



Date: 30 August 2022

Clarification Note No. 1
Request for Proposal No. RFP/SEC/11/2022
Lease of Multifunction Printing Devices and Services to the OSCE

The Organization for Security and Co-operation in Europe has received request for clarifications from potential bidders. In accordance with the RFP Document, the OSCE would like to provide the following clarification:

1. Appendix I and Appendix II are missing; please send the quantities and floor plans
[Appendix I – Current inventory of current inventory printers - attached](#)
[Appendix II Building maps will be sent after signed Non-Disclosure Agreement \(NDA\)](#)
2. Vendor Registration Form: we are already registered as a vendor at OSCE, do we still have to send the Form?
[Yes. If details have changed and/or the form is older than two years.](#)
3. Annex D TOR/ 6. Timeline: The delivery, setup and installation of PROD devices (after PoC in TEST environment) shall be performed after the OSCE Ministerial Council, starting as of 05 December 2022 through-out the OSCE winter recess and be completed no later than 31 December 2022. The replacement activity needs to be timed together with the current supplier to ensure smooth transition.
[If global supply chain situation does not allow for such delivery schedule, please provide early/timely alternatives](#)
4. Annex D TOR/ 20. Personnel: All involved staff speaking English, including on-site support staff
 - dedicated account manager
 - dedicated project manager during migration
 - dedicated device specialist
 - dedicated software specialist
 - dedicated maintenance and support contact

For the above are you willing to accept the provision of shared resources to further optimize the cost structure?

[Yes, that is acceptable](#)

5. To allow a smooth transition and seamless service (to overcome annual leave/ sick leave) we suggest to provide resources from specialized shared teams (instead of specific people), could you please confirm that this is acceptable.
[Yes, that is acceptable](#)
6. Annex F Pricing Format Annex F "The Bidder shall not include: A monthly rent price per device." Where shall the bidders include the costs for the devices, i.e. the purchase or rental prices for the devices? Annex F does not explicitly mentioned to include device costs in the click price.
[We do not want any rental cost, we would like to see the device cost incorporated into the click price if possible.](#)
7. Is an in-build stapler in the printing devices mandatory?
[Yes, all but the personal use device need stapling options](#)
8. When does the POC have to be ready? (For planning equipment availability)?
[After technical evaluation and before actual contract signature, approx.. in November](#)
9. "Sequenced delivery (propose delivery schedule in co-ordination with OSCE and current provider)": Shall we provide a generic project plan (for this we would need at least a start date and an end date) or can you provide us with a detailed phased planning you already have done with you current supplier?
[Yes, please provide a generic project plan.](#)
10. Annex D TOR page 1 Chapter 2 - Can you specify and describe the term "Baramundi" in detail?
[Baramundi is a tool like MS SCCM for client management, see <https://www.baramundi.com/de-at/management-suite/>](#)
11. Re: "Baramundi": OSCE employees are going to use this tool and have training for it?
[Yes, we have full skillset here, but we need input how to deploy your drivers](#)
12. Could you please specify and describe the term "GPO"?
[Microsoft Group Policy Objects](#)
13. Re: "GPO": OSCE employees are going to use this tool and have training for it?
[Yes, we have full skillset here, but we need input how to deploy your drivers](#)
14. Please provide the full payment terms.
[OSCE Payment term are 30 days upon receipt of services and invoice.](#)
15. Annex D TOR page 4 Chapter 11 - General market experience is that 80 pages per minute devices are only available as production devices and not as office machines.
Would it be possible for us to offer a 70-page device instead?
[Yes, please offer as close as possible to the tender and note if you cannot meet any of the tech specs](#)
16. There is currently only 1 supplier offering a machine with 50+ colours in A4.
We therefore ask for a deviation of 4% in the print speed of this specification - would that be possible?
[Yes, please offer as close as possible to the tender and note if you cannot meet any of the tech specs](#)

