

**Clarification Note No. 1 to
RFP No. SEC/06/2021 for the
Provision of coffee vending machines and associated services for the OSCE Secretariat**

Question 1:

You asked us to propose five different varieties of coffee at least one of them should be decaffeinated. How many varieties need to be provided per coffee machine, and does the decaf-option need to be available on all machines? This can be a significant cost driver for multiple varieties to be provided for one machine, or two grinders to be installed.

Answer 1:

Our coffee requirements in the Terms of Reference specify that 'the Contractor shall offer a minimum of five different varieties of coffee, including at least one decaffeinated option.' This requirement can be adjusted according to your technical capabilities and aligned with the capacities of your coffee machines.

The type(s) of the coffee machine(s) to propose should be able to meet our average coffee consumption of 80,000 coffee portions per year and can be based on our current employment of 6 (six) coffee machines with water supply connections and dispensers for coffee tabs/capsules, and 4 (four) stand-alone coffee machines without dispensers or water connections.

The Bidders are free to suggest their own types, technical capacities and number of machines if they meet the OSCE's business needs. Pursuant to published technical evaluation criteria, coffee taste requirements, incl. min. five different varieties of coffee, with at least one decaffeinated option weigh 15% of the total technical score. The OSCE will indiscriminately consider all proposed technical solutions.

Question 2:

The costs and provision of milk do not have to be included in the Proposal, do they?

Answer 2:

The costs and provision of milk should not be included to the Proposal Pricing Format, as it will be supplied by the OSCE.

Question 3:

According the payment system you asked for cashless payment e.g. chips or cards. Is charging of these chips via cash possible? If everything should be cashless, a separate contract with a payment provider will be needed. Can the administration of cards/tags be made by the OSCE, so that the cards are collected/handed out to employees leaving or entering the organization.

Answer 3:

Please describe the technical process of the cashless operations in your Technical Proposal. The designated Technical Evaluation Board will be able to evaluate further whether the suggested solution is easy to operate and does not present unnecessary administrative burden to the OSCE.