



Request For Proposal

Public And Staff Copier / Print Management Solution

Issue Date: Monday, August 31, 2026

Proposal Due Date: Wednesday, September 30, 2026, by 5:00 PM EDT

Contact Person: Colleen Gordillo, Assistant Director

Library: Anderson City, Anderson, Stony Creek, and Union Townships Public Library

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REQUEST FOR PROPOSAL

Item: Public and Staff Copier / Print Management Solution

Anderson Public Library (APL) is requesting proposals from qualified vendors for the lease or direct purchase, implementation, maintenance, and support of multifunction copier/print devices and a vendor-neutral public print/copy release system for the Main Library and Lapel Branch.

APL seeks to replace its current public printing and copying environment with integrated multifunction print/copy stations that combine printing, copying, payment, and print release into a simplified patron-facing experience while reducing hardware, maintenance, and operational complexity.

APL's current public printing environment requires a public printer, a dedicated print release PC, a separate coin-op/payment device for print release, and a separate public copier with its own coin-op/payment device. The desired solution should simplify this into a unified patron-facing print/copy station wherever possible.

APL does not utilize library card authentication for printing or copying. Integration with the Library's Integrated Library System (ILS) is not required.

The Library prioritizes ease of use, reliability, and operational simplicity for both patrons and staff.

APL anticipates awarding a contract for either a 48- or 60-month lease term or a direct equipment purchase and reserves the right to consider alternative terms or procurement structures if advantageous.

The Library reserves the right to award all or portions of this proposal to one or multiple vendors.

SECTION 1: CONDITIONS TO BIDDING

1.0 E-Verify Compliance

In accordance with Indiana Code IC 22-5-1.7, vendors submitting proposals must certify enrollment and participation in the federal E-Verify program.

The awarded vendor must provide documentation or written affirmation verifying participation in E-Verify prior to contract execution.

The vendor must also be responsible for ensuring that any subcontractors utilized in connection with this project comply with applicable E-Verify requirements under Indiana law.



1.1 Contact Information

All inquiries regarding this Request for Proposal (RFP) must be directed to Colleen Gordillo, Assistant Director, Anderson Public Library, at cgordillo@andersonlibrary.net. Email inquiries are preferred. Please reference “APL Copier/Print Management RFP” in the subject line.

1.2 Questions/Addenda

Questions regarding this RFP must be submitted via email no later than Wednesday, September 16, 2026, by 5:00 PM EDT. Responses to questions and any addenda will be distributed to all known vendors.

1.3 Cost of Preparing Proposal

All costs associated with preparing and submitting a proposal are the sole responsibility of the vendor.

1.4 Evaluation of Proposals

Proposals will be evaluated based upon the best interests of Anderson Public Library. Evaluation criteria may include public print/copy workflow simplicity, equipment and software features, reliability and ease of use, technical support and service, pricing and total cost of ownership, training and implementation, vendor experience and qualifications, and future flexibility and scalability.

1.5 Acceptance or Rejection

Anderson Public Library reserves the right to accept or reject any or all proposals; waive informalities or irregularities; request clarification or additional information; modify proposal requirements; negotiate with selected vendors; and award portions of the proposal separately.

1.6 Contract

The successful vendor(s) will be required to enter into a written agreement with Anderson Public Library.

1.7 Contract Documents

This RFP and any amendments will become part of the final contract.

In the event of conflicts between documents, the following order of precedence will apply:

1. Written modifications to the executed contract
2. Executed contract
3. This RFP and addenda
4. Vendor proposal

1.8 Contract Formation

- Proposals must be received by the specified deadline.
- Proposals may not be altered after submission except during negotiations approved by the Library.
- Anderson Public Library is not required to select the lowest-cost proposal.

