



REQUEST FOR INFORMATION (RFI)

Kent District Library (KDL) is seeking information related to Printer Fleet Management Services

Announcement

Kent District Library (KDL) welcomes information from qualified firms regarding Printer Fleet Management Services they can provide to KDL. Please review the following details regarding our current printer fleet and expectations. Thank you for your time, consideration, and adherence to the following guidelines.

Please deliver personally on a thumb drive or via email (1) original RFI response including a cover letter indicating that all information and pricing will be valid for 180 days (1) submittable form/pricing sheet by **1:00 PM (EST) on August 1, 2025**, to the following address:

**Kent District Library
Attn: Julita Fenneuff
Service Center
814 West River Center Dr. NE
Comstock Park, MI 49321**

Email: jfenneuff@kdl.org

Submission Requirements

Responses must be submitted with the name, address and contact information of the submitting firm and the words "RFI - Printer Fleet Management Services for KDL". See Section 4 (Timeline & Instructions to Submitters) for details on the proper packaging of submissions. Any information arriving after the above deadline will be marked late and will receive no consideration for future action.

Responses faxed will not be accepted.

The Request for Information with detailed instructions will be available beginning July 7th, 2025 on the KDL website (www.kdl.org/rfp) or by requesting a copy via email at jfenneuff@kdl.org. Any questions

or clarifications regarding this RFI should be emailed only to jfenneuff@kdl.org. Failure to observe this restriction may result in the disqualification of a Response. (Note: This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this RFI.) Please see section 4.1 for more timeline details.

Responses will be evaluated by KDL based upon the completeness of the information provided, the appropriateness of the candidates' qualifications to meet KDL's needs, their approaches to services, and their cost of equipment and services. KDL reserves the right, at its sole discretion, to waive minor administrative irregularities contained in this RFI.

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Definitions

KDL – Kent District Library in Kent County, Michigan.

Branch – A subset, or component part, of a district library operation existing at a different location than other components of the library operation.

Library – An institution housing collections of books and other material made available for loan or consultation, specifically Kent District Library of Kent County, Michigan.

Proposer– An individual, business or firm submitting a proposal or responding to an RFP for Kent District Library.

Submitter – An individual, business or firm submitting information or responding to an RFI for Kent District Library.

Vendor (or Contractor or Agent) – Firm, or individual representing a firm, retained by the Library to provide knowledge, advice, and services in an area of documented expertise.

Partner – An individual, business or firm who demonstrates value above and beyond the act of transacting goods & services. A Partner becomes a trusted extension of KDL because they are proactively bringing ideas and solutions that aid in achieving KDL's strategic objectives and ensuring KDL remains relevant and vibrant to our Patrons of Kent County.

Rental – Is synonymous with Operating Lease

Response – The official document submitted by the firm in response to this Request for Information

Section 1: Background and Project Introduction

1.1 Kent District Library - History

Kent District Library is a nonprofit governmental unit, which began in 1936 as the Kent County Library System. In 1994, the Library separated from the County to form Kent District Library, a district library and independent taxing agency with governance by a Board of Trustees appointed by the Kent County Board of Commissioners and representing eight geographic regions of the KDL Service Area. In 2014, KDL was also awarded 501(c)(3) status as a nonprofit charitable organization. In 2024, voters approved a 15-year, 1.1 millage renewal for library operations.

Presently, KDL serves a population of ~440,000 in 27 municipalities through 20 branches and one bookmobile located throughout Kent County. This service population includes all areas of Kent County except the cities of Grand Rapids and Cedar Springs, the Village of Sparta, and Solon and Sparta townships. For additional statistical information about KDL, please visit our [website](#).

1.2 Project Purpose and Information Requested

The purpose and intent of this RFI is to solicit information from qualified firms to provide printers and printer fleet management services to Kent District Library (KDL). The vendor will provide support for all users of our printers throughout the KDL System. This includes internal users (KDL Staff) and external users (our KDL cardholders and communities at-large often referred to as KDL Patrons).

KDL is looking for a firm who values partnering and great customer service. We are looking for a firm who is open, direct, and knowledgeable, especially in regard to proposed solutions for consolidating, maintaining, refreshing, and upgrading our printers and copiers throughout the KDL enterprise. Such a firm should be mindful of the customer base that KDL supports.

KDL desires to learn how your firm may help us with the following three categories. We understand that not all vendors can do all three, so please do not rule yourself out of consideration if you can only do two of the three.

