



ITALIAN TRADE AGENCY  
ICE - Italian Trade Commission  
Trade Promotion Section of the Italian Embassy

Sofia Office  
27/12/2024

**MARKET SURVEY: NOTICE FOR ENTRY OF A FRAME CONTRACT  
ITALIAN TRADE AGENCY IN SOFIA: SELECTION OF ECONOMIC OPERATOR FOR  
BOOKING AND ISSUING OF AIRLINE TICKETS, PLANNING AND ORGANIZATION  
OF BUSINESS TRAVELS AND ANCILLARY ASSISTANCE SERVICES  
FOR A PERIOD OF 24 MONTHS.**

**DESCRIPTION OF THE 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.

**OBJECT OF THE NOTICE:**

The Agency's Office in Sofia is starting a procedure of direct assignment with an economic operator based in Bulgaria, to acquire air ticketing services and the organization of hotel and travel services, in the frame of a contract that will last 24 months.

The offers presented upon this notice will be evaluated by the sole criterion of the lowest price of the services offered.

This notice is aimed at receiving offers and encourage the participation of the largest number of potentially interested economic operators, therefore it is not binding for the Sofia Office of the Italian Trade Agency, which reserves the right to identify the suitable subject to whom to entrust the assignment.

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

**CONTENT OF THE REQUESTED SERVICES:**

The service object of the contract consists in the reservation and supply of:

- i. Reservation and issuance of air travel tickets: domestic, international, intercontinental.
- ii. Reservation and issuance of railway, maritime, and road transport tickets.
- iii. Hotel service reservations in Bulgaria and abroad.
- iv. Travel planning and organization service.
- v. Delivery service for travel tickets, including boarding passes, and completion of any other documentation necessary for entry into destination countries.



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- vi. Cancellation and refund service.
- vii. Handling of procedures (modifications, cancellations, visa issuance, and passports);
- viii. Car rental service: managing reservation requests for car rentals at negotiated rates, with the issuance of full credit vouchers.
- ix. Use of the BT Benchmarking system: a system aimed at certification and obtaining the best available rates.
- x. Activation of the 24-hour Rescue line service for emergencies.
- xi. Monthly reporting service, online expense, and billing control: monitoring of incurred and accruing expenses, pre-billing control, and direct web interaction with the administrative office of the awardee (recipient).
- xii. Centralized payment: managing payment for travel services, including hotel stays and travel tickets, through the awardee and not directly by ITA Agency.
- xiii. Organization of transfers in Bulgaria and abroad from any point of access in the country (railway station, bus station, airport, port) to the destination and back.
- xiv. Issuance of travel and health insurance policies.
- xv. Reservation and submission of documentation for guide and city tour services.
- xvi. Ticket reservations for shows, sports events, etc.
- xvii. Other services: services that the awardee will make available to ITA Agency throughout the duration of the agreement.

All the services described above will be ordered with a "service request letter" by the Director of the Italian Trade Agency in Sofia.

## CHOICE OF ECONOMIC OPERATOR AND AWARD CRITERION

The **lowest price criterion** adopted for the evaluation of the submitted offers **will be applied to the fees or "service charges"** provided for each ticket or service requested.

## ASSUMED VALUE OF THE CONTRACT:

The expected level of spending during the 24 months contract is about € 48.000,00 (forty-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 agency fees.

However, ITA is not bound to guarantee the level of expenditure indicated, because the request of the service for 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 increase or decrease, considering both the real needs of travel and the actual availability of the budget and no compensation is foreseen if the annual expenditure does not reach the amount indicated or exceeds it.



