



Date: 18 March 2015

**ITB/SEC/05/2015**  
**Provision of Coffee Vending Machines for the OSCE Secretariat**  
**Clarification Note 1**

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The Organization for Security and Co-operation in Europe has received requests for clarification from potential bidders on Mon 16/03/2015 20:50 with regard to Invitation to Bid No. ITB/SEC/05/2015. The OSCE would like to provide the following clarifications:

Q1: "Do you mean a machine who is working with instant products and plastic cup dispenser inside to provide a summary of different coffee products (mixtures)?"

**A1: A bean grinding system or a system with capsuled coffee is preferred, no solution with plastic cups shall be offered.**

Q2: "Is a grinding solution which is working with topping crème possible?"

**A2: A grinding version is preferred.**

Q3: "On page 6 on point 6 you're writing about capsules and minimum 5 different varieties of coffee. Are you looking for a solution with capsules (preferred)?"

**A3: No, any solution can be offered, capsules is one of the options of portioning the coffee.**

Q4: "Is a bean solution with a grinding system and non-cash handling possible?"

**A4: A bean solution with a grinding system is possible as long as the beans are provided in big sealed bags and are easy to change or to be changed by the company without any chance to manipulate on the content. Non-cash handling is a requirement.**

Q5: "About Quality; certified products (Fairtrade, Rainforrest Alliance) products are welcome?"

**A5: Certified products are preferred.**

Q6: "Are instant products possible?"

**A6: The preference is to receive offers that present solutions of real coffee, either with beans or already grinded and portioned way. Soluble coffee essence as a standalone solution is not accepted (but may be one out of the min 5 requested types of coffee).**

Q7: "Is the approach to have an independent card system for using the coffee machine or should it be possible to use existing cards (like ID Cards)?"

**A7: The charging shall be based on separate cards, entirely without connecting them to the ID cards of the Staff.**

Q8: "For the non-cash handling of the coffee; who / how should the prepaid charging of the cards handled? Will it be handled by a secretary or do you need a charging solution which is working with coins and notes?"

**A8: The Cards shall be handled by the relevant internal OSCE Staff. It's not a preferred solution if the machine has to be fed with coins and/or notes for every single cup, but it may be acceptable if the cards can be loaded at the machines by entering money every once in a while for larger amounts (e.g. uploads of cca. 100 portions).**

Q9: "Should it be connected to an existing communication system?"

**A9: No.**

This Clarification Note is dispatched simultaneously to all economic operators known to be interested and can be found at the same time uploaded under the relevant procurement notice on the OSCE's web-site at [www.osce.org/procurement/tenders](http://www.osce.org/procurement/tenders).

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