ANDERSON PUBLIC LIBRARY

REQUEST FOR PROPOSAL

PUBLIC AND STAFF COPIER / PRINT MANAGEMENT SOLUTION

ADDENDUM NO. 1 – VENDOR QUESTIONS AND LIBRARY RESPONSES

Date Issued: September 17, 2026

This Addendum provides responses to questions received from prospective vendors regarding Anderson Public Library's Request for Proposal for a **Public and Staff Copier / Print Management Solution**, issued August 31, 2026.

This Addendum is incorporated into and becomes part of the RFP. Except as specifically clarified or modified below, all requirements, specifications, terms, and conditions of the original RFP remain unchanged.

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1. Public and Staff Device Quantities

Question: Please clarify the number of public and staff multifunction devices required.

Library Response: Section 3.2.A identifies the following required public multifunction print/copy stations:

- **Main Library:** Six (6)
- **Lapel Branch:** One (1)
- **Total Public Stations:** Seven (7)

The subsequent reference under "Public Station Requirements" to **"Six (6) units required"** refers to the six (6) Main Library units and should not be interpreted as the total quantity for both locations.

Section 3.2.B separately requires:

- **Main Library:** Two (2) staff multifunction copier/printer/scanner devices

One of these two staff devices will serve as the Administrative/Marketing copier. The staff devices are separate from the seven public stations and do not require public print-management or payment functionality.

The base configuration contemplated by the RFP therefore consists of **nine (9) multifunction devices: seven (7) public multifunction print/copy stations and two (2) staff multifunction devices.** If a vendor cannot provide both public printing and copying through the same public multifunction devices, the alternate minimum equipment requirements in Section 2 of this Addendum apply.

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2. Current Public Equipment Configuration and Minimum Service Capacity

Question: What is the Library's current configuration of public copiers, printers, and fax stations, and what equipment quantities are required if a vendor cannot consolidate printing and copying into the same device?

Library Response: The Library's current public environment consists of:

Location	Public Copiers	Separate Public Printers	Public Fax/Scan Stations
Main Library – 1st Floor	4	2	1
Main Library – 2nd Floor	2	2	1
Lapel Branch	1 combined copier/printer	—	1
Total	**7 copier-capable devices**	**4 separate printers**	**3 fax/scan stations**

The Library's objective is to reduce the number of separate public hardware components by replacing the existing separate public printers and copiers with the seven (7) public multifunction print/copy stations required by the RFP.

The reduced device count contemplated by the RFP is based on the expectation that each proposed public multifunction print/copy station will support **both public printing and copying**. The RFP seeks to move away from separate public printers, release PCs, and standalone copier/payment systems and toward integrated multifunction print/copy stations with simplified patron workflows.

If a vendor's proposed solution cannot provide both public printing and copying through the same multifunction device and instead requires separate printers and copiers, the vendor must maintain at least the Library's current number and distribution of public printing and copying devices.

In that circumstance, the minimum configuration is:

Location	Public Copiers	Separate Public Printers
Main Library – 1st Floor	4	2
Main Library – 2nd Floor	2	2
Lapel Branch	1 combined copier/printer or equivalent print/copy service	—

If separate equipment is required, the vendor must include all additional devices, print-management components, payment equipment, software, licensing, and other infrastructure necessary to maintain the Library's existing public printing and copying capacity and service distribution.

Vendors must clearly identify any proposed configuration that does not provide both public printing and copying through each proposed public multifunction print/copy station and must identify all additional equipment required to maintain the Library's current printing and copying capacity and service distribution.

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3. Payment System Configuration and Number of Payment Points

Question: Must payment kiosks be freestanding? How many payment points are required?

Library Response: Payment equipment does not have to be freestanding. Integrated, device-mounted, attached, or external payment hardware is acceptable provided the overall patron workflow remains simple and intuitive, consistent with Section 3.2.D of the RFP.

For an integrated solution, the Library requires payment functionality supporting all seven (7) public multifunction print/copy stations: **six (6) at the Main Library and one (1) at the Lapel Branch.**

The Library's preference is for patrons to complete printing, copying, payment, and print release at the same public station.

If a vendor proposes separate printers and copiers rather than integrated multifunction print/copy stations, the vendor must maintain at least the Library's current public printing

and copying capacity and distribution as identified in Section 2 of this Addendum and must include sufficient print-release and payment equipment to support all resulting public service points.

If integrated faxing is included, fax payment should also use the proposed public payment environment.

If the existing TBS fax/scan stations are retained because the vendor cannot provide integrated fax functionality, the vendor must propose a payment solution capable of supporting payment for the retained TBS stations in addition to the public print/copy environment.

