

Request for Information (RFI) for Multi-Function-Devices

Background

The mission of the Organization for Security and Co-operation in Europe (OSCE) is to promote security and cooperation among 57 participating States through arms control, preventive diplomacy, confidence and security building measures, human rights, democratisation, election monitoring, and economic and environmental security. It uses the instruments of early warning, conflict prevention, crisis management and post-conflict rehabilitation to facilitate political processes, prevent or settle conflicts, and promote civil society and the rule of law.

To get an overview about where OSCE operates please see our web site <http://www.osce.org/where-we-are>

Located in Vienna, Austria, the ICT Service & Support in the OSCE Secretariat is responsible for the end user devices and is using a mix of several printer/copier and fax machine suppliers to provide OSCE staff members with copy, print, scan and fax services.

Project Description

On 31st December 2017 the current lease contract for Multi-Function-Devices will expire. Accordingly the OSCE Secretariat is planning to launch a competitive tender in early Q3 2017 to find a supplier to provide the required equipment and services.

However the fleet of purchased, (primarily) Hewlett Packard MFDs and printers is aging and requires replacement also; for this reason the scope of the planned competitive tender will be opened up to the complete Secretariat print/copy/scan needs.

At this stage we also have determined that currently at the OSCE Secretariat can be found a mix and match of models and capabilities which needs streamlining also.

In 2018 a migration from Windows 7 to Windows 10 is planned.

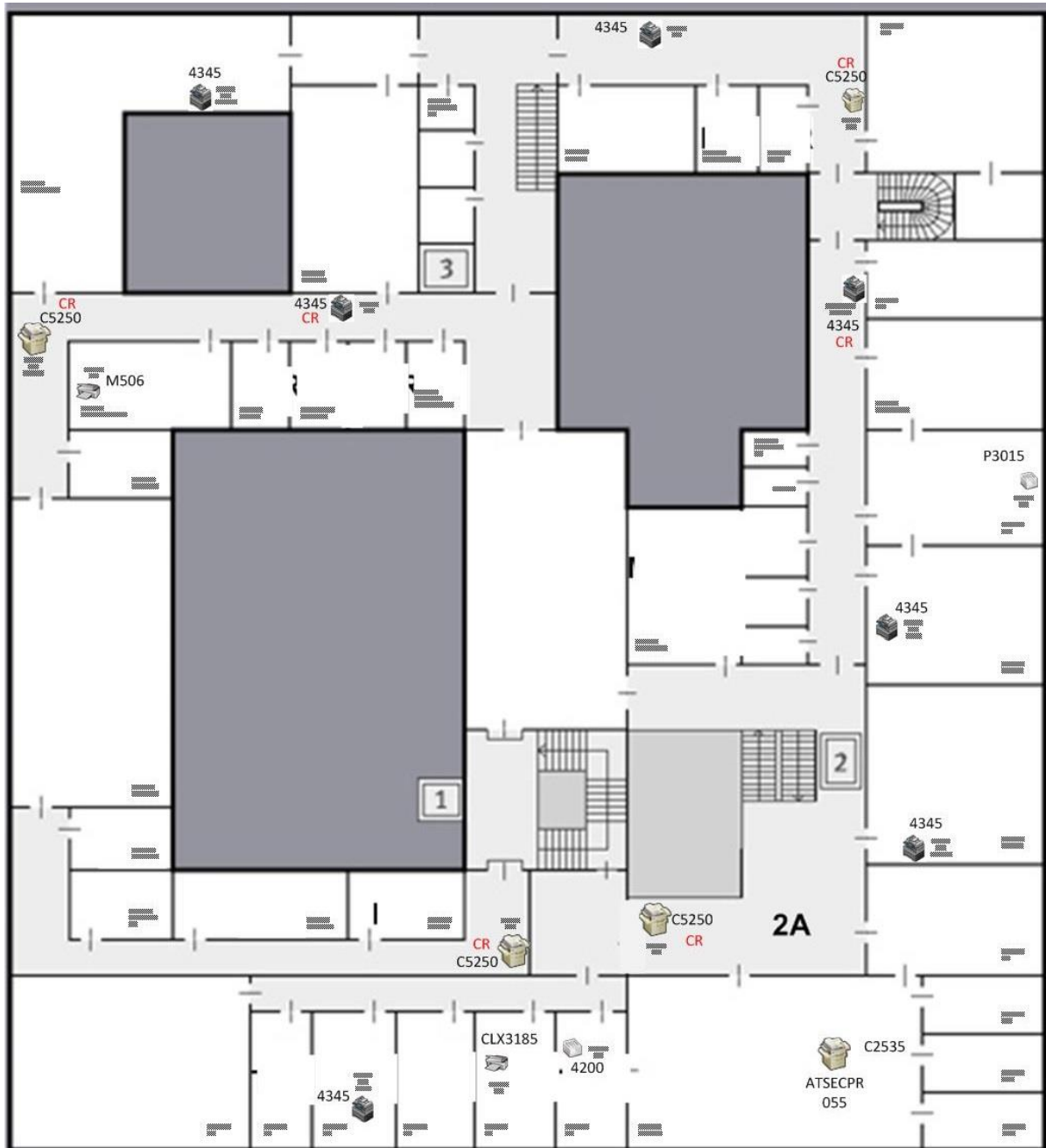
The current environment consists out of 700 desktop/laptop devices and 250 mobile devices located in 3 locations (Hofburg, Wallnerstraße and Mahlerstraße).

