



Organization for Security and
Co-operation in Europe

Date: 14 November 2012

ITB/SEC/23/2012 Supply and Delivery of IT Hardware to the OSCE Clarification Note 1

The Organization for Security and Co-operation in Europe has received requests for clarification from potential bidders with regard to ITB/SEC/23/2012. In accordance with Article 8 “Clarification of Bidding Documents” of Instructions to Bidders the OSCE would like to provide the following clarifications:

1. Please advise if bids will be opened in public, and if bidders will be allowed to attend the bid opening?
 - **No we will not have a public bid opening**
2. As we note as per ITB Article 27.4 the main criteria for evaluation is Lowest Cost. In this respect, I would much appreciate if you could kindly advise if Lowest Cost will be the sole evaluation criteria, or if bidders qualifications and general capabilities towards the OSCE will also take part of the evaluation?
 - **The evaluation process is two stage – i) Technical ,where the bids are measured against requirements in the TOR and ii) Financial, where technically compliant bids are compared for cost and the lowest cost is selected. Thus qualifications and capabilities in meeting the requirements do indeed form part of the evaluation.**
3. Please advise if all questions/answers posed to OSCE will be sent to all bidders?
 - **Yes, all questions including these will be collated and sent to all Bidders in a Clarification Note.**
4. Kindly explain what is non-exclusive contract?
 - **It means we are not obliged to order from the contractor, if we wish we can still order from other suppliers in addition to the main contractor.**
5. Kindly inform if FCA terms can be offered?
 - **Yes FCA terms are specifically requested.**
6. Manufacturers Increases in prices due to raw materials increases costs and labour, please inform accepted formula for such increases after the first 12 month of contract.
 - **In the IT hardware sector the pricing trend is downwards. No increases will be allowed during the contract period.**
7. Will the orders be placed by OSCE Vienna or by each country office?
 - **The orders will be placed by each country office of the OSCE directly to the contractor, by Purchase Order sent by email or fax.**

8. Is installation on site of hardware a mandatory requirement on site? Please clarify type of hardware
 - **Installation on site of hardware is not normally required.**
9. What will be the minimum, committed contract quantity?
 - **The OSCE makes no minimum committed contract quantity.**
10. Please clarify para 3.2 ?
 - **The OSCE requires the Contractor to hold a minimum quantity of stock in order to expedite orders quickly without having to wait for stock from the manufacturer. It is particularly important to bridge supply gaps when a model becomes discontinued but the replacement is not yet available, or when the manufacturer is experiencing production shortages.**
11. Please inform what will be the minimum quantity for Section V.
 - **The OSCE makes no minimum committed contract quantity.**
12. Shipping costs are subject to changes by the couriers – please suggest a formula accepted by OSCE
 - **Bidders are not requested to quote shipping costs in response to this tender. Decisions on shipping by the contractor or by the OSCE's freight forwarder will be taken on a case by case basis.**
13. For Lot 1: software – is Microsoft office required?
 - **No MS Office is licensed via our Volume Licensing Agreement with Microsoft; it is not required from the OEM.**
14. Which type of anti-viruses – Symantec or McAfee pre-installed needed?
 - **The OSCE will provide the Contractor with a hard disk image with all installed software required. The Contractor merely has to load the image on the machine.**
15. Can we quote in USD?
 - **Yes you may quote in USD, we can also make a contract in USD. For the purposes of the evaluation to compare your bids to others in EUR, we will convert your bid to EUR using the exchange rate applicable on the day of the opening of the bids.**