Annex D (Amendment 1)

Terms of Reference for

Lease of Multifunction Printing Devices and Services to the OSCE Secretariat

## Overview of the OSCE

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 out web site [www.osce.org/where-we-are](http://www.osce.org/where-we-are)

Since OSCE is an international non-government non-profit organization, we would appreciate any special conditions, which reflect this.

## Objective

Located in Vienna, Austria, the ICT Service & Support in the Secretariat (the “OSCE ICTS”) is responsible for the end user devices. Currently printing devices are used for daily office requirements and are provided on rent on “pay per click” contract, in addition, devices are owned from several vendors (Canon, HP and Zebra) for integration purposes.

The objective of this tender is to select a qualified contractor (the “Contractor”) to continue providing lease of Multifunction Printing Devices under these Terms of Reference with the aim to keep the cost of printing low by streamlining printing methods, introducing printing policies and technical innovation to overall reduce maintenance effort and operational cost in a 3+2 year contract.

For this purpose the OSCE, represented by its Secretariat in Vienna, Austria (the “OSCE Secretariat”) is looking for a Contractor to provide an offer based on click prices as “print as a service”. Windows PCs are the primary clients, however OSCE would extend these services to Apple mobile devices via AirPrint.

OSCE requires the Contractor to specifically provide:

* Proof of Concept (PoC) of solution including test devices (one of each class and servers) in Q4 2022;
* Sequenced delivery (propose delivery schedule in co-ordination with OSCE and current provider)
* Setup and installation of PROD devices;
* Assisting with client based rollout of drivers, settings and software required to all clients utilizing baramundi, GPO and/or vendor/manufacturer supplied tools;  
  (Baramundi client management, see <https://www.baramundi.com/de-at/management-suite/>)  
  (MS GPO … Microsoft Group Policy Objects)
* Integrating existing eight (8) printers and plotters to the management/monitoring solution offered (see list below);
* A printing policy development (formalizing and regulating access to services regarding printing, e.g. limiting colour printing, double sided printing,…) – final document 6 months after contract start to be provided.
* The definition of a printing and device concept (how many, where and why,..) that shall be based on building maps unless equal distribution of devices is envisaged.

## Billing

The Contractor is required to invoice with digitally signed pdf invoices, quarterly billing in arrears (retroactive). Invoices do require break down for each device, must not be a lump sum.

In addition and separately to the official financial billing process, OSCE requests Excel files with cost breakdown as well as EDIFACT file format to allow drill down into cost per department and device.

It is requested that the first quarterly billing cycle be made at end of March 2023 in arrears.

## Current environment

The OSCE ICT is currently utilizing the following:

Users and Clients

800 desktop/laptop devices

350 mobile devices (AirPrint)

100 guests (for mobile printing, current solution print-to-email)

Software

Windows 10 64bit Pro and Ent. Operating System

Office 2016 32bit (on premise)

Microsoft print server software is being provided via MS Enterprise Agreement

Future platform as of 2023/2024

Windows 11 64bit Pro and Ent. Operating System

Office 365 (on premise and cloud)

Other

Apple Mac support (for Media Relations unit)

Apple iOS

## Exclusions

There is no trade in of old printers planned, as almost all printing devices are rented or relatively new.

## 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. Any questions related to this timeline can be addressed as a clarification question or through a proposal in the bid submission.

Please indicate clearly if the above delivery schedule cannot be met for all devices and what your committable alternative timing would be.

## Locations and work groups

**6.1** OSCE Secretariat

1010 Vienna, Wallnerstraße 6 “WNS”

Various teams spread to 2 building parts and over 7 floors

**6.2** OSCE Conference Services

1010 Vienna, Heldenplatz 1

Offices and event/meeting area spread over 3 floors

Containing the copy centre “REPRO”

**6.3** OSCE High Level Planning Group

1010 Vienna, Mahlerstraße 12 (“HLPG”)

One team in one floor

Ideally the new printing concept should cater for no more than 20-30 users per printer (in office areas) and max walking distance of 30m.

## Volume

In past years (prior to Covid-19 pandemic and extensive home office use) printer monitoring extrapolated used to be 3 Mil. clicks per year.

In addition (on-top of the office devices) the REPRO produced much less volume since the last two years and is now at about 2 Mil. clicks per year.

This is due to outsourcing of printing several major publications, therefore the Repro will require just two b/w production and one colour devices in their office in Hofburg 2nd floor. If relatively cost neutral this could be alternatively just two colour production devices also.

Due to Pandemic and home office use the annual total number of clicks therefore is estimated about 4 Mil. pages, of which 40% will be produced in the REPRO.

