

2020 Multi-Function Duplicating Devices and Services Request for Proposal Q&A

Q1: Can you provide current volumes on the current fleet?

A1; Location, Model, (2019 Monthly Average Total Pages)

Studio 300: Konica Minolta Bizhub 308C w/Fiery controller (441)

Children's Services 1st Floor Public Computer Commons: Konica Minolta Bizhub C454E (1782)

Children's Services Staff Desk: Konica Minolta Bizhub 3320 (488)

Children's Services Staff Workroom: Konica Minolta Bizhub C454E (2256)

Outreach Services Staff Workroom: Konica Minolta Bizhub 3320 (802)

Circulation Services Information Desk: No Current Unit

Circulation Services Staff Workroom: Konica Minolta Bizhub C454E (4472)

Adult & Teen Services 2nd Floor Public Computer Commons: Konica Minolta Bizhub C454E (18979)

Adult & Teen Services 2nd Floor Public Desk Area: Konica Minolta Bizhub C454E (1139)

Adult & Teen Services 2nd Floor Staff Desk: Konica Minolta Bizhub 3320 (59)

Adult & Teen Services Public Vortex Commons: Konica Minolta Bizhub C3850FS (183)

Collection Management & Technical Services Staff Workroom: Konica Minolta Bizhub C454E (3300)

Administration Staff Workroom: Konica Minolta Bizhub C454E (7584)

Executive Director Office: Konica Minolta Bizhub 20 (47)

Finance Manager Office: Konica Minolta Bizhub C3100P (713)

HR Manager Office: Konica Minolta Bizhub 3320 (15)

Communications and Graphic Arts Workroom: Konica Minolta Bizhub C454E (6240)

Adult & Teen Services 3rd Floor Staff Desk: Konica Minolta Bizhub 3320 (165)

Adult & Teen Services 3rd Floor Public Desk Area: Konica Minolta Bizhub C454E (1347)

Adult & Teen Services Staff Workroom: Konica Minolta Bizhub C454E (2663)

Q2: Can you provide current models?

A2: Please see A1 above.

Q3: Please explain your current PaperCut situation. If you switch manufactures from KM you will need new licenses. Those new licenses will put all other manufactures at a disadvantage price wise from KM.

A3: The RFP specifies PaperCut compatibility. PaperCut licensing is handled by TBS and as such is not a part of the RFP.

Q4: Where are the current KM machine needing to be returned to? City and State would be very helpful in calculating a cost.

A4: UPDATE: Konica Minolta is responsible for picking up all existing equipment at no cost to Fountaindale at the end of the current lease agreement.

Q5: You mention you want service included. Does that mean in the lease price? Or are you looking for service and a lease payment to be made in one check?

A5: Yes, one price, per page 19 of the RFP; "Total Cost including all devices, services, and supplies".

Q6: Please explain who would be returning the new equipment when that time comes?

A6: Konica Minolta is responsible for picking up all existing equipment at no cost to Fountaindale at the end of the current lease agreement. The company awarded this RFP would be responsible for coordinating this process with Konica Minolta and Fountaindale.

Q7: Can I come out for a quick site survey to “double-check” configurations, document workflow and locations for the devices I propose?

A7: Fountaindale will not be conducting any site visits/surveys. As the library is a public building, potential bidders may *self-visit any public areas. Fountaindale staff will not assist in any way.*

Q8: Does the District only have PC's - and if not – on what proposed devices do you need Genuine Adobe Postscript 3 page description language on – besides the (5) devices requiring it that interface with TBS' devices? Or – are you good with Postscript 3 emulation on those devices that print from something other than PC's.

A8: Fountaindale has a mix of devices. The RFP specifies which units are to be TBS Compatible which would include PS drivers.

Q9: Is the children's services staff desk device a tabletop device? Do you have a preference of speed?

A9: Tabletop. Please see A1 for current models which are BOD (basis of design) for each area.

Q10: What speed do you want the Outreach Services Staff Workroom device? Nothing is specified. Tabletop or floor model?

