



# American International School of Zagreb

## Request for Lease of Photocopier/Printing/Scanning Solution on Annual Rate Contract

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# 1. SCOPE OF THE TENDER AND OBJECTIVE

The American International School of Zagreb (AISZ) is seeking proposals for a Printing/Photocopy/Scan solution, including toner supply, as well as all service parts and software updates.

AISZ is located at Damira Tomljanovića Gavrana 3, 10020 Zagreb.

The current enrollment of the school is 345 students, ranging from Pre-Kindergarten (age 3) to Grade 12th (age 19), and we employ 90 faculty and staff. Our school community is made up of different nationalities representing more than thirty countries.

Photocopiers are of great importance to the faculty and administration of AISZ, and we expect high-quality service.

Apart from the price per page, the quality of service, the quality of the installed machines, and software will also impact the decision process.

# 2. MINIMUM ELIGIBILITY OF THE BIDDERS

Bidders should meet the following criteria:

- (I) Be a company registered in Croatia, engaged in supplying Photocopiers in Zagreb and having its service office in Zagreb.
- (II) Have authorization from the manufacturer against this tender valid throughout the period of the contract in terms of sale and service for the full lifetime of the machine (if the firm is not the manufacturer of the items, attach the original copy).
- (III) Have a minimum of five years of experience in supplying photocopiers in bulk to companies in Zagreb.

The tender document can be downloaded from the website of the American International School of Zagreb at [www.aisz.hr](http://www.aisz.hr). Bidders are requested to go through the instructions, terms, and conditions contained in the bid document. There is no tender fee, and no fee is required to be paid at the time of submission of the bids.

The tender, complete in all respects, should be submitted in a prescribed form along with supporting documents in sealed envelopes addressed to the ICT Director of AISZ, Damira T. Gavrana 3, 10020 Zagreb and must reach on or before December 4, 2023, by 1500 hrs. Tenders may be (i) hand-delivered at the aforementioned address, or (ii) sent by Registered Post/Speed Post to reach the aforementioned address on or before the said date. If sent by post, AISZ will not be responsible for loss or delay in transit.

AISZ reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all tenders in whole or in part without giving any notice or assigning any reason. Further Addendum/Corrigendum, if any, will be uploaded onto the AISZ website only. The decision of AISZ shall be final and binding on all.

### 3. CLARIFICATION ON BID DOCUMENTS

A prospective bidder requiring any clarification on the Bid Documents may notify the AISZ ICT Manager, in writing or by e-mail at the mailing address [ictmanager@aisz.hr](mailto:ictmanager@aisz.hr). Such requests for clarifications should be sent not later than seven days before the original or extended deadline for submission of the bids. An explanation of the query without identifying the source of the inquiry will be uploaded to the AISZ website at [www.aisz.hr](http://www.aisz.hr) for the benefit of all prospective bidders.

### 4. AMENDMENT OF BID DOCUMENTS

At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, modify the Bid Documents by amendment. The amendment will be uploaded to the AISZ website at [www.aisz.hr](http://www.aisz.hr) for the benefit of all prospective bidders. To provide prospective bidders reasonable time to consider the amendment(s), AISZ might extend the deadline for the submission of bids.

### 5. AISZ CURRENT STATUS

At AISZ, we are currently working with four copy/print/scan machines, three of which have extra finishers attached with a stapler. We use a "follow me" type of printing service connected with our Active Directory, where each user can decide where to print using their PIN number or RFID card (Printing to a centralized printing server is happening from Windows, Mac OS and Chromebooks).

On each machine, users can scan to PDF that directly comes to their email address, make copies, and pick up printed materials. AISZ rents all machines with a certain number of copies included per six-month period, with additional payment for extra pages that were printed in total with all machines combined (if one of machines has been printing extra copies in a six month period and another less, only exceeding copies when all combined should be charged).

During the last school year, from 1. 7. 2022. to 30. 6. 2023., we had 260,456 black and white prints and 124,906 color prints, with similar numbers expected in the future.

