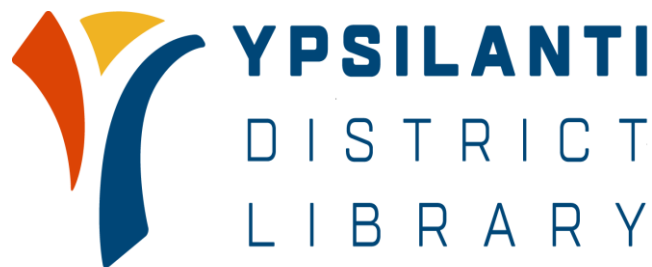


Request for Proposal

Multifunction Printer

Equipment



Issue Date: August 31, 2026

Proposal Due Date: September 21, 2026

1. Introduction and Purpose

The Ypsilanti District Library is soliciting proposals from qualified vendors to provide cost options and service solutions to replace thirteen (13) existing color multifunction printers (MFPs). The purpose of this Request for Proposal (RFP) is to identify a vendor capable of supplying reliable, high-performance MFP equipment under a comprehensive service agreement, with options for both purchase and lease over a four-year lifecycle.

We seek a partner that can provide competitive pricing, responsive service support, modern security features, and enhanced public self-service functionality. Vendors are encouraged to propose measurable improvements over traditional self-service configurations and to clearly identify cost structures for equipment, service, and consumables.

2. Project Background

Our current fleet consists of thirteen color MFP units deployed across multiple service areas. These devices support internal staff operations as well as public-facing self-service environments. Many of the existing devices process in excess of 75,000 pages annually, with a mix of black-and-white and color output.

Given upcoming operating system changes from Microsoft Windows and our continued emphasis on reliable public access services, we are seeking to modernize our fleet with consistent models, streamlined consumables, improved serviceability, and enhanced functionality.

3. Scope of Work

The selected vendor will provide:

- Thirteen (13) color multifunction printer devices
- Installation, configuration, and network integration
- Print driver deployment compatible with current and upcoming Microsoft Windows updates
- Full-service maintenance agreement
- Support for public self-service features
- Optional leasing and purchase pricing structures

Vendors should include detailed specifications for proposed models and clearly indicate any variations between units where applicable.

4. Equipment Specifications

Proposed MFP devices must meet or exceed the following general requirements:

Performance and Output

- Color multifunction capability (print, copy, scan; fax where required)
- Print speed of approximately 30–45 pages per minute (color)
- Annual duty cycle capable of supporting 75,000+ pages per year per device
- Page size support for Letter (8.5x11), Legal (8.5x14), and 11x17 (Tabloid)

Paper Handling

- Standard paper trays with high-capacity support for Letter-size paper preferred
- Bypass trays sufficient for labels and envelopes
- One (1) unit must include a finisher with:
 - Stapling
 - Folding
 - Hole-punch capabilities

Consumables and Parts

- Preference for standardized and interchangeable consumables (e.g., toner, waste toner containers) across the majority of models to streamline inventory and service.
- Clear description of toner yields and replacement frequency.
- Identification of any model-specific consumables.

5. Public Self-Service Requirements

Several MFP units will be deployed in public access environments where users independently print, copy, scan, and fax documents. These locations require:

- Integration with Jamex coin units (specifically for self-service copying)
- Self-service printing capability
- Fax service functionality
- Ability to restrict or limit access to certain device features in public areas
- Secure administrative controls

Vendors are encouraged to propose improvements or enhancements to traditional self-service configurations, including:

- Enhanced user interface design
- Simplified payment integration
- Improved security and abuse prevention
- Usage tracking and reporting tools
- Reduced maintenance downtime

Proposals should describe any measurable efficiency, reliability, or user-experience improvements available.

6. Software and Driver Compatibility

Full compatibility with Microsoft Windows operating systems is required, including awareness of upcoming Microsoft Windows updates and changes affecting print drivers.

Vendors must:

- Confirm compatibility with current and anticipated Windows updates.
- Describe how driver updates will be managed.
- Provide a proactive plan for addressing compatibility issues related to operating system upgrades.
- Specify whether universal print drivers are available and recommended.

Failure to address Windows compatibility considerations will result in disqualification.