The OSCE Secretariat is primarily located in Wallnerstraße 6, as per attached sample map; 90% of Vienna based staff is working in that location. The Secretariat's department of Conference Services is located in Hofburg Congress Centre and operates a copy centre "Repro" to support meetings in Hofburg.

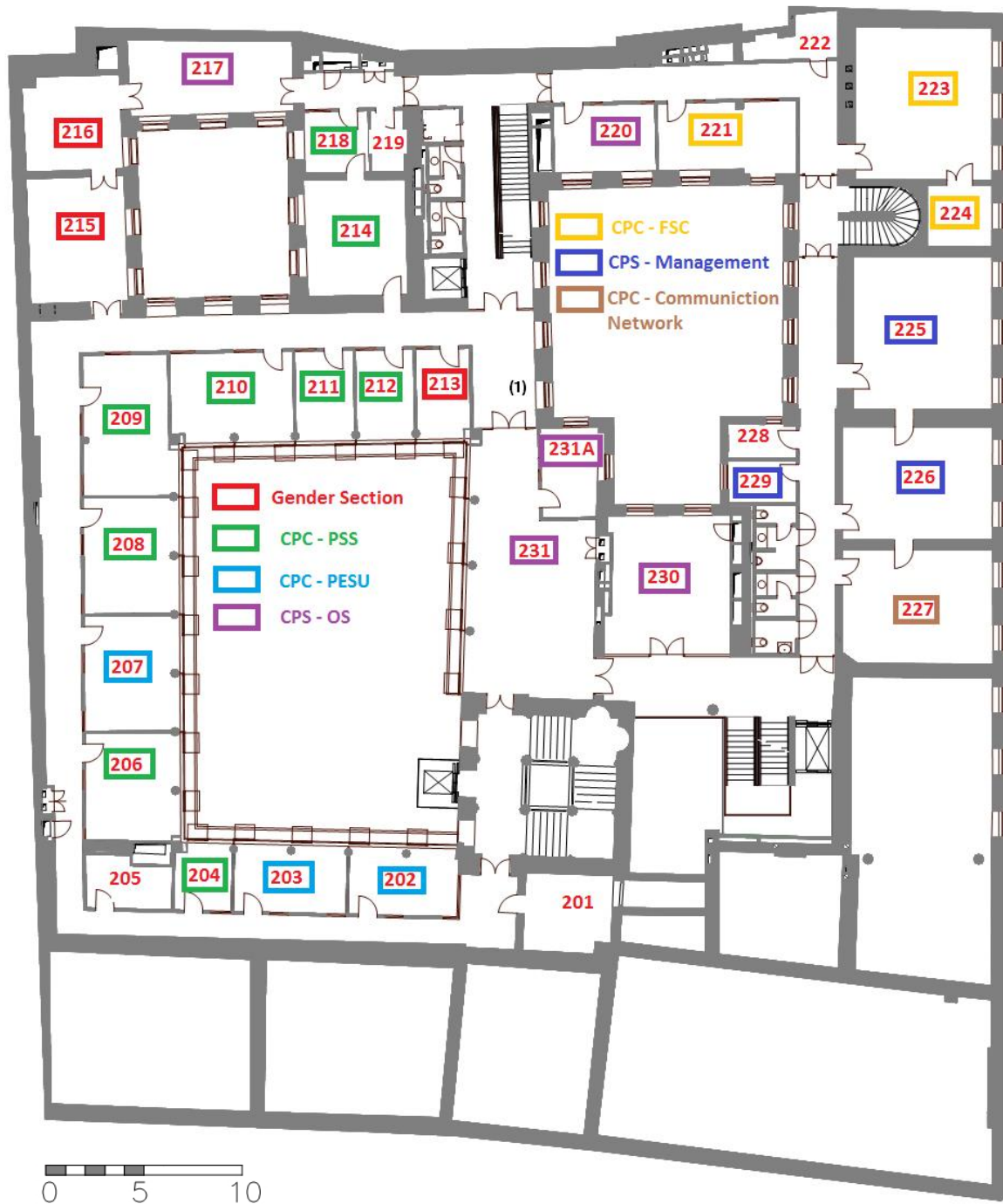
The total volume of clicks is ~6Mio per anno, of this ~10% in colour and ~3% in A3. Out of the total about 4 Mio are done in the Repro and the remaining 2,5 Mio in the regular office environment.

