

Managed Print  
Services and Related  
Products, Services  
and Solutions  
Proposal  
(RFP No. 269-2014-  
016)



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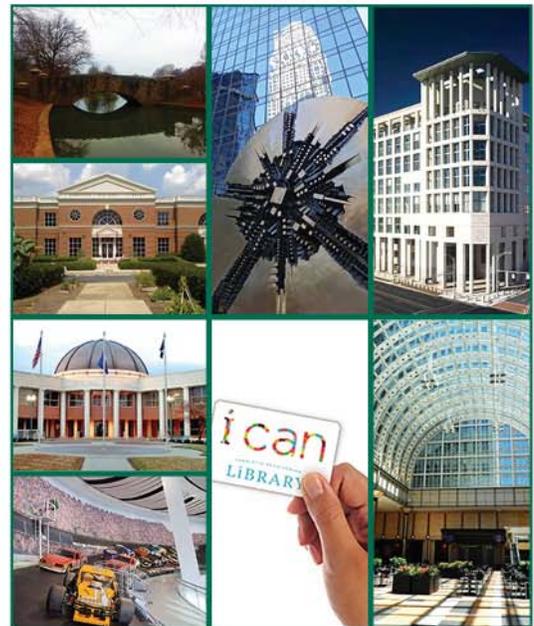


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## ***EXECUTIVE SUMMARY***

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### **CITY OF CHARLOTTE , ON BEHALF OF MECKLENBURG COUNTY, PUBLIC LIBRARY OF CHARLOTTE AND MECKLENBURG COUNTY, CITY OF ROCK HILL AND THE CHARLOTTE COOPERATIVE PURCHASING ALLIANCE**

#### **GOALS AND OBJECTIVES**

Through its August 14, 2014, Request for Proposal (RFP), #269-2014-016 a supplier is sought to provide managed print services and related products, services and solutions. As stated in the RFP, the objectives are to:

- Provide a comprehensive competitively solicited Master Agreement offering Products and Service to Participating Public Agencies
- Achieve cost savings for Service Providers and Participating Public Agencies through a single competitive solicitation process that eliminates the need for multiple proposals
- Combine the volumes of Participating Public Agencies to achieve cost effective pricing
- Reduce the administrative and overhead costs of the Service Providers and Participating Public Agencies through state of the art ordering and delivery systems.

#### **THE RICOH SOLUTION**

Ricoh USA, Inc. (Ricoh), has carefully reviewed the requirements of the RFP and all information provided by the City of Charlotte, City of Rock Hill, Mecklenburg County and Mecklenburg Libraries (the Entities) throughout the RFP process. This proposal is the result of our analysis of that information and defines our approach to the requested services. We are confident that the Ricoh advantage will be clearly evident. We also look forward to working with the CCPA regarding other Participating Public Agencies and will work to tailor our offerings to serve those agencies as well.

#### ***EXISTING PARTNERSHIP WITH THE ENTITIES***

Ricoh has been fortunate to have an existing partnership with City of Charlotte, Rock Hill and Mecklenburg County since 2005. We have provided Managed Services (e.g. Print Shop & Mail services, courier services, first responder, customer liaison, etc) as well as fleet and Production devices. We have been successful in providing software, document on-boarding for content management, web submission tools, and advanced capture technologies.

Ricoh has also benefited from this partnership as each of the Entities has served as a reference for our service offerings to other county and municipalities. By servicing the Entities we are able to employ local people who live and are a part of the Community. Lastly, the footprint and breadth of services we provide to the Entities benefits our other clients within the Charlotte, Mecklenburg and Rock Hill areas. We are grateful for this mutually beneficial partnership.

#### ***OUR APPROACH. OUR VISION.***

Ricoh believes that the key to transforming the way this new partnership, facilitated by the CCPA, with City of Charlotte, Rock Hill, Mecklenburg County and Mecklenburg libraries starts with harnessing the collective imagination of people. This idea, paired with our award-winning technology and services, is

how we are breathing new life into established forms of knowledge-sharing—helping the Entities and any future Entities or PPAs move beyond paper and beyond the office, so employees can collaborate like never before. Services-led, technology-enabled and people-driven, Ricoh is committed to helping the Entities leverage the powerful information and knowledge that already exists throughout its organization—often untamed, untapped and buried—to create the future it wants.

### **PROPOSAL HIGHLIGHTS**

Our proposed solution includes the following components:

- Ricoh is one of the premiere providers to offer a full product line of multifunction and output devices (e.g. production, wide format, convenience and desktop print) to fulfill a variety of document strategies with workflow technology. **To meet and exceed RFP requirements our proposal includes 816 new convenience devices inclusive of 24 new loaner devices.**
- Ricoh’s differentiator is that we are able to marry our product line expertise with services and applications through our Professional Services and IT offerings. Our strength is our customer centric approach for document workflow challenges (e.g. print tracking, advanced scanning, and electronic document management). We provide transparency into costs, line of sight to Key Performance Indicators and unique capabilities. **To meet and exceed stated RFP requirements our cost per copy includes Card Authentication, Badge Readers, and Advanced Capture for on-boarding to Content Management, with billing software for all devices. Additionally, we included two-hundred sixty six (266) Postscript boards for CMPD and color printing requirements.**
- Document related and labor intensive non-core competencies are where Ricoh excels at applying best practices to processes, and integrating technology/software for Tailored Managed Services engagements. **To meet and exceed stated SLA’s our proposal includes 12 Full Time Employees, a Digital cloud based job submission tool for Production services, and the leasing of space from the Entities.**
- Ricoh provides multiple value-added services/solutions that will help the Entities and the CCPA to leverage an existing partnership into other areas of spend; ultimately driving down costs said services. Ricoh’s proposed solution includes the best mix of optimizing current infrastructure yet leveraging new technology to individual enterprise needs. **To meet and exceed RFP requirements our proposal includes Data Overwrite Security for all devices.**
- **We are providing an alternate proposal highlighted below:**

Ricoh has included one hundred twenty-nine (129) devices for the Libraries. Due to the limited data provided, Ricoh selected a configuration comparable to the Entities standard footprint. The remanufactured equipment will be outfitted with new Coin-Op technology.

- 60 month term
- 816 devices (Libraries devices 129 are donated Ricoh Certified Series)
- This represents a savings of \$439,000
- Based on the complexity of the solution, and necessary additional discovery we look forward to discussing this and possible other alternative options.

The following table illustrates the key features and benefits of our solution, as they relate to each objective stated in the RFP.

Evaluation Criteria	Features of Our Proposed Solution	Benefits to the Entities
Qualifications and Experience	Ricoh has been a partner of the Entities for over 10 years. Ricoh has local & state vertical teams that focus solely on government portfolios and products. Our nationally recognized Managed Print Services solution has been highly recognized in the Gartner Magic Quadrant. We are capable of executing a national and repeatable program for the CCPA. Today Ricoh counts over 19,786 counties and municipalities as current customers.	Our experience and approach can be benchmarked to ensure that the Entities profit directly from our proposed solution.
Project Approach/Proposed Solution	Our proposal has a heavy emphasis on Services and Technology that provides effective Security, reliable Billing, Project Management, and Assessment. Our software provides a solid technology foundation that is customizable to meet all Entity and CCPA requirements. In addition we have the capability to expand our offering with additional Services	The benefit to the Entities is vetted solutions that expand and leverage existing technology.
Cost Effectiveness and Value	By leveraging and expanding our current technology platform (e.g. PCS Director, DSF, GS) Ricoh is uniquely positioned for accelerating cost effectiveness and value.	Direct Cost Savings utilizing technology foundations that address the requirements of the RFP and each Entity.
Financial Qualifications	Ricoh has proven we can meet any long term financial requirements of the Entities. Our proposal is flexible in showcasing financial options for a successful partnership/ contract.	A financially safe and steadfast partner.

**PROPOSAL TERM**

As requested, Ricoh’s proposal and proposed pricing is valid for 240 calendar days from the date of its RFP submittal to the City of Charlotte, City of Rock Hill, Mecklenburg County and the Libraries of Charlotte and Mecklenburg County.

**ALIGNMENT OF GOALS**

Similar to the City of Charlotte’s mission of “a model of excellence that puts citizens first” Ricoh places the emphasis on our customer’s needs. Mecklenburg County’s motto of People, Pride, Progress & Partnerships corresponds with Ricoh’s Service Excellence model of empowering our people. The Library’s philosophy of “an informed Community is a thriving Community” and Rock Hill’s focus “on a superior quality of life” mirrors our mission statement of “love your neighbor, love your country, love

your work. Our approach is one of careful, detailed evaluation by exceptional people, using defined best practices and processes, and applying best-in-class technology to determine the optimal solution. Indeed, one of our core values is that we are customer-centric, stated as follows:

*Although we are a global company, we must not lose sight of our entrepreneurial spirit to understand each customer's needs from their "eye-level," which brings new value to those we serve.*



For Ricoh, alignment with the Entities is a local marketplace commitment of the utmost importance. We are a global company, but cannot succeed globally without a local focal point.

### **OUR COMMITMENT TO THE RFP PROCESS**

Ricoh understands that the City of Charlotte, City of Rock Hill, Mecklenburg County and Mecklenburg Libraries intend to select a valued partner as quickly as possible, after careful consideration. We also understand that proposals often raise as many questions as they answer. The success of our consultative approach is based on our commitment to match the most appropriate and cost-effective solution to each Entities' specific business needs. Therefore, we look forward to the opportunity to address any questions that any of the Entities may have and to present our solution.

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## **COVER LETTER**

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To facilitate your review of our response, we have inserted the text from the City of Charlotte RFP that requires a response in light **blue**, and Ricoh responses primarily in black (with **dark blue** tables).

**The Proposal must include a letter of transmittal attesting to its accuracy, signed by an individual authorized to execute binding legal documents. The cover letter shall provide the name, address, telephone and facsimile numbers of the Service Provider along with the name, title, address, email address, telephone and facsimile numbers of the executive that has the authority to contract with the Entities. The cover letter shall present the Service Provider's understanding of the Project, a summary of the approach to be undertaken to perform the Services, as well as a summary of the costs to provide the Services.**

Our cover letter immediately follows this page.



**Ricoh USA, Inc.**  
2550 W. Tyvola Road  
Charlotte, NC 28217  
Phone: (704) 227-7747

September 16, 2014

Amelia Beonde  
City of Charlotte/Mecklenburg County  
Procurement Services Division  
600 East 4th Street, CMGC 9th Floor  
Charlotte, NC 28202

***Subject: Managed Print Services and Related Products, Services and Solutions Proposal (RFP No. 269-2014-016)***

Dear Ms. Beonde:

Ricoh USA, Inc. (Ricoh) is pleased to submit the enclosed proposal for Managed Print Services and Related Products, Services and Solutions to the City of Charlotte, City of Rock Hill, Mecklenburg County and the Libraries of Charlotte and Mecklenburg County (the Entities) in response to the August 14, 2014, Request for Proposal No. 269-2014-016 (RFP). Our package includes one original, 14 hard copies and one electronic copy on CD, as required by the RFP.

As each Entity is committed to servicing the needs of their constituents, Ricoh understands how those commitments translate into valuable services. As your partner, Ricoh strives to bring collaborative ideas, cutting edge technologies, as well as indispensable personal commitment to serve. We believe in our service, yet know that communication is the key to any long term partnership.

Our proposal will be the most comprehensive, the most technologically sound offering that can drive your stated goals both locally and nationwide. In short, as proven over the last twelve (12) years we can deliver.

While our previous partnership will serve as a foundation, transformation is the hallmark of our proposal. In order to transform effectively, cooperation and teamwork must be part of the equation for our joint endeavor with the Entities, CCPA and future participants. We hope that you will see our efforts to not only to provide the requirements specified, but the spirit of our intent for growth alongside each of you.

If you have any questions or require additional information, please do not hesitate to contact me. We look forward to hearing from you.

Sincerely,

Robert Griffin  
Marketplace Vice-President  
Carolinas Marketplace

Dawn Greene-Rogers  
Strategic Account Executive  
Carolinas Marketplace

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## ***PROPOSED SOLUTION***

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Given the purpose of this project and the goals as stated in this RFP, provide a creative solution to meet such goals. For each component of the Project described in Section 3, state whether your Proposed Solution complies and provide a description of how the Proposed Solution complies as well as any additional information requested. If you wish to add supplemental information, it shall be labeled "Supplemental Information."

### **3. SCOPE OF MANAGED PRINT SERVICES AND RELATED PRODUCTS, SERVICES AND SOLUTIONS**

Pursuant to N.C. G.S. 160A-461 and 143-129(e)(3), the City of Charlotte Procurement Management Division has established the Charlotte Cooperative Purchasing Alliance (CCPA). The purpose of the CCPA is to allow other public agencies regionally and nationwide to use contracts competitively solicited and awarded by the City of Charlotte (herein "CLT"). Combining the volumes of government agencies achieves cost effective pricing and reduces the administrative and overhead costs of suppliers and public agencies alike. By providing a comprehensive and competitively solicited Contract through a single Proposal process, county, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), state, other government agency or nonprofit organization can utilize the subsequent contract(s) without the need for further solicitation. Service Providers should consider the potential volumes when responding to this RFP. Participation by other entities is strictly voluntary and no volumes are guaranteed. Participating Public Agencies will be required to register with the CCPA at: [www.charlottealliance.org](http://www.charlottealliance.org).

While the City is flexible with respect to certain elements of its proposed relationship with the Citywide Document Management Services Provider, the City does have certain preferences for that relationship and has developed the following proposed model for that relationship.

#### ***3.1. General Scope of Managed Print Solution***

The City of Charlotte, Mecklenburg County, and the City of Rock Hill currently partner to receive Managed Print Services and Related Products, Services, and Solutions. They are now additionally partnering with Charlotte Mecklenburg Library, and all four (4) entities desire an outside Service Provider to provide a comprehensive solution which includes, at a high level, the following:

- Use of a wide variety of Multifunction Machine, Print Devices, and Facsimile machines including all Maintenance and Consumables;
- Use of wide format, high production, facsimile machines, scanners, and other products, accessories, and supplies which may be available in the Service Provider's catalog during the term of the Agreement;
- Fleet monitoring and Reporting Services;
- Print Shop Management Services for each Entity, to include all necessary Print Shop Equipment, personnel, consumables, and related expenses;
- Various Software Products, along with all associated licenses, installed on either the Multifunction Machines or Entity and/or Service Provider Owned Hardware in support of various Requirements for each respective Entity; and

**Other related Services and Solutions.**

Ricoh understands that the four (4) Entities currently wish to partner to receive Managed Print Services, Related Products, Services, and Solutions for a mutually beneficial solution.

**Specific information regarding unique requirements for each respective Entity has been provided in the following Exhibits:**

**City of Charlotte—Exhibit B**

**Mecklenburg County—Exhibit C**

**Charlotte Mecklenburg Library—Exhibit D**

**City of Rock Hill—Exhibit E**

Ricoh has read the Exhibit provided by each of the Entities listed above as well as Section 3 of this RFP entitled Scope of Services.

**Each Entity, shall, at their own discretion, choose to opt in or out of the CCPA Partnership prior to Contract Award. Entity's choosing to opt out shall evaluate all Proposals and shall make any respective award recommendations separate from the CCPA Partnership. Service Providers should note that there are no guarantees as to current or future volumes from any Entity, nor any guarantees that all Entities included in this RFP shall contract under the CCPA's awarded Service Provider(s) as a Participating Public Agency (PPA).**

Ricoh understands the Entities' discretion and options for the contract award under this RFP for Managed Print Services and Related Products, Services and Solutions, # 269-2014-016. While we understand that there are no volume guarantees, Ricoh based our proposal on the volumes provided and made assumptions in order to build a sustainable cost structure. Should an Entity choose not to be a part of this RFP award, Ricoh would reserve the right to revise our proposed model and cost structure.

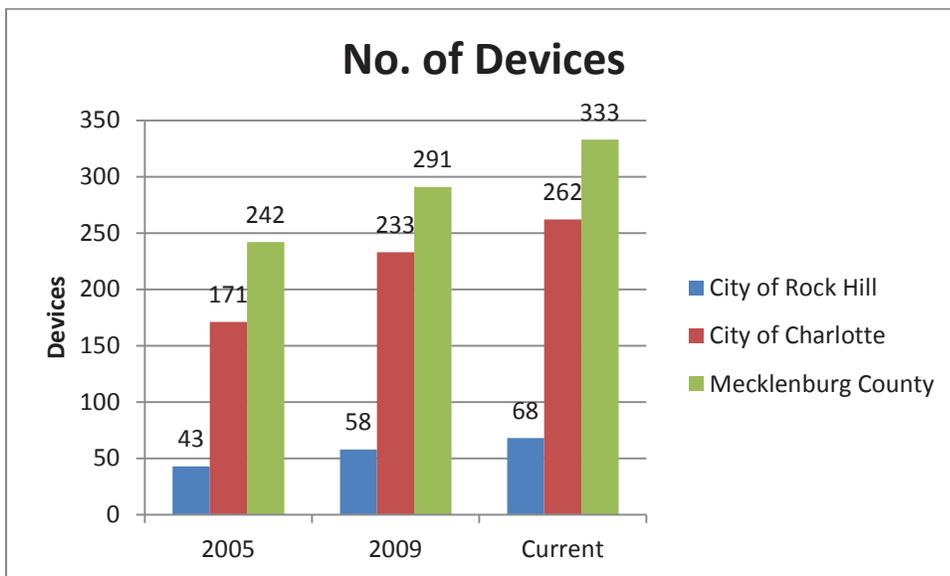
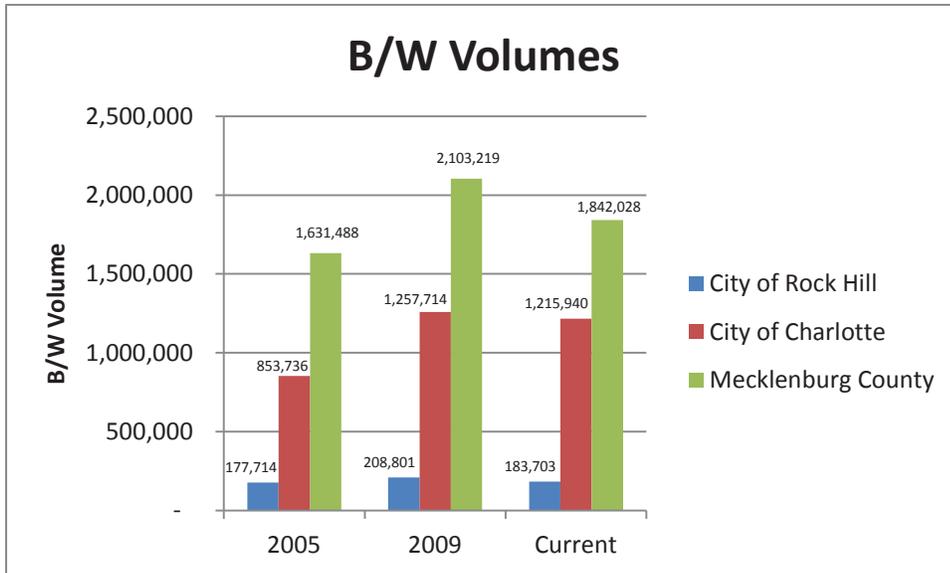
Ricoh would like to offer an explanation of why mutually agreed upon; reasonable volumes would assist in keeping driving overall costs down.

*Considerations:*

If reasonable volume commitments cannot be secured, Ricoh assumes 100% of the risk with financing and supplying technology. As with any business decision those risks must be mitigated with cost structures. Without volume commitments cost structures by their very nature must be higher.

Our proposal assumes a total volume commitment across all Entities of 2,800,000 black & white impressions.

The charts below illustrate the historical average volumes and trends regarding total number of devices.



### 3.2. Service Provider's Key Personnel.

#### 3.2.1. Project Manager

Duties of the Service Provider Project Manager include, but are not limited to, those detailed in Section 3.2.1 of each Entity's respective Exhibit (Exhibits B, C, and D).

Ricoh will provide a project manager from the Ricoh Project Management Office (PMO) to manage the implementation of the scope of services identified within the final contract documentation.

The Ricoh Project Management Office (PMO) is a team of professionals dedicated to the development and consistent application of proven tools and techniques to project activities in order to meet and exceed our customer's needs and expectations from a project.

The delivery of complex document management solutions increasingly depends on the successful coordination of Ricoh products and services from multiple divisions, and even third-party suppliers and contractors. All these resources must be brought together and their performances orchestrated to meet a specific set of customer requirements, including specific budgets and timelines. The Ricoh project manager is the central point of contact to coordinate these resources, and is ultimately responsible for execution of these complex solutions.

The Ricoh PMO represents a centralization of Ricoh's project management capabilities, which allows us to leverage the best practices of our organization and to support a standard service delivery approach embodied in the Ricoh Methodology Framework. The PMO develops and maintains standard processes, tools and templates that aid in the application of our proven methodology and ensure higher success rates and customer satisfaction.

### Ricoh Methodology Framework

At the core of our commitment is the Ricoh Methodology Framework (RMF), Ricoh's high level definition of a project lifecycle. This framework is based on years of consulting and project delivery knowledge in the field of business communications, and has been field tested and proven successful on numerous occasions. This scalable approach consists of subdividing a larger project into smaller, more manageable phases, at the end of which Ricoh and the Entities will review the deliverables from one phase before commencing the next. This allows Ricoh to closely monitor the progress of a project and to ensure the needs and expectations of our customers are met. The phases of the RMF are:



**Discovery** – As the project begins, the Ricoh team will review the contract commitments. They will determine the required resources and go through the full scope of the solution with the Entities to define, discuss, and document the business needs and current environment, serving as the foundation for all future work on the project. During the project kickoff, roles and responsibilities will be established, as well as communication planning, risk planning, and preliminary schedules. Through this in-depth review, we develop a thorough understanding of the factors that shape the need for new products and services. The Discovery Phase is the most critical phase of a project's lifecycle, and will determine whether subsequent phases are successful in meeting our customer's business requirements.

**Design** – This phase finds our consultants, engineers, and subject-matter experts hard at work helping the Project Manager translate the defined requirements into a work breakdown structure, or project plan. The PM will work with the entire project team to define and document each action necessary to achieve that every activity assigned to a project

resource contributes to the team's ability to provide project deliverables and customer requirements, taking into account any known schedules or resource constraints. Additionally, Quality Assurance Methods help the deliverables to adhere to the project requirements, including status meetings, checklists (i.e. installation checklist, deployment checklist etc.), risk mitigation and change control procedures. The customer is included in every step of this phase, and customer approval of the final design is required before any additional work is performed.

**Implementation** – With properly executed Discovery and Design Phases, the Implementation Phase will deliver the promised solution. During this phase, the implementation activities are monitored and controlled. The project manager will continue to communicate and provide progress reports to all stakeholders and project team members, ultimately evolving and executing the plan that has been put in place. Additionally, Ricoh follows a strict Change Control process to allow for changes to the proposed solution while maintaining the integrity of the scope of the project to meet the Entities' business requirements.

**Transition to Support** – With the proposed solution implemented, Ricoh follows a structured process to transition the solution to the appropriate operational support structures. The project will be formally closed, and Ricoh will conduct a formal meeting to share lessons learned and ask for the Entities participation in a survey to share feedback. We are well-suited to provide a consistent ongoing support process to ensure continuous cost savings and an exceptional service level.

**Planning** – The foundation of success. The planning phase spans the lifecycle of every Ricoh project. Planning includes understanding the business needs and contractual commitments, understanding risk and how to manage it, developing milestone and detailed schedules for each project phase, providing effective project communications to all stakeholders and project resources, and monitoring and controlling all project activity to ensure completion of an on time and on budget project.

### **Project Management Institute Alignment**

Ricoh has developed a series of tools and templates based on the standards and principles published and maintained by the Project Management Institute (PMI). Because of the size and scope of most of Ricoh's projects, these standards focus on the key PMI knowledge areas of Scope Management, Time Management, and Communications Management. Ricoh's project management standards also provide tools and processes for detailed Risk Management and Quality Management to ensure success in larger, more complex projects.

### **Project Scope Management**

The first step in any new project is to define and document stakeholders' needs to meet project objectives. This includes a detailed review of all commitments made by Ricoh to the Entities and a summary of how those commitments should be met by project activity.

#### *Define Scope*

Scope definition includes the standards for developing a written Statement of Work (SOW) as the basis for future project decisions including, in particular, the completion criteria used to determine if the project has been completed successfully.

### *Create WBS / Project Plan*

A Work Breakdown Structure (WBS) or Project Plan subdivides the project into the specific deliverables that will be achieved by the project; through the WBS, all project activities are tied back to specific deliverables to facilitate scope management and change control and to ensure efficiency in project activity.

### *Verify Scope*

At the completion of each project deliverable, the project manager or team member will review with the Entities to ensure complete satisfaction with the deliverable, and will obtain formal acceptance of the deliverable to ensure that the requirements for the deliverable are met and that the team can proceed to subsequent steps.

At the close of the project, the project manager will verify and document project results to formalize acceptance by the Entities that the project scope has been completed, and that the solutions have been formally transitioned to the appropriate support and operational groups. This includes collection of project records, ensuring that they reflect final specifications, analysis of project success and effectiveness, and archiving such information for future use. Ricoh uses a standard Solutions Delivery and Acceptance Form (SD&A) to formalize this process.

### *Control Scope*

Change is inevitable, and project managers must be concerned with influencing the factors that create scope changes to ensure those changes are beneficial, determining that a change in scope has occurred, and managing the actual changes when and if they occur. This is accomplished by strict adherence to Ricoh's change control policy and the use of the standard Change Order form to document and approve all project changes.

## **Project Time Management**

### *Define Activities*

The deliverables defined within the project Work Breakdown Structure (WBS) drive all project activity. Ricoh project managers use their experience to define and document each action necessary to achieve project deliverables and to ensure that every activity assigned to a project resource contributes to the team's ability to achieve project deliverables and customer requirements.

### *Sequence Activities*

Activity sequencing means understanding the relationships between project activities and clearly communicating the order in which activities must be performed.

### *Estimate Activity Durations*

Understanding the actual work effort required as well as the resources available to accomplish project activity allows the project manager to more accurately estimate the amount of time to allocate for each project activity from start to finish.

### *Develop Schedule*

With a thorough understanding of the work needed to accomplish the project, the project manager can analyze the information and finalize a project schedule for the Entities with a high level of confidence in Ricoh's ability to successfully implement the solution in the promised timeframe.

### *Control Schedule*

Throughout the course of the project, the Ricoh project manager will monitor actual project performance and continually compare it to the original schedule, taking early corrective action when issues arise to ensure that deliverables are not delayed. In addition, the project manager will incorporate changes in scope and analyze the effect on the project schedule.

## **Project Communications Management**

In order to ensure project success, it is critical to identify all people or organizations that will be impacted by the project, and clearly understand their interests, involvement, and their impact on project success. Ricoh project managers gather this information early to ensure that the project is effectively communicated from the very beginning. Ricoh project managers will communicate to each stakeholder or group of stakeholders according to their needs and level of involvement in the project, addressing issues as they occur, creating transparency into project activities, and ensuring that stakeholders are all "on the same page."

### *Communication Plan*

Communications planning involves determining the information and communication needs of the Entities and Ricoh: who needs what information, when will they need it, and how will it be given to them. This plan is documented using a standard Communications Plan template and distributed to all key project stakeholders. Ricoh project managers are committed to ensuring that appropriate information is available to all stakeholders when needed.

### *Report Performance*

Performance reporting involves collecting and disseminating performance information in order to provide stakeholders with information on how resources are being used to achieve project objectives. It is key that project resources and functional leaders from both teams communicate and report status to the project manager in order for accurate reporting to occur. This process includes status reporting, progress reporting, and forecasting.

## **Project Risk Management**

Beginning in the Discovery phase, Risk Management Planning is a conscious effort of defining how to address potential risks within the project and what to do about them; ensuring that the degree, type and visibility of risk is appropriate to the complexity of the project and to the importance of the project within the Entities' organization.

### *Identify Risks*

First Ricoh will identify risk, document the characteristics of each risk, and determine which risks are likely to affect the project. Ricoh project managers will complete a Risk Statement for the Entities review and discussion; Risk Statements evolve over the course of the project and will be reviewed periodically because new risks are often identified as the project progresses through its lifecycle.

### *Perform Risk Analysis*

Ricoh will conduct a Risk Analysis; ranking risks based on their probability of occurrence and predicted impact on the project. Taking into consideration other factors such as the timeframe for response, the Entities' risk tolerance, project schedule and quality, this analysis allows the Ricoh project manager to adjust for bias or perceptions about risks and then prioritize them based on a numerical scale.

### *Plan Risk Responses*

Planning Risk Responses consists of identifying and evaluating the various methods needed to mitigate high and moderate risks. This aids the Ricoh project manager in developing the action plans necessary to handle individual risks if they occur, and helps the project team select the risk response that is most appropriate, including:

- Avoidance** - Eliminating a specific threat, usually by eliminating the cause. The project management team can never eliminate all risk, but specific risk events can often be eliminated.
- Mitigation** - Reducing the expected monetary value of a risk by reducing the probability of occurrence, reducing the risk event value.
- Acceptance** - Accepting the consequences. Acceptance can be active (develop a contingency plan to execute should the risk event occur) or passive (accept less profit if some activities overrun).

### *Monitor and Control Risk*

Finally the Ricoh project manager tracks the identified risks, continues to implement risk response plans, and documents any new risk in accordance with the Risk Management Plan throughout the project lifecycle to ensure success.

## **Project Quality Management**

Ricoh is committed to enabling the Entities to communicate business information more effectively by providing innovative solutions and services of the highest quality that meet and exceed their needs and expectations.

Quality is a way of life for our products and Quality Management extends beyond the project within Ricoh. The foundation of the Ricoh Methodology Framework has consistently been proven to be effective in successfully delivering quality projects. It is the basis for providing our customers with the products and services they need to meet the evolving challenges of sharing and communicating business information.

It is Ricoh's policy to:

- Identify and clearly the Entities' needs through our Scope Management process.
- Consistently communicate with all project stakeholders by implementing a Communications Plan.
- Clearly define and satisfy Completion Criteria for each project to ensure that the Entities' needs and expectations are met.
- Be flexible and respond to changes in scope by following a standard Change Control process.
- Obtain the Entities approval at the end of every phase of a project lifecycle before proceeding to the next phase.

- Formally transition projects at completion from our project teams to our support organization to ensure the continued satisfaction of the Entities' needs.

A sample project plan has been included in the separately provided TRADE SECRETS document.

### 3.2.2. Print Shop Manager(s)

**Duties of the Print Shop Manager(s) include, but are not limited to:**

**day-to-day operations at each Print Shop location, including equipment and service consistency and availability;**

**primary point of contact for all routine site operations;**

**authority over site resources; and**

**direct access to the Service Provider's management operations support organization.**

#### **On-site Leader—Print Shop Manager(s)**

Our on-site leader is responsible for day-to-day operations at each location. He or she is the primary point of contact for all routine site operations and has complete authority over project resources. The leader also has direct access to the management operations support organization within Ricoh and the Integrated Account Manager. The Integrated Account Manager is the Operations support and direct manager for the on-site print shop manager

#### *Major Responsibilities*

- Schedule and monitor activities of the customer support representatives and other on-site staff
- Ensure day-to-day fulfillment of all the Entities requirements
- Manage operations using a proactive approach that focuses on delivering professional and courteous customer service
- Communicate with users regarding requirements and any concerns that arise
- Create and maintain an environment that fosters customer focus, employee motivation, independent thinking and creative problem resolution
- Ensure that quality and productivity standards are met by measuring key indicators and analyzing and revising procedures (as necessary)
- Facilitate initiatives that maximize the value of outsourcing
- Prioritize and schedule all work, including overflow production at backup facilities (as necessary)
- Verify proper maintenance is performed on all equipment, and monitor equipment and supply usage
- Ensure that daily, weekly and monthly site targets are met
- Resolve the Entities concerns and implement appropriate action items
- Provide all Ricoh Service Excellence<sup>SM</sup> and site-specific training for the on-site staff

## Customer Liaison

Our dedicated liaison is focused on expanding the CCPA program initiatives as well as Entity specific projects for all services. This position will be responsible for marketing the program both to the entities and to future PPAs. In addition this resource is a conduit between the CCPA, Entities and Ricoh.

This position carries responsibility for personal interaction with our Entity clients to determine deliverables on current and future needs. The customer liaison is also responsible for managing third party vendors and coordinating production and job requirements on behalf of the client.

The customer liaison is also a resource for Entity project managers. The customer liaison can educate end users on a myriad of options based on print/copy services and can work directly with end users on specific jobs to quality and cost effectiveness.

- Interfaces with customer regarding job requirements
- Serves as a coordinator for print/copy/scan jobs
- Assists site manager with all Ricoh Service Excellence objectives
- Provides consultations regarding services ( e.g. IT services, Help Desk Services, Backfile and day-forward scanning projects).

## Fleet Manager

The printer fleet manager is a resource for all on-site managers. This position is responsible for managing large-scale fleets of business document output devices (printers, copiers and fax machines) at Entity location(s). The focus is to maximizing uptime, utilization and user satisfaction while minimizing costs. The printer fleet manager assists others site team members in developing, implementing and managing ongoing site operations. He/she monitors all facets of the fleet program to ensure that Ricoh performance standards are maintained and client requirements (contracted service levels) are consistently met.

- Engages Ricoh and/or third party resources to anticipate and prevent problems, as well as to remedy problems as they occur.
- Acts as a supporting interface to outside contractors for management of performance issues
- Monitors the parts and supplies procurement and distribution program, as well as an onsite inventory of key parts and supply items
- Monitors Call/Support Center activity to ensure service response requirements are met, and that parts arrive in support of dispatched service technicians at the appropriate place and time.
- Coordinates and tracks machine moves, machine removals and new machine installations.
- Tracks machine lease expiration and/or projected end of service life dates, as required.
- Manages the collection of periodic meter readings, including review and validation.
- Maintains/updates the TRAC Fleet Management databases and generates/distributes appropriate periodic reports
- Acts as an advocate for the customer in all matters concerning the fleet and provides analysis, reporting and other support as required.
- Conducts periodic client satisfaction surveys

- Analyzes fleet printer utilization to ensure that each machine's capabilities match the requirements of its actual use.
- Reports on monthly basis to customer and RICOH management concerning progress and performance versus program plan
- Provides ongoing feedback for further program development, enhancement, correction and deployment of program.
- Makes recommendations for machine deployment, machine replacement, user training, etc.

### First Responder

Our first responder is responsible for the support of site specific Ricoh networked multifunction devices and Ricoh printers. Will respond to customer requests for technical support and training with the focus being on customer service. Responder will document service calls utilizing Ricoh TRAC and escalates problem issues to Ricoh certified technicians and as necessary to the Integrated Account Manager. First Responder also works to ensure that all Service Level Agreements are achieved. This position also includes management of an onsite parts/consumables inventory.

- Customer updates of problem resolution
- Provides regular account updates
- Manages MFD & printer inventories
- Manages hot swaps inventory
- Documents and reports on all client meter reads
- Maintains fleet database tools

### 3.2.3. Service Provider Account Manager

**Duties of the Service Provider Account Manager include, but are not limited to:**

**Acting as a single account level point of contact for the Entity;  
ensuring contract compliance;  
facilitating inter-site communication;  
ensuring customer satisfaction; and  
coordinating operational functions between on-site Customers and Service Provider  
personnel.**

**All Key Personnel shall be held to the terms and conditions outlined in Exhibit A, Service Provider Personnel Removal, Replacement, Promotion, etc. of the main body of the Entity's Contract. Additionally, the Service Provider shall notify the Entity prior to any changes in Key Personnel and shall assist the Entity in working through any transition due to such change in personnel.**

**The Service Provider shall be allowed to change staffing for the Service Provider Project Manager position on three (3) days' notice to the Entity, provided that during the Initial Installation and Implementation Period, the Service Provider shall not change staffing for Key Personnel without giving the Entity at least 15 days prior written notice (unless such change is necessitated by causes beyond the Service Provider's control).**

**Integrated Account Manager—Tracy Walker**

We designate an Integrated Account Manager (IAM) for each customer project. This individual is ultimately responsible for ensuring compliance with agreed service levels, intra-site communication and the Entities satisfaction. The IAM will coordinate operational functions between on-site customer representative(s) and other support personnel.

The IAM will also function as a liaison among our management, the Entities and our customer service team. If situations arise that it deems are beyond our on-site leader's scope, the Entities has direct access to the IAM, who can provide additional assistance or engage other resources, as required. The IAM will also coordinate support from our management operations support group for the on-site leader.

*Major Responsibilities*

- Ensure total Entities satisfaction
- Act as primary liaison for our relationship with the Entities
- Communicate with our Human Resources team for site staffing requirements
- Resolve problems and develop appropriate action plans
- Provide ongoing employee development and site-specific training
- Manage employees through goal setting, feedback and training
- Evaluate all equipment and technology on a regular basis to ensure that the Entities requirements are fulfilled by the current configuration
- Provide appropriate reporting on volume, service levels, user satisfaction, issue resolution and proposed procedural changes
- Initiate and coordinate all Entities account review programs, including the monthly operational performance report, a quarterly review and the annual review
- Communicate with our management operations support resources to gain information on new technology, obtain analysis support and draw from our best practices using our Ricoh Service Excellence<sup>SM</sup> methodology

**Strategic Account Executive—Dawn Greene-Rogers**

Following contract award, our strategic account executive (SAE) assists in the transition, implementation and ongoing provision of local on-site operations and sales. Dawn's primary responsibility is to serve as an additional resource and liaison between our Ricoh team and the Entities, and other potential PPA's. To ensure satisfaction, Dawn will work closely with the Entities to develop tailored solutions that align with the organization's specific business objectives. Dawn will continually assess each situation to find opportunities for improvement and increased efficiency. In addition, the Dawn is responsible for participating in formal quarterly account reviews and maintaining communication with the Entities executives.

**Major Account Executive—Braden Ruch**

Braden will assist with the implementation, installation, and configuration of the equipment placed throughout the Entities. In addition, the Major Account Executive (MAE) will coordinate with the technical resources to ensure a seamless integration of the tracking software. Along with other members of the Ricoh team, Braden will participate in the quarterly reviews.

Braden has been with Ricoh for 10 years and works with other customers/ institutions in a similar capacity throughout the area.

### ***3.3. Length of Relationship.***

The Entities expects to establish a long-term relationship with its Managed Print Services and Related Products, Services, and Solutions Service Provider in order to permit costs and fees to be distributed properly over a sufficient time period. For purposes of this RFP and the Service Provider's Proposal, assume an initial term of three (3) years, with the Entities having an option to renew for one (1) additional three (3) year term thereafter.

At the beginning of each three (3) year term, the Entity shall, at their discretion, have the option to replace/refresh ALL Fleet Devices, without additional charges. The Service Provider shall have the option, as detailed in Section 3.15.1 A, to propose updates to the pricing schedules at this time.

Ricoh understands the desire for a long-term partnership and would like this as well. We also understand that the initial term will be three years with one (1) additional three year term thereafter. Further we understand that at the beginning of each three (3) year term, Ricoh could if need be replace/refresh all fleet devices and that Ricoh could have the option at this time to update the pricing schedules.

Ricoh is also providing an alternate proposal/pricing for considerations of longer term option for Entity review/ consideration.

### ***3.4. Convenience Machines.***

The Service Provider shall supply Convenience Machines to the Entity to support the requirements determined during each Entity's Initial Entity Site Assessment, detailed in Section 3.20.1 below.

At the Entity's discretion, all Convenience Machines shall be connected to the Entity's respective network(s) in full and complete compliance with the Entity's security and network policies, and all Customers shall have the ability to utilize such machines.

The Service Provider is solely responsible for maintaining and servicing all equipment provided under the Contract, and shall see that all features of each machine are in working order at all times during the term of the Contract, following the resolution protocols detailed in Exhibit A to the Contract.

The Service Provider is the owner of and will hold title to the Convenience Machine (except for any Software purchased by the Entity). The Entity will not cause any liens or encumbrances to be placed on the Convenience Machine (provided that the Entity shall not be responsible for any material liens or other liens or encumbrances that the Service Provider causes or allows to be placed on the Convenience Machine). Notwithstanding anything contained herein to the contrary, it shall be a default of the Contract by the Entity if any Convenience Machine is removed from the Entity's premises other than for repair or replacement by Service Provider as provided in the Contract.

No Machines will be removed without full notification of the respective entity' contract responsible and providing the disk drives or recorded content is fully wiped and secured in full compliance with the respective Entity's security policy. Provisions should be included so that the respective entity can secure the hard drives and recorded media in accordance with their regulations. (i.e. Rock Hill requires the disk drive units be removed and left with the Rock Hill Network security Engineer.)

All Convenience Machines shall be Energy Star certified and/or EPEAT equipment.

Ricoh will supply Convenience Machines to the Entity to support the requirements determined during each Entity's Initial Entity Site Assessment, detailed in Section 3.20.1 below.

At the Entity's discretion, all convenience machines shall be connected to the Entity's respective network(s) in full and complete compliance with the Entity's security and network policies, and all customers shall have the ability to utilize such machines.

Ricoh is solely responsible for maintaining and servicing all equipment provided under the contract, and shall see that all features of each machine are in working order at all times during the term of the contract, following the resolution protocols detailed in Exhibit A to the contract.

Ricoh is the owner of and will hold title to the convenience machine (except for any software purchased by the Entity). The Entity will not cause any liens or encumbrances to be placed on the convenience machine (provided that the Entity shall not be responsible for any material liens or other liens or encumbrances that Ricoh causes or allows to be placed on the convenience machine). Notwithstanding anything contained herein to the contrary, it shall be a default of the Contract by the Entity if any convenience machine is removed from the Entity's premises other than for repair or replacement by Ricoh as provided in the contract.

No Machines will be removed without full notification of the respective entity' contract responsible and providing the disk drives or recorded content is fully wiped and secured in full compliance with the respective Entity's security policy. Provisions should be included so that the respective entity can secure the hard drives and recorded media in accordance with their regulations. (e.g. Rock Hill requires the disk drive units be removed and left with the Rock Hill network security engineer.) Ricoh will work with each Entity to document a procedure for Hard Drive Security/Removal.

All proposed Ricoh convenience machines are Energy Star certified and/or EPEAT equipment.

#### **3.4.1. Convenience Machine Functional Requirements.**

**The Entity shall have access throughout the term of the Contract to any device within the Service Provider's catalog to fulfill, at a minimum, the following requirements:**

##### *A. Network Printing.*

**Each Multi-Function Machine will be able to print single sided and double-sided (Duplex) documents. All network printing to Convenience Machines shall be invoiced to a specified department account. Customers will authenticate to the Convenience Machine for network printing when they log onto the network at their desktop using their Customer name and password.**

**Convenience Machines shall be able to decrypt print jobs and print encrypted jobs from the network without the use of a special server between the network and the printer.**

All network printing to convenience machines will be invoiced to a department account base on user credentials in Active Directory. Credentialing will occur when a user logs onto the network at their desktop or mobile device using their user name and password.

