

REQUEST FOR INFORMATION (RFI) FOR PRINTING SYSTEM SOLUTION AT THE KANSAS CITY PUBLIC LIBRARY

October 25, 2021

I. INTRODUCTION

THE KANSAS CITY PUBLIC LIBRARY (the "Library") requests a written response to this Request for Information ("RFI") for the purpose of obtaining information and gauging interest from qualified vendors interested in entering into a contract with the Library to provide a printing system solution that addresses the Library's utilization, hardware, and maintenance needs.

This is a request for information only; this RFI is issued by the Library solely for its information and planning purposes, and the RFI does not commit the Library to contract for any supplies or services whatsoever. The Library, at this time, is not seeking detailed proposals that outline specific pricing and terms and conditions, but the Library may follow-up with select vendor(s) for such details as outlined below.

For its consideration, the Library is seeking a variety of solutions offered by vendors, to help the Library gauge available solutions that can address the Library's needs. Although the Library intends to follow-up with selected vendor(s) that offer solutions that are of interest to the Library, with possible subsequent negotiation of a multi-year contract with the desired vendor(s), this RFI makes no guarantee of a contract award to any participating vendor.

All RFI responses shall be delivered, and shall adhere to the format, as further indicated herein. The Library shall have the right to ask additional questions of -- or request additional information from -- vendors. The responses may, upon review by a Library staff committee, result in a qualified list of vendors for the solutions requested in this RFI; should this occur, finalists will be notified, and formal proposals will be requested that include specific pricing and other terms and conditions for the Library's consideration.

This RFI includes an overview of the Library's printing system solution needs, response requirements, and instructions for submitting responses.

II. OVERVIEW

The Kansas City Public Library is a political subdivision of the State of Missouri and serves the city of Kansas City, Missouri, and surrounding areas. The Library currently utilizes six (6) staff copiers managed by two copier vendors; all of these copiers are

coming off a multi-year lease. Combined, these copiers generate approximately 120,334 copies (59,423 color/60,911 black-and-white) annually. The copiers are also used by Library staff for scanning and electronically transmitting documents.

The Library also utilizes approximately 63 printers, with a total annual print volume of 1,168,666 (418,709 color/749,957 black-and-white). The Library owns these printers, and the maintenance of these printers (including toner replacement) is managed by a contractor.

Going forward, the Library desires to streamline the management and maintenance of these copier and printer resources into one comprehensive printing system solution, with one contractor. The Library would like the selected contractor to work with the Library in identifying ongoing printing and copier options and practices that are good economic and environmental solutions for the Library.

The Library currently utilizes Microsoft's Office products.

A list of all Library branch locations can be found online at the following site:

<https://www.kclibrary.org/library-locations>

Additionally, copier and printer resources are also located at the Library's administrative Annex building (913 Baltimore Avenue, Kansas City, MO 64105) and the Library's Mobile Services site (3401 E. Truman Road, Kansas City, MO 64127).

The Library is currently interested in beginning the transition to a new printing system solution sometime in the Library's FY21-22 fiscal year (July 2021 through June 2022).

III. SCOPE OF WORK

Below are some of the requirements envisioned by the Library for a printing system solution:

- One contractor covers all hardware and maintenance needs for the Library's print fleet
- Managed toner delivery (refill assessments and reorders by the vendor, with no staff intervention)
- Built-in vendor-managed/structured recycling schedules for all maintenance printer parts (toner, fuser kits, printers, et al.)
- Selected contractor holds ownership over all equipment and makes it available as part of the service contract

- Service at all twelve physical Library locations for maintenance calls
- Two (2) business days service calls for non-working machines
- 48-hour turnaround of delivery for emergency toner
- Appropriately scoped machines to use (variations of duty load, duplex, MFP, etc.) and assistance in rescope as determined/needed
- Dedicated service team/account representative who is the liaison to mediate service issues
- Articulated payment schedule for the duration of the contract that identifies costs for adding capacity (i.e., new machines)
- Able to work with on-premise, Microsoft Print server
- Print system able to work with a diversity of hardware compute devices (Dell computers, Microsoft Surfaces, personal smartphone devices and managed devices, etc.) pursuant to local security policies
- Work with established PaperCut print system for the public print management environment
- Feeder trays for special paper sizes (like envelopes)
- Top loading for multi-function printers
- Duplex printing (without paper reloading)
- Color capable machines, uniformly in environment
- Send a print job without an immediate release (delayed release) that is released at the machine at a later time (like with an employee code)
- All printers are clearly tagged with vendor's asset management system to report trouble issues
- Easily accessible service manuals for all models in our environment, including error codes
- Ability to see printer statuses (duty loads, toner fills, maintenance messages, print cycles, etc.) by Library IT staff

