

Please find below in black color the questions from companies and in blue color the answers from Bank:

1. Current total print volume, per month or per year (ideally the average of the last 12 months).

Answer: Monthly average ~ 500,000 pages

2. Split of the volume between black & white and color.

Answer:

B/W ~ 499,000

Color ~ 1,000

3. Split between A4 and A3.

Answer: A3 printing is considered as 2 x A4. The volume of A3 printing is too low. Some tens pages per month.

4. Volume per location or per device: Head Office versus branches /cashier printers separately if possible.

Answer: Please check Annex A

5. Approximate monthly scanning volume, per location if possible, and the split between Head Office and branches.

Answer: Can't be measured.

6. Please confirm whether scanning is included in the cost per printed/photocopied page, or whether a separate price per scanned page may be offered.

Answer: No, scanning should not be included in the cost. The cost is based on paper usage. This should be counted.

7. Required scan destinations and features (scan-to-email, scan-to-folder, integration with a document management system, OCR/searchable PDF).

Answer: Yes, this feature should be available.

8. Expected changes in printing volume during the contract period (e.g. digitalization projects, new branches, or closures).

Answer: All these assumptions should be taken into consideration.

9. Could you please provide current average monthly print/copy volumes (B/W and colour, including A3 share), ideally per location or device category?

Answer: Please check Annex A

10. Is there a guaranteed minimum monthly volume, or is billing strictly based on actual pages printed?

Answer: No, all costs should be based on the printed page number.

11. Number and list of locations (Head Office buildings and branches, in Tirana and outside Tirana), with the number of devices required per location.

Answer: Please check Annex A

12. Number of users per building/location, as the technical offer requires the user-per-machine ratio by building.

Answer:

HO – 400 employees.

Small Branch – up to 5 employees

Medium Branch – up to 8 employees

Large Branch – up to 12 employees

13. Number of backup devices required. Should this be one per branch, and is it in addition to the 161 devices listed in Annex 2?

Answer: The number of 161 printers does not calculate the backup devices, but we are using at least two platform printers running in parallel and as failover if one will fail, users in the Branch will use the second one.

14. Current printer fleet (brands, models, quantities, ownership, or lease) and whether any print management software is currently in use.

Answer: Annex A

Print management SW: paperCut

15. Whether existing devices must be removed or disposed of by the supplier or can they be handled by Bank.

Answer: The existing devices are provided by the existing contractor. Bank does not own any printing device.

14. Must the main devices be new, or are refurbished/used devices acceptable? If refurbished/used devices are acceptable, is there a maximum accepted age or page count?

Answer: The printing devices & MFPs should be under support from the vendor and NOT EOL.

So, the production year of the printers & MFPs should not be earlier than year 2020.

15. Are the Annex 2 specifications minimum requirements (e.g. printing speed), and is a specific brand preferred? The mono MFP specifications also list color scanning speeds. Please confirm whether color scanning is required on all these devices.

Answer:

Printing Speed: Minimum requirements.

Brand preferential: No.

Color scanning: Yes, the devices should support color scanning.

16. Is fax functionality actually required, and will the Bank provide the analogue lines for each device (reference Annex 2)?

Answer: No, Fax functionality is NOT required.

17. Are the backup devices required in each branch additional to the quantities in Annex 2? Please confirm the number of branches (and how many are outside Tirana) and whether the backup unit should be an MFP or a printer.

Answer: The number of 161 printers does not calculate the backup devices, but we are using at least two platform printers running in parallel and as failover if one will fail, users in the Branch will use the second one.

18. Is secure/pull printing (release at the device) required? If so, on which devices, and by which authentication method (PIN, AD credentials, ID card/badge)? If card authentication is required, please specify the card technology currently in use.

Answer: Yes for the HO MFPs. The company should provide these solutions: PIN & ID Card/badge. The Bank will decide for the best options.

19. Are there network security requirements for the devices (e.g. 802.1X, SNMPv3, disabling unused protocols, firmware update policy, integration with the Bank's SIEM/logging)?

