



**THE INDIANAPOLIS PUBLIC LIBRARY
REQUEST FOR PROPOSALS
RFP 187 – COPY/PRINT EQUIPMENT**

ADDENDUM 1

RFP Issue Date: 9/2/2022

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ANSWERS TO QUESTIONS SUBMITTED BY VENDORS

Questions are from vendors that attended the Pre-Proposal Conference on September 20, 2022.

1. For patrons, how does the library currently collect payment at the multifunction devices?

A: The library currently uses TBS99000 coinboxes that accept cash and credit.

2. Is the library looking to replace the current payment system?

A: That is not included in the requirements of the RFP. The library will review all payment configurations submitted in a vendor proposal.

3. Besides Papercut does the library use any special release software for patron printing?

A: We only use Papercut. Everything else is via flash drive, so it should support PDF, JPG, XPS, DOCX, TXT, JPEG, DOC, TFF, HEIF, HEIC, etc.

4. Should stapling be included in the estimate for all machines or should stapling only be included as indicated in the current configuration?

A: Please include a pricing estimate for a stapler option, either built in the device or included as a finisher option, on all devices in addition to pricing as the machines are currently configured.

5. Please clarify whether former clients should be included in the reference request.

A: In Section V, 2, d, 2 the following is stated; 2) *Provide a list of the major contracts representative of the Services similar to the RFP that have been closed within the last three years; closed in this instance is referring to former clients.*

6. When does the library's Papercut support expire? What vendor currently provides that support and which version is the library using? What is the annual cost of that support?

A: The library's Papercut support is currently an annual plan from January 1st through December 31st. The vendor is Today's Business Solutions, Inc. The cost is \$2,429.00. Our current version is 20.1 (Build 55782).

7. Is the library looking to include Papercut support with the device maintenance?

A: Not at this time; however, the library will review any proposals that offer the service.

8. Have there been any past emergency services that can be used as a reference? How often have they been needed?

A: These services have not been used recently. Please provide a statement describing how your company would respond to an emergency that may include a natural disaster, fire, etc... This section should include vendor contact information in case of such an event.

9. Is the 40-page response limit all-inclusive?

A: The 40-page limit does not include any premade brochures or equipment specification sheets.

10. Will there be a public opening?

A: There will not be a public opening of the proposals. In Section V, 4; it is stated that there will be a public opening, that is an error.