In Ricoh's proposed solution multi-function machines will be able to print single sided and double-sided (Duplex) documents. All network printing to convenience machines shall be invoiced to a specified department account. Customers will authenticate to the convenience machine for network printing when they log onto the network at their desktop using their customer name and password.

Convenience machines shall be able to decrypt print jobs and print encrypted jobs from the network without the use of a special server between the network and the printer.

**Convenience machines must have the ability to be equipped with badge readers that are compatible with the security badges used by the entity.**

**Convenience Machines shall be defaulted to double-sided copying, at the Entity's discretion.**

**The Service Provider shall have Convenience Machines capable of accepting USB readers to print documents loaded onto a jump drive or flash drive, at the Entity's request.**

Ricoh Convenience Machines will have the ability to be equipped with badge readers that are compatible with the security badges used by the entity.

Convenience Machines shall be defaulted to double-sided copying, at the Entity's discretion.

The Service Provider shall have Convenience Machines capable of accepting USB Readers to print documents loaded onto a jump drive or flash drive, at the Entity's request.



Ricoh's proposed devices include:

- Advanced scanning/capture and on-boarding to Electronic Content Management systems.
- Integration of Card Authentication for badge readers for Convenience Machines.
  - Users are authenticated or authorized by swiping a registered card, or by entering a login or password at the MFP.
  - Administrators can grant authorization for specific individuals or groups and for specific functions to maximize cost efficiency in any office environment.



- Tracking and reporting on volume print/copy/scan for Convenience Machines as well as non-Convenience Machine desktop printers.

This strategy is proposed because Ricoh believes it to be the most cost effective approach to meeting the scanning, authentication, and reporting requirements of the Request for Proposal. Ricoh reviewed multiple options/solutions for advanced scanning, card authentication, and reporting. Due to the stated goals of the CCPA to “utilize economies of scale to reduce the cost of purchased goods,” Ricoh chose to maximize the economies of scale with the existing infrastructure foundation.

Reporting capabilities can occur at both the departmental and user level and prompts can support efforts to communicate the cost of print to end-users/departments.

Ricoh’s Print Tracking solution is a critical component of the proposal as it allows for tracking for both Convenience Machines as well as desktop print volume – providing visibility to the incremental savings of migrating print from desktop devices to convenience machines.

Below are sample screen shots of print driver interfaces allowing Entities to communicate the cost of print and duplex print requirements where appropriate.

Set up rule →

User sees ↓

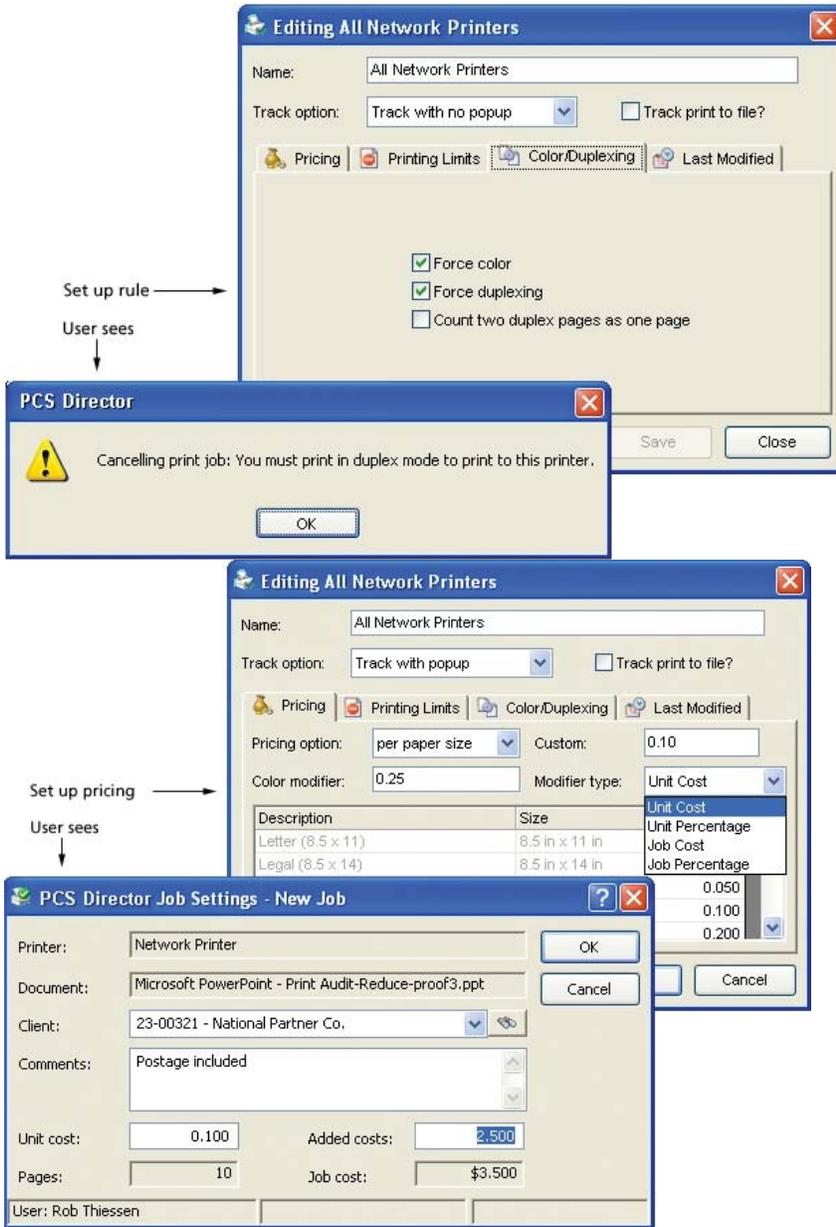
Limit	Message	Stop Job
3	As a cost saving measure, please cancel and redirect any print jobs larger than 3 pages to the multifunction printer designated for your work group	<input type="checkbox"/>
10	As a cost saving measure, please redirect any print jobs over 10 pages to the Digital Printer in Room 210	<input checked="" type="checkbox"/>
25	As a cost saving measure, please direct this job to the Copy Centre	<input checked="" type="checkbox"/>

PCS Director

As a cost saving measure, please cancel and redirect any print jobs larger than 3 pages to the multifunction printer designated for your work group

Do you want to continue printing this job?

Yes No



*B. Scanning.*

All scanning done by Customers on Convenience Machines shall be performed at no cost. Customer will be required to logon to the system and authenticate to the respective network for scanning.

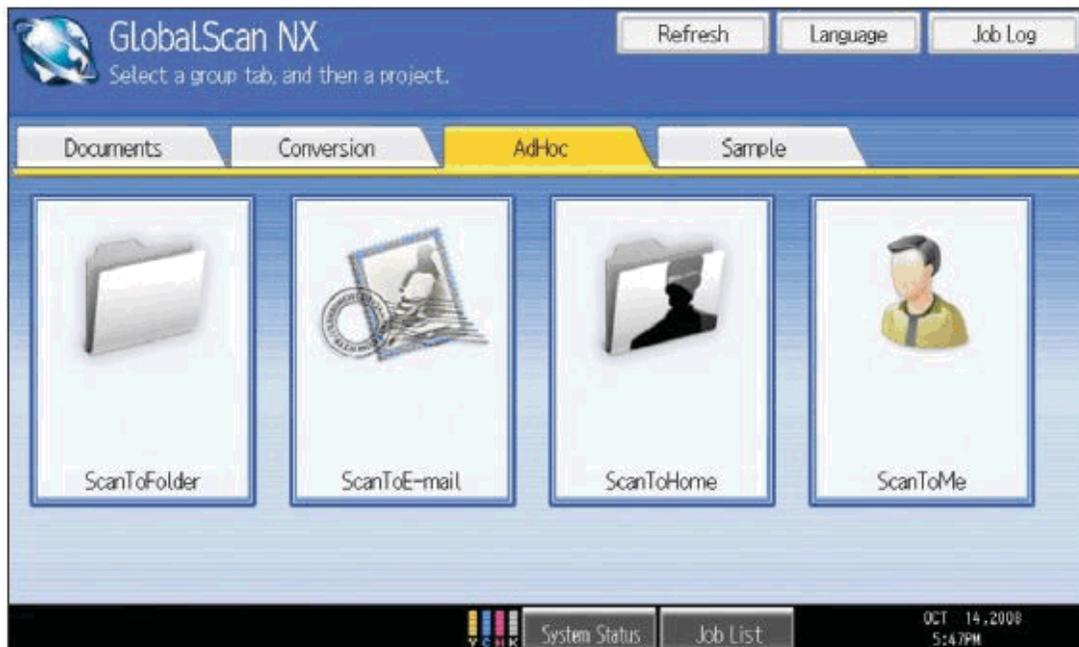
**i. File Format.**

All Multi-Function Machines under the Contract will have the ability to scan, through an automatic document feeder and/or glass bed, both color and B&W documents of varying sizes, including bound books, into the following formats, at a minimum:

**Multi-page TIFF;  
JPEG;  
OCR; or  
PDF.**

Ricoh's proposed solution will provide all scanning done by customers on convenience machines at no cost. Per requested requirements, customer will be required to logon to the system and authenticate for scanning. All Ricoh multi-function machines will have the ability to scan documents and create the following file types via both document feeder and glass bed:

- Multi-page TIFF
- JPEG
- OCR/Barcodes
- PDF

**ii. Scanning Input.**

All Multi-Function Machines shall be capable of scanning through a document feeder tray or via a glass bed. Document feeders capable of single pass duplex scanning are preferred.

All proposed devices will have a minimum of 50 sheet document feeders (up to as large as 220 sheet feeders) as well as a glass bed for scanning. Document feeders capable of single pass duplex scanning are available on all devices at or above 35 pages per minute for color devices and 60 pages per minute for black & white devices.

**iii. Sending Capabilities.**

**Multi-Function Machines shall have the ability to connect to the Entity's respective e-mail system, scan to EDMS, and scan to e-mail using any of the file formats listed in Section (i) above. Scan-to- email documents shall be archived by capturing the Customer that scanned it, the time and date it was sent, and the email address it was sent to.**

**Documents that are scanned shall have the ability to be stored in the Customer's My Documents folder, a workgroup folder on a default shared network directory, or scanned to e-mail.**

Ricoh's proposed solution provides for All multi-function devices to have the ability to:

- Connect to Entity's respective email system
- Scan to EDMS by prompting the user for the required meta data at the copier and then creating a CSV or XML file for import into the EDMS system
- Scan to Email leveraging user email address from Active Directory—all emails will be sent from personal email accounts. The email server will provide auditing information such as date and time, recipient, etc
- All scanned documents shall have the ability to be stored in the customer's My Documents folder, a workgroup folder and on a default shared network directory, or scanned to email

***C. Configurable Scanning***

**Scans and any associated metadata shall be able to be sent to typed or network email, network drives, EDMS, or to a configured location. Additionally, the Convenience Machine shall allow for Scanning configuration to include entering of metadata into pre-determined index fields.**

**All Convenience Machines shall come with any necessary Hardware and/or Software required to provide the Scanning options detailed above.**

Ricoh Convenience Machines can be configured to send to network email, network drive, EDMS, or another configured location.

#### *D. Faxing.*

**All Multi-Function Machines will be capable of sending and receiving faxes in the following manner:**

- Sending and receiving faxes over phone line or IP;**
- Storing 100+ pages in memory;**
- Storing 20+ speed dial numbers per Device;**
- Storing incoming faxes and fax transmission reports for an Entity- determined storage period; and**
- Printing incoming faxes and transmission reports at the Customer's request.**

**Service Provider's Convenience Machines shall be compatible with VoIP, and shall include all necessary equipment to operate in a VoIP environment, if requested by the Entity. The Entity shall provide all necessary phone lines and phone jacks.**

**All outbound faxing will be provided at no cost to the Entity. All inbound faxing resulting in a printed Impression and any printed fax confirmation page will be considered an Impression for purposes of invoicing under the Agreement.**

All multi-function machines will be capable of sending and receiving faxes in the following manner in Ricoh's proposal:

- Sending and receiving faxes over phone line or ip;
- Storing 100+ pages in memory;
- Storing 20+ speed dial numbers per device;
- Storing incoming faxes and fax transmission reports for an Entity-determined storage period; and
- Printing incoming faxes and transmission reports at customer's request.

Ricoh's convenience machines shall be compatible with VoIP, and shall include necessary equipment to operate in a VoIP environment, if requested by the Entity. The Entity shall provide all necessary phone lines and phone jacks.

All outbound faxing will be provided at no cost to the Entity. All inbound faxing resulting in a printed Impression and any printed fax confirmation page will be considered an Impression for purposes of invoicing under the Agreement.

**All Multi-Function Machines shall be capable of restricting unauthorized use and access of documents through a secure fax modem to eliminate unauthorized access to documents or to the Entity's network.**

All Ricoh devices will have card authentication, all use of device can be tracked back to user via Active Directory. Without card, or authentication into Active Directory, there can be no access to Entity's network

**i. Storage of Fax Numbers and E-mail Addresses.**

**The Multi-Function Machines provided by the Service Provider will have the ability to store fax numbers and e-mail addresses not found in the City's global address book.**

Multi-function devices provided by the Ricoh will have the ability to store fax numbers and e-mail addresses not found in the City's global address book. In addition, incoming faxes can be routed to network folders.

**E. Copying.**

**All Multi-Function Machines supplied by the Service Provider shall have the following copy capabilities:**

**Trayless Scan Once Print Many (SOPM) for B&W and color copies;**

**100+ sheet Automatic Document Feeder ("ADF") capable of mixed size originals in a single batch ranging from 5.5"x8.5" to 8.5"x14". Must also be capable of duplex scanning of documents, single pass is preferred;**

**Copying in quantities of 1 to 999;**

**Scanning various sizes up to 11" x 17" and >3" in thickness on scanner bed;**

**Reduction and enlargement from 25-400%;**

**Auto reduction and enlargement to fit selected paper size and other Customer presets; and**

**Other features including auto size sensing, auto paper select, collating, sorting, stapling, holding, and auto tray switching.**

**Duplex default setup can be manually overridden if necessary**

**The Service Provider shall offer devices capable of copying 36" or larger format documents either on Convenience Machines, or within the Entity's Print Shop(s)**

All Ricoh multi-function devices will have the capability to:

- Trayless Scan Once Print Many (SOPM) for B&W and color copies
- 50+ Automatic Document Feeders capable of up to 8.5"x14" for up to 35 page per minute devices and 100+ Automatic Document Feeders capable of 11"x17" for 35 page per minute and faster devices
- Copy in quantities of 1-999
- Scanning various sizes up to 8 ½" x 14" sized paper for up to 35 pages per minute devices and up to 11" x 17" paper and >3" in thickness on scanner bed

- Reduction and enlargement from 25-400%
- Auto reduction and enlargement to fit selected paper size and other Customer presets
- Auto size sensing, auto paper select, collating, sorting, stapling, holding, and auto tray switching
- Setup duplex as default but allow for it to be manually overridden if necessary.

Ricoh's proposal includes, in the Print shops, devices capable of copying 36" or larger format documents. If a device is requested in a Convenience environment, Ricoh will provide an on-site assessment to determine specific departmental needs. Further, Ricoh offers a full line of Wide Format devices that will be available to the Entities.

#### *F. Publicly Accessible Convenience Machines*

**The Service Provider shall supply, upon request by the Entity, Convenience Machines, or additional necessary hardware required to allow public access to print and copy functionality through the use of Coin, Cash, or Debit/Credit card. Each Entity shall specify the model to be used for collection of revenues through such Convenience Machines. All proceeds from these machines belong to the Entity.**

**Service Provider shall be capable of supporting charging users for a variety of services (Print, Scan, Copy, Etc. in B&W or Color) at Entity-specified rates.**

**All Convenience Machines with Coin, Cash, and/or Debit/Credit Card capabilities shall operate in full PCI and RED Flag compliance.**

**Publicly accessible Convenience Machines shall not store fax numbers, e-mail addresses, or other personally identifiable information entered into them. Controls and settings on Publicly Accessible Convenience Machines shall prevent users from permanently altering default settings. Publicly Accessible Convenience Machines shall allow print, scan and fax service in addition to copy. E-mail on publicly accessible convenience machines should require verification that the user is verified as the owner of the e-mail account. Save to flash drive/USB port should be available.**

Ricoh will provide, upon request, and with:

- Convenience machines, or additional necessary hardware required to allow public access to print and copy functionality through the use of coin, cash, or debit/credit card.
- Entities will specify the model to be used and collect all proceeds. In this instance, Entities will be allowed to charge users for print, scan, copy in B&W and color at Entity-specified rates.
- All convenience machines with coin, cash, and/or debit/credit card capabilities shall operate in full PCI and RED Flag compliance.
- Publicly accessible convenience machines shall not store fax numbers, e-mail addresses, or other personally identifiable information entered.
- Convenience machines shall prevent users from permanently altering default settings and allow print, scan, copy and fax service.
- E-mail on publicly accessible machines.
- Publicly Accessible Convenience Machines shall be capable of securely storing and/or buffering print jobs from multiple networked stations.

**Publicly Accessible Convenience Machines shall be capable of securely storing and/or buffering print jobs from multiple networked workstations, including multiple jobs of documents that are 100's of MBs in size.**

Ricoh Convenience Machines will be capable of securely storing and/or buffering print jobs from multiple networked workstations.

Ricoh takes exception to the "multiple jobs of documents that are 100's of MBs" portion of this statement. Please see Ricoh's response in the Exception to RFP section of this proposal.

### **3.4.2. Convenience Machine Control Panels.**

**The Service Provider's Convenience Machines shall have Control Panels which meet the following minimum criteria:**

- Compliance with all applicable ADA requirements;**
- Consistent look and feel across Devices fleet with large easy to read buttons;**
- Backlit, high resolution color touch screens with intuitive navigation;**
- Customizable touchscreens to allow for third-party software integration and display customization;**
- Easy access help screens; and**
- Built-in keyboard (external keyboards available).**

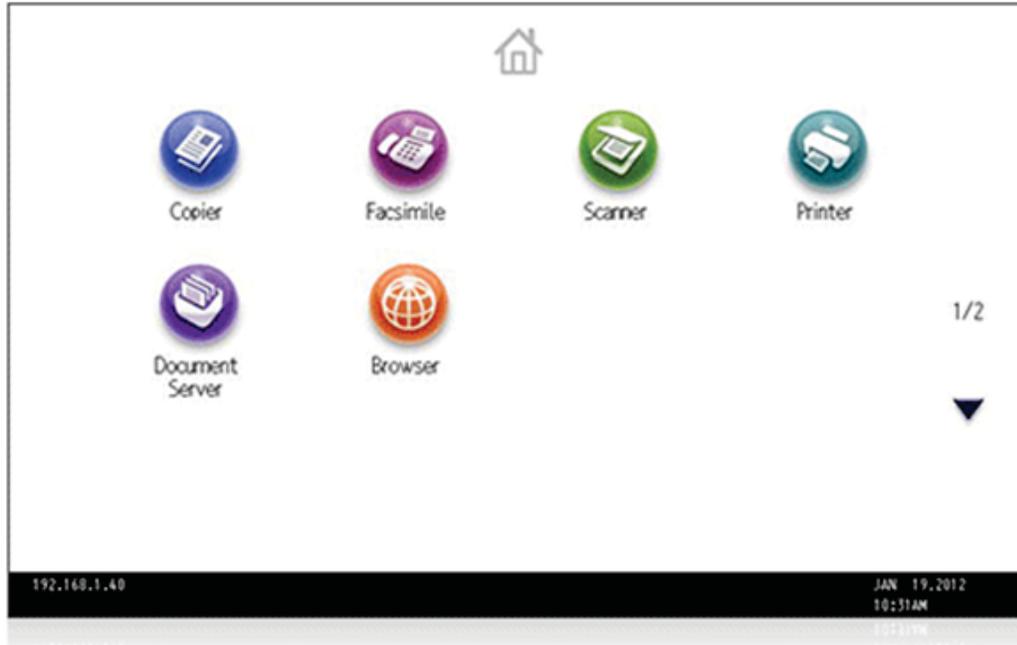
All convenience machines devices proposed meet ADA requirements (please see below for further detail on ADA accessibility), have a consistent look and feel to the touch panel interface, have high resolution backlit screens with adjustable brightness, and have the ability to integrate with multiple simultaneous third party software.

All device Control Panels have the ability to be customizable. There is an optional simplified display screen for all devices allowing for larger buttons and simpler interface. Internal keyboards are available for all devices and external keyboards are optional for all devices proposed.

Ricoh understands that each of our customers has unique workflows and requirements. These intelligent, user-friendly MFPs feature Ricoh's Java-based Embedded Software Architecture, which enables the system to transform into a true document and information portal, allowing for ease of integration with sophisticated back-end document management and tracking systems.

Ricoh offers easy access to a wide range of document management tasks from the customizable home screen. Large buttons and icons can be resized and placed in convenient locations on the screen to eliminate excessive toggling between other screens and applications. Users can access each application with a single touch to expedite workflow and to find necessary information quickly and accurately.

The following picture insert showcases the Ricoh backlit, high resolution color touch screens with initiative navigation



The following picture insert showcases the Ricoh customizable touch screens





### Accessibility of Ricoh Devices

The Ricoh accessibility mission is to be the leading provider of accessible document imaging products. The company wants to enable the workgroup office environment to maximize productivity through the use of accessible technology. Using software utilities and networked solutions, Ricoh streamlines document workflow, and makes advanced features accessible to all.

Ricoh has engaged Georgia Tech Research Institute to assist in establishing a higher standard of compliance with Section 508. Georgia Tech has developed an assessment methodology to assist manufacturers and procurement officials in determining the accessibility of Electronic and Information Technology (E&IT) products. Ricoh believes that accessibility is equivalent to a more productive, user-

friendly product. To this end, Ricoh will inaugurate accessibility standards that help users maximize the accessibility of office automation technology.

Ricoh's design philosophy for accessibility includes the following components:

- Accessibility should be considered from the beginning and incorporated into the core requirements of the device.
- Accessibility features should be configured to enhance overall functionality—not restrict it.
- The design process should include accessibility and usability evaluations, and the schedule should allow iteration of design to accommodate results of evaluations.
- The design must be compatible with personal assistive technologies and devices commonly used by impaired users.
- Ricoh must make accommodations for all the major single-impairment conditions.

To meet the requirements under Section 508, we have established product compliance evaluation protocol. Our evaluation is based on the following methods:

- Checklist Evaluation: over 250 checklist items derived from the Section 508, Access Board Standards, and other human factors standards and guidelines
- Usability Evaluation: simulating a variety of common tasks performed by users with various impairments

Details on the accessibility features of each specific Ricoh device are available here: <http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?alnv=accessindex.asp?tsn=Ricoh-USA>.

### 3.4.3. Convenience Machine Paper Trays.

**The Service Provider's available Convenience Machine offerings shall include Devices with Paper Trays meeting the following criteria:**

- Standard capacity of >2000 sheets available for higher speed Convenience Machines**
- Adjustable trays accepting #10 envelopes, various paper types including plain, cardstock, photo paper, mylar, and/or gloss paper stock, and 100% recycled content;**
- Ability to accept various paper sizes from 5.5" x 8.5" to 11" x 17";**
- Ability to accept various paper weights from 16 lb.—110 lb. (16-34 lb. through standard trays and up to 110 lb. through the bypass tray).**
- Intelligent tray switching; and**
- Ability to load paper without pausing active jobs.**

Ricoh convenience multi-function devices proposed include :

- A standard 1,000 sheet paper trays for desktop devices
- A standard 2,000 sheet paper tray capacity for 11 x 17" capable Stand-Alone Devices
- All Ricoh provided convenience devices up to 60 pages per min will accept #10 envelopes
- Adjustable bypass trays accepting #10 envelopes (applies for all devices under 55 pages per minute or less), various paper types including plain, cardstock, photo paper, mylar, and/or gloss paper stock, and 100% recycled content

- Ability to accept various paper weights from 16 lb.-110 lb. (16-34 lb. through standard trays and up to 110lb. through the bypass tray)

#### 3.4.4. Convenience Machine Licensing.

**Licenses for all Software and hardware required for the Convenience Machines to perform standard copy, print, scan, and fax functions in accordance with the terms of the Contract shall be included in the pricing structure set forth in the Contract.**

All pricing includes the necessary licensing for all software and hardware required for the convenience machines to perform standard copy, print, scan, and fax functions in accordance with the terms of the contract shall be included in the pricing structure set forth in the contract. Ricoh has included an optional Hot Spot Printing solution, which is priced as an Additional Software in each Entity Pricing Schedule.

#### 3.4.5. Print Devices.

**Some locations will not require a device with any extended capabilities beyond printing documents from the network. The costs associated with the replenishment of supplies, service, parts, Software installation, and all other operational components for Print Devices are the responsibility of the Service Provider.**

Ricoh understands that some locations will not require a device that is outfitted with more than print capability. Devices with print only capabilities include supplies, service, parts, and software in the pricing proposed by Ricoh.

#### 3.4.6. Print Drivers for Convenience Machines.

**The Service Provider will be responsible for providing print driver Software to the Entity, for either Print Server or local installation, at the Entity's discretion. The Service Provider will be responsible for providing training to designated Entity Customers on the proper installation of these printer drivers on the desktop PCs of Customers who require the use of Multi- Function Machines. Any Software required for the performance of the Facilities Management Services installed at the Entity other than print drivers must be coordinated with the Entity Project Manager with input from the Entity's respective Department responsible for technology operations.**

Ricoh will provide print driver Software to the Entity, for either print server or local installation, at the Entity's discretion. Ricoh will support designated Entity customers on the proper installation of these printer drivers. Any software required for the performance of the Facilities Management Services installed at the Entity other than print drivers will be coordinated with the Entity project manager with input from the Entity's respective department responsible for technology operations.

##### *A. Universal Print Drivers.*

**The Service Provider shall be capable of supporting a single print driver ("Universal Print Driver") for use across the Entity's Fleet in addition to a dedicated model driver.**

Ricoh provides a single print driver ("Universal Print Driver") for use across the Entity's Fleet in addition to a dedicated model driver.

Ricoh's Universal Print Driver will be used to provide a single intelligent advanced driver, across Entity fleet of multifunction products. The Universal Print Driver lets Entities simplify printer support and lower management costs without sacrificing the features important to your users. In addition individual print drivers for each series of multifunctional devices can be provided.

Ricoh's Universal Print Driver uses bidirectional communication to connect with and determine the capabilities of the printing device. For newer devices, the Universal Print Driver provides the full functionality of the device including advanced features and finishing capabilities.

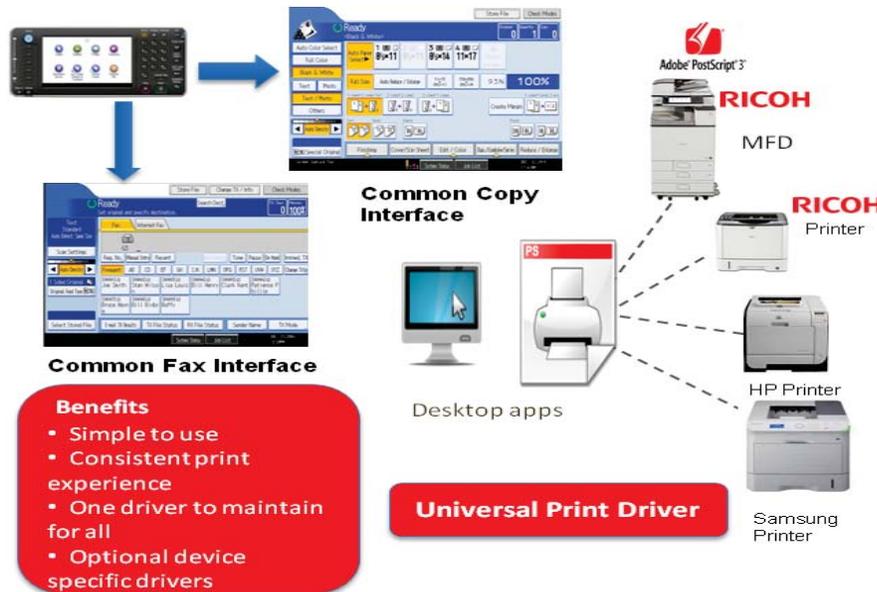
Ricoh Universal Print Driver Highlights

- Ricoh's universal drivers use bidirectional communication to capture device information and maximize features
- PrinterSwitcher utility allows selectable device destination prior to printing
- Windows 2000/XP/Vista/7, Windows Server 2003/2008/2008R2 (x32 and x64)
- 32bit and 64bit drivers available
- English, French, German, Italian, Spanish and Dutch
- Compatible with Citrix environments
- Store print jobs securely with support for the ELP-NX FlexRelease Server option, whereby jobs can be accessed and released from any ELP-NX enabled Ricoh MFP on the network

Ricoh Universal Printer Drivers (UPD) are mature and in its 15th generation. Ricoh UPD is available in both PCL and Postscript PDL flavors. We recommend the use of UPD in an enterprise output environment both in Point-n-print or direct IP print models.

The immediate advantages of using UPD are,

- Consistency in End user experience
- Time and Cost savings in driver administration and maintenance
- Easy updates and automated distribution in Point-n-Print print model
- Immediate implementation w/o any need of testing for newly introduced devices/models
- Support non-Ricoh devices for basic printing needs, e.g., duplex, staple, paper size and orientation, etc



*B. Print From Anywhere Capabilities.*

**The Service Provider shall be capable of supporting Mobile Printing functionality, which shall allow Customers to print from any Device to a Mobile Print driver or designated location. The Print will then be “held” in the network until such time that the customer authenticates into a Convenience Machine. Upon Authentication, the Convenience Machine will begin printing the held document.**

Ricoh is capable of supporting Mobile Printing functionality, which allows customers to print from mobile devices to a Print driver or designated location. The print will then be “held” in the network until such time that the customer authenticates into a convenience machine. Upon Authentication, the convenience machine will begin printing the held document.

Maintaining document security is among the highest priorities of most organizations. As the bring-your-own-device (BYOD) culture continues to expand in organizations, the use of tablets and smartphones challenge organizations to deliver a printing platform that does not require IT resources to configure every device for printing. Traditionally, when these workers have needed to print, they have been forced to email the file to a networked desktop, if available, and have it printed from there—an obvious productivity drain.

Ricoh HotSpot Enterprise keeps all documents and data behind the Entities’ firewall, creating a secure internal private cloud that supports the entire mobile printing environment. . Transmissions are encrypted at all times. To release a print job the user simply authenticates at the Ricoh MFP using their badge and selects the print job or jobs to release. Ricoh HotSpot Enterprise is designed to keep documents within the enterprise, which is critical for companies with sensitive personal, financial, medical, engineering and strategic information. Instead of sending documents from a smartphone or tablet to a public cloud server and then routing them back to enterprise printers

With Ricoh HotSpot Enterprise, users have multiple ways to print a document: via email, web upload, mobile app or Windows desktop print driver.

**Broad Coverage for Ricoh and Multivendor Fleets**

HotSpot Enterprise can handle thousands of users and print devices, and even traverse entire networks, so the service can accommodate an organization’s expanding mobile user base. Ricoh Hotspot functionality can also be easily configured to cover mixed, multivendor fleets. Through simple server software, it relieves IT of the work of managing mobile printing, and IT professionals do not have to download software to office equipment or touch users’ mobile devices. The software also enables easy mobile printing for guests, but a company can choose to limit printing to network users by easily configuring it to leverage LDAP directory databases (e.g., Microsoft Active Directory).

Ricoh HotSpot Enterprise integrates with popular accounting software to process printing charges to users or departments. This is useful in education environments when schools want to enable campus- or systemwide printing and process payments on student access cards. Students can easily print from their laptops, smart phones and tablets without having to join the secure network domain. Ricoh HotSpot Enterprise includes special web interfaces for educational settings.

*C. USB / Flash Drive Printing*

**The Service Provider shall be capable of supporting printing from USB port devices, including flash drives. This functionality shall only be utilized at each Entity's discretion as requested.**

Ricoh multi-function convenience devices will have the capability of supporting printing from USB/flash drive/SD Card ports.

Users can print files saved on USB drives and SD cards directly at the control panel without having to connect their computers. Files can first be previewed on the LCD screen to ensure they are correct before outputting.



*D. Wireless Printing.*

**The Service Provider shall be capable of supporting wireless printing functionality at the Entity's request via either the Entity's Wi-Fi network, built in Wi-Fi, or Bluetooth connectivity. Wireless Printing shall be accessible through various devices (e.g. phones, tablets, laptops, etc.).**

**Upon request, Entity may choose to use a combination of standalone, Universal, and Mobile Print Drivers within their network.**

Ricoh understands that within the Entities there may be combinations of standalone, Universal, and Mobile Prints drivers within their network.

Maintaining document security is among the highest priorities of most organizations. As the bring-your-own-device (BYOD) culture continues to expand in organizations, the use of tablets and smartphones challenge organizations to deliver a printing platform that does not require IT resources to configure every device for printing. Traditionally, when these workers have needed to print, they have been forced to email the file to a networked desktop, if available, and have it printed from there—an obvious productivity drain.

With Ricoh's Enterprise Mobile solution keeps all documents and data behind the Entity firewall, creating a secure internal private cloud that supports the entire mobile printing environment—instead of sending documents from a Smartphone or tablet to a public cloud server and then routing them back to enterprise printers. Transmissions are encrypted at all time, and it is designed to keep documents within the enterprise, which is critical for companies with sensitive personal, financial, medical, engineering and strategic information. Users have multiple ways to print a document: via email, web upload, mobile app or Windows desktop print driver.

#### **3.4.7. Convenience Machine Monitoring.**

**At the Entity's request, the Service Provider shall be capable of using an onsite collection server to remotely monitor the Fleet Devices for the following purposes:**

**Access to real time key service metrics;**

**Service request initiation and tracking;**

**Monitoring and immediate reporting of Convenience Machine issues, including:**

- ❖ Errors;
- ❖ Paper jams; and
- ❖ Low toner, paper, or other supplies.

**Provide management reports, including:**

- ❖ Activity summaries;
- ❖ Performance and down-time summaries;
- ❖ Revenues collected (on Publicly Accessible Convenience Machines); and
- ❖ Costs

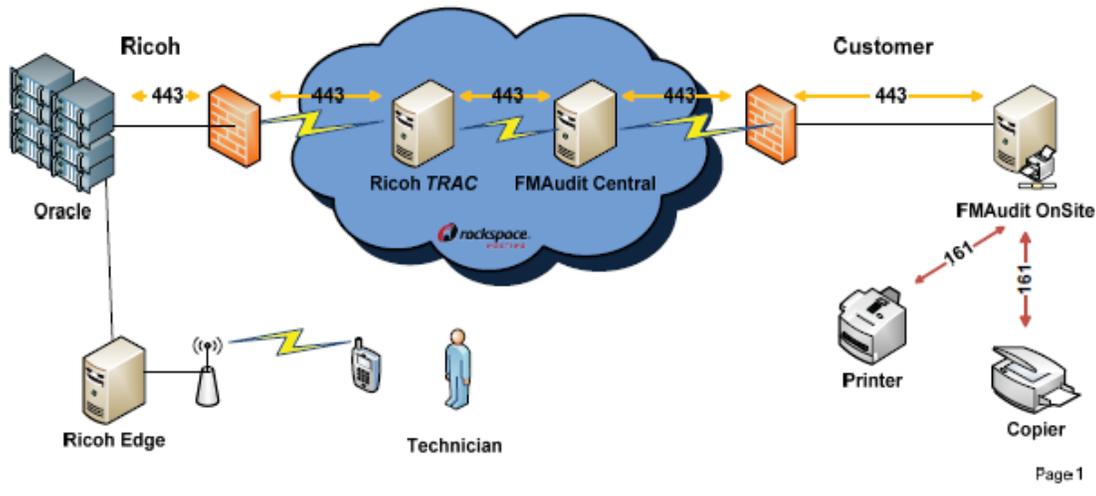
Ricoh's proposed solution will include an onsite collection server to remotely monitor the Fleet Devices for the following purposes:

- Access to real time key service metrics;
- Service request initiation and tracking;
- Monitoring and immediate reporting of Convenience Machine issues, including:
  - Errors;
  - Paper jams; and
  - Low toner, paper, or other supplies.
    - Provide management reports, including:
  - Activity summaries;
  - Performance and down-time summaries;
  - Revenues collected (on Publicly Accessible Convenience Machines); and
  - Costs

**Service Provider's monitoring platform shall be accessible to the Entity Project Manager(s) through an online website to view and monitor activity, performance, and costs 24/7. Entities shall be able to view aggregates data and filter by location and/or type of Service (Print, Scan, Fax, Copy, etc.)**

Ricoh will implement the Ricoh TRAC Solution as our Monitoring Platform.

The following diagram illustrates how our TRAC Solution™ would integrate with the Entities devices to track, collect and report information.



**Note:**

1. All communications initiate from FMAudit OnSite from inside the Firewall via Secure Socket Layer Port 443.
2. Communication can be white-listed for additional security to the following:
  - Central Server (<https://fmauditcentral.api.ioofficeconnect.com>, IP address 98.129.130.136, Port 443)
  - License Server (<https://www.gttechonline.com>, IP address 216.106.61.53, Port 443)
  - Update Server (<https://update.fmaudit.com>, IP address 74.208.13.124, Port 443)
3. TRAC and FMAudit Central are co-located in same facility (rackspace)
4. Communication between FMAudit OnSite and network printers is via SNMP v2 Port 161.

**Automated Technology**

Our Trend Reporting, Analysis and Communication Solution (TRAC Solution™) is a true enterprise management tool that gives tremendous command over multiple disparate systems and service environments. It will help the Entities effectively manage their business, including service requests, authorizations, data validation, scheduling, task coordination, inventory levels, asset and item tracking, space planning, data sharing and reporting. The enhanced automation capabilities of TRAC will also help streamline specific business processes.

TRAC is an Internet-based “software as a service” (SaaS) application for facilities and services. It contains a very robust reporting system available real-time and fully accessible to users with appropriate rights. No software needs to be loaded or supported, significantly minimizing the Entities information technology (IT) involvement and capital investment. Internet access ensures that the data is always available, and multiple locations can be managed via a single system. TRAC maintains a robust hierarchy based on user log-in names that allows users to view only job-appropriate data. TRAC includes mail, copy, asset, service request, space, move, visitor and file room management modules.

TRAC currently includes a significant library of standard reports, which can be customized to meet the Entities’ specific requirements. Using Crystal Reports 9.0 as its report writer, TRAC allows reports to be exported in various formats (e.g., Microsoft® Excel®, Microsoft® Word®, rich text format, Adobe® PDF, HTML, XML). In addition, TRAC has the ability to provide enterprise roll-up reporting for all installed sites.

TRAC is modular, in that customers use the functionality that is required, but gain the ability to easily scale services to meet changing needs. The cost of implementing TRAC varies, depending on the functionality

required and the format in which data is collected. Designed to be user-friendly, TRAC requires minimal training, while providing significant flexibility for process management and reporting.

### *Configuration*

The application and database are hosted by a Tier 1 data center. This center is a fully managed environment that is built to provide highly available systems to support Web-based applications. It includes an advanced network with multiple, fault-tolerant, high-speed connections; a load-balanced server environment; and a secure border with redundant firewalls and infrastructure.

### *Accessibility*

TRAC is accessible via the Internet or the customer's Intranet or Extranet. It can be accessed by all standard Web browsers, including Internet Explorer, Netscape and Macintosh Safari.

### *Compliance*

TRAC facilitates compliance with:

#### **HIPAA**

Ability to track patient items and services confidentially and in real-time; demonstrates chain of responsibility

#### **EPA/CDC**

Displays life safety systems

#### **OSHA/ADA**

Centralized database of hazardous materials issues (i.e., location, quantity, compliance requirements, testing times); auto-generates warnings for testing, creates audit trail of hazardous material location changes and provides ability to generate reports

#### **Sarbanes-Oxley**

Provides ability to track and audit cost of services and location of assets in a real-time, transparent manner

#### **Patriot Act**

Chain of ownership/visitor management

#### **ISO/Six Sigma/TQM Process**

Centralized database of all items/services to be tracked; ability to measure and report on performance, real-time based on predefined standards

#### **Import/Export Regulations**

Track items/packages/chain of ownership

#### **Fire/Safety Requirements**

Online publishing of floor plans depicting critical information (e.g., locations of life safety equipment, exits, routes)

### *Live Site Demonstrations*

On request, we can provide a live site demonstration to review the following features:

- At-a-glance view of systemwide activity
- Easily customized ability to meet individual document management needs

- Easy input of copy jobs, service requests or mail package information, including optical character recognition (OCR) scans of tracking number and automatic employee sorts
- Copy job, mail (e.g., inbound, interoffice, outbound) and fleet activity tracking
- Receiving and shipping queues, listing all active incoming and outgoing deliveries
- Multiple center management from a single view
- Online archive maintenance of all document management activity
- Search feature
- Volume-type tracking
- Real-time report creation

### *Standard Features*

Each TRAC implementation includes the following standard features:

#### **Help**

Flash presentations that provide helpful tips for using applicable features

#### **Directory**

- ❖ Online lookup of end-users
- ❖ Online lookup of end-user information (e.g., department, charge code)

### *Core Modules*

Our proposed solution includes the following core modules:

#### **Copy Management**

- ❖ Online job submittal with the ability to attach electronic files
- ❖ Ability to customize job tickets based on the Entities-defined services and processes
- ❖ Pricing calculated for estimation and invoice generation
- ❖ Online reorder capability
- ❖ Centralized production tracking and online status updates
- ❖ Robust reporting on activity, performance and costs/charge-backs
- ❖ Standard reporting options

#### **Asset Management**

- ❖ Online inventory of any asset type (e.g., copier, fax, printers)
- ❖ Tracking data defined by asset type and the Entities requirements
- ❖ Automatic notification of contract expiration
- ❖ Equipment utilization tracking and/or auditing
- ❖ Robust reporting for asset location, utilization and cost

### **@Remote Appliance**

Ricoh's @Remote Appliance will allow for automated service calls to be placed (when "hard failures" involving "SC" codes occur) as well as for each Entity to have line of sight to real time meters and reporting that provides insight to each fleet appropriately.

Ricoh Fleet Managers are also able to view device status, paper levels, paper jams, etc. via the Web Device Monitor tool but cannot provide reporting on Paper Jams specifically.

Below is a link to more information on the @Remote Appliance:

[http://www.ricoh-usa.com/services\\_and\\_solutions/solutions/atremote\\_office/brochures/Ricoh%20@Remote%20Office%20Brochure.pdf](http://www.ricoh-usa.com/services_and_solutions/solutions/atremote_office/brochures/Ricoh%20@Remote%20Office%20Brochure.pdf)



#### 3.4.8. Convenience Machine Moves.

As requested by the Entity, the Service Provider shall provide equipment moves between Entity offices at no additional charge. The Entity and the Service Provider shall meet monthly to review device utilization against desired usage. The Service Provider shall be responsible for maintaining a real-time report of all Convenience Machine locations and status information.