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- Pricing must include inside delivery and installation.
- Vendors must include detailed specifications and descriptive documentation.
- Proposal pricing must remain valid for at least 120 days.
- Vendors must comply with all applicable federal, state, and local laws.
- Vendors must provide emergency support contact information.
- Vendors must be responsible for the actions of their employees, subcontractors, and agents.
- Vendors must be responsible for delivering equipment in good condition and coordinating installation scheduling with Library staff.
- Neither party will be held responsible for delays or failures caused by events beyond reasonable control, including natural disasters, acts of God, war, labor disruptions, or supply chain disruptions.
- No work may be performed without appropriate authorization from Anderson Public Library.
- Anderson Public Library reserves the right to terminate the contract if the vendor is sold, merged, dissolved, or otherwise unable to fulfill contractual obligations.

SECTION 2: PROPOSAL INSTRUCTIONS

2.1 Submission of Proposals

Proposals must be submitted electronically in PDF format to Colleen Gordillo, Assistant Director, Anderson Public Library, at cgordillo@andersonlibrary.net. Proposals must be received no later than Wednesday, September 30, 2026, by 5:00 PM EDT.

2.2 Signature of Proposals

Proposals must be signed by an authorized representative of the company.

2.3 Acknowledgment of Addenda

Vendors must acknowledge receipt of all addenda.

2.4 Modification or Withdrawal of Proposals

Proposals may be modified or withdrawn prior to the submission deadline.

2.5 Demonstrations

Selected vendors may be invited to provide demonstrations of proposed equipment and software workflows.

The Library specifically requests demonstrations of:

- Public print release workflows
- Public copy/payment workflows
- Payment systems
- Mobile print workflows
- Recovery from failed or interrupted jobs

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- Patron usability
- Administrative reporting and management tools

2.6 Competition

Vendors shall notify Anderson Public Library if any specification, requirement, or language in this RFP inadvertently restricts competition or limits responses to a single manufacturer or provider.

2.7 Proposal Submission Checklist

Vendors must include:

- Pricing information
- Equipment specifications included
- Service/support information included
- E-Verify documentation included
- References included (Indiana public library references are preferred when available.)
- PCI/security documentation included
- Exceptions/exclusions identified
- Optional pricing identified separately

SECTION 3: SCOPE OF THE PROPOSAL

3.1 Purpose of Request for Proposals

The purpose of this RFP is to obtain proposals for:

- Public multifunction copier/print stations
- Staff multifunction copier devices
- Vendor-neutral print/copy management software
- Payment systems supporting bills, coins, and card payments
- Installation, support, maintenance, and training.

APL intends to modernize and simplify its public printing and copying environment while improving reliability and patron usability.

3.2 Scope

APL is seeking a comprehensive solution that includes hardware, software, payment systems, installation, support, and maintenance.

The Library strongly prefers a unified and simplified patron workflow.



A. Public Copier / Print Stations

Main Library – 111 E. 12th Street, Anderson, IN 46016

Six (6) public multifunction print/copy stations are required.

Lapel Branch – 610 Main Street, Lapel, IN 46051

One (1) public multifunction print/copy station is required.

Public Station Requirements

- Six (6) units required
- Multifunction copier/printer/scanner devices
- Color and black & white printing/copying capability required
- Black & white set as default where appropriate
- Integrated secure print release functionality
- Integrated public copy/payment functionality
- Vendor-neutral print management platform
- Support for payment by:
 - Coins
 - Bills
 - Credit/debit cards
- Network ready
- Duplex printing and copying
- Scan to email
- Scan to USB flash drive
- The Library prefers high-capacity paper trays.
- The Library prefers ADA-accessible interfaces.
- Intuitive patron interface with minimal steps
- Support for public PC printing
- Support for mobile/web printing required
- The Library prefers solutions that allow patrons to release print jobs directly at the copier device.
- Minimum print/copy speed preferred: 35 pages per minute
- Minimum duplex ADF capacity preferred: 100 pages
- Minimum paper tray count preferred: 2
- Recommended monthly duty cycle: 50,000 pages per month

APL prefers a workflow where patrons:

- Send print job
- Go directly to the multifunction device
- Pay and release print job
- Make copies from the same device

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B. Staff Copiers

Main Library – Staff Devices

- Two (2) staff multifunction copier/printer/scanner devices are required.
- Staff use only.
- Print management/payment systems are not required.
- Color and black & white capability required.
- The Library prefers high-speed multifunction devices.
- Duplex printing/copying/scanning required.
- Scan to email and scan to network folders required.
- The Library prefers large paper capacity devices.
- Minimum print speed preferred: 45 ppm
- Recommended monthly duty cycle: 100,000 pages
- Minimum paper tray configuration: 3 trays plus bypass tray

One of the two staff devices will serve as the Administrative/Marketing copier and should be a high-quality color multifunction device capable of producing professional-quality marketing and promotional materials.