Vendors should **not assume that the number of physical payment devices is limited to seven (7)**. The proposed configuration must provide payment functionality for all applicable paid public service points.

Vendors must clearly identify the number and location of payment devices or payment points included in their proposal and the services supported at each.

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4. Existing Print Management Environment

Question: Is the Library seeking to replace EnvisionWare LPT:One and Princh?

Library Response: Not necessarily. The Library currently uses EnvisionWare LPT:One for public print management and Princh through LPT:One for mobile printing.

The Library prefers to continue using LPT:One provided it can support the desired simplified all-in-one public print/copy workflow. The Library is also open to an alternative vendor-neutral print-management system if it provides a superior or more streamlined patron and staff experience while maintaining future hardware flexibility.

Vendors should clearly identify whether their proposal retains or replaces LPT:One and/or Princh and describe any resulting changes to patron or staff workflows.

Any alternative solution must meet or exceed the applicable print-management and mobile-printing requirements contained in the RFP.

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5. Third-Party Products and Integration Responsibility

Question: If the Library retains EnvisionWare LPT:One, Princh, or TBS fax services, who is responsible for supporting those products and their integration with the proposed solution?

Library Response: The awarded vendor is not expected to provide direct product support for third-party systems separately maintained by the Library.

However, the awarded vendor remains responsible for ensuring that its proposed solution fully integrates with all systems the vendor represents as compatible and will serve as the primary point of responsibility for troubleshooting and resolving integration-related issues, consistent with Section 3.2.O of the RFP.

Vendors must clearly identify all third-party dependencies and which company is responsible for hardware, software, payment processing, mobile printing, faxing, service and maintenance, technical support, and cloud hosting.

Coordination with the Library, the Library's IT provider, and applicable third-party vendors may be necessary to resolve issues, but such coordination does not alter the awarded vendor's integration responsibilities established by the RFP.

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6. Current Payment Environment

Question: What payment equipment is currently in use, and what is the Library attempting to improve?

Library Response: The Library currently uses **ITC Systems PayStation Grand Model 5400** equipment and various Jamex coin-operated payment devices.

The Jamex equipment is generally more than ten (10) years old and accepts cash only. Although generally reliable, replacement is needed because of its age and the Library's desire to provide more consistent payment options.

The newer ITC PayStation Grand equipment accepts cash and credit/debit cards and has generally been reliable. Heavily used stations have experienced occasional coin-management issues, including jams and wear to coin-handling components.

The Library's objective is to standardize and consolidate its public payment environment, improve reliability and payment flexibility, and reduce the number of separate payment-system vendors and platforms that must be maintained. This is consistent with the RFP's stated interest in consolidating the existing ITC Systems and Jamex environment.

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7. Payment Methods, Change, Processing, and Reconciliation

Question: What payment methods must be supported? Is change required? How are funds currently processed and reconciled?

Library Response: Public payment equipment must support:

- Coins
- Bills
- Credit/debit cards

Cash payment equipment must be capable of providing change when a patron's cash payment exceeds the amount due. This Addendum clarifies the payment requirements of Section 3.2.D to require change-making capability for cash transactions.

The Library does not maintain stored patron payment balances or accounts.

Library staff are responsible for routine cash collection. The Library's Business Office currently collects and reconciles cash from public payment equipment weekly.

Credit/debit card transactions through the current ITC environment are processed through Seed Live. Applicable processing fees are deducted before the remaining proceeds are deposited into the Library's bank account.

The Library currently absorbs credit/debit card processing fees rather than passing those fees on to patrons.

Seed Live is not required for the proposed solution. Vendors must identify the proposed payment processor, merchant-account requirements, settlement process, transaction fees, gateway fees, minimum transaction requirements, and all other payment-related costs.

The RFP requires vendors to provide payment-processing details, supported payment methods, PCI/security information, refund and failed-transaction workflows, fees, and reporting capabilities.

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8. Print and Copy Pricing

Question: How are patrons currently charged for printing and copying?

Library Response: The Library currently charges:

- **Black-and-white:** $0.10 per printed side
- **Color:** $0.25 per printed side

Charges are based on printed sides. For example, a two-sided color document is charged as two color impressions for a total of $0.50.

The proposed system must allow the Library to configure and modify pricing. Vendors should identify any limitations related to pricing by color mode, paper size, impressions, duplex printing, or other job attributes.

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9. Print-Job Identification and Patron Authentication

Question: Does the Library require library card authentication? How are patron print jobs currently identified?

Library Response: The Library does not require ILS, SIP2, or library card authentication for general printing or copying. The RFP prioritizes simplicity and usability over advanced authentication workflows.

