



## Multifunction Devices and Managed Print Services

RFP 520-26-01

Questions and Answers

May 19, 2026

1. Please clarify in greater detail, if possible, the requirements of eFax as a native solution on the device.
  - a. We need an app on the device that connects to eFax. We do not want any on-prem device that the copier must connect to in order to work with eFax.
2. Should the cloud print solution be billable or free for employees ie. Included in the total expense?
  - a. This should be included in the total expense.
3. What are the approximate fax volumes (inbound and outbound pages/month and transactions/month) that will be supported by the e-Fax solution?
  - a. Monthly page averages 4500-7000, monthly fax transaction average 600-1500. Inbound and outbound pages are not tracked separately.
4. Is PPLD able to provide an idea of Average Monthly Volumes for each device, ideally with an inventory list showing current device models and location names if possible?
  - a. We have totals by location but not by device. Locations will be provided to the winning bidder.
5. Please clarify payment kiosk integration requirements further, if possible.
  - a. Our current connection type is Cartadis cable ID: XCOKL239-KIT061 to enable vendor control mode. Our kiosks have a serial cable connection. Vendor must provide necessary hardware to connect kiosks to the MFDs.
6. Which TBS kiosk models are currently in use across the district? How many? Are all branches standardized on the same TBS configuration, or do some locations use different kiosk types and payment methods (cash vs card-only)?
  - a. System/Model: K09950 and K09952. Total number of kiosks is 38. All accept cash and card.
7. What are the different requirements for conversion from public-facing MFD to private or staff-facing?
  - a. Removing the cable connection and changing from vendor control mode to normal no charge staff operation.

8. May offerors provide their template contracts/Agreement, or will there be an opportunity to negotiate the contract upon award.
  - a. See section 3.3 of the RFP.
9. Will you please provide a list of your existing devices?
  - a. Sharp-MX 2651, Sharp-MX 3071, Sharp-MX 3100n, Sharp-MX 3571, Sharp-MX 4071, Sharp-MX 5070n, Sharp-MX C303w, Sharp-MX C304w, and hp CLJME47528F.
10. Please clarify if the District is requesting like for like devices from the list of existing devices?
  - a. Device capabilities would need to be similar but still meet the defined RFP requirements.
11. Can we have an average monthly volume by device for both BW and Color?
  - a. 240,000 total pages per month; BW/Color information is not differentiated by TBS. Annually for 2025 was 2,820,895 pages.
12. Please confirm that the District is looking for purchase pricing.
  - a. Yes, the district will be purchasing the MFDs.
13. What service structure would the District prefer? CPC, allowance or flat rate?
  - a. Flat rate.
14. What are the required accessories for each device proposed?
  - a. Duplexer, document feed scanning, 2-4 trays that accommodate multiple paper sizes, stapler, and staggered output.
15. Is there a buyout for the existing devices that needs to be included in the proposed pricing?
  - a. No buyout, we own the existing equipment.
16. How will PPLD define success during the first 6-12 months of the contract (e.g., uptime targets, patron satisfaction, cost)?
  - a. Patron satisfaction with hardware and staff satisfaction with customer service.
17. Are there performance or service metrics currently tracked for the existing fleet that PPLD expects a new vendor to meet or improve on?
  - a. There is currently no existing service metrics tracked.

