

**ATTACHMENT 5: END-USER FEEDBACK USED TO DEFINE EQUIPMENT NEEDS
Department Head Interview Responses**

Planning, Permitting, Assessing

1. Is your current printing setup adequate?

No. MFP end of life. 2 desktop printers to phase out.

HP LaserJet P1606dn and LaserJet 4050 to be supported until end of useful life.

2. What do you need for your current printer setup to be adequate?

MFP with service contract (high PPM)

-scan/print/copy -scan/print boxes (folders) -8 ½ x 11, 11 x 17, print on envelopes -B&W Only

-Duplexing

3. Do you have equipment on lease? When is the lease due?

No.

4. Do you have equipment that [will] needs to be replaced?

Yes. CopyStar (MFP) needs immediate replacement.

Engineer's Office / Water Plants

1. Is your current printing setup adequate?

DPW: No. MFP end of life. 2 desktop printers and fax machine to replace with MFP.

Need wide format (48") MFP / Trade in wide format printer.

Water Plants: Yes. Phase out printers to single MFP at each site. Support DotMatrix printer for SCADA reporting.

2. What do you need for your current printer setup to be adequate?

DPW: MFP with service contract (high PPM)

-scan/print/copy -scan/print boxes (folders) -8 ½ x 11, 11 x 17 -Color Printing -Duplexing

WATER TREATMENT PLANT

[HP Deskjet 6940] -fax/print -8 ½ x 11, 8 ½ x 14 -color print -1 ream per month

WASTE WATER PLANT

[HP laser 1536dnf MFP printer/fax] -fax/print -8 ½ x 11, 8 ½ x 14 -color print -1 ream per month

-Dot-matrix B&W for SCADA reporting [Epson LX350]

WATER COLLECTIONS (Clint)

-Dot-matrix B&W printer [OkiData Microline 591]

-MPF [HP LaserJet 8150] (35ppm) -scan/print/copy -scan/print boxes (folders) -8 ½ x 11, 8 ½ x 14

-color print -500pg tray

3. Do you have equipment on lease? When is the lease due?

No.

4. Do you have equipment that [will] needs to be replaced?

Yes. CopyStar (MFP) and wide format (48") scanner needs immediate replacement.

Water printers; service until end of useful life then replaced via lease.

City Clerk

1. Is your current printing setup adequate?

Yes.

2. What do you need for your current printer setup to be adequate?

CLERK

MFP [Toshiba 306] (high ppm) with service contract

-scan/print/copy -scan/print boxes (folders) -8 ½ x 11, 8 ½ x 14, 11 x 17 -B&W Only

-2 drawer 8 ½ x 11 -Duplexing -negative printing -finishers: staple, hole punch

-user friendly (public use machine) -negative printing -heavy stock paper through bypass feeder

-high memory

FINANCE

-print [HP LaserJet 6p] -B&W only -1 ream per week -8 ½ x 11

-print/copy [Brother MCF-L2700DW] -B&W only -1 ream per month -8 ½ x 11

-print [HP LaserJet 600 M602] -color -1 ream per month -8 ½ x 11

-Dot-matrix B&W printer [OkiData Pacemark 3410]

3. Do you have equipment on lease? When is the lease due?

Yes. June 7th.

4. Do you have equipment that [will] needs to be replaced?

Yes. Clerk MPF by June 7th. All printers; service until end of useful life then replaced via lease.

Buildings & Community Service (Jeff)

1. Is your current printing setup adequate?

No. MFP end of life. 2 desktop printers to phase out.

HP 4500 color ink jet (1 of 2), HP 3800 color laser printer, Canon Pixma iP4300 color to be supported until end of useful life.

2. What do you need for your current printer setup to be adequate?

BCS

-MFP with service contract (low PPM, 4-5 reams per month)

-scan/print/copy -scan/print boxes (folders) -8 ½ x 11, -Color print -Duplexing

CEMETERY

-[HP 4500 color inkjet] printer -8 ½ x 11 -B&W Only -1 ream per month

3. Do you have equipment on lease? When is the lease due?

No.

4. Do you have equipment that [will] needs to be replaced?

Yes, CopyStar CS1650

Department of Public Safety – Police

1. Is your current printing setup adequate?

Yes.

2. What do you need for your current printer setup to be adequate?

Did not answer.

3. Do you have equipment on lease? When is the lease due?

Yes. 7/25/2018

4. Do you have equipment that [will] needs to be replaced?

No.

Department of Public Safety – Fire

1. Is your current printing setup adequate?

Yes.

2. What do you need for your current printer setup to be adequate?

MFP with color printing.

3. Do you have equipment on lease? When is the lease due?

Yes. 10/25/2017

4. Do you have equipment that [will] needs to be replaced?

No.

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Vendor Questionnaire Responses

The vendors that we are working with asked to speak to each Department Head directly. We told the vendors that this would be more time intensive than Department Heads can afford. Instead of interviews each vendor was asked to submit questions that we would consolidate and forward to you.

This questionnaire is optional and will add to the notes that we gathered during the interview process to ensure that your printing needs are identified and met.

- What would you like your current machine to do that it currently cannot?

PPA: Nothing.

Fire Dept.: 3 hole punch

- Do you have a need for mobile printing?

PPA: No.

Fire Dept.: n/a

- Do you have a need for scanning?

PPA: Yes.

Fire Dept.: Yes.

- Do you outsource any print jobs? If so, what is your annual outsourcing spend?

PPA: On a rare occasion, for books and presentations that is much easier done by an external printing company.

Fire Dept.: n/a

- How are you currently storing documents?

PPA: Paper files and pdf's in folders.

Fire Dept.: Scan to computer

- What is your biggest challenge in storing confidential documents?

PPA: No challenges currently. Future looking, space, electronically and paper files that a printing company doesn't need to be mired into, that is our concern.

Fire Dept.: Security

- Is retrieving stored documents cumbersome?

PPA: Not at all.

Fire Dept.: Computer based

- How important is a vendor's sustainability initiative?

PPA: Extremely important – we should be looking to use any recycled, reused, but quality product there is out there.

Fire Dept.: Very. Also – Services 24/7 365

- Are you legally required to keep records for a certain amount of years?

PPA: Yes – 15 years.

Fire Dept.: 7 yrs. Ambulance records.

- Do you print documents in color?

PPA: Yes.

Fire Dept.: Yes.

- Do you waste a lot of paper with your current device?

PPA: Yes – only because it is on its last legs of life.

Fire Dept.: No.

- Is document security an issue for your department?

PPA: Once we decide to go paperless, of course. But that is years down the line.

Fire Dept.: Yes.

- What concerns/interests are there in your department with respect to changes in your printing technology?

PPA: None – we need to be able to do the basic print, scan and copy.

Fire Dept.: Change itself.

- How do you maintain your contracted and un-contracted devices today for service and supplies?

PPA: We are able to call a vendor for service when need be.

Fire Dept.: Contract Company.

- To what degree (and how) do you track and control printing related expenditures?

PPA: Through my budget – knowing when a printer is on its last legs, and the cost for toner is so varied between different vendors, I am keeping a watchful eye on expenditures.

Fire Dept.: monthly budget – annual expense