

INVITATION TO QUOTE

1. You are invited to present your quotation(s) for: **"FULL OUTSOURCING OF PRINTING & PHOTOCOPYING SERVICE"** for Tirana Bank needs.

As described below on point 5 (Details & Technical Specifications) Annex 1 and Annex 2.

2. You should provide to us Technical Offer and Financial Offer for **"FULL OUTSOURCING OF PRINTING & PHOTOCOPYING SERVICE"**, which will be subject of a separate review procedure and signature of the respective contract by parties included, for the best offer.

{Based on the "Invitation to Quote" you should present your offer, after you have read carefully each articles specified, as parts of your assessment}.

3. **ADRESS FOR QUOTATION**

Your quotation(s) should be addressed in a closed envelope, superscribed "Full outsourcing of printing & photocopying service" and submitted to address below:

Procurement Unit

Banka e Tiranes, Head Office, Zhan D'Ark Boulevard, "MET Tirana Building", Tirana, Albania.

4. **THE DEADLINE**

The deadline for receipt your quotation (s) by the Purchaser at the address indicated above is:

23.10.2026.

5. **DETAILS & TECHNICAL SPECIFICATIONS**

Service requested: Full outsourcing of printing & photocopying service.

Technical proposal must contain the following information:

- Active Directory / Azure AD integration.
- Encrypted job transmission (TLS).
- Secure data storage and GDPR compliance.
- Energy-efficient printers (Energy Star or equivalent).
- Specification of minimal infrastructure requests for equipment installation.
- Requested network bandwidth.
- Connection to the LAN.
- Dimensions of Equipment, Specify the requirements for storage or space (in Sq meters) for supplies per building of the Bank.
- Indicate the overall proportion of users / Machine, by building according to your solution.
- Printer/MFD printing features (eg. Printing speed, printing volumes, formats, double side printing etc...)
- MFD scanning features (scanning speed, volumes, formats, double side scanning etc...)
- MFD copy features (copy speed, volumes, formats, double side copying etc...)
- Printer/MFD toner capacity.
- Type of data storage in Printer/MFD and capacity.
- Centralized solution for monitoring of the printers, status report, consumption report (per user, printer, etc)
- Special management console where statuses of all printers (devices) are visible, or each network device is accessed separately?

- Automatic notification of users on toner consumption or any other consumable part on the printer, in terms of timely replacement?
 - Service locations (within Albania).
 - Provide the task scheduling capabilities provided of offered software to improve service printing needs of users. In case of more than one solution to be mentioned separately in economic offer.
 - Provide analytical workflow regarding the steps that will be followed for problem resolution (Starting from problem reporting up to problem solving).
 - Describe the process for monitoring, ordering, and delivering of supplies.
 - High level implementation plan with detailed specifications of the time for each milestone.
 - Prior implementation on agreed location, solution should be tested within agreed timelines.
 - User onboarding and training.
 - Project rollout plan with milestones.
- ❖ **You should undertake the following:**
- Provide your own multifunction devices (printing/photocopy/scanning).
 - Back up smaller used device to be in all branches. The device will physically stay in any branch for back up purposes.
 - Delivering the new tonners to Head Office, within 10 working days from the Bank written notification.
 - The replacement of printers & photocopies, preferably with equipment energy efficient and eco-friendly certified, till the repair of the BANK printers & photocopies.
 - Response for replacing time of the main device:
 - 2 hours for HO and branches located in Tirana.
 - 2 business days for branches outside Tirana, assuming full functionality of the backup devices.
 - Different options related to monitoring service (local or centralized) should be presented. Centralized solution is preferable, but not mandatory. If you offer both options (local and central monitoring) you are require presenting the proposal for both options.
- ❖ **“Bank” undertakes the following:**
- a. Collection of empty toners which will be returned to you,
 - b. Ordering should be placed to you 10 days in advance.
- ❖ **Service Levels (SLAs)**
- Critical issues response < 4 hours.
 - Standard issues response < 8 hours.
 - Printer uptime target 98%+.
 - Automated toner replenishment or within 24 hours.
- ❖ **Your Qualifications:**
- Experience with secure printing solutions.
 - References from similar deployments.
 - Security certifications (ISO 27001 preferred).
- ❖ **Devices Technical Specifications:**
- MFP detail specifications required are specified in **Annex 2** attached this document.

6. PRICE

Financial Proposal must include:

Cost per printed / photocopied page for:

- a. **black and white print**
- b. **color print**

For both the following will apply:

- duplex pages are counted as two (2)
- A3 pages are counted as two (2)
- A3 duplex pages are counted as four (4)
- The print media (paper, transparencies etc.) as well as any stapling supplies are not included in the pages costs.
- The billing cycle will be on monthly basis for all the printed pages.

The cost should include VAT, transport, and all other taxes or expenses.

Detailed Price requirements are given in Annex 1.

The financial offer must have the seal of the company and the price should be VAT and all other taxes and expenses included.

7. SERVICE DURATION: 2+1

2 years with the right of automatically renewal for one (1) year under the same terms and conditions unless the Bank notifies the Contractor in writing to terminate the contract at least thirty (30) days prior to the contract's expiry date.