## 6. REQUESTED SERVICES

At AISZ, we are requesting the following services:

- a. Two machines type 1 - optimal requirements stated in table below
- b. Two machines type 2 - optimal requirements stated in table below
- c. Centralized server for "follow me" type printing service with Windows, Mac and ChromeOS print options
- d. RFID card readers compatible with our current cards
- e. Five-year contract for service on-site, toner supply, and software updates

<b>Table 1: Device Manufacturer Type 1</b>	
Device Name / Label	
Device Model	
	Technical Specifications
1	Panel Size/Resolution 10.1" / 1024 x 600 dpi
2	Functionality: Color printing, copying, scanning
3	Minimum System Memory 8,192 MB
4	Interface 10/100/1,000-Base-T Ethernet; USB 2.0, Wi-Fi 802.11 b/g/n (optional)
5	"Network Security Protocols TCP/IP (IPv4/IPv6); SMB; LPD; IPP; SNMP; HTTP(S); AppleTalk; Bonjour"
6	Automatic Duplex A5-SRA3; 52-256 g/m

7	Operating Systems Windows 7 (32/64); Windows 8/8.1 (32/64); Windows 10 (32/64); Windows Server 2008 (32/64); Windows Server 2008 R2; Windows Server 2012; Windows Server 2012 R2; Windows Server 2016; Windows Server 2019; Macintosh OS X 10.10 or newer; Unix; Linux; Citrix ChromeOS (printing from chromebooks)
8	Hard drive 256 GB SSD
9	Paper Tray Capacity 1x 500 sheets; A6–A3; custom sizes; 52–256 g/m <sup>2</sup> 1x 500 sheets; A5–SRA3; custom sizes; 52–256 g/m <sup>2</sup>
10	Toner Life Black up to 28,000 pages CMY up to 28,000 pages
11	Paper Size A6 to SRA3, user-defined sizes
12	Minimum Print Speed 30/30 pages/minute in color and black and white
13	The photocopier laser device must have an automatic paper feeder (ADF) with double-sided copying and scanning function
14	Base, media storage space, toner, and other materials
15	The photocopier laser device must have the ability to automatically report to the service center for networked devices (print/copy status, faults, toner)
16	Application solution for centralized print management, with administrative solutions for device and user management, RFID card/PIN authentication system - Must be able to support printing from Windows, Mac and Chromebook.
17	Response Time to Service Request (first contact with service or service desk by phone or email) - 8 working hours

**Table 2: Device Manufacturer Type 2**

Device Name / Label	
Device Model	
	Technical Specifications
1	Panel Size/Resolution 10.1" / 1024 x 600 dpi
2	Functionality: Color printing, copying, scanning
3	System Memory 8,192 MB/256 GB
4	Interface 10/100/1,000-Base-T Ethernet; USB 2.0, Wi-Fi 802.11 b/g/n (optional)
5	"Network Security Protocols TCP/IP (IPv4/IPv6); SMB; LPD; IPP; SNMP; HTTP(S); AppleTalk; Bonjour"
6	Automatic Duplex A5-SRA3; 52-256 g/m
7	Operating Systems Windows 7 (32/64); Windows 8/8.1 (32/64); Windows 10 (32/64); Windows Server 2008 (32/64); Windows Server 2008 R2; Windows Server 2012; Windows Server 2012 R2; Windows Server 2016; Windows Server 2019; Macintosh OS X 10.10 or newer; Unix; Linux; Citrix ChromeOS (printing from chromebooks)
8	Hard drive 256 GB SSD
9	Paper Tray Capacity 1x 500 sheets; A6-A3; custom sizes; 52-256 g/m <sup>2</sup> 1x 500 sheets; A5-SRA3; custom sizes; 52-300 g/m <sup>2</sup>
10	Toner Life Black up to 45,000 pages CMY up to 45,000 pages

