



TOWN OF LOS GATOS

Multifunctional Printer Replacement, Management, and Maintenance

During the Site Inspection the Town received the following questions regarding the Request for Proposals (RFP) for Multifunctional Printer (MFP) Replacement, Management and Maintenance Services. The questions and answers are below:

Question 1:

Will the slide show be available?

Answer: Yes, it will be posted on the RFP site.

Question 2:

Is there a print server?

Answer: Yes, most printers are on the print server (one on the Town side and one on the PD Side), the smaller units in Finance are connected directly to users PC's. They are not shared.

Question 3:

Are there any wireless printers at civic center?

Answer: Not currently at the civic center. We do currently have one wireless printer at the White House upstairs. This unit might be hardwired in the future.

Question 4:

Do you use any of the Post Processing features?

Answer: Yes, various departments do use the features.

Question 5:

Who collects the coins from coin operated machines?

Answer: Library manager collects coin and provides to Finance. Finance manages the revenue; both the Library and Finance need visibility on the revenue from the coin op fees. Council sets the fees, there are no discounts offered.

Question 6:

Who services the coin tower?

Answer: Current vendor

Question 7:

Would you consider "right" sizing the fleet of the printers? (Reducing the number of printers in various areas?)

Answer: Currently we do not see a need to perform an audit of the existing machines, the various users that do have a smaller unit need them.



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Question 8:

What is the age demographic that comes into the library?

Answer: Depends on the time of day, teens are heavy after school, seniors as well.

Question 9:

Do we use RFID ID cards, that could be used on printers?

Answer: No, current employee cards do not have this feature.

Question 10:

What is the Colored card stock used for?

Answer: Various print jobs.

Question 11:

Do you want the ability to pay via apple pay?

Answer: We would like the ability to have Patrons pay via Apple pay or Samsung pay.

Question 12:

Who is the Library's vendor that provides the capability of wireless printing?

Answer: Princh, who is a European based company that provides services to Libraries.

Question 13:

When is the last day to ask questions?

Answer: Sept 5, 2023 to allow time to answer and post.