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Date: 05 September 2022

**Clarification Note No. 2**  
**Request for Proposal No. RFP/SEC/11/2022**  
**Lease of Multifunction Printing Devices and Services to the OSCE**

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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:

**Submission deadline is extended until Monday, 26 September 2022 at 12.00 hrs (CEST)**

1. Service for installation management software. Will this be provided by OSCE? Can you define the platform VMWare modules? Linux?  
Virtual server based on vmware and Microsoft licenses are available by OSCE and will be provided based on defined requirement in your tender response.
2. Annex F, Pricing Format: Please confirm if paper should/not be included in the calculation  
Paper should NOT be included. An amended Annex F will be sent.
3. Device management; what is the management part. As the management of printers and plotters are different to manage (Printer/per page and Plotter/per m2)?  
OSCE is not expecting full management of the currently owned HP, Canon and Zebra devices, just metering based on AD users is required.
4. Print Volume; estimate 2.5-3Mil/pg what is the future forecast?  
About the same due to reduced printing requirements, 49% of clicks are expected in the REPRO office in Hofburg.
5. Can we offer alternative speed of devices? Would it be an option to lower the requirement from 80pg/Sec to 55pg/Sec?  
We would appreciate an offer sticking to the ToR, however an alternative offer can be provided.
6. Utility click Mil page/year  
We don't want to receive a monthly base/rent fee as we want to charge our units for the printing, so only click cost is expected.

**Note: Delivery/Timeline;** as per the tender documents, it is foreseen to carry out the requirements between 05 – 31 December 2022.

We understand that there is a global delivery delay; therefore, we expect a small number of testing devices to be made available and installed in the OSCE Premises.