



Organization for Security and Co-operation in Europe

The Secretariat
Procurement and Contracting Unit
Kärntner Ring 5-7, A - 1010 Vienna

Date: May 22, 2006

Clarifications and Amendments No. 1

Request for Proposal No. 09/2006/CPA85094 - Provision (Purchase and/or Rental) of Copymachines and Related Services to the OSCE Secretariat in Vienna

The Organization for Security and Co-operation in Europe (the OSCE) has received the requests for clarifications from some potential bidders with regard to RFP No. 09/2006/CPA85094.

In accordance with paragraph 3 "Clarification of RFP Documents" of Section I, the OSCE would like to provide the clarifications to the Bidding Documents as specified below:

Question 1:

Potential bidder requested the OSCE to provide the OSCE General Conditions for Service Contracts and the OSCE General Conditions of Purchase Agreement.

Answer to Question 1:

Potential bidders are kindly requested to note that the following statement in the RFP Documents:

"The contract under consideration shall be bound by the Terms of Reference and the OSCE General Conditions for Service Contracts and the OSCE General Conditions for Purchase Agreement which can be viewed on <http://www.osce.org/tenders/>."

Question 2:

Potential bidder requested the OSCE to confirm that the contract period will be one year.

Answer to Question 2:

Potential bidders are kindly requested to note that the following statement in the RFP Documents:

"The contract under consideration will be executed for a period of one year from the date of its entry into effect, and can, subject to agreement by the OSCE in writing, be extended on annual basis up to the maximum duration of five consecutive years."

Question 3:

Potential bidder requested the OSCE to specify the number of copies and planned requirements for the D, E and F types of Copymachines.

Answer to Question 3:

Potential bidders are kindly requested to note that Type D was removed from the scope of this tender (please see the paragraph on amendments made in the RFP Documents). The number of copies per each type of Copymachines can be viewed in the amended tables contained in Section II-D (attached). The estimated quantity of Copymachines to be rented/purchased can be viewed in the amended table contained in Section III (attached).

Question 4:

Potential bidder requested the OSCE to confirm that the maximum floor load shall be 100kg/m² as specified in paragraph 4.1 of Section III of the RFP Documents.

Answer to Question 4:

Potential bidders are kindly requested to note that this requirement was removed from the RFP Documents (please see the paragraph below on amendments made in the RFP Documents).

Question 5:

Potential bidder requested the OSCE to describe the requirements for Service Level.

Answer to Question 4:

Potential bidders are requested to note that the minimum requirements are specified in paragraph 7 of Section III of the RFP Documents.

Amendments to the RFP Documents:

In accordance with paragraph 4 “Amendments to RFP Documents” of Section I the OSCE would like to notify potential bidders of amendments made into the Section II-D “Price Schedule” and Section III “Terms of Reference”.

The amended Sections (attached) are binding on and shall be used by the Bidders in preparing the Proposals.

SECTION II – D PRICE SCHEDULE

The Bidder shall complete the below tables. The rental charges or purchase price shall include at minimum:

1. Delivery to/from the OSCE office location in Vienna to which the Copymachine is assigned by the OSCE, unpacking, removing and disposing of packing material, full installation including installation to the OSCE network and testing of all functions to make the Copymachine fully operational as per each Copymachine's specifications.
2. Replacement of non-functioning Copymachines for which consecutive attempts to repair on Second Service Level have failed.
3. Second Service Level Maintenance for which the scope of works is defined in Appendix A Para 7.1 and 7.2.
4. Prints/clicks per month per machine included in the rental charge, or prints/clicks per month per machine included in the monthly lumpsum maintenance price for each Copymachine in case of purchase.
5. Guaranteed Response Time ("RT") and Success Response Time ("SRT") as from call for repair or maintenance. SRT, as specified herein after, shall include replacement of the defective machine in case the Contractor should be unable to repair the Copymachine within the periods specified in the Terms of Reference.
6. Centralized monitoring of functions and functionality on up to four OSCE monitoring workstations such as, but not limited to requirements of consumables and operation data via network.
7. Provision of software and its subsequent upgrades for centralized monitoring from up to four OSCE workstations.
8. Provision of manufacturer warranty on parts and labour free OSCE office location in the case of rental throughout the rental period and in the case of purchase 24 months as from day of delivery and successful installation.
9. Collection and taking back the machine upon expiration or termination of the rental period. For the purchase option quoting of disposal costs is required.
10. Basic training and recurring update for First Service Level maintenance for each type of copy machine for OSCE staff allowing monitoring and First Service Level training of any of the Copymachines.