The Entity shall not move the Convenience Machines or make any alterations, additions or replacements to the Convenience Machine without the Service Provider's prior written consent, which consent will not be unreasonably withheld.

Ricoh will provide equipment moves within each Entities' geographical area at no additional charge. Ricoh will prepare the device for moving and install the device at its new location.

Ricoh will work closely with Entity departmental contacts and IT staff to coordinate moves, and review device utilization against desired usage. We have noted that the Entity shall not move the devices, or make any alternations, additions or replacements without our prior written consent.

#### 3.4.9. Net Add Machines.

The needs of the Entities are subject to change during the term of the Agreement, and the Entity shall be able to request Net Add Machines at any time during the term of the Contract. Any new device requests shall be based on the needs of the Customer submitting such request, with the Service Provider recommending an appropriate Device, and approval from the Entity Project Manager(s) prior to install.

Service Providers shall detail their proposed model and procedures for Net Add Machines on Form 11.

At a minimum, the Service Provider's proposed model shall adhere to the following requirements:

- Service Provider shall designate a single point of contact for all Net Add Machine requests;
- Service Provider shall publish, and adhere to, a standard response time for Net Add Machine requests; and
- Service Provider shall publish, on an annual basis, a list of price ranges for new Net Add Machines, broken down by pages per minute speed for both B&W or color devices.

Net Adds during initial eighteen (18) months of current Term:

Shall be New Devices Only.

Net Adds during second eighteen (18) months of current Term:

- Shall be new or Certified Devices of equal or better functionality;
- Certified Devices may not be older than the oldest current Fleet Device at the time of Entity's request.

The Entity shall be able to request Net Add Machines at any time during the term of the contract. Any new device requests shall be based on the needs of the Customer requests, with Ricoh recommending a device, and approval from the Project Manager(s) and authorized signer prior to install.

- Ricoh will designate a single point of contact for Net Add Machine requests
- Ricoh will publish, and adhere to, a standard response time for Net Add Machine requests
- Ricoh will publish, on an annual basis, a list of price ranges for Net Add Machines, broken down by pages per minute speed for either B&W or color devices.

Net Adds during initial eighteen (18) months of current Term:

Shall be New Devices Only

Net Adds during second eighteen (18) month of current Term:

Ricoh Select Series Remanufactured Equipment is virtually indistinguishable from its newer counterparts as far as appearance, output quality and reliability are concerned. The Ricoh Select Series feature the latest versions of all necessary software and hardware components and is backed by the same service commitment that we provide to our factory - new equipment solutions. All Ricoh Select Series are remanufactured using a carefully controlled ISO 9001-2008-certified process to help meet high customer performance expectations at lower price points. These units go through an extensive remanufacturing and cleaning process that replaces all high-wear components and adjust the units back to their original factory specifications. Ricoh Select Series reflect Ricoh's commitment to a more efficient, ecologically friendly product life-cycle that minimizes the impact on our environment.

#### Key Benefits

- ❖ **Quality**—remanufactured equipment utilizes the best in selected parts including the latest hardware and software advancements for the particular model which are all processed under strict ISO 9001:2008 requirements.
- ❖ **Support**—Ricoh is committed to providing the same level of service to our remanufactured equipment that we provide to our new equipment.

- ❖ **Reliable**—Select Series models are selected from and based on proven models with a successful track record of reliability and performance.
- ❖ **Comprehensive**—Color and Black & White MFP model selection offered in speeds from 25 to 60 pages per minute.

**The Entity shall work with the Service Provider to determine the final process for reviewing and approving Net Add Machines in a timely manner. All Net Add Machine requests shall be tracked and reported on by the Service Provider.**

**Convenience Machines may be added but only with the written consent of the Entity Project Manager(s) with acknowledgement from the Service Provider. The cost-per-Impression between the Entity and the Service Provider as set forth in the Agreement will not change as a result of Net Add Machines being added.**

**The Service Provider shall support Net Add Machines up to six (6) months prior to the end of each Term without an increase in the Entity's cost per impression or other financial impact to the Entity.**

Ricoh will work with all entities to determine the final process for reviewing and approving Net Add Machines in a timely manner. All Net Add Machine requests will be tracked and reported on by Ricoh.

Convenience Machines may be added but only with the written consent of the Entity project manager(s) and approved signatures by authorized signers with acknowledgement from Ricoh. The cost-per-Impression between the Entity and Ricoh will remain as set forth in the agreement.

Ricoh will support Net Add Machines up to six (6) months prior to the end of the Term.

Ricoh proposes that Net Add Devices be placed at a 36 month rate starting at the date of the contract for the Net Add Device for the initial 18 months per the CCPA RFP guidelines. After 18 months, Ricoh will offer Certified/Remanufactured Devices for Net Add Device scenarios. Pricing schedules will be posted on respective Entity intranet sites.

#### **3.4.10. Convenience Machine Supplies.**

**All supplies relating to Convenience Machines are the sole responsibility of the Service Provider. All parts supplied by the Service Provider will be Original Equipment Manufacturer (OEM) for the term of the Contract, no generic parts will be allowed. Replacement parts shall be furnished on an exchange basis and shall be new or reconditioned. The Service Provider is responsible for keeping an adequate stock of consumable supplies and Convenience Machine repair parts so that no Customer has an unreasonable delay in productivity.**

**The Service Provider shall provide any and all supplies, including but not limited to: paper, toner, staples, repair parts, and maintenance for all Convenience Machines in the initial implementation and any additional equipment.**

Ricoh will only use genuine Ricoh parts and supplies for our print devices. Ricoh is responsible for keeping an adequate stock of consumable supplies and Convenience Machine repair parts. Ricoh will provide any and all supplies, including: paper, toner, staples, repair parts, and maintenance for all Convenience Machines in the initial implementation and any additional equipment.

##### *A. Supplies Storage.*

**Storage space will be provided to the Service Provider at each Convenience Machine location to maintain a reasonable quantity of supplies. Reasonable quantity of supplies is defined as adequate**

paper for one (1) months uses, and a spare toner cartridge for each color used by the Convenience Machine. The Service Provider shall not be responsible for providing materials for use in any non-Service Provider- owned Convenience Machines outside of those provided to the Entity under the Agreement.

If the Service Provider determines that the consumption of supplies does not correspond to the Impression levels that have been made on a particular machine and the Service Provider can show proof of such discrepancy, then the Service Provider shall be allowed to charge the Entity for the missing supplies.

Ricoh will utilize storage space provided by Entities for a reasonable quantity of supplies in order to serve the Entities. We acknowledge the consumption vs. supplies and will work with the Entities to prove a discrepancy, and then charge the Entity once it is determined supplies are missing. Ricoh will supply each location with one (1) month's paper needs and a spare toner cartridge.

#### *B. Supplies Replenishment*

**The Service Provider shall proactively and remotely monitor supplies for each Convenience Machine, and shall make all reasonable efforts to replenish supplies prior to them running out to minimize unnecessary downtime, or the need for Customers to request new supplies.**

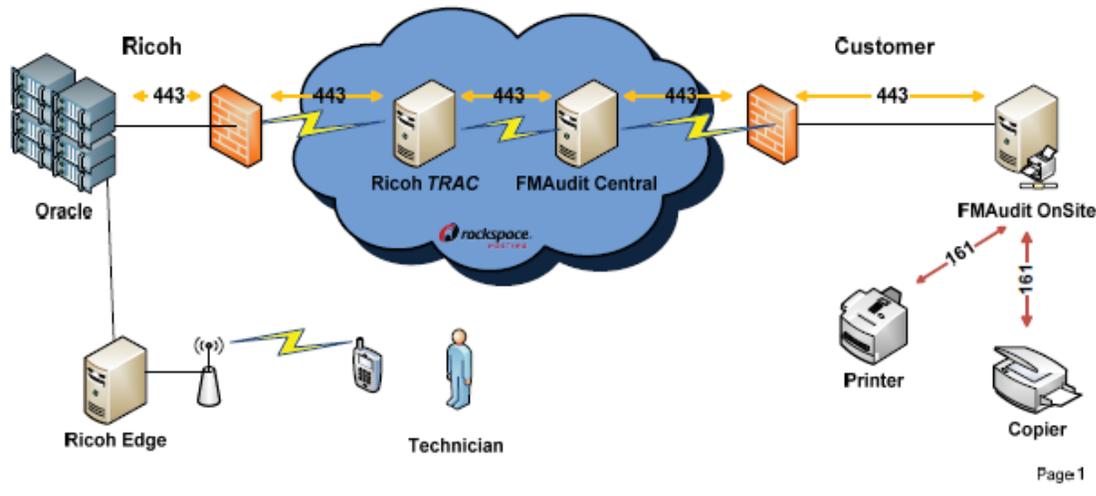
Ricoh will proactively and remotely monitor supplies for each convenience machine, and shall make reasonable effort to replenish supplies to minimize unnecessary downtime or the need for customers to request new supplies.

The following paragraphs detail our respond for proactively and remotely monitoring supplies.

#### *Intelligent Device Monitoring*

TRAC communicates directly with Entities output devices to monitor and provide real-time device usage, consumable usage and service information and to facilitate centralized reporting and analysis. Using this data, our experts can help the Entities achieve a balanced deployment that maximizes utilization and productivity.

The following diagram illustrates how our TRAC Solution™ would integrate with Entities devices to track, collect and report information.



**Note:**

1. All communications initiate from FMAudit OnSite from inside the Firewall via Secure Socket Layer Port 443.
2. Communication can be white-listed for additional security to the following:
  - Central Server (<https://fmauditcentral.api.ioofficeconnect.com>, IP address 98.129.130.136, Port 443)
  - License Server (<https://www.gttechonline.com>, IP address 216.106.61.53, Port 443)
  - Update Server (<https://update.fmaudit.com>, IP address 74.208.13.124, Port 443)
3. TRAC and FMAudit Central are co-located in same facility (rackspace)
4. Communication between FMAudit OnSite and network printers is via SNMP v2 Port 161.

### @Remote Appliance

Ricoh Fleet Managers are also able to leverage the @Remote Appliance to view additional real time volumes and reporting that compliment the capabilities of the TRAC Tool.

Below is a link to more information on the @Remote Appliance:

[http://www.ricoh-usa.com/services\\_and\\_solutions/solutions/atremote\\_office/brochures/Ricoh%20@Remote%20Office%20Brochure.pdf](http://www.ricoh-usa.com/services_and_solutions/solutions/atremote_office/brochures/Ricoh%20@Remote%20Office%20Brochure.pdf)

Additionally, please find below screenshot from @Remote’s interface and reporting capabilities that allows fleet managers to view real time volumes

The screenshot displays the @Remote reporting tool interface. At the top, there is a navigation bar with links for Home, File, Reports, Maintenance, What is @Remote, Glossary, and Logout. Below the navigation bar, the @Remote logo is visible, along with the text 'Last Update: 02/28/2006' and a dropdown menu for 'Your Company Name'. The main heading is 'Breakdown by Location / Vendor / Model'. Below this, there are three tables showing data for different locations and vendors.

Location 1	Units	Ratio (%)	Total	Print	Copy	Fax
Building #1, 1st Floor	6	30	163,470	17,150	144,800	1,520
Building #1, 2nd Floor	11	55	857,530	346,710	450,750	60,070
Building #2, 1st & 2nd Floor	3	15	212,750	212,750		
<b>Totals:</b>	<b>20</b>	<b>100</b>	<b>1,233,750</b>	<b>576,610</b>	<b>595,550</b>	<b>61,590</b>

**Location 1: Building #1, 1st Floor**

Location 2	Units	Ratio (%)	Total	Print	Copy	Fax
Marketing	3	50	13,550	7,650	5,900	
Service	3	50	149,920	9,500	138,900	1,520
<b>Totals:</b>	<b>6</b>	<b>100</b>	<b>163,470</b>	<b>17,150</b>	<b>144,800</b>	<b>1,520</b>

**Location 2: Marketing**

Vendor: Ricoh (2)	Model	Units	Ratio (%)	Total	Print	Copy	Fax
	RICOH:Aficio AP410N	2	66.7	6,450	6,450		
	RICOH:Aficio 207S	1	33.3	7,100	1,200	5,900	
<b>Totals:</b>		<b>3</b>	<b>100</b>	<b>13,550</b>	<b>7,650</b>	<b>5,900</b>	

All replenishment of consumable items at each Convenience Machine location will be the sole responsibility of the Service Provider. Devices in high volume locations shall be replenished daily, with low volume locations being replenished on an as-needed basis.

Ricoh will proactively maintain high volume locations, with replenishments daily. Low volume locations will be proactively monitored and replenished as needed.

If more than five (5) complaints for inadequate replenishment of supplies are filed with the Entity Project Manager in any consecutive six (6) month period pertaining to inadequate supplies replenishment, Liquidated Damages may be invoked at the discretion of the Entity Project Manager, as detailed in Exhibit A, Section 13.5.

Requests for Supply Replenishments made prior to Noon shall be fulfilled by the Service Provider within the same day. Requests made after noon, shall be replaced within one (1) business day.

Ricoh will replenish all requests made prior to Noon with same day service and all requests made after noon, next business day.

*C. Outlying Facility Supply Replenishment.*

Smaller facilities will be serviced on an as-needed basis with no Customer waiting longer than one (1) business day for supplies replenishment after notifying the Service Provider of low supply volume. It is acceptable that the Service Provider supply outlying locations with extra supplies so that it will not be necessary to visit these facilities on a regular basis solely for the purpose of supply replenishment, however, excessive stockpiles of more than a months’ worth of usage is not acceptable even in low-

**volume outlying locations. It is the responsibility of the Service Provider to work with the Customer to determine acceptable levels of supplies.**

Ricoh will collaborate with the Entity departments to determine acceptable levels of supplies especially for outlying locations. Ricoh replenish all requests made prior to Noon with same day service and all requests made after noon, next business day.

*D. Paper.*

**The Service Provider shall perform quarterly inventories of paper and compare against actual paper usage based on the number of single and Duplex Impressions. The Entity will require Customers to buy paper for use in non-Agreement printers and faxes from the Entity office supply vendor instead of using the paper supplied under the Contract; provided, however, should a Customer order paper directly from the Service Provider's supplies organization, and it is delivered and accepted, the paper will be invoiced and payment shall be made.**

Ricoh will perform Quarterly inventories of paper and compare against actual paper usage based on the number of simplex and duplex impressions.

**All Convenience Machines must have the ability to effectively utilize #4- 20 lb. xerographic bond paper and a range of other paper of various weight and finishes, at no additional cost to the Entity (e.g. various colors, various levels of glossiness, photo paper, cardstock, labels, transparencies, etc.) Equipment which requires special or coated paper is not allowed. All paper supplied by the Service Provider must have a recycled content of 100% and a minimum of thirty percent (30%) post-consumer content. Recycled paper must be used in all Convenience Machines and the Print Shops. All paper will be supplied and replenished by the Service Provider. Paper is included in the cost per Impression and will not be billed separately.**

Ricoh devices have the ability to utilize above specified paper descriptions at no additional cost. Paper is included in the impression and will not be billed separately. Ricoh will provide 20 lb. recycled paper with a minimum of 30% post consumer content for all convenience devices and in the Print Shops. All other paper requests ( e.g. various colors, glossy, photo paper, card stock, and finishes, etc) by the departments for use in the convenience devices will be billed the delta in cost between the 20 lb. recycled 30% post consumer content and the requested paper.

**The Service Provider shall supply additional paper types and colors upon request by the Customer.**

Ricoh will provide 20 lb. recycled paper with a minimum of 30% post consumer content. All other paper requests ( e.g. various colors, glossy, photo paper, card stock, and finishes, etc) by the departments for use in the convenience devices will be billed the delta in cost between the 20 lb recycled 30% post consumer content and the requested paper.

**3.4.11. Convenience Machine Service.**

**The Service Provider shall be responsible for providing all necessary preventative maintenance and repairs to all Convenience Machines and other devices supplied under the Agreement. Service Providers shall detail their proposed model for Convenience Machine Service in response to questions 4 through 7 on Form 11.**

A. Proposed Service Model.

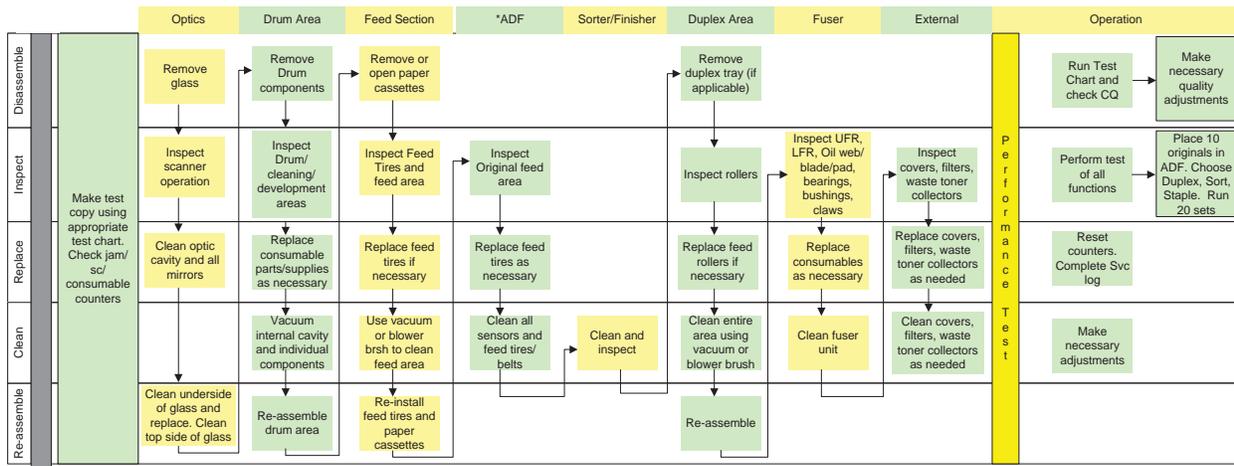
The Service Provider’s proposed model should include the following, at a minimum:

**Proposed Preventative Maintenance Program procedures and schedules, aimed at proactive and continuous preventative maintenance (PM) to minimize unnecessary Convenience Machine downtime. Entity, shall, at their discretion, identify peak periods of activity where PM activities shall be restricted.**

The following addresses Ricoh’s approach to preventative maintenance programs procedures. We acknowledge the Entity has the discretion to identify peak periods where PM activities can be restricted.

**Total Quality Call Procedure**

Our technicians apply the following national Total Quality Call (TQC) procedure, which requires them to service the entire machine during all customer-initiated service calls— not just the part requiring repair. TQC is an extremely effective method of increasing equipment performance, by ensuring full functionality on every service request.



For equipment that does not receive a customer-initiated service call, we provide preventive maintenance based on the manufacturer’s recommendations for the device and its usage. Ricoh welcomes communication around peak periods of activity so as to restrict PM activities during these times.

**Convenience Machine issue notification procedures, status tracking, and reporting;**

Below is Ricoh’s approach and strategy regarding notification procedures, status tracking and reporting. For a more thorough answer please refer to Section 3.4.10—Service Request Management, and review TRAC tool details

**Notification Procedures**

- Issue identification – via Ricoh Intelligent Device Monitoring or end user
- Issue tracking
  - a) Ticket will be logged automatically into Ricoh TRAC if issue is identified by Ricoh Intelligent Device Monitoring

- b) Ticket will be logged manually by on site staff into Ricoh TRAC

**Ricoh Response**

- Ricoh will be onsite within 30 minutes to the designated sites that have been pre-identified by Entities
  - a) If Ricoh onsite staff is unable to rectify service issue, Ricoh technician will be dispatched
- For all other locations Ricoh will contact the customer within 30 minutes. If unable to rectify via phone
  - a) If Ricoh onsite staff is unable to rectify service issue, Ricoh technician will be dispatched

**Technician Resolution**

- Once issue has been resolved, technician will close ticket on wireless Edge device. Data automatically flows to Ricoh TRAC system for reporting purposes

**Follow up**

- On site Ricoh staff will contact end user to ensure the customer satisfied

**Status Tracking**

- At any times during the above steps/procedures the end user can see status updates via Ricoh TRAC Solution

**Reporting****Asset Contract List**

Report showing list of assets with contract information for selected items

**Asset Meter Usage Top / Bottom**

Report shows the top and bottom 10 meter usage machines for the time frame entered.

**Asset Replacement**

Report shows the cost outcomes of device rationalization actions

**Copy and Print Volume Comparison**

Report shows a comparison between the copy and print for the time frame entered.

**Convenience Device - Asset Location List**

Report showing list of assets with location information for selected items

**Meter Reads Data Dump**

Report shows meter read information for all contracted assets for the time frame entered

**Meter Reads Report by Location**

Report showing meter read totals for the center by the machine location

**Meter Reads Report by Meter Type**

Report shows asset usage by meter type for the time frame entered.

**Monthly Management Meter Read Volume**

Report showing meter read for each month for the selected parameters

**Utilization Report**

Report shows utilization of contracted assets for the Total Meter Type.

**Proposed model for working collaboratively with Entity's helpdesk or other technology representatives to ensure service continuity;****Customer-focused Processes**

Ricoh is fortunate to work with many IT environments across multiple industries. Ricoh strives to provide a seamless transition from our initial meeting with the Entities through implementation and ongoing support. Our goal is to ensure consistent and exceptional service quality. From the first steps where we define business requirements and expectations, to the solution design and development stage, to the implementation of continuous improvement tools, we leverage our IT knowledge thorough understanding of your business to meet your specific document management needs.

Ricoh understands each Entity's helpdesk infrastructure is unique and Ricoh intends to work directly with each to develop an Entity specific collaboration model. Entities will have direct access to their fleet manager at all times

Per the requirements of this RFP regarding required site assessments with each Entity, Ricoh requests each Entity's help desk or technology representative(s) be present so that we may develop a mutually acceptable plan. As each Entity is unique this will be crucial to the success of each implementation.

**Easily Identified or accessed Machine Identification at each Convenience Machine, and clear Convenience Machine Screen instructions to help facilitate user identification of Convenience Machine Errors.**

All Ricoh devices will arrive pre-identified with a specific equipment identification number (EID) that is clearly visible. Ricoh tracks this number and it is tied to the device serial number for cross referencing of every device. This (EID) is specifically for users and is located on the front of the device.

**Procedure(s) for notifying customers of reporting Convenience Machine issue;****Notification Procedures**

- Issue identification – via Ricoh Intelligent Device Monitoring or end user
- Issue tracking
  - Ticket will be logged automatically into Ricoh TRAC if issue is identified by Ricoh Intelligent Device Monitoring
  - Ticket will be logged manually by on site staff into Ricoh TRAC
- Ricoh Response
  - Ricoh will be onsite within 30 minutes to the designated sites that have been pre-identified by Entities
  - If Ricoh onsite staff is unable to rectify service issue, Ricoh technician will be dispatched

- For all other locations Ricoh will contact the customer within 30 minutes. If unable to rectify via phone
- If Ricoh onsite staff is unable to rectify service issue, Ricoh technician will be dispatched
  - Technician Resolution
    - Once issue has been resolved, technician will close ticket on wireless Edge device. Data automatically flows to Ricoh TRAC system for reporting purposes
  - Follow up
    - On site Ricoh staff will contact end user to ensure the customer satisfied.

**Service Hours and guaranteed response times;**

Standard hours of operation for on-site maintenance support are 8 am to 5 pm, Monday through Friday, excluding Ricoh-recognized major U.S. holidays.

Ricoh’s on site first responder will be onsite within 30 minutes to the designated sites that have been pre-identified by the Entities.

If Ricoh onsite needs to escalate service issue our Ricoh technicians will be engaged. Our technicians will contact the Entity via telephone within one business hour after receiving the call, to provide technical assistance and offer an estimated time of arrival. Our average on-site product support response times by product segment are provided in the following table.

PRODUCT SEGMENT	ON-SITE RESPONSE TIME* (IN HOURS)
B&W Copier Segment 1 and 2	4
B&W Copier Segment 3 and 4	4
B&W Copier Segment 5	3
B&W Copier Segment 6	2
Office Color	4
Production Color	2
Desktop Printers	Next Day
Workgroup Printers	4
Enterprise Printers	2
Facsimile Equipment	6

*\*Response times apply to equipment installed within a 35-mile radius of a Ricoh U.S. field location. Response times are evaluated as a quarterly fleet average and are based on a Monday through Friday, 8 am to 5 pm workday (i.e., “X” fleet average response time, measured quarterly).*

On-site maintenance support during nonstandard hours of operation may also be included in the Entity contract for an additional fee. Specifics regarding nonstandard hours of operational support and availability are discussed during contract negotiations.

All requests for service made through the Entity's designated channels, shall be tracked and reported on by the Service Provider, including:

- ❖ Date and time of notification;
- ❖ Customer Name;
- ❖ Customer Department;
- ❖ Convenience Machine ID;
- ❖ Convenience Machine location,
- ❖ Brief issue description;
- ❖ Total time elapsed since initial request;
- ❖ Total aggregate time lapsed for all service requests against the relevant Convenience Machine; and
- ❖ Any other pertinent information.

The Entity shall be provided access to monitor and report on service request data at no additional cost. Service calls are included in the cost-per-Impression and will not be billed to the Entity.

Ricoh will provide each of the entities access to reports and service request data at no additional cost via the TRAC Solution referenced in section 3.4.10 including:

- Date and time of notification;
- Customer Name;
- Customer Department;
- Convenience Machine ID;
- Convenience Machine location,
- Brief issue description;
- Total time elapsed since initial request;
- Total aggregate time lapsed for all service requests against the relevant convenience machine; and
- Any other pertinent information.

Ricoh will also provide this data in a Monthly Management Review as well.

**An onsite Service Provider Representative must respond to a service call within thirty (30) minutes of the Call for Service if the Convenience Machine is in a location with dedicated support. If the issue is unable to be remedied by the onsite Representative, a Service Provider Technician shall report to the device within an average of (4) hours, quarterly, of the notification from the Service Provider Representative. Convenience Machines at other Entity locations without designated Service Provider support will receive a request response time of an average of four (4) hours, quarterly, from the initial notification to the Service Technician. Parts will be delivered and installed no later than the next business day if the order for parts are placed by 2:30 p.m. the day of the on-site visit in the incident of a "hard failure" of the device.**

A Ricoh on-site First Responder will respond to a service call within thirty (30) minutes of the call for service if the convenience machine is in a location with dedicated support. If the issue is unable to be remedied by the on-site representative, our First Responder shall

report to the device within an average of (4) hours, quarterly, of the notification from the Ricoh representative. Convenience machines at other Entity locations without designated Service Provider support will receive a request response time of an average of four (4) hours, quarterly, from the initial notification to the First Responder. Parts will be delivered and installed no later than the next business day if the order for parts are placed by 2:30 p.m. the day of the on-site visit in the incident of a “hard failure” of the device.

**The Service Provider shall have a procedure in place for notifying other customers of a recently placed Service request, including information on the date and time the request was made, the specific issue noted, and the guaranteed Technician response time.**

Ricoh’s standard operating procedures include placing a sign on any device requiring service. The sign will include date/time reported, issue, response time and estimated repair time. Additionally Ricoh’s Fleet Manager will notify the key operator/user of the device status.

**Each Convenience Machine location shall include clear and easily readable directions for reporting Convenience Machine issues through the Entity’s designated channel(s).**

Each convenience machine location will include clear and easily readable directions for reporting convenience machine issues through the Entity’s designated channels(s). These directions will be added to the Quick Reference Guides at device locations.

**Copy Quick Reference**
**RICOH**

**1 Original Settings**

**Text**  
Use this setting when your original contains mostly text images.

**Text/Photo**  
Use this setting when your original contains both text and photographs or grayscales.

**Photo**  
Use this setting when your original contains photographs or grayscales.

**Pale**  
Use this setting to darken your copy when you have a low density original or an original that is in pencil.

**Generation Copy**  
Use this setting when you are making a copy of a copy.

**Auto Density**  
Adjusts the image density (darker/lighter) automatically or you can manually adjust the image density by using the arrow keys.

**Special Original**  
Select this setting to choose the [Mixed Sizes] feature when your originals are not all one size.

**2 Paper Tray Selection**

Use **Auto Paper Select** (default) when your original size is the same exact size as the paper you have loaded in one of your paper trays.

Manually select your copy paper size if your original is a non standard size, doesn't match the paper size loaded in any of your trays or if you are using the reduce/enlarge feature.

When selecting the **bypass tray**, press the **x** key to specify the paper type for thicker stocks or for OHPs (transparencies).

**3 How to Save Paper**

Use **1 sided → 2 sided** to have single sided originals copied double sided.

Use **2 sided → 2 sided** to have double sided originals copied double sided.

Use **1 sided → Comb 2 orig** to have 2 single sided originals copied side by side onto one page.

Use **1 sided → Comb 4 orig** to have 4 single sided originals copied onto one side of one page.

**4 Finishing Options**

*Note: Features as shown will vary depending on device configuration.*

Select **sort** to have your copies collated into sets. (1,2,3 / 1,2,3 / 1,2,3)

Select **stack** to have multiple copies of the same original grouped together. (1,1,1 / 2,2,2 / 3,3,3)

**Corner Staple**  
Select this option to have your copies stapled in the top left corner.

**Double Staple**  
Select this option to have your copies stapled with 2 staples down the left edge.

**3 Hole Punch**  
Select this option to have your copies 3 hole punched on the left edge or along the top edge depending on your original orientation.

**The Service Provider shall ensure that adequate numbers of Technicians with experience are available in the Entity’s local area to support the Entity’s needs.**

Ricoh has two hundred and four (204) technicians in the Carolinas Marketplace with an average tenure of approximately nineteen (19) years.

**Service Provider Technician will be available for maintenance and repair of the equipment placed with the Entity. The Service Provider Technician will be allowed to service other vendor units not located at the Entity as long as the service requirements stated in the Contract are met. A backup Service Provider Technician must be in place at all times during the Contract, at no additional cost to the City, in case of illness or other reasons the assigned Service Provider Technician is not available to meet the needs of the Entity.**

Ricoh understands the above Service Provider Technician requirement and looks forward to providing this level of support.

*B. After Hours and Holiday Service Calls.*

**The Service Provider shall perform after hour’s service on an as-needed, approved basis between the hours of 5pm and 8am, unless otherwise specified by the Entity. Service Providers shall respond to after hour requests for Service within 30 minutes, with a technician arriving on site within 60-90 minutes, once an authorized individual has approved the charges. Service calls placed after hours to request service during regular business hours shall not be charged to the Entity.**

Ricoh takes exception to this statement. Please see Ricoh’s response in the Exception to RFP section of this proposal.

**The Service Provider must state the rates charged for after-hours service to any Customer requesting such service, and receive a faxed or e-mailed authorization from an individual authorized by the Department to approve the afterhours work to be performed. The Entity will provide a list of those authorized to approve after hours work.**

**The Service Provider shall detail their proposed rates for after hour or holiday service calls on Core Required Form 1H.**

Ricoh will perform after hour’s service on an as-needed approved basis between the hours of 5pm and 8am. Ricoh respectfully requests a minimum of 24 hours notice in order to be prepared and fully able to fulfill this request.

The following illustrates Ricoh’s hourly rates for after hours and holiday service.

<b>After Hours &amp; Holidays (as needed)</b>		
	<u>1st Hour</u>	<u>Add'l Time-1/4 hr.</u>
<b>Seg 1 B&amp;W/Fax/Page Printers</b>	<b>\$289.00</b>	<b>\$72.25</b>
<b>Seg 2-4 B/W</b>	<b>\$347.00</b>	<b>\$86.75</b>
<b>Seg 5-6 B/W</b>	<b>\$404.00</b>	<b>\$101.00</b>
<b>Color &amp; Specialty Products</b>	<b>\$404.00</b>	<b>\$101.00</b>
<b>Contracted Customers are charged additional LABOR listed above. PARTS are Covered by MA</b>		

*C. Machine Replacement Due To Excessive Downtime.*

**During the life of the Agreement, various Convenience Machines shall need to be replaced due to excessive downtime and/or excessive volume and total impressions.**

Ricoh takes exception to this statement. Please see Ricoh’s response in the Exception to RFP section of this proposal.

**The Service Provider shall, at no charge to the Entity, replace any Convenience Machine which is down for the lesser of either a) two (2) consecutive business days, or b) forty eight (48) total business hours of downtime in a consecutive three (3) month period.**

### **Uptime**

Ricoh-provided equipment will operate in accordance with the applicable manufacturer's specifications and will be serviced in a manner designed to meet a minimum quarterly uptime average of ninety-five percent (95%), which shall be calculated based upon an eight (8) hour day and exclude normal preventive maintenance time and downtime attributable to Customer's negligence.

In the case of an element of the above Service Levels not being achieved a resolution or remedy process is to be engaged. A resolution or remedy will be documented by a corrective action plan tied to an agreed upon timeline to bring the services within targeted standards within thirty (30) day timeframe. The remedy may require service delivery correction actions, the addition of incremental capacity, modification to service process due to changes in facilities logistics and environment.

**If a Convenience Machine is replaced because of excessive downtime a machine of equal or greater capacity, either new, or a refurbished, certified Device, will be installed at no additional cost to the Entity. The replacement of equipment due to excessive downtime will not extend the length of the Agreement between the Entity and the Service Provider. Any costs associated with the replacement of such Convenience Machines will be the sole responsibility of the Service Provider.**

**The installation of a loaner machine does not end the hours of downtime used to calculate a machine eligible for replacement due to excessive downtime.**

**The Service Provider shall maintain, at all times, a separate pool of equipment that shall be available to swap, in the event that service issues arise with the fleet. For any issues that result in a Convenience Machine being down for longer than four (4) hours, a Loaner Device with comparable functionality shall be swapped out to maintain functionality.**

Ricoh will, within 48 hours, where warranted, install a loaner for a convenience machine which is down for greater than 16 business hours.

Ricoh takes exception to the loaner after four hours of downtime. Please see Ricoh's response in the Exception to RFP section of this proposal.

**Loaner machines shall be removed upon successful repair of the fleet device and returned to the Service Provider loaner pool.**

Ricoh will remove loaner machines upon successful repair of the fleet device and return it to the Ricoh loaner pool.

**Loaner machines will not be used as permanent replacements. In cases where the Entity and Service provider agree a loaner will be left in service, the service Provider will replace the loaner machine such as to maintain the integrity of the Loaner pool.**

Ricoh will not use Loaner machines as permanent replacements. In the instance a service-swap is required, the service-swap device will be left in place as a permanent replacement.

If a convenience machine is replaced because of excessive downtime (i.e. Service Swap), a machine of equal or greater capacity, either new, or a refurbished, certified device, will be installed at no additional cost to the Entity. The replacement of equipment due to excessive downtime will not extend the length of

the Agreement between the Entity and Ricoh. Any costs associated with the replacement of such convenience machines will be the sole responsibility of Ricoh.

Ricoh will maintain, at all times, a separate pool of equipment that shall be available to swap, in the event that service issues arise with the fleet. Loaner machines shall be removed upon successful repair of the fleet device and returned to Ricoh's loaner pool.

Ricoh will maintain a Loaner pool for the Entities. In the event a Loaner becomes permanent in a department a new 36 month agreement with appropriate volume commitments will be required. Ricoh agrees to replace said device from the loaner pool.

#### *D. Machine Replacement Due To Excessive Volumes.*

**The Service Provider shall provide replacements for Convenience Machines that have reached maximum total impressions over the Term of the Contract. Service Providers shall detail their standard reasonable lifetime impressions per Convenience Machine Category to be used as the maximum impression for replacement purposes, in their response on Form 1I.**

Ricoh provides Service and Up-Time Guarantees on all devices. Please see Service Level details in Form 1I.

### ***3.5. Entity Hardware / Software Standards and Preferences.***

**The Service Provider shall adhere to each Entity's specific Hardware / Software Security / Network Standards and Preferences as detailed in their respective Contract, and in the following Exhibits:**

**Exhibit B, Section 3.5**

**Exhibit C, Section 3.5**

**Exhibit D, Section 3.5**

**Exhibit E, Section 3.5**

Each Entity's specific Hardware / Software Security / Network Standards and Preferences have been fully evaluated, and Ricoh can accommodate Current and Target Architecture. Ricoh will utilize the Active Directory attributes for each user to ensure information security. Ricoh's proposed solution includes the core functionality for the MFDs to be the on-ramp to Tyler Munis, SharePoint, Kofax 10, and OnBase.

### ***3.6. Security Requirements.***

**The Entities require Information Security features be included with software/hardware purchases, (e.g. access permissions, encryption for restricted data and data that passes from trusted to untrusted networks (FTP, RDP, telnet, etc.), common authentication (Active Directory)). Please describe the security capabilities of the proposed technology, and your company's security procedures to include handling of electronic data, hard copy information, and employee security. If the software/hardware will process credit cards, please include PCI, PA-DSS, HIPPA, and Red Flag compliance letters. Specific Information Security procedures and standards can be supplied upon request.**

Ricoh is dedicated to helping its customers address unique and varied security challenges as they emerge. The company has developed a comprehensive suite of security solutions and options for its MFDs and printers that are designed to help protect printed and electronic data content against opportunistic or targeted threats, both internal and external. All of the security options below are available for the Entity's. Assessing vulnerabilities, establishing security objectives and taking appropriate countermeasures will minimize the risk of potentially serious security breaches, and at the same time enable an organization to design information security plans to meet its needs.

Of course, every customer environment is unique, and each customer must make their own risk assessments and decisions regarding security, data retention, data privacy and regulatory compliance.

Ricoh welcomes the opportunity to review, on an Entity by Entity basis, individual Entity security requirements. Ricoh would hope to work with each Entity to build out a checklist of settings for each Entity, allowing Entities to define which ports should be closed/open, SNMP settings, User Name and Password settings, scan encryption settings, USB access settings,

### 3.6.1. Secure Printing.

**The Service Provider shall provide Multi-Function Machines capable of Secure Printing for Customers to enter a personal identifying code at their computer in the print driver, and at the Multi-Function Machine in order for the document to print. If a Customer requests the Secure Print option for a print job, it will not affect the capability of the machine to perform other tasks such as printing others jobs, faxing, copying, and scanning while waiting to print securely.**

Ricoh will provide multi-function machines capable of secure printing for customers to enter a personal identifying code at their computer in the print driver, and at the multi-function machine in order for the document to print.

If a customer requests the Secure Print option for a print job, it will not affect the capability of the machine to perform other tasks such as printing others jobs, faxing, copying, and scanning while waiting to print securely.

Additionally, Ricoh's Hot Spot printing option allows users to print documents to the secure print server where the documents remain in your secure private print-cloud. Later, documents are released on-demand from the cloud and printed at any enabled Ricoh MFD in your environment. Ricoh leverages your existing LDAP/AD security structures to simplify administration of authentication/authorization of print, copy, scan, and fax functions.

### Device Authentication

Ricoh Device Authentication provides MFD security features that restrict unauthorized users, or a group of users, from accessing system functions or changing machine settings. This important capability enables the system administrator to manage access rights helping to protect the MFD installed base from unapproved usage or tampering.

- User Code Authentication
- Basic Authentication
- Windows Authentication
- Card Authentication Package
- LDAP Authentication
- Common Access Card (CAC)/Personal Identity Verification (PIV) Authentication Solution

### Data Protection

Protection of data on the device is achieved through various means:

- Ricoh Proprietary Software Operating System
- RAM-based Security
- DataOverwriteSecurity System
- Hard Drive Encryption Option

- Removable Hard Drive Option
- Hard Drive Surrender Option
- Locked Print
- Enhanced Locked Print

### Network Security Options

The following Ricoh Network Security Options are available for Ricoh MFDs and printer products:

- Network Port Security (Ability to close unused network ports)
- IP Address Range
- WPA Support
- 802.1X Wired Authentication
- SNMPv3 Encrypted Communication
- Kerberos Support
- S/MIME for Scan to E-mail
- Data Encryption via IPP

#### 3.6.2. Erasable Drives.

**The Service Provider's Convenience Machines shall, at no additional cost, be capable of having the contents of their disks and hard drives automatically wiped in order to prevent the stealing or loss of confidential information. The Service Provider shall provide such service at intervals which the parties mutually agree are necessary to prevent the stealing or loss of confidential information. All Convenience Machine hard drives shall become the property of the Entity when that Convenience Machine is retired from the fleet. If there is a cost associated with this element of the Services, Service Providers may indicate as much in Section 6, Form 2.**

The cost of Hard Drive de-install fees are indicated in Section 6, Form 2. The cost of Hard Drive Overwrite technology, as well as the cost to have current Hard Drives de-installed and provided to appropriate entities is included in the pricing model proposed in the case that Ricoh is awarded the RFP.

Erase functionality is provided on Ricoh devices through our Data Overwrite Security System (DOSS). This technology is factory-installed on some newer products and available as an option for most models that do not come with it installed. DOSS overwrites the data in accordance with Department of Defense (DOD) standards and is Common Criteria (ISO 15408) compliant. There is also an encryption feature option that is factory-installed for added security.

#### DataOverwriteSecurity System Overview

To provide enhanced security for our MFPs and Printers, Ricoh offers the DataOverwriteSecurity System (DOSS) for select systems. DOSS offers two processes for overwriting the hard drive data, "Event Driven" and "Overwrite All".

**Event Driven:** DOSS overwrites the sector of the hard drive used for data processing after the completion of each job. During the overwrite process, the data is destroyed to preclude illicit recovery.

**Overwrite All:** DOSS can also offer the capability to overwrite the entire hard drive up to nine times. Overwriting the entire hard drive is designed to destroy all data at the end of the system's useful life or when being returned at the end of a lease.

The DOSS option can be included at the time of initial installation or at any point during the life of the system.

DOSS Hard Drive overwriting can be chosen from following three methodologies

NSA methodology

- ❖ Overwrite twice with random numbers.
- ❖ Overwrite once with Null (0).

Department of Defense (DoD) methodology

- ❖ Overwrite once with fixed numbers.
- ❖ Overwrite once with complement of above fixed numbers.
- ❖ Overwrite once with random numbers.
- ❖ Carry out final verification.

Random Numbers methodology

- ❖ This method overwrites data a specified number of times (from one to nine times) with random numbers.
- ❖ Data encryption is also available as an additional security option and compatible with the three memory storage areas on the MFP or Printer, (the Hard Drive, Non Volatile RAM, and flash ROM memories.) The use of the Encryption Option makes it possible to prevent data from being viewed, even in the event that the encrypted data was stolen. The encryption applies to active data (data still in use), as well as data from completed copy and print jobs (latent data) even if over written by DOSS.

### ***3.7. Print Shop Services.***

**The Service Provider shall provide all requested Print Shop and Mailroom Services (where requested) to the Entity. The Entity's do not, however, guarantee or represent that the Service Provider is the sole provider of printing and/or mailroom services to the Entity.**

Ricoh desires to provide all requested Print Shop and Mailroom Services to the Entities. As this is a capital expenditure and a risk that Ricoh is committing to take on, we wanted the Entities to support our commitment to these individual partnerships. Additional volumes that can be brought to the Print Shops will only increase the types and levels of services that can be offered to the Entities.

