

# **ANNEX A.1**

## **TECHNICAL SPECIFICATIONS**

International Courier Services

F-SE-16-T19

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## 1. Background information

The Agency is situated at Schwarzenbergplatz 11, 1040 Wien. Due to its operations it is required to send posts primarily within the European Union member states. In this regard the Agency requires the provision of international courier services.

## 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 of international courier services.

## 3. Destinations and type of mailings

The main destinations of FRA mailings are within Europe, without excluding though destinations in the rest of the world. FRA is dealing with an average of 50 mailings per month, of which 90% consists of parcels weighting up to 3 kg. The type of service required is "door to door".

Mail delivery to the destination according to the following estimation:

- to Member States of the European Union: average 90% of FRA request for Express service.
- to Rest of Europe: average 9%. These relate to standard service requests.
- to Worldwide, Overseas: average 1%. These relate to standard service requests.

The majority of mailings will consist of paper documents. Other goods like promotional material, plastic boxes and pallets, are only exceptionally shipped.

## 4. Description of services

The following services are required to be carried out by the tenderer:

- 1. Online booking system:** The tenderers should provide an on-line booking system accessible by specific FRA staff through a login and a password. This will allow the booking of orders to be sent out.
- 2. Online tracking system:** The tenderers should provide an on-line tracking system accessible by FRA staff through a login and a password. ☒ The system should offer the possibility to trace where the mailing is and the projected delivery timeframe, where appropriate. The user interface of the systems should be preferably in English, alternatively in German. Information should also be provided by customer services via normal telephone line.
- 3. Daily pickup service:** The collection of the mailings should be on daily basis between 09:00 to 18:00 from the FRA reception desk. Preferably, the Agency

would like to arrange pick-ups between 17:00 – 18:00 on a daily basis.

Upon an urgent request, the contractor should be able to collect the mail also after 18:00.

- 4. Undeliverable post:** Undeliverable post should be returned to FRA.
- 5. Delays:** In case of delay or non-delivery, the tenderers are requested to provide a report explaining the reasons. Also information should be provided through the tracking system.
- 6. Standard delivery service:** The required delivery times for the normal service are as follows:
  - a. Not more than 4 days for Member States of the European Union
  - b. Not more than 6 days for rest of Europe
  - c. Not more than 7 days for worldwide and overseas.
- 7. Express service:** The required delivery time should be at the next working day.
- 8. Import deliveries:** The tenderer should be able to carry out import deliveries. The prices should be the same as the export prices.
- 9. Additional mailing services**

The Agency may request the following additional services:

  - Delivery on the next day by 09:00
  - Delivery on the next day by 12:00
  - Delivery from location A to location B, when neither A nor B is the FRA
  - The tenderer should be able to carry out palette deliveries. The palette size will be approx. 1,50mX1,00mX1,00m (width, height, depth).

In such case a specific price offer will be requested by the Agency.
- 10. Statistics on deliveries per destination:** Tenderers should be able to provide reports on monthly or quarterly or yearly basis regarding the use of the services and on delays faced during the reporting period.
- 11. Contact person:** The contractor should be able to assign a contact person who will be the contact person for all administrative matters.
- 12. Claims:** The tenderer should have a predefined procedure for lost, damaged or delayed shipments. This will allow the Agency to identify what actions are needed to be taken in case of such incident.
- 13. Collection place:** The collection of the post/deliveries should be at the reception desk of FRA, Schwarzenbergplatz 11, 1040 Vienna, Austria, except in the case of import services.

## **5. Minimum requirements**

The collection of the mailings should be between 09:00 to 18:00 at the FRA reception desk

- The collection of the mailings should be possible during working days.
- Online tracking and booking system are mandatory.