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### **DURATION OF SERVICES:**

The agreement will last 24 months 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 (as per Art. 106, paragraph 11, of the above Italian Legislative Decree 50/2016). 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 respect the agreed delivery times.
- c) to hand any travel or hotel ticket commissioned from ITA Office according to their instructions.
- d) to apply every time the most advantageous travel and hotel rates compared to the market, providing appropriate advice and proposing at least 3 alternatives for each service requested.
- e) 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 two years. ITA reserves the right to highlight any unsuitable personnel.
- f) to guarantee an efficient and transparent policy on cancellations and related charges and reimbursements.
- g) to provide a 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, bearing the number of the letter of appointment, the code (CO.AN.) and name of the initiative, addressed to:

ITA – Trade Promotion Office of the Italian Embassy  
ul. Bacho Kiro 26, Business Center Platinum, 7° piano, 1000 Sofia  
T +359 2 9861574, 9861618  
E-mail: [sofia@ice.it](mailto:sofia@ice.it)  
[www.ice.it](http://www.ice.it)



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Should the stipulated requirements in this notice be disregarded ITA reserves the right to apply a penalty, determined based on 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
- b) corruption
- c) fraud
- d) money laundering and criminal activities
- e) child labor and other forms of human smuggling
- f) 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, on the basis of Bulgarian and Italian legislation
- g) it is also not admitted the participation of economic operators sanctioned by the Bulgarian and Italian regulations with the prohibition of signing agreements and stipulating contracts with public administrations.

#### **HOW TO APPLY:**

This notice will be published on the website of this contracting Agency for a period of 7 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, Sofia Office via email at the following address: [sofia@ice.it](mailto:sofia@ice.it)

by **5:00 p.m. on 9 January 2025** with attached:

- a copy of an identity document from the signer of the offer
- the European Single Procurement Document (ESPD), signed on each page
- 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 object 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,



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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.**

Mr. Andrea D'Andrea, Director of the Italian Trade Agency in Sofia, is responsible for this procedure.

The contact details of the Office are as follows:

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ul. Bacho Kiro 26, Business Center Platinum, 7° floor, 1000 Sofia  
T +359 2 9861574, 9861618  
E-mail: [sofia@ice.it](mailto:sofia@ice.it)  
[www.ice.it](http://www.ice.it)



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**(EXAMPLE OF APPLICATION)**

**(to be written on company headed paper and returned via email to [sofia@ice.it](mailto:sofia@ice.it) by 5:00 p.m. on 9 January 2025)**

The undersigned \_\_\_\_\_  
Born in \_\_\_\_\_  
Resident in \_\_\_\_\_ postal code \_\_\_\_\_  
Address \_\_\_\_\_

Owner or Legal representative (tick the appropriate definition) of the company

\_\_\_\_\_

Legally established in \_\_\_\_\_ postal code \_\_\_\_\_

VAT number \_\_\_\_\_

in relation to the **SURVEY NOTICE FOR THE SELECTION OF ECONOMIC OPERATORS AND DIRECT ASSIGNMENT OF BOOKING AND ISSUING OF AIRLINE TICKETS, HOTEL RESERVATION, PLANNING AND ORGANIZATION OF BUSINESS TRAVELS AND ANCILLARY ASSISTANCE SERVICES FOR A PERIOD OF 24 MONTHS** issued by the Italian Trade Agency in Sofia, published on ITA the web site, presents its best offer below.

The proposed **agency fees** or service charges are the following:

|  |        |
|--|--------|
| FEE ON NATIONAL AIR TICKETS                      | .....% |
| FEE ON INTERNATIONAL AIR TICKETS                 | .....% |
| FEE ON HOTEL RESERVATIONS IN BULGARIA AND ABROAD | .....% |
| FEE ON RAILWAY TICKETS                           | .....% |
| FEE ON CANCELLATIONS                             | .....% |
| FEE ON RESERVATION CHANGES                       | .....% |

I declare that I am aware of what is indicated and expected in the Market Survey Notice for the above-mentioned procedure of direct assignment and that I unconditionally approve its contents. I hereby authorize a background check and I agree to sign every document necessary to enable ITA to conduct a verification with the Bulgarian competent authorities.

Furthermore, I am specifically aware that the Notice does not imply any obligation of the Italian Trade Agency towards the subjects concerned, nor does this prospective offer give rise in any case to preferential rights or titles for the assignment by the Italian Trade Agency.

As requested, I attach to this offer:

- a copy of my identity document
- European Single Procurement Document (ESPD), signed on each page
- a company profile

Place and date \_\_\_\_\_ Signature and company stamp \_\_\_\_\_