

Questions about RFP 520-20-07 Multifunction Devices Purchase and Service Maintenance

1. Do you have a dedicated fax server?
 - A. No.
2. What is the volume of faxes? per month/per location
 - A. Overall averages below. Volume varies by location.

Type	Average Monthly Volume
Black and White impressions from print/copy	242,214
Color impressions from print/copy	61,788
Fax	2342

3. What type of connection do you have for faxing (analog, VOIP, or POTS)
 - A. Internet will be used. PPLD is seeking an efax solution.
4. Would you like to have a connection on the Multi-Function Device to the fax server?
 - A. N/A, there is no fax server. PPLD would like the multi-function device to connect directly to the efax solution over the internet.
5. Would you like to have fax from email? If so, what email system are you using?
 - A. No, PPLD is seeking an efax solution for patron use.
6. What features of PrinterON are you currently using?
 - A. PPLD is using PrinterON for cloud printing. To clarify, the RFP refers to wifi printing which is also known as cloud printing. Any proposal to use a different solution needs to integrate with Papercut and TBS.
7. Are you replacing the JAMEX units with other print release stations?
 - A. Yes, the JAMEX stations will be replaced with vendor specific print release kiosks.
8. If you are replacing the JAMEX units do you require coin-op devices and credit card capabilities?
 - A. The TBS kiosks are considered outside of this RFP.
9. Page 5. In regards to scanning and faxing services: Is the scan to email, USB, smartphones, or their personal Google Drive account. Is this done through the TBS kiosk with a free unlock and uses Papercut Integrated Scanning?
 - A. Patrons will enter their library card number into the kiosk which will unlock the multi-function device. Scanning to any device (USB, email, smartphones, or google drive) is controlled directly from the multi-function device.
10. On average District-wide, what is your incoming and outgoing fax volume?
 - A. See above. PPLD is seeking an efax solution for patron use.
11. Page 6. Wireless printing at all locations. Do you need a wifi card in the MFD, because you do not have ethernet access to the network?
 - A. No. Ethernet access will be provided.
12. Or are you trying to print from workstations to the MFD using mobile print?
 - A. Yes. To clarify, the RFP refers to wifi printing which is also known as cloud printing.

13. Page 6. At the Five (5) locations that require outgoing fax, how many phone numbers for faxing will be needed?
- A. An efax solution will be used and will not require phone numbers.
14. How many MFD's at these locations need incoming/outgoing fax?
- A. Incoming fax will not be accepted for patrons. An efax solution will be used for outgoing fax.
15. Page 6. For staff only MFD's, will PaperCut be setup for Filters & Restrictions or controlled by TBS kiosk for double sided and B&W printing?
- A. This will be managed by the internal print server for staff.
16. Will the Staff have the option to change settings?
- A. Yes, this will be managed by the internal print server for staff.
17. In the Final solution, how many TBS kiosks will be tied to an MFD?
- A. One TBS kiosk will be tied to each Patron facing MFD.
18. Will any Staff devices use TBS or only PaperCut?
- A. No staff devices will be using either.
19. Regarding, II B. Print Strategy for the Future: Are you interested in a "future" proposal now and learning about our "all in one" library solution that resolves most, if not all future needs when properly placed?
- o Xerox Instant Print Kiosk (brochures attached)
 - o Asset consolidation
 - o Software Consolidation
 - o Increased forms of payment
 - o Cloud fax integration
 - o Pin Lock front door securing consumables
 - o Increased Security: immediate/scheduled HDD overwrite, McAfee imbedded
- A. PPLD is not interested in a new print management kiosk system.
20. Regarding, III C. Contract Formation: Does your current contract allow for sections 4-6?
- A. Yes. This is standard language.
21. Regarding, IV C. Configurations: Will all units require color ability?
- A. Yes, proposals for all devices must include color ability.
22. Extra small and Small configurations: will these need to be desktop or stand alone?
- B. Extra small is desktop and small is standalone.
23. The request has been made to provide units without document feeders, will units proposed with Feeders for these units be accepted?
- C. No, we must have units without document feeders for archival purposes.
24. Regarding, V A. General Information: Will it be acceptable to combine 5-7 as it pertains to references?
- A. Yes, these may be combined.
25. Does PPLD require the Vendor to replace the Jamex devices with something?
- A. No.
26. Does PPLD require the Vendor to provide any expansion of the PrinterOn software?
- A. No.

