

PUBLIC NOTICE IN ACCORDANCE WITH ART. 50 OF LEGISLATIVE DECREE No 36/2023, FOR AN EXPRESSION OF INTEREST AIMED AT IDENTIFYING AN ECONOMIC OPERATOR FOR THE ASSIGNMENT OF THE MANAGEMENT SERVICE OF PRACTICES FOR THE PURCHASE OF AIR TICKETS, TRAINS, HOTEL RESERVATIONS, ORGANIZATION OF BUSINESS TRIPS AND AUXILIARY SERVICES.

Art. 1 - Subject of the notice, duration and amount

1. By this Notice, the Brussels Office of the ICE Agency, hereinafter referred to as the "Contracting Authority", with registered office at *Place de la Liberté 12 – 1000 Brussels*, tel. 02/22914329, e-mail: bruxelles@ice.it intends to make an expression of interest, to identify the Economic Operators to be invited to the procedure, which will be launched in application of art. 50 paragraph 1 letter b) of Legislative Decree n° 36/2023, aimed at **the acquisition of service for the purchase of air tickets, trains and/or hotel reservations, organization of business trips and auxiliary services, mainly in Italy but also in the Benelux.**
2. The duration of the supply is established indicatively at **24 (twenty-four) months** from the date of signature of the contract and is valid until the contract amount is exhausted. On the expiry date, the effects of the contract will cease automatically, without the need for any notification between the parties. ICE/ITA reserves the right to end the contract at any time if the requirements indicated or the satisfaction of the service are not respected.
3. If the maximum expenditure of the contract has not been reached at the end of the contract, the contracting authority reserves the right to request an extension of the contract (for a maximum period of three months) in the same agreed economic conditions, to allow the execution of a new procedure.
4. The maximum expenditure is **139,000.00 (one hundred and thirty-nine thousand euros)**, excluding VAT.

Art. 2 - Scope of application

This Notice is used by the Contracting Authority, in accordance with the provisions of the choice of the economic operators to be invited in the negotiated procedures, pursuant to Legislative Decree no. 36/2023, art. 50 paragraph 1 letter b) for the acquisition of service supplies for an amount of less than 140,000 euros and below the thresholds referred to in art. 14 of Legislative Decree 36/2023.

Art. 3 - Subjects who can submit the expression of interest

The expression of interest can be submitted by economic operators provided for in Article 65 of Legislative Decree 36/2023 who meet the following requirements:

- have a good knowledge of the Italian language as it is the working language;
- provide evidence of its experience as a provider of travel agency services for agencies and institutions;
- have a response time of up to 30 minutes;
- meet the ICE Agency's requests in the shortest possible time, taking into account the nature of the requests and the given timeframe;
- ensure availability from 09:00 to 20:00 and on weekends in case of urgent reasons;
- respect the agreed delivery times; deliver any travel or hotel ticket commissioned by ICE/ITA according to the instructions;
- research and apply the most advantageous travel and hotel rates compared to those on the market, providing advice and proposing at least 3 alternatives in terms of timetables, connections and related rates for each service requested or indicated;
- react quickly in case of change of plans and/or unforeseen events (cancellations of reservations/flights, strikes, etc...);
- ensure an efficient and transparent policy on cancellation and related charges and refunds;
- ensure, for the execution of the service, the availability of reliable and competent personnel; ICE Agency reserves the right to request the substitution of unsuitable personnel;
- guarantee invoice services on time;
- provide quarterly statistical analysis of the services provided.

Art. 4 - Services requested

The selected provider will collaborate with ICE/ITA in the management and research of solutions according to the Agency's requests, in particular:

- purchase air tickets for domestic/international routes;
- buy low-cost tickets for national/international routes;
- buy train tickets for national/international routes;
- purchase tickets for other means of transport for national/international routes;
- book hotels in Belgium and abroad;
- rent cars or minibuses with or without a driver;
- negotiate and purchase packages (travel and accommodation with an all-inclusive formula) individual or group, responding to specific needs that will be signaled each time by ICE/ITA;
- arrange agreements with airlines, railways, hotel chains, car rentals, etc., with the possibility of changing the booking and issuing new bookings and/or tickets when necessary;

- find effective alternative solutions to unforeseen events (e.g. in the event of strikes, delays, cancellations, unregistered hotel reservations...);
- collaborate in the organization of trips for ITA delegations in Belgium and abroad.

ART. 5 - Publication, documents and methods of presentation of the expression of interest

1. This Notice will be published on the committer's profile, in detail in the section "Notices and calls for tenders" <https://www.ice.it/it/mercati/belgio/avvisi-e-bandi-di-gara>;
2. Interested operators are invited to send their expression, drawn up on headed paper, by email to bruxelles@ice.it **no later than 12:00 noon on 20 February 2025**, indicating in the subject line "**PROVISION OF SERVICES FOR BUSINESS TRIPS**".
3. Offers received after this date or sent to e-mail addresses other than the one indicated, will not be taken into consideration.

ART.6 - Requests for clarification

Requests for clarification of a procedural-administrative nature will be accepted exclusively by email to bruxelles@ice.it, up to three days before the application deadline.

ART.7 - Processing of personal data

The data collected will be processed, pursuant to Legislative Decree no. 196 of 30 June 2003, as amended, exclusively within the procedure regulated by this notice.

ART. 8 - Minimum and maximum number of economic operators who will be invited to the subsequent procedure

After the application's deadline, the Procedure's Responsible (*Responsabile Unico del Procedimento*) will contact up to a maximum of 5 economic operators, in order of receipt of the expressions of interest, sending them a formal request for a quote.

Brussels, 01/29/2025

The Director
Tindaro Paganini