Ricoh realizes that if awarded we are not guaranteed to be the sole provider of printing/mailroom services, however we strongly advocate that the Ricoh Center get the first right of refusal on all print/copy/scan jobs for the Entities. Without the opportunity to first right of refusal all printing needs, the Print/Copy Center will have to compete with outside vendors.

**The Service Provider shall provide all necessary Software and hardware to supply the Services detailed in this RFP, and to operate a full scale Print Shop in each Entity- designated location.**

Ricoh understands this requirement and is offering a full scale; production printing facility in each Entity designated location.

**The Service Provider will utilize only new B&W and color digital production systems in the Print Shops during the Initial Installation. Additional refurbished or certified B&W or color production systems may be added to the Print Shop at the Service Provider's discretion to support additional needs during the term of the Contract. All Print Shop locations will be capable of high volume B&W and color production services. Additionally, where designated by the Entity, Print shops shall provide scanning service,**

**binding services, wide format printing, scanning and copying services, and other customary Print Shop Services, including, but not limited to stationary, business cards, advertising materials, and bi and tri-fold brochures.**

Ricoh is offering production level new black and white and color digital presses in the Print Shops. Ricoh will also place refurbished or certified B&W or color production systems to support additional needs during the term of the contract. In addition to digital print Ricoh is offering state of the art large format, binding/and a host of other finishing options to provide a fully functioning print center with multiple services.

**The Service Provider is responsible for giving the Entity Project Manager(s) accurate, up to date information about Print Shop capabilities, work performed, the resolution of Print Shop Customer complaints and other information upon request. The Service Provider shall employ persons able to explain detailed charge back reports to departments and resolve departmental billing questions.**

Ricoh will give the Entity project manager(s) accurate, up to date information about capabilities, work performed, resolution and other requests. It is the responsibility of our on-site leader and off-site integrated account manager to ensure all services levels are being met. Within the first 60 days, Ricoh Executive Team will conduct a Site Certification as a part of our Service Excellence Methodology. This certification covers five (5) focus areas: Customer Analysis & Solutions, Implementation Process, Operations & Best Practices, All-Star Employee Systems and Customer Strategy & Communication. After this initial certification, the site will be recertified every six months.

Additionally, Ricoh will report our Service Levels monthly through our Monthly Management Report which is delivered by the integrated account manager, on-site leader and/or customer liaison. There are two primary objectives of the Monthly Management Report are:

- To create a forum that fosters open communication between Ricoh and the Entities
- To act as a management tool to ensure we address and resolve all site issues, report the current state of affairs (including service levels and department billing), and review historical trends and billing.
- Additionally we will and do provide employees capable of explaining charge back reports to departments and helping to resolve departmental billing questions

**The Service Provider shall have a quality control system in place to ensure the accuracy of the work performed in the Print Shop. This quality control system will include, but not be limited to, the following:**

**An inspection/quality system covering all aspects of work performed in the Print Shop;**

Ricoh uses a quality control system to ensure accuracy. Below are the thirteen (13) fundamentals followed for each job performed in the Print Centers:

**FUNDAMENTAL #1: PAGE ORDER** – Page order of the originals remains the same, and the page order of the copies matches the originals.

**FUNDAMENTAL #2: EDGE TO EDGE** – Documents are reproduced so text or images do not cut off at edge of document.

**FUNDAMENTAL #3: COPY CONTRAST** – Contrast and clarity issues allow the copy to be at least as legible as the original.

**FUNDAMENTAL #4: TWO-SIDED ORIGINALS** – Ensure that text on the back side of documents is reproduced, and that the copies are in the correct format (1:1, 2:2, 1:2, 2:1).

**FUNDAMENTAL #5: BATES LABELING AND NUMBERING** – Bates or other document labels should be in correct absolute order. If labeling is being done at the site, ensure that label has correct spelling, prefix, start number, font, color and size.

**FUNDAMENTAL #6: SKEWED COPIES** – Copy is centered and aligned on page the same as the original.

**FUNDAMENTAL #7: DIRTY COPIES** – Copies need to be as pristine as the originals: no added spots, streaks, smudges, smears, or lines.

**FUNDAMENTAL #8: INSTRUCTIONS FOLLOWED** – Customer job instructions are followed exactly.

**FUNDAMENTAL #9: PROPER FILE ORDER** – Ensure the order of original files is maintained and that the order of file copies matches that of the originals.

**FUNDAMENTAL #10: ORIGINALS AND COPIES MIXED** – Copies and originals must never be mixed.

**FUNDAMENTAL #11: TABS** – Ensure tabs are inserted correctly and cascade properly, ensure that spelling, font, and tab size is correct and consistent.

**FUNDAMENTAL #12: POST-BINDING ASSEMBLY** – Ensure bindings are done according to instructions and that pages are neatly jogged.

**FUNDAMENTAL #13: BILLING ACCURACY** – All requested supplies are billed at accurate prices and all copy counts are correct.

#### **A method of identifying unacceptable service quality; and**

Ricoh requires each Print Shop employee to go through copy/print quality assurance training. This training covers many things but specifically each of the thirteen (13) fundamentals listed above in detail.

#### **A description of the type of corrective action to be taken if service quality is unacceptable.**

Ricoh empowers our employees to utilize the Four Step Recovery Process Methodology when corrective action is to be taken following a service issue. These four steps are:

- Listen
- Empathize or Apologize
- Fix the problem
- Notify manager for follow up

Ricoh management will make contact with customer to ensure satisfaction with this process and the final work product.

In addition we further take quality control to another level with our Executive Site Audit.

## Executive Site Audit

The purpose of the executive site audit is to provide a quality checkpoint that ensures that each site is installed and operating following prescribed processes and practices to a standard level of compliance. The executive site audit includes a face-to-face conversation with the customer to assess the level of customer satisfaction with our services. The specific objectives of the executive site audit are to:

- Drive consistency and define how each site can achieve the highest level of performance possible
- Recognize outstanding performance
- Ensure executive team involvement
- Measure the effectiveness of the site installation
- Understand and communicate any new customer needs or needs that have not been met
- Improve future installations requested by Entities

**The copying functions in the main Print Shops include not only conventional B&W copying but the following services:**

### **Color copying;**

Our Proposal includes all new digital print presses with color copy/scan capability

### **Card stock copying;**

All of Ricoh's color digital presses can copy/print card stock

### **Binding of copies;**

Our Proposal includes in-line and off line bindery

### **Folding;**

Our Proposal includes multiple folding options

### **Cutting;**

Our Proposal includes a guillotine cutter, card slitter, and perfect bind option

### **Micro-coding and watermarks; and**

Ricoh color equipment employs technology which ties the copied output to a unique identifier in the image, which ties the copy to the device. This technology is specific to scanned images to prevent counterfeiting. Print Shop devices allow for applying watermarks to output images. This feature is found in the print driver and on the device panel under copy features.

### **Other specialized printing services as may be required by the Entity.**

Ricoh is also offering a digital web submission tool that can accept a variety of digital file formats to create, quote, and produce work. This tool can be used for simple catalog ordering E.G. business cards, or very complex documents consisting of tabs, coil binding, clear or printed covers etc.

Ricoh's digital web submission tool is critical to driving print volumes to the Print Shop(s). Our customer liaison will support training and user set up to ensure users get registered appropriately.

### ***3.8. Print Shop Hours of Operation.***

**The Print Shop(s) shall be open at the Entity's designated times, as detailed in the following Sections:  
Exhibit B, City of Charlotte Specific Scope of Work, Section 3.8**

Ricoh has reviewed this section and will comply with the specified hours of 7:00 AM – 7:00 PM each work day for CMGC Print Shop hours of operation. Additionally, Ricoh will also comply with the LEC Print Shop and Mailroom hours of 7:30 AM to 4:30 PM each day

**Exhibit C, Mecklenburg County Specific Scope of Work, Section 3.8**

Although specific hours of operation were not mentioned for a County entity in the RFP, nor Exhibit C, nor Addendum 2 it is understood that Mecklenburg County may utilize in conjunction with the City of Charlotte. If so Ricoh will comply with these same hours.

**Exhibit D, Public Library of Charlotte and Mecklenburg County Specific Scope of Work, Section 3.8**

As specified in Exhibit D the Libraries have the intention of also utilizing the current CMGC Print Shop and those hours are from 7:00 AM – 7:00 PM. Ricoh will comply with this request.

**Exhibit E, City of Rock Hill Specific Scope of Work, Section 3.8**

Ricoh has reviewed this section of the RFP and will comply with the specified hours of 8:00 AM – 5:00 PM for the Rock Hill print shop

**The Print Shop(s) will not be required to operate on days the Entity is not open due to inclement weather or a holiday. The Entity Project Manager will provide a listing of Entity holidays to the Service Provider at the beginning of each calendar year.**

Ricoh understands that inclement weather or holidays will not require the Print Shop(s) to be open and looks forward to receiving the list of Entity holidays should we be awarded this RFP.

### ***3.9. Costs to Outfit the Print Shops.***

**Costs associated with the installation of additional network drops and electrical outlets are the responsibility of the Entity. The Service Provider shall provide documentation to the Entity detailing the need for network connectivity and electrical outlets.**

**The Service Provider will provide all office supplies, office equipment, computer equipment, and furniture used by the Service Provider in the Print Shops. The Service Provider will be allowed to connect to the Entity's network and shall have its e-mail address(es) listed in the respective City Global Address listing and/or Service Provider Employees shall be provided unique Entity-specific email addresses.**

Ricoh understands that we will be responsible for providing office supplies, equipment, computers and furniture used in the Print Shop(s). Ricoh understands that that we will be allowed Entity connections to network, email addresses in Global Address listing as well as unique Entity-specific email addresses. Further, we shall provide documentation to the Entities regarding network connectivity and electrical outlets.

### 3.10. Additional Services and Solutions.

#### 3.10.1. Related Services and Solutions.

**Service Provider shall detail all available related Service and Solution Offerings. Additional information about such offerings shall be detailed in response to Form 1H, Item X, and corresponding Pricing shall be provided on Form 1I.**

We shall provide additional information in form 1H and corresponding pricing shall be provided where applicable in Form 1I.

The following projects are examples of Additional Services and Solutions that were not a part of our original scope, yet we provided to the Entities.

##### *Charlotte Mecklenburg Police Department*

CMPD utilized Ricoh's off-site production facility (140 W. 3<sup>rd</sup> Street Charlotte, NC 28202) to convert police officer personnel files in preparation for a state audit. Ricoh converted over 1,500 officer files and allowed the CMPD to meet a very strict deadline dictated by the impending state audit.

##### *Mecklenburg County Engineering Department*

Completed backfile conversion of blueprints for disaster recovery backup, easier access through tablets and ability for multiple users to access blueprints at one time. Providing day forward scanning services on an as needed basis.

#### **Ricoh Products and Services**

Ricoh believes that the key to transforming our relationships with the Entities starts with harnessing the collective imagination of people. This idea, paired with our award-winning technology and services, is how we are breathing new life into established forms of knowledge-sharing—helping counties and municipalities to move beyond paper and beyond the office, so they can collaborate like never before.

Below we have listed an detailed services that you would not traditionally associate with Ricoh. Services-led these offerings uniquely parallel the Entities and CCPA program of offering “services” to other Public Participating Agencies

##### **Professional Services**

Our Professional Services team delivers business process automation and integrated solutions that streamline information exchange to help save time and money. Our team examines mission-critical document processes and provides document lifecycle and output strategies that integrate people, processes and technology. Ricoh document management solutions are built on an integrated suite of software that addresses every stage of the document lifecycle: capture, workflow, output and retention.

- ❖ Consulting Services - Ricoh offers these services for applications, legacy data etc
- ❖ Workflow Design – Integration options for ERP systems etc
- ❖ Systems Integration

##### **Communication Services**

- ❖ Unified Communication Services
- ❖ Telepresence Services
- ❖ Digital Signage Services

**IT Services**

Ricoh offers a single source for customer IT service needs, whether it is building a network from scratch, improving IT performance, or providing network monitoring and/or remote maintenance. Ricoh IT Services helps enable customers to offload time-consuming tasks, ensure high network uptime and security, and take a more proactive approach to upgrades and maintenance. In addition, Ricoh delivers expert technical assistance and network support with nationwide coverage.

- ❖ Network Support
- ❖ Remote Monitoring
- ❖ Help Desk Services
- ❖ Virtualization
- ❖ Project Support for internal Entity IT Departments
- ❖ Blocks of Time

**Business Information Solutions**

- ❖ **Legal Document Services**—Ricoh’s comprehensive portfolio of legal document solutions is designed to help law firms and corporate counsel manage their entire document workflow, including a full spectrum of eDiscovery services, from forensic data acquisition to final production. With over 40 processing centers coast to coast and unparalleled resources, we are one of the largest providers of legal document services in the U.S.
  - eDiscovery
  - Document Production
  - Scanning/Imaging
- ❖ **Digital Imaging Services**

Further utilizing our 40+ processing centers located across the country, Ricoh Imaging Services offers a full spectrum of scanning, indexing, data capture and related services. Our team excels at tackling one-time conversions — including even the largest, most complex projects. We provide ongoing day-forward scanning support. Using our highly configurable data capture software tools, we’re also able to assume end-to-end responsibility for complete business processes.

  - Scanning/Imaging- Back file or day forward
  - Microfilm, Microfiche, Aperture Card Conversions
  - Legacy System Conversions
  - Media to Media Conversions
  - Indexing and Classification
  - Data Capture
- ❖ **Business Process Optimization Services (BPO)- AR / AP Digital Mail**—Ricoh Business Process Services (BPS) for Accounts Payable, Accounts Receivable and Digital Mail enables organizations to offload the burden of day-to-day AP and/ or AR and digital mail management. Following a careful assessment of each organization’s situation and needs, Ricoh tailors service level agreements (SLAs) to address specific business requirements and opportunities. From AP invoice, remittance, check processing, AR data extraction and processing, and digital mail processing, Ricoh helps organizations in addressing a number of key objectives. In delivering this solution, we leverage our

infrastructure—including people, processes, technology and our network of 40+ imaging and processing centers strategically located throughout the United States.

- Digital Mailroom
- Invoicing Services

#### **Financing Services**

We understand the unique needs and requirements of our customers and partner with industry-leading financing companies to provide lease financing solutions to best meet our customer's business needs.

- Competitive Rate Factors
- Financing Programs Available Nationwide
- Flexible Payment Options

#### **3.10.2. Mailroom Services**

**At the Entity's request, the Service Provider shall provide, at an additional cost to the Entity, Mailroom Services for specified Entity locations, meeting the following minimum requirements:**

**Distributing and picking up mail at the frequencies designated by the Entity;**

**Delivering outgoing mail to the Entity's designated location;**

**Coordinating the Entity's use of expedited or freight mail service with the Entity's designated mail services provider(s);**

**Performing scheduled inter-office mail/copy checks at Entity-designated locations and intervals;**

**Metering packages as required by the Entity;**

**Sorting and delivering all unidentified mail to an individual designated by the Entity's Project Manager(s) on an Entity-defined schedule;**

**The Service Provider shall utilize all efforts in their attempt to deliver mail correctly. There will be no backlog of unidentified or undelivered mail at the end of each Workday. All postage, express mail, and charges for mail requiring special handling shall be paid for by the Entity. Service Provider shall be capable of providing all consumable supplies such as: packaging materials, tape, paper clips, packing tape, and staplers, at the Entity's request.**

Ricoh has read this requirement for Mailroom Services for specified Entity locations. We will adhere to:

- Distributing and picking up mail at the frequencies designated by the Entity;
- Delivering outgoing mail to the Entity's designated location;
- Coordinating the Entity's use of expedited or freight mail service with the Entity's designated mail services provider(s);
- Performing scheduled inter-office mail/copy checks at Entity-designated locations and intervals;
- Metering packages as required by the Entity;
- Sorting and delivering all unidentified mail to an individual designated by the Entity's project manager(s) on an Entity-defined schedule

We will make every attempt to deliver mail correctly. In order to achieve the request of no backlog of undeliverable, or unidentified mail we will have to have collaboration with each Entity's PM regarding mail to identify a concrete process for mail that is deemed "unidentifiable"

We respectfully request that for any new locations, or new Entities that desire Mailroom Services that Ricoh perform a site assessment to bring all needs, requirements and requests to the Entity for a full scope and recommendations proposal.

### 3.10.3. Courier Services.

**The Service Provider will provide free pick-up and delivery for all Service Center requests regardless of location within the Entity's immediate geographical area. The time required for delivery should be included in the timeframe given to the Customer for completion of Print Shop jobs.**

Ricoh has read this requirement and will provide free pickup and delivery for all Service Center requests to the Entity's immediate geographical area.

### 3.10.4. Electronic Forms and Publishing.

#### a. Digital Submission of Print Shop Jobs.

**Customers will have the ability to submit documents to the Print Shop(s) 24 hours a day, seven days a week from their desktop using a web submission tool provided by the Service Provider ("Web Submission Tool" shall allow the Customer to convert a soft copy file to a .pdf file, and select the specifications for the Print Shop job.**

**The Web Submission Tool shall calculate and display the actual cost for the Print Job for the Customer's review prior to submission. The Customer will be able to check the status of their Print Shop job online. An e-mail confirmation of the order and notification of a delivery time will be sent to the Customer. All requests submitted by Entity Customers through the Web Submission Tool shall not have additional charges for desktop delivery at any Entity location.**

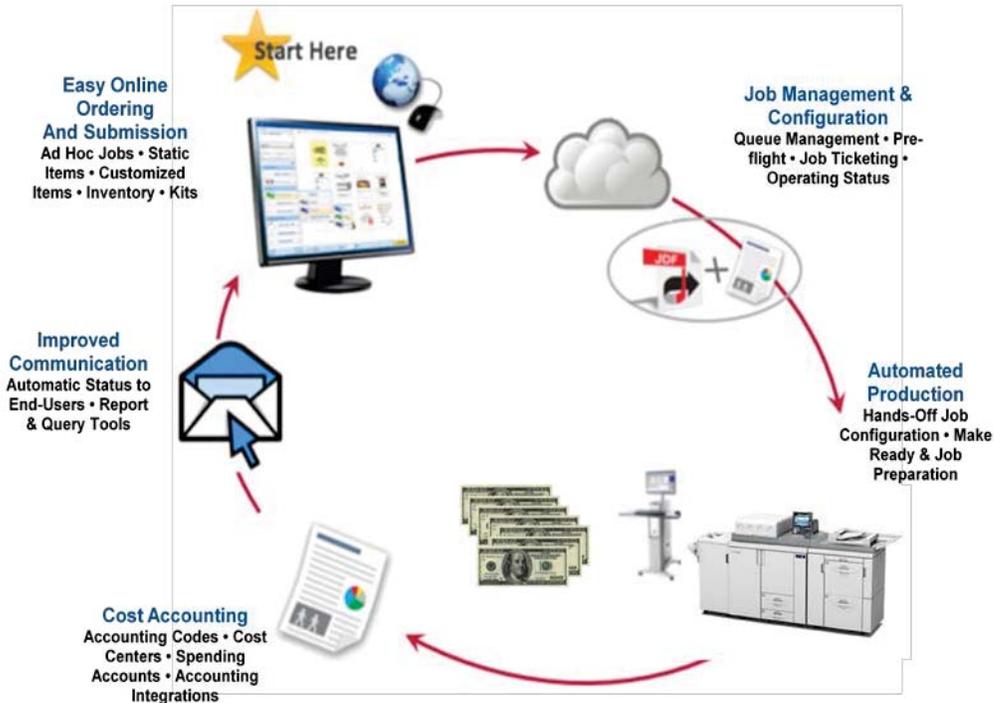
**The Web Submission Tool shall be located on either the Entity's network to terminate the necessity of print jobs going out through the Internet, or on the Service Provider's Network, at the Entity's Discretion. Any Servers shall be supplied by the Service Provider, and shall be stored in an Entity-designated location, in full compliance with all security, network, and server administration policies and governance of the Entity.**

Digital StoreFront is a 24 hour seven day a week Web submission solution that is deployed on an EFI hosted platform . DSF is designed to streamline the job submission process into a PDF workflow making it portable over various production devices printing in either color or black & white

DSF provides job submission of both new and stored applications for registered users of the system. Users have the ability to store previously printed jobs in a secure environment for demand reprints. In addition DSF provides the ability to view and approve a soft proof (PDF) of the finished product prior to submission for printing.

There is an accounting and administrative component which provides; cost estimates, approvals for processing and tracking of the job throughout its production cycle.

## Digital StoreFront Advantage



### b. Proofs of Digitally Submitted Print Shop Jobs.

A proof of a digitally submitted Print Shop Job will be visible to the Customer that submits a Print Shop job to the Print Shop. The proof, in .pdf format, will show the exact appearance of the job as it will appear on paper. The job shall not be run by the Service Provider until the Customer gives approval of the electronic proof.

Digital Store Front provides job submission of both new and stored applications for registered users of the system. Users have the ability to store previously printed jobs in a secure environment for demand reprints. In addition DSF provides the ability to view and approve a soft proof (PDF) of the finished product prior to submission for printing.

Ricoh understands that jobs must obtain approval prior to being run and presented to client.

### 3.10.5. Offset Printing.

**Service Provider shall detail their capability to provide offset printing in their Print Shop(s), through digital technology, or through a subcontractor.**

Ricoh will collaborate with clients to determine if job can be produced more cost effectively with our in-house digital technology. If it is determined that offset print capability is required Ricoh will subcontract this work to the Charlotte Business Inclusion Program providers that are currently active on the charlottebusinessinclusion.com website. We have engaged a Small Business Program specialist and have

this list of providers as well. A list of the providers that we have determined that we could use at this time are listed in the respective Corm Forms regarding M/W/SBE.

### **3.10.6. Ability to Serve Employees Privately.**

**The Service Provider can perform personal print jobs for Customers if they show a valid Entity employee badge. Rates for services performed for Customers should be equal to the rates charged to the Entity. Customers must pay for services at the time of delivery in cash or by check, personal work for Customers will not be billed to any Entity account nor will any employee have a credit account with the Service Provider.**

**Personal work for employees should only be performed when it does not conflict with production of time sensitive print jobs for the Entity.**

Ricoh will provide personal print jobs for Customers provided they show a valid Entity employee badge. Rates will be equal to Entity rates. Ricoh understand that we must be able to accept cash or check for personal work and it will at no time be charged to the Entity nor will there be a credit account for personal jobs.

Ricoh also agrees only to perform personal print jobs for Entity employees when there are no time conflicts with Entity jobs to be performed.

### **3.10.7. Ancillary Support Functions.**

**Numerous support functions are needed to assist in the assembly and completion of work produced by offset printing and electronic publishing as herein referenced. The Service Provider shall be responsible for providing the following support services and other services as may be reasonably requested by Customer departments in a timely manner either on site in the Print Shop and/or from another location:**

**a. Document bindery (examples include: plastic spiral, tape, staple, stitch, 3 ring);**

Ricoh will provide all bindery services.

**b. Paper drilling, punching;**

Ricoh will provide both in line and offline punching services.

**c. Product packaging, shrink wrapping;**

Ricoh will provide packaging services.

**d. Document collating and assembly;**

Ricoh will provide document assembly via off line and digitally via Power PRESS.

**e. Padding;**

Ricoh will provide off line padding services

**f. Cutting;**

Ricoh will provide paper cutting services

**g. Numbering;**

Ricoh will provide various styles of numbering (Bates, Page) via Power PRESS.

- h. Folding;**  
Ricoh will provide folding services.
- i. Scoring;**  
Ricoh will provide scoring services.
- j. Die cutting;**  
Due to the specialized nature of Die Cutting, Ricoh will coordinate outside services for Die cutting applications
- k. Batching or sorting;**  
Ricoh will provide Batch and sorting of documents both off line and Digitally via Power PRESS.
- l. Lamination;**  
Ricoh will provide Lamination services.
- m. Transparencies;**  
Ricoh will provide Transparencies
- n. Watermarks & micro-coding of jobs; and**  
Ricoh color equipment employs technology which ties the copied output to a unique identifier in the image, which ties the copy to the device. This technology is specific to scanned images to prevent counterfeiting. All convenience devices allow for applying watermarks to output images. This feature is found in the print driver and on the device panel under copy features.
- o. Printing/copying of tabs for insertion into booklets and reports.**  
Ricoh will provide Tab processing both manually and digitally via Power PRESS for insertion into booklets and reports

### **3.10.8. Print Shop Customer Support.**

**Service Provider Representatives will advise Customers on specific Print Shop Job requests such as correct paper stock, bindery, ink, typesetting styles and other Print Shop Job specifics. The Service Provider will employ persons capable of setting job priorities, performing correct billing, providing customer education, and other needs as required. The Service Provider will provide trained staff able to effectively carry out the customer support duties of the Print Shops.**

**The Service Provider shall employ persons in the City Print Shops adequately trained to offer document consultation to Customers for advice and consultation for electronic publishing and innovative document design.**

As a part of Ricoh's solution, we will provide a dedicated on-site customer liaison. This position is responsible for interfacing with clients to determine best ways to meet current and future needs of individual customers. This collaborative approach ensures high quality products, within specified time frames, meeting budgets or providing alternative solutions.

This position will maintain a high level of customer interactive with a focus on growing new business and volumes within the Print Shop(s).

In regards to employ persons adequately trained to offer document consultation please see below:

## **Learning and Development**

We understand that a great solution is only as good as the people who execute it. For our employees to excel, they must be given a precise path to follow and the skills and tools necessary to reach their goals. Our far-reaching training, support and internal communication procedures are critical elements in how we conduct business.

To meet the most stringent service performance measurements, we make training available to all employees and require the satisfactory completion of level-specific modules before promotion to the next responsibility and classification level. Classes are delivered in a variety of methods including instructor-led training, manager-led training, e-Learning and virtual webinars. Additionally, validation is a key component of the training, to ensure learning and application of the learning on the job.

Our Operations Training group works in partnership with our operations teams to develop new employees and provide continued development for our tenured employees (e.g., site employees, site leaders, Region leadership).

### *New Hire Training*

Our comprehensive new-hire program, entitled *Steps to Success 1*, is designed for all new employees. The program ensures that the employee's ramp-up time is significantly reduced to more quickly and effectively serve our customers. The program, which totals approximately 20 hours within 30 days, includes the following three steps:

#### **Step One**

Step One launches the process and enables the manager and employee to spend time together so that expectations, core values and competencies are reviewed.

#### **Step Two**

This step involves many segments to help the new employee transition into our culture. Some of these include learning our mission and vision and learning our culture of Ricoh Service Excellence<sup>SM</sup>—from analyzing our customer's needs, to designing and implementing a solution to meet those needs, to building a strong team of employees who can successfully operate the business, to regular communication with customers to ensure that we stay aligned with their changing needs.

#### **Step Three**

This step is a class designed to assist all of our new hires with our detailed customer service training, the goal of which is to create exceptional customer service experiences on a regular basis.

Each new hire goes through a validation process after completing these steps, to ensure that they understand our Ricoh Service Excellence<sup>SM</sup> culture and are equipped with the tools necessary to best serve every customer.

### *Continued Learning for Existing Employees*

After completing new hire training, employees can access *Steps to Success 2*, which includes more in-depth activities around empowering them to manage the business, solve problems, engage in Out of the Box Training (which provide a wealth of information and learning for the employee) and grow in their roles by being part of a culture of continued learning.

Our Managed Services employees continue their development with a focus on the expansion of skill sets and knowledge that can be applied to the site for the benefit of our customers. This expanded learning continuum includes a variety of tools and resources, instructor-led training, manager-led courseware and full access to our online training system, such as the following:

#### **Tools and Resources**

- ❖ *Development Activity Toolbox (DAT)*  
This tool provides a comprehensive list of training and learning resources, organized by job title and competency. Employees can use the DAT to excel in their current role and prepare for success in new roles.
- ❖ *Employee Engagement Committee (EEC)*  
The EEC is made up of a set of Region teams who are guided by a national steering committee. The EEC collects and shares field-relevant experiences, ideas and feedback to assist Ricoh in continuously developing industry-leading employees and customer-facing strategies and tactics. It also offers an equal exchange between front-line employees and all levels of Ricoh Managed Services leadership. This allows us to work together to further develop our employees, programs, processes and customer services.

#### **Instructor-led Training**

This avenue for training can be classroom-based or facilitated in a virtual environment. Examples of the classroom instruction for Managed Services employees include the following workshops:

- ❖ Climbing the Ladder
- ❖ Succession Planning
- ❖ Accountability and Problem Solving
- ❖ Presentation Skills
- ❖ Managing Your Business
- ❖ Time Management
- ❖ Managerial Courage
- ❖ Moments of Truth
- ❖ Dealing with Others
- ❖ 4-step Recovery Process
- ❖ The Language of Yes
- ❖ Communication and Listening Skills
- ❖ Professional and Appropriate Relationships
- ❖ Empowerment
- ❖ Competitiveness
- ❖ Value Add
- ❖ Internal and External Customers
- ❖ The 4 Stages of Improvement

#### **Manager-led Courseware**

Our managers have several areas of primary responsibility: to our customers, to our company and to their employees. The manager-led development programs are designed to provide managers the tools and information they need to advance the knowledge and skill of their employees for the benefit of our customers.

**Out of the Box Training**

Out of the Box (OTB) training on a select topic is provided to site leaders periodically, as needed. After receiving the OTB packet, the site leader reviews the information and determines the degree of detail to communicate to his or her team, with the option to customize it to be most relevant to the roles and responsibilities of the employees and the requirements of the customer location they serve. The leader also has the flexibility to determine the optimal communication vehicle (e.g., email, site meeting), depending on what is convenient and effective for his or her staff.

After the initial communication, employees have the option to pursue more detailed online training and information on the OTB topic, or to determine that they already have sufficient grounding to be able to perform their duties successfully. They then have the opportunity to complete a brief online validation of the training, through which they can earn points toward our Employee Recognition Program. This training approach empowers each employee to determine what training is needed, while providing an incentive to pursue further training when time permits.

**Additional Training Modules for Continued Learning**

- Job Workflow
- Document Organization
- Copy Quality
- Job Finishing
- Industry-specific Training
- Copy Equipment Functionality
- Copy Equipment Troubleshooting
- Technical Proficiency
- Digital Color
- Copy Center Training
- Convenience Copier Training
- Courier Service
- Fax Service
- Housekeeping Services
- Fleet Management
- Imaging
- Mail Shipping and Receiving
- Printer Management
- Reception Service
- Records Management
- Supply Management

**e-Learning and Books 24x7**

We have made significant investments in e-Learning to deliver “the right training, at the right time.” Our e-Learning system is accessible to any employee with an Internet connection. The interactive training modules and virtual library (Books 24x7) cover a variety of soft and technical skill topics, including the following:

- ❖ Business Writing
- ❖ Communication
- ❖ Consulting
- ❖ Customer Service

- ❖ Desktop Publishing
- ❖ Finance
- ❖ Industry-specific Courses
- ❖ Leadership
- ❖ Management
- ❖ Motivation
- ❖ Personal Development
- ❖ Problem Solving
- ❖ Project Management
- ❖ Safety
- ❖ Sales
- ❖ Strategic Planning
- ❖ Teams
- ❖ Time Management

### *Management and Leadership Training*

Our management training allows managers to learn skill sets key to their critical responsibilities. Courses have been developed to teach skills and impart knowledge that can be immediately implemented to improve business results and managerial effectiveness. Included in the curriculum (based on position) are the following courses:

#### **Site Manager Training/Curriculum**

This curriculum includes self-paced, manager-led and instructor-led training, with activities to ensure that site managers are fully equipped with the tools necessary to manage their employees and their site effectively.

#### **Integrated Account Manager Training/Curriculum**

This curriculum includes self-paced, manager-led and instructor-led training, with activities to ensure that integrated account managers are fully equipped with the tools necessary to manage their employees and their business effectively.

#### **Operations Manager Training**

This training is specific to the operations manager role, to help develop these individuals in all areas critical to their role.

#### **Foundations for New Managers**

- ❖ Roles & Responsibilities (planning, organizing, leading)
- ❖ Managing Previous Peers
- ❖ Communication (written, verbal, meetings)
- ❖ Preparing for New Employees (“on-boarding”)

#### **Managing Performance**

- ❖ Coaching Model
- ❖ Corrective Action
- ❖ Employee Relations (conflict resolution, HR involvement)

#### **Managing the Workplace Environment**

- ❖ Employment Law
- ❖ Internal Policies
- ❖ Harassment

**Selecting and Assessing Talent**

- ❖ Recruitment
- ❖ Behavioral Interviewing

**New Manager Orientation**

- ❖ *Diversity for Managers*

This course provides managers with an opportunity to improve their strengths and reduce gaps in their ability to manage a diverse workforce. As a result of attending this course, managers will be able to take actions proactively to increase their employees' level of engagement and will gain the confidence needed to handle situations that occur within the workplace effectively.

Content includes:

- Diversity and Inclusion
- The Business Case for Diversity
- Managing a Diverse Workforce
- Creating an Inclusive Work Environment

- ❖ *Feature Fridays*

These are global virtual classroom workshops held monthly for Managed Services leadership. Feature Fridays offer a broad range of topics that support effective management in all areas. These sessions are recorded and available for use at any time.

**3.10.9. Laws Applicable To Print Shop Work.**

**The Service Provider must be familiar with, have a working knowledge of, and comply with all federal, state, and local laws, statutes, ordinances and regulations as applicable to Facilities Management Services. These shall include the rules, regulations, and interpretations of the North Carolina Department of Labor relative to Occupational Safety and Health Standards, and Federal Copyright laws pertinent to Facilities Management Services.**

**The Service Provider agrees to similarly comply with laws in each Participating Agency's state of operation.**

Ricoh agrees to comply with all applicable laws, rules and regulations, including compliance with OSHA and all other applicable safety regulations, to the extent applicable to the performance of the duties and obligations under any resulting agreement.

Ordinarily, we have no control over decisions relating to the content of information copied on behalf of users. The Entities will defend and hold harmless Ricoh, its representatives and affiliates against any claims, suit, damage or cost (including reasonable attorneys' fees) for any actual or alleged infringement of any intellectual property right, including copyright arising from the copying of materials provided by the Entities.

**3.11. Departmental Charges.**

**The Service Provider shall be capable of billing to specified unique accounts, as designated by the Entity. All Print Shop jobs must include such designation to ensure proper payment.**

Ricoh understands that we must provide billing to specified unique accounts per Entity. Further we understand that all Print Shop jobs will also be billed to specific accounts as well.

### 3.11.1. Print Shop Volumes.

**The Entity shall not guarantee minimum or maximum number of Impressions, projects, or dollar volumes to be produced in the Print Shops. The Service Provider is encouraged to market Print Shop services to all Entity departments with help and support from the Entity Project Manager(s).**

Ricoh understands that the Entities will not guarantee a minimum number of impressions, projects, or dollar volumes to be produced in print shops. However this is a capital expenditure and a risk that Ricoh is committing to take on, we wanted the Entities to support our commitment to these individual partnerships.

### Marketing Plan

The Marketing Plan has been provided in the separately provided TRADE SECRET document.

### 3.11.2. Lease of Space.

**The Service Provider may be required to lease space from the Entity for each Print Shop. The details of each lease shall be determined by the respective Entity and the Service Provider prior to the Agreement being signed and prior to Services Commencing.**

Ricoh understands that if we are awarded the contract that we may be required to lease space from the Entities for each Print Shop. These leases were specified in the RFP Addendum.

### 3.11.3. Parking.

**The Entity shall supply a designated number of parking spaces to the Service provider at Entity-designated rates. Additional accommodations in loading dock areas shall be provided on an as-needed basis during business hours.**

Ricoh understands that if we are awarded the contract that the Entity shall supply a designated number of parking spaces at Entity-designated rates. Accommodations for loading dock are duly noted.

### 3.11.4. Responsibility for Original Documents.

**The Service Provider will be responsible for all documents given to them for reproduction. The Service Provider will be solely responsible for the documents from the time of receipt until the time of return to the Customer.**

Ricoh will be responsible for all documents received from customers for reproduction. Each document or set of documents will be either accompanied by a job ticket from our electronic job submission ticket or an actual hard copy job ticket. Ricoh will maintain chain of customer documents until job requests are complete and either delivered to customer or picked up.

Additionally HIPPA requirements regarding documents will also be met.

### 3.12. Intranet Website.

The Service Provider shall create and maintain an Intranet website for each Entity to provide information about the Facilities Management Services available to that Entity's Customers. The Intranet website will be housed on the respective Entity's Intranet or other Entity designated location, and will contain at a minimum:

**b. Portal for use by Entity employees requesting jobs to be performed in the Print Shop(s);**

Ricoh will provide (4) unique customized URL's from the Entities intranet sites. These URL's will be specific to each entity to allow registered users/customers to request jobs in the Print Shop

**c. Provisions to securely transport job requests, with the option to encrypt. With security in place to prevent transmission of PCI, HIPPA, or any personal identity or financial information over an unsecured portal;**

The DSF applications implement SSL encryption around security-sensitive traffic, such as pages dealing with login and password information. For most applications, whole-site encryption can be enabled.

Keys are loaded and unloaded independently on each device. SSL accelerators are administered on ports separate from those handling production traffic. Keys are kept in an access-controlled location. Keys are generated by the device at the direction of the operator connected by the administration port. Replacement certificates can be deployed within 24 hours as needed.

**d. Means to dispose and remove requests and actual documents after a set time the Entity requires for security reasons;**

Ricoh's offering actually stores job specific to each registered user secure account. Each individual has the ability to either store the job under their unique profile or delete jobs at their discretion. Other users do not have the capability of viewing other user's jobs.

**e. Frequently Asked Questions (FAQ) about the services available from the Service Provider compiled in conjunction with the Entity Project Manager;**

Ricoh will provide a FAQ document detailing the service(s) that we provide compiled in conjunction with the Entity project manager

**f. Procedures for requesting service or maintenance of a Convenience Machine;**

Ricoh will provide documentation detailing procedures for requesting service or maintenance of a convenience machine.

**g. Information relating to Service Provider Convenience Machine training classes;**

Ricoh will provide information on the intranet sites as well as on an as needed basis convenience machine training classes

**h. Instructions on how to request a new Convenience Machine or an upgrade to an existing Convenience Machine;**

Ricoh will provide instructions on how to request a new convenience machine by first directing the users to the Entity project manager to obtain approvals. Once approvals are met Ricoh will assist customers in their upgrade requests.

**i. Procedures for requesting document production/reproduction from the Print Shop(s); and**

Ricoh will provide instruction for procedures requesting document production/reproduction from the Print Shop(s)

**j. An electronic Customer Feedback Form that will email a designated Service Provider employee with copy via email to the Entity's Project Manager and the submitter, for response within one (1) business day. The form shall be designed by the Service Provider with input from the Entity's Project Manager.**

With Ricoh's provided software you will have the ability to design and distribute simple or complex surveys with intuitive tools, collect the data, analyze it and report on it, all from one easy-to-use interface. Listen to the voice of your customers, employees and partners. Understand the attitudes and behaviors that lead to satisfaction, efficiency and high performance. Integrate what you learn into your business processes in real time. This fully hosted, online solution is engineered to make the whole intelligence gathering process flexible, productive, and easy.

**The Intranet website will conform to the standards and security requirements of the Entity for Intranet website design. Procedures for updates to the site shall be mutually agreed to by the parties.**

Ricoh will conform to all the standards and security requirements of the Entity for Intranet website design.

### **3.13. Machine Database.**

**A computerized database of the Convenience Machines in use at the Entity must be maintained by the Service Provider with the following information, at a minimum:**

**Number of copies (color, B&W, and combined) made on that Convenience Machine each month for the life of the Contract;**

**Specific location of the Convenience Machine;**

**Number and type of service calls made on that Convenience Machine for the life of the Contract;**

**Specific identifier for that piece of equipment (serial number or maintenance identification number);**

**Features of the equipment (such as, number of sorter bins, stapler, feeder); and**

**Indication if this copier has additional monthly charges associated with it.**

**The Service Provider shall keep the Convenience Machine database current at all times during the term of the Agreement.**

Ricoh's TRAC Solution will be the database used for convenience machines in use at the Entity will be maintained by Ricoh with the following information at a minimum:

- Number of copies (color, B&W, and combined) made on that convenience machine each month for the life of the contract;
- Specific location of the convenience machine;
- Number and type of service calls made on that convenience machine for the life of the contract;
- Specific identifier for that piece of equipment (serial number or maintenance identification number);
- Features of the equipment (such as, number of sorter bins, stapler, feeder); and

- Indication if this copier has additional monthly charges associated with it.

Ricoh shall keep convenience machine database current at all times during the term of the agreement.

### **3.14. Recycling.**

**The Service Provider shall recycle any applicable waste material generated in performance of the Services, in compliance with each Entity's applicable environmental or conservation policies.**

Ricoh is committed to a program of environmental stewardship, both in the way we work and in the document efficiency strategies we offer to our customers specifically counties and municipalities.

Ricoh is proud to have implemented the program of toner, cartridge/container recycling locally. We offer this program pro bono to all City of Charlotte, Mecklenburg County and Rock Hill entities today. Ricoh absorbs the shipping and demanufacturing costs to this program.

The toner cartridges in Ricoh, Savin and Lanier fax systems, printers and some multifunction products incorporate mechanical and electrical components that are part of the imaging process. When the toner is consumed, many of these parts are in as-new condition and can be reused. Recycling these cartridges keeps them out of landfills and reduces the environmental impact that comes from using virgin materials and parts.

Returned cartridges are sorted for parts reuse, material and energy recovery. The parts are cleaned and inspected using sophisticated testing systems and equipment. Those that meet Ricoh's strict quality standards are reused in the manufacturing of cartridges.