However, the print-management system must provide a method for **uniquely associating submitted print jobs with the patron or public-computer session that submitted them.**

The Library's current workflow is:

- For print jobs submitted from Library public computers, EnvisionWare PC Reservation identifies the public-computer session using the library card number or guest-pass number used to access the computer. LPT:One associates submitted print jobs with that session/identifier.
- At print release, the patron uses the same library card number or guest-pass number to locate the jobs associated with that session.
- Mobile print jobs submitted through Princh are currently identified using the email address supplied during submission.

The use of a library card number in the current public-computer workflow is a method of **print-job/session identification** and should not be interpreted as a requirement for ILS or library card authentication within the proposed multifunction devices.

Alternative print-management solutions may use another secure identifier, such as a PIN, guest code, generated code, email address, or similar method. However, the proposed solution must provide equivalent unique job association and retrieval.

Patrons should not be presented with an unrestricted list of print jobs submitted by other users.

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10. Secure Print Release and Find-Me Printing

Question: Is secure/find-me printing required?

Library Response: Secure print release is required. Patrons must be able to identify, select, pay for, and release their own print jobs without accessing other patrons' jobs.

Within each Library location, print jobs should not be restricted to a specific public multifunction print/copy station. After uniquely identifying their print jobs, patrons should be able to release an eligible job from any compatible public print/copy station at that location.

Cross-location release between the Main Library and Lapel Branch is not required. Vendors should describe whether their solution supports cross-location release and identify any limitations.

Vendors should describe how their proposed system handles unique print-job identification, session/job association, secure print release, roaming/find-me printing, payment validation, and job release.

The RFP requires secure print release and separately asks vendors to describe multi-location print-management capabilities and limitations.

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11. Staff-Authorized Print Release and Authentication

Question: Does the Library require staff to be able to release patron print jobs? Is staff badge or individual staff authentication required at the multifunction devices?

Library Response: The proposed solution must support staff-authorized release of public print jobs from staff workstations when needed, as specified in Section 3.2.C.

Vendors should describe the staff workflow for locating, reviewing, releasing, reprinting, or otherwise assisting with patron print jobs and identify any required software or permissions.

The Library does not require staff badge authentication or individual staff authentication at the staff multifunction devices. If a vendor's proposed solution requires authentication for particular administrative or print-management functions, the vendor must clearly identify that requirement and describe the associated workflow, hardware, software, and costs.

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12. Mobile Printing

Question: What mobile-printing functionality is required?

Library Response: The Library currently uses Princh through EnvisionWare LPT:One.

If LPT:One and Princh are retained, the proposed equipment and payment environment must support the existing mobile-printing workflow.

If the vendor proposes replacing LPT:One and/or Princh, the proposed alternative must meet or exceed the requirements of Section 3.2.E, including:

- Web-based print submission
- Mobile-device printing
- Remote print submission
- Common personal devices and operating systems
- Common file formats, including Microsoft Office documents, PDFs, and image files
- Simple patron workflows
- Secure print release
- Integration with the proposed print-management and payment systems

Vendors should identify whether an app is required and describe supported operating systems, file formats, job-retention settings, licensing, and patron workflows.

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13. Current and Proposed Fax Service

Question: How is public faxing currently provided, and what fax functionality should vendors include?

Library Response: The Library currently provides **outbound self-service faxing only** through three (3) TBS fax/scan stations:

- **Main Library – 1st Floor:** One (1)

- **Main Library – 2nd Floor:** One (1)
- **Lapel Branch:** One (1)

The existing TBS stations are Ethernet/network connected. The Library is not aware of a dedicated POTS, DID, or toll-free telephone line associated with these stations.

The Library does not provide inbound public faxing. Therefore, inbound faxing, automatic printing or electronic delivery of incoming faxes, and porting of an existing public fax number are not required.

Section 3.2.F identifies faxing as an optional service and states the Library's preference for faxing integrated directly into the proposed public multifunction print/copy stations. The RFP also states that fax solutions requiring separate standalone patron hardware, separate fax kiosks, or separate public service stations should not be included.

This Addendum clarifies Section 3.2.F to permit continued use of the Library's existing TBS fax/scan stations if a vendor cannot provide integrated faxing through the proposed public multifunction print/copy stations. The prohibition against separate standalone fax equipment continues to apply to new fax hardware proposed by vendors.

The acceptable approaches are therefore:

Integrated Faxing – Preferred: Vendors capable of providing patron self-service outbound faxing through the proposed public multifunction print/copy stations should include and price that option. Fax payment should use the same payment environment proposed for public printing and copying.

