



EXTENSION OF THE SUBMISSION DEADLINE

FOR THE INVITATION TO BID – ITB/SEC/21/2017

Provision of Transport and Warehouse Insurance Services to the OSCE

1. The Organization for Security and Co-operation in Europe (OSCE) hereby solicits your bid for the provision of Transport and Warehouse Insurance Services, in accordance with the requirements, terms and conditions stipulated herein.
2. This Invitation to Bid (ITB) consists of this document and the following annexes:
 - Annex A: Instruction to Bidders (www.osce.org/procurement)
 - Annex B: OSCE General Conditions of Contract for Services (www.osce.org/procurement)
 - Annex C: Terms of Reference
 - Annex D: Technical Compliance Form and Description of Methodology And Work Plan For Processing Claims
 - Annex E: Pricing Format
 - Annex F: Acknowledgement Letter
3. In submitting a Bid, the Bidder accepts in full and without restriction the requirements of this ITB including the Terms of Reference and the OSCE General Conditions of Contract for Services as the sole basis of this tender process, and waives his own conditions of sale, whatever they may be.
4. Bids must be received by the OSCE at the address shown in paragraph 17 no later than **12:00 hours (CET), on 28 September 2017**. Bids received after the designated time will be automatically rejected. Submission of Bids by fax or email is not accepted.

4.1 Pre-tender Meeting and Site Visit

No pre-tender Meeting is foreseen.

INSTRUCTIONS FOR SUBMISSION OF BIDS

General

5. The OSCE intends to award a Contract for the the provision of Transport and Warehouse Insurance services for five years. The Services are expected to commence on 1 January 2018.

The assignment is divided into Lot 1: Transport Insurance and Lot 2: Warehouse Insurance. The Bidders are required to submit Bids to both LOTS. Submitting a Bid only to LOT1 or LOT2 will result the rejection of the Bid.

6. Bidders shall submit a Bid directly responsive to the terms of this tender. Bids should include detailed information demonstrating compliance with the requirements, terms and conditions of this ITB. It is the responsibility of the Bidder to verify all aspects of the services involved prior to submitting a Bid.

This ITB, including its Annexes and Attachments will form part of any purchase order or contract entered into by the OSCE as a result of this ITB.

Bid Format



8. The Bid has to be submitted in two separate parts, the technical and financial part. The Bid has to be submitted in **two copies, one original and one copy.**

9. The **Technical Bid** shall address all aspects of the Terms of Reference of this ITB and should include models, examples and technical solutions to problems raised in the specifications giving an answer to each of the points mentioned with regard to the methodology, deadlines and organization. The technical Bid must respond to the technical specifications and provide, as a minimum, all the information needed for the purpose of awarding a contract. The level of practical details provided in the tender will be extremely important for the evaluation of the tender.

The Technical Bid MUST NOT contain price or cost information.

10. The **Financial Bid** shall contain clear, concise price information presenting all costs associated with the assignment, including but not limited to remuneration for staff, transportation, equipment and materials, insurance, surveys, etc. Prices (excl. taxes) shall be quoted in **Euro (EUR).**

Each part has to include the following information:

11. **TECHNICAL BID**

Company Profile:

1. Completed and duly signed **Vendor Registration Form** (<http://www.osce.org/procurement/74772>).
2. Copy of the company's **registration document/license(s).**
3. Company's **Statement on the annual average turnover** for the last two (2) financial years and **Copy of balance sheets and profit and loss accounts** for the last two (2) financial years.
4. **Descriptive summary of the company's professional capacity and minimum 10 years' experience in insurance/underwriting business**, including a list of services relevant to the subject of this solicitation that were provided in the past ten years to other clients.
5. **Minimum of two (2) successful contract references** with the indication of the nature of the project, including their financial size, dates, duration and recipients and with names and contact details, addresses and telephone numbers of the contact persons in the past ten (10) years.
6. A **statement of the average annual manpower** (in a free format) and the number of managerial staff of the Bidder in the last three years.
7. A **Description of Methodology** and a **Work Plan for Processing the Claims.**

Proposed Personnel: (For each Lot separately)

1. A **List of the Proposed Key Staff** by speciality and roles indicated.
2. **CVs recently signed by the proposed key professional staff (preferably in an international, EUROPASS format).**

Description of the approach, methodology and plans towards satisfying and supporting the requirements set out in the ITB.

Other documents to submit to demonstrate the substantial responsiveness of the ITB:

- (i) Duly completed Technical and Financial Bid;
- (ii) Detailed implementation plan for the rendering of the services shall be in line with the technical requirements in this ITB - A description of the approach, methodology and work plan for performing the Services, including the list of the proposed key staff, the tasks that would be assigned to each key expert. The detailed work plan for processing the claims shall be in line with the technical



requirements, so that it is possible to assess whether the Bidder understands and covers all aspects to the required services, including demonstrating a fully relevant and convincing processing of the claims;

- (iii) Duly completed Technical Compliance Form and Work Plan for Processing the Claims (Annex D) with an item-by-item commentary on the Terms of Reference demonstrating substantial responsiveness to the requirements.

Please note that the Technical Bid MUST NOT contain any price or cost information.

12. FINANCIAL BID

Completed and signed Annex E "Pricing Format".

The currency of the Bid shall be Euro (EUR).

Since the OSCE is exempt from TAXES and DUTIES, all prices are to be expressed exclusive of VAT and other taxes and duties.

The final price shall include all equipment, labor, supervision, insurance, profit, taxes and duties together with all general risks, liabilities and obligations set out or implied in the Contract.