Purchase

Type of Copymachine	Model	Purchase Price in EURO	Second Level Maintenance Service Price per month in EURO	No. of copies per month included in column D	CLICK price in EURO per copy exceeding no of copies in column E (b/w copies)	CLICK price in EURO per copy exceeding no of copies in column E (colour copies)
A	B	C	D	E	F	G
TYPE A (6.1)				Min. 5,000		Not applicable
TYPE B (6.2)				Min. 10,000		Not applicable
TYPE C (6.3)				Min.5,000 b/w and 2000 colour		
TYPE D (6.4)	CANCELLED					
TYPE E (6.5)				Min. 300,000		Not applicable
TYPE F (6.6)				Min. 300,000		Not applicable

Rental Period One Year Duration

Type of Copymachine	Model	Monthly Rental charge in EURO (incl. Second Level Maintenance Service)	No. of copies per month included in column C	CLICK price in EURO per copy exceeding no of copies in column D (b/w copies)	CLICK price in EURO per copy exceeding no of copies in column D (colour copies)
<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>F</i>
TYPE A (6.1)			Min. 5,000		Not applicable
TYPE B (6.2)			Min. 10,000		Not applicable
TYPE C (6.3)			Min.5,000 b/w and 2,000 colour		
TYPE D (6.4)	CANCELLED				
TYPE E (6.5)			Min. 300,000		Not applicable
TYPE F (6.6)			Min. 300,000		Not applicable

Rental Period Two Year Duration

Type of Copymachine	Model	Monthly Rental charge in EURO (incl. Second Level Maintenance Service)	No. of copies per month included in column C	CLICK price in EURO per copy exceeding no of copies in column D (b/w copies)	CLICK price in EURO per copy exceeding no of copies in column D (colour copies)
<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>F</i>
TYPE A (6.1)			Min. 5,000		Not applicable
TYPE B (6.2)			Min. 10,000		Not applicable
TYPE C (6.3)			Min.5,000 b/w and 2,000 colour		
TYPE D (6.4)	CANCELLED				
TYPE E (6.5)			Min. 300,000		Not applicable
TYPE F (6.6)			Min. 300,000		Not applicable

Rental Period Three Year Duration

Type of Copymachine	Model	Monthly Rental charge in EURO (incl. Second Level Maintenance Service)	No. of copies per month included in column C	CLICK price in EURO per copy exceeding no of copies in column D (b/w copies)	CLICK price in EURO per copy exceeding no of copies in column D (colour copies)
<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>F</i>
TYPE A (6.1)			Min. 5,000		Not applicable
TYPE B (6.2)			Min. 10,000		Not applicable
TYPE C (6.3)			Min.5,000 b/w and 2,000 colour		
TYPE D (6.4)	CANCELLED				
TYPE E (6.5)			Min. 300,000		Not applicable
TYPE F (6.6)			Min. 300,000		Not applicable

Rental Period Five Year Duration

Type of Copymachine	Model	Monthly Rental charge in EURO (incl. Second Level Maintenance Service)	No. of copies per month included in column C	CLICK price in EURO per copy exceeding no of copies in column D (b/w copies)	CLICK price in EURO per copy exceeding no of copies in column D (colour copies)
<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>F</i>
TYPE A (6.1)			Min. 5,000		Not applicable
TYPE B (6.2)			Min. 10,000		Not applicable
TYPE C (6.3)			Min.5,000 b/w and 2,000 colour		
TYPE D (6.4)	CANCELLED				
TYPE E (6.5)			Min. 300,000		Not applicable
TYPE F (6.6)			Min. 300,000		Not applicable

Section III – TERMS OF REFERENCE

1. Background and Objectives

1.1 The mandate of the OSCE is to promote security and co-operation among 55 participating States through arms control, preventive diplomacy, confidence and security building measures, human rights, democratization, election monitoring, and economic and environmental security.

The OSCE comprises the Secretariat in Vienna, three institutions dealing with the specific subjects of Human Rights (ODIHR), National Minorities (HCNM) and Freedom of the Media (FOM) and OSCE Missions with diplomatic status in 20 countries in South-Eastern Europe, the Caucasus, and Central Asia, which vary in size. Some Missions also operate several field offices throughout the areas of their operations.

For further information about the OSCE please visit <http://www.osce.org>.

