

Title:

Technical support on Imaging Equipment user behaviour study

Contracting authority:

[European Commission, Joint Research Centre - Seville \(JRC-SVQ\)](#)

Start date:

29/06/2022

Deadline to express interest:

14/07/2022

Status:

Open

Tender

**reference
number**

JRC/SVQ/2022/LVP/1898-ExA

Title

Technical support on Imaging Equipment user behaviour study

Please note that this is not a call for tenders but a publication announcing the Contracting authority's intention to publish a future negotiated low or middle value procedure (read more [here](#)).

Description

The objective of the contract is to undertake and report a user behaviour study on imaging equipment and its consumables. In terms of devices, this user behaviour study shall cover at least the following different types of imaging equipment: printers and multifunctional devices (MFD). Professional devices are not in the scope of this study. In terms of consumables, the scope should include both cartridges and containers. The study shall cover the following aspects:

i) the main aspects affecting purchase decisions of devices (performance, energy consumption, price of the devices, expected price of the consumables, brand, reparability, etc.) and consumables (page yield, price, brand, new/reused, etc.) ii) current printing trends (average number of printed pages, type of images produced in terms of size, colour, etc.) iii) current situation in terms of printers circularity (average real lifetime of devices, willingness to repair, barriers for repair, reasons for disposals, end of life management of devices, etc.) iv) current situation in terms of consumables circularity (willingness to use remanufactured consumables, barriers to use remanufactured consumables, use of take-back schemes, awareness of consumables page yield, etc.) v) current situation of printing services and subscriptions (preferred schemes, aspects valued by consumers from subscription services, etc.).

**Contract
type**

Services

**Procedure
type**

Planned negotiated procedure for middle/low value contracts

Status

Open

**Published
on TED**



**Award
method**

Best price-quality ratio

Main CPV

73000000