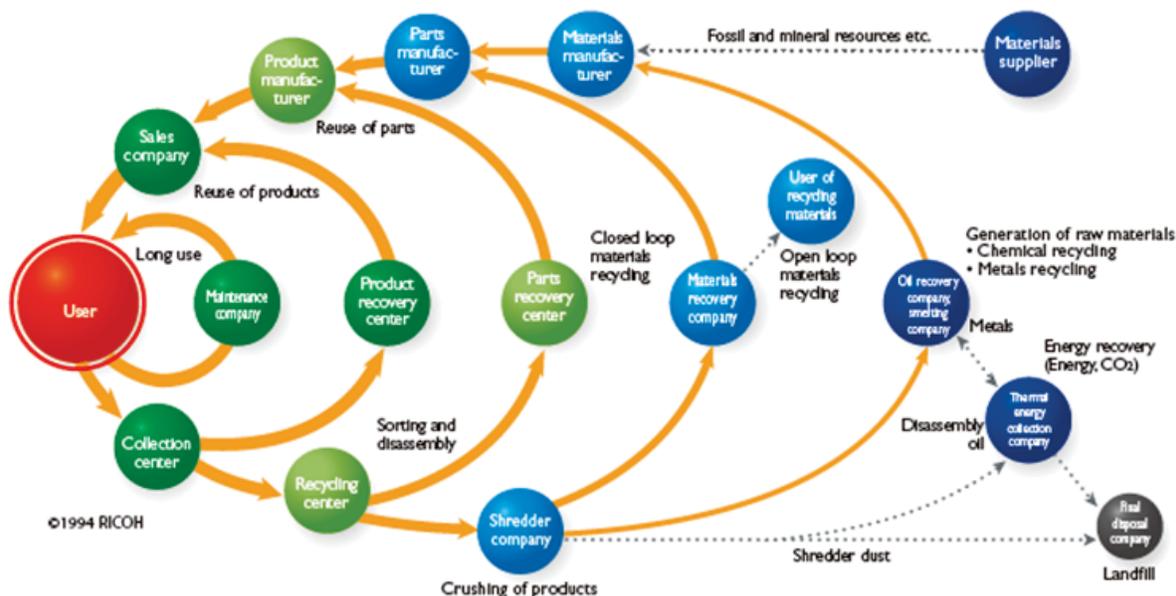
Additionally, most of Ricoh's imaging equipment is designed by Ricoh and is manufactured at its own manufacturing plants. In addition to being ISO14001 certified, Ricoh's manufacturing facilities have been "Zero Waste to Landfill (ZWTL)" since April 2002. Ricoh Electronics, Inc., a Ricoh Group manufacturing company located in Orange County, CA and Lawrenceville, GA, have been ZWTL since 2001. ***This is a key differentiator for Ricoh.***

### **The Comet Circle™**

The Ricoh Group contributes to the development of a sustainable society based on the Comet Circle concept. In 1994, we established the Comet Circle as the basis to encourage change toward the creation of a sustainable society. The Comet Circle expresses the greater picture of our environmental impact reduction scheme, which includes not only the scope of Ricoh as a manufacturer and sales company, but also the entire lifecycle of our products, including upstream and downstream of our business activities. Being well aware that product manufacturers like Ricoh—because of their involvement in the early phases of a product's lifecycle—can make the greatest contribution to reducing environmental impact, all of our business endeavors take into account the Comet Circle.

### *Flow of the Comet Circle*

Each circle in the following chart represents our partners, who can help develop a sustainable society. New resources harvested by the materials supplier from the natural environment are turned into product, which proceeds through its lifecycle until it finally reaches the user or customer. Used products are cycled back through the process through reuse/recycling channels.



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\* For more information, please visit <http://www.ricoh.com/environment/management/concept.html>

*Identifying and Reducing Total Environmental Impact at All Stages of the Lifecycle*

To reduce the environmental impact throughout the entire product lifecycle, we must identify the degree of impact at each stage, from business process to transportation, by all involved parties—the Ricoh Group, suppliers, customers and recycling companies. Using the Sustainable Environmental Management Information System—which covers all of these stages—we identify the environmental impact to promote development of environmental technology and reuse and recycling of our products, thus striving to reduce the total environmental impact.

*Putting Priority on Inner-loop Recycling and Promoting a Multi-tiered Recycling System*

Resources have the highest economic value when they are manufactured into products and used by customers. The Ricoh Group puts priority on reusing and recycling products and parts, expressed as the inner loops of the Comet Circle, to return used products to their highest economic value. When a part cannot be reused in a product, we recycle it as a material. In such cases, we make every effort to recycle the part into a material with a quality as high as possible, or to recycle it in the closed-loop recycling system (i.e., a system that allows the recycled material to be used within the Group), thereby achieving the highest possible economic value. We also repeat recycling as many times as possible under the “multi-tiered recycling system,” to reduce the need to use new materials and ultimately reduce the volume of waste generated.

**More Economically Rational Recycling**

In a sustainable society, used products should not be treated as waste, but as valuable resources. That is, a recycling system must be developed in which products and money flow in opposite directions in the post-product-use stages as well as the original production and marketing stages. The Ricoh Group, making use of an upgraded design, has established a system to reuse parts repeatedly in production. In partnership with recycling companies, we have been working on quality improvement of recycled resources and minimization of energy used and costs needed for reuse and recycling. This way, we

are promoting a more economically rational recycling system that has a smaller impact on the environment.

#### **Reducing the Needs of New Resources with Greater Use of Recovered Resources**

Since the initiation of the Comet Circle in 1994, the Ricoh Group has built a system under which used products are recovered and reintroduced into the market, giving way to more efficient use of resources. Given the possibility that some mineral resources may be depleted in the near future, manufacturing styles cannot be said to be sustainable if they require large amounts of resources. The Ricoh Group will accelerate its shift to the new style of manufacturing, whereby the value of resources is maximized through recycling and use of new resources in production is greatly reduced.

#### *Establishing a Partnership at Every Stage*

To effectively reduce environmental impact, close communication and information-sharing among partners is critical. The Ricoh Group strives to reduce its environmental impact in all of its business areas through partnerships with parties at all stages of the product lifecycle. Initiatives include the reduction of environmentally sensitive substances in cooperation with materials and parts manufacturers, improved efficiency in transportation and green marketing. We also offer solutions to our customers to reduce the environmental impact of their offices. By disclosing information and knowledge garnered through these activities and working with local communities, the Ricoh Group helps reduce the environmental impact of society as a whole.

### **3.15. Pricing.**

#### **3.15.1. Convenience Pricing.**

**Regardless of exceptions taken, Service Providers shall provide pricing for each year in the initial Term of the Contract, based on the requirements and terms set forth in this RFP. The Service Provider shall detail their proposed cost per Impression model, which shall be inclusive of all supplies, usage of Convenience Machines, all preventative and as-needed maintenance services, management of the Fleet, Management of the Print Shop(s), and all other costs associated with the Facilities Management Services.**

**The Service Provider will supply, at no additional cost beyond the cost per Impression fee, all equipment and supplies, including, but not limited to; paper, toner, staples, developer, oils, replacement parts and any other products, parts, or supplies needed to fulfill the Facilities Management Services. A pricing worksheet is provided in Section 6, Form 1F to assist you.**

Ricoh will provide pricing based on requirements set forth in this RFP. We shall detail proposed cost per impression, inclusive of all supplies, usage, maintenance services, management of Fleet, Management of Print Shop(s) and other costs associated with Facilities Management Services.

Our proposal pricing is details in Section 6, Form 1F.

#### *A. Pricing Adjustments.*

**The Service Provider shall be allowed to submit proposed pricing adjustments to be implemented during the available three (3) year renewal term, to the Convenience Machine and Print Shop Management Fees no less than six (6) months prior to the end of the initial Term of the Agreement for consideration by the Entities. All other fees are to remain firm for the duration of the Contact.**

Ricoh will provide pricing for each year in the initial term of the contract. Our proposal shall detail our cost per impression model inclusive of supplies, usage, maintenance, management of the fleet, Print Shop(s) and other Facilities Management Services.

Ricoh's proposal included equipment, supplies, paper, toner, staples, developer, oils and replacement parts. Details provided in Section 6, Form 1F.

#### *B. Ad-Hoc Pricing Adjustments.*

**Ad-Hoc Pricing Adjustments shall not be allowed during the Term of the Agreement. All requests for Adjustments in Convenience Machine and/or Print Shop Pricing shall be made as detailed in Section 3.15.1 A above.**

Ricoh understands that "ad-hoc" pricing adjustments cannot be made for products and services identified in the proposal and for the term of the agreement. Further we understand that if we are awarded contract that we shall submit pricing adjustments for the available three(3) year renewal term within six (6) month prior to end of the initial term.

At this time new products or services that Ricoh develops or brings to market, cannot be firmly anticipated. Therefore, we respectfully suggest that post contract award, during initial term, and for renewal term that any new products and services will be brought to the Entities for consideration if they would like to explore these new options. Pricing will be submitted for review and if applicable will be added via an amendment.

#### **3.15.2. Duplex Rebate.**

**The Service Provider shall provide the Entity with a set rebate per Duplex Impression by department for all Duplex Impressions per cycle. Service Providers shall respond to this RFP with specific information detailing rebate pricing model, as requested in Section 6, Form 1D**

Ricoh shall provide the Entity with a set rebate per Duplex Impression by department for all Duplex impressions per cycle. Our specific duplex rebate is detailed in Section 6, Form 1D.

#### **3.15.3. Departmental Charges.**

**The Service Provider's Convenience Machines shall be capable of using Active Directory and/or IP Address information, either through embedded or installed software, to monitor print and copy activities to appropriately code all Convenience Machine Impressions to the correct Account for billing purposes.**

**The Entity shall provide the Service Provider or the Service Provider's Systems with access to the necessary Active Directory, IP Address, or Badging System data, including assigned Accounts for each user, to appropriately bill each individual user's prints and copies to the appropriate Account. The Entity shall not be charged for scanning and outgoing facsimile transmissions. Fax confirmation pages and incoming faxes will be billed to the default cost center for the device**

**The Entity will furnish the departmental accounting codes needed for this system to the Service Provider no later than twenty (20) Workdays after the Effective Date of the Contract.**

**The Service Provider shall detail options for billing prints and copies to separate Accounts via tracking to the individual user and/or Convenience Machine.**

**The Entity shall not be billed for any Impressions that cannot be tracked to an account or individual user.**

**The Service Provider shall detail options for ensuring accurate billing, along with any information or data which the Entity would be required to provide in support of billing activities.**

Ricoh's convenience machines shall be capable of using Active Directory, either through embedded or installed software, to monitor any print and copy activities to appropriately code all convenience machine impressions to the correct account for billing purposes.

The Entity shall provide Ricoh with access to necessary Active Directory, Badging System data, including assigned accounts for each user, to appropriately bill each individual users' prints and copies to the appropriate account. The Entity shall not be charged for scanning and outgoing facsimile transmissions. Fax confirmation pages and incoming faxes will be billed to the default cost center for the device.

The Entity will furnish the departmental accounting codes needed for this system to Ricoh no later than twenty (20) Workdays after the effective date of the contract.

Ricoh will detail options for billing prints and copies to separate accounts via tracking to the individual user and/or convenience machine.

Ricoh will detail options for ensuring accurate billing, along with any information or data which the Entity would be required to provide in support of billing activities.

#### **3.15.4. Print Tracking.**

**The Convenience Machines shall be capable of tracking all network printing activities (including Fleet Devices and Entity owned Devices) to individual users and/or IP Addresses, at no additional cost to the Entity. The Service Provide shall provide the Entity Contract Manager(s) and other users designated by the Entity, access through an online platform or embedded tool, to view user and/or IP Address Activity, including, at a minimum, the following data, cross tabulated, with sub-totals:**

**Query network Print activities by division, Department, Location, or Entity-wide basis;**

**View date, time, size, format, and name of individual print jobs;**

**View trend maps or charts for;**

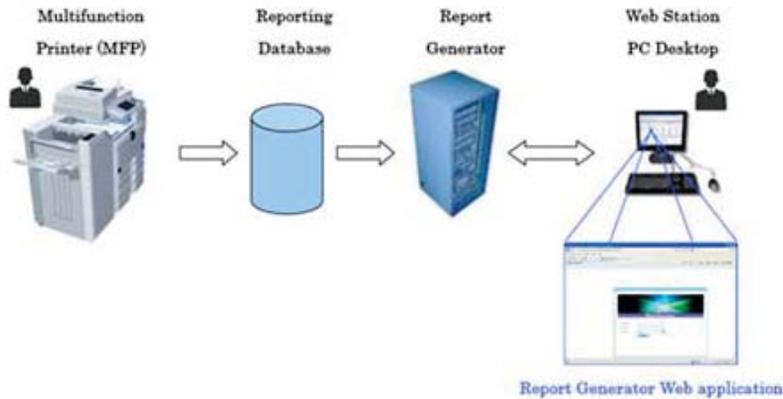
- ❖ **Print volumes;**
- ❖ **Print format (e.g. use of Color print vs. B&W print or 8.5"x11" vs. 8.5" x 14" prints; and**
- ❖ **Prints by user, division, department, location, and Entity-wide.**

**View cost for prints to each networked Device for Customer comparison.**

Ricoh proposed convenience machines shall be capable of tracking all network printing activities (including fleet devices and Entity owned devices) to individual users, at no additional cost to the Entity.

The proposed solution includes a web-based reporting module which would enables each Entity's administrators to generate and configure a wide range of customizable reports to track user volumes for individuals, workgroups or departments. Ricoh will utilize the Active Directory attributes for each user. The reports can monitor usage rates by device and by function to ensure more cost-efficient, responsible printing.

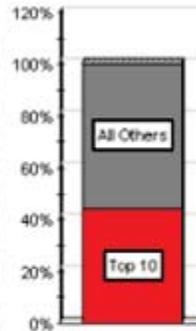
Please see below sample summary reporting screenshots.



### Top 10 Printers by Cost and Volume

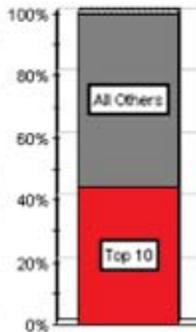
#### By Costs

Model	Port/Host	% of Total	Costs
AP2610N PCL 5e	LPT1: on NJWC08403	6.18%	\$143,720
LASER AP2000 PCL 6	LPT1: on NJWC05639	5.16%	\$120,020
AP2600N PCL	LPT1: on NJWC08033	5.12%	\$119,200
3245C PCL 5c	\\NJWCNTPS01\NJ02-P2F1-3245-02	4.75%	\$110,420
CL7000 PCL 5c	\\NJWCNTPS01\NJ02-P3F1-7000CMF-01	4.42%	\$102,820
3245C PCL 5c	\\NJWCNTPS01\NJ02-P1F2-3245-01	3.92%	\$91,180
CL7000 PCL 5c	\\NJ04NTPS03\NJ04-FL1-7000-01	3.88%	\$90,260
1075 PCL 5e	\\NJWCNTPS01\NJ02-P1F2-1075-01	2.85%	\$66,360
3245C PCL 5c	\\NJWCNTPS01\NJ02-P2F1-3245-03	2.85%	\$66,220
3245C PCL 5c	\\NJWCNTPS01\NJ02-P1F2-3245-03	2.73%	\$63,520
<b>All Others:</b>		<b>58.15%</b>	<b>\$1,352,900</b>
<b>Top Ten:</b>		<b>41.85%</b>	<b>\$973,720</b>



#### By Pages

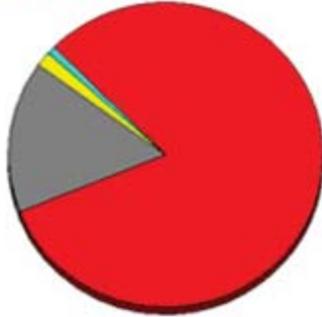
Model	Port/Host	% of Total	Pages
AP2610N PCL 5e	LPT1: on NJWC08403	6.18%	7186
LASER AP2000 PCL 6	LPT1: on NJWC05639	5.16%	6001
AP2600N PCL	LPT1: on NJWC08033	5.12%	5960
3245C PCL 5c	\\NJWCNTPS01\NJ02-P2F1-3245-02	4.75%	5521
CL7000 PCL 5c	\\NJWCNTPS01\NJ02-P3F1-7000CMF-01	4.42%	5141
3245C PCL 5c	\\NJWCNTPS01\NJ02-P1F2-3245-01	3.92%	4559
CL7000 PCL 5c	\\NJ04NTPS03\NJ04-FL1-7000-01	3.88%	4513
1075 PCL 5e	\\NJWCNTPS01\NJ02-P1F2-1075-01	2.85%	3318
3245C PCL 5c	\\NJWCNTPS01\NJ02-P2F1-3245-03	2.85%	3311
3245C PCL 5c	\\NJWCNTPS01\NJ02-P1F2-3245-03	2.73%	3176
<b>All Others:</b>		<b>58.15%</b>	<b>67645</b>
<b>Top Ten:</b>		<b>41.85%</b>	<b>48686</b>





**Total Printing Breakdown**

Total jobs: 28161



1 - 3 pages:	22893 job(s)	(81.29%)
4 - 25 pages:	4581 job(s)	(16.27%)
26 - 50 pages:	426 job(s)	(1.51%)
50+ pages:	261 job(s)	(0.93%)

Total pages: 116331



1 - 3 pages:	33646 pages(s)	(28.92%)
4 - 25 pages:	38451 pages(s)	(33.05%)
26 - 50 pages:	15211 pages(s)	(13.08%)
50+ pages:	29023 pages(s)	(24.95%)



**Executive Summary**

**Current Volumes**

Total Number of Days:	30	Total Number of Users:	279
Total Number of Jobs:	28161	Total Number of B&W Pages:	40147
Total Number of Pages:	116331	Total Number of Color Pages:	76184

**Current Assets**

Total Number of Devices:	296	Number of Network Printers:	87
Total Number of Models:	120	Number of Local Printers:	147
Total Workstations:	287	Number of Direct to IP Printers:	62

**Current Costs**

Avg. Cost Per Page:	\$0.020	Cost of BW Printing:	\$802.94
Avg. Cost Per User:	\$8.34	Cost of Color Printing:	\$1,523.68
Avg. Cost Per Printer:	\$7.86	Total Cost of Printing:	\$2,326.62

**Extrapolated Values**

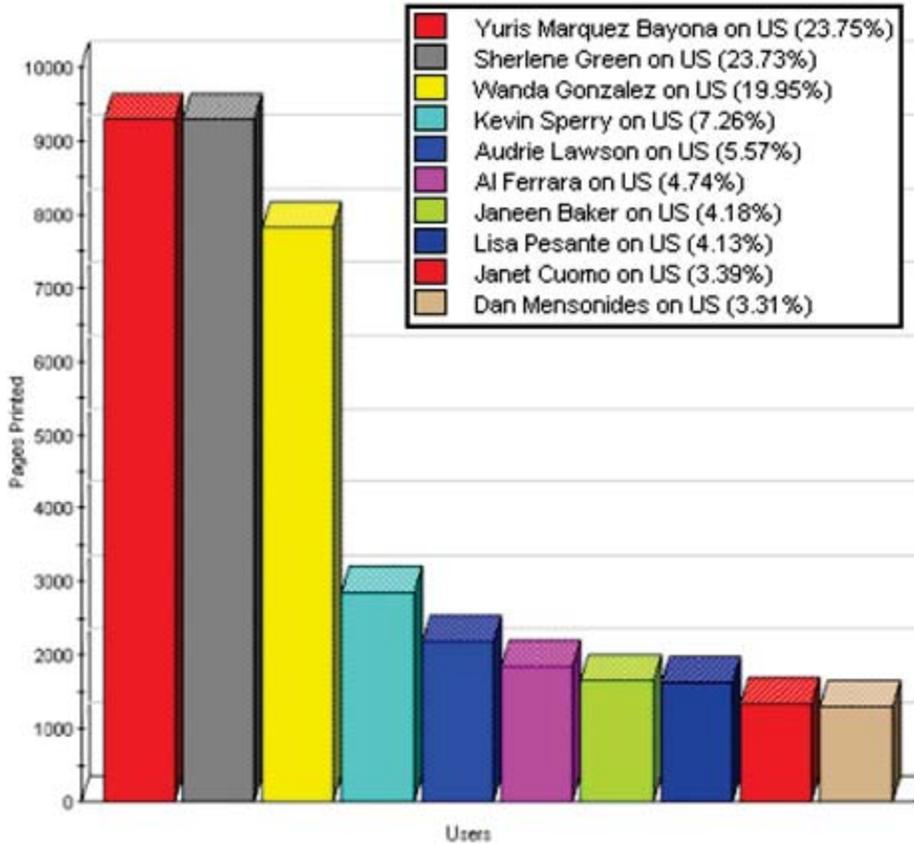
Avg. Cost Per User Per Day:	\$0.28	Avg. B&W Pages Per Day:	1338
Avg. Cost Per Printer Per Day:	\$0.26	Avg. Color Pages Per Day:	2539
Avg. Total Cost Per Day:	\$77.55	Avg. Total Pages Per Day:	3878

**Projections**

Cost Per Month:	\$2,326.50	Pages Per Month:	116340
Cost Per Quarter:	\$6,979.50	Pages Per Quarter:	349020
Costs (1 Year):	\$28,305.75	Pages (1 Year):	1415470
Costs (3 Years):	\$84,917.25	Pages (3 Years):	4246410



**Top Users by Total Volume**



**3.15.5. Unique Customer Identifier.**

Multi-Function Machines provided by the Service Provider will verify the identity of each Customer by means of network authentication for scanning and utilize an account specified by the relevant Department and Division for printing and copying where needed. The network printing Customer identification will occur at the Customer’s desktop or at the Device without the need to enter an additional Customer ID and password or code.

At the Entity’s discretion, Service Provider shall provide necessary Hardware and Software to support the following options at the Convenience Machines:

- AD authentication;
- Badge access; and
- Password or pin access, including dual password/pin access.

Ricoh shall provide the necessary hardware and software to support A/D authentication, badge access and password/pin access.

## Device Authentication

Ricoh Device Authentication provides MFD security features that restrict unauthorized users, or a group of users, from accessing system functions or changing machine settings. This important capability enables the system administrator to manage access rights helping to protect the MFD installed base from unapproved usage or tampering.

- User Code Authentication
- Basic Authentication
- Windows Authentication
- Card Authentication Package
- LDAP Authentication
- Common Access Card (CAC)/Personal Identity Verification (PIV) Authentication Solution

If departments choose not to go with A/D authentication via badge access that can opt to utilize password or pin access to achieve the same result.

### 3.15.6. Meter Reading.

**The Service Provider shall be capable of remotely and manually monitoring all Convenience Machines to allow for monthly and as-needed meter readings, device service notifications, or other alerts as necessary.**

Ricoh fleet managers will leverage a combination of the @Remote tool, and the TRAC tool will be used to remotely and manually monitor all convenience machines to allow for monthly and as-needed meter readings, device service notifications, or other alerts as necessary.

### @Remote Appliance

Ricoh's @Remote Appliance will allow for automated service calls to be placed (when "hard failures" involving "SC" codes occur) as well as for each Entity to have line of sight to real time meters and reporting that provides insight to each fleet appropriately.

Ricoh fleet managers are also able to view device status, paper levels, paper jams, etc. via the Web Device Monitor tool but cannot provide reporting on paper jams specifically.

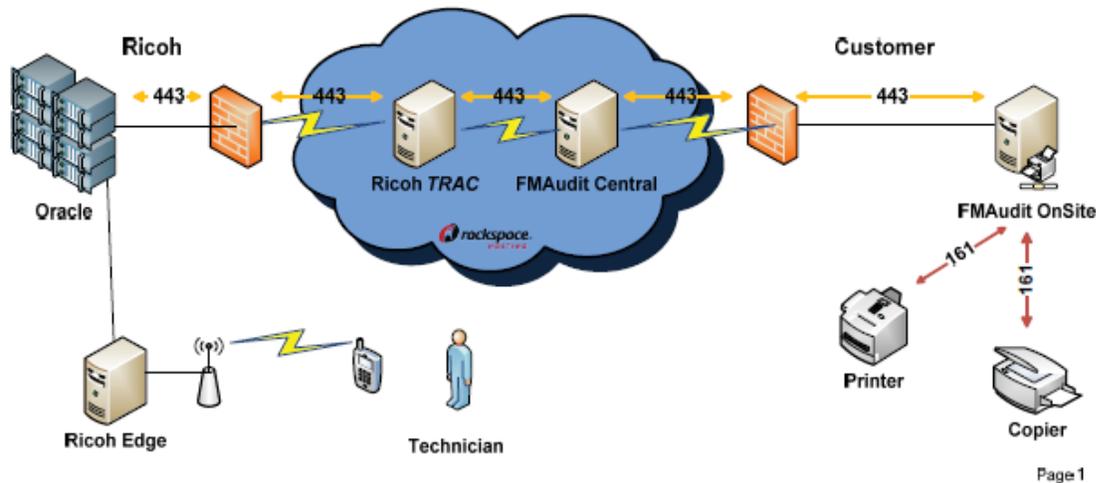
Below is a link to more information on the @Remote Appliance:

[http://www.ricoh-usa.com/services\\_and\\_solutions/solutions/atremote\\_office/brochures/Ricoh%20@Remote%20Office%20Brochure.pdf](http://www.ricoh-usa.com/services_and_solutions/solutions/atremote_office/brochures/Ricoh%20@Remote%20Office%20Brochure.pdf)

### TRAC Intelligent Device Monitoring

TRAC communicates directly with Entities output devices to monitor and provide real-time device usage, consumable usage and service information and to facilitate centralized reporting and analysis. Using this data, our experts can help the Entities achieve a balanced deployment that maximizes utilization and productivity.

The following diagram illustrates how our TRAC Solution™ would integrate with Entities devices to track, collect and report information.

**Note:**

1. All communications initiate from FMAudit OnSite from inside the Firewall via Secure Socket Layer Port 443.
2. Communication can be white-listed for additional security to the following:
  - Central Server (<https://fmauditcentral.api.ioofficeconnect.com>, IP address 98.129.130.136, Port 443)
  - License Server (<https://www.gttechonline.com>, IP address 216.106.61.53, Port 443)
  - Update Server (<https://update.fmaudit.com>, IP address 74.208.13.124, Port 443)
3. TRAC and FMAudit Central are co-located in same facility (rackspace)
4. Communication between FMAudit OnSite and network printers is via SNMP v2 Port 161.

### 3.15.7. Administrative Fees.

The Service Provider shall pay the CLT a minimum of one (1%) percent quarterly administrative fee based on overall CCPA Program spend by the CLT and Participating Public Agencies (PPA) during the term of the Contract and will include a report as mutually agreed to by the parties outlining the CCPA spend. The Administrative Fee shall be paid no later than 30 days after the end of each calendar quarter during the term of the contract. It is the responsibility of the Service Provider to set the Administrative Fee on Section 6, Form 1F.

Ricoh will pay the CLT a minimum of one (1%) percent quarterly administrative fee based on overall CCPA Program spend by the CLT and Participating Public Agencies (PPA) through the term of the contract and will include a report as mutually agreed to by the parties outlining the CCPA spend. The administrative fee shall be paid no later than 30 days after the end of each calendar quarter during the term of the contract. Ricoh has provided the proposed Administrative Fee on Section 6, Form 1F.

### 3.16. Customer Service.

The Entities are very focused on Customer Service with a philosophy to provide all customers with quality services in a manner that is courteous, responsive, accessible, and seamless. The Services will be delivered with patience, understanding, good will, and without regard to our own convenience. The selected Service Provider will be expected to use these guidelines in developing the Proposed Solution:

Accessible, courteous, responsive and seamless customer service is of highest priority for the Entity.

Accessible service means that citizens have easy access to the organization.

Seamless customer service means that a customer gets good service no matter who is responsible.

**Responsible customer service means that our employees know what they are doing; that information they give is accurate; that they have a good understanding of how to get problems and decisions made; that they are trained and evaluated for the jobs they are doing.**

**Customer Service goals must be measurable and regularly evaluated.**

**Continuous improvements in customer service must be made in order to make City services accessible, responsive and as seamless as possible.**

At the core of a successful partnership between the Entities and Ricoh are people, communication and the subsequent experiences we take from these interactions. It is with this understanding; Ricoh offers its Service Excellence Program. The Ricoh Service Excellence program has been implemented in a variety of our Managed Services customer environments all over the world. We proudly provide best in class customer service supported by a systematic approach.

**Ricoh Service Excellence<sup>SM</sup>**

We have worked with thousands of organizations to build document strategies that address their company’s corporate objectives, departmental needs and provider expertise, to ensure maximum efficiency with minimum organizational disruption. A comprehensive document management solution can then be built, that not only applies innovative technology, but also leverages world-class service, including provider expertise and proven best practices. We have trademarked this process, called Ricoh Service Excellence<sup>SM</sup>, to ensure consistent delivery.



Ricoh Service Excellence is the award-winning methodology behind all of our on-site managed services engagements. This proprietary methodology focuses on five fundamental areas: Customer Analysis and Solutions, Implementation Process, Operations and Best Practices, All-Star Employee Systems, and Customer Strategy and Communication.



Ricoh Service Excellence is unique in how we:

- Translate customer needs into cost-justified solutions using innovative technology and measurable service levels
- Design and manage the implementation process
- Build on nationally validated standards and best practices
- Consistently develop and motivate employees to deliver world-class service
- Consult to ensure alignment with evolving customer business strategies

**PRIDE Model**

Customer service is the primary differentiator that separates us from our competitors and leads customers to choose us first. Carefully selected employees and the level of service they provide set us far above our

major competitors. Every employee is entrusted with a unique role to ensure that the Entities will receive the highest level of service possible.

To maintain service superiority and ensure each employee's commitment to excellence in customer service, we invest in a formal customer service policy based on the PRIDE Model. This model, which includes the following core values, is delivered through a companywide training program:

- ❖ Partnership
- ❖ Responsiveness
- ❖ Integrity
- ❖ Differentiation
- ❖ Empowerment

We understand that a loyal partnership with the Entities can only be achieved through responsiveness, integrity and empowerment by a diverse group of employees who stay in touch with customer needs. PRIDE is the tool we use to focus on these initiatives. The Entities will benefit as a result of each employee's commitment to service excellence through the core values of the PRIDE model:

#### **Partnership**

Partners believe in synergy, teamwork and providing solutions together. A key concept of partnership is the belief that partners can achieve together what cannot be achieved as individuals.

#### **Responsiveness**

All of our employees must be responsive to customer needs, both internal and external. To build powerful partnerships based on responsiveness, we apply the following processes:

- ❖ *Exploration*  
This process identifies the Entities needs, wants and concerns. Exploration is the basis for a better understanding of customer requirements and the beginning of a productive relationship.
- ❖ *Agreement*  
This process clarifies a course of action and includes contingency information, as necessary. Formal detailed agreements enable effective delivery.
- ❖ *Delivery*  
This process includes actions that must be taken to fulfill promises and thoroughly execute agreements. It is important to communicate clearly with all team members and all the resources necessary to fulfill commitments. Throughout delivery it is essential to track progress and keep appropriate parties informed.
- ❖ *Assurance*  
This process is critical in building powerful partnerships. We acknowledge, recognize and reward achievements accomplished by both our employees and the Entities staff during this process. We also evaluate achievements not yet accomplished and determine an immediate course of action.

#### **Integrity**

We build trust with the Entities every time a promise is made and kept. Doing the job with integrity requires us to listen to end-user requirements and communicate positively and accurately. We employ the technique of the "Language of Yes" to communicate what can be done, rather than what cannot be done. This technique requires all of our employees to be aware of current technology and limitations.

**Differentiation**

Providing quality service does not simply provide a competitive edge—it is the major differentiator. We realize that a high quality service encounter raises expectations for all future encounters, called “Moments of Truth.” A Moment of Truth is an episode during which the Entities end-user comes into contact with any aspect of our company—however remote—and thereby has an opportunity to form an impression. Moments of Truth should be viewed as opportunities. Each Moment of Truth is a unique, unrepeatable opportunity for us to differentiate ourselves from our competition. Every decision is made with the customer in mind and is viewed as another opportunity to exceed the Entities expectations.

**Empowerment**

Our employees are empowered to make and implement decisions affecting the Entities. Decision-making authority is balanced by individual accountability and responsibility.

**3.17. Utilities.**

**Each Entity shall provide electrical service and network wiring for the Print Shop(s) and all installed Convenience Machines. If the Entity requests a change in equipment requiring changes in electrical outlets, the cost to perform the electrical work or network connection will be the responsibility and expense of the Entity.**

Ricoh has read and understands this point.

**3.17.1. Network Drops and Power Connections.**

**All Convenience Machines will be connected to the various Entity computer networks, unless connecting the machine is impractical, immaterial, or undesirable, as determined by the Entity’s Project Manager or their designee(s). Network connections shall be provided by the Entity.**

**All power requirements (including electrical service and network wiring) for each Convenience Machine will be provided by the Entity. If changing a machine model also changes the power requirements, the Service Provider must first notify the Entity Project Manager to authorize the change and ensure that power will be available and setup prior to installation.**

**The Service Provider shall be responsible for any and all equipment as needed to connect the Convenience Machine to the Entity’s infrastructure, including but not limited to power cords, surge protectors, network connection cords, and other required cords or connection devices. The Entity shall provide the network outlets and electrical power outlets needed for each Convenience Machine. The Service Provider will be responsible for checking each copier location and notifying the Entity Project Manager of any changes to electrical outlets or other changes that need to be made to any equipment location no less than ten (10) Workdays prior to the initial installation of the Fleet, and no less than five (5) business days prior to the installation of each Net Add Device.**

Ricoh has read this requirement and agrees to that the Entities will be responsible for all clean electrical power, electrical service, and network wiring. Also the Entities will provide network and electrical outlets.

Ricoh agrees to provide all materials such as power cords, surge protectors, network connection cords and other required cords or connection devices. Lastly we agree to notify the Entity project managers of changes or requirements pursuant to installation and for net add devices.

### 3.17.2. Network Connectivity

The Service Provider will provide Multi-Function Machines capable of connecting to the Entity's network. Each Multi-Function Machine provided by the Service Provider must be capable of being programmed to perform scan-to-e-mail, scan-to-network folder, or other requirements as detailed in each Entity's Specific Scope, as detailed in Exhibits B-D.

All multi-function devices proposed will be capable of connecting to the Entity's network, scan-to-e-mail, and scan-to-network folder.

### 3.17.3. Print Shop Utilities.

The Entity will provide the Service Provider with utility services necessary for the performance of the required services at all Print Shop locations, unless otherwise designated by the Entity. Utilities include electrical power, network and telephone connections, and telephone service. The Entity will pay all expenses for utilities except long distance telephone charges incurred by Service Provider.

The Entity will also provide custodial service, air ventilation, heating and cooling systems for each Print Shop location and any Service Provider and/or Entity equipment and will provide the access needed for Convenience Machine maintenance, repair, installation, and removal. The Entity will maintain the designated space for each Print Shop location free from any unsafe conditions and will make available to the Service Provider personnel and subcontractors any safety equipment or materials provided by the Entity to the Entity's own employees and subcontractors.

Ricoh's new proposal will require minimal utility services changes to what is currently provided today. Should Ricoh be awarded this contract we can specify which changes if any will occur.

## 3.18. Reporting.

### 3.18.1. Progress Reports.

Throughout the initial implementation period, the Service Provider shall prepare and submit weekly written reports to the Entity's Project Manager. The weekly reports shall:

- a. **Indicate progress for each task associated with the implementation of the Facilities Management Services;**

Pursuant to the Ricoh Methodology Framework as detailed in Section 3.2.1 the Ricoh Project Manager will monitor project tasks and provide Status Reporting to project stakeholders within the Entities and the progress against each project plan.

- b. **Identify and report the status of all tasks that have fallen behind schedule, the reason and cure period;**

Ricoh will identify and report on the status of all tasks that have fallen behind schedule as part of our standard Communications process.

- c. **Identify and summarize all risks and problems identified by the Service Provider which may affect the Facilities Management Services;**

Beginning in the Discovery phase, Risk Management Planning is a conscious effort of defining how to address potential risks within the project and what to do about them. Ensuring that the degree, type, and visibility of risk is appropriate to the complexity of the project and to the importance of the project within the Entities' organization.

*Identify Risks*

First Ricoh will identify risk, document the characteristics of each risk, and determine which risks are likely to affect the project. Ricoh project managers will complete a Risk Statement for the Entities review and discussion; Risk Statements evolve over the course of the project and will be reviewed periodically because new risks are often identified as the project progresses through its lifecycle.

**d. For each risk and problem, identify the action and person(s) responsible for mitigating the risk and resolving the problem;**

Ricoh will conduct a Risk Analysis; ranking risks based on their probability of occurrence and predicted impact on the project. Taking into consideration other factors such as the timeframe for response, the Entities' risk tolerance, project schedule, and quality. This analysis allows the Ricoh project manager to adjust for bias or perceptions about risks and then prioritize them based on a numerical scale.

**e. For each risk and problem identified, state the impact on the implementation; and**

Planning Risk Responses consists of identifying and evaluating the various methods needed to mitigate high and moderate risks. This aids the Ricoh Project Manager in developing the action plans necessary to handle individual risks if they occur, and helps the project team select the risk response that is most appropriate, including:

- Avoidance—Eliminating a specific threat, usually by eliminating the cause. The project management team can never eliminate all risk, but specific risk events can often be eliminated.
- Mitigation—Reducing the expected monetary value of a risk by reducing the probability of occurrence, reducing the risk event value.
- Acceptance—Accepting the consequences. Acceptance can be active (develop a contingency plan to execute should the risk event occur) or passive (accept less profit if some activities overrun).

Finally the Ricoh project manager tracks the identified risks, continues to implement risk response plans, and documents any new risk in accordance with the Risk Management Plan throughout the project lifecycle to ensure success.

**f. Identify all changes to the implementation plan that affect personnel, equipment, facilities and resources of the Entity which will be required for the Service Provider to perform the Facilities Management Services.**

Change is inevitable and project managers must be concerned with influencing the factors that create scope changes to ensure those changes are beneficial, determining that a change in scope has occurred, and managing the actual changes when and if they occur. This is accomplished by strict adherence to Ricoh's change control policy and the use of the standard Change Order form to document and approve all project changes.

### 3.18.2. Environmental Reporting Requirements.

**The Service Provider shall furnish quarterly usage reports showing a summary of the ordering and/or history of each Entity department for the previous quarter to the Procurement Services Division. The report must show at minimum, description and total quantity of each item ordered during the period, Duplex print volumes and savings, reporting period, Department, and total dollars per Department. The Entity reserves the right to request additional information, if required, when reviewing contract activity.**

Ricoh shall provide quarterly usage reports showing a summary of the ordering, history for each Entity department for the previous quarter to the Procurement Services Division. The report will show quantities of items ordered, duplex volumes, department and total dollars per Department. We understand that the Entity may want to request additional activity.

Our Monthly Management Report (MMR) tracks and reports site activity to include all items listed above in (a) through (g). It summarizes the production and service statistics of our performance including key performance indicators defined during the Annual Customer Strategy Review, key issues and action plans to resolve these issues, and financial elements such as invoice review and cost-cutting measures. We will present this report to the designated the Entities contacts during regularly scheduled monthly management meetings.

The MMR includes the following key components:

Commitment Action Document—an ongoing management tool which provides a rolling 12-month documentation of all issues directly affecting the customer, how each item is brought to closure, who is involved and the timeline involved

Charts and graphs illustrating performance statistics, such as (but not limited to):

- ❖ Key performance indicators
- ❖ Cost savings
- ❖ Copy Center and convenience copier volume
- ❖ Color copy volume
- ❖ Copy job requests
- ❖ Rush copy jobs
- ❖ Total service clicks
- ❖ Total waste clicks
- ❖ Percent of jobs delivered on time
- ❖ Percent of jobs delivered accurately
- ❖ Postage cost
- ❖ Inbound USPS mail volume
- ❖ Outbound USPS mail volume
- ❖ Inbound accountable mail volume
- ❖ Outbound accountable mail volume
- ❖ Express mail cost
- ❖ Incoming fax volume
- ❖ Outgoing fax volume

Additionally our Environmental Reporting is outlined below:

#### **Environmental Sustainability Measures**

Ricoh offers three types of environmental sustainability measures to help support the Total Green Office Solution (TGOS) for the Entities.

*Selecting*

When purchasing printing devices, it makes sense to choose the greener option. Ricoh offers products featuring Quick Start-up and other outstanding energy-saving technologies. Made with recycled parts, our range of refurbished printing devices reduces environmental impact throughout the product life-cycle.

Selecting greener options include:

**Understanding the Impact of the Existing Fleet**

Ricoh can provide an Environmental Impact Analysis which evaluates the current-state environmental impact and associated costs. The analysis serves as a key component in helping the Entities understand the extent of its carbon footprint, and begin the process of improving environmental sustainability within its document-based processes. The analysis includes the following components:

❖ *Power Consumption*

This element includes a detailed analysis of power consumption related to the Entities' document output environment (e.g., hardware, connectivity products). This power consumption data becomes the baseline for an Environmental Sustainability Design. The analysis identifies areas for device consolidation and potential environmental impact improvements.

❖ *Paper Consumption*

This element includes a comprehensive analysis of paper consumption related to the Entities' document environment and production activities, to identify paper-intensive processes and existing document output habits. It may also include measurements of device duplex defaults, driver settings and various uses of paper types. This paper consumption data becomes the baseline for an Environmental Sustainability Design.

❖ *CO<sub>2</sub> Emissions*

This includes a combination of power and paper consumption in a quantitative value that becomes the benchmark or baseline for the environmental measurement. Typically, the calculation is provided on a fleet or site basis as a measurement of the overall existing fleet environmental impact.

**Purchase Resource-saving Products**

- ❖ Products with recycled parts: Ricoh offers recycled black-and-white and color copiers, and a specific product line (MP 6002/MP 7502/MP 9002) that includes parts made from 100% recycled steel.
- ❖ Returnable eco-packaging: Ricoh uses returnable racks and recyclable cartons to deliver equipment to its customers.

**Placement of Most Environmentally Efficient Products**

- ❖ Our hardware and software products offer power-saving features (e.g., hardware with leading energy efficiency such as lower Typical Electricity Consumption (TEC) values and quick recovery from Auto-Off/Sleep mode).
- ❖ They also offer paper-saving features (e.g., duplexing, combined printing, locked printing, scanning).

**Centralized Monitoring of Power and Paper Consumption**

Using our Ricoh @Remote Green Report, we provide centralized monitoring of MDS and laser printer activities. This service helps keep track of monthly power consumption, paper consumption and utilization of the energy-saving mode and paper-saving functions.

