# REPORT FROM THE CITY MANAGER TO CITY COUNCIL CMR 8-17-75 August 28, 2017

#### SUBJECT: AWARD OF PROPOSAL FOR COPIER AND PRINTER MANAGEMENT

## **ADMINISTRATIVE SUMMARY**

- Sealed proposals were advertised, available on the MITN e-procurement website, publicly opened and read aloud on June 6, 2017 for copier and printer management. Request for Proposals (RFP's) were sent to sixty-one (61) vendors with seven (7) responding. This RFP was a cooperative effort between the City & 47th DC with extension offered to MITN Cooperative members. The past awarded agreement was also extendable and was utilized by 70+ agencies throughout Michigan.
- In 2012 the City began utilizing a managed copier & printer program which eliminated dozens of desktop printers and consolidated many machines in to less expensive units that were multi-functional with faxing, scanning, printing & copying built-in. Currently the City has 19 and 47th DC has 22 such machines. In addition the City & 47th DC still utilize single-function desktop printers where security or technology requires. Currently the City has 54 and 47th DC has 38 such devices. Both the City & 47th DC continue to evaluate need & phase out units as usage allows. Historically printers & copiers are obtained on a five year lease arrangement with service and maintenance covered under a cost per copy agreement. The City spends approximately \$130,000 per year on copier & printer management.
- The copier industry has been in transition over the past several years. Independent Dealers and local representation is being eliminated leaving few representatives & service agents locally to provide help when needed. The City has experienced challenges in the past, suffering poor customer service due to vendor set-up and flexibility making it difficult to keep copy equipment working efficiently. It wasn't uncommon for a repair to take 2-4 days for a technician to arrive and weeks for replacement parts to arrive. For this reason the City made excellent customer service paramount to award and determined a best value RFP process was the best option.
- The RFP requested information regarding firm qualifications, equipment & customer service approach along with pricing. Pricing was requested for single-function devices, mono-function devices & wideformat devices from 20-pages per minute (PPM) to 80 PPM. Each PPM range contains black/white printing/copying, color printing/copying and pricing for costs per copy (CPC). Each device can be configure with options such as duplexing, faxing, stapling, hole punching, etc. In addition vendors were asked to supply pricing on their full-line catalog of goods & services to allow for flexibility in product & service selection for the City, 47DC and any extending agencies.
- City & 47th DC staff evaluated all proposals based on relevant work experience & qualifications, narrative of customer service approach & equipment offering, fees and references. Staff narrowed the field and conducted interviews with the two (2) highest point totals. (Applied Imaging & Konica) Staff determined Applied Imaging to be the best value & most qualified vendor. Their rate structure was competitive, their proposal was excellent, their knowledge of current technology was extensive, their ideas for additional printer consolidation were creative and their commitment to customer service was demonstrated by the many glowing references from Michigan agencies. Applied Imaging has been providing outstanding service for the City of Farmington Hills for the past five (5) years and City & 47th DC staff are confident in their ability.
- Funding for copy/printer devices are budgeted in department accounts on an annual basis. The recommended award allows continued equipment replacement for a five year period as approved and funded during the budget process.

# **QUALIFICATION FEE** TABULATION

Company	City/State	Proposal (including firm qualifications, references, customer Service approach & pricing) -100 point possible	Interview100 Points Possible	Total Points
Applied Imaging & Great	Grand Rapids & Novi,	82	95	177
American Financial Svcs)	MI			107
Konica	Livonia, MI	72	63	135
American Office Solutions	Plymouth, MI	66	N/A	66
Cannon	Melville, NY	57	N/A	57
Prime Office-Option 1	Macomb Twp, MI	60	N/A	60
Prime Office-Option 2	Macomb Twp, MI	63	N/A	63
Toshiba	Farmington Hills, MI	65	N/A	65
UTEC	Ann Arbor, MI	69	N/A	69

## **RECOMMENDATION**

In view of the above, it is recommended that City Council authorize the City Manager to sign lease agreement and purchase orders for a five year period as budgeted to Applied Imaging with Great American Financial Services for copier and printer management.

Prepared by: Kelly Monico, Director of Central Services

Approved by: Dave Boyer, City Manager

Questions

Slight Concern= 3 point deduction

Definite concern = 7 point deduction

Definite concern = 7 point deduction Written Response A. General Information & Firm Qualifications C. Pricing Company City/State B. Customer Service Approach **Total Points** merican Office Solutions Plymouth, MI 22 NOTES & EXCEPTIONS Partially Complete-Addendum #2 missing. Response seemed canned (non-specific to our Partially Complete-Customer Service strategy is commitment to Pros Elite 100 Dealer. To Partially Complete. Pricing - \$460,238.60 mos. lease needs). In business since 1969. References include City of Lansing, Dearborn Public Schools, 15% for performance Benchmarks. The Pros Elite Group is a Sales & Service Consulting & service (no service on Wide Format Printer) County National Bank. Henry Ford Allegiance Health and Dorsey School of Business. AOS Group, 21 Full-time Field Techs, Dispatch Center in Clark, MI. Service via telephone, Workbook not included as an Excel spreadsheet. No Rentals is leasing info but States Great American Lease on Compliance Checklist (no email & website. Machines must have a minimal "down" time . On boarding process value adds 3% price increase possible each year. (24 eems lacking in depth with regard to review of needs. Phase 1 5-10 business days order descriptive info about the leasing program). 21 Full-time Field Techs & 9,500 devices under pricing minus 9 for 3 slight concerns) service (452 per tech). Four(4)hour response time. Dispatch Center in Clark, MI. Pros Elite 100 equipment (15-20 minutes with IT). Phase 2-30 minutes per MFP & Phase 3 5-20 ongoing Dealer (top15% for performance benchmarks). End of Life data wipe-if required City can training. Short list of AOS support staff included but no clear info on warranty if purchase optional Data Security Kit. EPAEAT certified. Will Extend to MITN. purchased of equipment is chosen. Grand Rapids. Applied Imaging MI & Novi, MI 82 NOTES & EXCEPTIONS Complete. Founded in 1979. Michigan owned & operated. Response is comprehensive with Complete. Pricing - \$587,445.83 60 mos.. Lease. & Complete. Excellent overview of Customer Service approach specific to this RFP noting several examples where AI customized solutions for agencies like Sterling Heights, Chippewa after service surveys, training at onset & throughout ownership. Continues to see the Service. Full line catalog included. Additional Public Schools and OCC. References include City of Farmington Hills, City of Rochester Hills, CFHG agreement as a partnership. The have 108 Field Techs that drive company vehicles Discounts can be realized based on fleet mix, volume City of Sterling Heights, City of Battle Creek & City of Kalamazoo. 108 Field techs & 31,017 with most parts available at the initial service time. Nine servicing locations throughout mix and scope of work. Pricing for categories based or devices (287 per tech). 2-4 hour response time. Dispatch in Grand Rapids, MI. AI offers a variety MI. Included a good description of on-boarding process to include departmental input, the level of equipment that is in place currently. 2% of purchasing & leasing options 36, 48 & 60 month with \$1 buyouts. Fair Market lease options an analysis, & inventory. Solution will be co-authored with Farmington Hills to have best price increase possible each year, (12 pricing minus 0) Municipal Lease Options. Purchase options are negotiable & include 30-day payment terms. Will result. All devices will be thoroughly inspected to eliminate on-site complications then extend to MITN delivered within 2 weeks of final approval. Included an example of Contract Manager involvement & how it aided the City. 5 year warranty as long with maintenance agreement. Melville, NY 57 NOTES & EXCEPTIONS Complete. Pricing - \$658,492.92 60 mos. lease.& Partially Complete-Addendum #2 missing. Bidding the National IPA contract-Terms & Complete. Good overview of Customer Service noting web & call in availability. There is Conditions per National IPA agreement and there are many exceptions to our terms. Canon a service ticket escalation process. They have 25 local techs. Supply orders typically 2 Service. No service on wide format. Did not offer solutions (founded in 1971) is a subsidiary of Canon USA. Many mergers and reorganizations the days CFH would be responsible for non-standard delivery fee charges. Offers remote optional equipment & services. No value adds Price is add to size of company. References include Bendle Public Schools, Detroit Edison Public School monitoring & Break/Fix alerts. Implementation strategy included on site meetings and raised per National IPA agreement terms (9 pricing Academy, Romulus Community Schools, Concordia University & Detroit Wayne Mental Health equipment configuration based on our needs. Also included a communication plan & minus 6 for 2 slight concerns) Academy, Canon Solutions America will provide \$1 buyout-Canon Financial Services is billing. ose-out notes. One small note...it was a canned template and in some sections referred Assignment of agreement could occur as a result of billing requirements or corporate reo "<<CUSTOMER NAME>>" vs. "Farmington Hills." 90 day warranty from date of structure. Locally-25 Field techs & 5,000 devices (236 per tech). Four(4) hour response time. delivery. Loaner units after 16 consecutive business hours of downtime. Local team is in Dispatch centers in Chesapeake, VE & Albuquerque NM. Will NOT extend to MITN. Novi. Livonia, MI 32 72 Complete. Good overview of Customer Service noting mobile technology platform NOTES & EXCEPTIONS Complete. 2003 Merger between Konica founded in 1873 & Minolta founded in 1959. Very large Complete. Pricing - \$436,611.96 60 mos. Lease & international company with 43,330 employees around the globe. Prices are only firm for 90 days ovided to field tech's for access to info everywhere. "Customer One" Warranty will make service. Did not offer service in 3 categories of and rates are subject to change . In addition KM struck through replaced many of T's & C's sure machines work with our network or will replace with new machine in first 2 years nachines. Hard drive Security for additional charges listed in the master agreement. Response is lengthy & discusses the global footprint of the otherwise refurb - over 5 years are NOT eligible for Customer One. Very large company and data security at end of contract (where offered). company. References include City of Dearborn, City of Westland, Northville Township, City of with lots of options (layers?) for customer service issues. Lots of T's & C's 10% price increase per year possible. (27 pricing Trenton & City of Inkster. Did not outline lease options but included a sample lease. 70 Field caveats...seems like a lot of areas where finger pointing can happen.. They have 70 minus 9 for 3 slight concerns). echnicians in MI. Does not know exact number of devices under contract but has an estimated local techs. Offers options for remote monitoring. Implementation plan includes 100,000 customers globally. 2-4 business hour response time depending on what type of documenting and understanding business needs, complete a pilot program, deploy equipment it is. Dispatch in Windsor, CT& Tempe, Arizona. Noted leasing options 36, 48 & 60 nachines. They have different training options including in-person, webcasts, guides, etc nonth. No other info on leases however they did include a sample lease agreement. Will extend to Local branch is in Livonia. MITN

