

TECHNICAL SPECIFICATIONS FOR THE ASSIGNMENT OF TICKETING SERVICES**(CIG: Z773B9803D)****SUBJECT OF THE SPECIFICATION****1. SPECIFICATIONS****The activities covered by this specification are:**

- airline tickets for international routes per route Tel Aviv – Milan – Tel Aviv and Amman – Milan - Amman, economy class and possibly low cost and possibly, if the need arises, travel tickets relating to means of transport such as train.

- Possibility of modifying reservations and issuing new reservations and/or tickets, if necessary, which, unless expressly authorized by the Italian Trade Agency, will be at the expense of the person requires, like personal insurance policies.

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

- The service must be performed in the following ways:

following receipt of the "Supply Order" by email, the Agency will be required to:

1. book the travel documents relating to the accepted solution.

2. Communicate the reservations with the relative costs.

3. Issue the booked travel tickets and pay the related costs in advance, following the clearance from the Italian Trade Agency.

- The Agency will be responsible both for the correctness of the documents to be booked and/or issued, and for any procedures subsequent to the issue of the same (such as, for example, changes or modifications).

- The Agency, following the booking and issuing activities, is required to provide the document delivery service in non-editable electronic format, sending them to the addresses of e-mail address indicated by the Italian trade Agency - Amman Office. Where expressly requested, the documents must be sent in paper format to the place of origin.

- The delivery/transmission of the documents must take place in good time and be accompanied by all the information necessary for the recipient of the service and which is not already contained in the document

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issued, such as, by way of example but not limited to, the presence of any restrictions imposed by the air carrier.

- The fee for the services covered by this tender consists of:

1. the amount of the agency fees offered during the tender, on the booking service and supply of airline tickets.

2. Reimbursement of the payment, advanced by the Agency, due by virtue of the issue and delivery of the travel documents.

- The fees are inclusive and remunerative of the provision of all ancillary services performed by the Agency and, in any case, of every activity necessary for the exact and complete fulfillment of future contractual conditions

2. PLACE OF PERFORMANCE OF THE SERVICES

The place of performance of the services is Jordanian territory.

3. AMOUNT OF SERVICES

The amount of the services indicated above in the period from 5/7/2023 to 8/7/2023 is now estimated at a maximum of JOD 2672.98 and corresponds to the total amount of travel tickets and ancillary services reimbursed by the Italian trade Agency including agency commissions.

The amount is to be understood as purely indicative as the Italian Trade Agency will take into consideration the agencies that offer agency fees at a lower price.

4. CONDITIONS OF PERFORMANCE OF THE SERVICE

The Agency will have to ensure the following services:

- Satisfy the requests of the Italian Trade Agency - Amman Office in the shortest time possible, taking into account the nature of the request and the technical times associated with it;

- indicate a telephone number to be used in case of emergency;

- apply the most advantageous rate among those on the market

The Agency will have to provide the services referred to in these specifications with the use of its own technical equipment and without charging the Italian Trade Agency for additional costs in any case connected to the purchase, rental and maintenance of the equipment used for booking and issuing the certificates of voyage;



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The Agency will have to guarantee the best possible conditions which the Italian Trade Agency reserves the right to verify;

The proposed tariff must be the most convenient among those expressed by the market, under penalty of immediate termination of the contract in the event of cost alterations compared to the tariffs traceable on the web;

5. TECHNICAL SPECIFICATIONS OF THE SERVICE

The service consists in booking, issuing and delivering airline tickets for the following route: Tel Aviv – Milan – Tel Aviv and Amman – Milan - Amman and eventually of the railway one.

6. SERVICE ACTIVATION METHOD

The service will be considered activated with the purchase order sent by e-mail to the Agency, containing the passenger's personal data as well as all the significant and necessary data in order to be able to ensure the essential conditions of service.

The Agency will reply by the same means within three hours of receiving the e-mail, confirming acceptance of the request.

7. ADDITIONAL OBLIGATIONS OF THE AGENCY

The contracting agency, in particular, must:

- a) identify the best and most convenient travel itineraries with respect to the requested destinations, take care of the relative reservations and the issue of travel documents;
- b) engage for the execution of the requested services, its own personnel of proven reliability and competence, at complete disposal in possession of the technical and professional requisites;
- c) detect and solve problems that may arise during the service.

8. ORGANIZATIONAL SUPPORT OF THE ADMINISTRATION

The Italian Trade Agency - Amman Office undertakes to provide the Agency in advance with the list of its personnel authorized to request the services referred to in these specifications.

9. METHOD AND DEADLINE FOR SUBMITTING THE OFFER

The deadline for sending the participation documentation via e-mail is set for the day 22/06/2023 at 17.00. The documentation must be sent to the email address amman@ice.it and must bear the wording: "Ticket office service – CIG Z773B9803D - COAN: U20CZ057V1.



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10. AWARD CRITERIA

The award will take place according to the "lowest price criterion" pursuant to art. 7 paragraph 2 lett. a) of the Ministerial Decree 192/2017.

This contract will not be awarded if the successful tenderer, despite having offered the lowest price compared to its competitors, does not meet the requirements of art. 80 of the Italian Legislative Decree no. 50/2016 and subsequent amendments.

11. PENALTY CLAUSE

The Italian Trade Agency - Amman Office, in the event of non-fulfillment by the contractor of the obligations undertaken with the signing of the contract that will be stipulated, will hold as a penalty an amount equal to 5% of the value of the contract.

12. REFERRAL

For anything not contemplated in this specification, please refer to the provisions of current Italian and international legislation, as well as to the provisions contained in the Jordanian Law: Company Law.

Date 22/06/2023

For Acceptance

The Company