Preferred features for the Administrative/Marketing copier include:

- 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: 50 ppm
- Recommended monthly duty cycle: 150,000 pages
- Preferred minimum paper tray configuration: 4 trays plus bypass tray
- Minimum supported paper size: 12" x 18"
- Support for cardstock up to at least 80 lb cover stock

C. Print Management / Release System Requirements

APL currently utilizes EnvisionWare LPT:One for public print management and would prefer to continue using LPT:One provided it can be configured to support the Library's desired simplified all-in-one public print/copy workflow.

The Library seeks to move away from separate public printers, release PCs, and standalone copier/payment systems and instead implement integrated multifunction print/copy stations with simplified patron workflows.



APL is open to alternative vendor-neutral print management systems if they provide a superior or more streamlined patron and staff experience while maintaining future hardware flexibility.

Preferred solution characteristics include:

- Vendor-neutral platform
- Staff-authorized release capabilities for all public print jobs from staff workstations when needed
- Secure print release
- Integrated public print and copy management
- Ability to support multiple copier brands
- Ability to support future hardware replacement without replacing the entire print management ecosystem
- Simplified patron workflows
- Centralized administration and reporting
- Web/mobile printing capabilities required
- Minimal patron authentication requirements
- Minimal staff intervention
- Reliable operation in a public library environment

The Library does not require ILS authentication, SIP2 authentication, or library card authentication. The Library prioritizes simplicity and usability over advanced authentication workflows.

D. Payment System Requirements

Public devices must support coin payment, bill payment, and credit/debit card payment. The Library is open to integrated payment systems, attached payment devices, or external payment hardware provided the overall patron workflow remains simple and intuitive.

The Library currently utilizes ITC Systems PayStation Grand payment systems and various Jamex coin-op devices and is interested in consolidating to a more standardized and unified payment solution as part of this project.

Vendors must describe payment workflows, refund/error handling, offline/payment outage handling, PCI compliance, cash collection procedures, reporting capabilities, and remote management capabilities.

E. Mobile Printing

APL currently utilizes Princh through EnvisionWare's LPT:One for mobile printing services. The Library seeks a comparable or improved mobile printing experience that allows patrons to easily submit print jobs from personal devices, both onsite and remotely, and release them at public multifunction print/copy stations.

Mobile printing capabilities are required.

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The proposed solution must support:

- Web-based print submission
- Mobile device printing
- Remote print submission
- Printing from common personal devices and operating systems
- Common file formats including Microsoft Office documents, PDFs, and image files
- Simple and intuitive patron workflows
- Secure print release at public multifunction print/copy stations
- Integration with the proposed print management and payment systems

Vendors must describe patron mobile printing workflows, whether apps are required, supported operating systems and devices, supported file formats, administrative management tools, print job retention and expiration settings, and any limitations or additional licensing requirements.

Preference will be given to solutions that provide a simple and intuitive patron experience while minimizing staff intervention.

F. Optional Fax Services

APL is interested in optional patron self-service faxing capabilities that can be integrated directly into the proposed public multifunction print/copy stations.

Vendors should describe available fax solutions, including:

- Integrated device faxing
- Cloud fax options
- Outbound and inbound fax capabilities
- Payment workflows
- Reporting capabilities
- Administrative management tools
- Any additional hardware, software, licensing, or service costs required

Preference will be given to solutions that provide a simple and intuitive patron self-service workflow. Vendors should indicate whether faxing can utilize the same payment workflow and/or payment device used for public printing and copying.

Fax solutions that require separate standalone patron hardware, separate fax kiosks, or separate public service stations should not be included in proposals. APL is particularly interested in solutions that consolidate printing, copying, scanning, payment, and optional faxing into a unified patron workflow.



