



REQUEST FOR PROPOSAL ADDENDUM:

Kent District Library's Answers to Questions Regarding the RFP

All Questions (Q) submitted in writing will be **Answered (A)** in this document:

Date Last Updated – 12/17/2020

General Questions

Q. Will addendums be added as a separate document on the website, emailed to vendors that have contacted you, or combined with the RFP as an update?

A. All addendums will be added to the website in a timely manner with the last addendum posted on 12/29/2020. All interested vendors are responsible for monitoring the KDL website and reviewing these addendums when they are available.

Questions that pertain to All Printer Types

Q. When is the current lease(s) expiring on all current equipment under lease?

A. All equipment and services are now on a month-to-month lease or we own the printer outright.

- Q. Will current print count be provided for all equipment?
- A. Yes. Alongside this Addendum we have uploaded the document “Second Addendum - KDL Print Counts by Device.” It contains our breakdown of printer use “prior to” the Covid Pandemic. This will show you the volume of each printer. We also identified the primary function of each printer - Staff, Patron, and Production.
- Q. Which Konica machines are for staff use and which are for patron use? Are the Bizhub C454e’s for staff and the remaining models for patron use?
- A. Incorrect. The C454 is primarily a Patron use machine. See document “Second Addendum - KDL Print Counts by Device” referenced above. It clearly shows which Konica’s are primarily internal (Staff) or external (Patron) use.
- Q. Is a program being used today to track use on copiers and printers for fiscal management? If so, what is the program and current paid for features?
- A. We have a product called FM Audit installed on our network and this tool provides the printer usage information we shared in the aforementioned document “Second Addendum: KDL Print Count by Device”. This product is provided by our current print management partners. Therefore, we expect any new vendor to provide a similar program, if the current tool is no longer available to KDL.
- Q. Is there an opportunity to include scanners in the event we were to go the laser printer route as opposed to traditional MFP?
- A. You may offer it. In the case of the Patron print solutions, we now have scanners available via the TBS solution. For the staff print solutions, we could see a scenario where a scanner might be needed if we replace some of the MFP’s with high-speed laser printers.

Specific Questions about Patron Printers

Q. If proposing a printer (patron use), are finishing capabilities still needed?

A. If you are proposing a high-speed laser printer, we understand we are giving up some of the more advanced finishing options. However, if stapling and hole punching is possible with your high-speed laser printer, please share that option (and an option without). We don't have any specific data that tells us how many Patrons use these finishing features. We might find that just having a manual 3-hole punch and stapler near the table will be sufficient for 99% of the users.

Q. If proposing a printer instead of a MFP, does maximum paper capacity still need to be met? The paper capacity, especially the 6,650 will be challenging if even possible with a printer only.

A. As far as the paper capacity goes, please do your best to match our current capacities. If that means adding multiple trays then make sure we understand the cost of these extra trays. At the end of the day, our staff will have to add paper, the question is how many more times will they need to do this and what's the value to KDL for the effort expended to keep paper in the printer.

Q. Do all patrons need to be able to print 11x17" paper?

A. As it relates to the 11 x 17 paper, again we don't know how many Patrons really use this feature, so please let us know the cost of this paper tray and we can help determine if having that tray or paper size option for the Patrons is worth the cost.

Q. Do all Patron MFP's have coin towers?

A. Yes. All current MFP's used for Patron printing are attached to the coin tower that came with the TBS solution.

Q. What model coin towers are you currently using?

A. The coin towers are TBS 9900X.

Q. In TBS, a support software mentioned is PaperCut. Are you utilizing this software today?

A. Yes, for the Patron solution at the branch.

Specific Questions about Staff Printers

N/A.

Specific Questions about the Print Shop / Graphics Art Printer

N/A.