



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 – 12/23/2020

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.

Q. The language around the cancellation of the lease is slightly unclear: are you requesting that at any time you can cancel the lease with 150 days' notice or just at the end of the lease?

A. Ideally "anytime". Our history has been to remain on the lease "beyond" the initial term and pay Month-to-Month because we have had very dependable printers and very responsive service providers. So, our intentions and hope would be that we would have the same experience this next time as well. However, since we can't be sure and hope is not a strategy, we were advised to ask for a cancellation clause. We will consider other options than the 150 days, but the point is that if the printer is faulty or the service is not dependable, how do we get out of a bad relationship that isn't providing value and costing the tax payers money?

Q. Delivery for all items is set to be made within 15 days of a receipt of order – with backorders from suppliers due to supply chain shortages it might be slightly longer. Is that a dealbreaker?

A. Not a dealbreaker. We understand that the pandemic has not only wreaked havoc on personal lives, it has caused delays in almost every supply chain. Please provide a range of days that you feel comfortable providing your solution, even if it is in "phases" (e.g. 20 by XX/XX/XXX, another 50 by YY/YY/YYYY, etc.)

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. Can you bid the patron printers and *not* the 3D printers? Or in order to be considered for the bid must you bid both?

A. Great Question. Yes. Sorry about that. We totally understand that the 3D Printers are a niche item and service. We are fine considering all proposals for the Patron Printers with or without 3D Printers. The same can be said if a company only wants to bid on the 3D Printers. We would consider those bids as well.

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

Q. Under the current hardware specifics listed on page 28 for the Konica Minolta mfps, it states the following as an example: “Two (2) 500 sheet input trays, 150 sheet multipurpose tray, 6,650 Sheet Maximum Capacity. Does this mean that the unit has only 2 paper trays and a multipurpose tray? Or are there more trays added to each unit to allow for the 6,650 sheet maximum paper tray capacity on your current machines?”

A. The Bizhub models have the capability to handle 6,650 sheets of paper. They come standard with two 500-page trays, as well as the upper and side more ‘manual’ feeders, for a standard capacity of 1,150 sheets. They have optional large capacity trays that can raise the capacity to a maximum of 6,650. However, I don’t believe we have any of these large capacity trays in our organization – regardless of model or location – that have any of the optional trays. KDL configured these machines with only the two (2) 500 sheet input trays plus the 150-sheet multipurpose tray. Our first priority is to make sure any new machines can handle how we have our machines configured today, but also allow for expansion.

Specific Questions about the Print Shop / Graphics Art Printer

N/A.