1.2 The OSCE uses currently stand-alone Copymachines in its Secretariat at the Kärntner Ring Hof and at the Hofburg premises in Vienna for office purposes. The OSCE further uses production machines to produce print materials for publications and conference uses specific stand-alone Copymachines for conference support. The currently used copy machines, which are mostly owned by the OSCE, have reached the end of their economical depreciation and need to be replaced. The OSCE is desirable to provide adequate document processing devices for its operation, however is also concerned and committed to gradually reduce the hardcopy consumption and at the same time to enhance electronic document processing aiming at the implementation of a 'paperless office' set-up.

1.3 The objective of this tender is to select a qualified Contractor, who shall provide cost effective and quality Copymachines on a purchase and/or rental basis and related services to the OSCE.

2. Scope of Services

2.1. Current Status and Requirements

The OSCE currently maintains number and types of Copymachines, excluding desktop machines which are not part of this RfP and as listed in column D herein after which shall be replaced **up to** number and type of Copymachines as stated in column E. Specifications of types of Copymachines refer to Para 5 (Annex A).

Location	Type of Copy Services	Specifications required	Current No. Copymachines	Planned Requirements
A	B	C	D	E
Hofburg	Production	TYPE F depending on configuration of specs	6	6
Hofburg	Office colour	TYPE C	1	1
Hofburg	Office b/w > 75 images/minute	TYPE E	1	1
Hofburg	Conference b/w standby service	TYPE A	8	8
Kärntner Ring Hof	Office colour	TYPE C	0	5
Kärntner Ring Hof	Office b/w	TYPE A	18	18
Kärntner Ring Hof	Office b/w	TYPE B	6	0
Mahlerstrasse	Office b/w	TYPE B	4	0

2.2. Quantities

The requirements as stated in table 2.1 are planning figures. The OSCE reserves the right to decrease or to increase quantities as per its operational requirements also during the terms of a contract by giving a two months' notice to the Contractor at any time.

2.3. Scope

- Copymachines on a rental and/or purchase basis including installation and set-up as per agreed specifications and terms of purchase and/or rental. The OSCE does not intent to acquire property in the rented Copymachines;
- Second Service Level Maintenance at agreed terms and prices;
- First Service Level training

3. Contract

The OSCE reserves the right to rent and/or to purchase the Copymachines on basis of a Rental Contract and/or a Purchase Contract, hereinafter referred to as "Window Contract" which include OSCE's General Conditions for Service Contracts, terms of rental and/or purchase and terms of services, maintenance and warranty. During the duration of a Window Contract additional Copymachines may be purchased or rented or, at discretion of the OSCE, the rental period of Copymachines may be terminated at terms and conditions as stipulated in the Window Contract. In accordance with OSCE's financial and budgetary regulations the duration of a Window Contract shall be one year extendible up to a cumulative duration not exceeding five (5) consecutive years. In the case of rental of Copymachines the parties shall conclude concomitant rental contracts for each Copymachine governed by the terms of the Window Contract.

4. Hardware requirements

4.1 General Requirements

All types and models upon delivery to the OSCE must be new, unused and must be compliant with latest hardware technology and upgraded software version. Types and models of which it is known that their production will be terminated within the next six months from submission of the Proposal shall be excluded from this tender. In case the successful bidder should provide such Copymachines the production of which will be discontinued within six months the Contractor shall exchange such model at no costs to the OSCE.

The emissions and technical features shall be in full compliance with Austrian technical standards for public national organisations.

4.2 Specific Requirements

The offered Copymachines must be part of one product family and conception which shall be compliant with following specific requirements:

- Unified user surface panel on copy machines of each category (stand-alone and production)
- OSCE Novell NetWare 6.5 iPrint network compatible allowing to print from any workstation Windows XP (with digitally signed certified drivers) if so configured by the OSCE
- Demo equipment of the best 2 bidders for 4 weeks to allow testing
- Mass production as per detailed output specifications one or two sided
- Colour print compatible if so configured
- Scanning to email function in PDF format
- 'Confidentiality Control' function
- Individual access control functions are not required

- Central OSCE internal or external technical monitoring functions including monitoring of use and circulation and refill alerts of consumable.
- Central reporting functions to be made available to OSCE
- Finishing features as per detailed specifications

All software functions must be compatible with OSCE's standard software.

4.3 Repair / Replacement

The Contractor shall provide the Second Service Level including provision of consumable, excluding paper, preventive maintenance and repair within the response time as specified in Appendix A Para 7.1 and 7.2 herein after.