Below are some of features that the Library would be interested in considering for a printing system solution:

- One brand of devices across the system for all functions
- Maintenance work is done by vendor's labor and not contracted to a third party
- Same day service calls for non-working machines
- 24-hour turnaround of delivery for emergency toner
- One invoice a month that details the totality of charges (service, lease, and CPI, et.al.)
- One (1) year term with renewable options up to a total of 5 years
- Locked-in CPI cost target (may be graduated over time of contract, but the increase rates or percentages are determined at the time of contract)
- Ability to replace a printer with another option when it no longer meets the load requirements with a simple upcharge on costs
- Remote print for staff (send a print job to a printer and release it with a code or an app at the printer you walk up to, no matter where you sent the job to)
- Able to manage printers that are not on premise and are dedicated to remote service fleets
- Staff officing from home can send print jobs to Library printers without being on the VPN
- Pop-up/interface for staff that recommends the printer that can maximize that job
- User interactions (pop-ups) that share information on the cost of printing
- Ability to default user to certain print standards (B&W, duplex) that can easily be turned off for a single print job
- Pre-made reporting on environmental impact/savings for printing
- User reports that can be shared with individuals about their overall printing footprint and gives them the ability to look at that over time

- Scan beds that may be larger than print outputs on MFP (i.e., I can scan a Legal, but I can only print up to a Letter)
- Integrated print on demand services from the vendor for “outside” jobs (i.e. special pricing or easy access to turning a large run job onto professional, printer-quality machinery)

IV. RESPONSE SUBMITTAL INSTRUCTIONS

Responses shall be submitted no later than the time and date indicated herein. Responses submitted to a location or individual other than that listed below will not be considered duly delivered or timely. The Library shall not be responsible for re-routing responses delivered to a person or location other than that specified below. Late response submittals shall not be accepted or considered. All responses, whether selected or rejected, shall become the property of the Library and will not be returned. The Library reserves the right to waive minor defects and/or irregularities in response submittals and shall be the sole judge of the materiality of any such defect or irregularity. The Library reserves the right to seek additional responses if the received responses are deemed unsatisfactory. The Library reserves the right to cancel this RFI at any time. All costs associated with response preparation shall be borne by the respondent.

Responses to this RFI shall be e-mailed to purchasing@kclibrary.org. Additional questions may also be addressed to the contact below:

**Reed Beebe
Purchasing Manager
Kansas City Public Library
14 West 10th Street
Kansas City, MO 64105
purchasing@kclibrary.org**

The response must be received no later than 11 a.m. (Local Time) on Monday, November 22, 2021. LATE RESPONSES WILL NOT BE CONSIDERED. Any questions regarding this RFI should be directed to Reed Beebe prior to **4 p.m. (Local Time) on Friday, November 12, 2021.**

Updates to this RFI will be posted online at the Library’s RFP/RFI website (currently: <https://kclibrary.org/public-information/request-for-proposal>). Vendors should routinely monitor the Library’s RFP/RFI website for updates/information/addenda/cancellations.

V. RFI RESPONSE REQUIREMENTS

Submittals should be limited to the sections and items identified below. The capacity of the respondent to make a complete and responsive presentation will be favorably considered.

Submittals should contain the following items:

A. Letter of Interest: Provide a brief letter expressing the respondent's interest and appropriate qualifications. The letter of interest should include the following information:

- Title of this RFI;
- Name and mailing address of respondent (including physical location if mailing address is a P.O. Box);
- Contact person, telephone number, and email;

B. Relevant Experience/Qualifications

Provide a brief history of the respondent's company (including years of operation, experience providing similar products or services to institutions similar to the Library, etc.), and discuss respondent's ability to meet the Library's needs as outlined in this RFI. If the company has a business location within the Kansas City metropolitan area, or if the company or contractor is a minority and/or women business enterprise (M/WBE), or a Missouri-based, service-disabled veteran enterprise (SDVE) certified by the State of Missouri Office of Administration, this should be noted, as the Library provides preference points for local, MBE, WBE, and SDVE vendors, as outlined in Section VI, "Selection Criteria".

