MEMORANDUM

To: All Interested Vendors

From: Wanda Dixon
            Procurement Analyst

Date: October 17, 2024

Subject: Addendum No. 1
            RFP – CML 24-025 Managed Print Services
            Summary of Pre-Proposal Meeting
            Questions and Answers

Part I. Summary of Pre-Proposal Meeting

On Monday, October 7, 2024 at 2:00 pm, the Columbus Metropolitan Library ("the library") conducted a Pre-proposal meeting for the RFP 24-022 Managed Print Services. The meeting was held online via Microsoft Teams. The library sent the following representatives:

Wanda Dixon, Procurement Analyst
Mona Mawalkar, Procurement Manager
Burt Bardus, IT Service Desk Manager
Justin Bumbico, Director of IT
Scott Harmon, IT Services Desk Supervisor

The following companies sent representatives:

ComDoc
Donnellon McCarthy
Flex Technology Group
Gordon Flesch
Konica Minolta
Modern Office Methods

Part II. Questions and Answers

Q1. Does CML need to support 11x17 size paper?
A1. The current Xerox MFP machines do support 11x17 size of paper, but the HP machines do not. The MFPs are required to support 11x17, while the HPs or equivalent will only need to support 8.5x11 and 8.5x14.

Q2. Do you require the Certificate of Insurance to be submitted with all proposals or can it just be the winning proposal?

A2. The Certificate of Insurance is only required with the winning proposal.

Q3. Are there any break/fix requirements around the coin boxes?

A3. No, the coin machines are all moving to another provider that we have. There would be no break/fix or coin pick up required.

Q4. Will there be any software requirements connected to the printers?

A4. There are no specific software requirements for the printers themselves. However, monitoring software will be necessary to track toner levels, generate printing reports, and provide alerts to help address any printer issues efficiently.

Q5. Were the volumes for print use accurate?

A5. The breakdown represents the percentage of pages printed across four categories: Mono and Color pages for both MFP (multi-function printers) and non-MFP (HP) devices for the 2023 year. The rounded estimated percentage breakout for each category is as follows:
- Mono Pages Total MFP AMV: 12%
- Color Pages Total MFP AMV: 9%
- Mono Pages Total Non-MFP AMV: 68%
- Color Pages Total Non-MFP AMV: 11%

Q6. Per the terms and conditions of the RFP in the overview section under scenario 1, CML is requesting a 36-month term with the option for (2) subsequent annual extension years. However, the excel pricing sheet (Appendix B) provided is requesting lease payments for 36-month and 60-month term. What is requested in the RFP is different than what is asked on Appendix B. Could you be clear as to what you want the term to be?

A6. The 60 Month Term would be the 36-month term plus the two 12-month extensions, for a total of 60 months. The reasoning is to allow CML to continue with a Service agreement as an extension to the 36-month term. Bidders should outline any clarifications or caveats within their proposals.

Q7. On Appendix B in the maintenance section, there is only one field for B/W and one field for color maintenance. A3 (back-office copier) and A44 (desktop printers) have different b/w and color for printers.

A7. The prices per print should be listed separately, i.e. MFP B/W, MFP Color, Standard Printer Color, Standard Printer B/W. Our current standard printers are HP; however, this could be something different if proposing another solution.

Q8. Do you have a breakdown between Xerox and HPs?

A8. This is listed under Appendix A, pages 22-23. Additional information has been provided to 5.

Q9. Is CML a member of Equalis?

A9. Yes, CML is a member. Our Membership ID can be found on the website.

Q10. Are you using a digital fax solution on your own? Are you expecting a digital fax or internet fax solution to come with MFDs?

A10. Some staff MFD printers will need faxing. Specifically, our Finance and HR areas. This accounts for approximately 5 MFD printers.

Q11. Are there additional drawing or documents other than the information posted in the RFP?

A11. There are no additional drawings or documents other than the information posted in the RFP.

Q12. What type of periodic upgrades is CML looking for the proposer to include, specific specifications are needed for solutions?

A12. Firmware updates as required by CML IT and any Server or Cloud based applications that the provider requires for the printer and toner management.

Q13. How many or what % of devices will proposer need to identify a storage area for? Or what sized of a storage location will be needed?

A13. Percentage will vary based on CML's needs. As CML runs construction projects throughout the year, printers will need to be stored off-site. This may include up to 3 locations at a time for at least a year.

Q14. Can an alternative to HPs be submitted?

A14. That is okay, if you provide a replacement option for those HP printers that is the equivalent of the existing fleet that we have.

Q15. Are you looking, or do you have a separate standalone fax solution?

A15. Faxing is required for the MFPs only. This would be for our HR and Finance departments, or about 5 MFP printers located at Main Library.

Q16. Are you using a digital fax solution on your own?

A16. Digital or internet faxing would need to be provided for the MFDs.

Q17. Can you provide the number of devices that require faxing?

A17. As a side note, faxing would only be needed for HR and Finance areas.