4.4 Ownership

In the case of rental the OSCE does not intend to acquire ownership for the Copymachines. The Contractor shall insure the Copymachines against Third Party Liabilities.

As part of the initial roll-out, of the replacement project the Contractor agrees and accepts to dispose, existing OSCE owned Copymachines as the OSCE has declared them for disposal at no costs to the OSCE.

4.5 Warranty

The Contractor shall provide full manufacturer warranty on parts and labour free OSCE office location in the case of rental throughout the rental period and in the case of purchase 24 months as from day of delivery and successful installation.

5. Other Requirements

- 5.1 The Copymachines require having technical monitoring and reporting features producing monthly and quarterly reports on functionality, errors and usage.
- 5.2 All Copymachines must be delivered with a comprehensive user manual and a quick reference guide in English language
- 5.3. For all types of Copymachines the Contractor shall provide two (2) full repair and maintenance manuals each covering SLM 1. These manuals shall be made available in electronic format in PDF format as well.
- 5.4 The Bidder is requested to offer any other equipment and services which might add value to the OSCE.
- 5.5 All official correspondence, invoices, voice mail, on-line tools and any other contract related documents and services must be available in the English language.
- 5.6 All device buttons and displays must be in English language.

Appendix A

6. Copymachine Specifications

6.1 TYPE A Black/white Stand Alone (Conference Support Services)

Specifications/Description	Compliance Remarks <i>The Bidders are required to put item-by-item commentary on the Technical Specifications demonstrating substantial responsiveness of the offered Copymachines to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.</i>
Copymachine Make / Model: <i>Please specify the offered make / model</i>	
Copying: State-of-the-art black/white laser printing system up to 20.000 copies/month copy speed black./white min. 35 pages/minute paper tray for min. 2000 sheets A4/80g) duplex automatic document feeder for A4 with min. 50 sheets capacity (A4/80g) additional feeder resolution of copies min. 600x600 dpi zooming in/out from 25% - 400% in 1% increments	
Printing: Postscript and PCL5 or PCL6 printer drivers Resolution of prints min. 600x600 dpi Network printing with Novell NetWare 6.5 iPrint compatibility Windows XP Printer Drivers in English and digitally certified. 2-sided printing	
Scanning: Scan to e-mail (using OSCE standard LDAP e-mail directory) in b/w without additional software required in the desktops Option to scan to PC directly with client software Scanning up to 600 dpi resolution	
Faxing: Modem speed 33,6 kb Fax directory for min. 100 entries, w. group-, speed dialing etc. Central Fax number management software to allow central update of fax numbers.	
Finishing: Sorting Capacity of tray for copies min 500 sheets (A4, 80g) Stapling	
Administration: Copy Machine must be administered via OSCE network (web-) based solution, compatible with current and future network infrastructure at OSCE Secretariat. Administration includes reading of meters, status of machine, identifying technical deficiencies and on-line reporting of status /requirements of consumable. Copy machine must provide set-up/editing fax directory.	
General Requirements: Machine must be very user friendly The machine must be the latest model, i.e. not improved/refurbished	

6.2 TYPE B Black/white Standard Stand Alone

Specifications/Description	Compliance Remarks <i>The Bidders are required to put item-by-item commentary on the Technical Specifications demonstrating substantial responsiveness of the offered Copymachines to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.</i>
Copymachine Make / Model: <i>Please specify the offered make / model</i>	
Copying: State-of-the-art black/white laser printing system Capable for a volume of up to 150.000 copies/month Copy speed black/white min. 75 pages/minute 3 paper trays (A4 portrait, A4 landscape, large tray A4 portrait, A3) for min. 4.500 sheets at A4, 80g capacity, with automatic tray selection 1 additional tray (100 sheets) for special paper (>80g, <200g), transparencies, labels, Duplex automatic document feeder for A5 to A3 formats with min. 50 sheets capacity (80g) Resolution of copies min. 600x600 dpi Zooming in/out from 25% - 400% in 1% increments	
Printing: Postscript and PCL5 or PCL6 printer drivers Resolution of prints min. 1200x1200 dpi Network printing with Novell NetWare 6.5 iPrint compatibility Windows XP Printer Drivers in English and digitally certified. 2-sided printing Postscript and PCL printer drivers automatic 2-sided printing	
Scanning: Scan to e-mail (using OSCE standard LDAP e-mail directory) in b/w without additional software required in the desktops Option to scan to PC directly with client software Scanning up to 600 dpi	
Finishing Side and/or corner stapling (50 sheets) Sorting Capacity of finisher min. 2000 sheets (A4, 80g)	
Administration: Copy Machine must be administered via OSCE network (web-) based solution, compatible with current and future network infrastructure at OSCE Secretariat. Administration includes reading of meters, status of machine, identifying technical deficiencies and on-line reporting of status /requirements of consumable. .	
General Requirements: Machine must be very user friendly The machine must be the latest model, i.e. not improved/refurbished	

