

## Questions and Answers (Q&A)

### Concerning the Request for Proposal

#### HP Managed Print Services

No.	Question by the Bidder <i>Bidder's spelling and punctuation preserved</i>	Answer by the IAEA
<b>Date of publication: 17 June 2021</b>		
1.	To allow proper accounting and device management, the solution used by the bidder collects data locally and then transfers data on a regular basis to a central server located in the bidder's data center in Vienna. No user data will be transmitted, only accounting and usage data of the devices. The logic to use the data for any analysis regarding over-usage or necessary maintenance is carried out in the bidder's data center. Would this technical setup be acceptable?	IAEA will allow transmitting the limited quality of information (e.g., accounting and usage data of the devices) to the data centre located in the country which respects the Privileges and Immunities of the IAEA (e.g., Austria is acceptable country of a data centre location). The IAEA does not allow the transmission of the type of document printed.
2.	The bidder asks for examples to be included in the required project management plan. From the bidder's experience, the project is very simple as in a first step, the devices to be swapped will be swapped and then the day to day operation already starts. It is rather difficult to fill a detailed project management plan. Please advise.	From the IAEA side, it looks different. The project should have a planning stage (e.g., identifying the machines that can be taken to MPS and confirmation by the IAEA), testing phase (e.g., bringing in a couple of devices and do the configuration is needed), acceptance phase, and implementation further support. The IAEA is not sure this is as easy as the bidder thinks unless all these are documented with timelines and milestones in the project plan in the submission.

3.	The bidder asks for examples to be included in the BCDR plan: even in case of the failure of a print server, the devices will still operate and MPS data is replicated into the data center of the bidder.	As long as the bidder can explicitly mention in the submission how such cases handled, the IAEA accepts it.
4.	For environmental reasons, especially regarding power consumption, it could make sense to swap all devices. This would reduce the overall costs including the cost of operation for the IAEA. Additionally, standardising the fleet of hardware does increase productivity for users by only providing one GUI and having the same functionality for all devices. Would this approach be acceptable?	No, the IAEA has many devices that are still not out of lifecycle, and therefore, the IAEA wants to use them, and their consumables stored in the storage. A staged plan to replace the current fleet is good to be submitted for IAEA to plan accordingly.
5.	Point 22.1.13 states that all devices shall support OCR. However, the sample device for category I does not support OCR. Is the requirement mandatory for all device types? Please clarify.	Yes, the IAEA requires the OCR, and therefore if category one (1) device doesn't have it, please recommend/suggest a device with similar requirements that support OCR.
<b>Date of publication: 26 June 2021</b>		
6.	<p>Device specs/Category 1</p> <ul style="list-style-type: none"> <li>a) a 100-sheet multi-tray is not offered in that category of models, therefore, we kindly ask to reduce the capacity of the multi-tray;</li> <li>b) the power consumption is very low, the bidder kindly asks to slightly increase the maximum value to allow a cost-effective offer;</li> </ul>	<p>According to specification of the example model selected in Annex II:</p> <p><a href="https://h20195.www2.hp.com">https://h20195.www2.hp.com</a></p> <ul style="list-style-type: none"> <li>a) Multi-purpose tray is 50 sheet, so the IAEA accept to reduce to 50 sheets;</li> <li>b) Power Consumption: 107 watts (maximum), 43.2 watts average (printing), 10.9 watts (ready), 2.9 watts (sleep), 0.2 watts (manual-off);</li> <li>c) Agreed no stapler for category 1. It is also not available in the example model selected; and</li> <li>d) No, not mandatory because the print queue should be on the server, and then when the user authenticate, the print will be released directly from the server to</li> </ul>