8. DOCUMENTATIONS

The following documentations should be parts of your offer:

- Financial offer (please fulfill Annex 1 below). In case of more than one solution to be mentioned separately in economic offer.
- Technical offer, including all requirement mentioned in point 5 above.
- Copy of Extract of the Commercial Register from the within the last month.
- Copy of the certificate of Registrations as a taxable person.
- CV of the Company, a general presentation of your company.
- Experience with secure printing solutions.
- References from similar deployments.
- Security certifications (ISO 27001 preferred).
- Complete and sign the attached "Vigilance form" and "Information Security Technical Requirements" questionnaires that should be provided together with the offer.

9. CONTACT

For further information you should contact at:

e-mail: procurement@tiranabank.al

- 10.** Please confirm in the above mentioned email contact, that you receive this invitation of quote as well as your consent for participants in this procurement procedure.

Sincerely
TIRANA BANK

ANNEX 1 – COSTS

a. financial offer should be provided for:

No	Description	Cost per printed / photocopied page (inc. VAT)	-Payment terms: Days after invoice issued. -Invoicing: upfront or not annually or monthly or other
1	Black and white print: - duplex pages are counted as two (2) - A3 pages are counted as two (2) - A3 duplex pages are counted as four (4) - The print media (paper, transparencies etc.) as well as any stapling supplies are not included in the pages costs.		
2	Color print: - duplex pages are counted as two (2) - A3 pages are counted as two (2) - A3 duplex pages are counted as four (4) - The print media (paper, transparencies etc.) as well as any stapling supplies are not included in the pages costs.		

- In case of more than one solution to be mentioned separately in economic offer.
- Different options related to monitoring service (local or centralized) should be presented. Centralized solution is preferable, but not mandatory. If you offer both options (local and central monitoring) you are required presenting the proposal for both options.
- The billing cycle will be on monthly basis for all the printed pages.

b. The costs will be unchanged for all contract duration. If, not please provide the CPI or other.

c. CPI rules. Please define CPI after contract duration.

What is the projected price increase after the contract expires?

d. Exit fees in case of termination of the contract before the contract expire.

You should include in your offer also:

➤ **Clients:** Provide a list of your clients where you provide the same or similar service:

Note: Please note that the information regarding Clients will be treated as confidential and will not be used for any external purposes or disclosed to any third party.

➤ **Delivery after Bank confirmation:** _____

➤ **Your confirmation that:**

- The Printers & Scanning model devices required by Bank: _____
- You provide printing management SW solution: _____
- Delivering the new tonners to Head Office, within 10 working days from the Bank written notification: _____
- The replacement of printers & photocopies, preferably with equipment energy efficient and eco-friendly certified, till the repair of the BANK printers & photocopies: _____

- Response for replacing time of the main device:
 - 2 hours for HO and branches located in Tirana: _____
 - 2 business days for branches outside Tirana, assuming full functionality of the backup devices: _____
- Provide your own multifunction devices (printing/photocopy/scanning): _____
- Back up smaller used device to be in all branches. The device will physically stay in any branch for back up purposes: _____
- You agree with terms and conditions of the Draft contract attached, or if you have any suggestion, make relevant changes with track changes.

Annex 2 - Required devices technical specifications table

Model	Type / Functions	Printing Speed	Max print resolution	Duplex printing	ADF duplex scan speed	Network ports	Paper input (standard / max)	Duty cycle / max monthly volume	Paper Format	QTY
MFP Branches B/W	Mono MFP (print/copy/scan/fax/email)	Up to 45 ppm	1200×1200 dpi	2-sided printing included	Up to (A4/Ltr duplex): Mono 20/21 sides/min, Color 13/14 sides/min	Gigabit Ethernet (10/100/1000) + USB 2.0	350-sheet standard input	Up to 120,000 pages/month	A4	66
Cashier Printer B/W	Mono printer series	Up to 45 ppm	1200×1200 dpi	2-sided printing included	N/A (print-only)	Gigabit Ethernet (10/100/1000) + USB 2.0	350-sheet standard input	Up to 20,000 pages/month (A4)	A4	70
MFP Head Office B/W	Mono MFP (print/copy/scan/fax/email)	Up to 45 ppm	1200×1200 dpi	2-sided printing included	Up to (A4/Ltr duplex): Mono 20/21 sides/min, Color 13/14 sides/min	Gigabit Ethernet (10/100/1000) + USB 2.0	350-sheet standard input	Up to 120,000 pages/month	A4	13
MFP Head Office B/W	Mono MFP (print/copy/scan/fax/email)	Up to 50 ppm	1200×1200 dpi	2-sided printing included	110 ipm simplex / 180 ipm duplex	Gigabit Ethernet (10/100/1000) + USB 2.0	Up to 4,700 sheets	Up to 150,000 pages/month	A3 /A4	4
MFP Head Office Color	Color MFP (print/copy/scan/fax/email)	Up to 60 ppm	1200×1200 dpi	2-sided printing included	110 ipm simplex / 180 ipm duplex	Gigabit Ethernet (10/100/1000) + USB 2.0	Up to 4,700 sheets	Up to 150,000 pages/month	A3 /A4	8