*Using*

Through printing on both sides of the paper and making use of energy-saving functions, environmental impact can be considerably reduced. Paperless fax machines and scan-to-email functions can also help reduce paper waste to almost zero. We routinely help our customers optimize their devices to save on paper and energy without any sacrifice in convenience:

**Reduce Paper Consumption**

- ❖ Duplex printing
- ❖ Scan to email or folder
- ❖ Paperless fax technology
- ❖ On-demand printing
- ❖ Projectors for meetings (rather than paper handouts)

**Reduce Power Consumption**

- ❖ Energy-saving mode, with Quick Start-up recovery

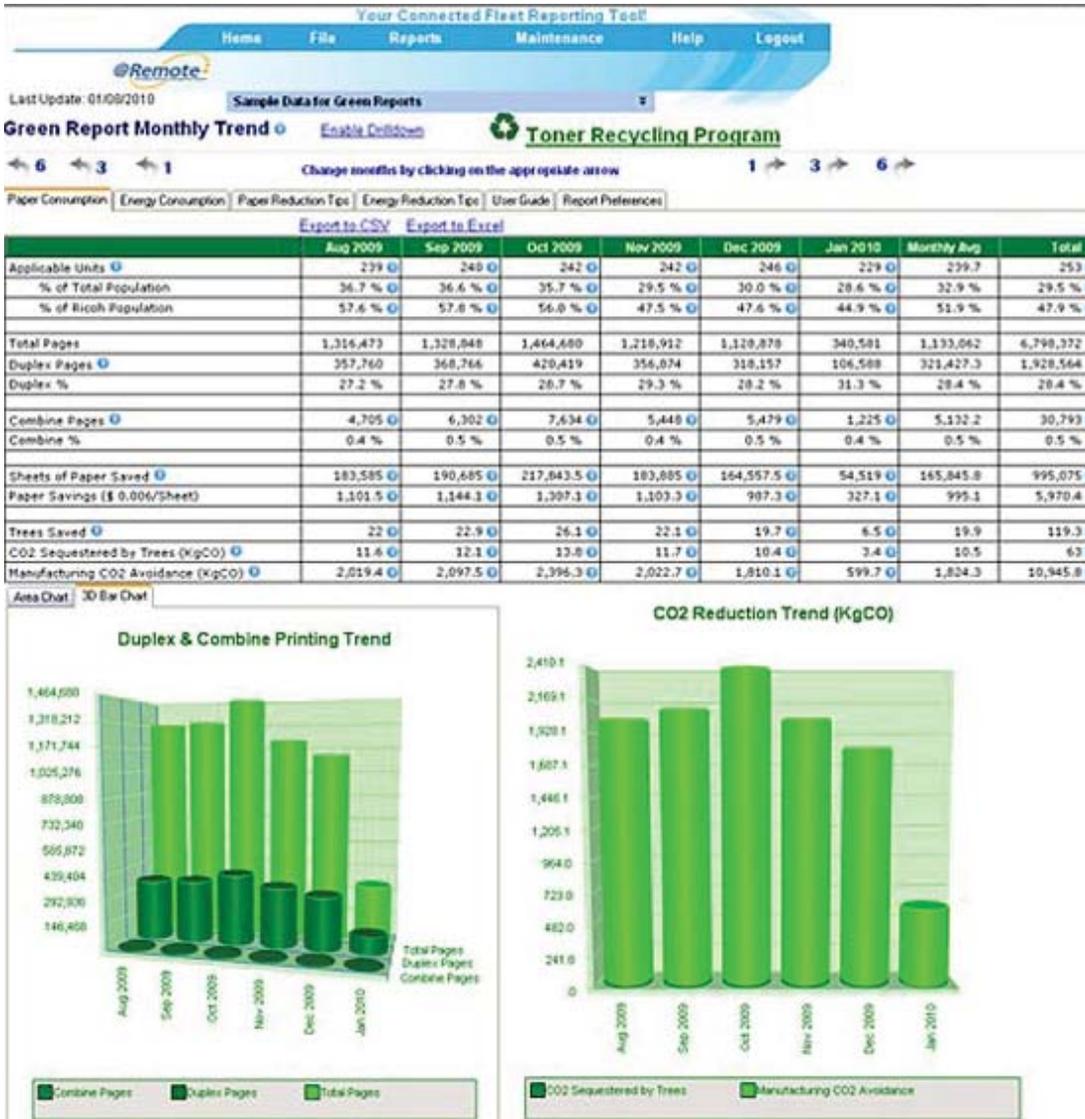
*Recycling*

Ricoh collects and recycles its customers' used toner cartridges, toner bottles and ink cartridges. We also operate a used products collection system that efficiently recycles used Ricoh products. Mechanisms include:

- Collection and recycling system for toner bottles and ink cartridges
- Collection of used machines.

*Ricoh @Remote*

Ricoh's @Remote tool allows for reporting around carbon footprint, energy consumption, and duplex print volumes, etc. Please see below screenshot.



3.18.3. Monthly Reports.

The Service Provider shall prepare and submit to the Entity at a monthly meeting with the Entity Project Manager (or at such other times as may be agreed in the Contract) written progress reports, which shall include, at a minimum, the following:

- a. Organizational chart and support contact information, including identification of any changes in Service Provider Personnel, Service Provider’s Personnel responsibilities, or contact information;

Our Ricoh Monthly Management Report will provide this organizational chart information

- b. Prior month summary invoice sent to the Entity’s Finance Department, showing any credits for errors;

Although not a standard feature of our Monthly Management Report we can provide the summary invoice upon request.

**c. Totals of billing dollars for each month in that fiscal year broken out by Convenience Copier dollars spent and Print Shop dollars spent for each month;**

Our Ricoh Monthly Management Report will provide the bill dollars for each month broken out by Convenience Copier and Print Shop dollars spent.

**d. Prior month totals of Impressions broken out by convenience copies per copy machine and by department;**

Our Ricoh Monthly Management Report will provide prior month total impressions broken out by convenience copies by machine, by department.

**e. Prior month totals of Print Shop costs broken out by department;**

Our Ricoh Monthly Management Report will provide Print Shop totals broken out by department.

**f. Graphical representation of the prior month volume for the Entity and for each Entity Department showing the expected minimum for that month and the actual minimum; also a graphical representation of the yearly total (beginning from the Effective date); and**

Our Ricoh Monthly Management Report will provide Graphical representation of prior month volume for the Entity and Entity department, and also a representation of the yearly totals.

**g. Report showing all service calls made the previous month, and any pending issues or ongoing service actions, the machine location, initial date and time the call was received, specific time and date service dispatch occurred, time technician arrived onsite, resolution time, a unique identifier for that machine, and machine downtime. The report must be sorted by machine downtime in descending order by machine.**

Our Ricoh Monthly Management Report will provide service call histories, pending issues, machine locations, specific dates and time and machine downtime. Report can be sorted in descending order by machine.

**A copy of each month's report shall also be available electronically to the Entity Project Manager, either via an online or network location, or sent via email no less than two (2) business days prior to the monthly meeting.**

Our Monthly Management Report (MMR) tracks and reports site activity to include all items listed above in (a) through (g). It summarizes the production and service statistics of our performance including key performance indicators defined during the Annual Customer Strategy Review, key issues and action plans to resolve these issues, and financial elements such as invoice review and cost-cutting measures. We will present this report to the designated the Entities contacts during regularly scheduled monthly management meetings.

A copy of this MMR shall be made available electronically to the Entity Project Manager two (2) business days prior to the monthly meeting.

The MMR includes the following key components:

Commitment Action Document—an ongoing management tool which provides a rolling 12-month documentation of all issues directly affecting the customer, how each item is brought to closure, who is involved and the timeline involved.

Charts and graphs illustrating performance statistics, such as (but not limited to):

- ❖ Key performance indicators
- ❖ Cost savings
- ❖ Copy Center and convenience copier volume
- ❖ Color copy volume
- ❖ Copy job requests
- ❖ Rush copy jobs
- ❖ Total service clicks
- ❖ Total waste clicks
- ❖ Percent of jobs delivered on time
- ❖ Percent of jobs delivered accurately
- ❖ Postage cost
- ❖ Inbound USPS mail volume
- ❖ Outbound USPS mail volume
- ❖ Inbound accountable mail volume
- ❖ Outbound accountable mail volume
- ❖ Express mail cost
- ❖ Incoming fax volume
- ❖ Outgoing fax volume
- ❖ Printer volume
- ❖ A list of items tracked and reported

A sample MMR has been included in the separately provided TRADE SECRETS document.

#### 3.18.4. Quarterly Reports.

**The Service Provider shall prepare and submit to the Entity at quarterly meetings with the Entity Project Manager (or at such other times as may be agreed to in the Contract) written reports, which include each of the following:**

**a. Any monthly reports due at such time; and**

Both of our Ricoh Monthly Management and Quarterly Reports can include this request.

**b. Full report of year to date service calls, move-add-changes, and non- basic support engagements, with total breakdown counts per Convenience Machine and Department.**

Both of our Ricoh Monthly Management and Quarterly Reports can include this request.

**c. A report detailing the Service Provider's use of environmentally friendly products and participation in the Entity's Green initiatives. The information detailed in this report is subject to change during the term of the Contract, and shall be at the discretion of the Entity Project Manager.**

Our Ricoh Quarterly Report can provide use of environmentally friendly products and participation in Entity's green initiatives. We recognize that this can be subject to change.

**A copy of each quarterly report shall also be available electronically to the Entity Project Manager, either via an online or network location, or sent via email no less than two (2) business following the quarterly meeting.**

**Each month and at any time upon forty-eight (48) hour request, the Service Provider must be able to show any Entity department their printing and copying expenses and/or revenue by month broken out**

between Print Shop, Convenience Copier, publicly accessible Convenience Machine, Multi- Function Machine, and Print Device expenses. The Entity and the Service Provider will jointly agree on the format of a detailed report of expenses to be sent to each department every month. The Entity may from time to time require additional reports and will make those requests to the Service Provider for provision within a reasonable timeframe.

Quarterly, Ricoh will engage all Entity leaders for a Quarterly meeting, the purpose is to review quarterly reports outlining the specifics requested by each Entity along with reports detailing quarterly trends of volumes, changes, expenses, moves, adds, changes, etc. Although these reports are provided monthly as well reviewing and communicating quarterly highlights trends or upcoming events that can impact each Entity. In addition, key statistical data which shows trends and reporting for the Entities, cost savings, and SLA compliance are other key deliverables in this meeting. ***This is a key differentiator for Ricoh.***

We agree to provide these meetings and the reports following the meetings within two (2) business days following the meetings.

Additionally, annually Ricoh would like to engage in a peer to peer senior staff level meeting, or annual review. The purpose of which is for Ricoh to understand each Entities strategic goals for the upcoming year. After this meeting is held, an internal Ricoh team whiteboard strategy session is held to determine potential projects or initiatives that we can engage in to assist the Entities in meeting those goals.

These projects and initiatives are then reviewed quarterly in a Quarterly Business Review. A sample QBR has been included in the separately provided TRADE SECRETS document.

Here are some other key areas that we believe set Ricoh apart from other providers in this space in addition to those mentioned above:

Experienced and Leading Managed Services Market share in the Carolinas

Experienced and Leading Provider in supporting Counties and municipalities in the Carolinas

Local and Experienced Team located in Charlotte, NC

- ❖ Area Vice President—Robert Griffin (28 years)
- ❖ Area Director of Managed Services Operations—David Legassie (18 years)
- ❖ Integrated Account Manager—Tracy Walker (9 years)
- ❖ Area Strategic Account Sales Mgr—Phillip Matthews (26 years)
- ❖ Strategic Account Executive—Dawn Greene-Rogers (12 years)
- ❖ Major Account Executive—Braden Ruch (9 years)
- ❖ Strategic Account Sales Analyst—Lisa Holland (19 years)
- ❖ Senior Solutions Consultant—David Kerr (15 years)
- ❖ Senior Solution Consultant—Kelly Garvey (9 years)
- ❖ Commercial Imaging Consultant—Heather Flohr (7years)

### 3.18.5. Ad-Hoc Reports.

The Service Provider shall supply the following reports to the Entity on an ad-hoc basis as requested by the Entity's Project Manager:

- d. Service history reports on individual devices, including detailed accounts of any preventative maintenance and issue resolution. Reports shall be available within four (4) hours of request.

Ricoh can and will provide "ad-hoc" service history reports on individual devices and can detail accounts of preventative maintenance and issue resolution.

Ricoh takes exception to this statement. Please see Ricoh's response in the Exception to RFP section of this proposal.

### 3.19. Training.

The Service Provider Training Program will include instruction on how to operate each model of Convenience Machine installed at the Entity, for Customers at the location where the Convenience Machine is placed. Instruction will be provided to the Customers on how to do business with the Entity Print Shop and what types of projects are suitable to be sent to the Print Shop for reproduction.

After equipment requirements and installation locations are identified, The Service Provider will contact each key operator and offer the following options:

- Pre-installation training in a classroom environment at the customer location(s);
  - Post-installation training at Customer locations on the day of delivery or at a time designated by the key operator; and
  - Post-installation follow up training at Customer locations approximately one (1) week after delivery or at a time designated by the department key operator.
- Additionally, at the Entity's request, the Service Provider shall facilitate a refresher class once each six (6) months if desired
- After the initial installation of the equipment the Provider will have a temporary hotline number or onsite support contact(s) that any customer can call to ask questions or get assistance. This service will be available for ten (10) weeks after startup and then transferred to the Print shop personnel thereafter.

The training typically lasts between 30 minutes and two hours, depending on end- user familiarity with the equipment and the desired depth of the training. The Convenience Machine training program includes:

- Customer needs analysis
- Convenience Machine overview
- Convenience Machine Demonstration
- Operator Panel Usage
- Customer Creation
- Error Code Identification
- Hands-on operating experience
- Supply-toner replenishing instructions and jam removal
- Administrative issues (E.g., placing a service call, escalation lists)

Please refer to our detailed response below in Section 3.19.1 Training Content

### 3.19.1. Training Content.

Specific topics covered during basic training are as follows:

#### Convenience Machine Maintenance and Care

- ❖ Paper Sources
- ❖ Power Sources
- ❖ Confirmation of Drawer Set-up
- ❖ Mis-feed removal and tips
- ❖ Directions for changing toner and staples

#### Copier Functions

- ❖ Basic Panel Functions
- ❖ Touch panel functions
- ❖ Additional functions/special features

#### Fax Functions

- ❖ Proper document placement instruction
- ❖ Discussion regarding use of fax memory
- ❖ Broadcasting
- ❖ Programming one-touch and group dials
- ❖ Reports
- ❖ Fax defaults

#### Customer Desktop Printing Functions

- ❖ File/Print/fax
- ❖ Choose printer if not set as default
- ❖ Properties
- ❖ Discussion regarding selections to be made from desktop

#### Customer Scanning at Multi-Function Machine

- ❖ Authentication
- ❖ Scan to email
- ❖ Scan to folder
- ❖ Scan to Flash Drive / USB Port (where required by Entity)

Our intent is to create a cohesive and cooperative process that works best for all parties. Because many service calls that occur during the early period of a deployment are the result of end-user misunderstanding, we believe that a high level of quality training is important to ensure maximum uptime. Moreover, we find that customized training ensures that the Entities experiences the optimal return-on-investment and productivity gains.

To begin, our training team is introduced to the key contacts at the Entities sites. After the delivery schedule is defined, this team communicates with the main contact at each individual location to arrange a convenient time to provide training.

### Equipment Training Programs

We provide several levels of training, depending on the type of equipment and approach determined with the Entities.

*End-user Training*

End-user training usually addresses the common features, functions and benefits of the equipment and accessories used by the local employees. We generally allot 45 minutes to 1 hour for standard fleet/convenience copier training, and 1½ hours for Print Shop production-grade copiers. In addition, we add approximately 30 minutes for each print, scan and fax module. If the Entities end-users require additional forms of training, we can also provide the following training methods:

- Face-to-face, hands-on training
- Classroom training for groups/departments of end-users
- Printed Quick Reference Guides

With our on-site Managed Services presence managing the Entities' fleet (e.g., in a copy/print center), our on-site staff is also available at all times to assist end-users with any machine or training-related issues.

For particularly large groups it may be necessary to schedule multiple sessions or—in an unstructured environment—a trainer may have to block off a period of time during which he or she is available at the site to provide varying degrees of training. If required, we are willing to set up and schedule training for groups of users in a classroom environment, using a device commonly used. In this event, we recommend that the group be somewhere between 7 to 10 end-users, as smaller or larger groups can reduce the effectiveness of the training (i.e., a small number of end-users may delay the completion of the overall training, and groups that exceed 10 end-users often do not allow each to receive the individual attention he or she may require).

To aid end-users after the training session, we provide a manual for every device for reference purposes. In addition, we offer Quick Reference Guides and 24-hour toll-free end-user technical support for everyday minor troubleshooting.

To effectively migrate print volume from high cost devices to the copier fleet, it is critical to educate end-users on how simple and cost-effective the copiers are to use. Through effective training, users perform their print jobs on the lowest cost and most efficient digital copiers. After they are familiar with this simple procedure, end-users continue to use this approach on an ongoing basis.

A sample Quick Reference Guide follows.

# Copy Quick Reference



**1 Original Settings**

**Text**  
Use this setting when your original contains mostly text images.

**Text/Photo**  
Use this setting when your original contains both text and photographs or grayscales.

**Photo**  
Use this setting when your original contains photographs or grayscales.

**Pale**  
Use this setting to darken your copy when you have a low density original or an original that is in pencil.

**Generation Copy**  
Use this setting when you are making a copy of a copy.

**Auto Density**  
Adjusts the image density (darker/lighter) automatically or you can manually adjust the image density by using the arrow keys.

**Special Original**  
Select this setting to choose the [Mixed Sizes] feature when your originals are not all one size.

**2 Paper Tray Selection**

Use **Auto Paper Select** (default) when your original size is the same exact size as the paper you have loaded in one of your paper trays.

Manually select your copy paper size if your original is a non standard size, doesn't match the paper size loaded in any of your trays or if you are using the reduce/enlarge feature.

When selecting the **bypass tray**, press the **κ** key to specify the paper type for thicker stocks or for OHPs (transparencies).

**3 How to Save Paper**

Use **1 sided** → **2 sided** to have single sided originals copied double sided.

Use **2 sided** → **2 sided** to have double sided originals copied double sided.

Use **1 sided** → **Comb 2 orig** to have 2 single sided originals copied side by side onto one page.

Use **1 sided** → **Comb 4 orig** to have 4 single sided originals copied onto one side of one page.

**4 Finishing Options**

*Note: Features as shown will vary depending on device configuration.*

Select **sort** to have your copies collated into sets.  
(1,2,3 / 1,2,3 / 1,2,3)

Select **stack** to have multiple copies of the same original grouped together.  
(1,1,1 / 2,2,2 / 3,3,3)

**Corner Staple**  
Select this option to have your copies stapled in the top left corner.

**Double Staple**  
Select this option to have your copies stapled with 2 staples down the left edge.

**3 Hole Punch**  
Select this option to have your copies 3 hole punched on the left edge or along the top edge depending on your original orientation.

## Key Operator Training

Key operators complete an additional 30 minutes of key operator training after completing the end-user training. This training is provided free of charge after equipment installation. During this training we provide more detailed maintenance and simple trouble-shooting information (e.g., changing toner), than we cover during the end-user training. After training, each key operator will understand all of the facets of the product, including the paper paths and the paper feed locations, specialty features, all maintenance items, and all pertinent information required when placing service calls.

A summary of the topics covered during this training session follows:

- Overview of all functions of the equipment
- User prompts and conditions
- Originals (e.g., letter, legal, ledger, magazines, paste-up, line erase)
- Paper trays (function and use of all paper trays that accompany the offered equipment)
- Copying, printing, faxing and scanning (e.g., review of control panel, paper sizes, reduction and enlargement)
- Applicable accessories (e.g., function and use of feeder, sorter, auto duplex, editing)

- Supply replenishment, such as toner and oil (developer is added by a service technician)
- Misfeeds (e.g., function and use of the diagnostics center; original, sorter, duplex misfeeds; paper removal)
- Special applications (e.g., image shift, auto duplexing if applicable, book copy, job interrupt, line erase, zoom lens)
- Problem determination and correction procedures
- Ricoh service contacts and service call procedures
- Meter reading procedures

Our training specialists are accessible to key operators after the completion of training.

#### *Sample Customer Education Program for Multifunctional Devices (MFDs)*

One training session is included in the service contract for newly installed devices. For training to be effective, it needs to take place at a location where the device is present and can therefore only accommodate a group of up to 10 people.

The following features are only demonstrated if they are included equipment features and the Entities expresses an interest in having end-users and/or key operators trained on these options:

##### **Part 1: General Maintenance**

- ❖ Loading paper
- ❖ Replacing consumables
- ❖ Clearing paper jams

##### **Part 2: Basic Operation of the Copy Function**

- ❖ Original settings
- ❖ Selecting paper trays
- ❖ Using the bypass tray for special stocks
- ❖ Paper weights supported by each tray
- ❖ Reducing/Enlarging
- ❖ Duplex copying
- ❖ Finishing options
- ❖ Other advanced features (on request only)

##### **Part 3: Basic Operation of the Document Server**

- ❖ Storing files
- ❖ Selecting and printing stored files
- ❖ Deleting stored files

##### **Part 4: Basic Operation of the Fax Function**

- ❖ Adjusting original settings
- ❖ Sending a fax (manual dial vs. using quick dials)
- ❖ Broadcasting
- ❖ Transmission modes (memory vs. immediate)
- ❖ Sending at a specific time (send later)
- ❖ Cancelling a transmission
- ❖ Confirming a transmission
- ❖ Storing fax numbers

**Part 5: Basic Operation of the Scan Function**

- ❖ Adjusting scan settings
- ❖ Selecting the scan destination (email/folder)
- ❖ Entering file information

**Part 6: Basic Features of the LAN Fax Driver**

- ❖ Sending a fax
- ❖ Attaching a cover sheet
- ❖ Using/programming the address book

**Part 7: Basic Features of the Print Driver (if using PCL/PS/RPCS)**

- ❖ Duplex printing
- ❖ Finishing options
- ❖ Using locked print
- ❖ Printing to the document server
- ❖ Choosing a paper tray
- ❖ Fitting to print size
- ❖ Using the bypass tray
- ❖ Using watermarks

**Part 8: Key Operator Information**

- ❖ Placing service calls and ordering supplies
- ❖ Submitting meter readings
- ❖ Calibrating (color models only)
- ❖ Managing email and fax number entries

*Ongoing Training*

Ultimately, it is in the best interest of both parties to take training very seriously: first for the Entities to gain maximum benefit from the solution provided with as limited a learning curve as possible, and second for Ricoh so that the implementation and operation of each product is understood and unnecessary service calls are minimized.

We recognize that events can occur that make additional training necessary (e.g., some staff members unavailable for initial training, key operators changed, devices are relocated, staff needs additional training on specific features). We can therefore provide additional training on an as-needed basis throughout the term of the contract to maintain qualified key operators. We reserve the right to impose a reasonable charge in the event that additional key operator training is necessary. For large-scale deployments or fleet refreshing, we provide a customized Statement of Work (SOW), which includes the training plan and any associated costs. Customized training guides are also available on request for an additional fee.

**Site Open House**

We have designed our site open houses specifically for Print/Copy shops to provide a forum where the Entities staff members can meet our on-site team and become familiar with the services we provide. These meetings also provide an opportunity for the Entities staff to ask any questions they may have.

The purpose of the site open house is to create an event in the service center, or other designated location, that encourages informal interaction between our team and the Entities employees. The objectives of the open house are to:

- Introduce the contracted service offerings to a wide audience
- Identify opportunities through conversations with customers that may not have been involved in the initial analysis process
- Establish relationships with end-users in an informal relaxed setting
- Train customers on the use of our equipment
- Generate an awareness and enthusiasm for the new system

After contract execution, our account team will initiate the activities that will ensure the successful installation of equipment and training of personnel. Training occurs at the time of deployment. Overall, Ricoh views training as a joint investment to ensure that the Entities' machines operate properly and that the potential for follow-up service calls is minimized. Our training sessions are evaluated and modified based on customer feedback.

### **3.19.2. Helpdesk Support Training.**

**The Service Provider shall train any Entity-designated Helpdesk or IT Support representatives on the following items to facilitate easier troubleshooting and resource assignments when a Service Request is entered by a Customer:**

- Print Driver setup and management;**
- Print to email server management;**
- Basic instructions on identifying and clearing print jams and/or communication issues at the Convenience Machine;**
- Instructions for loading and changing of paper and toner supplies;**
- Use of display menus and basic Convenience Machine diagnostics;**
- Testing network connections; How to test that the machine is communicating with the network; and**
- Accessing configuration settings and recent changes to settings.**

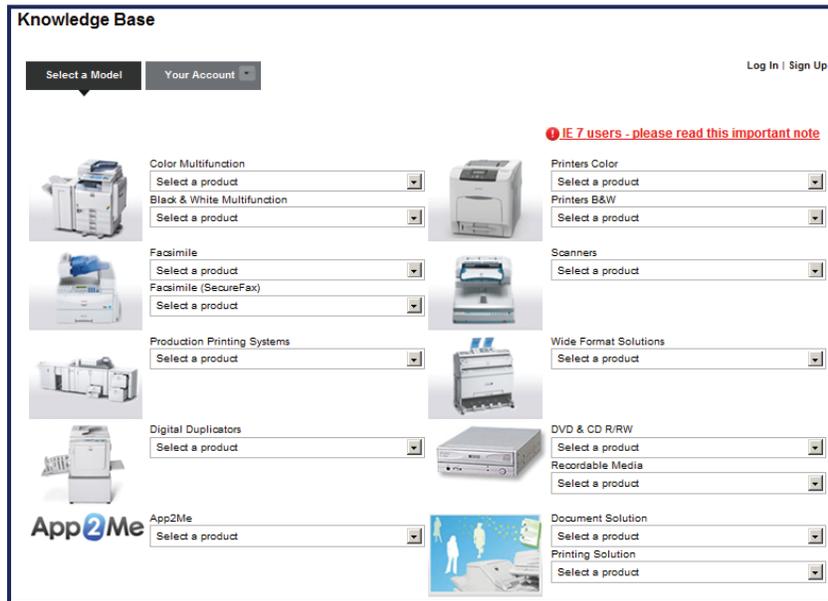
Ricoh appreciates the opportunity to not only train Entity end-users, but, also IT/Helpdesk support where appropriate and reasonable. Ideally we can host an open house for appropriate parties and provide collateral for post-training to be used as a guide to supporting Entity end-users.

Ricoh offers several sources of online training and documentation, including the searchable Ricoh Knowledge Base and Ricoh Click 2 Learn interactive training. Product manuals and driver downloads are also available online, and the Entities will always have access to our local trainers.

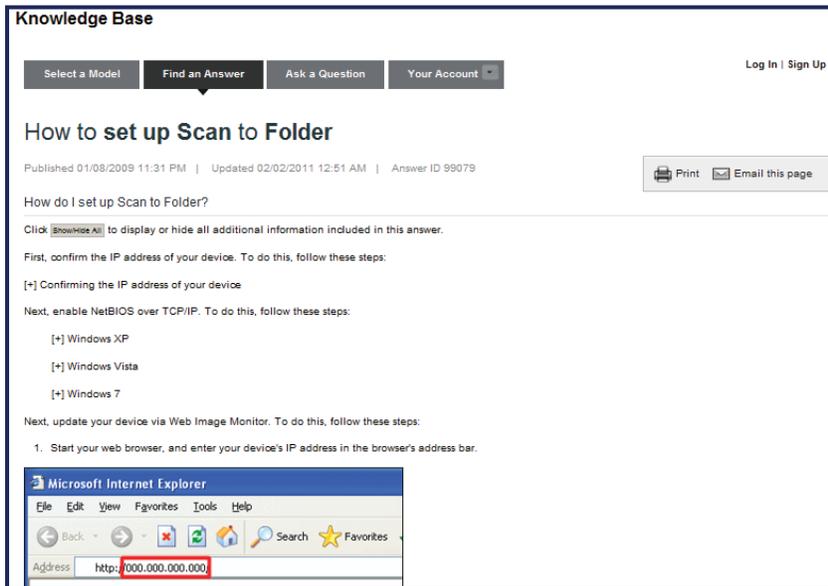
### **Ricoh Knowledge Base**

For both casual end-users and IT and Help Desk professionals who simply need access to an instructional reference database for specific devices, the Ricoh Knowledge Base is very useful: [http://www.ricoh-usa.com/support/knowledge\\_base.aspx](http://www.ricoh-usa.com/support/knowledge_base.aspx). This site lists relevant help topics and how-to documents for each Ricoh product, including instructions and photographs. It also allows users to provide feedback on their search, which we use to improve the tool so that it is constantly evolving.

Choose a Device

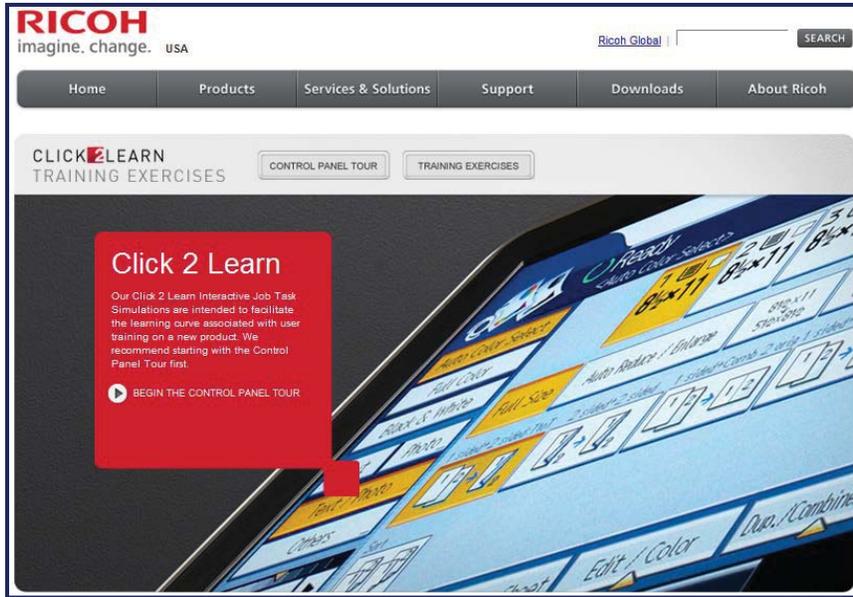


Choose a Topic

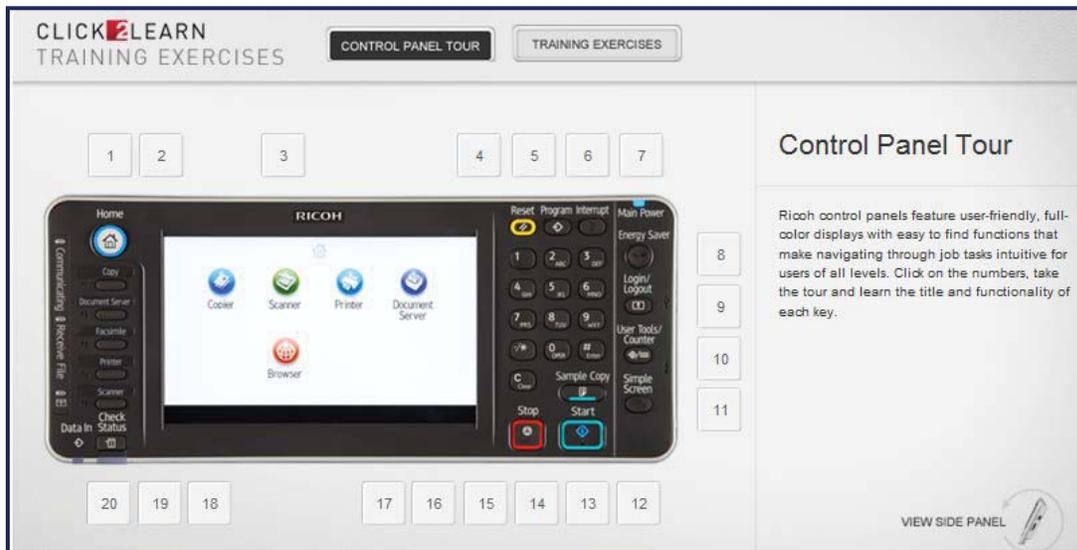


Ricoh Click 2 Learn

For users who prefer a more interactive, visual experience, we recently launched the Ricoh Click 2 Learn website: <http://www.ricohclick2learn.com>. This site offers two modules: an overview of the control panel of the Ricoh device, and a menu of our most popular training exercises linked to an interactive point-and-click experience. In addition to the interactive modules, users also have the option to download a printable PDF version of the instructions as a reference guide for use when they are at the Ricoh device.



Control Panel Tour



Training Exercises

CLICK2LEARN  
TRAINING EXERCISES

CONTROL PANEL TOUR TRAINING EXERCISES

Training Exercises:  
Choose the exercise you are interested in.

Sort by Date ▼	Sort by Title ▼
10/01/12	Adding a Logo to the Home Screen Using the Control Panel
10/01/12	Adding a Logo to the Home Screen Using Web Image Monitor
10/01/12	Adding Users to the Address Book with Email Address via the Control Panel
10/01/12	Adding Users to the Address Book with Email Address via Web Image Monitor
10/01/12	Customizing Home Screen With Short Cut Icon: Creating Stapled Booklets
10/01/12	How to Scan to E-Mail

Note: your device must be configured with the necessary accessories in order for certain functions to work properly.

Return to Exercise List

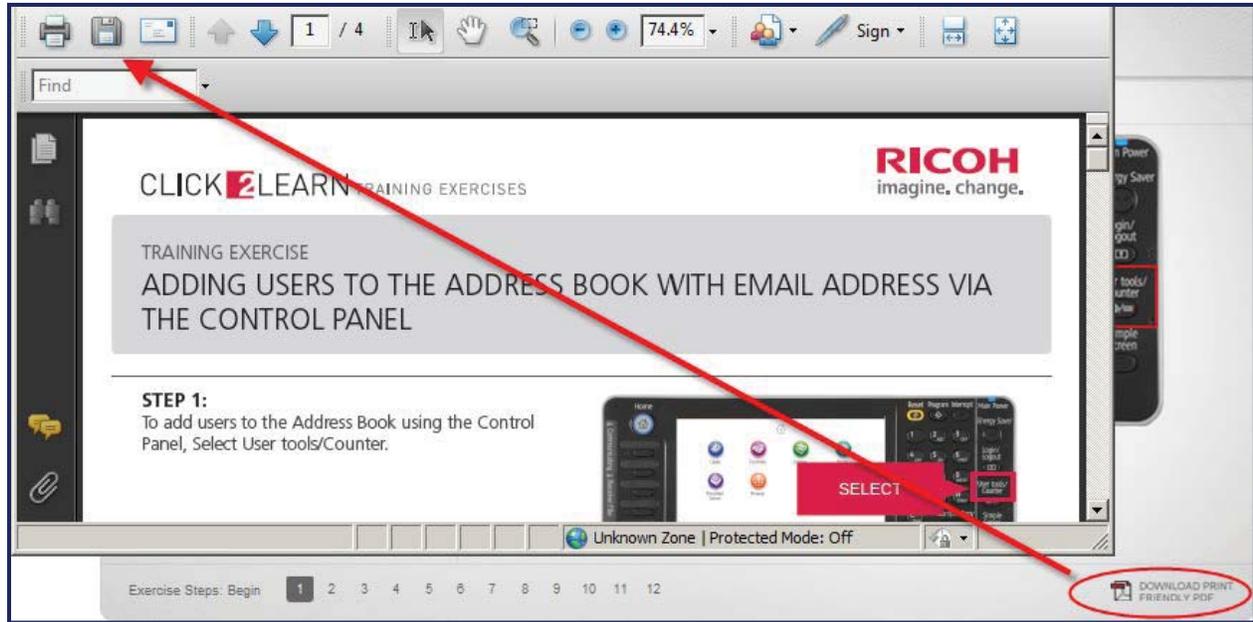
BACK NEXT

Step 1:  
To add users to the Address Book using the Control Panel, Select User tools/Counter.

Home

SELECT

User tools/Counter



## Product Manuals

Product manuals in PDF format and driver downloads for all products are available on our website via the following URL: [http://www.rioh-usa.com/downloads/downloads.aspx?utm\\_id=22&d=pm](http://www.rioh-usa.com/downloads/downloads.aspx?utm_id=22&d=pm). End-users may search by typing in the product name or clicking the dropdown menus.

## Ricoh Employees

Sometimes a personal touch is still the best and most important source of information. the Entities will be supported by many talented Ricoh team members. Two of our best sources of documentation and product information follow:

### Technology Applications Specialist (TAS)

Our TAS will work with the Entities to educate end-users on the Ricoh technology. The Entities may engage this local single point of contact for training assistance on an ongoing basis. The TAS offers material like Quick Reference Guides and Tip Sheets that are personally selected based on site-specific needs and requirements. These documents are typically printed or provided in PDF format via email after training is complete.

### Ricoh Solutions Support Desk

Our Solutions Support Desk located in Tucker, GA, is available to assist with product and solutions questions and troubleshoot issues. The Entities can contact this support desk 24x7.

### MyRicoh.com

Customers registered on MyRicoh.com, our online Customer Resource Center ([https://www.myricoh.com/OA\\_HTML/ibeCAcdLogin.jsp](https://www.myricoh.com/OA_HTML/ibeCAcdLogin.jsp)), may use the click-to-chat feature that is available between the hours of 8 a.m. and 8 p.m. Eastern time.

### **3.20. Implementation Services**

#### **3.20.1. Pre-Implementation Entity Site Assessment.**

Initial placement recommendations for each Entity shall be made by the Service Provider following a pre-implementation Site Assessment (the "Site Assessment") of the current Entity Convenience Machines to determine appropriate Convenience Machines to be placed at each location throughout the Entity facilities which requires such Facilities Management Services. Recommendations for Convenience Machine placements shall be approved by the Entity Project Manager, in his or her reasonable discretion, prior to initial installation.

The Service Provider shall perform the Site Assessment within fifteen (15) days of Contract Award by the Entity's governing body, and shall accomplish the following, at a minimum:

- gain familiarity with the Entity's culture, representatives, and environment;
- assess existing Convenience Machine Infrastructure, including Convenience Machine capacity, speed, functionality, size, location, and other relevant features;
- assess existing needs vs. future needs for each of the Entity's facility, considering appropriate placement, capacity, speed, and number of machines for sufficient access to all required functionality by all Entity customers;
- assess gaps between existing Convenience Machine Fleet and Entity Customer need;
- assess Print Shop facility/facilities for size, layout, and electrical, phone, network capacity, or other necessary features;
- validate appropriateness of functionality and features of Service Provider's proposed solution within the Entity's environment;
- identify necessary modifications or changes to proposed solution;
- identify necessary corrective action or work to be completed by the Entity (e.g. utilities, phone, or network requirements);
- develop Convenience Machine Fleet and Print Shop Facilities recommendation for review and approval by Entity Project Manager and other designated Entity representatives;
- develop proposed implementation plan and project schedule; and
- develop final cost estimate.

The Ricoh Project Management Office (PMO) is a team of professionals dedicated to the development and consistent application of proven tools and techniques to project activities in order to meet and exceed our customer's needs and expectations from a project.

Below are the outlines and methodologies we will use to ensure a smooth implementation. However as with any implementation there are unexpected challenges. The Entities can be sure that Ricoh will mitigate where ever possible. Our chief request is the support and time of the Entity IT staff involvement and collaboration for success.

The delivery of complex document management solutions increasingly depends on the successful coordination of Ricoh products and services from multiple divisions, and even third-party suppliers and contractors. All these resources must be brought together and their performances orchestrated to meet a specific set of customer requirements, including specific budgets and timelines. The Ricoh project manager is the central point of contact to coordinate these resources, and is ultimately responsible for execution of these complex solutions.

The Ricoh PMO represents a centralization of Ricoh’s project management capabilities, which allows us to leverage the best practices of our organization and to support a standard service delivery approach embodied in the Ricoh Methodology Framework. The PMO develops and maintains standard processes, tools and templates that aid in the application of our proven methodology and ensure higher success rates and customer satisfaction.

### Ricoh Methodology Framework

At the core of our commitment is the Ricoh Methodology Framework (RMF), Ricoh’s high level definition of a project lifecycle. This framework is based on years of consulting and project delivery knowledge in the field of business communications, and has been field tested and proven successful on numerous occasions. This scalable approach consists of subdividing a larger project into smaller, more manageable phases, at the end of which Ricoh and the Entities will review the deliverables from one phase before commencing the next. This allows Ricoh to closely monitor the progress of a project and to ensure the needs and expectations of our customers are met. The phases of the RMF are:



**Discovery** – As the project begins, the Ricoh team will review the contract commitments. They will determine the required resources and go through the full scope of the solution with the Entities to define, discuss, and document the business needs and current environment, serving as the foundation for all future work on the project. During the project kickoff, roles and responsibilities will be established, as well as communication planning, risk planning, and preliminary schedules. Through this in-depth review, we develop a thorough understanding of the factors that shape the need for new products and services. The Discovery Phase is the most critical phase of a project’s lifecycle, and will determine whether subsequent phases are successful in meeting our customer’s business requirements.

**Design** – This phase finds our consultants, engineers, and subject-matter experts hard at work helping the Project Manager translate the defined requirements into a work breakdown structure, or project plan. The PM will work with the entire project team to define and document each action necessary to achieve that every activity assigned to a project resource contributes to the team’s ability to provide project deliverables and customer requirements, taking into account any known schedules or resource constraints. Additionally, Quality Assurance Methods help the deliverables to adhere to the project requirements, including status meetings, checklists (i.e. installation checklist, deployment checklist etc.), risk mitigation and change control procedures. The customer is included in every step of this phase, and customer approval of the final design is required before any additional work is performed.

**Implementation** – With properly executed Discovery and Design Phases, the Implementation Phase will deliver the promised solution. During this phase, the implementation activities are monitored and controlled. The project manager will continue to communicate and

provide progress reports to all stakeholders and project team members, ultimately evolving and executing the plan that has been put in place. Additionally, Ricoh follows a strict Change Control process to allow for changes to the proposed solution while maintaining the integrity of the scope of the project to meet the Entities' business requirements.

**Transition to Support** – With the proposed solution implemented, Ricoh follows a structured process to transition the solution to the appropriate operational support structures. The project will be formally closed, and Ricoh will conduct a formal meeting to share lessons learned and ask for the Entities participation in a survey to share feedback. We are well-suited to provide a consistent ongoing support process to ensure continuous cost savings and an exceptional service level.

**Planning** – The foundation of success. The planning phase spans the lifecycle of every Ricoh project. Planning includes understanding the business needs and contractual commitments, understanding risk and how to manage it, developing milestone and detailed schedules for each project phase, providing effective project communications to all stakeholders and project resources, and monitoring and controlling all project activity to ensure completion of an on time and on budget project.

### **Project Management Institute Alignment**

Ricoh has developed a series of tools and templates based on the standards and principles published and maintained by the Project Management Institute (PMI). Because of the size and scope of most of Ricoh's projects, these standards focus on the key PMI knowledge areas of Scope Management, Time Management, and Communications Management. Ricoh's project management standards also provide tools and processes for detailed Risk Management and Quality Management to ensure success in larger, more complex projects.

### **Project Scope Management**

The first step in any new project is to define and document stakeholders' needs to meet project objectives. This includes a detailed review of all commitments made by Ricoh to the Entities and a summary of how those commitments should be met by project activity.

#### *Define Scope*

Scope definition includes the standards for developing a written Statement of Work (SOW) as the basis for future project decisions including, in particular, the completion criteria used to determine if the project has been completed successfully.

#### *Create WBS / Project Plan*

A Work Breakdown Structure (WBS) or Project Plan subdivides the project into the specific deliverables that will be achieved by the project; through the WBS, all project activities are tied back to specific deliverables to facilitate scope management and change control and to ensure efficiency in project activity.

#### *Verify Scope*

At the completion of each project deliverable, the project manager or team member will review with the Entities to ensure complete satisfaction with the deliverable, and will obtain formal acceptance of the

deliverable to ensure that the requirements for the deliverable are met and that the team can proceed to subsequent steps.

At the close of the project, the project manager will verify and document project results to formalize acceptance by the Entities that the project scope has been completed, and that the solutions have been formally transitioned to the appropriate support and operational groups. This includes collection of project records, ensuring that they reflect final specifications, analysis of project success and effectiveness, and archiving such information for future use. Ricoh uses a standard Solutions Delivery and Acceptance Form (SD&A) to formalize this process.