	<p>c) staple finishers are not offered by HP, we ask to delete the option; and</p> <p>d) is it mandatory to offer a integrated hard disk as an option for category 1?</p>	<p>print. The IAEA should have the option to take the disk out if we return the printer to destroy it.</p>
7.	<p>Device specs/Category 2</p> <p>a) the power consumption of managed page-wide devices is above the maximum value allowed. We kindly ask to increase the value; and</p> <p>b) the first page out values for colour and b/w are higher than allowed for managed HP devices. We kindly ask to increase the allowed time.</p>	<p>According to specification of the example model selected in Annex II:  <a href="https://h20195.www2.hp.com">https://h20195.www2.hp.com</a></p> <p>a) Power Consumption: 650 watts (max. print/copy), 110 watts (print/copy), 28 watts (ready), 1.37 watts (sleep), 0.2 watts (auto-off), 0.2 watts (off); and</p> <p>b) Agreed to change to Black (A4, ready): As fast as 7.0 sec; Colour (A4, ready): As fast as 7.0 sec; Black (A4, sleep): As fast as 17.5 sec; Colour (A4, sleep): As fast as 17.5 sec.</p>
8.	<p>Device specs/Category 3</p> <p>a) the required copy speed for colour and b/w cannot be met by HP devices. We kindly ask to lower the value; and</p> <p>b) the required scan speed for colour and b/w cannot be met by HP devices. We kindly ask to lower the value.</p>	<p>According to specification of the example model selected in Annex II:  <a href="https://colour-laser-printers.co.uk/pdfs/5FM82A.pdf">https://colour-laser-printers.co.uk/pdfs/5FM82A.pdf</a></p> <p>a) Agreed to change to (600x600 dpi resolution): Black (A4, normal): Up to 60 cpm; Black (A3, normal): Up to 30 cpm; Colour (A4, normal): Up to 60 cpm; Colour (A3, normal): Up to 30 cpm; Black Duplex (A4): Up to 60 cpm; Black Duplex (A3): Up to 30 cpm; Colour (A4, Duplex): Up to 60 cpm; Colour (A3, Duplex): Up to 30 cpm; and</p> <p>b) According to product model Z8Z17A (600x600 dpi resolution): Simplex/duplex: Up to 120 ipm/240 ipm (b&amp;w); up to 120 ipm/240 ipm (colour).</p>
9.	<p>As the offer asks for very detailed concepts and the topic is rather complex, we kindly ask to extend the deadline for the submission of the offers for one week.</p>	<p>The IAEA will extend the tender deadline; a new closing date and time is 7 July 2021 17:00:00. The IAEA will make issues a formal extension notice.</p>

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10.	SoW 3.1. Please specify the desired duration of this contract. If a consolidated end of contract is desired for all continuing devices this information is important for the calculation of the rental contract and the corresponding term.	The IAEA is planning to establish a contract for the period up to five (5) years (2+2+1). In addition, please see 08. Pricing Format, 6.2.: ‘Based on the information provided by the IAEA, the Bidder is required to calculate a price for five (5) years of rental for MFPs of the managed pool (ref. 1.1. and 2.1.).’
11.	SoW 3.2. Please note, that a Cost per Click pricing model for rental machines which includes transportation, warranty, technical and professional consultancy services, software and consumables is difficult in calculating. <u>Please clarify &amp; specify:</u> Pricing Model based on “Base & Cartridge” is acceptable Frequency, duration & quantity of such Printers	The present and past contracts established by the IAEA prove that the ‘Cost per Click’ pricing model for Conference Multi-functional Printers is possible. The IAEA remain its requirement.
12.	SoW 4. Only three locations are mentioned. The bidder is aware that there might be several, additional offices around the world which already do have implemented a Pull-Printing environment. Are these offices to be discarded? Will the Pull-Printing solution cover these offices as well?	Kindly make your proposal for the locations mentioned in the SoW.
13.	SoW 5.4.1. If there is a Microsoft Teams channel than there is although communication to the outside world. Can Microsoft teams be used to contact Second/Third level support and to provide screen sharing at least, remote control preferable.	The IAEA Division of Information Technology (MTIT) is using Microsoft Teams and may establish a channel with the Contractor. The Safeguards Office of Information and Communication Systems (SGIS) is not using Microsoft Teams; the possible alternatives are WebEx for online sharing without control and managed by SGIS staff and use of email for SGIS communications. Screen