# Questions Slight Concern= 3 point deduction Definite concern = 7 point deduction

Written Response Company A. General Information & Firm Qualifications B. Customer Service Approach C. Pricing City/State Total Points Macomb Twp Prime Office-Option 1 -Kyocera 26 25 NOTES & EXCEPTIONS Complete. Short Canned overview of Customer Service noting free loaners and 3 year Complete. Pricing - \$573,052.90 for 60 mos. Lease & Complete. Response seemed canned & not specifically suited for our needs or extension needs Short history included. Established in 2002. Independent dealership. Took exception to leases warranty for those machines under maintenance. Help desk is call in 800 number or on service.. No service on wide format. No value adds. cancellation & force majeure clauses . References include County of Lapeer, Wolverine Human website. Small company with only 5 techs - definitely an issue for extension. 5% price increase per year possible.(15 pricing minus Service, Imlay City Community Schools, South Lake Schools& Michigan Works. Did not outline Implementation plan lacks details -not specific enough and doesn't speak well to 6 for 2 slight concerns) lease info but included Kyocera rental agreement & fiscal funding agreement. 5 Field Technician servicing 1600 devices (320 per tech). Can not used Credit or Ghost cards for leasing. Dispatch center in Macomb Township. 4.3 hr. response time. Will extend to MITN (dependent on credit checks). Macomb Twp. Prime Office-Option 2-Sharp 25 63 NOTES & EXCEPTIONS Complete. Response seemed canned & not specifically suited for our needs or extension needs Complete. Short Canned overview of Customer Service noting free loaners and 3 year Complete. Pricing - \$416,633.19 for 60 mos. lease. No Short history included. Established in 2002. Independent dealership. Took exception to several T's warranty for those machines under maintenance. Help desk is call in 800 number or on service on wide format. No value adds. 5% price & C's specifically noting we must use Wells Fargo agreement. Will not fulfill fixed pricing. website. Small company with only 5 techs - definitely an issue for extension.. increase per year possible (21 pricing minus 6 for 2 Quarterly fees must be paid in advance. Doesn't seem to understand Contract extension for Implementation plan lacks details -not specific enough and doesn't speak well to slight concerns) pricing. References include County of Lapeer, Wolverine Human Service, Imlay City Communi training. Schools, South Lake Schools& Michigan Works. Did not outline lease info but included sample agreement, 5 Field Technicians servicing 1600 devices (320 per tech). Dispatch center in Macom Township. 4.3 hr. response time. Will extend to MITN (dependent on credit checks). Farmington Γoshiba Hills, MI 23 65 Complete. Independent operating company of Toshiba Corp. Providing service since 2003. Complete. Good overview of Customer Service noting autonomy at local level to resolve Complete. Pricing - \$397,090.38 for 60 mos. lease & Response was canned & not specifically suited for our needs or extension needs. References issues. Service & parts can be requested by 800 number, website or email. They do service. Submitted nothing for category 1 included City of Sunrise FL(Not MI), Cocoanut Creek, FL (not MI), Easter Seals of MI, customer surveys i=to ensure satisfaction. Short but specific overview of on-boarding worksheet was eliminated). No CPC for category 4 Dakland Community Health Network & Capital Area Michigan Works. Good explanation of leas process. Includes an implementation project manager. They use Six-Sigma method and SFD & No service on wide format. Provided an options (non-coterminous) Took exception to termination wants "cap at 12 mos." Also offered a will plan everything from design to execution- includes weekly meetings. 17 local overview of additional products but no pricing. No ental option. 17 Technicians, 250,000 MIF (14,000 + per tech?). Dispatch Center is in Rocheste technicians out of Farmington Hills. Offers options for remote monitoring & servicing dditional discounts available. 7 % price increase pe NY. Will extend to MITN in certain areas. 100% Warranty with Maintenance agreement, which can include a loaner or replacement year possible. (30 pricing minus 7 for 1 definite dependent on issue.. Good explanation of print management but did not include concern & 9 for 3 slight concerns) monochrome devices in proposal.. 69 Ann Arbor, M NOTES & EXCEPTIONS omplete. Short answers to questions. Started in 1975. Small company 40+ total employees. Could Complete. Noted that they are a Platinum level service provider with Sharp which is Complete. Pricing - \$449,167.35- 60 mos. Lease & reserved for the "best" dealers. Calling themselves professional & reliable. Only 7 be an issue for extension. References include City of Royal Oak, City of Plymouth, Howell Park service. No service on wide format. 10% price & Rec, Brighton Police & City of Saline. Good explanation of 3 lease options...Option 1-\$1 out, hnicians. Short basic overview of on-boarding process with Sharp being the delivering ncrease possible each year.(18 pricing minus 3 for 1 Option 2 is lower monthly payment then return or 15% of original equipment cost, or option 3 company. Not clear if that means Kyocera too. They will meet with departments to slight concern). Straight rental, 7 technicians for 3,655 machines (522 per tech). Less than 4 hour response time. discuss dates & times. What about discussion of needs. Worried about long term Dispatch Center is in Ann Arbor. will extend to MITN. partnership & extension. which includes "key operator training," They will provide additional training on an as needed basis at no cost. Sharp warrants copiers (what about Kyocera?)

