

## Copier Request for Proposal Clarifications

Updated 5/19/17 (our answers are in RED)

1. Where specifically (the address) will the Ricoh devices be sent? This is needed to determine accurate shipping costs.

We are following up with our current vendor; as soon as we have a shipping address, we will notify all vendors in writing and will update at our webpage.

Ricoh will not provide full address. Camden, Ohio is the city it is being shipped to.

2. Based on the monthly volumes listed, 40 ppm devices will comfortably suffice and represent a substantial cost savings to the library, would they be acceptable or will the library only accept 45 ppm devices at a minimum?

Yes, we will only accept 45 ppm devices at a minimum.

3. Do you require that service pricing per page rates be fixed for the entire term of the lease?

Yes, service pricing per page rates are to be fixed for the entire term of the lease.

--- Questions answered by Jennie Mills, 4:50 pm, 5/12/17

--- Questions Updated by Jennie Mills 8:30 am, 5/15/17

4. You mention that service must be provided seven days a week, is this an absolute necessity? If so, would you like the pricing broken out to show the cost of what a Saturday or Sunday service call would run in addition to the standard per page service cost?

We will accept Next Business Day service. No need to break down pricing for weekend service.

--Questions updated 12:00 pm, 5/17/17

- What extent are you currently using PaperCut for? Charging patrons for print.
- Are you using PaperCut NG or PaperCut MF?

PaperCut MF Version 14.3 (This is a special version that includes the TBS Library edition module not standard Papercut MF)

- Are you using PaperCut for just statistics and tracking or are you using secure 'follow me' printing and rules and routing as well

Using it to charge patrons for printing through the TBS9900KCC vending kiosk as well as reporting. No special rules.

- Are you looking for chosen vendor to take over support for the PaperCut server? No, we will be staying with our current vendor. This is a special version for public libraries there isn't another vendor that can do this.
- If so, how many total users do you have using PaperCut? Unlimited for Public Library edition
- Are all users in Active Directory? No we use library card authentication through our time management solution for patrons and guests.
- If you are using PaperCut for secure print, how are your users authenticating on the devices? We release through our kiosk devices with library card number or guest pass that is authenticated through our time management solution.

The only thing the copier vendor needs to provide is a harness kit that allows you to hookup a copier to a standard coin bill unit. If printing to the MFP you will also need to provide PCL drivers. Nothing else is needed for this setup from the copier vendor.

Updated 5/19/17 at 12:30pm

With regards to Appendix A, when you ask for "Total Cost including all devices, services and supplies" would you like that based on a 36month or 60 month period, or both?

Please quote for both a 36 month or a 60 month period.

Updated 5/23/17 at 8:40am