27. Does PPLD require any additional implementation and licenses of the PaperCut software from the Vendor?
- A. No.
28. IV. Project Requirements – Invoices. PPLD has disclosed your preference for semi-annual or annual payments for invoices. Are these payments for your equipment invoice, service/cost-per-copy invoice, or both?
- A. PPLD is purchasing the equipment. The invoices are for service/cost-per-copy.
29. IV. Project Requirements – Minimum Requirements. Regarding PPLD’s requirement of devices ‘capable of 120VAC, 60Hz without requiring dedicated outlets or circuits’, are your current devices running without dedicated outlets or circuits?
- A. Yes.
30. VI. Pricing. What type of pricing is PPLD looking for (Purchase, Lease, and CPC)?
- A. Purchase for the equipment and CPC for the rest (service, maintenance, toner, etc.).
31. VI. Pricing. Can PPLD provide the average monthly volumes for all devices separated out by device and by black and white and color prints?
- A. No. PPLD has already analyzed the volumes and provided the information above. The required volume capabilities for proposed devices are available on page 16 of the RFP.
32. VI. Pricing. There is a discrepancy between PPLD’s list of current inventory and estimated equipment pricing. Can PPLD please explain the reason for increasing the number of requested devices from your current fleet?
- A. PPLD has determined additional devices are needed.
33. Minimum Service Requirements : We would like to ask for more details on what they are looking for and what they want to accomplish when they state “An efax solution using the network must be proposed. Any additional software or hardware that is required must be outlined.”
- A. PPLD is seeking the multifunction devices to connect an efax solution for outgoing faxes. The vendor will supply all software and hardware that allows the multifunction device to connect directly to the efax solution.
34. Does your existing TBS Kiosk solution use Papercut?
- A. Yes
35. If so, then can we “piggy back” off of that implementation for the remainder of the devices that require Papercut?
- A. PPLD will be providing the TBS kiosk solution with Papercut.
36. Is it the intent of the Library District to have embedded licenses on the copiers districtwide, for use with Papercut?
- A. Papercut is not considered part of this RFP.
37. Finishing requirements. Would internal finishing fulfill your needs listed in the RFP or are you requiring external finishing capabilities?
- A. We would prefer internal finishing when available.
38. Can you explain what you mean by, “flexible capability to adjust pricing for any service,” and can you describe the service(s) you would like included in that definition?

- A. This statement refers to charging patrons different amounts at different times for different services and the ability to change the price at a later date.
39. It is stated that, "incoming fax no longer offered at any location." Is this for the organization as a whole or just for the patrons?
- A. Just for patrons.
40. If it is just for the patrons, then can you identify what you will need from a faxing perspective for the employees of the PPLD?
- A. Faxing for employees will be handled separately. Efax maybe explored at a later date.
41. On Page 6, "Staff will not use MFD's for large volumes of printing or copying. Staff will adhere to PPLD's Communications Department policy for printing and copying large volumes." Can you please explain what that policy is?
- A. Printing of large volumes will be outsourced to a current vendor.
42. What is the total number of inbound fax numbers?
- A. This is not applicable to this RFP.
43. What is the total number of inbound fax lines for employees?
- A. This is not applicable to this RFP.
44. What is your average fax page volume on a monthly basis?
- A. See above.
45. Do all copiers need to print on ledger sized paper?
- A. Yes. Please include pricing for ledger sized trays in the default unit cost. In the breakdown of component pricing include pricing for both ledger sized trays and standard trays.
46. Is the "extra small" MFD without a document feeder required to print on Ledger (11x17) paper?
- A. Yes.
47. You mention, "enabling patrons to print from home," can you please clarify how you envision this process to work from home?
- A. Patrons are able to send a print job remotely through PrinterOn.
48. On page 6 section b, it referenced that it is the intent for PPLD to move from Jamex to the TBS Kiosks. Is the winning vendors responsibility to connect the new devices TBS Kiosks?
- A. Yes, the winning vendor will be responsible to connect the multi-function devices to the TBS kiosk and work with the TBS vendor. Pricing should include the connection kit as an option.