		sharing/Remote Control cannot be provided, but SGIS can extract and provide relevant filtered logs during troubleshooting.
14.	SoW 6.5.3. Please specify the required MS Active Directory Service Certificate.	Certification from Microsoft ( <a href="https://www.globalsign.com/en/blog/what-is-active-directory-certificate-services">https://www.globalsign.com/en/blog/what-is-active-directory-certificate-services</a> ) info about this topic from Microsoft: <a href="https://docs.microsoft.com/en-us/learn/modules/implement-manage-active-directory-certificate-services/">https://docs.microsoft.com/en-us/learn/modules/implement-manage-active-directory-certificate-services/</a>
15.	SoW 6.5.4. Please confirm acceptance of "Ecovadis 2020 rating" or/and "HP Sustainability Report 2020"	Yes, this is acceptable according to <a href="https://ecovadis.com/academy/corporate-social-responsibility/">https://ecovadis.com/academy/corporate-social-responsibility/</a>
16.	SoW 6.5.5. Please confirm acceptance of ISO 9001:2015	Yes, this is acceptable according to <a href="https://www.iso.org/standard/62085.html">https://www.iso.org/standard/62085.html</a>
17.	SoW 6.8.f. In our point of view this seems to be the responsibility of the IAEA support engineer on site. Please clarify.	This is valid for both sides. It will provide evidence and information when investigation or issues reported.
18.	SoW 6.8.i. Kindly note that financial and billing matters are usually not in the responsibility of a technical manager. Please clarify	The IAEA accepts this function will be performed by, for example, the Key Account Manager (SoW 6.7.). Therefore, please clarify who exactly will be performing this function in your technical proposal.
19.	SoW 8.1.1. Since this tender includes HP only devices, please clarify the need/request/requirement for managing equipment pool of heterogeneous manufacturers and printer types.	It is HP printers, MFP only.
20.	SoW 8.1.4. Please specify the need of billing, accounting areas and payments through the asset management. Cost reporting and billings are usually sufficient.	The IAEA requires the Asset Management solution to support the billing process by storing and managing essential details related to a specific device associate with the cost centre, related parts, suppliers and toners, and warranty.
21.	SoW 9.3.5. – 9.3.9. We assume the following: - “usage” is page counter differences in time span	Regarding ‘usage’: your understanding is correct; Regarding ‘amount’: your understanding is correct; Regarding ‘cost’: your understanding is correct;

	<ul style="list-style-type: none"> <li>- “amount” is number of cartridge replacements in time span</li> <li>- “Cost” will then be the average cost per page (price of replaced consumables divided by usage)</li> <li>- “values” will be the price</li> </ul> <p>Using our solution the costs (defined cost per page multiplied by usage) are tracked on job, user, group, department, location, cost center level. Kindly advice it this is acceptable.</p>	<p>Regarding ‘values’: your understanding is correct; and</p> <p>Following the description of your solution, it seems acceptable; however, the IAEA requires to provide a sample format of the invoice (ref. SoW 9.4.) for evaluation and acceptance.</p>
22.	SoW 22.1.3 & 22.1.11. Please specify the difference between 22.1.3 and 22.1.11.	Follow me concept is to use one queue and be able to release the print from any device; the security concept is to implement Legic card and security for the follow me concept. The IAEA agree that 22.1.11. can fulfil both so we can consider 22.1.3. as part of 22.1.11
23.	SoW 12.5. Please specify: all equipment (MFP and printers)?	Yes, all HP printers which is possible to integrate and mentioned in Annex.
24.	SoW 12.6. In contradiction to 12.5 the request is now to have devices ready for user authentication by card readers OR PIN. How many devices really need a card reader if there is personal not owning a card? Please clarify.	All devices should have card reader, some devices should be possible to allow in addition to card access, PIN which will be used by daily temporary staff. The IAEA should be able to allow the both type of login on any printer when needed. The main default standard login to all printers should be Legic card access only.
25.	SoW 12.13. Please specify how the management process shall achieve required discover, track and control the addition, removal and movement of all equipment.	EDMS should be able to add information about devices location, etc. which can be used as asset configuration management system.
26.	SoW 12.15. Please specify, why high availability for asset management is required and how this shall be achieved using only one server?	Bidder is required to inform the IAEA if EDMS possible to configure on cluster or using two servers with load balancing that sync with each other. The aim is when one server is down then devices continue to function on the second node.