Q18. What are your expectations for the integration with the TBS hardware?

A18. TBS offers two key solutions for the Columbus Metropolitan Library (CML). The first is ScanEZ, which enables customers to copy, scan, print and fax. Customers can complete a variety of tasks using ScanEz, often resulting in a print job. The second solution is MyPc, which allows customers to print from library computers or mobile devices such as phones and tablets. Once a print job is submitted, it can be released to a printer.
Both solutions require printers that support double-sided printing and handle paper sizes of 8.5x11 and 8.5x14. CML does not use multifunction printers (MFPs) for these services.
For more information, visit the TBS website at https://tbsit360.com.

Q19. Is mobile printing for staff or customers?
A19. Staff

Q20. CML is in transition to TBS solutions call ePRINTit. The CML website,
https://www.columbuslibrary.org/printing/, shows these options through a software called
PrinterOn. Are we replacing this or just need to receive from it?
A20. CML is in transition to TBS solutions called ePRINTit. PrinterOn will no longer be in use
after 2024.

Q21. What does using the library's adobe license mean?
A21. CML staff uses Adobe to print pdfs.

Q22. How many licenses of adobe acrobat does CML have?
A22. This information isn't required to ensure printers support pdf printing.

Q23. Are we replacing customer faxing software?
A23. Customers will use internet faxing through the TBS ScanEZ solutions.

Q24. Do the staff units need a Cloud faxing solution?
A24. A faxing solution will need to be included. Cloud faxing is preferred.

Q25. How many fax #s do you want to import into the system and what is the annual page
volume of faxing?
A25. This will be for staff MFP faxing only. Faxing may be less than 100 pages per month per
device, less than 1,000 pages per month collectively.

Q26. Confirm that solution provider is not required to collect any money?
A26. Correct. Solution provider is not required to connect any money.

Q27. Is proposer expected to provide a solution to replace the existing customer print releasing
software?
A27. No

Q28. What is the software CML currently uses for the customer print release printers?
A28. TBS MyPC and TBS ScanEZ

Q29. Do staff units have secure release and if so, what solution are they using and how are they
releasing the print? If staff units do not is that a requirement for solution?
A29. Yes, Xerox Secure Release. Yes, for staff MFPs only

Q30. Could you please provide what are the specific, detailed requirements for labor, services
and material? What specific services is CML requiring that are outside the labor, services
and materials for periodic upgrades and enhancements?

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A30. Specifics for delivery, setup and removal are also listed under Scope of Work, Scenarios 1 and II, section A-F

Q31. Reference to warranty can it be fulfilled with an annual service contract?
A31. Yes

Q32. What are the specific requirements for the Bill of Material, are you looking for a sample invoice for each location and or the contract ordering detail? Can you provide an example of what you are looking for?
A32. An example is provided as Appendix B.

Q33. Can CML provide additional information on what is included in a security audit?
A33. Security audits are run through outside vendors, typically, this includes intrusion and vulnerability assessments.

Q34. What are the requirements to be included in network security configurations?
A34. These are outlined on Page 24, Section E. Vendors shall provide any security documentation of network security options or configurations related to new devices, to be reviewed by the Library's IT department.

Q35. What are the requirements for the centralized fleet management software and what are the technical requirements of the network that this software needs to be compatible with?
A35. Centralized Printer Fleet Management Software is a system designed to manage and monitor a network of printers from a single interface, enabling administrators to track usage, automate maintenance tasks, and optimize print workflows across multiple devices. It helps reduce costs, improve efficiency, and ensure consistent printer performance throughout an organization. This is typically server specific software in a Windows environment, or a Cloud based solution.

Q36. Is CML asking hard copy or print job assembly capabilities? If print job what software is being used to create the jobs requiring assembly?
A36. CML only needs job assembly for MFPs. This would be dependent on the capabilities of the MFP being proposed by the vendor.

Q37. Can CML explain what information you are looking for when asking "indicate the importance of priority of each finishing option".
A37. Some MFP providers designate an order of importance. If this is true for the proposed solution, please indicate the importance of priority. If this is untrue, please note that there is no order of importance for the proposed solution.

Q38. Are the MFDs in staff areas only?
A38. Yes

Q39. Does CML want a secure release software solution for the staff MFDs? If so, what is the expectation for process to release print jobs, code, badge or fingerprint?

A39. This should be made available on MFPs. Code

Q40. In order to meet expectation for meeting reserve stock requirement needs, the volume information should be broken out by PH B&W and color and MFP B&W and color volumes.

A40. See Answer 5

Note: See attach table for the print volume breakout for 2023. The quantities of Total HP and Xerox devices are accurate as of October 2024.

All Proposals must be received no later than 12:00 Noon on October 24, 2024, EST.

PROPOSERS ARE REQUIRED TO ACKNOWLEDGE THE RECEIPT OF THIS MEMORANDUM (ADDENDUM NO. 1 ON THE ACKNOWLEDGEMENT OF THE ADDENDA FORM IN THE RFP DOCUMENTS