17. Annex E. - Any other document in support of the submitted proposal in Annex E. What are the minimum documents (please state explicitly) your requirement?
The minimum committed number of clicks per year by the OSCE is 2,5 Mil clicks.
18. Can you please provide data on the topic of the FTP Server?
Yes, Log in credentials will be provided!
19. We assume that the price of paper is not part of the tender.
Correct, printing paper is not part of the tender and shall not be included in pricing.
20. Does the Zebra printer use the PCL or Post Script Printer language?
PCL language
21. Annex D TOR page 42 Chapter 6 - The chapter timeline only describes the PROD process. We would need a detailed change process / timeline for the office devices also to provide a comprehensive project plan for OSCE.
This can be discussed at the bidder conference, but after technical evaluation and before actual contract signature, approx... In November, the POC shall take place
22. Annex D TOR page 42 Chapter 7 - We assume that in the building plans OSCE will provide staff numbers for each location and possible printer locations (especially for 6.3. OSCE high Level Planning Group).
No staff numbers are in the maps, but you can assume equal distribution of staff among the floor plan.
23. Annex D TOR page 4 Chapter 11/12 - Office Team unit: According to our market experience, there is only one supplier that offers a unit that meets the height requirements for this class.
This reduces the number of suppliers to one. We ask you to increase the maximum height to 870 mm.
Yes, please offer as close as possible to the tender and note if you cannot meet any of the tech specs
24. The office team device height restriction of max 600 mm does not match the requirement for a paper supply of 2.000 sheets - This cannot be offered by any provider from our POV. We would kindly ask you to increase the height of the devices to 1330 mm so that the supplier can make a compliant offer.
Yes, please offer as close as possible to the tender and note if you cannot meet any of the tech specs
25. Re LOT II Bindomatic do we only have to provide a purchase price for the device and supplies. Service is not part of the contract?
Yes, purchase price and no maintenance for the Bindomatic
26. We assume that OSCE has very high security / access restrictions in place so that a delivery service will not get access to OSCE locations. We therefore assume that delivery to the location itself & Entrypoint with detailed name of contact person and internal location is sufficient to satisfy this requirement. Please confirm this assumption.
Staff will get clearance and can access the building for delivery on the spot

27. Annex D TOR page 8 Chapter 15 - In Europe, there is no ENERGY STAR® since 2019 (contract between EU and USA has expired and was never renewed).
Would the "Blue Angel" be suitable as an equivalent for the offered devices.
[Noted thank you, please offer as close as possible to the tender and note if you cannot meet any of the tech specs](#)
28. Annex D TOR page 10 Chapter 19 - For firmware updates etc. in a modern print environment an onsite visit is not necessary anymore and can be done via remote software. Can we change this requirement from onsite to remote as must have criteria. Remote will also offer a cost reduction for OSCE.
[Yes, remote updates are acceptable](#)
29. Annex E Technical Compliance matrix & Annex 2 Tor - In the Annex 2: there is only a yearly update required in Annex 4 there is a bi-yearly update required. We assume that Annex 2 is the preferred update period. Please confirm assumption and change Annex 4 accordingly
[We would require updates and firmware checks twice a year at least and expect notification of critical vulnerabilities and timely fix of these](#)
30. Annex D TOR page 5 Repro Device - Since we are discussing We assume that a difference of 4% in dB (A) is acceptable and ask you to agree to our assumption
[Yes, please offer as close as possible to the tender and note if you cannot meet any of the tech specs](#)
31. Annex D TOR page 5 Repro Device & page 7 chapter 12 - You are asking for usability by disabled staff but there is a height restriction for repro devices. Can we offer a device with an "upright" display (as you are yourself showing on page 5 for the repro device) which is slightly higher (1250mm vs. 1200mm). Can you increase the max height to 1250mm so that we are able to fulfill both requirements.
[Yes, please offer as close as possible to the tender and note if you cannot meet any of the tech specs](#)
32. Do we understand the text on page 3 correctly that you are asking either for 2 BW devices and 1 color device or optionally for 2 color devices and nil bw devices (if cost neutral)?
Could you please provide specifications for the color repro devices (105 page color devices are from our market knowledge not standard) - We would ask you to reduce the color ppm requirement to 101ppm or 91ppm (which is a lot cheaper than faster devices).
[Yes, that machine composition is correct, but we need 105 pages in b/w to fulfill the urgent copy needs](#)

Note:

- Minutes of pre-bid meeting (in a form of Clarification Note No. 2) as well as the amended Terms of Reference (TOR) version 2 will be sent later this week.
- **Questions:** should be send to by 6 September 2022 at 17:00 Hr (CEST).
- Closing of Tender is 16 September 2022 at 12:00 (CEST). We will review possible extension

Attachments:

Current inventory of current inventory printers

Non-Disclosure Agreement