Answer: Yes, all these are required.

20. Should the print management solution be hosted on-premises at the Bank or in the cloud?

Answer: The printing management solution should be on-prem

21. The Information Security Technical Requirements questionnaire contains sections that appear to relate to software and mobile applications (e.g. SAST/DAST, app store guidelines, PCI-DSS). Please confirm which sections apply to the current service requirement.

Answer: Please refer to the questions of Section A of the Security Questionnaire.

22. For the Active Directory / Azure AD integration and centralised monitoring, should the management software be hosted on the Bank's infrastructure or offered as a cloud solution?

Answer: ON prem solution

23. Is there an expected minimum monthly volume? Would the Bank consider a pricing model with a minimum volume commitment or a fixed monthly fee plus cost per page, in addition to a pure cost per page (or rent/lease for device)?

Answer: The cost model should be based on page printing numbers. No fixed cost should be applied.

24. May we quote a different cost per page for each device category (cashier printers, branch MFPs, HO A3 MFPs), or is a single B/W and a single colour price required?

Answer: The cost should be based on a single B/W and a single Colour. The A3 printing should be considered as 2 A4 pages.

25. Are the Annex 2 values (e.g. "up to 45 ppm") minimum requirements, and are equivalent models acceptable?

Answer: It's the minimum accepted printing speed

26. Toner delivery: the invitation mentions delivery within 10 working days of written notification, and also "automated toner replenishment or within 24 hours" in the SLA section. Please confirm which applies.

Answer: It applies the second statement. The service provider should take into consideration that the tonners should not be absent in all Branches.

27. Response times: please confirm how the 2-hour main device replacement time for Head Office and Tirana branches relates to the 4-hour response time for critical issues response in the SLAs.

Answer: Yes, 2 hours for Tirana Branches & HO, and 4-hours for Branches

28. Given the scope of the service, we would also appreciate it if the Bank would consider adding an extension of the submission deadline of 09.10.2026 so that the answers above can be reflected in our offer, and we can carefully evaluate with vendors the appropriate fitting solution. We would recommend having an **extension of deadline till 23 of October 2026**, if possible, to have necessary time to evaluate all requirements and prepare the appropriate offer.

Answer: **The deadline for sending your offers is postponed until 23.10.2026.**

29. Cashier printers: Are there any space constraints at the cashier counters that bidders should consider when selecting the printers? If so, please specify the maximum permitted dimensions (width, depth and height) and any clearance needed for paper loading and normal operation.

Answer: Maximum dimensions:

Length: 38.2 cm

Height: 26.3 cm

Width: 39.9 cm

30. Color printing: Annex 2 specifies eight A3/A4 color MFPs for the Head Office. Are these intended to cover all color printing needs there, or are separate A4 color MFPs also required? Do any branches require color printing or scanning?

Answer: Yes, the eight A3/A4 MFPs are for both printing services (B/W & Color).

31. User authentication: Should users authenticate at the MFPs using a PIN, a card, or both? If cards are required, please specify the card technology and confirm whether card readers should be included in the offer.

Answer: Should be both. The Bank will decide for the best option.

32. Secure print release: Should print jobs remain in a queue and be released only after the user authenticates at an MFP?

Answer: Yes.

33. Print volumes: Could you provide the monthly print volumes for the past 12 months, broken down by black and white/color and A4/A3? This information will help us select suitable devices and calculate the cost per page accurately.

Answer: Annex A.

34. Backup devices: Is one physical backup device required at each branch in addition to the quantities specified in Annex 2? If so, please confirm the number of branches concerned and the total number of backup devices to be included in the offer. We would also appreciate confirmation of the overall quantity to be supplied, including both the Annex 2 devices and the backup devices.

Answer: The number of 161 printers does not calculate the backup devices, but we are using at least two platform printers running in parallel and as failover if one will fail, users in the Branch will use the second one.

35. Should the equipment's/devices be: new or used?

Answer: The printing devices & MFPs should be under support from the vendor and NOT EOL.

So, the production year of the printers & MFPs should not be earlier than year 2020.