



ANNEX A.1 – TECHNICAL SPECIFICATIONS

OPEN CALL FOR TENDERS

F-SU-16-T01

Provision of office supplies & stationery



Table of Contents

1	Background information	3
2	General Scope of the services.....	3
3	Required services	3
4	Delivery, transport and distribution	3
5	Personnel, customer service and area manager	3
6	Statistics	4
7	Environment	4
8	Catalogues	4
9	Minimum requirements.....	4



1 Background information

The Agency is situated at Schwarzenbergplatz 11, 1040 Wien. It is a 6 floor building with garage for two cars and a delivery area. In this regard the Agency requires the services for office supplies and stationery.

2 General Scope of the services

The scope of the services to be covered by the contract between the Agency and the successful tenderer encompasses all aspects for the office supplies and stationery.

3 Required services

The FRA is seeking a supplier for the provision of general office supplies & stationeries. All items are for internal use. The term includes small expendable daily used items such as paper clips, staples, hole punches, writing utensils, paper, binders, toner and maintenance kits for printers and fax machines and data cartridges as well as site maintenance such shredding machines, light bulbs, batteries and articles for hygiene and health.

The FRA spends approximately 25.000 Euro annually on office supplies.

4 Delivery, transport and distribution

The Contractor will have to deliver any order of any article of the catalogue within seven working days for normal deliveries and up to 14 working days for exceptional deliveries. It should also be possible to have a system in place for very urgent deliveries. All deliveries must be free of charge including any administrative costs. Deliveries should consist of individually packed items corresponding to the order (by package and also by single item if required). Deliveries should be made directly to the FRA's reception point. Deliveries should include the name or code of the requestor, delivery receipt including list of articles and quantities. Delivery receipts must be signed by the requestor and have to be left at the reception of FRA by the delivery person before leaving the building. For security reasons it is preferable that deliveries are always assigned to the same transportation company and to the same employee.

5 Personnel, customer service and area manager

The Contractor should employ personnel that delivers the requested service. The personnel responsible for the delivery and distribution will be obligatory registered the first time at the reception by the security guards. The Contractor should inform the Agency staff in case there is a specific process to be followed when requesting purchases or other information of specific products.



6 Statistics

The contractor, under request of the administrative service of FRA, will provide electronically, statistics on the purchases by products, requestor, quantities including amounts, for a specific period.

7 Environment

The FRA gives particular importance to the purchase of environmentally friendly products (e.g.: ecological paper, adhesive without solvent, unpacked items, etc.) and would like to increase the number of items with recycled contents. Any packaging will have to be the most environmentally friendly one possible and must be, as much as possible, adapted to the size of the delivered articles.

The company should have the possibility to collect used cartridges, CDs or DVDs, batteries, bulbs, etc..

8 Catalogues

The tenderer should supply a paper or online catalogue in German or English. It should contain a large range of articles with a full description mentioning brand and characteristics of each item, including color pictures. The catalogues must indicate the prices of all articles offered to the FRA.

9 Minimum requirements

- All deliveries must be free of charge
- Any article of the catalogue should be delivered within seven working days and up to 14 working days for exceptional deliveries.
- The company should have the possibility to collect used cartridges, CDs or DVDs, batteries, bulbs, etc.