G. System Requirements

The proposed solution must:

- Support Windows 11 or newer Microsoft Windows environments
- Support modern web browsers
- Support Microsoft Office and PDF printing
- Support standard network printing protocols
- Include all necessary licensing
- Include all required networking components
- Include toner and maintenance supplies. Paper shall be excluded unless otherwise identified in the proposal.
- Include all software necessary for operation

The Library should not be required to purchase additional third-party software for core functionality.

All software, licensing, middleware, and integrations necessary for normal operation shall be included in the proposal unless explicitly identified otherwise.

Please specify:

- Electrical requirements
- Dedicated circuit or surge protection requirements
- Space requirements
- Network requirements
- Environmental requirements
- Device dimensions

H. Service and Support

The proposed solution must include:

- Installation and setup
- Configuration assistance
- Staff training
- Ongoing maintenance and support
- Preventative maintenance
- Toner and consumables
- Service response procedures
- Escalation procedures
- Remote monitoring capabilities

Service Expectations

APL prefers:

- Initial response to service requests within four (4) business hours during normal business operations

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- Same-day or next-business-day onsite service response when needed
- Loaner equipment for extended outages
- Preventative maintenance, cleaning, calibration, and firmware update schedules
- Remote monitoring and proactive supply replacement

Vendor Response Information

Please provide:

- Average response times
- Escalation procedures
- Local service coverage information
- Number of local technicians
- Hours of support
- Loaner device policies
- Preventative maintenance schedules
- Remote monitoring capabilities
- Supply replacement procedures

I. Training

Vendor must provide training for administrative staff, public service staff, and technical staff. Training should include daily operation, basic troubleshooting, payment system management, reporting tools, supply replacement, and patron assistance workflows. Training materials and documentation shall be included.

J. Reporting

The solution must provide reporting for:

- Print volumes
- Copy volumes
- Color vs. black & white usage
- Payment reporting
- Device usage statistics
- Error tracking
- Service history

The Library prefers web-based administrative reporting access.

K. Accessibility Requirements

The proposed public-facing solution must provide ADA-accessible patron workflows and comply with applicable accessibility requirements.



Vendors must describe:

- Accessibility features of devices and payment systems
- Screen accessibility features
- Physical accessibility considerations
- Accessibility accommodations for payment devices
- Any available accessibility certifications or standards compliance.

L. Network, Security, and Cloud Requirements

Please provide:

- Network requirements
- Required ports and services
- Security documentation
- Cloud service dependencies
- Data storage and transmission information
- Internet connectivity requirements
- Offline functionality capabilities during internet outages
- Operating system compatibility

The awarded vendor shall coordinate with APL technical staff during implementation.

M. Payment and PCI Compliance

Vendors proposing payment systems must provide:

- PCI compliance information
- Payment processing details
- Supported payment methods
- Payment device specifications
- Encryption and security information
- Refund and failed transaction workflows
- Any payment gateway or transaction fees
- Reporting capabilities

N. Third-Party Products and Services

Vendors shall identify all third-party products, software, cloud services, payment providers, mobile printing providers, middleware, and subcontractors included as part of the proposed solution.

Vendors should clearly identify which company is responsible for:

- Hardware
- Software
- Payment processing

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- Mobile printing
- Faxing
- Service and maintenance
- Technical support
- Cloud hosting

O. Integration Responsibility

The awarded vendor shall be solely responsible for ensuring the proposed solution fully integrates with the proposed print management, payment, mobile printing, and multifunction device workflows.

Any solution proposed as compatible with EnvisionWare LPT:One must achieve full functional integration at no additional cost beyond what is included in the proposal unless explicitly identified.

The vendor will serve as the primary point of responsibility for troubleshooting and resolving integration-related issues.

P. Demonstrations

Vendors selected for finalist review may be required to provide demonstrations of proposed workflows and equipment.

Demonstrations should include:

- Public PC printing
- Mobile printing
- Secure print release
- Cash payment workflows
- Credit/debit payment workflows
- Public copying workflows
- Optional integrated fax workflows
- Administrative reporting tools
- Error recovery workflows
- Failed print handling
- Refund/reprint procedures

APL reserves the right to require onsite or virtual demonstrations.