6.3 TYPE C Color and Black/White Stand Alone

Specifications/Description	Compliance Remarks <i>The Bidders are required to put item-by-item commentary on the Technical Specifications demonstrating substantial responsiveness of the offered Copymachines to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.</i>
Copymachine Make / Model: <i>Please specify the offered make / model</i>	
Copying: State-of-the-art color laser printing system or other digital color printing systems. Up to 100.000 copies/month Copy speed black./white min. 40 pages/min., color min. 30 pages/min.. Paper trays: Minimum 4 (A4 portrait, A4 landscape, large tray A4 portrait, A3) with 3000 sheets (A4, 80g) capacity, with automatic tray selection Paper quality: Must be able to use paper from 80 – 200g, and transparencies Document feeder: Duplex automatic for A5 to A3 formats with min. 50 sheets capacity (A4/80g) Resolution: Copies min. 600x600 dpi Zooming: In/out from 25% - 400% in 1% increments	
Printing: Drivers/Software: Postscript and PCL printer drivers. Standard windows driver installation model, no setup routine required for the driver. No direct communication required to print, Novell iPrint compatible. English Drivers. Microsoft Windows XP drivers (mandatory) Linux SUSE Drivers (desirable) English Consoles (buttons on device) Resolution of prints: Min. 1200x1200 dpi Network printing Two-sided printing	
Scanning: Scan to e-mail (using OSCE e-mail directory, LDAP client) Delivery as pdf, tiff and jpg file Scanning up to 600 dpi resolution Color scans at 8 bit color depth	
Faxing: Modem speed 33,6 kb Fax directory for min. 150 entries, w. group-, speed dialing etc. Phone book network manageable, for updates	
Finishing: Side and/or corner stapling (50 sheets) Sorting Capacity of finisher min 1000 sheets (A4, 80g)	
Administration: Copy Machine must be administered via OSCE network (web-) based solution, compatible with current and future network infrastructure at OSCE Secretariat. Administration includes reading of meters, status of machine, identifying technical deficiencies and on-line reporting of status /requirements of consumable. Copy machine must provide set-up/editing fax directory. Software updates must be available. 10/100 Mbit/s network connectivity RJ45 connector TCP/IP support.	
General Requirement: Machine must be very user friendly The machine must be the latest model, i.e. not improved/refurbished	

6.4 TYPE D Cancelled, merged into Type C

6.5 TYPE E Production 1

Specifications/Description	Compliance Remarks <i>The Bidders are required to put item-by-item commentary on the Technical Specifications demonstrating substantial responsiveness of the offered Copymachines to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.</i>
Copymachine Make / Model: <i>Please specify the offered make / model</i>	
Copying: State-of-the-art laser printing system Capable for a volume of up to 300.000 copies/month Copy speed black/white min. 75 pages/minute 4 paper trays (A4 portrait, A4 landscape, large tray A4 portrait, A3) for min. 4.500 sheets at A4, 80g capacity, with automatic tray selection 70g – 120g from all paper trays Additional tray (100 sheets) for special paper (>80g, <200g), transparencies, labels, duplex automatic document feeder for A5 to A3 formats with min. 50 sheets capacity (80g) resolution of copies min. 600x600 dpi zooming in/out from 25% - 400% in 1% increments	
Printing: Postscript and PCL printer drivers Standard windows driver installation model English Drivers Microsoft Windows XP drivers Resolution of prints min. 1200x1200 dpi automatic 2-sided printing	
Scanning: Scan to e-mail (using OSCE standard LDAP e-mail directory) in b/w without additional software required in the desktops Option to scan to PC directly with client software Scanning up to 600 dpi .	
Finishing: Side and/or corner stapling (50 sheets) Sorting Capacity of finisher min 1000 sheets (A4/ 80g)	
Administration: Copy Machine must be administered via OSCE network (web-) based solution, compatible with current and future network infrastructure at OSCE Secretariat. Administration includes reading of meters, status of machine, identifying technical deficiencies and on-line reporting of status /requirements of consumable. Software updates must be available. 10/100 Mbit/s network connectivity RJ45 connector TCPIP support.	
General Requirements: Machine must be very user friendly The machine must be the latest model, i.e. not improved/refurbished	