18. Can PPLD describe the composition of the evaluation team and how input from IT, Library Operations, Procurement and Finance will be weighted in the final decision?
  - a. The evaluation team will be composed of members of the PPLD IT, Finance, and Public Services staff. Please see Basis of Award, section 3.2 of the RFP.
19. For scan-to-email and scan-to-SharePoint, does PPLD require integration with specific email platforms or Microsoft 365 tenants? Are there security policies, or authentication methods (e.g, MFA) that we must accommodate?
  - a. Microsoft 365, Exchange Online, Entra ID, SAML/OAUTH, and standard username/password authentication.
20. Should the cloud print application on each MFD support both public and staff authentication methods (e.g., library card, PIN, email, staff credentials)? What type of authentication method(s)?
  - a. Only needed for staff. See question 19 for authentication information.
21. Is centralized print queue management across all branches required (single queue / follow me printing), or can queues be location specific?
  - a. Yes, we want centralized print queue management.
22. Does PPLD require the proposed cloud print solution to be hosted entirely off prem with no local agents or servers, or are lightweight local connectors acceptable?
  - a. Entirely off the premises.
23. Does PPLD have a current cloud print solution they're using? Which vendor?
  - a. No.
24. What is PPLD's current faxing solution? Which vendor?
  - a. EGoldFax. Will accept and evaluate offers for any other eFax service.
25. How many fax numbers require porting? Does PPLD anticipate any departmental segmentation or shared-line usage that we should account for?
  - a. 2 lines need ported .
26. Are there retention, audit, compliance, or public-records policies that the e-Fax solution must support (e.g, retention controls, HIPAA)?
  - a. No retention; some faxes are subject to HIPAA.
27. Are inbound faxes required to route directly to specific email users, shared mailboxes, or document repositories?
  - a. Yes; for email users and shared mailboxes.

28. Should scan and/or fax workflows be configurable separately for public patrons versus staff (e.g., destinations, permissions)?
  - a. Yes.
29. What level of training and documentation does PPLD expect for staff and patron-facing workflows as part of implementation (e.g., on-site or virtual training)?
  - a. Virtual training for staff with the option to record and export to a video file.
30. Can PPLD confirm which TBS print management is currently deployed (e.g., server-based vs cloud-based environment)?
  - a. Papercut, which is server-based. It is not being extended or replaced as part of this RFP. Cloud printing will be for staff only.
31. Does PPLD require all public print jobs to be released exclusively through TBS kiosks, or are there scenarios where staff released or auto release printing is permitted?
  - a. There is staff released printing managed through TBS.
32. In the event of a print release issue involving both the MFD and TBS kiosk, how does PPLD expect vendors to coordinate troubleshooting between copier support and TBS support?
  - a. PPLD will provide initial introduction and contact information between vendors for each issue.
33. The RFP notes that vendors must support more than one copier brand—does PPLD expect active support of existing legacy devices during transition, or only for newly purchased equipment?
  - a. We do not expect maintenance for legacy devices, but they may be on the cloud print solution.
34. Is a phased rollout by branch preferred, or does PPLD anticipate a district wide transition and implementation period during a defined window?
  - a. Phased rollout by branch is preferred.
35. Are there anticipated future enhancements—such as expanded mobile printing, card only environments, or increased analytic reporting—that we should consider when designing their solution?
  - a. Mobile printing and payment is handled by TBS and is not being replaced. There are no plans to offer mobile printing services to staff at this time.

36. Are there any challenges or things you'd like to see improved with your new equipment or vendor in terms of support, communication, printing, scanning, digital document management, or PaperCut?
- a. PaperCut will not be replaced. There are no current issues with our current printing and scanning. Our main printing challenge is moving away from an on-prem server for staff.
37. Page 12 of the RFP references Addendum C, the Immigration Clause for Contracts, but this form was not included in the RFP. Could PPLD please provide the form or direct us to where it may be downloaded?
- a. This no longer applies.
38. Is there a standardized speed the PPLD would like to see across all floor-standing devices, or look to place different speed devices based on volume, user quantity, etc.
- a. Copy Speed minimum of 35 ppm Mono/Color (8½" x 11"). Scan speed minimum of 220 ipm (Mono)/110 ipm (Color). Print Speed 35 ppm (8½" x 11").
39. Fleet Configurations (Standardized vs Optimized) - Would you like all devices to have the same configuration and accessories, or should some devices have different accessories than others (based on their location, types of users, etc.)?
- a. All devices will have the same configuration and accessories.
40. Do any devices require more than 1-drawer and copy/print/scan capabilities for Desktop MFD?
- a. Desktop models require only 1 drawer and must accommodate paper sizes 8.5x11 and 11x14. Floor-standing models require 4 drawers and must accommodate paper sizes 8.5x11 - 11x17.
41. The RFP states the PPLD would like a cloud print solution, however the current payment gateway kiosks appear to be managed using the PaperCut MF on-premise solution. Can you confirm if you would prefer to keep on-prem PaperCut MF in place for the payment gateway kiosks, and then have a separate cloud-based solution for print and output management? Or is your goal to find a cloud-based solution that can handle the payment gateways and output management?
- a. We are keeping the on-prem Papercut solution for patron printing. The cloud-based printing is for staff and there will be no payments.
42. What is the actual maintenance & support expiry date?
- a. For the new purchase in 2027, the maintenance & support agreement would be 1-year from the date of purchase. The current maintenance and support contract is set to expire April 30, 2027.