The minimum committed number of clicks per year by the OSCE is 2,5 Mil. clicks. If exceeded, the agreed click price shall be used to bill for an annual consumption above 2,5 Mil. clicks. If an annual consumption of 2,5 Mil. clicks is not reached, the OSCE shall be billed at a minimum 2,5 Mil. clicks. Any click over and above 2,5 Mil. shall be charged on a fixed price regardless of device.

The colour click volume is not committed and is therefore to be charged based on actual consumption. Currently the annual volume is approx. 500.000 clicks (which part of the totals above)

The OSCE reserves the right to re-evaluate the annual minimum click amount after the 3rd year of the contract and re-negotiate/adjust pricing with collaboration with the Contractor.

## Price structure

The Contractor shall not include:

* A minimum or maximum lump sum of clicks in a rent price per single device.
* A base rent price per device.

The Contractor shall:

* Charge the OSCE a lump sum billing of clicks per quarter in arear;
* Count the quantity of clicks across all devices installed, i.e. no under or over performance shall be factored in; in such case the Contractor may suggest to swap devices during the time of the Contract.

## Equipment changes and modifications

Due to the dynamic nature of the OSCE, ability of 10% change in the total number of devices per year is required without price change to the agreed click cost.

Such changes to device quantities shall not affect nor modify the Contract end date and shall occur at any time during the contract duration.

To allow flexibility to the Contractor and to normalize cost, in the case that more printers are added later, 2nd hand devices (not older than 3 years) are accepted.

## Expected device types and SLA

The offered printing devices are expected to be of the following types:

**LOT I**

Quantities will be expected to be the same, except for the copy centre in Hofburg (which will reduce).

1. Production devices (SLA Repair time: 8h on-site)
   1. REPRO MFP A3 b/w  
      

Symbolic Image 1

* 1. Floor Colour MFP A3 with colour defaults (SLA Repair time: Next Business Day (NBD) on-site)  
     

Symbolic Image 2

1. Office Devices (SLA Repair time: NBD on-site)
   1. Unit/departmental MFP A4 b/w  
      

Symbolic Image 3

* 1. 20 Personal device (VIP) print only A4 b/w  
     

Symbolic Image 4

Table 1 - Required Specifications

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Min. Specification required | repro b/w | floor colour | office team | office personal |
| MFP | y | y | y | n |
| LAN | y | y | y | y |
| USB | n | n | y | y |
| ppm | 105 | 80 | 50 | 20 |
| max. dB (A) | 75 | 75 | 63 | 63 |
| magazin min | 5000 | 2000 | 2000 | 250 |
| Colour | n | y | o | n |
| Badge cardreader | y | y | y | n |
| Envelope | n | y | n | n |
| A5 | n | y | y | n |
| A4 | y | y | y | y |
| A3 | y | y | n | n |
| Duplex | y | y | y | y |
| Print resolution min. | 600 | 600 | 600 | 600 |
| PCL6 | y | y | y | y |
| PS3 | y | y | y | n |
| Send2PDF OCR (readable and compressed) | y | y | y | n.a. |
| Send2JPG | y | y | y | n.a. |
| scan2SharePoint | y | y | y | n.a. |
| ADF | y | y | y | n.a. |
| scan resolution min | 600 | 600 | 600 | n.a. |
| paper weight supported min | 220 | 220 | 160 | 80 |
| 1st page out (sec) max | 5 | 10 | 10 | 10 |
| Staple | y | y | y | N |
| Sort | y | y | n | N |
| Height max | 1200 | 1200 | 600 | 350 |
| Depth max | 900 | 700 | 600 | 500 |
| Width max | 2500 | 1500 | 750 | 500 |
| power consumption (stand by) max | n.a. | 110W | 50W | 25W |
| power consumption (print) max | n.a. | 1.8KW | 800W | 700W |
| quick copy (pause current print job to make copies) | n | y | optional | n.a. |
| Hard-disk encryption 128bit AES | y | y | y | n.a. |
| LDAP enabled | y | y | y | n.a. |
| Microsoft AD enabled | y | y | y | y |
| 802.1x protocol (incl mgmt software) | y | y | y | y |
| single / same user interface across all devices | optional | y | y | y |
| single central reporting | y | y | y | y |
| single central management including firmware upgrades | y | y | y | y |

Up to 5% deviation to dB volume level technically acceptable.

Up to 15% deviation to print speed is technically acceptable.

Up to 15% deviation to size (depth, height and width is technically acceptable.  
Device height is even more flexible as long as operation by persons with special needs (wheelchair are given).

Please indicate clearly in the technical feedback form accordingly.

