

INVITATION TO TENDER



The Goethe-Institut London is inviting tender for a three year leasing contract to supply and maintain network printers / photocopiers.

The current lease expires 31.08.2024

We have very clearly experienced that print and copier usage have shrunk to only 21% of what we considered normal before the pandemic. In 2023 we used 64774 colour copies and 22195 b/w.

We are therefore seeking to reduce our leasing costs correspondingly. We have decided to reduce the number of large network printers/copiers from four to two, and we would consider leasing refurbished machines to save money.

Our current models are Ricoh copiers, but we do, of course, invite tender for all photocopier brands.

We require the capability of printing and copying both A4 and A3. We use network printing and scanning. We print double-sided, reduce and enlarge, we need stapling and the facility for booklet printing on at least one of the machines.

We require excellent and sustained copy quality, reliability and a good service with a guaranteed 4 hour first response. We would look for a clear indication of measures taken which would ensure that the full range of features is always available.

We are looking for a **three-year contract** both for leasing and for service, with a fixed price per copy over the entire duration of the contract.

Please also include the following information in your quote:

1. Do you charge for IT support (network support), and if so how much?
2. Is there an installation charge, and if so how much?
3. Do you charge for delivery of the leased machines, and if so how much?
4. Are scans chargeable?
5. Is there a minimum use per month?
6. Do you offer a dedicated account manager?
7. What service level agreement do you offer? (maximum response time, arrangements in case machine cannot be fixed within the SLA)

Sustainability

8. Are your products sourced with the aim of sustainability in mind?

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Tender awarding criteria:

- Price **60%** (total cost of leasing plus total cost of copies)
- Service **30%** (based on answers to questions 1-7 above)
- Sustainability **10%** based on answers to question 8 above)

Please complete the basic details of your bid on the form we are enclosing and return it with your bid to ensure a transparent evaluation.

Please send your tender by e-mail to the following address:
Henrike.hawkins@goethe.de

and put only the following words in the subject line:
"Tender PHOTOCOPYING SERVICES - 3-YEAR-CONTRACT"
Mails thus marked will only be opened after the end of the tender period.

We are happy to answer any queries you may have by e-mail. Please note that the reply will also be posted to this website and to any competitors who may have indicated their interest.
Please send to Henrike.hawkins@goethe.de

No negotiations will be entered into. If you are sending in more than one offer, then the last received only will be opened.

Your offer must be received by 30.05.2024

The time stamp on your mail for the time received will count.

This deadline is an exclusion period. Documents received late can no longer be considered unless the tendering company can prove that they are not responsible for the delay.

The contractor is bound to their offer until 31.08.2024

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