A10: Tabletop. Please see A1 for current models which are BOD for each area.

Q11: Do you have a list of your existing make/model of equipment for each location currently that you can provide?

A11: See A1 above.

Q12A: What speed do you want the Adult & Teen services 2nd floor public desk area device?

A12A: Output Speed; Color and Black and White: 45 ppm 8.5 x 11 in., 22 ppm 11 x 17 in.

Q12B: And for the Executive Director Office as well as HR Manager. Nothing is specified. Tabletop or floor: model? Do you want both of these devices to be the same as the Children's Service Staff Desk?

A12B: Tabletop. Please see A1 for current models which are BOD for each area.

Q13: Any speed needed for Finance Mgr.'s check printing printer?

A13: Please see A1 for current models which are BOD for each area.

Q14 What speed do you want for the Adult & Teen Services 3rd floor Staff Desk device? Nothing is specified. Tabletop or floor model?

A14: Tabletop. Please see A1 for current models which are BOD for each area.

Q15: What version of PaperCut are you running now. I'm guessing that TBS is your PaperCut provider and supporter. Can you confirm that TBS will continue to support the library's PaperCut.

A15: PaperCut MF 18.3.6. Confirmed.

Q16: When you say that all devices must be compatible with and supported by PaperCut Print Management – does that mean that you actually want each device that I propose to be CONFIGURED WITH the PaperCut application already installed on the proposed devices. OR – do you just need to know that my products are compatible and supported by PaperCut?

A16: The latter.

Q17: Are you retrieving your print jobs through PaperCut with a key-fob or with a personal pin?

A17: No, Not applicable to this RFP.

Q18: Do you need a key fob card reader with each device requiring PaperCut compatibility?

A18: No, Not applicable to this RFP.

Q19: Can you find out where your existing Konica Minolta copiers are being returned to? I know the weight of the machines but I don't know the distance. Returning them to Schaumburg or somewhere local is a lot different than returning them to Florida or West of the Mississippi River, etc.

A19: UPDATE: Please see A4 and A6 above.

Q20: The RFP also states that the cost of returning the leased unit be clearly spelled out and the cost must be all inclusive. Are we supposed to build in the cost of returning the PROPOSED EQUIPMENT AS WELL AS THE EXISTING EQUIPMENT INTO THE NEW LEASE AGREEMENT?

A20: UPDATE: Please see A4 and A6 above.

Q21: Current Make and Model for each department?

A21: Please see A1 above.

Q22: Can you share with me a breakdown of volumes by unit.

A21: Please see A1 above.

Q23: How long have the units been in place whether that is 36/48/60 Month lease?

A23: Current lease is for 48 months.

Q24: Do you currently have overages?

A24: Yes.

Q25: Isn't the cost to return 19 KM printers the responsibility of the current vendor ? And if KM still holds the lease and owns the equipment, who has responsibility of the shape of the printer upon return.

A25: UPDATE: Please see A4 and A6 above.

Q26: Location of the return destination ? This way I can calculate the return fee for each device.

A26: UPDATE: Please see A4 and A6 above.

Q27: Are your base model offerings configured to meet particular specific requirements.

A27: Please see A1 for current models which are BOD for each area.

Q28: We see often where users require more capacity than is justified. We have made efforts to right size our placements is this something that may appeal to you?

A28: Proposals are expected to satisfy the requirements of the RFP.

Q29: Copier Number 2. 45ppm or 22 ppm

A29: Output Speed; Color and Black and White: 45 ppm 8.5 x 11 in., 22 ppm 11 x 17 in.

Q30: Regarding the TBS PaperCut will the cost of the readers and the licenses come from TBS?(license Transfer) is required.

A30: Please see A3 above.

Q31: Can we do a walk through to look at space specifications.

A31: Please see A7 above.

Q32: Are the volumes listed in the correct/up-to-date? 32,000 mon & 7,000 color (I ask this because this volume seems particularly low for the amount of devices listed.)