Pricing	& Printer Management																									
ĺ			Americ	can Office So	lutions	Applied I	maging Office	Solutions		Canon			Konica		Prime Office	Innovations 1	1-Kyocera	Prime Office	e Innovations 2-Sh	harp		Toshiba			UTEC	
Quan	Device	Unit	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total
				out ties	\$460,238.12		OUI TIOU	\$587,445.83			\$658,492.92		Control	\$436,611.96		Gerriee	\$573,052.90			499,959.83			\$397,090.38			\$539,000.82
67	(1) Monochrome Single	Total 60 Mos. lease	\$37,204.09	\$14,070.00	\$51,274.09	\$66,167.47	\$15,276.00	\$81,443.47	\$46,545.00	\$52,863.00	\$99,408.00	\$30,871.82	\$19,899.00	\$50,770.82	\$19,274.40	\$27,135.00	\$46,409.40	\$20,397.38	\$27,135.00	\$47,532.38	\$0.00	\$0.00	\$0.00	\$22,371.60	\$32,160.00	\$54,531.60
	(Minimum 40PPM)	Total per year	\$7,440.82	\$2,814.00	\$10,254.82	\$13,233.49	\$3,055.20	\$16,288.69	\$9,309.00	\$10,572.60	\$19,881.60	\$6,174.36	\$3,979.80	\$10,154.16	\$3,854.88	\$5,427.00	\$9,281.88	\$4,079.48	\$5,427.00	\$9,506.48	\$0.00	\$0.00	\$0.00	\$4,474.32	\$6,432.00	\$10,906.32
	.2 61	Per Month Total	\$619.87	\$234.50	Kyocera P3045dn - 47	\$1,102.59	\$254.60	Kyocera 4200dn - 50	\$775.75	\$881.05	Canon LBP253DW 35	\$514.54	\$331.65	Konica Minolta Bizhub 40000p	\$321.24	\$452.25	Kyocera Ecosys	\$340.08	\$452.25	Kyocera Ecosys	No-Bid	No-Bid		\$454.04	\$536.00	Kyocera P2040 dw
67	Main Unit	per month/per item	\$9.13	N/A	ppm	\$16.25	N/A	ppm	\$11.37	N/A	ppm	\$7.58	N/A	40 ppm	\$4.64	N/A	P2040dw- 42ppm	\$4.96	N∕A	P2040dw 42ppm	No-Bid	No-Bid		\$6.60	N/A	42ppm
4	1 drawer Base	per month/per item	\$2.04	N/A	i I	\$3.46	N/A		\$3.49	N/A		\$1.67	N/A		\$2.59	N/A		\$1.94	N/A		No-Bid	No-Bid		\$2.96	N/A	
67	Service Based on 500	Cost per Copy per	N/A	0.007	! !	N/A	0.0076		N/A	0.0263		N/A	0.0099		N/A	0.0135		N/A	0.0135		No-Bid	No-bid		N/A	0.02	
	pages per month	item	. 2			i	i	2	j			i						i.	i		i			i	i	
11	(2) Monochrome	Total 60 Mos.	\$6,532.23	\$5,576.40	\$12,108.63	\$15,253.42	\$3,345.60	\$18,599.02	\$10,164.00	\$25,651.20	\$35,815.20	\$17,347.21	\$7,886.40	\$25,233.61	\$11,028.60	\$12,745.80	\$23,774.40	\$10,009.85	\$12,745.80	\$22,755.65	\$14,966.49	\$15,772.80	\$30,739.29	\$9,946.20	\$12,745.80	\$22,692.00
	Desktop All In One Units (Minimum	Total per year	\$1,306.45	\$1,115.28	\$2,421.73	\$3,050.68	\$669.12	\$3,719.80	\$2,032.80	\$5,130.24	\$7,163.04	\$3,469.44	\$1,577.28	\$5,046.72	\$2,205.72	\$2,549.16	\$4,754.88	\$2,001.97	\$2,549.16	\$4,551.13	\$2,993.30	\$3,154.56	\$6,147.86	\$1,989.24	\$2,549.16	\$4,538.40
	30PPM)	NEST COMPANY OF THE	\$108.90	30/10/10		ACAM 2010		Ricoh Alficio	\$169.40	W011 05-10	Canon	515 NA C	\$131.44		\$183.81	200		\$166.87		325	\$249.48	50.000	Lexmark	\$165.77	224 //4	Europe Contract
		Per Month Total	300000	index (C)	Kyocera Ecosys	\$254.21	\$55.76	MP301SPF -	20000000	\$427.52	MF419DW	\$289.19	\$131.44	bizhub 4050	272 (2011)	\$212.43	Kyocera Ecosys	499000	\$212.43	Ecosys	083530000	\$262,88	XM1145	100000	\$212,43	M2635DW
11	Main Unit	per month/per item	\$7.05	N/A	M2635dw - 37 ppm-Not	\$21.23	NA	31ppm -	\$15.40	N/A	35 ppm-Not clear if	\$21.38	N/A	42ppm-Not clear if	\$14.12	N/A	M2540dw - 42 ppm-Not	\$12.82		M2540dw - 42 ppm-Not	\$16.94	N/A	45ppm-Not clear if	\$9.14	N/A	37ppm
11	Document Feeder	per month/per item	\$0.02	N/A	clear if Fax	\$0.00	N/A		\$0.00	N/A	Document	\$0.00	N/A	Document	\$0.00	N/A	clear if Fax	\$0.00	/ /	clear if Fax	\$0.00	N/A	document	\$2.23	N/A	
	Cabinet	per month/per item	\$2.83	N/A	kit is included	\$1.88	N/A		\$0.00	N/A	Feeder & Fax kit are	\$2.12	N/A	Feeder included	\$2.59	N/A	kit or document	\$2.35	N/A	kit or document	\$5.74	N/A	feeder or Fax kit are	\$3.70	N/A	
	Fax Kit All units must be	per month/per item per month/per item	\$0.00 \$0.00	N/A \$0.00		\$0.00 \$0.00	N/A \$0.00		\$0.00 \$0.00	N/A \$0.00	included	\$2.79 \$0.00	N/A \$0.00		\$0.00 \$0.00	N/A \$0.00	feeder is included	\$0.00 \$0.00	\$0.00	feeder is	\$0.00	N/A \$0:00	included	\$0.00	N/A \$0.00	
	compatible with PCL and Postscript							)				į					moduco			meiaaea						
0.000	Service Based on 1207 pages per month	Cost per Copy per item	N/A	0.007		N/A	0.0042		N/A	0.0322		N/A	0.0099		N/A	0.016		N/A	0.016		NA	0.0198		N/A	0.02	
3	(3) Monochrome MFP	Total 60 Mos. lease	\$11,490.24	\$1,041.00	\$12,531.24	\$9,692.94	\$1,305.00	\$10,997.94	\$14,467.20	\$2,019.60	\$16,486.80	\$9,066.44	\$1,149.60	\$10,216.04	\$11,490.24	\$2,175.00	\$13,665.24	\$7,304.12	\$2,454.60	\$9,758.72	\$9,807.11	\$1,398.00	\$11,205.11	\$10,343.40	\$2,764.80	\$13,108.20
	(Minimum 25PPM)	Total per year	\$2,298.05	\$208.16	\$2,506.25	\$1,938.59	\$260.97	\$2,199.59	\$2,893.44	\$403.88	\$3,297.36	\$1,813.29	\$229.90	\$2,043.21	\$2,298.05	\$434.95	\$2,733.05	\$1,460.82	\$490.87	\$1,951.74	\$1,961.42	\$490.87	\$2,241.02	\$2,068.68	\$553.01	\$2,621.64
		Per Month Total	\$191.50		Kyocera	\$161.55	\$21.75	Ricoh Alficio	\$2,093,44	\$33.66	Canon IRA	\$151.11	\$19.16		\$191.50	\$36.25	Kyocera	\$121.74		Sharp MX-	\$163.45	\$23.30	estudion	\$172.39	\$46.08	Sharp
	Main Unit	per month/per item	\$30.91	N/A	TASKalfa301 1-30ppm	\$38.57	N/A	MP 2555SP 25	\$44.96	N/A	4525i - 25	\$29.62	N/A		\$34.15	N/A	Ecosys M2640dw -	\$35.19	N/A	M266N- 26ppm -Not	\$31.38	N/A	-Not clear if	\$43.84	N/A	MX266N 26ppm-Not
	Document Feeder Cabinet	per month/per item per month/per item	\$9.64 \$3.49	N/A N/A	1.000	\$0.00 \$1.72	N/A N/A	PP.III	\$6,41 \$1,61	N/A N/A	, pp	\$6.16 \$1.04	N/A N/A	дорран	\$1.64 \$2.93	N/A N/A	42 ppm-Not	\$0.00 \$2.16	N/A	clear if Doc	\$5.91 \$2.08	N/A N/A	Extra tray for	\$2.69	N/A N/A	clear if
	Inner Finisher	per month/per item	\$9.49	N/A	i i	\$6.85	NA		\$9.71	N/A		\$9.91	N/A		\$0.00	N/A	clear if Inner finisher or	\$9.80	N/A	feeder, Floor	\$7.30	N/A	finisher is included	\$12.21	N/A	Document feeder, floor