**LOT II**: Bindomatic - Mandatory

<http://www.bindomatic.de/produkte/bindemaschinen>

Model required: Bindomatic 7000 (for compatibility reason)



Symbolic Image 5

Including annual consumables of

* **1 unit = 200 pcs -** Thermal binding cover: spine size: **1.5mm**, 220 g/m2, white, transparent cover sheet (200 pcs/unit)
* **3 units = 540 pcs -** Thermal binding cover: spine size: **3mm**, 220 g/m2, white, transparent
* cover sheet (180 pcs/unit)
* **3 units = 480 pcs -** Thermal binding cover: spine size: **6mm**, 220 g/m2, white, transparent cover sheet (160 pcs/unit)
* **3 units = 420 pcs -**Thermal binding cover: spine size: **9mm**, 220 g/m2, white, transparent
* cover sheet (140 pcs/unit)
* **3 units = 330 pcs** Thermal binding cover: spine size: **15mm**, 220 g/m2, white, transparent
* cover sheet (110 pcs/unit)

## 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. All but the personal use device need stapling options built in, selectable form the printer driver and not “offline”.
* One colour A3 production device per floor, to centralize A3, colour and larger volumes
* To have a spare for each model on site in case devices fail or maintenance is conducted
* Potentially some few more floor colour devices in “hotspot” such as Conference Service, Communications, Training, Accounts departments are required.
* The OSCE expects the Contractor to offer technical and procedural cost reduction options such as automated shifting from office device to floor device e.g. if more than 50 pages – “print routing” or application based printing defaults, e.g. Outlook always prints in b/w.  
  Automatic deletion of not printed (not picked up by user badge) print jobs.
* Mandatory follow me printing - users can choose printers with OSCE badge which is a Micard v2 Multi (Legic/MIFARE - OSCE Cards available on request for testing during tender).
* Badge authentication from the printer to the server and Microsoft Active Directory must be encrypted.
* Unification of printer to single driver solution for easy and cost efficient deployment of printer driver software.
* Display and buttons accessibility for disabled staff in wheel chairs.
* Identical menu/interface on floor and departmental devices to reduce training effort and enhance usability. Personal printer excluded from this requirement.
* Scan to email, local address book and AD via secure LDAP. Personal printer excluded from this requirement.
* All devices (except Bindomatic) must be network v3 SNMP enabled, also small ones (required for accounting and management).
* For 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.  
  Only the production devices for REPRO are requiring colour calibration, one device for use on OSCE laptop would be sufficient.
* The Contractor must provide a device management software compatible with all vendor devices offered in the solution, capable but not limited to perform, e.g. firmware updates, centrally change smtp server, AD ldap-user, passwords and certificates. Basic reporting and statistics ability is also expected from this software (please refer to section 17).
* Individual PIN printing for confidential jobs.
* Mobile print via email address interface for AD (using badge) and guest users getting job PIN
* Enabling printing from mobile devices
  + Via email and
  + Via Apple AirPrint  
    mobile devices are located in WiFi on different VLAN
* Manufacturer or Contractor based remote technical surveillance of devices via Internet (defined ports) is expected.
* Support for printing in 6 OSCE languages (en, ru, it, ge, fr, sp) special focus on correct Cyrillic character set.
* Automated toner delivery to nominated printer focal point (end user)
* Option to reset printer driver to default b/w e.g. every day, please provide detailed proposals in tender response how to reduce colour printing cost.

## Migration from current to future vendor:

It’s the responsibility of the new vendor to provide a dedicated project manager to arrange for timing with current supplier and OSCE ICTS for smooth transition of services.

Project milestones and objectives expected (after bid evaluation) but not limited to are:

* Q&A session prior to tender submission deadline;
* Reference visit in Vienna to suppliers customer site during technical evaluation;

alternative visit to technical demo centre of vendor in Vienna during technical tender evaluation;

* Provide one device of each class for Proof of Concept (PoC) in OSCE premises in Q4/2022;
* Assist with dedicated English spoken technician during PoC on site;
* Conduct any server installation on site;  
  (Virtual server based on vmware and Microsoft licenses are available by OSCE and will be provided based on defined requirement in your tender response.)

All of the PoC steps are to be performed in a separate TEST environment and need to be documented by the vendor and after acceptance be repeated in PROD environment.

The technically compliant, least cost bidder may be invited for a Proof of Concept (PoC).

Seamless transition (no service gap) and implementation of new devices has to be coordinated one by one as no long term overlap can be done due to space and fire regulations.

Devices shall be preconfigured before shipping on site to minimize onsite effort.

The more seamless the transition is for users the better, please describe the required process steps on client computers in detail. We suggest strongly to keep current printer numbers if possible to minimize end user knowledge training.

