



TOWN OF LOS GATOS

Multifunctional Printer Replacement, Management, and Maintenance

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:

Can you please email or post pictures of devices from the Police Dept and other internal departments.

Answer: The photos have been posted of the PD & PPW that were not toured. (Civic Center & Library were part of the site Inspection.)

<https://www.losgatosca.gov/2432/Requests-for-Proposals>

Question 2:

Who at the town is managing device user codes and what software is being used to track use?

Answer: Current Vendor monitors the device using Printer DCA Software.

Question 3:

Pertaining to the user codes, what process or software is running for copying printing tracking?

Answer: Printer DCA set up by current vendor.

Question 4:

What are you using codes for? Do you charge back departments?

Answer: Departments are charged based on printer & codes they enter.

Question 5:

How would you like demonstrated the percentage and type of recycled components that are used in the equipment and consumable items?

Answer: List percentages of recycled content in print devices and offering of free recycling consumables like toner/cartridges/imaging units/waste toner bottles, developer units and drums.

Question 6:

In lessening the environmental impact for print and copy, what do you expect and what sort of educating of users would you ask for to enable them to understand the costs of printing?

Answer: Training on scanning on the units / costs per page of printing in B/W & Color.



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Question 7:

It is mentioned that you could split the award; does that mean multiple vendors and multiple brands of equipment?

Answer: Potentially splitting the award does mean multiple vendors and brands. We would like consistency throughout the various departments to be able to pull resources (consumables between departments as needed) or in the event of a down machine to be able to print to a like kind machine. Specialty machines (Pressure sealer / folder would probably be a different kind and that is acceptable.

Question 8:

You mention the winner will need to use the towns "Standard Agreement for Services" / terms and conditions for services agreement. Will you please provide the template in its entirety?

Answer: See Attachment 5 in the RFP.

Question 9:

If a vendor can demonstrate the Town's benefits of signing a financial agreement, and incorporating the language the town needs, What is your openness to signing this type of a document?

Answer: The final Agreement will be reviewed and authorized by the Town Attorney and Town Manager.

Question 10:

Please elaborate on the Town's contract termination policy. Specifically under Agreement for Consultant Services Terms section 4.3 - you are asking for hardware/software in the RFP, not consulting services.

Answer: The Town expects the potential vendor to provide software, hardware, and maintenance services.

Question 11:

Which devices in the town are leased and which ones are owned? Please provide a schedule.

Answer: The items are listed on the RFP Site; lease dates are specified. All devices will be owned at the end of the lease.

Question 12:

If the current devices are on lease, when does the contract expire? Please provide a schedule. Lease expires 11/12/2023.

Answer: Noted on RFP documents



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Question 13:

What is the current monthly cost of your leased MFP equipment?

Answer: The current monthly lease \$3,206.82.

Question 14:

Can you please provide use by device or some type of data on average use per month for both bw and color? Please provide a schedule.

Answer: Provided Monthly Average Volume on both BW & Color.

<https://www.losgatosca.gov/2432/Requests-for-Proposals>.

Question 15:

On page 3 of the RFP, section A - Purpose; can you please provide examples of insufficient customer service or where you experience gaps in customer service by your current vendor?

Answer: Example of insufficient customer service would be – no response from vendor in timely manner. Or lack of fixing issues in timely manner as specified.

Question 16:

What would improved customer service look like to the Town of Los Gatos?

Answer: Online form to report issues or customer contact center to report issues with estimated time of arrival for technician to repair.

Question 17:

Please expand on your request to increase the Town's "green footprint".

Answer: We would like to continue coaching all employees to be conscious of saving energy, using the most energy-efficient settings, reducing paper, or printing double sided.

Question 18:

What is meant to evaluate and recommend document flow? What tools are you currently using for document flow?

Answer: Scanning direct to Laserfiche or network drives. Setting up shortcuts on the printers to these folders.

Question 19:

Would business license compliancy be required after the RFP is successfully awarded?

