

Date: 22 June 2017

**Clarification Note No. 1**

# Request for Proposal No. RFP/SEC/12/2017

**Provision of Freight Forwarding & Warehousing Services**

The Organization for Security and Co-operation in Europe has received a request for clarifications from potential bidders. In accordance with “Submission of Bids” Article 22 of the RFP Document, the OSCE would like to provide the following clarification:

**Question 1:**

What is the commodity of goods and the estimated value of the goods to be kept in the warehouse?

**Answer 1:**

The required warehouse space is the main receiving/dispatch place at Vienna Airport for the OSCE shipments to the different OSCE destinations/field offices by road and mostly by air. The required capacity for storage (50 loaded EURO pallets) is needed mainly for publications.

**Question 2:**

Kindly advise if the following requirements are mandatory:

1. 24x7 guaranteed access for external deliveries
2. Caged lockable section within the bonded warehouse
3. No dedicated/own OSCE forklift

**Answer 2:**

1. Shipments for the OSCE arriving at the warehouse address at Vienna airport shall be accepted /received by the forwarder’s warehouse staff on behalf of the OSCE without the presence of OSCE staff. This is a mandatory requirement. In general, carriers deliver within normal working hours. However, if a late arrival might occur (which might happen on rare occasions), the forwarder should be prepared to assist with receiving the shipment.
2. A bonded warehouse at Vienna Airport is a mandatory requirement, the storage space/warehouse to be used by the OSCE should at least be clearly separated (if within the forwarder’s bonded warehouse) and preferably be caged and lockable.
3. The OSCE has its own forklift which will be used within the dedicated OSCE warehouse space.

**Question 3:**

Clarification is needed concerning Table C - Road freight rates.

Usually road freight is quoted for pallet 1 cbm ( 120x80x100). In the table the rates required are for kgs.

**Answer 3:**

The calculation should be based only on the weight/volume ratio for road transport:

1 cbm= 333 kg, independently of the number of pallets or consignments.

**Question 4:**

Is the Contractor (Freight Forwarder) required to be an Austrian registered company?

**Answer 4:**

Not necessarily. Important in this connection: invoices in EUR to be issued by the forwarder to the OSCE Secretariat in Vienna, Austria.

**Question 5:**

Is the key account manager required to be stationed in Vienna or anywhere in Austria?

**Answer 5:**

The operational contact of the forwarder for daily incoming shipments (to the warehouse space at the airport) and outgoing shipments from the warehouse should be based in Vienna/Airport

**Question 6:**

As to Export Customs Clearance in Vienna, which of the following is correct?

1. Should it be performed with no extra costs, or should it be totally Free of Charge?
2. Can you please explain why?

**Answer 6:**

1. Export customs clearance should be free of charge (not included in the airfreight rate) only for shipments which are dispatched from the warehouse at the airport in Vienna.
2. Our previous contractors offered this service free of charge

**Question 7:**

There are no columns to fill in the export customs clearance fee for the other countries than Austria. Are these supposed to be included with the Freight Rates or to be agreed separately after the award?

**Answer 7:**

Exports clearance fees for shipments departing from other locations than Vienna Airport shall be agreed case by case.

**Question 8:**

As to Import Customs Clearance, we are required to quote only for clearance at Vienna Terminal. What about the fees if we are asked to perform or assist in some other countries? Will they be separately agreed after award?

**Answer 8:**

Import clearance in some other countries to be agreed case by case.

**Question 9:**

As to Warehousing Services, what is required from the contractor is it only rental of the space?

Warehousing operations such as receiving goods and releasing goods, are these performed by OSCE officials who are to be allowed to access the warehouse during normal working hours, including forklifting goods for in and out operation?

**Answer 9:**

Warehousing services means that the forwarder’s warehouse is staffed and the forwarder’s warehouse staff shall receive incoming shipments on behalf of the OSCE. OSCE staff is not present at the dedicated warehouse space permanently.

**Question 10:**

As to Submission of Bids, should the signature on the bid documents be original?

Will hard copies be acceptable?

**Answer 10:**

The signature should be original and the hard copies of the proposals should be send by post as mentioned in the tender document.

**Question 11:**

Will delivery by courier service (DHL, FEDEX, etc) be acceptable?

**Answer 11:**

The forwarder may select any carrier of his choice.

**Question 12:**

What about the shelving of the received cargo and picking and packing of goods for export?

Are these operations required to be performed by the contractor?

**Answer 12:**

This is done by OSCE staff. The warehouse space serves as the incoming/dispatch place. The materials stored in the shelves are publications only, no goods.

**Question 13:**

Does the OSCE have its own forklift or should it be provided by the contractor for OSCE’s exclusive use? Will it be operated by the contractor’s staff?

**Answer 13:**

The OSCE has its own forklift which will be operated by our own staff.

**Question 14:**

The offered warehouse is located in the airport security area which is under the strict public security system. Will the OSCE staff and the trucks for delivery of shipments to our warehouse have already obtained passes from the airport authorities ? How is the access to the airport security area working currently?

**Answer 14:**

Our current warehouse is located at SPEDITIONSSTRASSE where several forwarders have their warehouse and any truck has access to this area to unload/load.