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**Clarification Note No. 1**  
**Invitation to Bid – ITB SEC/15/2022**  
**Provision of Express Mail and Parcel Services for OSCE Secretariat**

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The Organization for Security and Co-operation in Europe has received request for clarifications from potential bidders and would like to provide the following clarification:

Question 1: **Ref: Contract terms:** "ITB" document states 3+2 years, in "Annex D TOR" it states 1 year +4 times optional extension, max 5 years what is correct?

Answer 1: 1+4 year contract is correct.

Question 2: is a yearly price adjustment (due to the annual inflation) possible?

Answer 2: OSCE can have annual price review. If sufficient data is provided to support the price increase, this will be discussed with provider.

Question 3: **Pricing Excel File:** would it be possible to split the block 1 "Subtotal for EU, EEA, EFTA and UK" into EU destination and Non-EU destination would make sense

Answer 3: Yes. Document is amended.

Question 4: **Pricing Excel File:** Submission of net rates or with Surcharges

Answer 4: please provide net rates, but separately with any current surcharges applicable at the date of the bid

Question 5: **Pricing Excel File:** Submission of minimum or maximum prices for the weight bands?

Answer 5: The max/min also makes sense, as of course pricing is primarily influenced by weight but also be size/volume

Question 6: What is the point of the proof of concept mentioned?

Answer 6: Please disregard this paragraph. Document will be amended.

Question 7: What does the following item mean or what is expected here?

3.9 Standard of the Services and Claim Procedures – The Bidder shall describe the proposed claim procedures due to loss, damage, delays, etc.

Answer 8: A short narrative outlining the claims and complaints procedure, along with compensation (where applicable) and expected timelines for complaints/claims handling, is required. This will help us ensure satisfactory response times and procedures, in the event something is lost/damaged/delayed.