Independently from Annex E- Pricing Format, the Bidders are welcome to provide a detailed break-down cost scheme in a free format in their Financial Bid to provide a better understanding on the total cost.

Evaluation of Bids

13. As a general rule, only tenders that are technically acceptable and that provide all the necessary evidence required in the ITB will be considered for financial evaluation. The Bids will be evaluated according to the following criteria, not necessarily listed in order of priority:

- a) Demonstrated ability and willingness to meet ITB requirements.
- b) Demonstrated financial and managerial capability for executing the contract.
- c) Demonstrated understanding of the OSCE's need for quality service.
- d) Detailed implementation plan demonstrating the capability to provide the required services.
- e) Responsiveness to the ITB.
- f) "Comply/Fail" System: Each Technical Bid shall be evaluated on the basis of its responsiveness to the technical requirements contained in the Bidding Documents by applying "comply/fail" evaluation criteria specified below.

A Bid shall be rejected at this stage if it fails to meet any or several mandatory insurance requirements as specified in Annex C – Terms of Reference, Art. 3-5.

- g) Cost comparison between responsive Bidders: From among all technical acceptable Bids, the award will be made to the bid that presents the best value for money based on the Least-Cost Selection Method for both LOTs combined.

A Bid shall be made on an annual basis as percentage of the aggregate value of stored goods and percentage of the value of shipped goods..

The estimated values are: Estimated total value of stored goods: 7,000,000 EUR;

Estimated total value of shipped goods a year: 7,000,000 EUR.

Bank Guarantee as the form of Performance Security

14. No Performance Security is required.

Language of Bid



15. Bids must be submitted in the English language and must respond in detail to the requirements set out in Annex C.

Period of Validity

16. Bids and all price offers shall remain valid and open for acceptance for at least one-hundred-and-twenty (120 days) from the date of closing.

Submission of Bids

17. Your Bids must be enclosed in two separate envelopes, one for the technical and the other for the financial part of the Bid, clearly marked as follows:

CONFIDENTIAL
TENDER – DO NOT OPEN
TECHNICAL BID
Reference No.: ITB/SEC/21/2017 – Provision of
Transport and Warehouse Insurance Services to
the OSCE
Closing Date/Time: 12:00 hours (CET), on 28
September 2017
Name of your Company

CONFIDENTIAL
TENDER – DO NOT OPEN
FINANCIAL BID
Reference No.: ITB/SEC/21/2017 – Provision of
Transport and Warehouse Insurance Services to
the OSCE
Closing Date/Time: 12:00 hours (CET), on 28
September 2017
Name of your Company

The Technical and Financial envelopes must be secured in one envelope, clearly marked and addressed as follows:

CONFIDENTIAL
TENDER – DO NOT OPEN
Chairperson, Bid Opening Board
OSCE Secretariat
Wallnerstrasse 6
Vienna, Austria
Reference No: ITB/SEC/21/2017 – Provision of Transport and Warehouse Services to
the OSCE
Closing Date/Time: 12:00 hours (CET), on 28 September 2017
Name of your Company:

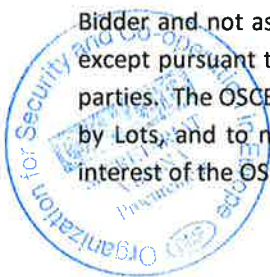
18. Bids delivered to any other address will be rejected.

19. The Bid must indicate the date, Bidder's name, address, and **must be signed by an authorized representative of the Bidder** explicitly accepting the terms and conditions set out in this ITB.

20. Please note that the terms set forth in this ITB, including the contents of the annexes will form part of any contract awarded by the OSCE. Any such contract will require compliance with all factual statements and representations made in the Bid.

21. This ITB does not commit the OSCE to consider any Bid or to award a contract or to pay any costs incurred in the preparation or submission of Bid, or to procure any services from any Bidder.

This ITB contains no contractual offer of any kind. Any Bid submitted will be regarded as an offer by the Bidder and not as an acceptance by the Bidder of any offer by the OSCE. No contractual relationship exists, except pursuant to a purchase order or contract document signed by the authorized representatives of both parties. The OSCE reserves the right to reject any or all Bids received in response to this ITB, to split the award by Lots, and to negotiate with any of the Bidders or other firms in any manner deemed to be in the best interest of the OSCE.



Acknowledgement of Receipt of this ITB

22. Upon receipt of this ITB, you are kindly requested to return the attached Acknowledgement Letter (Annex F) as soon as possible to balazs.fule@osce.org, advising whether or not your company intends to submit a Bid.

Questions

23. Any questions pertaining to this ITB shall be addressed in writing, by email to the attention of Balazs Fule, Procurement and Contracting Officer, Procurement and Contracting Unit (balazs.fule@osce.org), **no later than 17:00 hours (CET) on 23 September 2017**. The OSCE will notify all the invitees in writing of the questions raised and the corresponding responses on its website. Kindly refrain from telephone calls and personal visits.



The image shows a circular blue stamp of the OSCE Secretariat for Procurement in Vienna. The stamp contains the text "Organization for Security and Co-operation in Europe", "SECRETARIAT", "VIENNA", and "Procurement". A blue ink signature is written over the stamp. Below the signature, the name "Darko Stojmenovski" and the title "Chief, Procurement and Contracting Unit" are printed.

Darko Stojmenovski
Chief, Procurement and Contracting Unit



A small, handwritten signature in blue ink is located in the bottom right corner of the page.