-	Floor Finisher	per month/per item	\$16.98	N/A	] [	\$9.64	N/A		\$9,64	N/A		\$9.04	N/A		\$8.41	N/A	Extra trays	\$0.00	N/A	Finisher or	\$12.55	N/A	1,000,000	\$0.00	N/A	finisher or
	Bridge Unit Extra Tray for Finisher	per month/per item per month/per item	\$1.42 \$1.89	N/A N/A	i I	\$1.37 \$4.05	N/A N/A		\$3,60 \$4,05	N/A N/A		\$1.16 \$4.05	N/A N/A		\$0.90 \$0.00	N/A N/A	are included	\$0.00	N/A	Bridge Unit are	\$1.16 \$0.00	N/A N/A		\$0.00 \$1.67	N/A N/A	bridge unit are included
1	Fax Kit	per month/per item	\$11.23	N/A	i i	\$7.75	N/A		\$9.43	N/A		\$10.35	N/A		\$6.14	N∕A		\$5.80	N/A	included	\$10.65	N/A		\$7.22	N/A	and the state of t
	All units must be compatible with PCL	per month/per item				i	i		i			l i							i			i		i	i	
3 (	and Postscript Service Based on 1726	Cost per Copy per	\$0.00 N/A	\$0.00 0.00335		\$0.00 N/A	\$0.00 0.0042		\$0.00 N/A	\$0.00		\$0.00 N/A	\$0.00 0.0037		\$0.00 N/A	\$0.00 0.007		\$3.13 N/A	\$0.00 0.0079		\$3.13 N/A	\$0.00 0.0045		\$3.90 N/A	\$0.00 0.01	
	pages per month	item										200														
5	(4) Color Single Function Devices	Total 60 Mos. lease	\$8,010.32	\$3,408.00	\$11,418.32	\$6,449.10	\$5,119.50	\$11,568.60	\$6,198.00	\$7,766.00	\$13,964.00	\$3,325.73	No-Bid	\$3,325.73	\$11,556.00	\$4,882.00	\$16,438.00	\$11,556.00	\$4,057.75	\$15,613.75	\$2,754.68	\$4,057.75	\$6,812.43	\$5,217.00	\$6,709.50	\$11,926.50
- 17	(Minimum 37PPM)	Total per year Per Month Total	\$1,602.06	\$681.60	\$2,283.66	\$1,289.82	12.132.203	\$2,313.72 Kyocera	\$1,239.60	\$1,553.20	\$2,792.80	i	No-Bid	Konica Minolta	\$2,311.20	\$976.40	\$3,287.60 Kyocera	\$2,311.20	\$811.55	\$3,122.75 Kyocera	\$550.94	\$811.55	\$1,362.49 Lexmark	\$1,043.40	\$1,341.90	\$2,385.30 Kyocera
5	Main Unit	per month/per item	\$133.51 \$26.70	\$56.80 N/A	Kyocera (no model listed)	\$107.49 \$21.50	\$85.33 N/A	Ecosys P6035 cdn-	\$103,30 \$20,66	\$129 43 N/A	Canon LBP712CDN	\$55.43 \$11.09	\$129.43 N/A		\$192.60 \$38.52	\$81.37 N/A	Ecosys P6035 cdn-	\$192.60 \$17.91	\$67.63 N/A	Ecosys P6035cdn-	\$45.91 \$9.18	\$42.57 N/A	XM1145 45ppm	\$86.95 \$17.39	\$111.83 N/A	P6035 CDN 37ppm
	Service Based on 430	Cost per Copy per	1000	755.00				35ppm		SACONS	40 ppm		10.00	No-Bid on				0.000.00				100	NO COLOR			3. pp.//
	pages per month-BW Service Based on 167	item Cost per Copy per	N/A	0.007		N/A	0.007		N/A	0.0155		N/A	No-Bid	Service	N/A	0.013		N/A	0.0106		N/A	0.0198	CPC	N/A	0.02	
	pages per month-Color (5) Color Desktop ALL	item		\$13,073,40	\$20,998.80	\$9.575.10	\$12,939.00	\$22,514.12	N/A \$4,248.00	0.1151 \$38,884.80	\$43 132 90	N/A \$9,965.81	No-Bid \$10,680.60	\$20,646.41	N/A \$11.556.00	0.063 \$17.473.80	\$29,029.80	\$9,802.78	0.0537 \$16,387.80	\$26,190,59	\$8,021.48	No-Bid \$27,651.60	\$35,673.08	\$10,371.00	\$19,393.20	\$29,764.20
	In One Units (Minimum	. ciui vo ivios, iedse	47,020,40	1	1 720,000.00	10.010.12		722,017.12	43,240.00	+00,004.00	7.70,102.00	40,000.01	*10,000.00	120,040.41		7.1.,410.00	720,020.00	10,002.10	7.0007.00	.20,.00.00	47/02/1990	727,007.00	700,070.00		1.0,000.20	120,104.20
	30PPM)	Total per year	\$1,585.08	\$2,614.68	\$4,199.76	\$1,915.02	\$2,587.80	\$4,502.82	\$849.60	\$7,776.96	\$8,626.56	\$1,993.16	\$2,136.12		\$2,311.20	\$3,494.76	\$5,805.96 Kyocera	\$1,960.56	\$3,277.56	\$5,238.12 Sharp MX-	\$1,604.30	\$5,530.32	\$7,134.62 Lexmark	\$2,074.20	\$3,878.64	\$5,952.84
		Per Month Total	\$132.09	\$217.89	Kyocera	\$159.59	\$215.65	l National Commences	\$70.80	\$648.08	Canon	\$166.10	\$178.01	Konica Minolta bizhub	\$192.60	\$291.23	Ecosys 6530	\$163.38	\$273.13	C301W	\$133.69	\$460.86	XC23132	\$172.85	\$323,22	M6630CDN
	Main Unit Document Feeder	per month/per item per month/per item	\$26.42	N/A N/A	Ecosys 6535 35ppm	\$31.92 \$0.00	N/A N/A	Alficio MPC307 30PPM	\$14.16 \$0.00	N/A N/A	MF735CDW 28 ppm	\$33.22 \$0.00	N/A N/A	0000110	\$38.52 \$0.00	N/A N/A	32ppm Not clear if	\$27,59 \$0,00	N/A N/A	30ppm Not clear if	\$26.74 \$0.00	N/A N/A	32ppm	\$28.66 \$5.91	N/A N/A	32ppm
ΙŤ		per month/per item		19/8	Not clear if	40.00	186	JOI 1 W	10.00	-1305	20 ppm	45.50	NA	чоррпп	*5.50	IVA	document	10.03	17/	document	40.00	1365		1	13175	
5	Fax Kit		\$0.00	N/A	Fax kit is included	\$0.00	N/A	1	\$0.00	N/A	Not clear if	\$0.00	N/A		\$0.00	N/A	feeder or fax kit is	\$0.00	N/A	feeder or fax kit is	\$0.00	N/A		\$0.00	MA	
	All units must be	per month/per item	40.00	14/75	,,,urudud	Ψ0.00	TeX	â	340.00	18/7	Document Feeder & Fax	90.00	NIA	Not clear if Document	40.00	16/0	included	40.00	TWA	included	40.00	1M/A		40.00	IMA	
	compatible with PCL and Postscript		\$0.00	N/A		\$0.00	h11.4		\$0.00	N/A	kit are	\$0.00	8,000	Feeder & Fax	\$0.00			\$5.09			\$0.00	N/A		\$0.00	N/A	
	Service Based on 711	Cost per Copy per			1		N/A			1,000	included			kit are included		N/A			N/A			1000		- 1		
	pages per month-BW Service Based on 772	item Cost per Copy per	N/A			N/A	0.0042		N/A	0.0241		N/A	0.0099		N/A	0.013		N/A	0.0119		N/A	0.0216		N/A	0.02	
5	pages per month-Color	item	N/A			N/A	0.052		N/A	0.1457	8	N/A	0.037		N/A	0.063		N/A	0.0598		N/A	0.0995		N/A	0.07	
	(6) Color MFP (Minimum 25PPM)	Total 60 Mos. lease	\$14,018.22	\$8,778.60	\$22,796.82	\$15,414.05	\$11,872.20	\$27,286.25	\$12,007.80	\$11,323.20	\$23,331.00	\$11,767.18	\$8,707.80	\$20,474.98	\$13,698.60	\$14,634.00	\$28,332.60	\$11,809.19	\$12,978.60	\$24,787.79	\$12,166.77	\$8,603.40	\$20,770.17	\$14,234.40	\$14,189.40	\$28,423.80
3	(MIIIIIIIIIII Z3FFM)	Total per year	\$2,803.64	\$1,755.72	\$4,559.36	\$3,082.81	\$2,374.44	\$5,457.25	\$2,401.56	\$2,264.64	\$4,666.20	\$2,353.44	\$1,741.56	\$4,095.00	\$2,739.72	\$2,926.80	\$5,666.52	\$2,361.84	\$2,595.72	\$4,957.56	\$2,433.35	\$1,720.68	\$4,154.03	\$2,846.88	\$2,837.88	\$5,684.76
				The second second	. "		and the same of the same	Contraction (CC)					Anarolio Si	- and a second	-30000000000000000000000000000000000000		C. Commonwealth Common	The second second second	across territoria			-1010010000	200000000000000000000000000000000000000			