A32: Volumes specified in the RFP are what Fountaindale wants included in the total cost.

Q33: Can you provide a list of specific models coordinating to the their existing location? (This will allow me to tailor a solution/proposal that will be more in line with your current print infrastructure.)

A33: Please see A1 above.

Q34: Will you allow us to conduct our own walk-through? (Typically, I look to do a preliminary assessment to better understand the needs of the client. We prefer to familiarize ourselves with users/settings/parameters in which the proposed equipment will reside./etc. This allows for a smoother implantation process if we are in fact awarded the bid).

A34: Please see A7 above.

Q35: In reference to your existing PaperCut Secure Print solution, how many licenses do you now own?

A35: Please see A3 and A15 above.

Q36: Do you know what your PaperCut CRN number is, and can you provide it?

A36: Please see A3 above.

Q36: How are you authenticating at your PaperCut Secure Print MFD? Pin Code or badge swipe?

A36: Not applicable to this RFP.

Q37: If badge swipe authentication is being used, what type of badges do you use? HID, Magstripe.

A37: Not applicable to this RFP.

Q37: Besides Secure Print, do you need Mobile Printing functionality?

A37: No.

Q38: Is it expected that PaperCut will function with the MFD's that are attached to the TBS Coin Bill units?

A38: Please see A3 and A15 above.

Q39: How many of the MFD's have the TBS Coin Bill units?

A38: Five, as specified in the RFP.

Q40: Is the proposed PaperCut Secure Print expected to run any reports and if so, what kind of reports are you requesting?

A40: Please see A3 and A15 above.

Q41: Return address of current devices.

A41: UPDATE: Please see A4 and A6 above.

Q42: Please provide the model numbers of each of the KM devices that will be returned in July 29th.

A42: Please see A1 above.

Q43: Requested speed of replacement devices at the following locations: Children's Services Staff Desk, Outreach Services Staff Workroom, Circulation Services Information Desk- Small Format Printer, Adult & Teen Services 2nd Floor Staff Desk, Executive Director Office, Finance Manager Office, HR Manager Office, Adult & Teen Services 3rd Floor Staff Desk

A43: Please see A1 for current models which are BOD for each area.

Q44: Are we able to schedule a walk-through?

A44: Please see A7 above.

Q45: Can we get a list of Current equipment / volume information by location by address?

A45: Please see A1 above.

Q46: How many users per location?

A46: Not applicable to this RFP.

Q47: Do you provide translation services?

A47: Not applicable to this RFP.

Q48: Will you require all the machines specified to remain coin ops? Or would you accept an option to provide an alternative for replacing the coin ops that will reduce cash management challenges and improve user experiences?

A48: Yes, and no.

Q49: When does the contract expire with TBS? How much is spent?

A49: Not applicable to this RFP.

Q50: Will the library system pay for the PaperCut separately?

A50: Please see A3 and A15 above.

Q51: Will we be allowed to perform a site assessment/walkthrough?

A51: Please see A7 above.

Q52: If the award date is March 19, 2020 when will you be taking delivery of the new equipment? At the end of March or after last payment in July?

A52: Delivery and installation schedule TBD by Fountaindale with the firm awarded the RFP

Q53: Will the library district accept alternative proposals?

A53: Submitted proposals are expected to satisfy the requirements of the RFP.

Q54: Testing of new units – what are your expectations? How many, which models, how long etc.

A54: Please see page 17 of the RFP.

Q55: Papercut – only a small percentage of vendors selling Papercut actually service it. Would it be an advantage to the Library to work with a vendor who both sells and services Papercut rather than passing your service off to a Third Party that you never met? Third party support potentially creates “finger pointing” when a problem arises!

A55: Please see A3 and A15 above.

Q56: Today’s Business Solutions (TBS) – we have worked with TBS previously; can you provide your contacts information to make this transition seamless?

A57: Not applicable to this RFP.