43. What version of PaperCut do you currently use (ie - V 24.2)?
- a. The current version is PaperCut MF 25.0.11 (Build 75756 2026-04-30). Note that PaperCut will not be extended or replaced.
44. How many current embedded licenses do you have?
- a. We have no (zero) embedded licenses as we do not currently use any PaperCut apps on our MFDs. Note that PaperCut will not be extended or replaced.
45. Will any portion of the copier fleet require Badge Readers or PINs for authentication?
- a. No devices will require Badge Readers, but PINs for print authorization is set up for staff to use on the current copier models.
46. Do you sync with Microsoft AD or Google Suite for users?
- a. We don't currently sync with either on our MFD, but for scan to SharePoint we will need to sync users with Entra ID.
47. Will the Desktop devices require PaperCut / print release, or just the floor-standing copiers? If badge readers will be required, please provide any information you can on your current cards (ie - brand, card type, form factor, programming range, etc).
- a. One desktop device will need to connect to a kiosk but will not require PaperCut (as the kiosk handles PaperCut). It will not use a badge reader.
48. Do you utilize the "Advanced Print Enablement Pack" (aka print deploy or zone printing)?
- a. Not currently.
49. Do you utilize "Mobility Print?"
- a. Not currently.
50. Can you please provide a rough percentage on PC / Mac ratio (ie - 80% PC/ 20% mac)?
- a. 99% PC, 1% Mac but this could change.
51. Are there any current issues or challenges you have with your PaperCut system that need to be resolved?
- a. No, and PaperCut will not be extended or replaced. Cloud print will be for staff only.

52. Do you feel you and your current vendor are knowledgeable and comfortable with PaperCut, or do you contact a third party for assistance?
- a. Yes, we and our current vendor, TBS, are knowledgeable and comfortable with PaperCut. TBS provides our licensing and support. Note that PaperCut will not be extended or replaced. Cloud print will be for staff only.
53. How many users will need to be setup to send or receive faxes?
- a. Seven.
54. Would you like to have true integration for seamless use between the cloud fax and MFP?
- a. Yes.
55. Do you need full audit trails, message tracking, or immutable logs for regulatory review?
- a. Yes, we need full audit trails and immutable logs. We do not need message tracking.
56. How important is it that your fax provider undergoes regular third-party security audits?
- a. Very important.
57. Do you need guaranteed delivery SLAs or redundancy across multiple data centers?
- a. We need guaranteed delivery for redundancies, but not for SLAs.
58. Do you require encryption in transit and at rest with self-controlled retention policies?
- a. Yes.
59. Do you need data residency guarantees or restrictions on where fax data is stored?
- a. No, as we will not be storing fax data.
60. Do you need SSO, role-based access control, or centralized user provisioning?
- a. Yes, all of the above for staff.
61. Do you need departmental billing, cost allocation, or usage reporting for faxes?
- a. Yes, for all of the above.
62. How important is it to manage multiple locations or units from one console?
- a. Very important.