Questions & issues

Copie	r & Printer Management g																									
			Americ	an Office Sol	utions	Applied I	Imaging Office	Solutions		Canon			Konica		Prime Office	Innovations 1	1-Kyocera	Prime Offic	e Innovations 2-Sh	narp		Toshiba			UTEC	
Quan	Device	Unit	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total
		Per Month Total	\$233.64	\$146.31	Kyocera Taskaifa	\$256.90	\$197.87	Alficio MP	\$200.13	\$188,72	Canon IRA	\$196.12	\$145.13	Konica Minolta	\$228.31	\$243.90	Kyocera Ecosys	\$196.82	\$216.31	Sharp MX-	\$202.78	\$143.39	Toshiba estudio	\$237.24	\$236.49	Sharp MX-
	Main Unit Document Feeder	per month/per item per month/per item	\$40.40 \$9.64	N/A N/A	2525cl 25ppm	\$60.93 \$0.00	N/A N/A	C2504 25ppm	\$44.82 \$0.00	N/A N/A	3525 25ppm	\$35.38 \$7.77	N/A N/A	-	\$57.00 \$8.74	N/A N/A	C8525 - 25ppm	\$42.31 \$0.00	N/A N/A	2616N 26ppm	\$40.60 \$5.91	N/A N/A	2505AC 25ppm	\$52.72 \$0.00	N/A N/A	2616N 26ppm
۴	Document reeder	per month/per item	40.04	NUA	Zoppiii	\$0.00	1070	Zoppiii	\$0.00	19/	Not clear if	\$7.77	1907	Not clear if	90.04	10/0	Not clear if 2	\$0.00	10/4	Not clear if	40.01	Nun	Price for	40.00	19075	Not clear if
98	USAG Note									1	Document Feeder is			Extra Tray for finisher	2000		drawer base, lextra tray for		1	document feeder is			as listed on		1	document feeder or 2
1	Cabinet 2 drawer base	per month/per item	\$3.49 \$8.75	N/A N/A		\$1.72 \$8.79	N/A N/A		\$1.52 \$9.71	N/A N/A	included	\$1.04 \$6.35	N/A N/A	included	\$2.93 \$0.00	N/A N/A	finisher or fax kit are	\$1.64 \$6.37	N/A N/A	included	\$2.08 \$0.00	N/A N/A	response. It includes LCT	\$2.04 \$0.00	N/A N/A	drawer base are included
3	Inner Finisher	per month/per item	\$9.49	N/A		\$6.79	N/A		\$8.68	N/A		\$9.04	N/A		\$8.41	N/A	included	\$9.80	N/A		\$7.30	N/A	base which was not in	\$12.21	N/A	
3	Extray Tray for Finisher	per month/per item	\$1.89	N/A		\$4.05	N/A		\$4,05	N/A		\$0.00	N/A		\$1.89	N/A		\$1.34	N/A		\$1.34	N/A	our request.	\$1.67	N/A	
	All units must be compatible with PCL	per month/per item								Ì		i							i		i			į	i	
	and Postscript		\$0.00	N/A	į.	\$0.00	N/A	Å .	\$0.00	N/A		\$0.00	N/A		\$0.00	N/A		\$3.13	N/A	- 1	\$0.00	N/A		\$3.90	N/A	
3	Fax Kit	per month/per item Cost per Copy per	11.23	N/A		9.78	N/A		8.96	N/A		10.37	N/A		- 0	N/A	1	\$5.80	N/A	ŀ	\$10.65	N/A		\$7.22	N/A	
3	Service Based on 2035 pages per month-BW	item	N/A	0.00335		N/A	0.0042		N/A	0.0065		N/A	0.0037		N/A	0.007		N/A	0.0095		N/A	0.0045		N/A	0.01	
Ť		Cost per Copy per		0.00000			0.0042	S. C.	- 133	0.0003			0.0007		1,400	0.007			0.0033	ı	- 1	0.0040			- 0.01	
3	Service Based on 1104 pages per month-Color	item	N/A	0.038		N/A	0.052		N/A	0.045		N/A	0.037	i	N/A	0.06		N/A	0.0478		N/A	0.035		N/A	0.06	
10	(7) Color MFP	Total 60 Mos. lease	\$54 833 631	\$44.848.40	\$99,480.03	\$84 268 50	\$60,403.80	\$124,672.30	\$84 288 501	\$59,467.80	\$123 736 30	\$48 332 751	\$44,766.60	\$91,099.35	\$63,337,80	\$70,360.80	\$133 698 60	\$50,593.06	\$57,243.60 \$	107 836 66	\$43.184.30	\$44,857.80	\$88,042.10	\$62,793.60	\$52.879.20	\$115,672.80
	(Minimum 30PPM)			- 1	National Property	100000000000000000000000000000000000000								1	- MEDITORES			1	1				10000	1	- 1	000000000000000000000000000000000000000
		Total per year Per Month Total	\$10,926.73 \$910.56	\$8,969.28 \$747.44	\$19,896.01 Kyocera	\$12,853.70 \$1,071.14	\$12,080.76 \$1,006.73	\$24,934.46 Alficio MP	\$12,853.70 \$1,071.14	\$11,893.56 \$991.13	\$24,747.26 Canon IRA	\$9,266.55 \$772.21	\$8,953.32 \$746.11	\$18,219.87 Konica Minolta	\$12,667.56 \$1,055.63	\$14,072.16 \$1,172.68	\$26,739.72 Kyocera	\$10,118.61 \$843.22		\$21,567.33 Sharp MX-	\$8,636,86 \$719.74	\$8,971.56 \$747.63	\$17,608.42 Toshiba	\$12,558.72 \$1,046.56	\$10,575.84 \$881.32	\$23,134.56 Sharp MX-
	Main Unit	per month/per item	\$45.96	N/A	Taskalfa 3252cl	\$78.71	N/A	C3004	\$89.27	N/A	C6636i	\$46.64	N/A	30nnm	\$68.23	N/A	Taskalfa 3252ci	\$45.65	N/A	3050N 30ppm	\$42.91	N/A	3005AC 30ppm	\$56.87	N/A	3050N 30ppm
	Document Feeder Cabinet	per month/per item per month/per item	\$9.64 \$3.49	N/A N/A	32ppm	\$0.00 \$1.72	N/A N/A	30ppm	\$0.00 \$2.39	N/A N/A	35 ppm	\$7.77 \$1.04	N/A N/A	A CONTRACTOR	\$8.74	N/A N/A	Not clear if	\$0.00 \$2.18	N/A N/A	Not clear if	\$5.91 \$2.08	N/A N/A	7.00	\$0.00 \$2.72	N/A N/A	Not clear if
	2 drawer base LCT Base	per month/per item per month/per item	\$8.75	N/A		\$9.31	N/A	1	\$9.71	N/A		\$6.35	N/A N/A		\$0.00	N/A N/A	Cabinet, 2 drawer base	\$5.42	N/A	Document Feeder is	\$5.27	N/A N/A		\$6.76	N/A	document feeder is
	Floor Finisher	per month/per item	\$9.37 \$16.98	N/A N/A		\$9.03 \$9.54	N/A N/A		\$15.42 \$27.92	N/A N/A		\$6.65 \$9.04	N/A	- C	\$9.85 \$10.98	N/A	are included	\$13.03 \$19.78	N/A N/A	included	\$13.03 \$12.55	N/A		\$16.23 \$24.54	N/A N/A	included
10	Bridge Unit	per month/per item per month/per item	\$1.42	N/A		\$1.37	NA		\$3.60	N/A		\$1.16	N/A	1	\$1.33	N/A		\$3.71	N/A		\$1.16	N/A		\$4.23	N/A	
7	Extray Tray for Finisher	2	\$1.89	N/A		\$4.05	NA		\$4.05	N/A		\$4.05	N/A	4	\$9.19	N/A		\$1.34	N/A	- 1	\$1.34	N/A		\$1.67	N/A	
