

Questions and Answers from RFP 520-19-04 Pre-Bid Meeting

1. Can PPLD extend the due date for the proposal due to the holiday week?
 - a. We don't believe it will be possible as we are constrained by the deadlines afterwards.
2. Will the print shop located in Library 21c be part of the RFP?
 - a. No. We expect the proposals to include solutions for Library 21c.
3. Does TBS own the kiosks or does PPLD?
 - a. PPLD owns all of the TBS kiosks, but TBS provides maintenance for them. When one kiosk breaks down, it is swapped out with a working one and taken for repair.
4. Are we wanting a hot swappable for MFDs/printers or break repair?
 - a. Maintenance/break repair, please.
5. Are we keeping or replacing the Jamex vending kits?
 - a. We are not keeping the Jamex, but we will still need a machine to accept coins/cards. Library cards do not have any money stored on them.
6. What is the difference between Jamex and TBS?
 - a. They are very similar machines, but the TBS machines integrate with our systems for control.
7. Will proposed machines need to integrate with both?
 - a. No, with TBS only.
8. Will patron machines need all the finishing capabilities of staff machines?
 - a. No. However, at the locations where staff and patrons share machine usage, it would be desirable to retain those capabilities.
9. What fax service is currently in use? How is the fax machine currently attached to a computer here at Library 21c working?
 - a. Scannx currently, though we are open to change as specified in the RFP. Currently, faxes are processed in a digital format initially and then converted to an analog format when sent out. This process allows for faxes to be sent nationwide.
10. What does Papercut do?
 - a. It is a print management system, keeping track of things like the number of copies.
11. Does our current maintenance crew keep the maintenance hours specified in the RFP, including evening hours and weekends? Are we charged extra for them doing so?
 - a. Yes, our current maintenance staff does come out for repairs even on the weekends. No, we are not charged extra for this service.
12. Why have we specified that there can't be a document feeder for the machines in Special Collections?
 - a. Special Collections houses a number of items made of delicate materials which would be severely damaged if placed through a feeder. To avoid any misunderstandings which could lead to such damage, we want to remove the capability altogether.
13. Do we have any flexibility on the proposed machines interacting with our coin machines as we have specified in the RFP – specifically the need to differentiate between b/w and color and charge accordingly? Would we consider moving to single rate if the proposed solution was unable to charge separate prices?

- a. PPLD would not currently consider moving to a single rate for both b/w and color copies. The respective prices we charge for either may change in the future, if such change becomes a clear necessity, but we expect a differential between the two to remain.
14. Are we requiring original manufacturer's parts for all repairs? Would that include the desktop machines that we currently have listed?
- a. We would like original manufacturer's parts for all PROPOSED machines. The desktop machines currently listed in the RFP are to help proposers identify credits and understand the current system in place. We are hoping to replace nearly every desktop printer by consolidating its printing into an MFD. As such, we would not be expecting proposers to perform maintenance on the existing desktop printers.
15. Are we wanting to replace all desktop printers with MFDs?
- a. Ideally, yes. We would like to consolidate down to the lowest number of MFDs possible.
16. Are we looking for a one-to-one replacement or consolidation of many-to-one?
- a. Consolidation of many-to-one, wherever reasonable and effective.
17. Are network drops shown on the included maps?
- a. No. PPLD will ensure that network and power is available in each spot where an MFD is proposed to go. The footprint of the machine will play a part in our ability to determine and ensure that, so we will need to be given measurements of any proposed machines.
18. Are we worried about the walking distance within building for any of the machines?
- a. It is fine to consolidate staff machines even with a bit of a walk for some staff introduced. The reasonable intervals for patron machines are of greater concern. We can't have the walking distance for those machines fall outside of a standard flow.
19. Is it just the 29 copiers and 20 printers currently marked out that we are seeking to replace?
- a. We would like to include the print volume from as many printers as possible in as few MFDs as possible, within reason.
20. Could we provide clarity on the "instrument installation" section of the RFP?
- a. PPLD would prefer not to pay installation charges.
21. Is it okay to consolidate printers which are marked as "retain" in Appendix A?
- a. Yes! The data included in that section is simply that – data. Use it as you will to offer the best solution.
22. Do we intend to have a test run for the finalists of the RFP?
- a. Yes. During the specified dates, a vendor or vendors will be asked to allow the library to test the proposed equipment for integration, ease of use, etc.
23. Are we looking for a badge reader for staff printing or just codes? What about for patrons.
- a. Our current badges don't allow for use with such a system, so we are seeking codes only for staff printing. All patron printing is managed through our software. No money is stored on library cards. Our print software is extremely flexible and will allow a patron to print from anywhere in the system and then release from anywhere in the system, even in a different branch from where the original item was printed.

24. Are we looking to purchase or lease machines? Would we consider leasing at all an option?
 - a. We are seeking to purchase machines and are not considering leasing them at this time.
25. Are we seeking a 5 year maintenance with the possibility to extend that contract by up to two years?
 - a. Yes.
26. What will we do when Ricoh leaves?
 - a. PPLD will supply printing services to patrons via the machines from this proposal.