C. A Brief Overview of the Proposed Solution(s)

Provide a brief overview of the proposed solution(s) that would address the Library's needs as outlined in this RFI. As part of this overview, please provide the following information regarding the proposed solution(s):

- Approximate implementation timeline in weeks
- Pricing/cost model for one-time solution costs/implementation services (if applicable)
- Pricing/cost model options for re-occurring operating costs (base lease, CPI, etc.)
- Sample work plan for implementation, including estimated hours for internal Library resources
- General customer service procedures and response times for implementation

- General customer service procedures and response times for ongoing service
- Environmental sustainability (see Section V-E below)

D. Federal, State, or Cooperative Contract

While not a requirement for possible contract consideration, if a vendor has been awarded a federal, state, or procurement cooperative (for example, NASPO, etc.) contract via a competitive bid process to provide the desired products or services outlined in this RFI, the Library would be interested in obtaining more information in this regard.

E. Environmental Sustainability

The Library would like to encourage environmentally sustainable printing practices. Please provide information about how the proposed solution(s) could help the Library with this effort to promote environmentally sustainable practices.

F. References

Provide three (3) references for the similar services/products provided within the last five (5) years that the Library may contact. Provide contact name, address, and telephone number. Provide a brief description of the products and services provided. Also, the Library is interested in references that can provide feedback on the proposed solution(s)' implementation.

VI. Selection Criteria

The Library intends to choose one (1) to three (3) highly qualified vendors considered best qualified and capable of providing/performing the desired products/services outlined in this RFI and, if desired, attempt further negotiation with the goal of executing a final contract with the selected vendor.

The following criteria will be used by the Library to evaluate the RFI responses:

- The response's adequacy in providing the desired information outlined in this RFI;
- The options, features, and pricing/cost models offered by respondent's proposed solution(s) in relation to the Library's needs;
- The respondent's experience and qualifications in providing the products and services desired by the Library.

Per Library policy, a preference will be given to local vendors and minority and/or women business enterprises (M/WBE). Additionally, Missouri-based, service-disabled

veteran enterprises (SDVE) certified by the State of Missouri Office of Administration will receive a three (3) point bonus preference.

VII. Confidentiality of Respondent Information

Any proprietary information furnished by a respondent to the Library that is designated confidential shall be treated as confidential to the Library to the extent allowable by law.

VIII. Confidentiality of Library Information

Respondent acknowledges that any information provided by or obtained from the Library in connection with this RFI, either before or after the issuance of this RFI, is the sole property of the Library and must be treated as confidential, and that this confidential information is not be used for any purpose other than replying to this RFI, and that this confidential information must not be disclosed without the prior written authorization of the Library, and that this confidential information shall be returned by the respondents to the Library immediately upon the request of the Library.

IX. Pricing/Cost Model Information for General Information Purposes Only

Any pricing/cost model information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only when specified by the express terms of a subsequent bid or negotiation process, or where established through the execution of a written agreement.

Please note that the Library is aware that specific CPI and lease costs will be determined by the types of equipment selected by the Library. In requesting pricing/cost model information, the Library is interested in information regarding general pricing structure options (available leasing options, CPI payment structure/billing process, etc.) or any applicable implementation costs or fees, or any applicable federal, state, or procurement cooperative contract pricing that may be available to the Library. The Library is not expecting a finalized price quote. Specific pricing may be addressed later with selected vendors as outlined in Section VI ("Selection Criteria") of this RFI.

X. Information in RFI Only an Estimate

Library and its representatives make no representation, warranty, or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities or data contained in this RFI, or provided by way of addenda, are good-faith estimates provided only as general background information.

XI. Governing Law

It is understood and agreed that the construction and interpretation of this RFI and related addenda shall at all times and in all respects be governed by the laws of the

State of Missouri. The parties agree that any legal action brought in connection with this RFI is to be maintained only in the Circuit Court of Jackson County, Missouri.