	The DB used can easily be moved to a HA DBMS.	If this is not possible then provide the IAEA with reason why? Or what parts you can make H.A. and what not possible? What services we lose if the EDMS is down?
27.	SoW 13.5. The IAEA is requesting a software from the contractor that automatically pays invoices of contractor? This is not clear to us. Kindly specify.	No, not pay automatically but send automatic reports on scheduled periods to specific users or group and related to funding per cost centre.
28.	SoW 13.6. This point does not contain any restrictions. It is therefore almost impossible to calculate the amount of work. Can you specify any possible workload?	Example if the IAEA already configured report on quarter basis and one cost centre request same report for last month only of specific time. These reports are normally very easy to generate from database or EDMS systems.
29.	SoW 14.4.f. Please specify: What is the minimum required up-time? How shall this be measured? Also, some devices do not respond to UDP (SNMP) if in sleep mode.	Example devices always on sleep and maybe not used.
30.	SoW 14.5.e. Please specify: We assume this is the number of pages and not size of print job?	No, the volume will display the number of pages this is the MB size of Job.
31.	SoW 15.1. Once again, shall the existing SafeCom infrastructure in other locations not be mentioned? Also, features requested before are not in here: - rule based printing or similar - print-out identification by the means of a non-interpretable identifier as a watermark - distribution of mandatory and optional queues on clients - print job at rest encryption ALTERNATIVELY print job archival/forensic - integration into infrastructure and status management	Yes.

32.	SoW 15.2.1. IPPS queues required to provide device identity certificates. Please confirm.	Yes.
33.	SoW 16.4. Please define the Contract end date and details to scope of work	<p>Having in mind the IAEA is planning a Contract Award for five (5) years (2+2+1); please consider the following tentative dates in your planning and calculation:</p> <p>The first leg of a contract: 1 October 2021 – 30 September 2023</p> <p>The second leg of a contract: 1 October 2023 – 30 September 2025</p> <p>The third leg of a contract: 1 October 2025 – 30 September 2026</p> <p>For the Scope of Work, please refer to SoW 1.</p>
34.	SoW 22.1.7. "Wake up once staff stand near the device function - please clarify it this is a "must have" criteria	Not must have but a benefit to wake up faster. Bidder is required to explain how the printer wake up in the technical proposal.
35.	SoW 22.1.9. Please note: to have IPPS and S/MIME running certificate must declare intended usages.	Yes.
36.	SoW 22.1.12. It seems that under 22.1.12 the text has been cut off - kindly provide entire content.	It is not cut and is just before the last point 22.1.13.
37.	General Questions: Would it be acceptable for the IAEA that the bidder will have one full-time technician on-site for any services to	Yes, is fine to have one full time technician onsite.



	meet the SLA requirements and not only occasionally?	
38.	General Questions: Will the IAEA provide the necessary print servers, and will the operation of the print servers also be the responsibility of the IAEA?	<p>The Bidder can provide the Virtual Server host as mandatory requirement in our proposal and the operation must be done only by IAEA Staff (MTIT or SGIS). EDMS troubleshooting and maintenance will be done together with IAEA (MTIT or SGIS) staff.</p> <p>If there is any access requirement to EDMS by the vendor onsite technician this shall be agreed on by IAEA (MTIT or SGIS) and SoP created and documented.</p>
39.	General Questions: Would it be acceptable to install the software for the pull-print solution on the existing print servers? If not, will the IAEA provide the virtual servers needed for the pull-print solution?	Yes, the IAEA can provide virtual server as mandatory requirement. Printer server and EDMS will be installed on the same virtual server.
40.	General Questions: Will it be necessary to provide the MAC addresses of the new printers prior to the installation for network security reasons?	Because the IAEA is going to use 802.1x certificate there is no need but good to have the MAC addresses.
41.	General Questions: Point 12.6 of the SOW asks for a smart card reader and/or PIN. Is the bidder's understanding correct that not all devices need to provide both alternatives and that for example category 1 devices could only have the PIN option? From the bidder's experience, pull-printing and card authentication is mainly used for larger devices placed centrally and not in the individual office.	<p>Right, Category 1 is fine to have only PIN. Category 2 and 3 must have card reader and/or PIN.</p> <p>The PIN will be enabled in addition to the card reader on some printers but can be expanded to other printers from category 2 and 3 as needed.</p> <p>This is normally easy configuration change on EDMS.</p>

