



Date: 12 September 2022

Clarification Note No. 3
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. **Mandatory Features and Services.** The offered printing devices must be compliant with the following minimum specific requirements: Office devices to be only black and white, only A4, but including finishing feature set (staple, double-sided) – no sorter required to save space." Does every "Office Printer" requires an internal (build-in) staple finisher?
Every device shall be equipped with a staple function except the personal VIP devices
2. **Mandatory Features and Services.** To have a spare for each model on site in case devices fail or maintenance is conducted.
Question: Spare device for each model: This is highly inefficient for Production Devices (requires after 3mon of standstill a technician to be put into operation), is this mandatory? This is also economically inefficient for Floor Printers (MFP A3 col), is this mandatory? Is this mandatory for Office Printers (A4 b/w)? Is there sufficient storage place?
Production devices for REPRO are accepted from the on-site spare, for others we need this indeed
3. **Communications and Repro departments,** true colour calibration must be made available and installed on two laptops. Software (incl. licenses) and hardware required to be provided by the Contractor.
Question: Is the "true colour calibration" required only for the Repro Colour Device(s), not to any other devices?
Are the two notebooks will be provided by OSCE. Software and calibration device will be provided by the provider. Is the requirement one or two calibration devices? Does OSCE require ONE calibration device?
Yes, only production devices for REPRO are requiring colour calibration
One device would be sufficient
4. **Maintenance and Service Processes.** OSCE reserves the right to ask for replacement for devices which fail and need on site assistance over 4 times per year recurrently, at no cost. Can we suggest the following restrictions for this requirement: Limitation to recurring same failures? Limitation to severe failures (according to a failure catalogue).
Yes. This proposal of recurrence is acceptable

5. Reference to question 26 in "Clarification Note No. 1": Your answer "Staff will get clearance and can access the building for delivery on the spot" is meant to apply for PoC, Rollout. Therefore we would like to specify our question: Does your answer also apply for Toner delivery, which will be executed by external carrier (with varying personnel)?
For toner delivery entering the entrance area is required only which needs no clearance
6. If the staples should be included in the page price, what is the annual consumption of staples.
This is an unknown quantity at this stage unfortunately, but certainly not every multipage print will be stapled anyhow. If more detailed numbers are required we can find out from current supplier.
7. Is it possible to slightly reduce the output speed of the REPRO machine to 100 pages/minute? Based on the indicated annual volume, we do not believe it is necessary to use equipment with an output speed of more than 100 pages/minute. There is a not inconsiderable savings potential in lowering the page speed in particular.
The REPRO is producing short notice documents for events, this is why the high PPM is required.
8. Is it correct that only the REPRO machines are planned for a rollout in December 2022. At what time are the remaining machines to be rolled out?
All devices are planned for December 2022, not only REPRO.
9. The maximum volume specification of the REPRO units is set unusually low at 75 dB (A). We ask you to increase the sound power level to the market standard 80 dB (A).
Since the REPRO is next to an open office area we need the 75 dB value, please indicate if you cant make it technically.
10. Some A4 machines have the option to staple documents offline. Is this binding method OK for you?
It should be a driver setting in Windows and performed by the device automatically. I don't understand what offline staple means, please.

Submission deadline is extender until 26 September 2022 at 12:00 (CEST)