- Printer devices must be as fast or faster than the printers we currently use (listed in Appendix A)
- Full support of consumable printer components, including but not limited to: toner cartridges, waste cartridges, drum cartridges, and any other consumables that are expected to be installed by KDL staff
- Additional features found in Appendix A

In addition to sharing with us your products and capabilities that can duplicate or improve on the above categories, we need to know the estimated pricing or range of pricing if a volume discount is possible. KDL is open to purchasing the equipment or leasing it via a capital or operating lease. Where possible, please provide all acquisition options.

1.3 Complimentary Printer Features Provided by TBS ScanEZ Station

Our [TBS Scan Station](#) provides us with the following additional capabilities:

- Faxing
- Scan to Email

- Multiple Language Translation abilities
- Photo / Color editing abilities

The equipment we use to make the above possible is:

- A fast scanner: Avison Production Scanner model AD370
- A Flatbed scanner with 45 degree angle: Simple Scan A3 Bookedge Scanner Model FB6280E
- 24-inch tablet for users to preview their documents

We are open to a future solution that does not require us to continue contracting with TBS and instead allows us to access these functions through your solution. Please examine your capabilities and tell us how you can offer similar or better options. Any solution suggested must be able to talk to PaperCut so KDL can still manage the print quantities for our Patrons.

1.4 Printer Sustainability Initiative

KDL is subsidizing the Free Printing offered at branches by offering patrons with a library card fifty (50) free pages a week. This is managed through Papercut from TBS. At the beginning of each week, fifty (50) credits are loaded into each library cardholder's account. When they want to print, they must scan their library card at the terminal near the printer, and the appropriate number of credits (one per sheet of paper, including front and back sides) are removed from their account. If the patron wants to print more than fifty (50) pages, they must visit the front desk to pay an additional cost of 10 cents per sheet of paper. Once the patron has paid, the librarian is able to release the job to the printer.

If offering an MFP as a solution, we would need you to ensure that the copier aspect is not bypassed and still works with PaperCut solution so that the Patrons account is properly decremented with each copy.

Section 2: Requirements

2.1 Functional & Performance Requirements

KDL is seeking increased performance in all of our printing devices. Our current make, model and quantity of printers, as well as information about printed page counts, are listed in Appendix A. Below are the guidelines we would like you to consider when proposing alternatives for each of the three use cases mentioned earlier:

Staff Printer Usage

- Two Types of Printers are desired:
 - Black & White
 - Color

Patron Printer Usage

- All Patron Printers must be high speed color printers
- Each printer must integrate with our PaperCut solution including print job release towers.
- You may introduce a traditional copier if you believe it offers substantial savings or benefits to KDL. Ideally, this option must still interface with our PaperCut solution or be able to disable the copier feature.

ALL above printers must have the following characteristics:

- Each printer type must be wireless as well as Ethernet capable.
- Each printer must have duplexing to save paper.
- At a minimum, each printer must be of a similar or faster speed to the current printers in our existing fleet.
- Each printer must have paper capacities that meet or exceed our current printers.
- We are always trying to use the latest features and functions, so do not hesitate to explain what some of these new features could do for our organization.
- You are welcome to introduce multiple models that meet the above criteria. KDL may mix and match the models based on the expected volume, function, or role this printer performs.

Print Volumes (# Pages)

Below are a variety of quantities (e.g. clicks) to help understand how much printing KDL does:

- Total Clicks for April 2025: **397,526**
 - Patron Clicks: **368,656**
Patron clicks broken down by color:
 - Black & White: **216,847**
 - Color: **151,809**
 - Staff Clicks: **28,870**
Staff clicks broken down by color:
 - Black & White: **14,389**
 - Color: **14,481**
- Total Clicks for 2024 (January–December): **5,026,693**
 - Patron Clicks: **4,495,678**
Patron clicks broken down by color:
 - Black & White: **2,226,366**

- Color: **2,269,312**
- Staff Clicks: **531,015**
 - Staff clicks broken down by color:
 - Black & White: **302,703**
 - Color: **228,312**

Section 3: Evaluation Process

3.1 Evaluation Criteria

The criteria KDL will use consist of a combination of thoroughness of Information Provided, Stated Performance of Recommended Devices, Price, Discussions with Submitters, and overall support being provided by the Submitter.

Once all factors have been evaluated, the firm or firms that are the best qualified to serve KDL's best interests regarding performing the service will be contacted.

