

Framework Contract for courier services for Frontex

Terms of Reference

Annex II to invitation to tender

No. Frontex/OP/814/2018/JL/MS

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1. General Information

This document defines terms and conditions to procure courier services for Frontex. It describes the minimum requirements for the requested services thus ensuring that the services carried out during the implementation of the contract comply with Frontex requirements. The terms of references will become an integral part of the contract that may be awarded as a result of this tender procedure.

All the information included in this document, its annexes and other referred documents shall be taken into consideration by the Tenderer during the preparation of offer and by the Contractor during the contract's implementation.

The tenderer shall be aware that the shipments often contain confidential and highly sensitive data regarding Frontex core activities. Therefore, it is important to have adequate tools which would prevent any potential loss, damage or incorrect delivery.

2. Requested services

The subject of this tender is a provision of courier services for Frontex under the Framework Contract (hereinafter called "FWC") divided into two lots:

Lot 1: Domestic courier services on the territory of Poland

Lot 2: International export/import courier services

Lot 2 will cover courier services in two directions:

- a) from Poland (Frontex HQ) to EU countries, Schengen Associated Countries (Iceland, Norway, Switzerland, Liechtenstein), non EU countries in Europe (non-exhaustive list: Albania, Andorra, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Kazakhstan, Kosovo, Macedonia (FYROM), Moldova, Monaco, Montenegro, Russia, San Marino, Serbia, Turkey, Ukraine, Vatican City) and to non-European countries (non-exhaustive list: Angola, Benin, Burkina Faso, Cameroon, Canary Islands, Cote d'Ivoire, Cape Verde, Djibouti, Gambia, Ghana, Guinea, Jordan, Kenya, Lebanon, Liberia, Mali, Mauritania, Morocco, Niger, Nigeria, Russian Federation, Senegal, Sierra Leone, Tajikistan, Tunisia, USA).
- b) from EU countries, Schengen Associated Countries, non EU countries in Europe and from non-European countries, as listed above, to Poland (Frontex HQ).

2.1. Duration

FWC is expected to be concluded per each Lot for 1 year (renewable up to three times) and have a maximum total duration of 4 years.

2.2. Scope of services

Within Lot 1 and Lot 2 the following services are to cover:

- 2.2.1 Daily pick-up service;
- 2.2.2 Shipping times: express delivery, economy delivery;
- 2.2.3 Online booking and tracking system;
- 2.2.4 Fulfilment of the shipping documents;
- 2.2.5 General shipping up to max.100kg and possibility of exceptional services for shipments above this weight;
- 2.2.6 Insurance and compensation;
- 2.2.7 Return of undeliverable shipment;
- 2.2.8 Shipping envelopes and boxes;
- 2.2.9 Contact person.

Additionally within Lot 1 delivery on the next day by 9.00 and 12:00 is required.

Frontex requires to confirm the possibility of exceptional courier services between countries where Poland is not a side of shipment (f.e. Greece to Italy). Such a possibility has to be confirmed in the offer. Detailed arrangement of such delivery will be each time agreed individually before each shipment is sent.

Frontex requires offers covering one or two lots, however there is no possibility to submit offers only for part of the services required under each lot.

2.2.1 Daily pick-up service

The pick-up will be mainly requested from Frontex Headquarters, but upon specific request the Contractor should be also able to collect mail from other locations in Poland and across EU/non EU countries in Europe, as well as from countries outside Europe.

In case of shipment from Frontex Headquarters, the Contractor will be contacted (via phone or online booking system) on the day of shipment and will be requested to pick-up the shipment during the same day (within max 4 hours after initial contact and within agreed working hours).

The collection of shipment should be on daily basis between 9.00 and 17.00 (regular Frontex working hours Monday - Friday) from Frontex reception desk located on ground floor in building B at Plac Europejski 6 in Warsaw, Poland. Preferably, Frontex would like to arrange pick-ups between 16.00 and 17.00 on a daily basis. Upon an urgent request, the Contractor should be able to collect the mail also after these hours.

2.2.2 Shipping times

Frontex requires the following shipping times:

Lot 1

Economy delivery

- within 2 working days.