42.	General Questions: Is it required to install card readers on existing devices or do all devices already have card readers to be used? If an installation is required, would it be acceptable to offer the installation including the smart card reader hardware in the pricing sheet as price per existing printer?	<p>It is required to install card reader (Legic card) on existing devices if it doesn't have. the Bidder needs to check which one has compatible card reader and which one doesn't have.</p> <p>Yes, it is fine to include smart card reader HW and installation per existing printer.</p>
43.	General Questions: If an existing printer model does not support authentication by smart card or PIN, is it mandatory to swap these printers as part of the initial project?	<p>Yes, all LAN printers should be secure follow me concept. Exceptional desktop printers will connect using USB and therefore won't be part of the IAEA managed devices.</p> <p>This mean we either replace or decommission the existing printer model which doesn't support authentication.</p>
44.	General Questions: To calculate the monthly rental fee, the bidder needs to have a fixed duration of the contract. Would it be acceptable to offer a fixed rate for 24 months (the fixed duration of the contract) and then a lower rate for the months starting from the 25 <sup>th</sup> month?	<p>Please see the IAEA response on question no. 33; kindly consider the information provided in your planning and calculation.</p>
45.	General Questions: In case of a device being required for example only three months before the end of the contract, will it still be used for 24 month and the bidder be allowed to send the invoices for that time frame? If not, the bidder needs a possibility to recover the cost for the hardware, otherwise the commercial risk would be unbearable.	<p>The IAEA will put measure in place to avoid requesting new equipment before the date of expiration of the contract. In cases needed, the IAEA will analyse and discuss the options available together with the Contractor.</p>

46.	General Questions: During the period of the rent of the devices the devices are still the property of the bidder. Does the IAEA want to become the owner of the new devices after some time? And if yes, after how many months should the IAEA become the owner?	No, at the given moment, the IAEA is not considering this option.
47.	Conference Printers: Which is the maximum number of devices to be made available for conferences? Is there any print volume which needs to be guaranteed?	So far, the IAEA has around 11 MFP requested as max number, but this doesn't mean that we should not exceed it one day if it is required. The IAEA already mentioned that we don't need any volume guaranteed.
48.	Conference Printers: How many times per year will it be required to provide printers for a conference?	Minimum twice.
49.	Conference Printers: As no print volume will be guaranteed, would it be acceptable to offer a fee per printer for installing and de-installing the printer for a conference in the pricing sheet. This would allow the bidder to calculate the effort needed and therefore, the price per page would be lower. Otherwise, the bidder has a rather high commercial risk due to the lack of any commitment.	Yes, the proposal is acceptable. The Bidder is requested to offer the IAEA two option and the IAEA will decide considering the information provided.
50.	Existing Printers: How will printers be handled which will be replaced as part of the initial rollout? Is it required for the bidder to care for the disposal?	No, we have our own IAEA disposal process for own equipment.

51.	Existing Printers: In case of any incident being reported for a device which stays on-site but was not delivered by the bidder, how will the cost for the repair be handled? Is it required to prepare a cost-estimate? Is the bidder's understanding correct, that the SLA for repair services is only valid for devices which were delivered by the bidder?	The bidder should provide cost estimate to repair existing devices. Based on decision of IAEA device owner, the IAEA either request replace or decommission.
52.	Existing Printers: In case of service for existing devices also being requested would it be acceptable to offer a monthly fee for each printer model in use? This fee would be charged monthly for each existing device being covered by the bidder's repair service	The Bidder shall quote the monthly fee; however, the IAEA is planning to do the quarterly billing.
<b>Date of publication: 29 June 2021</b>		
53.	The spreadsheet showing the network printers currently in use does not show any serial numbers for the Safeguards printers in HQ and for some lines there is no model description either. To determine the printers in use which shall be integrated in the new concept, we need to have a chance to know the age of the printer and in the best case also the warranty status which can be retrieved by the serial number. We kindly ask for the provision of a more detailed list, please.	The IAEA will not provide this information now, so kindly disregard printers for which the serial number is missing. Once a contract is established, the IAEA will be evaluating and deciding on this category of printers on a case by case basis; in case a decision will be made to move a specific printer into the pool of managed printers or replace it with a new device, the action will be done based on the conditions of the contract.

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54.	HP Inc. has announced that the PageWide® technology won't be further developed and consequently will go end-of-life by 1st November 2022	<p>This is no issue to the IAEA as we didn't request explicitly the pagewide printers. This is very specific printers in HP and normally have high speed and no warmup etc.</p> <p>The IAEA requirements are very clear and HP has lot of printer models which can fulfil it so no need for pagewide technology.</p>