

A. Conflicting terms

1. Some answers to the clarification questions differ from the Invitation, Annex 1 and the draft contract: toner delivery (24 hours / automated replenishment vs. 10 working days in Annex 1 and contract Annex 1), and response time outside Tirana (4 hours vs. 2 business days in the Invitation and contract clause 5.2). Please confirm that the answers to the clarification questions prevail, and whether the 4 hours outside Tirana refers to response, repair or device replacement.

Answer 1: Service Levels (SLAs)

- Critical issues response < 4 hours.
 - Standard issues response < 8 hours.
 - Printer uptime target 98%+.
 - Automated toner replenishment or within 24 hours.
2. Backup devices: the answers state that the 161 devices do not include backup devices and that branches use at least two devices in parallel as failover. However, Annex 1 still asks bidders to confirm a used backup device in every branch (also contract clause 8.8). Should a separate backup device per branch be included in the offer? If yes, how many?

Answer 2: Backup device is mentioned for cashier (teller printers). One Cashier Device per Branch

B. Volumes and device allocation

3. Annex A (Answer to questions) lists 23 devices at Head Office and 138 in branches, while Annex 2 "*Required devices technical specifications table*" implies 25 and 136. Please confirm the number of devices per location, and for each branch the split between MFPs and cashier printers.

Answer 3: The number of printers is changeable. An excel file will be attached with details.

4. Please confirm which branches are small (up to 5 users), medium (up to 8) and large (up to 12).

Answer 4: Small Branches (Premium, Bilisht, Ksamil, Vore, Permet, Librazhd, Kavaje)
Larg Branches (Main Branch, Zogu i I, Durres Vollga, Fier, Elbasan, Shkoder)
Medium Branches - Others

5. Across how many Head Office buildings/floors will the 25 Head Office devices be distributed (how many per floor/office)?

Answer 5: There are three floors. Most of the printers will be distributed on the First and Second floor. Less on the Fifth floor.

6. Are the cashier printers connected to the network, or by USB to the teller PCs? This affects the monitoring and reporting method.

Answer 6: Cashier printers are connected by USB.

C. Alternative solution

8. The Invitation allows more than one solution. May an alternative solution deviate from the Annex 2 “*Required devices technical specifications table*” quantities per device type (e.g. fewer A3 devices replaced by multiple A4 MFPs, given the low A3 volume), provided it is submitted in addition to a fully compliant main offer?

Answer 8: We prefer A3 machines because they are typically floor-standing units.

E. Security and authentication

11. What technology/model of employee ID badges is currently used for building access (e.g. HID Prox 125 kHz, MIFARE 13.56 MHz, HID iCLASS)? Should card readers for the 25 Head Office MFPs be included in the price or as optional separated entry?

Answer 11: None technology/model of employee ID badges is currently used. Actually, we use secure printing with pin code. So at least you should comply with a similar solution. For the card readers you can offer also as optional separated entry.

12. For 802.1X: will the Bank issue the device certificates/credentials?

Answer 12: Yes

13. How will compliance with the security requirements be verified, and which evidence must be submitted with the offer? For example: proof of a genuine print management software license with active support (for PaperCut, the license CRN, verifiable by the Bank's administrator on the server's About page and with the authorized distributor), and manufacturer confirmation that the devices are under vendor support, not end-of-life and produced in 2020 or later. Please confirm these requirements apply equally to all bidders.

Answer 13: Proof of Genuine Software Licensing like Customer Reference Number (CRN) actively verifiable by the system administrator on the server. Manufacturer Hardware Confirmation which confirms the devices are currently supported by the vendor and have not reached End-of-Life (EOL) or End-of-Support (EOS) status. Explicit confirmation that all proposed devices were manufactured in the year 2020 or later.

F. Infrastructure and integration

14. For the print management server on the Bank VM: will the Bank provide the Windows Server and SQL Server licenses? What remote access will be permitted to the contractor for administration and support?

Answer 14: Bank will provide the Windows Server license. Usually print management use embedded Data Base but in specific cases we can provide SQL license. We prefer on-site

access for the deployment process. For any other remote access, we use Teams and always one of our administrators supervise the remote assistant.

15. Scan-to-email: which mail system is used (Microsoft 365 or Exchange on-premise), and will an SMTP relay be provided?

Answer 15: Actually, we use and prefer scan to folder. We use both Microsoft 365 and Exchange on premises. SMTP relay can be provided but will be subject of information security analysis whether it is secure or not.

16. Scan-to-DMS: which document management system is in use (e.g. SharePoint), so that the integration can be included in the offer?

Answer: For the moment we do not have a specific one.

G. Service and transition

17. What is the planned contract start date, and is there a required go-live date?

Answer 17: 1 January 2027

18. When does the current contract end, and will there be an overlap period for the transition and the removal of the current devices by the current contractor?

Answer 18: 31 December 2026. Overlap period for the transition and the removal of the current devices depends on the time that procurement process is finished and offers from providers.

H. Commercial and submission

19. In which currency should prices be quoted (ALL or EUR)?

Answer 19: Bank prefers that prices to be quoted in Albanian Lek (ALL), which is the official currency of the Republic of Albania. However, bidders will not be penalized if they submit their offer in the currency in which they normally operate.

20. Is a bid guarantee or performance guarantee required?

Answer 20: No, a bid guarantee and/or performance guarantee is not required for this procurement process.

21. How many printed copies of the offer are required.

Answer 21: It is required only one printed copy of the offer.

22. Would it be possible to visit the Head Office and one or two branches before the submission deadline?

Answer 22: Yes. All interested companies can visit the Head Office and/or branches.

- Visit may be conducted at each branch. To make the necessary arrangements and notify the relevant branch in advance, please provide the following information for the engineers who will perform the survey:
 - Full name and ID card details
 - Proposed date and time
 - Location or branch to be visited.
- For the Head Office visit please provide:
 - Full name and ID card details of the visiting engineers
 - Proposed date and time

Bank authorized personnel will accompany the provider's engineers throughout the building and facilitate access to each floor so that the visit can be completed.