OSCE Secretariat due to its dynamic nature (departments created/merged/moved) needs to be able to adapt +/-15% in number of devices up and down per year without price change per click, allowing 2nd hand devices in Floor and Team only.

Sample floor plan of 2nd level Wallnerstraße building with current devices:



Same sample floor plan showing teams with a total of ~80 staff:



Device Classes envisaged

The following current device class proposal foresees four classes of devices which are being considered:

1. Production MFD
b/w 105ppm A3 finisher
restrictive SLA (Repair 8h on-site)
Copy centre “Hofburg Repro”
Estimated quantity: 5
2. Floor MFD
colour 80ppm A3 finisher
restrictive SLA (Repair 8h on-site)
One device per floor and additional high capacity teams
Estimated quantity: 15
3. Team MFD
b/w 60ppm A4 staple (w/o sorter)
medium SLA (Repair NBD on-site)
One device per team (approx. 25 users max 25m walking distance)
Estimated quantity: 35
4. Personal (print only)
b/w 20ppm A4
medium SLA (Repair NBD on-site)
One device per VIP
Estimated quantity: 20
5. Desktop Fax
b/w laser A4
medium SLA (Repair NBD on-site)
Estimated quantity: 5
6. Bindomatic 9000
restrictive SLA (Repair 8h on-site)
Copy centre “Hofburg Repro”
Estimated quantity: 1

Further to the above

- We require device class 2 and 3 to be of the same manufacturer and have identical user interfaces on them. Device class 1 and 4 may be different although it is preferred to have the same manufacturer all across. Desktop fax and Bindomatic certainly can be different.
- As separate fax machines will be implemented fax options in MFDs (in class 2 and 3) are not required.

- All MFDs must be LAN enabled, also personal ones (required for reporting and management)
- During the evaluation of the RFI responses early Q3, the OSCE may require the proposed devices to be shown to an evaluation board in a demo room at the suppliers/manufacturers premises (unless otherwise agree) at no cost.
- The OSCE Secretariat requires the solution to be provided by one company; however device s may be subcontracted per class from other companies as subcontractors.

The RFI shall provide OSCE with information to

- enhance the Terms of Reference (ToR) for the competitive tender (e.g. optimize specifications, analyse market response on feasibility and establish a corporate print policy).
- identify technical obstacles/limitations,
- define how many devices are typically required (in each class) with acceptable walking distance for end users.
- structure the tender to lower operational cost (i.e. identify price drivers and see how they can be avoided, e.g. mandatory double sided printing or printing in b/w from email).

The following Requirements should be taken into consideration:

1. Confirm ability of delivery and implementation by proposed timeline below.
2. Confirm trade-in of all current (not leased) devices:
>100 printers to be traded in (average age 9 years) including old supplies.
3. Proposal of suitable devices with respective SLAs;
including models and technical specifications,
4. Acknowledge all consumables to be part of a potential competitive tender/resulting contract (Toner, Staples, Maintenance-Kits and Paper such as Mondi IQ economy),
5. Propose device management solution (password, certificate, patch mgmt).
6. Propose device reporting solution (usage, metering, statistics);
e.g. by Microsoft AD integration and ability to list users and departments in reports.
7. Describe remote assistance and on-site technical support options.
8. Confirm option for “follow me print” (badge card based on floor and team devices).
9. Confirm mobile print option via email (on floor and team devices).
10. Comment on training needs for admins, end users and printer focal points (toner replacement).

The following environmental parameters should be taken into consideration:

- ISO 14001 certification
- ENERGY STAR® certified devices
- TEC (typical electricity consumption) values to be provided
will be multiplied with 0,20€/kWh to calculate 5 year total energy cost.

- Suppliers are required to estimate a percentage surcharge for offering fully CO2 neutral printing.

Tentative Timeline

June 2017/early Q3

Issuance of RFI
Evaluation of responses received
On site demo, as required

Q3 2017

Issuance of Competitive Tender
Bidders conference, as required
Proposal submission
Evaluation technical proposal
Evaluation financial proposal

Fall 2017

Contract negotiations
Contract entry into force
Implementation starts

Dec 2017

Replacement completed by 31 December 2017

RFI Procedure

Please note that this is not an invitation for submission of a bid or proposal. This is the Request for Information (RFI) to obtain information to design the planned competitive tender and to identify potential service providers interested.

Please respond by email to Laurence Roche at laurence.roche@osce.org should you wish to provide information and become interested to participate in the planned competitive tender. Kindly state in your response what knowledge and experience does your company possess in the area of the above mentioned requirements. We are looking forward to hear from the interested companies by **Friday, 23 June 2017, 12.00 hours (CET)**.

END.