## Consumables and Supplies

The click price offered must include

* Toner(s)
* Staples
* Spare parts
* Any other components and service, maintenance in the lifecycle of the device.
* No paper is to be included.

OSCE will supply adequate furniture to store paper, spares and e.g. toner supplies near device.

OSCE will define with the Contractor a key user per device for toner replacement; toner sent to them directly; device training is be required.

Empty toner cartridges will be moved by cleaning personnel or key users to ICT storage room for collection by the Contractor on a periodic basis.

The vendor shall describe the proposed consumables replacement process in detail in the bid.

The OSCE expects to keep the quantities minimal and to stock toner near the device, as well as in ICT/REPRO storage facilities for urgent needs.

## Environmental footprint

The printing solution shall focus towards reduced printing cost and environmentally friendly use of resources.

Each device must be proposed with a TEC (typical electricity consumption) value which will be multiplied with 0,20€/kWh to calculate 5 year total energy cost.

Devices must be certified in

* ISO 14001 (see <https://de.wikipedia.org/wiki/ISO_14001>)
* ENERGY STAR® or Blauer Engel certified devices

## Training, documentation and communication

All communication, documentation and system interfaces, drivers, manuals as well as software must be in the English language.

OSCE requires an on-site (in WNS) jour fix meeting twice per year to discuss any open issues and upcoming changes with the Contractor’s Account Manager.

The Contractor is expected to provide adequate one time training, upon request for OSCE staff in below categories, but not limited to:

1. Admin (system administrators)  
   management solution, system operation, reporting, configuration changes,…
2. Printer focal point  
   simple tasks such as toner change and paper jams
3. End user (how to use features)  
   provision of leaflets and product posters

The Contractor is expected to produce

1. Manuals (E-Format, PDF) for end users (max 2 page quick reference guides)
2. Feature signs/poster for end users to be installed above each device showing capabilities.

## Reporting

OSCE requires a full reporting software solution being part of the bid, including all required licenses and services.

Automated processing of reports, e.g. via email and upload to SharePoint must be included.

Report shall cover but be not limited to:

* Graphical reporting on device usage
* Detailed cost control
* Statistical information
* Department and users consumption
* Print patterns
* Reporting per device, per department, per user
* Report on which applications the print jobs are coming from

Device management for existing HP, Canon and Zebra devices, just metering based on AD users is required.

## ICT operational requirements

The ICT operational requirements are:

* MS AD integration required for easy administration
* No windows cluster
* vmware based Windows server 2008 R2 64bit English
* vmware based Windows server 2016 64bit English
* MS SQL is available
* SMTP available
* MS Exchange available
* Win10 64bit all branches
* Android
* iOS
* MacOS
* 802.1x support incl automated annual certificate management

The Contractor shall provide a network architecture including excel list of TCP ports required for communication e.g., from client to printer or server to printer, etc. (see attached Annex E Technical Compliance Matrix)

## Maintenance and Service Processes

OSCE requires assistance and best practice approach. Maintenance and Service Processes shall be provided with the aim to rationalise operational cost.

* Remote access to MFD devices can be granted on case by case basis e.g. via Zoom or TeamViewer remote control software, access monitored by OSCE admins and via their virtual desktops.
* At twice a year SW and HW onsite maintenance (e.g. firmware updates) patching (can be done remote also) of printers as per OSCE Standard Operating Procedure.
* OSCE reserves the right to ask for replacement for devices which fail and need on site assistance over 4 times per year recurrently with same failure, at no cost.
* One requirement is to supress notifications on "toner low"; only "toner empty" messages should be sent to OSCE ICT Service Desk for action.
* Maintenance shall be channelled by end users via OSCE ICT Service Desk, so the Contractor will only deal with ICT points of contact and not with end users.
* Toner low messages should be sent to Printer focal points in department who will take action according to training.

## Personnel

The Contractor shall provide:

* 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

The use of shared resources for above functions is acceptable.

## Annex I - Current inventory of in-house printers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Make | Model | Location | Floor | Format |
| Canon | IPF785 Plotter | HOF | 3 | A1 |
| HP | MFP M428fdw (iPad delegation work area) | HOF | 5 | A4 |
| HP | MFP M428fdw (iPad delegation work area) | HOF | 2 | A4 |
|  |  |  |  |  |
| Canon | iPF785 Plotter | WNS | 2 | A1 |
| HP | T830 Plotter | WNS | 3 | A1 |
| HP | MFP M428fdw (USB secure offline printing) | WNS | 1 | A4 |
| HP | MFP M428fdw (on stock) | WNS | 0 | A4 |
| Zebra | 110Xi4 (Label printer with PCL language) | WNS | 0 | labels |