

Answers to Submitted Questions for RFP 520-19-04

Question Set 1:

1. Can you explain how you are using the Fax and Scan terminals in the libraries to send a fax out?
 - a. We currently are using a third party fax service. Patrons scan their document, it is sent to the fax service, and the fax service sends it via analog to the destination.
2. What is the fax service that you use with the scanner and the workstation at each library to fax out?
 - a. We are currently using a service called Scannx.
3. What is the cost for this service for each station at each library?
 - a. The cost is \$.25.
4. Is that connected via Ethernet to a cloud app or an analog line?
 - a. It is connected via Ethernet to a cloud service.
5. Can you provide a list of the phone numbers or the number of lines that the patrons use to fax out?
 - a. There are no analog lines that patrons use for faxing. It is all handled via data.
6. Are the patrons only able to fax in the US toll free, or can they fax to other countries?
 - a. Faxing is US only.
7. Patrons seem to have the ability to have \$1 per day free with the .10 greyscale and .25 color for prints and copies to their library card, does that run through PaperCut MF to allow this? If not, please explain how they get this daily credit.
 - a. The credit is handled via PaperCut.
8. Would you like fax and scan to be open and free to patrons in the USA for faxing? While print and copy would be .10 and .25 respectively for greyscale and color?
 - a. We currently charge \$.25 for faxing. There is no charge for scanning and the printing and copying for greyscale is \$.10 and for color is \$.25.
9. Can you walk us through the print process used today from the patron side with screen shots? Want to make 100% certain we are tracking on what you're doing to the HP now.
 - a. A patron clicks print in the application(1), they choose the printer(2), PaperCut notification confirms the job(3), a notification pops up that the document has been sent to a queue(4), the patron goes to the payment kiosk and clicks to enter card number(5), they enter the card number(6), a list of documents show on the screen and they can choose to print(7). See the document PaperCut Process.pdf for screenshots.

Question Set 2:

1. How many fax lines do you currently utilize?
 - a. We do not have fax lines on our copiers. We currently have Library Document Stations that allow faxing through a cloud service. They utilize data lines via the internet.
2. What is your approximate average monthly fax volume?
 - a. Approx. 2100 faxes per month.
3. How many multi-function devices does your current Papercut license support?
 - a. We have 16 kiosks and the PaperCut licenses for each.
4. What does the current Papercut license include.
 - a. The software to print to the kiosk.
5. Should we provide any pricing for Maintenance pricing for Papercut or is that separate form this RFP?
 - a. Papercut is separate from this RFP.
6. What do you mean when you refer to "Instrument Installation Price," on Addendum C, bullet point #3?
 - a. Please see answer in document RFP 520-19-04 Pre-Bid Meeting Q&A.pdf, Q&A #20.
7. Would you be willing to provide the native Power-Point maps for each location?
 - a. See answer below.
8. Would you be willing to provide the native Excel spreadsheets so that we can take them and manipulate them to fit into our proposal?
 - a. The maps, map key tables, charts, and larger tables used in Appendix A were submitted to us as a PDF file. We also received an Excel spreadsheet that offered breakouts of only the charts and larger tables found in the Appendix (some of them are quite large, so it would be easier to read them in Excel). We will include those versions of the document with this response as they are what we have. I believe that the PDF should be editable if you have Acrobat Pro.

Question Set 3

1. What happens at the end of the current contract? Will we be shipping the equipment back or is your current vendor going to be picking them up?
 - a. We would like the disposal of the copiers to be handled by the winner of the contract.
2. Will we be installing PaperCut (if that solution is incorporated) on your server, or will your own internal IT staff be doing this?
 - a. We already have PaperCut on our server.
3. Do you currently use PaperCut and if so, how many active licenses do you currently have?
 - a. Yes, we currently have PaperCut. We have 16 licenses.
4. What is the current fax solution used by PPLD?
 - a. We are using a third party cloud solution via Envisionware, who uses Scannx for the service.
5. Who did the mapping, meter reads, etc included in Appendix A?
 - a. They were provided by a third party vendor.