Q57: Media Types; Lightweight card stock, Heavyweight cardstock, Extra heavyweight card stock, Glossy card stock, Lightweight glossy card stock, and Heavyweight card stock. We need weights identified by GSM ratings or by pounds.

A57: Please see A1 for current models which are BOD for each area.

Q58: Return of existing leased units. Returning of leased units and the cost is the responsibility of the lessee. If you have your new vendor handle the return for you and those units are not functional when received by the leasing company, you are responsible!

A58: UPDATE: Please see A4 and A6 above.

Q59: Contractor shall replace any unit with a new unit upon request is a unit experiences the same service issue on four (4) or more occasions within a sixty day period.

A59: Not a question.

Q60: Volume for each location?

A60: Please see A1 above.

Q61: Children’s Services Staff Desk – speed, paper sizes?

A61: Please see A1 for current models which are BOD for each area.

Q62: Outreach Services Staff Workroom – speed?

A62: Please see A1 for current models which are BOD for each area.

Q63: Circulation Services Information Desk – printer only?

A62: Yes.

Q64: Adult & Teen Services 2nd Floor Staff Desk – speed, paper sizes?

A64: Please see A1 for current models which are BOD for each area.

Q65: Executive Director Office – speed, paper sizes?

A65: Please see A1 for current models which are BOD for each area.

Q66: Finance Manager Office – asking for Color MICR printing?

A65: Please see A1 for current models which are BOD for each area.

Q67: HR Manager Office – speed, paper sizes?

A67: Please see A1 for current models which are BOD for each area.

Q68: Adult & Teen Services 3rd Floor Staff Desk – speed, paper sizes?

A68: Please see A1 for current models which are BOD for each area.

Q69: What version of PaperCut is employed?

A69: Please see A15 above.

Q70: Return of KM devices to where? Is the library concerned with HDD removal/surrender?

A70: UPDATE: Please see A4 and A6 above.

Q71: Inquire about the toner ordering; we offer toner alerts. If that cannot go to library personnel, it would have to be managed by Ricoh.

A71: Please see page 18 of the RFP, which specifies “an automated replenishment system that does not require staff intervention.”

Q72: Can we conduct a walkthrough to see each location the MFPs will be installed?

A72: Please see A7 above.

Q73: What are the average monthly print volumes per location?

A73: Please see A1 above.

Q74A: How many different paper drawers on line are required for each MFP per department? Ex: Studio 300 requires “Large Multi-tray paper capacity”. Does this mean 3 trays? 4 trays? More?

A74: Please see A1 for current models which are BOD for each area.

Q74B: Ex: Studio 300 requires PANTONE color calibration. What programs are being used to create and print the files?

A74: Various multimedia and graphics programs such as contained in Adobe Creative Cloud

Q75: For each location for printing/scanning are they PC vs MAC?

A75: Both.

Q76: If Ledger capability is not listed what is the max size needed? Ex: Children’s Services Staff Desk, What size is needed?, How many paper drawers?, Cabinet needed or on countertop?

A76: Please see A1 for current models which are BOD for each area.

Q77: Is scanning required only where it is specifically listed?

A77: Yes.

Q78: Finance Manager Office for Check printing. Does this need MICR Toner or regular toner?

A78: Please see A1 for current models which are BOD for each area.

Q79: Communications and Graphic Arts Workroom – what is the paper stock range specifically required?

A79: Please see A1 for current models which are BOD for each area.

Q80: What is the address your current Konica fleet is to be returned? There is a significant difference returning in Illinois vs. out of state.

A80: UPDATE: Please see A4 and A6 above.

Q81: Do you use card readers for the staff MFPs or just user codes for PaperCut tracking?

A81: Not applicable to this RFP.

Q82: The 32,000 copies BW and 3,700 color copies monthly. Is this the combine copy count for the fleet or is that per unit?

A82: Fleet.

Q83: Do you have a breakdown of the copies per unit?

A83: Please see A1 above.

Q84: Are we able to participate in the RFP if we do not provide weekend service in our proposed service model?

A84: Yes. Please include details of your proposed service model in your RFP response.