	All units must be compatible with PCL	per month/per item																!			!			1		
	and Postscript Fax Kit	per month/per item	\$0.00 \$11.23	N/A N/A		\$0.00 \$9.78	N/A N/A		\$0.00 \$9.43	N/A N/A		\$0.00 \$10.35	N/A N/A	j	\$0.00 \$9.85	N/A N/A		\$3.13 \$5.80	N/A N/A	- 1	\$0.00 \$10.65	N/A N/A		\$3.90 \$7.22	N/A N/A	
<u> </u>		Cost per Copy per					100						1.00	1		1970				1		1.07				
10	Service Based on 4185 pages per month-BW	item	N/A	0.00335		N/A	0.0042		N/A	0.0065		N/A	0.0037		N/A	0.0087		N/A	0.0076		N/A	0.0045		N/A	0	
	Service Based on 1598	Cost per Copy per item								ŀ									!	[				- 1		
10	pages per month-Color		N/A	0.038		N/A	0.052		N/A	0.045		N/A	0.037		N/A	0.051	_	N/A	0.0398		N/A	0.035		N/A	0.04	
	(8) Color MFP	Total 60 Mos. lease	\$47,208.66	\$70,350.00	\$117,558.66	\$50,641.30	\$95,154.00	\$145,795.30	\$55,698.00	\$90,658.80	\$146,356.80	\$37,493.71	\$69,770.40	\$107,264.11	\$54,343.20	\$92,037.60	\$146,380.80	\$46,221,24	\$81,767.40 \$	127,988.64	\$34,416.69	\$68,900.40	\$103,317.09	\$57,577.20	\$80,461.80	\$138,039.00
Ь	(Minimum 45PPM)	Total per year	\$9,441.73	\$14,070.00	\$23,511.73	\$10,128.26	\$19,030.80	\$29,159.06	\$11,139.60	\$18,131.76	\$29,271.36	\$7,498.74	\$13,954.08	\$21,452.82	\$10,868.64	\$18,407.52	\$29,276.16	\$9,244.25	\$16,353.48	\$25,597.73	\$6,883.34	\$13,780.08	\$20,663.42	\$11,515,44	\$16,092.36	\$27,607.80
6	Main Unit	Per Month Total per month/per item	\$786,81 \$79.10	\$1,172.50 N/A	Kyocera Taskalfa	\$844.02 \$105.06	\$1,585.90 N/A	Alficio MP C4504	\$928.30 \$96.31	\$1,510.98 N/A	Canon IRA C5540I	\$624.90 \$75.61	\$1,162.84 N/A	Think borrous	\$905.72 \$99.42	\$1,533.96 N/A	Kyocera Taskalfa	\$770.35 \$79.89	\$1,362.79 N/A	Sharp MX- 5050N	\$573.61 \$58.42	\$1,148.34 N/A	Toshiba 4505 AC 45ppm	\$959.62 \$99.52	\$1,341.03 N/A	Sharp MX- 5050N
_	THE RESIDENCE OF THE PARTY OF T	per month/per item	\$9.64	1,000	6052cl	\$0.00	N/A		\$0.00	N/A		\$0.00	N/A	nnm	\$8.74		5052ci- 50ppm	\$0.00	N/A	50ppm	\$5,91	N/A	SEPERATURE.	\$0.00	N/A	60ppm
6	LCT Base	per month/per item	\$9.37	N/A	45 ppm	\$9.03	N/A	45 ppm	\$15.42	N/A	40 ppm	\$6.65	N/A	<ul> <li>Document</li> </ul>	\$9.85	N/A		\$13.03	N/A	Not along If	\$5.27	N/A		\$16.23	N/A	Not sleavit
6	Floor Finisher Bridge Unit	per month/per item per month/per item	\$16.98 \$1.42	N/A N/A		\$9.64 \$1.37	N/A N/A		\$27.92 \$3.60	N/A N/A		\$9.04 \$1.16	N/A N/A		\$10.98 \$1.33	N/A N/A		\$19.78 \$3.71	N/A N/A	Not clear if document	\$12.55 \$1.16	N/A N/A		\$24.64 \$4.62	N/A N/A	Not clear if document
6	Extray Tray for Finisher	per month/per item	\$1.89	N/A		\$4.05	N/A		\$4.05	N/A		\$4.05	N/A		\$9.19	N/A		\$1.34	N/A	feeder is included	\$1.34	N/A		\$1.67	N/A	feeder is included
	Hole Punch	per month/per item	\$4.55	N/A		\$5.18	N/A		\$6.11	N/A		\$4,04	N/A		\$4.78	N/A		\$5.14	NA		\$4.93	N/A		\$6.41	N/A	
	All units must be compatible with PCL	per month/per item										li									i			İ		
	and Postscript Fax Kit	per month/per item	\$0.00 \$11.23	N/A N/A		\$0.00 \$9.78		12 6 33	\$0.00 \$9.43	N/A N/A		\$0.00 \$10.35	N/A N/A	-	\$0.00 \$9.85	N/A N/A		\$3.13 \$5.80	N/A		\$3.13 \$10.65	N/A N/A		\$3.90 \$7.22	N/A N/A	
Ť		Cost per Copy per	477.20	1965		40.70	1970		15.15	13/5		7,000	1307		40.00	14/		-	187			13/6		7.22	1300	
_6	Service Based on 8060 pages per month-BW	item	N/A	0.00335		N/A	0.0042		N/A	0.0065		N/A	0.0037	1	N/A	0.0078		N/A	0.0069		N/A	0.0045		N/A	0.01	
	Service Based on 4432	Cost per Copy per item	3											1				į.			- 1			į.		
6	pages per month-Color	nem	N/A	0.038		N/A	0.052		N/A	0.045		N/A	0.037	į	N/A	0.0435		N/A	0.0387		N/A	0.035		N/A	0.04	
200	(9) Color MFP	Total 60 Mos. lease	\$8,050.17	\$6,016.20	\$14,066.37	\$10,628.01	\$8,145.00	\$18,773.01	\$11,146.20	\$7,705.20	\$18,851.40	\$7,564.46	\$5,958.60	\$13,523.06	\$9,248.40	\$7,795.80	\$17,044,20	\$7,909.32	\$6,927.00	\$14,836.32	\$8,111.57	\$5,865.60	\$13,977.17	\$9,850.20	\$6,835.80	\$16,686.00
1	(Minimum 50PPM)	Total per year	\$1,610.03	\$1,203.24	\$2,813.27	\$2,125,60	\$1,629.00	\$3,754.60	\$2,229.24	\$1,541.04	\$3,770.28	\$1,512.89	\$1,191.72	\$2,704.61	\$1,849.68	\$1,559.16	\$3,408.84	\$1,581.86	\$1,385.40	\$2,967.26	\$1,522.31	\$1,173.12	\$2,795.43	\$1,970.04	\$1,367.16	\$3,337.20
		Per Month Total	\$134.17	\$100.27	Kyocera	\$177.13	\$135.75	Ricoh Alficio MP C6004	\$185.77	\$128.42	Canon IRA C5550i 50ppm	\$126.07	\$99.31	Konica Minolta bizhub C558 55	\$154.14	\$129.93	Kyocera	\$131.82	\$115.45		\$135.19	\$97.76	Toshiba 5005	\$164.17	\$113.93	Sharp MX-
	Main Unit Document Feeder	per month/per item per month/per item	\$79.10 \$9.64	N/A N/A	5052cl	\$138.08 \$0.00	N/A N/A	mr C0004	\$123.29 \$0.00	N/A N/A	Cadooi adpbu	\$94.84 \$0.00	N/A N/A		\$99.42 \$8.74	N/A N/A	5052ci	\$79.89 \$0.00	N/A N/A	50ppm	\$94.73 \$5.91	N/A N/A	Commence of the Commence of th	\$99.52 \$0.00	N/A N/A	50ppm
	LCT Base	per month/per item			50 ppm			60 ppm			Not clear if	\$6.65		A STATE OF THE PARTY OF THE PAR	\$9.85		50 ppm			Not clear if	\$5.27	N/A		\$16.19		Not clear if