7. Service and Maintenance Agreement

We anticipate entering into a full-service maintenance agreement covering:

- Black-and-white and color print usage
- All toner and consumables (excluding paper)
- Preventative maintenance
- Parts and labor
- On-site service calls
- Remote monitoring (if available)

Proposals should clearly outline:

- Cost per black-and-white page
- Cost per color page
- Minimum monthly volumes (if applicable)
- Overage charges
- Response time guarantees
- Escalation procedures
- Replacement policy for non-performing units

Service reliability is critical due to high annual usage volumes. Vendors should provide historical service metrics where available.

8. Pricing Structure

Vendors must provide detailed pricing under both of the following options:

1. **Outright Purchase**

- Equipment pricing per unit
- Installation and setup costs

- Service agreement terms (4-year cycle)

2. Lease Option

- 48-month lease pricing
- Included service structure
- End-of-term options

All pricing should clearly separate:

- Hardware costs
- Software or licensing fees
- Service and maintenance costs
- Optional accessories
- Delivery and installation

Any volume discounts or bundled pricing should be clearly stated.

9. Implementation and Timeline

Vendors should provide:

- Estimated lead time from contract award to installation
- Deployment schedule for all 13 units
- Training options for staff
- Testing and acceptance procedures

Preference will be given to vendors who can minimize disruption during installation and provide structured rollout planning.

10. Vendor Qualifications

Responding vendors must demonstrate:

- Experience providing MFP services to organizations with similar public access environments
- Proven support for coin-operated or payment-integrated systems
- Technical expertise in Windows print environments
- Local or regional service presence
- Ability to support high-volume print environments

References from comparable clients are strongly encouraged.

11. Proposal Submission Requirements

Proposals must include:

- Executive summary
- Detailed equipment specifications
- Service agreement terms
- Pricing breakdown (purchase and lease)
- Implementation timeline
- Description of self-service enhancements
- Driver compatibility plan
- Vendor qualifications and references
- A cover letter providing a brief description of the firm, name, address, telephone number, and email address of principal contact person.
- Exclusions or exceptions. Note any part of the proposal that is beyond the capability of the proposed system, or would be better handled by a third party.
- A statement of the insurance carried by the firm and a signature by an individual authorized to bind the proposer, with a statement that the proposal is a firm offer for a 90-day period.

All assumptions must be clearly stated.

12. Evaluation Criteria

Proposals will be evaluated based on:

- Total cost of ownership
- Equipment reliability and performance
- Service responsiveness
- Compatibility and technical readiness
- Public self-service functionality
- Vendor experience and references
- Standardization of consumables and parts
- Overall value and innovation

Ability to examine quoted equipment in person strongly desired.

13. Right to Reject

Ypsilanti District Library reserves the right to reject any or all proposals, request clarification, and negotiate terms as deemed in the best interest of the organization.

YDL will not reimburse costs of preparing the RFP responses. The Library reserves the right to cancel the award of contract at any time prior to the execution of the contract by both parties. The responding consultants bear sole risk and responsibility for costs incurred in the preparation and mailing of the proposal.

All information submitted shall be public record and subject to disclosure pursuant to the Michigan Freedom of Information Act. No Library Board or staff member shall have a financial interest in any proposal.

14. Submission Information

We seek a long-term partnership with a vendor capable of delivering reliable equipment, consistent service, and forward-thinking solutions for both staff and public users. Vendors are encouraged to propose innovative solutions that enhance operational efficiency, security, and user experience while maintaining competitive cost structures.

Proposals are due by 5:00 p.m. Monday, September 21, 2026.

If submitting by mail, place submit two (2) copies of the completed proposal in a sealed envelope marked with the name and address of the consultant and MFP PROPOSAL. Send to:

**Scott Ostby, Information Technology Manager
Ypsilanti District Library
5577 Whittaker Road
Ypsilanti, MI 48197**

Electronic submission is also acceptable. Proposals should be e-mailed to sostby@ypslibrary.org with MFP PROPOSAL in the subject line.

Library staff will evaluate responses to this Request for Proposal, and the Library Board of Trustees will consider a contract award at its meeting of October 28, 2026. YDL reserves the right to reject any and all proposals without penalty.

16. Technical Assistance / Clarification

Any request for clarification of the information contained in this RFP must be submitted in writing by Tuesday, September 15, 2026, to:

**Scott Ostby, Information Technology Manager
Ypsilanti District Library
5577 Whittaker Road
Ypsilanti, MI 48197
E-mail: sostby@ypslibrary.org**

An interpretation of this RFP given by any other person shall be invalid.