3.2 Submission Review

- A. After the period for receipt of submissions has closed, each submission will be examined to determine compliance with the format and information requirements specified in the RFI. Any submission that does not meet the format and information requirements may be eliminated from consideration.
- B. Submissions will be reviewed by an evaluation team comprised of Library staff.
- C. KDL may reject any Submission if it is conditional, incomplete, or contains irregularities. KDL also reserves the right to reject all submissions.
- D. Following evaluation of submissions, KDL may contact the top candidates to address any questions. KDL reserves the right to select based solely on the written submission without an interview.

Section 4: Timeline & Instructions to Submitters

4.1 Timeline and Schedule of Events

KDL reserves the right to vary from this timetable as necessary

Schedule of the RFI for Printer Management Services	
RFI for Printer Management Services posted on KDL website	Monday, July 7, 2025
Deadline for the Submitter(s) questions *** (See note below)	Wednesday, July 16, 2025 by 10:00am, Optional Live Q&A at 2:30 pm
Addendums posted to KDL website	Friday, July 18, 2025 @ 5pm
Deadline for RFI submission	Friday, August 1, 2025 @ 1:00pm
Opportunity for KDL to ask for clarification questions	August 1 – August 14, 2025
KDL to determine next steps	By Friday, August 22, 2025

*** Note: KDL will host an Optional Live Q&A session open to all interested parties on Wednesday, July 16 at 2:30 pm. Questions may be submitted ahead of time to Julita at jfenneuff@kdl.org with the subject heading **Question for RFI**. If you or members of your staff would like to be part of the Optional Live Q&A session, please send all appropriate email contacts to Julita via email with the subject heading **Attendance at Q&A**.

Appendix A: Current Hardware Specifics of the KDL Printer Fleet

Like every business, KDL has printers that serve our staff directly. We also provide printing services to our Patrons for a nominal fee, as mentioned in section below is a quick overview of both types of printing requirements.

Between HP & Xerox, KDL's fleet of printers consists of 89 total units, with HP model units making up the majority of that number. Listed below are the quantities and some basic information about each device.

Staff Printers

- High Speed / High Volume Printers (Xerox) – At our Service & Meeting Center we have multiple such printers.
 - Our Xerox High Speed fleet consists of 6 printers (details in Patron Printing section):
 - (5) C8155
 - (1) C8000

- Desktop – Composed of individual and department printers (Xerox & HP) located throughout KDL staff areas in the various library branches plus the Service & Meeting Center.
 - Our Xerox fleet consists of 18 printers:
 - (9) C405
 - Color
 - 36 ppm
 - 550 sheet input tray
 - Fax & Scanning Capable
 - Wireless Capable
 - (7) B400
 - Black & White
 - 47 ppm
 - 550 sheet input tray
 - Wireless Capable
 - (2) B405
 - Black & White
 - 47 ppm
 - 550 sheet input tray
 - Wireless Capable
 - Our HP fleet consists of 43 printers:
 - (33) M506dn
 - Black & White
 - 45 ppm
 - 550 sheet input tray
 - 100 sheet multipurpose tray
 - (7) M426fdw
 - Black & White
 - 40 ppm
 - 250 sheet input tray
 - 100 sheet multipurpose tray
 - Duplex Capable
 - Fax & Scanning Capable
 - Wireless Capable
 - (2) M426fdn
 - Black & White
 - 40 ppm
 - 250 sheet input tray
 - 100 sheet multipurpose tray
 - Duplex Capable
 - Fax & Scanning Capable
 - (1) M601
 - Black & White
 - 45 ppm
 - 500 sheet input tray
 - 100 sheet multipurpose tray

Patron Printers

- High Speed / High Volume Printers (Xerox) – Each library branch has at least one such printer.
 - (20) C8000 Located at each branch
 - Color
 - 45 ppm
 - 2 x 520 sheet input tray
 - 2000 sheet, high-capacity feeder
 - Tabloid paper size
 - (2) C8155 One each at our Wyoming and Kentwood branches
 - Color
 - 55 ppm
 - 3,140 sheets
 - Tabloid paper size
 - Fax & Scanning Capable
 - Wifi Capable
- Currently, we use PaperCut, provided by Today's Business Solution (TBS) Patron Management Solution, which gives us the ability to track Patron usage and provide them with a limited number of free printed pages each week. See section 1.4 for more information.

Appendix B: Submitter Form

The submitter should fill out the Submitter Form with information regarding their proposed printer specs and answers to questions about their fulfillment and service process. The Submitter Form is available on the website kdl.org/rfp in the RFI section. Please ensure that you fill out both pages.