

Multifunctional Digital Printers/Supplies and Full-Service Maintenance with an Operating Lease

Addendum 1 – Q&A

9/15/25

1. Thank you for providing the volume breakdown by location. Could you further specify the average monthly Black & White page volumes and average monthly Color page volumes for each location?
 - a) Each branch is roughly 75% BW and 25% Color
 - b) Administration is roughly 75% color and 25% BW
2. Under "Equipment Option A," item #3 – could you clarify what is meant by "sharp copies"? What specific qualities or standards are you expecting?
 - a) Details of images and text are clear, distinct, and crisp
 - b) Text is not blurry, images are not faded or have color changes between prints
3. Under "Equipment Option A," item #4 – what criteria must be met for equipment to be considered "user friendly"?
 - a) Easy to operate and maintain. Touch controls with easy access to common tasks
4. Under "Equipment Option A," item #9 – what additional networking options are being considered?
 - a) IPV4, IPV6, Microsoft Universal Print, Air Print
5. Is the Administration Office the only location that utilizes macOS, or do the branch locations also use it?
 - a) Currently yes but this may change in the future
6. Under "Equipment Option A," item #11 – are you requesting OneDrive and SharePoint access for all units across all locations, or only certain locations? Should this access also be available to patrons, or to staff only?
 - a) It is only needed at the Administration branch currently but may be useful for other branches in the future.
 - b) This would be a staff only feature
7. Under "Equipment Option A," item #12 – should Apple Air Print be available to both staff and patrons, or staff only?
 - a) Staff only
 - b) Patron print jobs are released by staff after receiving payment
8. Under "Equipment Option A," item #13 – what types of issues would you like the system to generate notifications for, and what method(s) of notification do you prefer?
 - a) Low Toner – Notify contractor of toner that is needed to be ordered for replacement.
 - b) Open to options for more advanced notifications
 - c) Email
9. Regarding the Light Production equipment, could you specify which finishing options are desired? For example:
 - a. In-line trimming – Not Necessary, However, in order to get full bleed we may need

- b. 2/3-hole punch – Not Necessary
 - c. Banner printing – Would be a plus but not necessary.
 - d. Folding (please specify directions) – Booklet
 - e. Booklet making - Yes
 - f. Creasing – Not necessary
 - g. Poster printing (please specify sizes) – Would be a plus but not necessary. Some poster prints that we outsource are usually 18x24.
 - h. Stapling (please specify locations) – Yes, we currently only use saddle stitch and top left corner mostly.
 - i. Coil bind punching and/or coil binding - No
 - j. Envelope printing (please specify sizes) - No
10. For the Light Production equipment, do you anticipate one or two dedicated operators?
a) One
11. Given the many possible production configurations, would you be open to a more detailed discussion regarding light production capabilities and requirements?
a) No, During the RFP process we cannot have conversations with vendors regarding products or the process.
12. Full-bleed production requires printing on larger sheets and trimming to final size. Would you prefer an integrated cutter within the production unit, or would you consider an offline cutter?
a) We are not interested in separate pieces. We already own an offline cutter.
13. Under Light Production, item #5 – could you detail your expectations for “self-cleaning and calibration”?
a) Some printers offer fusing cleaning mode and MC cleaning mode. Please just list out any self-cleaning modes the equipment has.
14. Under “Full Service and Maintenance Support Requirements,” item #8 – does this requirement mean preventative maintenance must be scheduled every 30 days, or that it must be scheduled at least 30 days prior to the service visit?
a) Preventative maintenance should be scheduled 30 days in advance, not done every 30 days. This is to inform the branch staff and schedule an outage time.
15. Under “Performance Guarantee,” item #1 – could you clarify what is meant by “acceptable copy quality at 90% effectiveness level”?
a) This metric relates to high-volume prints where only a small number of imperfections are considered acceptable.
b) When printing a large job of 500 plus pages, we should see virtually no variation between the first and last print.
16. Under “Training,” item #6 – please specify the types of “technical publications and literature” you would like provided.
a) Operating Manuals
17. Could you describe your current patron print policy and staff print policy? Additionally, what changes or improvements would you like in your future print policies?
a) We are not looking to make any changes to our printing policies at this time.
18. Under “Tracking Usage” – are you seeking to establish a charging platform for patrons? Are you primarily interested in tracking usage, limiting usage, or restricting equipment access so that patrons require permission before use? Please elaborate on your specific goals.

- a) No, we have our own patron printing release platform
 - b) Usage tracking is for billing and auditing purposes
 - c) Patrons must go to staff desks to release print jobs and use the printer
19. Under "Delivery/Installation/Removal," item #5 – you request the contractor to pick up, transport, and return your current equipment. Please provide the name of your current leasing company and the designated return location to ensure an accurate quotation.
- a) LEAF
 - b) Return location is not disclosed until notice is given
 - c) The current contractor is responsible for the return of equipment if MADL exercises its option to return equipment at the end of the current lease term.
 - d) The new contractor would be responsible for this at the end of the next lease term.
20. Have you received a buyout or return quote for your current equipment? If so, do you intend to pay the final amount independently, or would you prefer this amount to be included in the new lease? If you would like it included, please provide the quoted cost.
- a) N/A
21. What are the end-of-lease terms for your current contract? Has an end-of-lease notification already been provided to your current leasing company?
- a) N/A