11	Paper Size A6 to SRA3, user-defined sizes
12	Optimal Print Speed 70/75 pages/minute in color and black and white
13	Finisher with brochure attachment, 50 pages
14	Base, media storage space, toner, and other materials
15	The photocopier laser device must have the ability to automatically report to the service center for networked devices (print/copy status, faults, toner)
16	Application solution for centralized print management, with administrative solutions for device and user management, RFID card/PIN authentication system, - Must be able to support printing from Windows, Mac and Chromebook.
17	Response Time to Service Request (first contact with service or service desk by phone or email) - 8 working hours

**Table 3:** Leasing of multifunctional devices for scanning, printing, and copying

In price for month lease it should be included min 22.000 prints b/w and min 8000 prints in color for all 4 machines combined

(During the last school year, in a period from 1. 7. 2022. – 30. 6. 2023. we had 260.456 black and white prints, and 124.906 Color prints, and to expect it to have around the same number or little increase).

Number:	Type of Device	Provided device (Manufacturer and model / mark of product)	Number of devices for 5 years	Unit price per device excluding VAT in Euros	Total price in Euros for 5 years
1			2	0,00	0,00
2			2	0,00	0,00
		Price excluding VAT:			0,00
		Total Price with VAT:			0,00

3	cost per black and white A4 page outside the monthly lease.	0,00	0,00
4	cost per color A4 page outside the monthly lease	0,00	0,00



## 7. FINANCIAL TERMS

All invoicing is done between the Service provider and AISZ. Lease will be paid on a monthly basis, and extra copies will be invoiced for six-month periods for total prints exceeding contracted pages for the combined total page count of all leased machines. The contract period will be 5 years.

## 8. FORCE MAJEURE

In the event of Force Majeure, which is independent of the will of the Parties (war, act of terrorism, nuclear explosion, radioactive or chemical contamination, pandemic, natural disasters, etc.)

## 9. REQUIRED DOCUMENTS

- Print extract from the Court registry (not older than 3 months)
- Latest financial statements given to FINA

## 10. RFP SCHEDULE

- From November 16, 2023: Advertisements will be published on the AISZ web page, and a number of suppliers will be contacted.
- November 20 – November 29, 2023: Service Providers could visit AISZ upon request to [ictmanager@aisz.hr](mailto:ictmanager@aisz.hr).
- December 4, 2023 by 15:00h: Proposals will be sent to AISZ in closed envelopes by service providers.
- December 5, 2023: AISZ Committee will discuss received proposals and choose a service provider.
- By December 14, 2023: Results of the tender informed to Service providers.

## 11. RFP RELATED QUESTIONS / CLARIFICATIONS / SUBMISSION

All questions, clarifications, and submissions related to this RFP should be directed to:

Neven Soric  
ICT Manager  
Email address: [ictmanager@aisz.hr](mailto:ictmanager@aisz.hr)

## 12. CONTENT OF THE PROPOSAL

Service providers are expected to submit their proposal covering the following outline:

Section 1: Company Profile

Section 2: Contact Details of the bidder: Tel Number, E-mail, Website

Section 3: References, Proof of experience in supplying Photocopiers/faxes/Paper shredders over the last three years.

Section 4: Service description of provided machines, software and service support, Technical details of the machine and also the comparative statement/analysis of the machine with that of similar/identical machines of other brands in terms of various performance parameters if available. Example in Article 6 - Table 1 and 2

Section 5: Price for leasing and extra copies - Example in Article 6 - Table 3

Section 6: Documents stated in Article 9.

Section 7: Signed confidentiality and non-disclosure agreement

## 13. CONFIDENTIALITY

Confidentiality and non-disclosure agreement at the attachment of this RFP should be signed by the service provider

Proposals should be sent on English to:

American International School of Zagreb  
Photocopier/Printing/Scanning Solution  
ICT Director of AISZ, Damira T. Gavrana 3, 10020 Zagreb