Questions & issues

Pricin	& Printer Management		No. 100 control					LOCAL COLOR		NATION TO			2000		NAME OF TAXABLE PARTY.			V-1400V-1400				0.000			140740000	
	2012-10-	Manufacture.	America	an Office Sol	utions	Applied	maging Office	Solutions	1000	Canon			Konica		Prime Office	Innovations 1	-Kyocera	Prime Offic	e Innovations 2-9	harp		Toshiba		PROPERTY NA	UTEC	
Quan	Device	Unit	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total	Equipment	Service	Total
1	Floor Finisher	per month/per item	\$16.98	N/A		\$9.64	N/A	\$	\$27.92	N/A	Document	\$9.04	N/A	Document	\$10.98	N/A		\$19.78	N/A	document	\$12.55	N/A		\$24.64	N/A	docume
1	Bridge Unit	per month/per item	\$1.42	N/A		\$1.37	N/A		\$3.60	N/A	feeder or Extra Tray are	\$1.16	N/A	feeder or Extra Tray are	\$1.33	N/A		\$3.71	N/A	feeder is included	\$1.16	N/A		\$4.62	N/A	feeder
1	Extray Tray for Finisher	per month/per item	\$1.89	N/A		\$4.05	N/A		\$0.00	N/A	included	\$0.00	N/A	included	\$9.19	N/A		\$1.34	N/A		\$1.34	N/A		\$1.67	N/A	
1	Hole Punch	per month/per item	\$4.55	N/A		\$5.18	N/A	9	\$6.11	N/A		\$1.04	N/A		\$4.78	N/A		\$5.14	N/A	9	\$4.93	N/A		\$6.41	N/A	
-	All units must be compatible with PCL	per month/per item		į												į			i						l	
1_	and Postscript		\$0.00	N/A		\$0.00	N/A		\$0.00	N/A		\$0.00	N/A	3	\$0.00	N/A		\$3.13	NA		\$0.00	N/A		\$3.90	N/A	
1	Fax Kit	per month/per item	\$11.23	N/A		\$9.78	N/A		\$9.43	N/A		\$10.35	N/A	i i	\$9.85	N/A		\$5.80	N/A		\$10.65	N/A		\$7.22	N/A	
	Service Based on 3820	Cost per Copy per	1	!		1		ă II	!	!		!			!	!		!	!		!			1	!	
	pages per month-BW	908000	N/A	0.00335		N/A	0.0042		N/A	0.0065		N/A	0.0037		N/A	0.00778		N/A	0.0069		N/A	0.0045		N/A	0.01	
	O	Cost per Copy per item	1	- 1		3		į.	1	- 1		l ¦	- 1			- 1		1	1		ŀ			1	1	
1	Service Based on 2302 pages per month-Color	item	N/A	0.038	2	N/A	0.052		N/A	0.045		N/A	0.037		N/A	0.0435		N/A	0.0387		N/A	0.035		N/A	0.04	
	(10) Color MFP	Total 60 Mos. lease	\$9,106.51	\$3,700.80	\$12,807.31	\$10,317.36	\$3,388.80	\$13,706.16	\$11,296.80	\$6,337.80	\$17,634.60	\$8,485.43	No-Bid	\$8,485.43	\$10,558.20	\$6,988.20	\$17,546.40	\$8,513.26	\$6,094.20	\$14,607.46	\$8,817.27	\$4,500.45	\$13,317.72	\$10,599.00	\$4,500.45	\$15,099.
1	(Minimum 60 PPM)		44 004 00		40.504.40	#0 000 AT		60.744.00	An or o no		ea roc oo	A4 007 00		\$1,697.09	00 444 04		\$3,509.28	#4 700 OF		20,004.40	A4 700 45		00.000.54	#0.440.00		62.040
		Total per year Per Month Total	\$1,821.30 \$151.78	\$740.16	\$2,561.46 Kyocera	\$2,063.47 \$171.96	9787337	\$2,741.23 Ricoh Alficio	\$2,259.36 \$188.28	\$1,267.56	\$3,526.92 Canon IRA	\$1,697.09 \$141.42	No-Bid No-Bid	Konica Minolta	\$2,111.64 \$175.97	\$1,397.64 \$116.47	Kyocera	\$1,702.65 \$141.89	\$1,218.84	\$2,921.49 Sharp MX-	\$1,763.45 \$146.95	\$900.09 \$75.01	\$2,663.54 Toshiba 6506	\$2,119.80 \$176.65	\$900.09	\$3,019. Sharp M
1	Main Unit	per month/per item	\$101.25	\$61.68 N/A	Taskalfa	\$138.08	\$56.48 N/A	MP6004	\$131.91	\$105.63 N/A	C5560i	\$114.23	NO-BID N/A	bizhub C658 65	\$126.03	\$110.47 N/A	Taskalfa	\$95.10	\$101.57 N/A	6050N	\$120.35	\$75.01 N/A	AC 60ppm	\$118.47	\$95.32 N/A	6050
	Document Feeder	per month/per item	\$9.64	N/A	6052cl	\$0.00			\$0.00	N/A		\$0.00		ppm	\$8.74	N/A	6052cl	\$0.00	N/A	60ppm	\$0.00	N/A	50000000000000000000000000000000000000	\$0.00	N/A	60pp
	LCT Base	per month/per item	\$9.37	N/A	60 ppm	\$9.03	N/A	60 ppm	\$15.42	N/A	60 ppm	\$6.65	N/A	Not clear if	\$9.85	N/A	60 ppm	\$13.03	NA	Not clear if	\$0.00	N/A		\$16.25	N/A	Not clear
	Floor Finisher	per month/per item	\$16.98	N/A		\$9.64		3	\$27.92	N/A	3,000,000	\$9.04	N/A	Document	\$10.98	N/A	100.736.1000	\$19.78	N/A	document	\$15.96	N/A		\$24.64	N/A	docume
	Bridge Unit	per month/per item	\$1.42	N/A		\$1.37	N/A	ý.	\$3.60	N/A		\$1.16	N/A	feeder or Extra	\$1.33	N/A		\$3.71	N/A	feeder is	\$0.00	N/A		\$4.62	N/A	feeder
		per month/per item												Tray are included-No				i		included				1		include
	Extray Tray for Finisher		\$1.89	N/A		\$4.05	N/A	8	\$4.05	N/A		\$0.00	N/A	service for this	\$9.19	N/A		\$1.34	N/A		\$0.00	N/A		\$1.55	N/A	
	All units must be	per month/per item		- 1	<u>E</u>	1		8	1	1		l 1		item	1	- 1		1	- 1		1			1	1	
	compatible with PCL and Postscript		\$0.00	N/A		\$0.00	N/A		\$0.00	N/A		\$0.00	N/A		\$0.00	N/A		\$3.13	N/A		\$0.00	N/A		\$3.90	N/A	
	Fax Kit	per month/per item	\$11.23	N/A		\$9.78	N/A	į.	\$9.43	N/A		\$10.35	N/A		\$9.85	N/A		\$5.80	N/A		\$10.65	N/A		\$7.22	N/A	
_	T DX TOL	Cost per Copy per	411.25	140			1.925	Š		140			100	E 6	*****	140			197		3010300	INIC		77.22	1905	
	Service Based on 12865 pages per month-BW	item	N/A	0.00335		N/A	0.0042		N/A	0.0065		NVA	No-Bid		N/A	0.0074		N/A	0.0065	Š	N/A	0.0045		N/A	0.01	
	Service Based on 489	Cost per Copy per	1970	0.00000		196	0.0042		197	0.0003		19/0	NO-DIO	200	1905	0.0074		1474	0.0000		1967	0.0043		10/1	0.01	
1	pages per month-Color	item	N/A	0.038		N/A	0.0050		N/A	0.0450		N/A	No-Bid		N/A	0.0435		N/A	0.0367		N/A	0.035		N/A	0.04	
		Total 60 Mos. lease	\$8,491.50	No-Bid	\$8,491.50	\$8,782.02	\$5,400.00	\$14,182.02	\$10,027.20	No-Bid	\$10,027.20	\$12,803.76	No-Bid	\$12,803.76	\$5,224.64	No-Bid	\$5,224.64	\$4,725.24	No-Bid	\$4,725.24	\$7,054.49	No-Bid	\$7,054.49	\$3,223.80	No-Bid	\$3,223.
1	(11) Color Wide Format		1	. !				Š.	į			l į			l i	į			į		į				į	
1	36" Single Roll	Total per year	\$1,698.30	No-Bid	\$1,698.30	\$1,756.40	\$1,080.00	\$2,836.40	\$2,005.44	No-Bid	\$2,005.44	\$2,560.75	No-Bid	\$2,560.76	\$1,044.93	No-Bid	\$1,044.93	\$945.05	No-Bid	\$945.06	\$1,410.90	No-Bid	\$1,410.90	\$644.76	No-Bid	\$644.
		Per Month Total	\$1,098.30	No-Bid	Designjet	\$1,750,40		Canon Image	\$167.12	No-Bid	Canon Image	\$2,560.75	No-Bid	HP Designjet-	\$1,044.93	No-Bid	Canon	\$78.75	No-Bid	Canon	\$1,410.90	No-Bid	HP	\$53.73	No-Bid	5044
1	Main Unit	per month/per item	\$141.53	N/A	T2530 MFP	\$146.37	N/A	Prograf	\$165.13	N/A	Prograf	\$213.40	N/A	Refer to	\$87.08	N/A	IPF770	\$78.75	N/A	IPF770	\$117.57	N/A	DesignJet	\$53.73	N/A	Design
_	Single Role	per month/per item	\$0.00	N/A		\$0.00	N/A	786MFP	\$1.99	N/A	785MFP	\$0.00	N/A	Designjet for	\$0.00	N/A		\$0.00	NA		\$0.00	N/A	T830-25ppm	\$0.00	N/A	T6
_	PSC	per month/per item	\$0.00	N/A		\$0.00	N/A	9	\$0.00	N/A		\$0.00	N/A	service	\$0.00	N/A		\$0.00	N/A	è	\$0.00	N/A		\$0.00	N/A	
	Service Based on 420	Cost per Sq. Ft.					Ink & Printer						000000000	Service Servic					Lane Service	1						
1	sq. ft. copy volume	0 0	N/A	No-Bid		N/A	Not Included	5	N/A	No-Bid		N/A	No-Bid		N/A	No-Bid		N/A	No-Bid		N/A	No-Bid		N/A	No-Bid	
	Service Based on 489	Cost per Copy per		- 1		2000	Ink & Printer			20.00		900	-60 3000		22000			1000			station .					
1	pages per month-Color	item	N/A	No-Bid		N/A	Not Included		N/A	No-Bid		N/A	No-Bid	É	N/A	No-Bid		N/A	No-Bid	1	N/A	No-Bid		N/A	No-Bid	

