



Amman Office
29/03/2021

CO.AN.: S210W00000

REQUEST FOR PROPOSAL (RFP)

Selection of economic operators aimed at direct assignment pursuant to art. 7 paragraph 2 letter. a) of the D.M. 192/2017 of the Service: **Hardware and Software Maintenance Services.**

ITA is hereby asking for proposals (RFP) for the acquisition of the service in question from economic operators - based in the Jordan - interested in providing the service.

The applicants must submit a price quotation for the services described in this Notice.

The applicants will be carefully checked and vetted by ITA. The present RFP does not engage ITA in any type of contract or negotiation with the applicants. ITA reserves its right to contact only the applicants the Agency deems fully qualified.

REQUIRED CONDITIONS FOR PARTICIPATION

ITA will accept proposals from **IT Companies** based in Jordan for the services bellow.

The services covered by the assignment are detailed in the specifications attached to this request.

The documentation attached to this request for a quote is listed below:

a) Technical specifications

The Italian Trade Agency (ITA) – Amman Office – invites **IT Companies** to submit their best quotations for the “ **AMMAN – 2021- Hardware and Software Maintenance Services**”

The Company shall be responsible for maintenance and repair of all of Italian Trade Agency– Amman Office- out-of-warranty computer equipment and peripherals, such as network and stand-alone computer equipment and peripherals for workstations, laptops, and servers. The Company shall provide services for on-site hardware maintenance and repair for all brands and models of equipment and peripherals. The Equipment Technicians will be dispatched for all services from the Company Technical Services Unit using an on-line request system proposed by the company. 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: Italian Trade Agency – Amman Office reserves the right to request that technicians that Italian trade Agency – Amman Office views as unqualified or unprofessional in performance of Hardware Maintenance and Repair Services duties or in conduct at ITA office locations be replaced. ITA – Amman Office reserves the right to review and approve the resumes of technicians proposed and reject technicians that ITA deems as unqualified.

d) Coverage Hours: The Company shall perform hardware maintenance and repair services at Italian Trade Agency Office of the malfunctioning device between the hours of 9:00 A.M. and 4:30 P.M., Sunday through Tuesday, except on State Holidays or in 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: Italian Trade Agency desires 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 Italian trade Agency and the Company.

f) Coordination of work schedule: The Company shall coordinate the schedule for repair or replacement with the Italian trade Agency – Amman Office designated contact for the office where the malfunctioning device is housed. Italian Trade Agency will provide a list of equipment.

b) Duration of the contract: Three years

c) The maximum amount available for the service in question amounts to a maximum of 4500 JD.

The selection criteria for this proposal will be the offer from a qualified **IT Companies** with the lowest price that includes all the above and below requirements. We will assign the contract even if we receive just one suitable proposal.

The RG interested in submitting a proposal must e-mail it at amman@ice.it no later than 12:00pm of March 31st, 2021.

CONTENT OF THE REQUESTED SERVICES.

Proposals received after the above deadline will not be considered. ITA is not responsible for proposals that do not arrive within the deadline or do not cover all the objectives stated in this RFP.

The proposal must include:

1. Cost estimate.
2. Technical specifications.

Any additional documents deemed necessary such as:



Technical data sheet of the product offered.

Declaration Form

CONTRACT STIPULATION

We inform you that the ICE Agency, pursuant to art. 11 of Ministerial Decree 192/2017 will proceed to direct assignment in favor of the company that will have presented the lowest price.

The signing of the contract will be subject to the verification of the general requirements.

We inform you that in the event of serious non-fulfillment, the Administration may decide to forfeit the deposit, furthermore, after a formal injunction which has remained unsuccessful, it may order the execution of all or part of the service in question at the expense of the defaulting person or company (except for the exercise of action for compensation for any damage). Finally, the Administration may order the termination of the contract, without prejudice, in any case, to compensation for damages suffered. The ICE-Agency may terminate the contract following serious and continuing violations of the rules on supply, giving 30 days written and justified notice.

The contract will be stipulated, after the award, by the legal representative of the ICE-Agency or his delegate.

Any possibility of tacit renewal is expressly excluded. The transfer, even partial, of the contract is not permitted.

VALUE OF THE CONTRACT AND PRESENTATION OF APPLICATIONS

The payment will be made, if there are no grounds for complaint after the return of the operators and after 30 days from the date of receipt of the same through bank transfer to the bank account of the Contractor. The currency will be made in JOD.

ALSO BE AWARE FOR ACCOUNTING PURPOSES:

1. Being a foreign government agency, we are tax-exempt. Please DO NOT insert the taxes in your quotation.
2. Please provide your payment policy.
3. We will pay via Bank Transfer.

GUARANTEES TO GIVE

The contractor company may be required to pay a definitive surety guarantee equal to 10% of the credit line amount, net of _____ (mention any local taxes on consumption similar to VAT).



The surety can be, at the choice of the assignee, banking or insurance, with express waiver of the benefit of the prior enforcement of the principal debtor and with operation within 15 days, upon simple written request from the contracting authority.

The guarantee is progressively released according to the progress of the execution, up to a maximum of 80% of the guaranteed amount, the residual amount is released following verification of regular execution.

RULES OF CONDUCT FOR COLLABORATORS AND / OR EMPLOYEES OF THE CONTRACTING COMPANY

In carrying out the assignment, the economic operator undertakes to comply with the disciplinary and conduct code adopted by the ICE-Agency in accordance with the provisions of Presidential Decree 62/2013 and approved by the Board of Directors with resolution 402 of 24 January 2017. The Disciplinary and Behavior Code of the ICE-Agency is available on the website www.ice.gov.it - section "Transparent Administration" - "General provisions" - "General Acts".

The violation of the obligations referred to in the code will result in the ICE-Agency having the right to terminate the contract, if it is deemed serious.

PROTECTION OF CONFIDENTIALITY AND RIGHT OF ACCESS

The data provided by the applicants will be processed in accordance with Regulation (EU) 679/2016 exclusively for the purposes related to the completion of the procedure in question. Your personal data are processed by automated means for institutional, administrative and accounting purposes. The writing

Agency is the data controller. For further information regarding your personal data processing, please visit the following page on ITA website: <https://www.ice.it/en/privacy>

REPORTING OF OFFENSES

Pursuant to art. 54-bis, paragraph 2 of Legislative Decree 165/2001 (amended by Law no. 179/2017) "Provisions for the protection of the authors of reports of crimes or irregularities of which they have become aware in the context of a public or private employment relationship", companies providing goods or services that operate in favor of the ICE Agency may report any "illegal conduct" of which they become aware in the context of the contractual relationship. The reports are managed through an IT application, in total confidentiality, by accessing the website www.ice.it - "Whistleblowing" section, available at the following link: <https://ice.whistleblowing.it/#/>.