Retention of Existing TBS Fax/Scan Stations: If a vendor cannot provide integrated fax functionality through the proposed public multifunction print/copy stations, the vendor should not propose new standalone fax kiosks, fax stations, or other separate patron fax hardware. Instead, the Library will retain its existing TBS fax/scan stations.

If the TBS stations are retained, the vendor must propose a payment solution capable of supporting payment for the retained TBS fax/scan stations so the Library can standardize its payment environment across printing, copying, and faxing.

The Library's goal is to reduce the number of separate payment vendors and payment platforms being maintained even if TBS continues to provide the underlying fax service.

Vendors retaining the TBS fax/scan workflow should identify technical requirements, dependencies, or limitations associated with using the proposed payment solution with the TBS stations.

14. Fax Volume, Confirmation, and Reporting

Question: What fax volume, confirmation, and reporting requirements apply?

Library Response: The Library does not have a reliable monthly fax-volume estimate available for purposes of this RFP. Vendors should not assume a guaranteed minimum volume.

Patrons must receive clear confirmation indicating whether an outbound fax transmission was successful or failed.

For a vendor-proposed integrated fax solution, vendors should describe available administrative reporting, including transaction history, destination information, transmission status, date/time, page count, and associated charges.

If the existing TBS fax service is retained, the vendor is not expected to replace TBS's fax reporting functionality but should describe payment reporting available for fax transactions processed through the proposed payment solution.

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15. Payment Recovery, Errors, and Refunds

Question: How does the Library currently handle failed paid transactions?

Library Response: Library staff currently provide a cash refund when a patron has paid for a print or copy that fails or otherwise requires reimbursement.

The proposed solution should provide reasonable mechanisms for identifying failed transactions and assisting Library staff with refunds, reprints, or other recovery.

Vendors should describe workflows for failed print jobs, interrupted transactions, paper jams during paid jobs, duplicate charges, refunds, reprints, abandoned jobs, payment reversals, and payment-device outages.

These workflows are specifically addressed in Section 3.2.V of the RFP.

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16. Payment Equipment and Patron Support

Question: Who is responsible for payment equipment, cash handling, and patron assistance?

Library Response: The awarded vendor will be responsible for supporting and maintaining the hardware and software included in its proposed solution, including applicable payment equipment.

Library staff will continue to handle routine patron assistance and cash collection. The vendor is not expected to routinely assist patrons directly or collect cash on the Library's behalf.

The vendor must provide appropriate staff training, documentation, technical support, and escalation procedures.

The RFP requires training for administrative, public service, and technical staff covering daily operation, basic troubleshooting, payment-system management, reporting, supply replacement, and patron-assistance workflows.

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17. Emergency Service and Support

Question: What constitutes an emergency service issue?

Library Response: A complete outage preventing public printing and/or payment processing will be treated as a priority service issue.

The Library expects prompt initial response and remote troubleshooting, followed by onsite service when necessary.

As stated in Section 3.2.H, APL prefers:

- Initial response within four (4) business hours during normal business operations;
- Same-day or next-business-day onsite service when needed; and
- Loaner equipment for extended outages.

Vendors should describe their actual response times, escalation procedures, local service coverage, hours of support, loaner policies, and procedures for extended outages.

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18. Solution Architecture and Hosting

Question: Must the solution be cloud-hosted, SaaS, on-premises, or deployed within a Library-managed cloud environment?

Library Response: No specific hosting architecture is required.

Vendors may propose cloud-hosted/SaaS, on-premises, or hybrid solutions provided the solution satisfies the RFP's functional, security, integration, reliability, and support requirements.

The Library does not require deployment within a Library-managed Azure or other cloud environment.

Vendors should identify all hosting dependencies, required infrastructure, software, middleware, licensing, security requirements, and recurring costs.

The RFP requires disclosure of network requirements, required ports and services, security documentation, cloud dependencies, data storage and transmission, Internet requirements, offline functionality, and operating-system compatibility.

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19. Network Connectivity

Question: Can devices at the Main Library and Lapel Branch communicate with the Library's print-management environment?

Library Response: Yes. The Main Library and Lapel Branch operate on the same Library network and are connected by a 1 Gbps fiber connection. The applicable network/VLAN can communicate with the network environment hosting EnvisionWare LPT:One.

Final network configuration, firewall rules, VLAN requirements, ports, and other technical requirements will be coordinated with the awarded vendor and the Library's IT provider during implementation.

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20. Current Equipment Ownership and Removal

Question: Does the Library own its existing equipment, and is the awarded vendor responsible for removal?

Library Response: The Library owns its existing public printers, copiers, TBS fax/scan equipment, ITC payment equipment, and Jamex payment equipment.