Q. Equipment Requirements and Lifecycle

Proposed equipment shall be new unless otherwise clearly identified. Refurbished equipment must be clearly identified.



Vendor Requirements

Vendors must provide:

- Manufacturer and model information
- Expected support lifecycle
- Expected end-of-life timeline
- Warranty information
- Availability of replacement parts
- Recommended replacement lifecycle

The Library prefers vendors that include relocation of equipment between APL locations during the contract term.

R. Remote Monitoring and Management

Preference may be given to solutions that provide:

- Remote device monitoring
- Automatic toner and supply alerts
- Proactive maintenance notifications
- Remote diagnostics
- Administrative dashboards
- Usage analytics
- Device status monitoring

S. Sustainability and Operational Efficiency

Preference may be given to solutions that reduce paper waste, abandoned print jobs, power consumption, and overall operational complexity while supporting environmentally sustainable operations.

Vendors are encouraged to describe any sustainability or energy-efficiency certifications associated with proposed equipment.

T. Proposal Evaluation Matrix

Proposals may be evaluated using a weighted scoring matrix. Anderson Public Library reserves the right to adjust evaluation criteria as needed during the review process.

Evaluation Area	Considerations
Patron Workflow Simplicity	Ease of use for public printing, copying, payment, mobile printing, and optional faxing
Public Print/Copy Integration	Ability to provide unified multifunction print/copy/payment workflows



Mobile Printing	Ease of use, reliability, and workflow quality
LPT:One Compatibility	Ability to integrate with existing EnvisionWare LPT:One workflows
Equipment Quality and Features	Hardware reliability, print quality, and device functionality
Payment System Functionality	Ease of payment, payment methods supported, and payment workflow simplicity
Technical Support and Service	Response times, local support availability, and maintenance services
Pricing and Total Cost of Ownership	Lease/purchase pricing, operating costs, licensing, fees, and long-term costs
Implementation and Training	Deployment approach, migration planning, testing, and staff training
Vendor Experience and References	Experience with public library implementations and comparable environments
Accessibility and Usability	ADA accessibility and patron usability
Sustainability and Operational Efficiency	Hardware consolidation, waste reduction, and energy efficiency

APL reserves the right to request demonstrations, additional information, or clarification from vendors during the evaluation process.

U. Final Acceptance Testing

Final acceptance of the proposed system shall occur only after successful testing and verification of all major workflows and functionality.

Testing may include, but is not limited to:

- Public PC printing
- Mobile printing
- Secure print release
- Cash and card payment workflows
- Public copying
- Scanning
- Administrative functionality
- Reporting functionality
- Optional integrated fax workflows
- Staff-authorized print release workflows

Anderson Public Library reserves the right to identify deficiencies requiring correction prior to final acceptance.



V. Payment Recovery and Error Handling

Vendors must describe workflows and procedures for:

- Failed print jobs
- Interrupted transactions
- Paper jams during paid jobs
- Duplicate charges
- Refund processing
- Reprints
- Abandoned print jobs
- Payment reversals
- Offline or failed payment device scenarios

W. Cash Collection and Payment Device Management

Vendors must describe cash collection workflows, cash box management, reconciliation reporting, separate reporting for cash and card transactions, payment device security features, device lockout or overfill handling, and remote monitoring capabilities for payment devices.

X. Patron Privacy and Data Retention

Vendors must describe print job retention policies, data storage practices, encryption practices, data purge procedures, cloud-hosted data locations, metadata retention practices, and patron privacy protections.

Y. Device and Platform Compatibility

The proposed solution must support current versions of Windows, macOS, ChromeOS, iOS, and Android.

Z. Administrative Access and Permissions

Vendors must describe available administrative permission and role structures, including administrative accounts, reporting-only access, limited staff permissions, and technical support accounts.

AA. Multi-Location Print Management

Vendors should describe whether print jobs can be released at multiple locations, location-specific queue management, administrative controls for location-based printing, and any limitations related to multi-location workflows.

