

**REQUEST FOR PROPOSAL  
CRYSTAL LAKE PUBLIC LIBRARY**

**MULTI-FUNCTION PRINTERS - 36-MONTH LEASE  
RESPONSES TO VENDOR QUESTIONS**

Several vendors have submitted questions in response to the CLPL RFP for multi-function printers. Those questions, along with the Library’s responses, can be seen below:

Q: What is the model of the current machines?

A: The Library has two Ricoh C3004 machines for public use, and two Ricoh C6004 machines for staff use (PR Office and Mailroom).

Q: What is the average monthly volume for each device?

A:

Machine	Average Monthly Volume: B&W	Average Monthly Volume: Color
Public – Adult Services	4305	276
Public – Youth Services	520	127
Staff – Mailroom	7053	5314
Staff – PR Office	280	2790

Q: Large jobs are mentioned: high saturation and/or double-sided copy jobs running for several hours. Provide a more detailed estimate of the size of these “large” jobs.

A: The Library produces a Board packet in house every month. It consists of 15-20 sets of 50-200 double-sided pages. Preparing this packet can take one day each month, depending on contents. Bi-annually, there are color-saturated double-sided jobs of 5,000-7,000 copies. Additionally, there are PR materials produced throughout the year that are color-saturated, usually double-sided, 1-10 pages, produced in quantities of 100-250.

Q: What is the model number of your coin towers and the service/support provider for these coin towers?

A: Model: TBS9900 coin towers  
Serviced by TBS.

Q: PaperCut software: what is it used for, who supports it?

A: PaperCut is the print management system used for payment for both printing and copying on the public MFPs. The Library has an annual contract with TBS for this software. The MFPs must work with PaperCut.

Q: Do you require a separate keyboard, or can it be included with the touchscreen?

A: An integrated touchscreen is acceptable, provided it is large enough to be easily used.

Q: For the “User ID for Color Copies” – is that a pin # or are you wanting to use a card reader?

A: Pin numbers are sufficient to differentiate staff users.

Q: What is meant by “ability to manage print queue”?

A: Staff should be able to identify and print jobs sent to the MFP. Additionally, if a job is hung, IT staff need to be able to clear the job through the print server.

Q: Do you prefer a Fair Market Value lease or a \$1 Buyout lease?

A: If your company offers both types of leases, please provide information about both of them for evaluation. Library Staff will evaluate to determine the best value for the Library.

Q: Does the library have an elevator? Stairs? Loading dock?

A: CLPL does not have a loading dock, although there is a ramp leading into the staff/delivery entrance. There is an elevator in the public area of the building.

Q: Do you require removal/relocation of the existing MFPs?

A: The successful vendor will coordinate removal and return of the existing MFPs.

Q: Under Key Features: Wants – “Good interface with InDesign & Publisher”. What would a good interface look like to you?

A: The drivers for the MFP should be compatible with the software we use, without the need for workarounds.