Item		Konica		Applied Imaging
Give us general information about how our account will be structuredWho will be our part of our dedicated team	7	Jane is local rep and will be point of contact however they will use a Team concept. We will have a key technician or may have more than one key person dependent of equipment. Group will lean on a location book so techs are familiar with business. Lots of layers	7	Lori & Dave are our account reps. Our business means a lot so they specifically chose Lori to take over for Dave when he retires. Robb will stay involved. They know the account and can jump right in. Mentioned review of equipment to make some changes going forward.
Copy & Printer Management is a fairly new concept. Tell us some of the challenges you have encountered in this type of program and what did you do to meet those challenges (i.e. roll out, culture, etc.)	10	Adoption of policy is important. Optimize cost savings by ensuring those that need printers get them. Make sure people understand & support plan.	10	Education of end users is the key. Communicate goals and spend time getting acclimated to each agency. Support from the top down is important and they will help send the message out to the end users.
Give us information on the equipment you proposed. Why the Makes& models? What makes the equipment you proposed superior to what we might see from your competitors?	8	They do a lot of Research & Development. They have great features out of the box. They have an open platform. Many printers can work with AS400.	10	Lots of changes in the industry and they are ready of the. All DOD level 3. The equipment they chose is specific to agency needs. Best quality for use. Sometimes agencies go with a chapter unit and spend money on service.
Give us an overview of your customer service Department?  Tell us how a service call is handled. On a scale of 1-10 how would you personally rate your customer service and why?	7	Call Windsor, CT and put into a queue. We can escalate to a supervisor. There is an App available to check status (does that mean their response is slow). Open 365 days. They do have disaster recovery. "What kind of service do we want?" Never graded themselves.	9	Michigan owned. Grand Rapids is the call center. They have Technicians & Network assistance. Customer Service is first. When asked above about equipment one of their answers was Equipment is only as good as the back end service. They rated themselves a "9" because there is always room for improvement.
Please discuss the number & experience of your service technicians. Elaborate on the types of training you provide your staff (i.e. on equipment as well as service)	6	Techs are certified on every machine. They have Engineers & Architects in Madison heights. They offer a web learning center. Not clear how many techs locally.	10	44 local techs that carry most parts with them. Their techs are trained to troubleshoot network issues as well. They are certified on all equipment and want to get to know not only the equipment but the end users. To that end they are trained on culture and customer service. There are also local service directors. Most employs tenure is 20+ years.
Elaborate on training opportunities your company provides entities before & during the agreement.	6	Tech installs equipment and a local trainer at implementation. They offer web tutorials over the course of the agreement	10	Training throughout the agreement on-site is offered. In addition local rep will stop by frequently to ask how things are going in order to find training opportunities or share tips.
This agreement is extendable. What do you see as the challenges of the breadth of the Cooperative?	4	Noted additions will have to go through a credit check. They are not going to extend to some"I mean you have to get your bills paid!.	10	They see extension as a partnership. Once an agency shows interest part of the agreement is walking them through the whole process until they are comfortable. On boarding of additional agencies will benefit all AND pricing is fixed for all equipment for entire 5 years.
Please discuss contract review. How are changes & additions handled mid-agreement.	4	Will have to work with City"Depending on issueIts not a rental agreement and City should not expect replacement of machines 3 years into the lease for the same pricing structure."	10	Equipment & service reviewed every year. Changes to equipment can happen using coterminous pricing. If there is an issue with equipment they will replace. For extension group will get same pricing options.
Give us an example where you have lost an account. What happened? Would you change how the issue was handled?	4	Had some past issues with invoices but Konica "threw a bunch of money" at the issue and new we have a new system. Didn't really understand if this was globally or an individual agency.	10	Customer retention rate of 97%. They did cite an example of losing a customer because of not understanding the culture. Since then they have corrected and make sure to be fully engaged with customer culture. Customer is ALWAYS number 1.
Is there anything else you would like to share or demonstrate that would validate your interest in and ability to service this contract?	7	Depth & Breadth of our equipment. City could reduce vendors and lean on them for technology purchases and consulting. They offered a security review as part of their optimization plan	9	They are growing. They have added Ricoh dealerships and added an office in Troy. They are committed to Michigan and keeping the business locally owned. They invited us to see Customer Care Center in Grand Rapids.
Total Interview Evaluation	63		95	