#### *Control Scope*

Change is inevitable, and project managers must be concerned with influencing the factors that create scope changes to ensure those changes are beneficial, determining that a change in scope has occurred, and managing the actual changes when and if they occur. This is accomplished by strict adherence to Ricoh's change control policy and the use of the standard Change Order form to document and approve all project changes.

### **Project Time Management**

#### *Define Activities*

The deliverables defined within the project Work Breakdown Structure (WBS) drive all project activity. Ricoh project managers use their experience to define and document each action necessary to achieve project deliverables and to ensure that every activity assigned to a project resource contributes to the team's ability to achieve project deliverables and customer requirements.

#### *Sequence Activities*

Activity sequencing means understanding the relationships between project activities and clearly communicating the order in which activities must be performed.

#### *Estimate Activity Durations*

Understanding the actual work effort required as well as the resources available to accomplish project activity allows the project manager to more accurately estimate the amount of time to allocate for each project activity from start to finish.

#### *Develop Schedule*

With a thorough understanding of the work needed to accomplish the project, the project manager can analyze the information and finalize a project schedule for the Entities with a high level of confidence in Ricoh's ability to successfully implement the solution in the promised timeframe.

### *Control Schedule*

Throughout the course of the project, the Ricoh project manager will monitor actual project performance and continually compare it to the original schedule, taking early corrective action when issues arise to ensure that deliverables are not delayed. In addition, the project manager will incorporate changes in scope and analyze the effect on the project schedule.

### **Project Communications Management**

In order to ensure project success, it is critical to identify all people or organizations that will be impacted by the project, and clearly understand their interests, involvement, and their impact on project success. Ricoh project managers gather this information early to ensure that the project is effectively communicated from the very beginning. Ricoh project managers will communicate to each stakeholder or group of stakeholders according to their needs and level of involvement in the project, addressing issues as they occur, creating transparency into project activities, and ensuring that stakeholders are all “on the same page.”

### *Communication Plan*

Communications planning involves determining the information and communication needs of the Entities and Ricoh: who needs what information, when will they need it, and how will it be given to them. This plan is documented using a standard Communications Plan template and distributed to all key project stakeholders. Ricoh project managers are committed to ensuring that appropriate information is available to all stakeholders when needed.

### *Report Performance*

Performance reporting involves collecting and disseminating performance information in order to provide stakeholders with information on how resources are being used to achieve project objectives. It is key that project resources and functional leaders from both teams communicate and report status to the project manager in order for accurate reporting to occur. This process includes status reporting, progress reporting, and forecasting.

### **Project Risk Management**

Beginning in the Discovery phase, Risk Management Planning is a conscious effort of defining how to address potential risks within the project and what to do about them. Ensuring that the degree, type, and visibility of risk is appropriate to the complexity of the project and to the importance of the project within the Entities’ organization.

### *Identify Risks*

First Ricoh will identify risk, document the characteristics of each risk, and determine which risks are likely to affect the project. Ricoh project managers will complete a Risk Statement for the Entities review and discussion; Risk Statements evolve over the course of the project and will be reviewed periodically because new risks are often identified as the project progresses through its lifecycle.

### *Perform Risk Analysis*

Ricoh will conduct a Risk Analysis; ranking risks based on their probability of occurrence and predicted impact on the project. Taking into consideration other factors such as the timeframe for response, the Entities' risk tolerance, project schedule, and quality. This analysis allows the Ricoh project manager to adjust for bias or perceptions about risks and then prioritize them based on a numerical scale.

### *Plan Risk Responses*

Planning Risk Responses consists of identifying and evaluating the various methods needed to mitigate high and moderate risks. This aids the Ricoh project manager in developing the action plans necessary to handle individual risks if they occur, and helps the project team select the risk response that is most appropriate, including:

- Avoidance** - Eliminating a specific threat, usually by eliminating the cause. The project management team can never eliminate all risk, but specific risk events can often be eliminated.
- Mitigation** - Reducing the expected monetary value of a risk by reducing the probability of occurrence, reducing the risk event value.
- Acceptance** - Accepting the consequences. Acceptance can be active (develop a contingency plan to execute should the risk event occur) or passive (accept less profit if some activities overrun).

### *Monitor and Control Risk*

Finally the Ricoh project manager tracks the identified risks, continues to implement risk response plans, and documents any new risk in accordance with the Risk Management Plan throughout the project lifecycle to ensure success.

## **Project Quality Management**

Ricoh is committed to enabling the Entities to communicate business information more effectively by providing innovative solutions and services of the highest quality that meet and exceed their needs and expectations.

Quality is a way of life for our products and Quality Management extends beyond the project within Ricoh. The foundation of the Ricoh Methodology Framework has consistently been proven to be effective in successfully delivering quality projects. It is the basis for providing our customers with the products and services they need to meet the evolving challenges of sharing and communicating business information.

It is Ricoh's policy to:

- Identify and clearly the Entities' needs through our Scope Management process.
- Consistently communicate with all project stakeholders by implementing a Communications Plan.
- Clearly define and satisfy Completion Criteria for each project to ensure that the Entities' needs and expectations are met.
- Be flexible and respond to changes in scope by following a standard Change Control process.
- Obtain the Entities approval at the end of every phase of a project lifecycle before proceeding to the next phase.

- Formally transition projects at completion from our project teams to our support organization to ensure the continued satisfaction of the Entities' needs.

## Implementation Planning Process

### Overview

We believe that the implementation of an outsourcing solution is one of the critical first steps in achieving total customer satisfaction. Our expertise in developing detailed processes for complex implementations enables a seamless handoff of information from our analyst teams to our operations personnel. A roadmap to flawless execution, the implementation process addresses personnel and field support representative training, equipment installation, workflow process documentation, site branding and technology installation.

During implementation we will execute all short-term commitments made to the Entities, validate analysis findings and adjust recommendations based on detailed information received. Our standardized installation kit gives us the ability to get each site up and running quickly and ensures that all steps are followed and the Entities' objectives are met.

The interdependent elements of this critical process include:

- Process Documentation and Planning
- Site Installation
- Validating the Site Installation—Executive Site Audit
- Partnership Building—Open House
- Customer Communication

This short-term process illustrates our steadfast commitment to the Entities' satisfaction and builds a foundation of trust and credibility that is crucial to the long-term success of a productive, proactive and profitable relationship.

### Implementation Team

Our implementation team consists of highly trained employees who have been involved not only in the solution development process for the Entities, but also in seamlessly implementing other systems similar in size and scope. The following team has been selected to meet the specific needs of the Entities.

Name	Title	Implementation Role
TBD	Project Manager	Project coordination per RFP requirement
Dawn Greene-Rogers	Strategic Account Executive	Project coordination assistance
Braden Ruch	Major Account Executive	Project organization assistance, delivery and implementation
Lisa Holland	Management Services Analyst	Reengineers processes and technology to recommend cost-effective solution
Ebony Wilson	Customer Liaison	Will escalate information and communicate regularly with PM
David Legassie	Area Director Managed Services Operations	Ensures integrity and continuity of operational systems

Name	Title	Implementation Role
Tracy Walker	Integrated Account Manager	Managed Service Implementation manager
Bruce Manning	Systems Analyst	Accountable for Solution installation
LaTonya Randolph	Human Resources Manager	Hires employees, transitions existing staff
Site Managers	Site Manager	Assumes full responsibility for ongoing client satisfaction
Kim Johnson	Recruiter/Trainer	Accountable for sourcing candidates and providing training

The implementation team will assist in coordinating the equipment installation, initial site training, hiring, service-level identification and other related tasks. We are committed to becoming a valuable part of the Entities team, and the proper implementation and start-up will put this relationship on the right path.

#### *Site Open House*

We have designed our site open houses to provide a forum where the Entities staff members can meet our on-site team and become familiar with the services we provide. These meetings also provide an opportunity for the Entities staff to ask any questions they may have.

The purpose of the site open house is to create an event in the service center, or other designated location, that encourages informal interaction between our on-site team and the Entities employees. The objectives of the open house are to:

- Introduce the contracted service offerings to a wide audience
- Identify opportunities through conversations with customers that may not have been involved in the initial analysis process
- Establish relationships with end-users in an informal relaxed setting
- Train customers on the use of our equipment
- Generate an awareness and enthusiasm for the new system

#### *Executive Site Audit*

The purpose of the executive site audit is to provide a quality checkpoint that ensures that each site is installed and operating following prescribed processes and practices to a standard level of compliance. The executive site audit includes a face-to-face conversation with the customer to assess the level of customer satisfaction with our services. The specific objectives of the executive site audit are to:

- Drive consistency and define how each site can achieve the highest level of performance possible
- Recognize outstanding performance
- Ensure executive team involvement
- Measure the effectiveness of the site installation
- Understand and communicate any new customer needs or needs that have not been met
- Improve future installations

### *The User Guide*

We will create a custom User Guide to assist end-users in deriving maximum benefit from the services. This guide is an educational tool used to explain, in detail, the services available and how to use them.

### **3.20.2. Implementation Project Plan.**

**Within fifteen (15) days of completion of the Site Assessment, the Service Provider shall provide the Entity with a revised Project Implementation Plan, showing the approach, level of effort, task list and breakdown structure, major Milestones and time to completion. The Work Plan, Milestones, and Deliverables will include a Delivery/Completion Schedule that clearly identifies the deliverables and the time of delivery. The work plan should address implementation of each of the subsequent proposed phases of the project.**

**The Project Implementation Plan shall include a Project Plan in Gantt Chart format, utilizing Microsoft Project, and shall itemize all tasks, including specified dates and necessary Service Provider and Entity Resources.**

**The Service Provider shall prepare a formal risk management plan, and shall consider existing business process requirements, including recommendations for alternative processes and solutions if necessary.**

**The Project implementation plan shall adhere to the Entity's required start date, as detailed in Section 2.1, and all Convenience Machines shall be installed within no more than fifteen (15) days of the beginning of the initial installation. Final schedules for each Entity's implementation shall be determined by that Entity and the selected Service Provider, prior to implementation.**

### **Implementation Plan**

The first step in a successful implementation is to transfer knowledge from our analysis team to our operations team. A preimplementation meeting is held to prepare the implementation planning tool. This project planning and inspection tool is used to facilitate open communication and, as such, enables us to plan interactively. Detailing the most common tasks required by most implementations, it serves a myriad of purposes, including ensuring that we have an effective, well-designed plan from the start.

A sample of our implementation plan has been included in the separately provided TRADE SECRETS document. We will fully customize this plan after receiving contract approval.

The high-level sample plan, in the TRADE SECRETS document, is provided as an example of Ricoh's methodology and structured approach to solution design and implementation. The Ricoh project manager will develop a customized implementation project plan based on the Ricoh Methodology Framework specific to client requirements upon contract award.

*Note: Sample Project Plan attached for illustration purposes only.*

*End of Section 3.*

## CCPA PLAN: ATTACHMENT #1

Proposals must include in detail how the Service Provider plans to service all Participating Public Agencies as it relates to the CCPA. Currently the CCPA has approximately 225 registered Participating Public Agencies in California, Georgia, Michigan, North Carolina, South Carolina, Tennessee, Virginia and West Virginia. Please address the following in your Proposal as CCPA Plan: Attachment #1:

- A. Ability to provide the Services to any Participating Public Agencies in the contiguous 48 states; and the ability to deliver the Services in Alaska and Hawaii; and
- B. Address if the Service Provider has a national sales force, dealer network or distributor with the ability to serve Participating Public Agencies in all 50 U.S. states.

Ricoh can service all Participating Public Agencies (PPA) and at this time we see no issue with the PPA's listed within the states. However, should Ricoh be awarded this contract we would like to request specific addresses so that we can fully assess each PPA's unique circumstances, and current environment.

Prior to entering into an agreement with each PPA, Ricoh would request and need to do a full site specific assessment.

Ricoh USA does have a national sales force and has approximately 350 direct sales offices in the U.S. and can provide service to all 50 states. The locations of these facilities are illustrated on the following map.



**CCPA PLAN: ATTACHMENT #2****Proposals must include in detail how the Service Provider will monitor and report all spend by CLT/Participating Public Agencies to the CLT for auditing purposes as CCPA Plan: Attachment #2.**

Ricoh intends to service, monitor and support the request of spend by CLT/PPA's for auditing purposes. We would welcome discussions as to how this can best be accomplished for a CCPA desired state.

**National Operations Manager (on-site in Charlotte)—To be determined**

The Ricoh solution incorporates a national operations manager (NOM), who serves as a single point of contact for all administrative, contractual and service performance compliance. The primary function of the NOM is to drive consistency in process and service delivery throughout the facilities. Residing in the Charlotte office (or other location agreed to by Ricoh and the CCPA), the NOM will be directly responsible for each operation and be tasked with the responsibility for all operational issues, service deliverables and customer service requirements.

- ❖ Works closely with the assigned sales representative and local Marketplace staff to ensure that all commitments and expectations are met or exceeded
- ❖ Responsible for implementation, training and monitoring of the Ricoh TRAC Solution™ rollout of applicable functionalities
- ❖ Maintains regular communications with the key CCPA contact to ensure that performance standards are being met locally and nationally
- ❖ Schedules and provides Conference information Monthly Management Report meetings with key CCPA contact, and ensures that MMRs are reviewed with local contacts by local accountable management
- ❖ Maintains consistent and effective internal communication
- ❖ Supports sales efforts by coordinating, managing and site visits and meetings with CCPA contact
  - ❖ Manages Rebate reporting

**CCPA PLAN: ATTACHMENT #3**

The City of Charlotte will post all awarded contracts on the CCPA website, along with the respective vendor information. Please address the following in your Proposal:

- A. Indicate if the Service Provider will allow the City to utilize their organization's logo on the CCPA website;
- B. Address if the Service Provider will advertise the CCPA logo and website on their organization's website; and
- C. Proposals must include in detail how the Service Provider plans to market the Contract(s) as a result of this RFP as CCPA Plan: Attachment #3.

If awarded, Ricoh will of course allow the City to utilize our logo on the CCPA website for purposes of advertizing our partnership with the Entities and with the CCPA

If awarded, Ricoh will be happy to utilize its media relations and social media to promote the partnership. Further we will be happy to issue press releases stating our excitement regarding the partnership and the value it brings.

## ***CORE FORMS***

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**(Applicable to all Entities):**

### **SECTION 6—FORM 1B—ADDENDA RECEIPT CONFIRMATION**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 1B.pdf

**Section 6**  
**Required Forms – CORE FORMS**

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**CORE REQUIRED FORM 1B - ADDENDA RECEIPT CONFIRMATION**

**RFP # 269-2014-016**

**Managed Print Services and Related Products, Services, and Solutions**

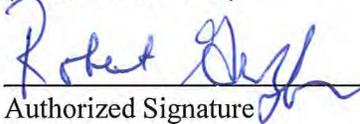
Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to [www.ips.state.nc.us](http://www.ips.state.nc.us).

<b>ADDENDUM #:</b>	<b>DATE ADDENDUM DOWNLOADED FROM NC IPS:</b>
<u>1</u>	<u>8/19/2014</u>
<u>2</u>	<u>8/27/2014</u>
<u>3</u>	<u>9/05/2014</u>
<u>4</u>	<u>9/08/2014</u>

I certify that this proposal complies with the General and Specific Specifications and conditions issued by the City except as clearly marked in the attached copy.

Robert Griffin  
(Please Print Name)

9/16/2014  
Date

  
Authorized Signature

Marketplace Vice President  
Title

Ricoh USA, Inc.  
Company Name

## SECTION 6—FORM 1C—PROPOSAL SUBMISSION

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 1C.pdf

Required Forms – CORE FORMS

CORE REQUIRED FORM 1C - PROPOSAL SUBMISSION FORM

RFP # 269-2014-016

Managed Print Services and Related Products, Services, and Solutions

This Proposal is submitted by:

Service Provider Name: Ricoh USA, Inc

Representative (printed): Dawn Greene-Rogers

Representative (signed): [Handwritten Signature]

Address: 2550 West Tyvola Road, Suite 410

City/State/Zip: Charlotte, NC 28217

Email address: Dawn.Greene-Rogers@ricoh-usa.com

Telephone: (704) 227-7700 (Area Code) Telephone Number

Facsimile: (704) 523-4143 (Area Code) Fax Number

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts. It is understood by the Service Provider that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-solicit this RFP. Proposal is valid for two hundred and forty (240) calendar days from the Proposal due date.

Ricoh USA, Inc.
Service Provider
[Handwritten Signature]
Authorized Signature

9/15/2014
Date
Robert Griffin
Please type or print name

## SECTION 6—FORM 1D—BACKGROUND RESPONSE

*Service Providers should complete and submit the form below as part of their response to this RFP. If additional space is needed, Service Providers may respond on separate pages.*

### **Service Provider Identification**

#### **Service Provider Name (Official Name)**

Ricoh USA, Inc.

#### **Service Provider Location (corporate headquarters)**

70 Valley Stream Parkway  
Malvern, PA 19355

#### **Years of Experience:**

##### **# of years in business:**

Ricoh USA, Inc. was incorporated in 1952.

##### **# of years providing public sector Managed Print Services and Related Products, Services, and Solutions:**

Ricoh has provided process and workflow analysis, and detailed outsourcing solutions in Managed Services and related products and services since 1988.

### **Customer Base**

#### **# of public sector clients using the services being proposed.**

Today Ricoh is proud to state that over 19,785 public sector entities are our current clients.

#### **# of clients that are municipalities/counties**

Ricoh's client for municipalities/counties in the US are as follows:

Municipalities—2,128  
Counties—1,649

In the State of NC we currently have over 60 municipalities as Ricoh clients and over 36 counties.

#### **Identify by name some of the clients similar to Entities (e.g., similar in size, complexity, location, type of organization)**

The following response has been included in the separately provided TRADE SECRET document.

### **Market Focus**

#### **Identify industries and public sector market segments served**

As a provider of complete solutions to help businesses manage document workflow and increase efficiency, our client base includes over 300,000 customers. Our first and foremost concern is to help enterprises build a strong foundation for their information delivery systems based on the specific needs of their company and their customers. By leveraging our substantial knowledge and extensive range of products and services, we are able to provide comprehensive business solutions to a wide variety of customers, including large and small businesses in numerous industries, professional firms and

government agencies. Our customers include organizations from virtually all industries including the following business sectors:

- Aerospace manufacturing
- Airline manufacturing
- Automobile manufacturing
- Commercial banking and financial services
- Consulting
- Consumer products
- e-Commerce/Internet services
- Educational institutions
- Employment services
- Energy
- Entertainment/media
- Fashion/apparel
- Food and beverage
- Government (local, state, federal)
- Healthcare
- Hospitality/tourism
- Industrial manufacturing
- Information technology
- Insurance
- Legal services
- Oil/gas manufacturing
- Pharmaceutical/biotechnology
- Telecommunications
- Transportation
- Utilities

### Terminated Projects

**List any terminated projects. Please disclose the jurisdiction and explain the reason for the termination.**

With over 300,000 customers, we pride ourselves on our customer satisfaction track record. Customers choose to terminate partnerships for various reasons, many of them not related to performance, such as bankruptcies, mergers and restructuring. Confidentiality agreements with these customers often survive the relationships, and many of the contacts with whom we closely worked have moved on to new companies or positions. Therefore, we do not share information on previous customers.

### Litigation

**List any litigation that you have been involved with during the past two (2) years on Managed Print Services and Related Products, Services, and Solutions implementations or projects.**

Ricoh has a national presence in the U.S. and, accordingly, the company has contracts in place with numerous customers and vendors. Ricoh does have contract disputes from time to time with customers and/or vendors which occur in the ordinary course of business and which can lead to litigation. Any such litigation is likewise ordinary in the course of our business and not expected to have any material effect on our ability to deliver the proposed services.

## Organization Size

### # of Employees

**If Service Provider is a subsidiary, identify # of employees in proposing company/division.**

Ricoh USA has approximately 26,000 employees in the US.

## Financial Information

**If Service Provider is a subsidiary, identify revenues of proposing company/division**

Based on the belief that economic, social, and environmental issues are inseparable, the Ricoh Group is committed to making contributions to the creation of a sustainable society. For that reason, the Ricoh Group Sustainability Report 2013 is a single, integrated report on our business activities from three perspectives: finance, social and the environment. With this report, Ricoh aims to address its stakeholders' need to have information on corporate social responsibility (e.g., environment, governance, corporate citizenship, human rights, diversity) in addition to financial data, so as to appraise the company and acquire an entire overview of the Group.

Guided by The RICOH Way, the foundation of all corporate activities, we are committed to delivering new value to customers and society. In this new report, Ricoh aims to introduce the Group's policies, strategies and the concepts that underpin them, to help its stakeholders deepen their understanding of the Group's business. To achieve this objective, Ricoh has worked to expand and improve disclosure items, applying guidelines such as ISO 26000 (an international standard for corporate social responsibility) and the Communication on Progress (COP) policy of the United Nations Global Compact. Ricoh also emphasizes intelligibility and specialized information (offered in three separate reports prior to fiscal year 2012).

Unless hard copies are specifically requested, we provide links to our annual reports electronically to preserve paper. Reports are available in PDF format via the following link:

Sustainability Report 2013: <http://www.ricoh.com/about/sustainability/report/>

Sustainability Report 2012: <http://www.ricoh.com/csr/report/>

Previous years: [http://www.ricoh.com/IR/financial\\_data/annual\\_report/](http://www.ricoh.com/IR/financial_data/annual_report/)

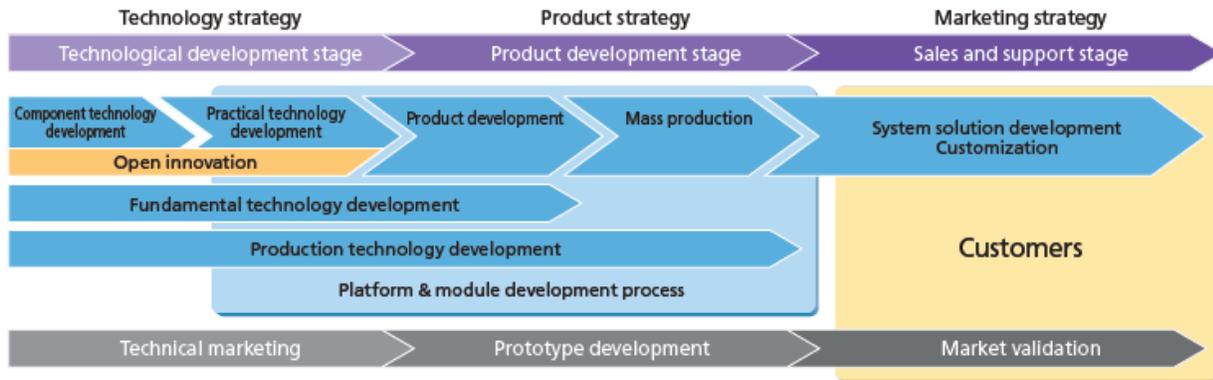
Ricoh USA is a wholly owned subsidiary of Ricoh Americas Corporation, whose ultimate parent company is Ricoh Company, Ltd. Ricoh Company is traded on the Tokyo stock exchange (7752) under the ticker symbol Ricoy.OB.

**Identify the percentage of revenue used for research & development by the proposing company/division**

The Ricoh Group has built a solid research and development (R&D) system that underpins its capabilities in supporting comfortable work styles by understanding customers and projecting future trends, based on studies regarding the world economy, social and technological trends. In particular, Ricoh's values are defined as Ricoh Brand Benefits. Specifically, keeping three key points in mind—"harmonize with the environment; simplify your life and work; and support knowledge management"—the company relentlessly pursues innovative technology, product and service development, to develop features important to our customers. At the technology development stage, Ricoh conducts R&D based on specific strategies essential to the creation of new business opportunities and innovation in existing businesses. Additionally, at the sales and support stage, the company is engaged in joint value creation activities in cooperation with its customers, including promotion of the developer program and the development of system solutions and customization at Ricoh Technology Centers around the world.

**Creating Innovation**

Innovation requires us to take a new approach to development. Therefore, in addition to following conventional procedures, Ricoh is applying new approaches—including incorporating marketing into the development of component technology, and releasing prototypes into the market so that it may enhance it based on customer feedback. Furthermore, in the R&D process at our global research and development facilities, open innovation activities are aggressively promoted, including collaboration with universities and other research institutes, businesses alliances in different industries, and standardization and criteria-forming activities through partnerships with other corporations.



**Global Technology Development System**

Ricoh has set up R&D sites around the world including Japan, the U.S., India and China. These sites are actively engaged in groupwide R&D activities, from technological research at the seed level, to R&D concerning component technology and commercialization, as well as basic technology development including environmental/simulation technologies.

**Technology for a Sustainable Society**

Ricoh is committed through innovation to contributing to the resolution of various problems facing society. To this end, we use the Group’s technological and human resources to develop technologies that contribute to the reduction of environmental impact and products that offer superior usability and next-generation potential.

**Continuous R&D Investment**

The Ricoh Group consistently invests approximately 5% to 6% of its total sales in R&D activities in order to continue to bring about innovation. For example, R&D expenses for Fiscal Year 2012 (ended March 31, 2013) were \$1,191,553,000 or 6% of total sales). Over 10% of this R&D investment was allocated to development in the basic research field.

For additional detail on Ricoh focus areas and innovative efforts, please see the following websites:

- Ricoh Group Sustainability Report 2013: <http://www.ricoh.com/about/sustainability/>
- Ricoh global website: <http://www.ricoh.com/about/company/technology>

## Corporate Notes

### Ownership

#### Privately held? Publicly traded? Parent Company?

Ricoh USA, Inc. (a subsidiary of Ricoh Americas Corporation) is a private corporation. Our ultimate parent company—Ricoh Company, Ltd.—is a public corporation traded on the Tokyo exchange.

### Certified Partnerships

**Identify any certifications held by your firm if you are implementing or reselling another firm's products. Include how long the partnership or certification has been effect.**

Ricoh seeks out the best possible document solutions available to meet customer needs. As a result, our customers gain access to a broad range of solutions and business tools through leading providers such as the following.

Manufacturer	Solutions Sold by Ricoh	Year Relationship Began
Access Information Management	Formatta	2008 (as Formatta)
Catalyst Repository Systems	Catalyst CR	2006
Control Systems, Inc.	CopiTrak	2009
DocuWare AG	DocuWare	2011
Electronics for Imaging	Digital StoreFront™ IKON DocSend™ IKON DocSend Server EFI Fiery Central™ EFI Balance IKON PowerPRESS™	1997
EMC Corporation	Captiva Input Accel Documentum 6 ApplicationXtender	2005
FabSoft	Reform PDC	1992
Fasoo.com, Inc.	Fasoo DRM	2009
FMAudit	FMAudit (powers the meter collection functionality of our TRAC Solution®)	2009
Fujitsu Limited	Scanners (member of Fujitsu's One Capture Alliance Premier Program)	2006
IBM	Tivoli Intelligent Device Manager	2010
IPRO Tech Inc.	IPRO eCapture	2009
Karora	Application Connector (for line-of-business integrations for DocumentMall and other partner EDMs)	2001
Kodak Alaris	MFDs and production printers	2009

Manufacturer	Solutions Sold by Ricoh	Year Relationship Began
Kofax Image Products	Indicius Transformation Modules Kofax Capture Kofax Express	2005
Neopost USA Inc.	Mailing, folding/inserting and addressing hardware solutions	2008
Notable Solutions, Inc.	AutoStore EOM	2005
Nuance® Communications, Inc.	eCopy ScanStation eCopy ShareScan Suite Equitrac Express Equitrac Office Equitrac Professional CopiTrak	2005 (as eCopy) 2007 (as Equitrac)  2009 (as Control Systems, Inc.)
Objectif Lune	PlanetPress Capture DesignMerge PrintShop Mail PlanetPress Suite	2001
OmTool, Ltd.	AccuRoute	2009
Open Text (formerly Captaris, Inc.)	RightFax	2004 (as Captaris)
Paradatec, Inc.	PROSAR-AIDA	2007
Pharos Systems International	Uniprint	2007
Print Audit	Ricoh PCS Director Facilities Manager	2005
Print Control Software	ROI Print Manager ROI Print Assessment	2005
PTI Marketing Technologies, Inc.	FusionPro	2008
Rochester Software Associates	RSA QDirect RSA WebCRD M.I.S. Print	2000
Stethos	Intelligent Barcode Solution	2005
Westbrook Technologies	Fortis Fortis Blue	2002

## Background and Experience

### Provide an overview and history of your company.

Originally established in 1952, Ricoh USA, Inc., was known first as Alco Standard Corporation, and later as IKON Office Solutions, Inc. On October 31, 2008, IKON was acquired by Ricoh Company, Ltd., through Ricoh's wholly owned U.S. distribution subsidiary, Ricoh Americas Corporation. Through the merger, IKON became a wholly owned subsidiary of Ricoh Americas. On April 2, 2012, through the integration of the Ricoh Americas and IKON sales and services organizations, the company name was changed to Ricoh USA, Inc. As a result, our customers now access all of Ricoh's products and services through a unified organization focused on a single common goal—to make it easier for our customers to do business with us.

Ricoh is a leading provider of innovative document management systems and services, enabling customers to improve document workflow and increase efficiency. We integrate copiers, printers and multifunctional device (MFD) technologies, and document management software and systems, to deliver tailored, high-value solutions, implemented and supported by our team of services professionals. Leveraging the manufacturing and engineering expertise of Ricoh Company, Ltd.—a \$20.5 billion global technology innovator—with the experience and reach of our locally based sales and services teams, we provide end-to-end solutions and one of the industry's broadest portfolios of document management services, including on-site and off-site managed services, technical service and support, and customized workflow design and implementation.

Ricoh integrates and applies industry-leading expertise and innovative technology to help companies meet today's complex document workflow demands and prepare them for tomorrow's challenges. We provide customized, scalable solutions that streamline every phase of the document lifecycle—from input to output, as well as distribution, storage and retrieval.

Through our expert resources, advanced technology and best-practice-based processes, we enable companies in every market space to:

- Recognize and reduce document-related costs.
- Improve communication with clients and suppliers.
- Streamline information access and sharing.
- Automate time-consuming manual tasks.

### Describe your total organization, including any parent companies, subsidiaries, affiliates and other related entities.

Ricoh USA is a wholly owned subsidiary of Ricoh Americas Corporation. A list of Ricoh Americas Corporation subsidiaries (and subsidiaries of those companies) follows:

- Automated Business Products, Inc.
- HSK Forensics, Inc.
- Ricoh Americas Associated, Inc.
  - Tap Technology, Inc.
- Ricoh Americas Financial Services, Inc.
- Ricoh Americas International, Inc.
- Ricoh Electronics Inc.
  - Ricoh Development of California, Inc.

- Ricoh Finance Corporation
- Ricoh Latin America, Inc.
- Ricoh USA, Inc.
  - Upshur Coals Corporation
  - IKON America, Inc.

**Describe the ownership structure of your organization, including any significant or controlling equity holders.**

Ricoh USA is a wholly owned subsidiary of Ricoh Americas Corporation, which is in turn a subsidiary of Ricoh Company, Ltd., a publicly traded company.

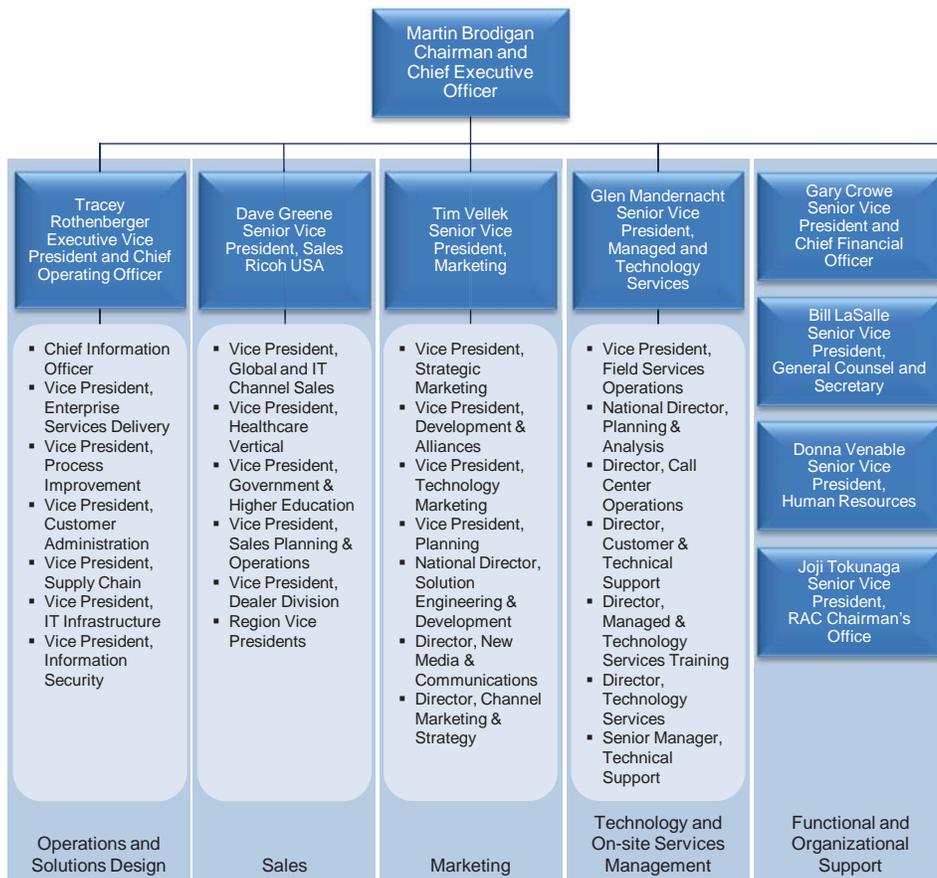
**Provide a management organization chart of your overall organization, showing director and officer positions and names and the reporting structure.**

**Our Organization**

The following organization charts depict our corporate structure as it pertains to the Entities. Organization charts are presented for the corporate level, our Southeast Region and our Entities account team.

*Corporate Level*

Our corporate management team is illustrated in the following diagram.



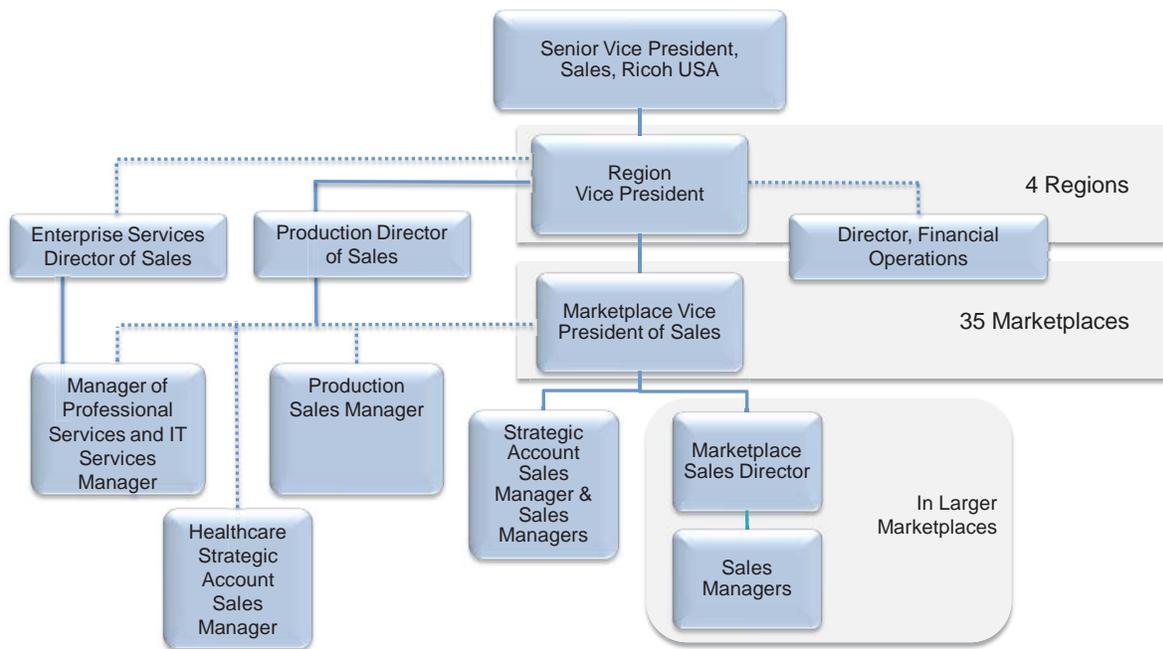
*Ricoh USA Structure*

The Ricoh USA direct sales team is organized into 4 Regions, which are subdivided into 35 local Marketplaces. These Regions are responsible for all customer contracts throughout the country. The Southeast Region and Carolinas Marketplace are responsible for supporting the Entities. Each Region is managed by a Region vice president, who is responsible for sales and sales support provided by our staff and for the personnel and procedures associated with management of our projects at the local level.

The support organizations (e.g., technology, finance, human resources, marketing, information technology) are responsible for the customer service and support staff to ensure that our products and services are distributed and provided uniformly across the U.S. Directors or managers from these support organizations work closely with Region management to ensure nationwide consistency. Additional corporate Ricoh resources (e.g., Legal) provide support, as needed. Our dedicated Production Printing Business Group also supports the Region structure.

*Region Organization*

Although there are subtle variations from Region to Region, each is structured similarly with sales, managed services operations, technology services, enterprise services, customer service, legal document services, managed document services, finance and human resources support. All Regions are held to the same service and delivery standards, are measured by performance standards and are compared on a quarterly basis. The following organization chart illustrates the resources available to each Region.



**Provide detailed information for the Managed Print Services and Related Products, Services, and Solutions business segments of your organization, showing the reporting structures within these segments and among these segments and the overall organization.**

Please see the response to the previous question.

**Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your Managed Print Services and Related Products, Services, and Solutions business segments that have occurred in the latest two (2) years or are anticipated in the future. Include all appropriate organizational charts.**

### **mindSHIFT Acquisition**

In February 2014 Ricoh acquired mindSHIFT Technologies Inc., a leading provider of managed IT, cloud, data center and professional services to small and mid-sized organizations, from Best Buy Co., Inc. This strategic investment has expanded and deepened our services portfolio.

mindSHIFT, a top Managed Services provider in the U.S. for small and mid-sized businesses (SMBs), works with over 6,900 clients in major markets throughout the country. The company's IT Services capabilities and comprehensive Managed Services offerings will help us continue to drive value to existing customers through expanded services offerings as well as support Ricoh's growth as a provider of IT Services.

The addition of mindSHIFT's nationwide expertise and customer service professionals will bring a wide array of benefits to the customers we are already serving through its proven services organization of over 8,000 specialists.

**Detail how long the Service Provider has been providing Managed Print Services and Related Products, Services, and Solutions to local governments and include information regarding experience with similar Managed Print Services and Related Products, Services, and Solutions projects.**

Ricoh has provided process and workflow analysis, and detailed outsourcing solutions since 1988. Ricoh also has a solid track record providing Managed Print Services and Related Products, Services and Solutions to a variety of industries and organizations.

Ricoh has provided process and workflow analysis, and detailed outsourcing solutions since 1988. Ricoh also has a solid track record providing Managed Print Services and Related Products, Services and Solutions to a variety of industries and organizations.

### **Experience in Similar Projects:**

As a world class integrator of innovative hardware, software, and services, Ricoh leverages our process expertise in service to over 1,700 management Managed Services clients in the U.S. One of the largest vertical areas of expertise for our organization is with Counties and Municipalities.

Ricoh's expertise in this space has been gained by the constant testing of technology and processes in service to a multitude of accounts. It is our expertise, ability to benchmark technology, and continually test processes, in similar environments which has made Ricoh the partner of choice for many counties and municipalities. The following is a sample of institutions that are current customers in the Carolinas that we have engaged in similar projects

- ❖ City of Winston-Salem
- ❖ City of Raleigh
- ❖ City of High Point
- ❖ Forsyth County
- ❖ Union County
- ❖ Charleston County Government & Schools

### QUICK FACTS

- ❖ We maintain the # 1 Global Market Share in Office Technology Products sold worldwide
- ❖ Ricoh was recognized as the No. 1 service provider of Managed Document Services in a survey of over 2000 readers in the *Facilities Design & Management* magazine

### Personnel Management

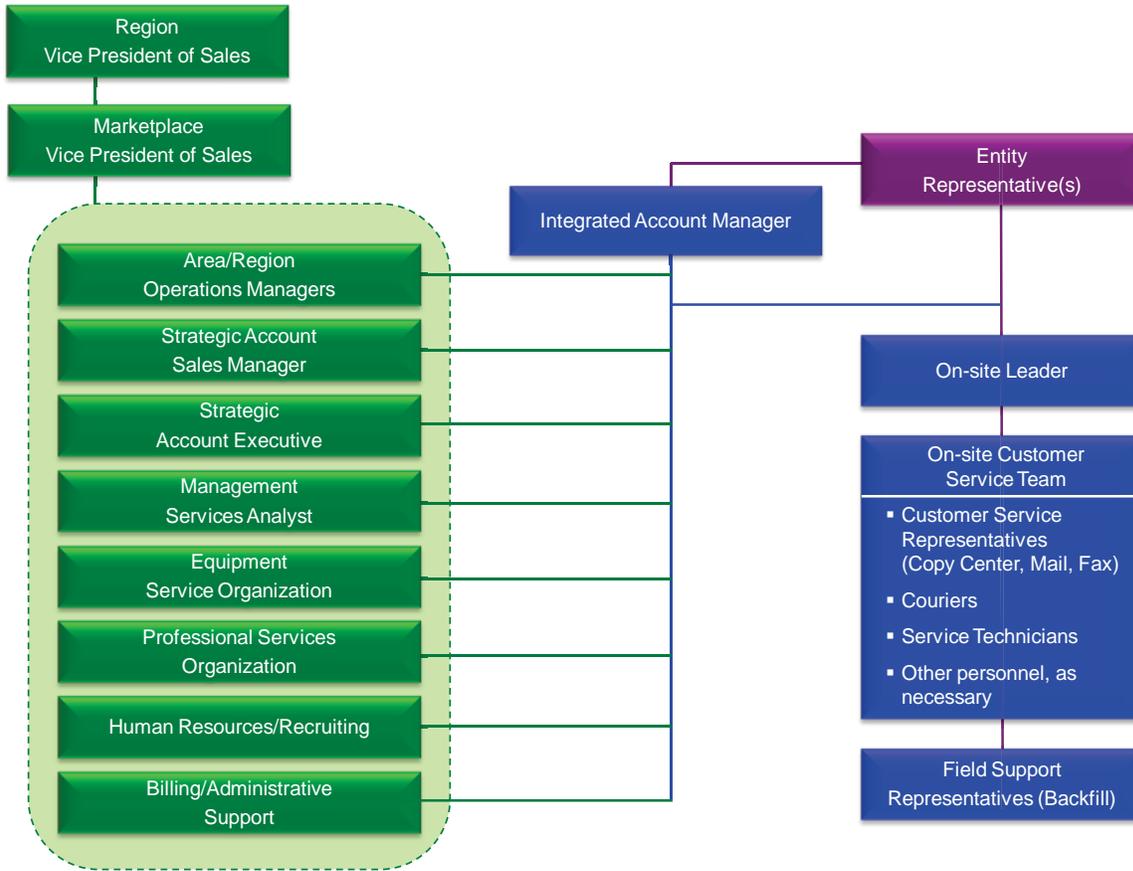
**Describe the key individuals, along with their qualifications, professional certifications and experience that would comprise your organization's team for providing Services to the Entities.**

#### Managed Services Account Team Organization

We assign a dedicated team of professionals to each customer engagement based on individual project requirements. This team assesses the specific project requirements, goals and objectives and tailors a set of services accordingly.