AB. Device Status and Outage Notifications

Vendors must describe available notification and monitoring features for device outages, toner alerts, paper outages, payment device failures, service interruptions, and administrative alerts.



AC. Escalation Contacts

Vendors must provide primary account representative information, technical support contact information, escalation procedures, and emergency support contact information.

AD. Public Library References

Vendors should provide references for public library implementations utilizing integrated public print/copy/payment workflows similar to the solution proposed for APL.

Indiana public library references are preferred when available.

AE. Exclusions and Additional Requirements

Vendors must clearly identify any functionality, licensing, hardware, software, services, implementation costs, or operational requirements not included in the proposal but required for full operation of the proposed solution.

AF. Optional Features and Pricing

Optional features, services, hardware, software, or licensing should be clearly itemized separately from the base proposal pricing.

AG. Lease-End and Ownership Terms

For lease proposals, vendors should describe:

- End-of-lease options
- Buyout options
- Renewal terms
- Equipment return requirements
- Data removal and wiping procedures
- Equipment ownership terms

AH. Removal of Existing Equipment

Vendors must describe any services related to the removal, disposal, recycling, or decommissioning of existing equipment. Please identify equipment removal responsibilities, hard drive/data wiping procedures, disposal or recycling practices, and any additional costs associated with removal.

AI. Hard Drive Security and Data Wiping

Vendors must describe copier hard drive security features, encryption capabilities, data overwrite and wiping procedures, security standards followed, and end-of-contract data destruction procedures.

Preference may be given to solutions that include encrypted storage and secure data destruction capabilities.



AJ. Estimated Print and Copy Volumes

The following usage estimates are approximate and provided for proposal comparison purposes only. Actual volumes may vary.

Device Type	Estimated Annual B&W Volume	Estimated Annual Color Volume
Main Library Public Print Stations	155,000	35,000
Main Library Public Copy Stations	45,000	10,000
Lapel Public Print/Copy Station	7,500	2,500
Main Library Staff Copiers	15,000	10,000

SECTION 4: PRICING

4.1 Pricing Requirements

Required Pricing Information

Please provide detailed pricing for:

- Direct equipment purchase pricing
- Black & white copy cost-per-page
- Color copy cost-per-page
- Black & white print cost-per-page
- Color print cost-per-page
- Volume allowances
- Overage rates
- Escalation clauses or pricing adjustments
- Equipment lease costs
- Print management software licensing
- Payment system costs
- Installation costs
- Maintenance costs
- Supply costs
- Service costs
- Software licensing costs
- Cloud service costs
- Mobile printing licensing costs
- Payment gateway or processing fees
- Any recurring subscription fees
- Overage charges
- Optional features

Please provide pricing for direct purchase, 48-month lease term, and 60-month lease term.

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4.2 Billing

Please provide examples of quarterly billing statements, sample invoices, sample administrative and usage reports, and device-level reporting.

SECTION 5: IMPLEMENTATION

Please provide:

- Estimated implementation timeline
- Estimated equipment lead times
- Estimated delivery timelines
- Estimated installation timelines
- Hardware deployment sequencing
- Installation requirements
- Downtime expectations
- Migration approach
- Testing procedures
- Rollback/recovery procedures
- Go-live support details
- Staff training schedule and timeline
- Patron transition support

APL's goal is a seamless transition with minimal disruption to public and staff services.

SECTION 6: VENDOR QUALIFICATIONS

Please include:

- Company background
- Years in business
- Ownership structure
- Experience with public libraries
- Indiana public library references
- Relevant certifications
- Number of service technicians
- Average response times
- Experience implementing public print/copy management systems

Please include at least three references for similar public library implementations.

Preference will be given to vendors with demonstrated experience implementing integrated public print/copy/payment workflows in public library environments, particularly within Indiana public libraries.

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SECTION 7: ADDITIONAL INFORMATION

APL encourages vendors to propose simplified patron workflows, innovative solutions, reliability improvements, hardware consolidation opportunities, future scalability options, accessibility enhancements, and sustainability features.

The Library is particularly interested in solutions that reduce operational complexity, reduce the number of separate public hardware components, improve patron usability, improve reliability, and maintain flexibility for future copier replacement cycles.