Express delivery

- by the end of the next working day.

On the next day by 9.00

On the next day by 12.00

Lot 2

Economy delivery

- by the end of the second working day (after transit time if applicable);

Express delivery

- by the end of the next working day (after transit time if applicable);

Economy delivery should allow to transport parcels not suitable for express delivery due to the weight or acceptable dimensions.

2.2.3 Online booking and tracking system

The Contractor should provide an on-line booking system accessible by specific Frontex staff through a login and password. This will allow the booking of orders to be sent out.

The Contractor should provide an on-line tracking system accessible by Frontex staff through a login and password. The system should offer the possibility to trace where the mailing is and the projected delivery timeframe where appropriate.

2.2.4 Fulfilment of the shipping documents

The Contractor shall provide support in customs issues/duty clearance in import - export procedures to/from destinations outside the EU countries. The Contractor shall be ready to act on behalf of Frontex towards national customs authorities (including pre-financing of custom's fees, later to be billed to Frontex).

2.2.5 General shipping up to max.100kg and possibility of exceptional services for shipments above this weight

The Contractor shall cover regular shipping requests up to 100 kg. Above this weight there shall be a possibility to request a cargo, whereby the maximum weight would not exceed 500 kg. Such a possibility has to be confirmed in the offer. Detailed arrangement of such delivery will be each time agreed individually before each shipment is sent.

2.2.6 Insurance and compensation

In case of delayed, lost or damaged shipment, consignment shall be compensated to at least the actual value of the consignment and the cost of the sending the consignment as limited by the applicable international treaty or local law against direct loss or damage. Frontex acknowledges that the compensation shall be limited by the terms and conditions of the contract concluded with the successful tender. The cost of this insurance has to be included in the general consignment cost.

The Contractor should also provide to Frontex an insurance option for a higher declared value (when the declared value is higher than the limits of the standard liability as indicated above) for consignment, which shall be chargeable.

2.2.7 Return of undeliverable shipment

Undeliverable shipment shall be returned to Frontex after at least three attempts by the Contractor to make delivery. If it appears that the delivery address or contact person is incorrect the Contractor shall make all reasonable efforts to verify this with Frontex.

2.2.8 Shipping envelopes and boxes

The consignments will be packed by Frontex in cardboard envelopes or alternatively in water-proof bags, which must be provided by the Contractor in appropriate quantities so that Frontex always has sufficient stock. The contractor must also provide the blanquettes in Polish and English languages with printed data of Frontex as the sender (address, client number, etc.).

2.2.9 Contact person

Courier service provider must assign a person who will be the contact person for all administrative matters including periodical visits at Frontex HQ.

2.3. Costs and prices

The prices included in the FWC are fully inclusive. No additional costs are eligible. These includes but is not limited to costs of transport, fuel charges, shipping envelopes and boxes. The prices for the services covered by the FWC will be based on the prices indicated in the Annex III - Financial Proposal. For the shipments to countries not mentioned in the Annex III - Financial Proposal, prices from the Contractor's tariff for commercial clients for a given year will apply.

3. Shipping forecast

Majority of Frontex shipping contains documents, whereby boxes are used most frequently to send training and promotion materials (e.g. banners, brochures, books) as well as IT equipment (e.g. laptops, monitors) or other technical equipment.

The weight distribution of shipment is estimated as follows:

- Standard mailing - documents and packages up to 2,5kg: 60%
- Packages - 2,5 to 5 kg: 10%
- Packages - 5 kg and more: 30%

Destination	Monthly Average 2015 (units)	Monthly Average 2016 (units)	Monthly Average 2017 (units)
Domestic (PL)	6	8	10
EU countries	75	100	150
European non-EU countries	7	5	10
Outside Europe	2	2	2

Taking into account previous years' experience, Frontex expects the amounts of courier service required for 2019-2022 with a grow ratio between 35% and 55% every next year.

4. Frontex Contact for Contractor

The following Frontex entities are entitled as contact point for the Contractor:

- During working hours: Frontex Reception (part of Corporate Services) tel: 22 205 95 00