6.6 TYPE F Production 2

Specifications/Description	Compliance Remarks <i>The Bidders are required to put item-by-item commentary on the Technical Specifications demonstrating substantial responsiveness of the offered Copymachines to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.</i>
Copymachine Make / Model: <i>Please specify the offered make / model</i>	
Copying: State-of-the-art laser printing system Capable for a volume of up to 300.000 copies/month Copy speed black/white min. 110 pages/minute 4 paper trays (A4 portrait, A4 landscape, large tray A4 portrait, A3) for min. 4.500 sheets at A4, 80g capacity, with automatic tray selection 70g – 120g from all paper trays Additional tray (100 sheets) for special paper (>80g, <200g), transparencies, labels, duplex automatic document feeder for A5 to A3 formats with min. 200 sheets capacity (80g) resolution of copies min. 600x600 dpi zooming in/out from 25% - 400% in 1% increments	
Printing: Postscript and PCL printer drivers Standard windows driver installation model English Drivers Microsoft Windows XP drivers Resolution of prints min. 1200x1200 dpi automatic 2-sided printing	
Scanning: Scan to e-mail (using OSCE standard LDAP e-mail directory) in b/w without additional software required in the desktops Option to scan to PC directly with client software Scanning up to 600 dpi	
Finishing: Side and/or corner stapling (50 sheets) Sorting Capacity of finisher min 1000 sheets (A4/ 80g)	
Administration: Copy Machine must be administered via OSCE network (web-) based solution, compatible with current and future network infrastructure at OSCE Secretariat. Administration includes reading of meters, status of machine, identifying technical deficiencies and on-line reporting of status /requirements of consumable. Copy machine must provide set-up/editing fax directory. Software updates must be available. 10/100 Mbit/s network connectivity RJ45 connector TCPIP support.	
General Requirements: Machine must be very user friendly The machine must be the latest model, i.e. not improved/refurbished	

7. Terms of Service and Maintenance

7. 1. Response Time

The Response Time (“RT”) upon call for service by an OSCE authorized person for an SLM 2 or above shall be the period of time from calling or sending an e-mal to the qualified technician as designated by the Contractor until arrival of the qualified Contractor’s technician at the reported defective Copy Machine.

The Success Response Time (“SRT”) shall be the period of time from calling or sending an e-mal to the qualified technician as designated by the Contractor until successful repair or, at discretion and costs of the Contractor, replacement of the defective Copy Machine including its installation and full functioning.

The Bidder shall offer the Response Time (“RT”) and Success Response Time (“SRT”) in hours or parts thereof for any of the types of Copymachines the OSCE office locations in Vienna:

- OSCE Secretariat, Kärntner Ring 5
- OSCE, HPLG and Art IV, Mahlerstrasse 6
- Conference Services, Hofburg, Heldenplatz,

Type of Copymachine	Response time (in hrs) minimum 4 hrs or below	Success Response Time (in hrs) minimum 2 working days or below
TYPE A (6.1)		
TYPE B (6.2)		
TYPE C (6.3)		
TYPE D (6.4)	CANCELLED	
TYPE E (6.5)		
TYPE F (6.6)		

7. 2. Service Levels

The Second Service Level as referred to in Para 3.3. of Section III shall include any services, repair and /or preventive maintenance and/or repair whatever should be required to reconstitute or to maintain the full functionality of any Copymachine under this Contract in accordance with its supplied functions and manufacturer’s specifications including but not limited to:

- Any labour costs for technicians
- Travel and mobilisation costs
- Consumable such as toner, excluding paper
- Delivery of consumable (excluding paper) free OSCE office in Vienna
- Any works or intervention required to maintain full functionality except of:
 - Refilling and provision of paper
 - Refilling of toner provided by the Contractor
 - Removing of paper jams in accordance with instructions shown on any Copymachine as far as no tools are required.

In case a repair should not be successful after two unsuccessful interventions of the Contractor’s technician the Contractor shall replace the Copymachine by the same type and specifications free of charge including delivery, installation and removal of the defective machine.