by the following C.I.G. code:

which must be reported in the reason for payment.

18. RULES OF CONDUCT OF COLLABORATORS AND/OR EMPLOYEES OF THE CONTRACTOR

The economic operator also undertakes, in carrying out the assignment, to comply with the Code of Conduct adopted by the ICE-Agency, based on the provisions of Presidential Decree 62/2013, approved by the Board of Directors with Resolution no. 547/21 of 23-02-2021. The Code of Conduct of the ICE-Agency is available on the website www.ice.it – section “Transparent Administration” - “General Provisions” - “General Acts”. The violation of the obligations referred to in the code will result in the ICE-Agency being entitled to terminate the contract if it is deemed serious.

19. REFERRAL RULES

For all other conditions and terms not regulated herein, please refer to the provisions of Ministerial Decree 192/2017; the civil law that governs the stipulation of the contract and the stage of execution is determined according to the applicable rules of private international law [list any specific local legislation of reference].

20. DEFINITION OF DISPUTES

All disputes arising from the contract are referred to the jurisdiction of the Judicial Authority of the Court of Amman, with the exclusion of arbitration jurisdiction.

21. PRIVACY POLICY AND RIGHT OF ACCESS

This company is invited to read the Information on the processing of personal data pursuant to Regulation (EU) 2016/679 ("RGPD"), available on the institutional website of the ICE-Agency at the address [https://www.ice .it/it/privacy](https://www.ice.it/it/privacy).

21. REPORTING WHISTLEBLOWS

Pursuant to art. 54-bis, paragraph 2 of Legislative Decree 165/2001 (amended by Law no. 179/2017) "Provisions for the protection of authors of reports of crimes or irregularities of which they have become aware in the context of a public or private employment relationship"), companies supplying goods or



Amman Office

services that operate on behalf of the ICE Agency can report any "unlaw-full conduct" of which they have become aware in the context of the contractual relationship. Re-ports are managed using an IT application, in total confidentiality, by accessing the website www.ice.it - "Whistleblowing" section, available at the following link: <https://ice.whistleblowing.it/#/>.

Data

For Acceptance

The Company