Answer: Yes, additional information can be found here: <https://losgatos.hdlgov.com/>



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Question 20:

Page 4, Minimum Qualifications, 1; when and how would an MFP replacement be demonstrated?

Answer: Previous experience with other agency, company of similar size.

Question 21:

Page 4, Minimum Qualifications, 2; how would "demonstrated hands-on experience" be quantified by the vendor?

Answer: The vendor would have actual previous experience with installing/maintaining and management of printers.

Question 22:

Page 5, Scope of Services E; what is meant by "replace equipment as needed"? Is a new vendor award intended to be a replacement over time, such as a phased or ordering in stages?

Answer: Some of our existing printers are newer, those might not need to be replaced, it would be up to the vendor on if they were to provide maintenance on those or replace them later time. The Town is open to suggestions.

Question 23:

Page 5, E, scope of services; what is meant by "incremental inclusion of existing and new equipment over a term to be negotiated"?

Answer: The printing needs have changed over time and occasionally we have found the need for new printers to be added to a contract. We prefer to co-term these new printers onto the existing contract.

Question 24:

Page 5, scope of services talks about recommendations for leased or purchase solutions; which is preferred.

Answer: No preference, the Town intends to keep the cost down without compromising the quality of services provided.

Question 25:

Page 5 - what is the ideal format to submit RFP response? In person, via email?

Answer: Completely up to the vendor. Submittal Deadline: Friday, September 8, 2023 by 5:00 p.m.

Question 26:

Are you asking for a quote on a stand alone (offline), folding machine?

Answer: Yes.



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Question 27:

Page 6; please explain where deficiencies exist with your current situation?

Answer: None.

Question 28:

What are you currently experiencing, in regards to the way your current vendor manages the relationship - from an administrative perspective?

Answer: The Town is satisfied with the services. The Town is interested in a monthly cost breakdown by Department codes.

Question 29:

What sort of protocols are you asking for in regards to requesting printer management and the automatic deployment - without need for windows print servers, scripts or group policy objects?

Answer: Currently we use 2 windows print servers, Scripts or GPO would work.

Question 30:

Are you asking for a staples included plan?

Answer: Yes.

Question 31:

How many of the departments using the Konica C287, C308, C458 and C658 models need 11x17 print and copy capability?

Answer: The Library currently prints 11x17 on the staff copier C308 only.

Question 32:

What platform are the library public use pay/kiosks running?

Answer: For copying, Library patrons use the Jamex machines, attached to the copiers, to pay for their copies. It takes bills and coins. For wireless printing, the Library uses a third party software, Princh. They are a cloud based copy that allows patrons to pay online via credit card for their print jobs.

Question 33:

What is your preference to either staying with the same OS or having a new platform proposed for the public use devices?

Answer: There is no preference.



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Question 34:

On the initial walk thru, we saw 2 public use machines upstairs in the library but the equipment list shows 3; can you please clarify?

Answer: The Library has 2 public machines and 1 staff machine. All 3 are of the same model.

Question 35:

As stated on page 5, the Town of Los Gatos is willing to review an existing negotiated agreement that is eligible for "piggybacking," if a "piggyback" agreement is able to offer equal and/or more favorable terms and pricing, is the Town of Los Gatos willing to review and enter in to such an agreement as opposed to the Town's Standard Agreement for Services as long as all the provisions are met?

Answer: The Town is open to any cost saving solutions. The final Agreement will be reviewed and authorized by the Town Attorney and Town Manager.

Question 36:

Regarding the copier RFP, we have a question. MBS offers two different lines of copiers; Konica Minolta and Kyocera. Does the Town have a preference of one over the other? Also, is it allowable to include a mixed offering of both lines of equipment? The reason we ask- there is a machine upstairs in the White House which is working better with Kyocera because it has to join the network wirelessly. Kyocera has a better platform for this connection than Konica Minolta and your IT has validated the Kyocera works better in that space. We believe that area would be best served with a Kyocera machine. What are your thoughts?

Answer: We don't have a specific preference, but we would like to keep printers consistent with the same manufacturer. We understand this specific corner case with having to use a Kyocera printer instead which we're ok with.