



REQUEST FOR INFORMATION (RFI)

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

Addendum 1: Q&A - July 16, 2025

General Questions

Will all submitted questions be provided to each participating company?

We will post these questions on our website in the form of this addendum.

Is all equipment owned or leased?

All equipment is lease-to-buy and will be owned by KDL by the end of our contract in October.

Does KDL currently own the Xerox and or HP devices provided in Appendix?

Yes.

If KDL is leasing the current (or a portion of) hardware in Appendix A, would it like the lease return shipping to be included in a response or will the lease return shipping be handled by KDL?

We will own all of the hardware by the end of our current contract, ending in October.

Is KDL looking to replace all equipment, or only equipment that is nearing the end of life or has a high service call history?

This is what is driving our Request for Information. As this question points out, there are many options. The information we receive will help us make the right decisions.

Printer-Specific Questions

The RFI states that “KDL is seeking increased performance in all of our printing devices.” Please elaborate on what “increased performance” means to you? For example, do you mean speed, memory, computing power, capacity or something else? What is your definition of “high speed”?

Yes, any or all of those features or performance improvements would be desired. If there is something new in the world of printers, please don't hesitate to share more about this feature and how KDL would benefit from it.

Are you looking to replace all 43 HP printers or keep them as service only assets?

Again, no final decision has been made. We will examine the responses in your RFI to help shape our future.

What is the current M&S status?

All of our Xerox printers are on Maintenance & Support. The HP printers are not. We do pay for Supplies for all printers as “clicks” are incurred.

The RFI asks for each printer type to be wireless and Ethernet capable. Does this include all MFPs as well as printers?

It would be in our best interest to have both options on all platforms, even as an add-on module.

To determine the most appropriate device to recommend for KDL's situation, it would be helpful to have the location and volume of each individual device you currently use. Would KDL be able to provide this information?

Yes. We have this information. For now, we felt the totals would be sufficient to share so you have an order of magnitude on the printing that KDL utilizes.

Regarding the individual and department staff printers, are there any size restrictions for equipment based on the devices' locations? For example, must fit under a desk, on a cubicle shelf, etc. What are those dimensions or may the Submitter measure those locations?

We have no such requirements. However, we suspect that some locations do have certain limitations. We expect that we can work through that when the time is right.

Do any of the staff facing devices require stapling, booklet making, collating, hole punching, etc? If so, which ones?

No staff devices require these features.

Are the KDL staff members MAC users, where the staff printers would need to be MAC computer compatible?

No, KDL staff are assigned Windows devices, currently Lenovo laptops.

Can you provide a breakout of the BW and Color volumes between the Desktop Printers/MFD's and the larger Copiers?

First it is important to understand that all desktop printing devices are used by Staff at the branches, plus all the printing done at our Service & Meeting Center. Only the large high volume printers at our Branches are accessible by our Patrons. Therefore, the breakdown in the RFI in Section 2.1 has this information.

Have total clicks for 2024 and April 2025. What is current meter reads on all equipment? Do you have an annual volume of clicks for each device?

We do have this information. At a future time, we can discuss these totals and see how they may or may not impact our decisions.

Scan Station Questions

Does the 24" tablet from TBS integrate with MFP scanners or only with the Avison and Simple Scan scanners TBS provides?

The tablet itself is just a network device that interfaces with PaperCut for release.

What file types does TBS utilize for their software (files types sent for printing, scanning, manipulated in photo editing)?

The web-based portal for submitting files for printing allows for:

.pdf, .jpg, .jpeg, .png, .gif, .bmp, .tif, .tiff, .doc, .docx, .pub, .rtf, .htm, .txt, .html, .xlsx, .xls, .pptx, .ppt, .odt, .xps, .ods, .odp, .heic, .svg, .epub, .vsd, .oxps, .wmf, .webp

What model and brand "print job release towers" does KDL use?

The tablet is a generic cPAD. The towers are manufactured by TBS in a few different configurations based on required payment features.

Are "print job release towers" provided by TBS, by PaperCut, or by the new Vendor?

We own our current release towers and would like to integrate them into your proposed solution if possible. We would ideally like to integrate PaperCut into the MFP directly and remove the

need to have the print job release towers. The towers that we currently own do not take card, coin or cash and are just release stations.

Does KDL currently own the TBS Scan Station? If so, is it your intention to utilize this with the new agreement? Hardware is listed as Scanner Model AD370, Bookedge Scanner Model FB628E and 24 Inch Tablet.

Yes, we currently own the TBS Scan Station and would like to use this with the new agreement. If your printer solutions offer what the TBS Scan Station can do, then we might be open to using our current Scan Station differently (e.g. as a digital resource only – no printing – email, thumb drives, fax system, etc.)

PaperCut Questions

Do you expect a quote for PaperCut as part of this RFI process? If yes, what is your current contract expiration date, how many months of support need to be quoted, etc. Would you be able to provide specific details of your needs?

We do not need a quote for PaperCut with this RFI. If you have certain technical experiences or support of the PaperCut product, that would be beneficial to know.

If KDL remains with TBS, will TBS manage the PaperCut migration to the new devices?
Maybe. If your organization has the ability to help, then maybe your firm will do it.

Will KDL continue to have their Papercut licenses managed through TBS or would you like this managed under whomever is selected? How many Papercut licenses do you currently have?

Most likely we would keep the licenses through TBS. However, if you also provide PaperCut licensing, please let us know and we can make a final decision on this at a later time.

Are Papercut licenses needed for Staff or just Patrons?

Only for patrons.

Is TBS handling all PaperCut licensing and administration? Contract status? Monthly, annual, or other?

Yes, TBS is handling PaperCut. We have a contract with TBS that is renewed annually.

Is fax function handled through PaperCut? Are analog POTS lines used that machines requiring fax capability need physical fax cards?

Faxing from ScanEZ stations is done through the internet, provided by TBS. The 8155s have fax capability that we do not currently use that went through the POTS line.

How many PaperCut licenses do you currently have?

We have 23 PaperCut licenses.

What is the cost of the TBS solution per month and per year?

We negotiated a very nice price with TBS. At an appropriate time in the future, we will share this information if it becomes relevant to our printer decisions.

Additional Questions from Q&A

Is the timeframe to move forward sometime next year?

Yes, we start working on our budget in August and then we bring it to the board in November. Between now and November we will finalize our budget amount for printer fleet management services. We can execute as soon as January 2, 2026, or anytime during 2026.

Will submissions be reviewed privately?

Correct.

Will there be a public notification process?

No. We will reach out to each submitter individually about our decision to move forward by August 22nd. Please note that between then and November we will have zeroed in on the solution we want to pursue, but there is a chance the board will not approve it. Our decision will be finalized in November based on the board's approval.