Consistent with Section 3.2.AH of the RFP, vendors must describe any services related to removal, disposal, recycling, or decommissioning of existing equipment and identify associated costs.

Vendors should not assume that Library-owned equipment will automatically be transferred to or removed by the awarded vendor.

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21. Overall Solution Objective

The Library's objective remains consistent with the original RFP: to modernize and simplify its public printing and copying environment while improving reliability and patron usability. The RFP strongly prefers a unified and simplified patron workflow.

The Library is seeking to:

- Replace separate public printers and copiers with seven (7) public multifunction print/copy stations when the proposed equipment can provide both functions;
- Provide six (6) public multifunction print/copy stations at the Main Library and one (1) at the Lapel Branch;
- Maintain at least the Library's current public printing and copying capacity and distribution if a proposed solution requires separate printers and copiers;
- Maintain two (2) staff multifunction devices at the Main Library, including one Administrative/Marketing copier;
- Integrate public print release and payment into the public multifunction stations wherever practical;
- Provide sufficient print-release and payment functionality for all public service points if separate equipment is proposed;
- Maintain or improve mobile printing;
- Maintain unique and secure identification of patron print jobs;
- Provide staff-authorized print release when necessary;
- Standardize payment equipment and reduce the number of separate payment vendors/platforms;
- Integrate optional outbound faxing into the public multifunction stations when available;
- Retain the existing TBS fax/scan stations when integrated faxing is unavailable, while incorporating payment for those stations into the proposed standardized payment environment; and
- Reduce the number of separate public hardware components and simplify patron and staff workflows where consolidation does not reduce the Library's existing service capacity.

Vendors should clearly identify all equipment, software, payment devices, integrations, third-party dependencies, licensing, services, and recurring costs necessary to provide the proposed solution.

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22. Administrative/Marketing Copier

Question: What device is currently being used for marketing materials? Is the Library looking for an office-quality machine or a production-level machine with enhanced color quality and speed?

Library Response: The Library currently uses a **standard office multifunction copier** for routine in-house marketing and promotional materials. For more robust print jobs that require higher print quality, larger paper sizes, heavier media, finishing capabilities, or other capabilities beyond the existing copier, the Library currently uses external printing vendors.

The Library is not specifically requiring a production-class printing system. However, the new Administrative/Marketing copier is intended to provide **enhanced print quality and capabilities beyond a standard office copier**, allowing the Library to produce a greater portion of its marketing and promotional materials in-house.

The goal is to reduce reliance on external printing vendors where practical, potentially reducing printing costs and turnaround times for marketing materials.

As specified in Section 3.2.B, one of the two required staff multifunction copier/printer/scanner devices will serve as the Administrative/Marketing copier and should be capable of producing professional-quality marketing and promotional materials.

The RFP identifies the following preferred features for this device:

- Enhanced color accuracy and print quality;
- High-resolution color printing;
- Finishing options such as stapling, sorting, and hole punching;
- Ability to produce brochures, flyers, signage, and other marketing materials in-house;
- Preferred minimum print speed of 50 ppm;
- Recommended monthly duty cycle of 150,000 pages;
- Preferred minimum paper configuration of four (4) trays plus bypass tray;
- Minimum supported paper size of 12" × 18"; and
- Support for cardstock up to at least 80 lb cover stock.

Vendors should propose the equipment they believe best meets these requirements. The Library is interested in equipment that expands its ability to produce professional-quality materials in-house but is **not requiring a dedicated production-print system**.

Vendors may separately identify and price optional enhancements or alternative configurations they believe would benefit the Library.

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23. Desktop Printers and Standalone Scanners

Question: Several desktop printers and single-function scanners are currently located throughout the Library. Are these devices being replaced by the multifunction devices included in the RFP?

Library Response: No. Existing departmental or staff desktop printers and standalone scanners observed throughout the Library are **not included in the scope of this RFP** unless specifically identified in the RFP.

The multifunction-device replacement contemplated by this RFP consists of:

- Six (6) public multifunction print/copy stations at the Main Library;
- One (1) public multifunction print/copy station at the Lapel Branch; and
- Two (2) staff multifunction copier/printer/scanner devices at the Main Library, one of which will serve as the Administrative/Marketing copier.

Other desktop printers, departmental printers, and standalone scanners currently in use are outside the scope of this procurement and should not be included in the vendor's base proposal.

All other specifications, requirements, terms, and conditions of the original RFP remain unchanged except as specifically clarified or modified by this Addendum.

Vendors must acknowledge receipt of this Addendum in their proposal as required by Section 2.3 of the RFP.

END OF ADDENDUM NO. 1