*Our dedicated customer service team is supported by key management personnel and an integrated account manager.*

The organization of our Entities account team is illustrated in the following chart. The team consists of the integrated account manager, the management operations support organization and the on-site customer service team. This organizational structure ensures a dedicated customer service team with the expertise necessary to provide day-to-day support. The team also includes specialized project support from management personnel who have the ability to assign resources, manage operations and provide technical support and financial analysis.



*Key Account Team Roles and Responsibilities*

A summary of key account team roles and responsibilities follows:

**Strategic Account Executive—Dawn Greene-Rogers (off-site)**

Following contract award, our strategic account executive (SAE) assists in the transition, implementation and ongoing provision of local on-site operations. The primary responsibility of the SAE is to serve as an additional resource and liaison between our team and City and County officials. To ensure satisfaction, our SAE will work closely with the Entities to develop tailored solutions that align with the organization’s specific business objectives. The SAE will continually assess each situation to find opportunities for improvement and increased efficiency. In addition, the SAE is responsible for participating in formal quarterly account reviews and maintaining communication with the Entities executives.

**Integrated Account Manager—Tracy Walker (off-site)**

We designate an integrated account manager (IAM) for each customer project. This individual is ultimately responsible for ensuring compliance with agreed service levels, intra-site communication and the Entities satisfaction. The IAM will coordinate operational functions between on-site customer representative(s) and other support personnel.

The IAM will also function as a liaison among our management, the Entities and our customer service team. If situations arise that it deems are beyond our on-site leader’s

scope, the Entities has direct access to the IAM, who can provide additional assistance or engage other resources, as required. The IAM will also coordinate support from our management operations support group for the on-site leader.

*Major Responsibilities*

- ❖ Ensure total Entities satisfaction
- ❖ Act as primary liaison for our relationship with the Entities
- ❖ Communicate with our Human Resources team for site staffing requirements
- ❖ Resolve problems and develop appropriate action plans
- ❖ Provide ongoing employee development and site-specific training
- ❖ Manage employees through goal setting, feedback and training
- ❖ Evaluate all equipment and technology on a regular basis to ensure that the Entities requirements are fulfilled by the current configuration
- ❖ Provide appropriate reporting on volume, service levels, user satisfaction, issue resolution and proposed procedural changes
- ❖ Initiate and coordinate all Entities account review programs, including the monthly operational performance report, a quarterly review and the annual review
- ❖ Communicate with our management operations support resources to gain information on new technology, obtain analysis support and draw from our best practices using our Ricoh Service Excellence<sup>SM</sup> methodology

**On-site Leader (*on-site*)**

Our on-site leader is responsible for day-to-day operations at each location. He or she is the primary point of contact for all routine site operations and has complete authority over project resources. The leader also has direct access to the management operations support organization and the IAM.

*Major Responsibilities*

- ❖ Schedule and monitor activities of the customer support representatives and other on-site staff
- ❖ Ensure day-to-day fulfillment of all Entities requirements
- ❖ Manage operations using a proactive approach that focuses on delivering professional and courteous customer service
- ❖ Communicate with users regarding requirements and any concerns that arise
- ❖ Create and maintain an environment that fosters customer focus, employee motivation, independent thinking and creative problem resolution
- ❖ Ensure that quality and productivity standards are met by measuring key indicators and analyzing and revising procedures (as necessary)
- ❖ Facilitate initiatives that maximize the value of outsourcing
- ❖ Prioritize and schedule all work, including overflow production at backup facilities (as necessary)
- ❖ Verify proper maintenance is performed on all equipment, and monitor equipment and supply usage
- ❖ Ensure that daily, weekly and monthly site targets are met
- ❖ Resolve the Entities concerns and implement appropriate action items

- ❖ Provide all Ricoh Service Excellence<sup>SM</sup> and site-specific training for the on-site staff

**On-site Service Specialists (on-site)**

Our on-site service specialists deliver contracted outsourcing services related to the operations of on-site locations.

*Major Responsibilities*

- ❖ Function as the contact for Entities work requests
- ❖ Fulfill work requests, as defined by the contract and directed by the Entities customers
- ❖ Operate and maintain on-site equipment, as necessary to fulfill job functions
- ❖ Schedule work and route jobs to the appropriate on-site personnel
- ❖ Provide industry-best customer service and responsiveness
- ❖ Communicate progress of work to customers
- ❖ Maintain an open line of communication with customers, peers and management
- ❖ Initiate communication and problem-solving regarding customer requirements and concerns
- ❖ Resolve any issues or discrepancies professionally and diplomatically
- ❖ Proactively complete all Ricoh Service Excellence<sup>SM</sup> training for the position

**Field Support Representatives (on-site, as needed for backup)**

Field support representatives (FSRs) are responsible for supporting operational objectives at all existing customer sites within a geographic territory. They are considered to be on call and can be assigned to a customer location on very short notice. FSRs substitute for personnel who are out of the office because of events such as illness or vacation and are trained on the functions and methods specific to individual site operations. To maintain consistency and service levels, FSRs are rotated into site operations regularly to ensure familiarity with the personnel, equipment and operating environment. FSRs are routinely recertified on site-specific procedures and

**If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.**

Under Ricoh's current proposal outlined in this RFP we do not have another company, or a subcontractor that is providing 15% or more of the Services.

**Explain how your organization ensures that personnel performing technical support services are qualified and proficient.**

Ricoh Technology Services technicians are fully trained and factory-certified to repair equipment we deploy. They are assigned by model to accounts in specific territories, so that they become fully knowledgeable of customer needs and equipment performance. In addition, they work closely with our local support teams (e.g., system engineers, sales territory managers, technical specialists) to ensure that we meet each customer's service support needs. The average tenure of a Ricoh technician exceeds 18 years, and our retention rate for these professionals is over 90%.

Our technicians must attain standards in areas such as response time, service quality, reschedule percentages and repeat emergency calls. They are trained to effectively manage their territories in a number of performance areas, including the following:

- Communication with the customer
- Response time and travel
- Call prioritization
- Parts forecasting/efficient stock levels
- Service history

### **Training and Certification**

We require that our technicians be fully certified to service the devices they maintain. Consequently, our technicians uphold the standards set by the manufacturers themselves. They must successfully complete formal training after course completion. The manufacturer and in-house trainer require course testing before awarding certificates.

Before responding to a service call, new technicians typically go through the following three-phase training process:

**Phase I**

One week in the field with a senior technician or team leader

**Phase II**

One to two weeks of classroom training with a certified instructor

**Phase III**

One week in the field for qualification

In addition, our technicians must complete continuing education, which includes model-specific instruction, customer relations coaching, total call training and troubleshooting classes. Equipment seminars are held to discuss both existing and developing technologies within the reprographics industry. Certified equipment representatives from our preferred business partners conduct these seminars. Online technical forums, sponsored by both our business partners and our support specialists, allow the posting of new technical knowledge and the exchange of ideas. In addition, our Technical Support Center conducts monthly conference calls with lead technical personnel to discuss the most critical known issues and solutions at that time. Our Technology Services management teams meet monthly with their technicians to review equipment concerns, technical bulletins from the manufacturers and customer concerns. In total, our technicians average approximately 100 hours of technical training per year.

**Please provide information regarding the level of staffing at your organization's facilities, as well as the level of staffing at subcontractors' facilities, if known.**

Ricoh currently maintains a 100% staffing level at our facilities. We also backfill in the case of illness or vacation with cross trained field service representatives. Currently our City of Charlotte, Mecklenburg County and Rock Hill facility employees have over 15 year average industry experience. Our turnover is 1% and has been through promotions, not attrition.

**If your organization has been the subject of a dispute or strike by organized labor within the last five (5) years, please describe the circumstances and the resolution of the dispute.**

**If your organization has been the subject of a dispute or strike by organized labor within the last five (5) years, please describe the circumstances and the resolution of the dispute.**

Ricoh has not had a labor dispute or strike in the last five years.

## Proposed Solution

### What steps will your organization take to ensure that the transition/implementation for the Project runs smoothly?

The Ricoh Project Management Office (PMO) is a team of professionals dedicated to the development and consistent application of proven tools and techniques to project activities in order to meet and exceed our customer's needs and expectations from a project.

Below are the outlines and methodologies we will use to ensure a smooth implementation. However as with any implementation there are unexpected challenges. The Entities can be sure that Ricoh will mitigate where ever possible. Our chief request is the support and time of the Entity IT staff involvement and collaboration for success.

The delivery of complex document management solutions increasingly depends on the successful coordination of Ricoh products and services from multiple divisions, and even third-party suppliers and contractors. All these resources must be brought together and their performances orchestrated to meet a specific set of customer requirements, including specific budgets and timelines. The Ricoh project manager is the central point of contact to coordinate these resources, and is ultimately responsible for execution of these complex solutions.

The Ricoh PMO represents a centralization of Ricoh's project management capabilities, which allows us to leverage the best practices of our organization and to support a standard service delivery approach embodied in the Ricoh Methodology Framework. The PMO develops and maintains standard processes, tools and templates that aid in the application of our proven methodology and ensure higher success rates and customer satisfaction.

### Ricoh Methodology Framework

At the core of our commitment is the Ricoh Methodology Framework (RMF), Ricoh's high level definition of a project lifecycle. This framework is based on years of consulting and project delivery knowledge in the field of business communications, and has been field tested and proven successful on numerous occasions. This scalable approach consists of subdividing a larger project into smaller, more manageable phases, at the end of which Ricoh and the Entities will review the deliverables from one phase before commencing the next. This allows Ricoh to closely monitor the progress of a project and to ensure the needs and expectations of our customers are met. The phases of the RMF are:



**Discovery** – As the project begins, the Ricoh team will review the contract commitments. They will determine the required resources and go through the full scope of the solution with the Entities to define, discuss, and document the business needs and current environment, serving as the foundation for all future work on the project. During the project kickoff, roles and responsibilities will be established, as well as communication planning, risk planning, and preliminary schedules. Through this in-depth review, we

develop a thorough understanding of the factors that shape the need for new products and services. The Discovery Phase is the most critical phase of a project's lifecycle, and will determine whether subsequent phases are successful in meeting our customer's business requirements.

**Design** – This phase finds our consultants, engineers, and subject-matter experts hard at work helping the Project Manager translate the defined requirements into a work breakdown structure, or project plan. The PM will work with the entire project team to define and document each action necessary to achieve that every activity assigned to a project resource contributes to the team's ability to provide project deliverables and customer requirements, taking into account any known schedules or resource constraints. Additionally, Quality Assurance Methods help the deliverables to adhere to the project requirements, including status meetings, checklists (i.e. installation checklist, deployment checklist etc.), risk mitigation and change control procedures. The customer is included in every step of this phase, and customer approval of the final design is required before any additional work is performed.

**Implementation** – With properly executed Discovery and Design Phases, the Implementation Phase will deliver the promised solution. During this phase, the implementation activities are monitored and controlled. The project manager will continue to communicate and provide progress reports to all stakeholders and project team members, ultimately evolving and executing the plan that has been put in place. Additionally, Ricoh follows a strict Change Control process to allow for changes to the proposed solution while maintaining the integrity of the scope of the project to meet the Entities' business requirements.

**Transition to Support** – With the proposed solution implemented, Ricoh follows a structured process to transition the solution to the appropriate operational support structures. The project will be formally closed, and Ricoh will conduct a formal meeting to share lessons learned and ask for the Entities participation in a survey to share feedback. We are well-suited to provide a consistent ongoing support process to ensure continuous cost savings and an exceptional service level.

**Planning** – The foundation of success. The planning phase spans the lifecycle of every Ricoh project. Planning includes understanding the business needs and contractual commitments, understanding risk and how to manage it, developing milestone and detailed schedules for each project phase, providing effective project communications to all stakeholders and project resources, and monitoring and controlling all project activity to ensure completion of an on time and on budget project.

### **Project Management Institute Alignment**

Ricoh has developed a series of tools and templates based on the standards and principles published and maintained by the Project Management Institute (PMI). Because of the size and scope of most of Ricoh's projects, these standards focus on the key PMI knowledge areas of Scope Management, Time Management, and Communications Management. Ricoh's project management standards also provide tools and processes for detailed Risk Management and Quality Management to ensure success in larger, more complex projects.

## **Project Scope Management**

The first step in any new project is to define and document stakeholders' needs to meet project objectives. This includes a detailed review of all commitments made by Ricoh to the Entities and a summary of how those commitments should be met by project activity.

### *Define Scope*

Scope definition includes the standards for developing a written Statement of Work (SOW) as the basis for future project decisions including, in particular, the completion criteria used to determine if the project has been completed successfully.

### *Create WBS / Project Plan*

A Work Breakdown Structure (WBS) or Project Plan subdivides the project into the specific deliverables that will be achieved by the project; through the WBS, all project activities are tied back to specific deliverables to facilitate scope management and change control and to ensure efficiency in project activity.

### *Verify Scope*

At the completion of each project deliverable, the project manager or team member will review with the Entities to ensure complete satisfaction with the deliverable, and will obtain formal acceptance of the deliverable to ensure that the requirements for the deliverable are met and that the team can proceed to subsequent steps.

At the close of the project, the project manager will verify and document project results to formalize acceptance by the Entities that the project scope has been completed, and that the solutions have been formally transitioned to the appropriate support and operational groups. This includes collection of project records, ensuring that they reflect final specifications, analysis of project success and effectiveness, and archiving such information for future use. Ricoh uses a standard Solutions Delivery and Acceptance Form (SD&A) to formalize this process.

### *Control Scope*

Change is inevitable, and project managers must be concerned with influencing the factors that create scope changes to ensure those changes are beneficial, determining that a change in scope has occurred, and managing the actual changes when and if they occur. This is accomplished by strict adherence to Ricoh's change control policy and the use of the standard Change Order form to document and approve all project changes.

## **Project Time Management**

### *Define Activities*

The deliverables defined within the project Work Breakdown Structure (WBS) drive all project activity. Ricoh project managers use their experience to define and document each action necessary to achieve project deliverables and to ensure that every activity assigned to a project resource contributes to the team's ability to achieve project deliverables and customer requirements.

### *Sequence Activities*

Activity sequencing means understanding the relationships between project activities and clearly communicating the order in which activities must be performed.

### *Estimate Activity Durations*

Understanding the actual work effort required as well as the resources available to accomplish project activity allows the project manager to more accurately estimate the amount of time to allocate for each project activity from start to finish.

### *Develop Schedule*

With a thorough understanding of the work needed to accomplish the project, the project manager can analyze the information and finalize a project schedule for the Entities with a high level of confidence in Ricoh's ability to successfully implement the solution in the promised timeframe.

### *Control Schedule*

Throughout the course of the project, the Ricoh project manager will monitor actual project performance and continually compare it to the original schedule, taking early corrective action when issues arise to ensure that deliverables are not delayed. In addition, the project manager will incorporate changes in scope and analyze the effect on the project schedule.

## **Project Communications Management**

In order to ensure project success, it is critical to identify all people or organizations that will be impacted by the project, and clearly understand their interests, involvement, and their impact on project success. Ricoh project managers gather this information early to ensure that the project is effectively communicated from the very beginning. Ricoh project managers will communicate to each stakeholder or group of stakeholders according to their needs and level of involvement in the project, addressing issues as they occur, creating transparency into project activities, and ensuring that stakeholders are all "on the same page."

### *Communication Plan*

Communications planning involves determining the information and communication needs of the Entities and Ricoh: who needs what information, when will they need it, and how will it be given to them. This plan is documented using a standard Communications Plan template and distributed to all key project stakeholders. Ricoh project managers are committed to ensuring that appropriate information is available to all stakeholders when needed.

### *Report Performance*

Performance reporting involves collecting and disseminating performance information in order to provide stakeholders with information on how resources are being used to achieve project objectives. It is key that project resources and functional leaders from both teams communicate and report status to the project manager in order for accurate reporting to occur. This process includes status reporting, progress reporting, and forecasting.

## Project Risk Management

Beginning in the Discovery phase, Risk Management Planning is a conscious effort of defining how to address potential risks within the project and what to do about them. Ensuring that the degree, type, and visibility of risk is appropriate to the complexity of the project and to the importance of the project within the Entities' organization.

### *Identify Risks*

First Ricoh will identify risk, document the characteristics of each risk, and determine which risks are likely to affect the project. Ricoh project managers will complete a Risk Statement for the Entities review and discussion; Risk Statements evolve over the course of the project and will be reviewed periodically because new risks are often identified as the project progresses through its lifecycle.

### *Perform Risk Analysis*

Ricoh will conduct a Risk Analysis; ranking risks based on their probability of occurrence and predicted impact on the project. Taking into consideration other factors such as the timeframe for response, the Entities' risk tolerance, project schedule, and quality. This analysis allows the Ricoh project manager to adjust for bias or perceptions about risks and then prioritize them based on a numerical scale.

### *Plan Risk Responses*

Planning Risk Responses consists of identifying and evaluating the various methods needed to mitigate high and moderate risks. This aids the Ricoh project manager in developing the action plans necessary to handle individual risks if they occur, and helps the project team select the risk response that is most appropriate, including:

**Avoidance** - Eliminating a specific threat, usually by eliminating the cause. The project management team can never eliminate all risk, but specific risk events can often be eliminated.

**Mitigation** - Reducing the expected monetary value of a risk by reducing the probability of occurrence, reducing the risk event value.

**Acceptance** - Accepting the consequences. Acceptance can be active (develop a contingency plan to execute should the risk event occur) or passive (accept less profit if some activities overrun).

### *Monitor and Control Risk*

Finally the Ricoh project manager tracks the identified risks, continues to implement risk response plans, and documents any new risk in accordance with the Risk Management Plan throughout the project lifecycle to ensure success.

## Project Quality Management

Ricoh is committed to enabling the Entities to communicate business information more effectively by providing innovative solutions and services of the highest quality that meet and exceed their needs and expectations.

Quality is a way of life for our products and Quality Management extends beyond the project within Ricoh. The foundation of the Ricoh Methodology Framework has consistently been proven to be effective in

successfully delivering quality projects. It is the basis for providing our customers with the products and services they need to meet the evolving challenges of sharing and communicating business information. It is Ricoh's policy to:

- Identify and clearly the Entities' needs through our Scope Management process.
- Consistently communicate with all project stakeholders by implementing a Communications Plan.
- Clearly define and satisfy Completion Criteria for each project to ensure that the Entities' needs and expectations are met.
- Be flexible and respond to changes in scope by following a standard Change Control process.
- Obtain the Entities approval at the end of every phase of a project lifecycle before proceeding to the next phase.
- Formally transition projects at completion from our project teams to our support organization to ensure the continued satisfaction of the Entities' needs.

## **Implementation Planning Process**

### *Overview*

We believe that the implementation of an outsourcing solution is one of the critical first steps in achieving total customer satisfaction. Our expertise in developing detailed processes for complex implementations enables a seamless handoff of information from our analyst teams to our operations personnel. A roadmap to flawless execution, the implementation process addresses personnel and field support representative training, equipment installation, workflow process documentation, site branding and technology installation.

During implementation we will execute all short-term commitments made to the Entities, validate analysis findings and adjust recommendations based on detailed information received. Our standardized installation kit gives us the ability to get each site up and running quickly and ensures that all steps are followed and the Entities' objectives are met.

The interdependent elements of this critical process include:

- Process Documentation and Planning
- Site Installation
- Validating the Site Installation—Executive Site Audit
- Partnership Building—Open House
- Customer Communication

This short-term process illustrates our steadfast commitment to the Entities' satisfaction and builds a foundation of trust and credibility that is crucial to the long-term success of a productive, proactive and profitable relationship.

### *Implementation Team*

Our implementation team consists of highly trained employees who have been involved not only in the solution development process for the Entities, but also in seamlessly implementing other systems similar in size and scope.

The implementation team will assist in coordinating the equipment installation, initial site training, hiring, service-level identification and other related tasks. We are committed to becoming a valuable part of the Entities team, and the proper implementation and start-up will put this relationship on the right path.

#### *The User Guide*

We will create a custom User Guide to assist end-users in deriving maximum benefit from the services. This guide is an educational tool used to explain, in detail, the services available and how to use them.

**Prepare and submit a Project Plan to describe, to the best of your ability, all times, tasks and resources associated with the performance of Services. The Project Plan is subject to the terms set forth in Section 7 of this RFP.**

A sample project plan has been included in the separately provided TRADE SECRETS document for the Entities review. We will fully customize this plan after receiving contract approval.

**Describe the risks associated with the Contract. What contingencies have been built in to mitigate those risks?**

Ricoh's response has been included in the separately provided TRADE SECRET document.

Below are additional items to mitigate risks:

#### **Project Risk Management**

Beginning in the Discovery phase, Risk Management Planning is a conscious effort of defining how to address potential risks within the project and what to do about them. Ensuring that the degree, type, and visibility of risk is appropriate to the complexity of the project and to the importance of the project within the Entities' organization.

#### *Identify Risks*

First Ricoh will identify risk, document the characteristics of each risk, and determine which risks are likely to affect the project. Ricoh Project managers will complete a Risk Statement for the Entities review and discussion; Risk Statements evolve over the course of the project and will be reviewed periodically because new risks are often identified as the project progresses through its lifecycle.

#### *Perform Risk Analysis*

Ricoh will conduct a Risk Analysis; ranking risks based on their probability of occurrence and predicted impact on the project. Taking into consideration other factors such as the timeframe for response, the Entities' risk tolerance, project schedule, and quality. This analysis allows the Ricoh Project manager to adjust for bias or perceptions about risks and then prioritize them based on a numerical scale.

#### *Plan Risk Responses*

Planning Risk Responses consists of identifying and evaluating the various methods needed to mitigate high and moderate risks. This aids the Ricoh Project manager in developing the action plans necessary to handle individual risks if they occur, and helps the project team select the risk response that is most appropriate, including:

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**Acceptance** - Accepting the consequences. Acceptance can be active (develop a contingency plan to execute should the risk event occur) or passive (accept less profit if some activities overrun).

#### *Monitor and Control Risk*

Finally the Ricoh Project manager tracks the identified risks, continues to implement risk response plans, and documents any new risk in accordance with the Risk Management Plan throughout the project lifecycle to ensure success.

**SECTION 6—FORM 1E—REFERENCES**

The completed reference form has been included in the separately provided TRADE SECRET document.

**SECTION 6—FORM 1F—PROPOSAL CERTIFICATION (CITY ONLY)**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 1F.pdf

**CITY REQUIRED FORM 1F - PROPOSAL CERTIFICATION**

**RFP # 269-2014-016**

**Managed Print Services and Related Products, Services, and Solutions**

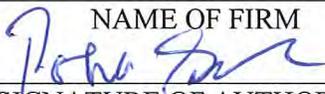
SERVICE PROVIDER: Ricoh USA, Inc.

The undersigned Service Provider hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. For purposes of this section, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited discrimination.
3. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the Proposal submitted by the Service Provider on this Project and to terminate any contract awarded based on such Proposal.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the Proposal submitted by the Service Provider or terminate any contract awarded on such Proposal.

Ricoh USA, Inc.

NAME OF FIRM

BY: 

SIGNATURE OF AUTHORIZED OFFICIAL

Marketplace Vice President

TITLE

**SECTION 6—FORM 1G—ADMINISTRATIVE FEE SCHEDULE**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.

**Section 6**  
**Required Forms – CORE FORMS**

**CORE REQUIRED FORM 1G – ADMINISTRATIVE FEE SCHEDULE**

**RFP # 269-2014-016**

**Managed Print Services and Related Products, Services, and Solutions**

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Entity will be responsible for.**

**CCPA Administrative Fees:** Service Providers shall submit to the CLT as an administrative Fee a minimum of **one percent (1%)** of overall CCPA Program spend by the City and all Participating Public Agencies during the term of the contract. The Administrative Fee shall be paid no later than thirty (30) days after the end of each calendar quarter during the term of the contract, and include a report as mutually agreed to by the parties outlining the CCPA spend.

**Administrative Fees:** The Service Provider agrees to pay the City of Charlotte (“CLT”) an administrative fee of **1%** (minimum of 1% ) based on all City and PPA sales volumes within thirty (30) days of the end of each calendar quarter set forth in the subsequent Contract.

Reference the Charlotte Cooperative Purchasing Alliance (CCPA) website at [www.charlottealliance.org](http://www.charlottealliance.org).

Please list any additional incentives and rebates offered based on electronic ordering, total PPC Volumes, or other criteria:

Ricoh’s proposal includes a monthly reduced rate in the CPC of \$.023/impression after 4,000,000 impressions/month (on initial base volume). This reduction only applies to City of Charlotte, Mecklenburg County, City of Rock Hill, and Libraries Convenience Machines.

Specifically, detail out any additional tiered rebates, based on a Volume Pricing Model, in the spreadsheet below. The Service Provider shall assess each Entity’s total volume of convenience machine impressions (B&W and Color impressions) for the preceding year of service on an annual basis, and shall calculate a rebate percentage based on the Tier schedule below. Rebate checks shall be sent to each Entity/PPA within thirty (30) days of the end of each year of Service.

<b>Volume Rebates</b>		
<b>Tier</b>	<b>Total Annual Impression Volume (CLT plus ALL Participating Agencies)</b>	<b>%</b>
I		%
II		%
III		%
IV		%
V		%

Detail your proposed Duplex Rebate, as detailed in Section 3.15.12.

<b>Duplex Rebate (Credit per Duplex print)</b>	
Duplex Rebate per sheet	\$.00397 /Sheet

## Section 6 Required Forms – CORE FORMS

Detail your standard proposed pricing model by device tiers, for reference by all Participating Public Agencies considering use of the CLT Contract.

Please see attached CCPA Pricing Spreadsheet.

<b>CCPA Pricing Model</b>	
<b>Convenience Machine Speed</b>	<b>Cost Per Impression Range</b>
<b>B&amp;W</b>	
20ppm	\$0.0294 /impression
30ppm	\$0.0197 /impression
40ppm	\$0.0231 /impression
50ppm	\$0.0192 /impression
60ppm	\$0.161 /impression
70ppm	\$0.153 /impression
<b>Color</b>	
20ppm	\$0.0415 /impression
30ppm	\$0.319 /impression
40ppm	\$0.0278 /impression
50ppm	\$0.0244 /impression
60ppm	\$0.193 /impression
70ppm	\$n/a /impression

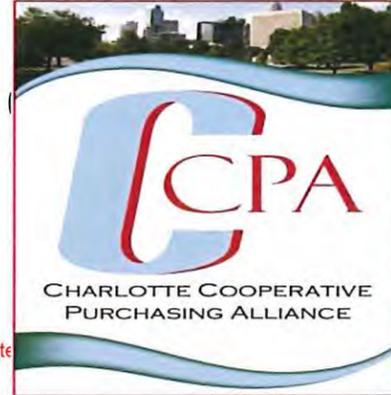


CCPA Pricebook -  
9-15-14 - FINAL.xlsx

# RICOH

## CCPA - City of Charlotte

### Purchase / Lease / Full Maintenance



Schedule B to  
Ricoh Master Pricing Agreement

Terms & Conditions to reference Ricoh Master Agreement.

Pricing valid for 90 Days.

Lease rates are subject to quarterly review and adjustment, unless otherwise noted.

Prices exclude taxes.

Copies Prints Developments Per Minute	Ricoh Equipment and Options Prices Per Unit	Ricoh Product Code EDP	Committed Monthly Volume Black & White	Committed Monthly Volume Color	B&W All-Inclusive CPC Hardware & Volume 36 Month	Committed Monthly Volume Black & White	Committed Monthly Volume Color	B&W All-Inclusive CPC Hardware & Volume 60 Month	B&W Overage	Color Overage	Billing Frequency	Delivery & Installation Hardware
21	<b>Ricoh MP 201SPF</b> Network Print/Scan Connection (Seg. 1) HDSECURINSL HD Secure Install <b>Total Configuration Price</b>	415652 PS-NWSC1 HDSECURINSL	2,000	-	0.037	2,000	-	0.0294	0.0113	-	MTH	Included
31	<b>Aficio MP 301SPF</b> Network Print/Scan Connection (Seg. 2) HDSECURINSL HD Secure Install	416185 PS-NWSC2 HDSECURINSL	4,000	-	0.023	4,000	-	0.0197	0.0113	-	MTH	Included
40	<b>Ricoh MP 4002SP</b> Network Print/Scan Connection (Seg. 3) FAC56 Cabinet Bridge Unit BU3060 SR3090 1,000-Sheet Finisher Fax Option Type 5002 HDSECURINSL HD Secure Install	415956 PS-NWSC3 416407 415988 415804 416156 HDSECURINSL	10,000	-	0.028	10,000	-	0.0230	0.0096	-	MTH	Included
50	<b>Ricoh MP 5002SP</b> Network Print/Scan Connection (Seg. 4) FAC56 Cabinet Bridge Unit BU3060 SR3090 1,000-Sheet Finisher Fax Option Type 5002 HDSECURINSL HD Secure Install	415958 PS-NWSC4 416407 415988 415804 416156 HDSECURINSL	15,000	-	0.023	15,000	-	0.0192	0.0093	-	MTH	Included

# RICOH

## CCPA - City of Charlotte

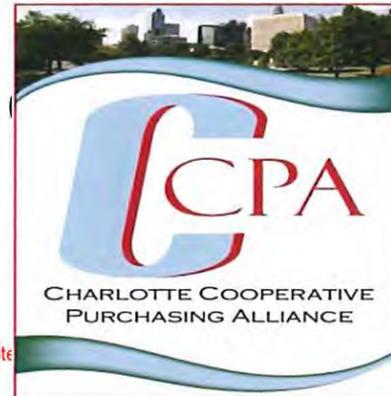
### Purchase / Lease / Full Maintenance

Schedule B to  
Ricoh Master Pricing Agreement

Terms & Conditions to reference Ricoh Master Agreement.

Pricing valid for 90 Days.

Lease rates are subject to quarterly review and adjustment, unless otherwise noted.



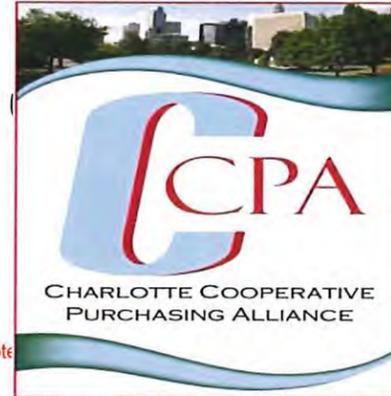
Items exclude taxes.

Copies Prints Developments Per Minute	Ricoh Equipment and Options Prices Per Unit	Ricoh Product Code EDP	Committed Monthly Volume Black & White	Committed Monthly Volume Color	B&W All-Inclusive CPC Hardware & Volume	Committed Monthly Volume Black & White	Committed Monthly Volume Color	B&W All-Inclusive CPC Hardware & Volume	B&W Overage	Color Overage	Billing Frequency	Delivery & Installation Hardware
60	<b>Aficio MP 6002SP</b> Network Print/Scan Connection (Seg. 4) Finisher SR4060 Fax Option Type 9002 HDSECURINSL HD Secure Install	415877 PS-NWSC4 415901 415912 HDSECURINSL	25,000	-	0.020	25,000	-	0.0161	0.0057	-	MTH	Included
75	<b>Aficio MP 7502SP</b> Network Print/Scan Connection (Seg. 5) Finisher SR4060 Fax Option Type 9002 HDSECURINSL HD Secure Install	415879 PS-NWSC5 415901 415912 HDSECURINSL	30,000	-	0.019	30,000	-	0.0153	0.0057	-	MTH	Included
<b>MULTIFUNCTION COLOR</b>												
25 B&W / 25 Color	<b>Ricoh MP C2503</b> Network & Scan Connect - Seg BC2 Internal Finisher SR3180 Cabinet Type F Fax Option Type M3 HDSECURINSL HD Secure Install	417254 PS-NWSCBC2 416950 100478FNG 416556 HDSECURINSL	4,000	-	0.041	4,000	-	0.0415	0.0065	0.0326	MTH	Included
35 B&W / 35 Color	<b>Ricoh MP C3503</b> ESP XG-PCS-15D Network & Scan Connect - Seg BC3 Internal Finisher SR3130 (500 Sheet) Cabinet Type F Fax Option Type M3 HDSECURINSL HD Secure Install	416509 006428MIU PS-NWSCBC3 416543 100478FNG 416556 HDSECURINSL	7,500	-	0.032	7,500	-	0.0319	0.0084	0.0547	MTH	Included

# RICOH

## CCPA - City of Charlotte

### Purchase / Lease / Full Maintenance



Schedule B to  
Ricoh Master Pricing Agreement

Terms & Conditions to reference Ricoh Master Agreement.

Pricing valid for 90 Days.

Lease rates are subject to quarterly review and adjustment, unless otherwise noted.

Prices exclude taxes.

Copies Prints Developments Per Minute	Ricoh Equipment and Options Prices Per Unit	Ricoh Product Code EDP	Committed Monthly Volume Black & White	Committed Monthly Volume Color	B&W All-Inclusive CPC Hardware & Volume	Committed Monthly Volume Black & White	Committed Monthly Volume Color	B&W All-Inclusive CPC Hardware & Volume	B&W Overage	Color Overage	Billing Frequency	Delivery & Installation Hardware Included
45 B&W / 45 Color	<b>MP C4503</b> ESP XG-PCS-15D Network & Scan Connect - Seg BC4 Finisher SR3140 (1000 Sheet External) Cabinet Type F Fax Option Type M4 HDSECURINSL HD Secure Install	416518 006428MIU PS-NWSCBC4 416539 100478FNG 416564 HDSECURINSL	10,000	-	0.028	10,000	-	0.0278	0.0084	0.0505	MTH	Included
55 B&W / 55 Color	<b>MP C5503</b> ESP XG-PCS-15D Network & Scan Connect - Seg BC4 Finisher SR3140 (1000 Sheet External) Cabinet Type F Fax Option Type M4 HDSECURINSL HD Secure Install	416525 006428MIU PS-NWSCBC4 416539 100478FNG 416564 HDSECURINSL	15,000	-	0.024	15,000	-	0.0244	0.0084	0.0505	MTH	Included
60 B&W / 60 Color	<b>MP C6003</b> ESP XG-PCS-15D Network & Scan Connect - Seg BC4 Finisher SR3140 (1000 Sheet External) Cabinet Type F Fax Option Type M4 HDSECURINSL HD Secure Install	416534 006428MIU PS-NWSCBC4 416539 100478FNG 416564 HDSECURINSL	25,000	-	0.019	25,000	-	0.0193	0.0084	0.0505	MTH	Included
65 B&W / 65 Color	<b>Ricoh MP C6502SP</b> ESP XG-PCS-20D 20 amp power filter Network & Scan Connect - Seg BC5 Finisher SR4090 Fax Option Type M2 HDSECURINSL HD Secure Install	416623 006429MIU 007138MIU PS-NWSCBC5 416644 416651 HDSECURINSL	30,000	-	0.020	30,000	-	0.0205	0.0063	0.0453	MTH	Included

**SECTION 6—FORM 1H—ADDITIONAL SERVICES AND SOLUTIONS PRICING**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.

**Required Forms – CORE FORMS****CORE REQUIRED FORM 1H – ADDITIONAL SERVICES AND SOLUTIONS PRICING**

The Service Provider shall indicate pricing for other services and solutions they may provide in the table below. Additional lines should be added to accommodate all such services and solutions.

<b>Additional Services and Solutions</b>			
<b>Service</b>	<b>Description</b>	<b>Unit</b>	<b>Cost</b>
After Hours Services/Holiday	Segment 1/Fax/Page Printers	HR	\$289/hr.
After Hours Services/Holiday	Segment 2-4 Black & White	HR	\$347/hr.
After Hours Services/Holiday	Segment 5-6 Black & White	HR	\$404/hr.
After Hours Services/Holiday	Color and Specialty Products	HR	\$404/hr.
Professional Services	Consulting Services, Workflow Design, and Systems Integration	HR	\$185/hr.
Communication Services	Unified Services, Telepresence Services, Digital Signage Services	HR	Assessment-based Price
IT Services	Network Support, Help Desk, Virtualization, Remote Monitoring, Blocks of Time	HR	Assessment-based Price
Digital Imaging Services	Data Capture, Media-to-Media Conversions, Indexing and Classification, Microfilm/Microfiche Conversions	HR	Assessment-based Price
Business Process Optimization Services	Digital Mailroom, A/P Invoicing Services	HR	Assessment-based Price
Financing Services	Nation-wide Financing Programs, Flexible Payment Options, Competitive Rate Factors	HR	Assessment-based Price



**SECTION 6—FORM 1I—SERVICE PROVIDER QUESTIONS**

*Service Providers shall provide responses to the following questions in their Proposal. Service Providers may use additional pages to respond as needed so long as each question is included on the response sheet.*

***Convenience Machine and Product Offerings***

- 1. Please provide a copy of or link to online documentation detailing your current product catalog, including Print Devices, Copy Devices, Scanners, Multi-Function Machines, Projectors, and other related products.**

[www.ricoh-usa.com](http://www.ricoh-usa.com)

- 2. Please detail what options your company has available for refurbished or Certified devices.**

Ricoh Select Series Remanufactured Equipment is virtually indistinguishable from its newer counterparts as far as appearance, output quality and reliability are concerned. The Ricoh Select Series feature the latest versions of all necessary software and hardware components and is backed by the same service commitment that we provide to our factory - new equipment solutions. All Ricoh Select Series are remanufactured using a carefully controlled ISO 9001-2008-certified process to help meet high customer performance expectations at lower price points. These units go through an extensive remanufacturing and cleaning process that replaces all high-wear components and adjust the units back to their original factory specifications. Ricoh Select Series reflect Ricoh's commitment to a more efficient, ecologically friendly product life-cycle that minimizes the impact on our environment.

***KEY BENEFITS:*****QUALITY**

Remanufactured equipment utilizes the best in selected parts including the latest hardware and software advancements for the particular model which are all processed under strict ISO 9001:2008 requirements.

**SUPPORT**

Ricoh is committed to providing the same level of service to our remanufactured equipment that we provide to our new equipment.

**RELIABLE**

Select Series models are selected from and based on proven models with a successful track record of reliability and performance.

**COMPREHENSIVE**

Color and Black & White MFP model selection offered in speeds from 25 to 60 pages per minute.

3. Provide details on what options you have for reformatting or deleting of retained files on the Convenience Machine hard drive. Include information on your solution's capacity to have configurable retention schedules, automated data purges or overwrites, and other security features that either come standard in your Convenience Machines or can be purchased as an additional Hardware or Software Add-On. Please note any associated fees for additional purchases on Core Required Form 1H, Additional Services and Solutions.

The cost of Hard Drive de-install fees are indicated in Section 6, Form 2. The cost of Hard Drive Overwrite technology, as well as the cost to have current Hard Drives de-installed and provided to appropriate entities is included in the pricing model proposed in the case that Ricoh is awarded the RFP.

Erase functionality is provided on Ricoh devices through our Data Overwrite Security System (DOSS). This technology is factory-installed on some newer products and available as an option for most models that do not come with it installed. DOSS overwrites the data in accordance with Department of Defense (DOD) standards and is Common Criteria (ISO 15408) compliant. There is also an encryption feature option that is factory-installed for added security.

#### **DataOverwriteSecurity System Overview**

To provide enhanced security for our MFPs and Printers, Ricoh offers the DataOverwriteSecurity System (DOSS) for select systems. DOSS offers two processes for overwriting the hard drive data, "Event Driven" and "Overwrite All".

**Event Driven:** DOSS overwrites the sector of the hard drive used for data processing after the completion of each job. During the overwrite process, the data is destroyed to preclude illicit recovery.

**Overwrite All:** DOSS can also offer the capability to overwrite the entire hard drive up to nine times. Overwriting the entire hard drive is designed to destroy all data at the end of the system's useful life or when being returned at the end of a lease.

The DOSS option can be included at the time of initial installation or at any point during the life of the system.

DOSS Hard Drive overwriting can be chosen from following three methodologies

##### NSA methodology

- ❖ Overwrite twice with random numbers.
- ❖ Overwrite once with Null (0).

##### Department of Defense (DoD) methodology

- ❖ Overwrite once with fixed numbers.
- ❖ Overwrite once with complement of above fixed numbers.
- ❖ Overwrite once with random numbers.
- ❖ Carry out final verification.

##### Random Numbers methodology

- ❖ This method overwrites data a specified number of times (from one to nine times) with random numbers.

Data encryption is also available as an additional security option and compatible with the three memory storage areas on the MFP or Printer, (the Hard Drive, Non Volatile RAM, and flash ROM memories.) The use of the Encryption Option makes it possible to prevent data from being viewed, even in the event that the encrypted data was stolen. The encryption applies to active data (data still in use), as well as data from completed copy and print jobs (latent data) even if over written by DOSS.

Please see the following link to Ricoh's Security Brochure with further comprehensive overview of Ricoh Security offerings. <http://www.ricoh-usa.com/about/docs/pdf/Security/Ricoh%20Security%20Brochure.pdf>

**4. Please provide your proposed model and options for Publicly Accessible Convenience Machines including Cash, Coin, and Credit/Debit Card functionality. Please consider the following, at a minimum:**

**a. Merchant credit card processing, including details on how you would propose working with various Entity's required Merchant processing service providers;**

Ricoh's proposed Credit card processing is accomplished with a USA Technologies ePort mounted in the Coin-Op. USA Technologies is the Merchant and is PCI Certified. There is no requirement for the customer to use a Merchant Processor.

**b. Processes and procedures for collection of cash and coins, and all receipts, deposits, and transfers;**

Ricoh's Coin-Op solution provides internal meters for cash balancing. Collection and reconciliation of the cash is the responsibility of the Library or their designated facilities management company. The credit card transactions and reports are available on a web portal from USA Technologies.

**c. Explanation of how personal and/or customer information is kept confidential; and**

Ricoh keeps payment information anonymous when cash is used. Ricoh's proposed solution allows no credit card information to be stored in the reader or Coin-Op. The information is encrypted and submitted securely via a cellular connection. The processing system is PCI Certified.

**d. Explanations for allowing simultaneous usage of Convenience Machines by both public customers and Entity employees.**

Employees can use a bypass key to make copies and not be charged for them. When they turn the key back off, then it will go back to normal and ask for a charge as usual.

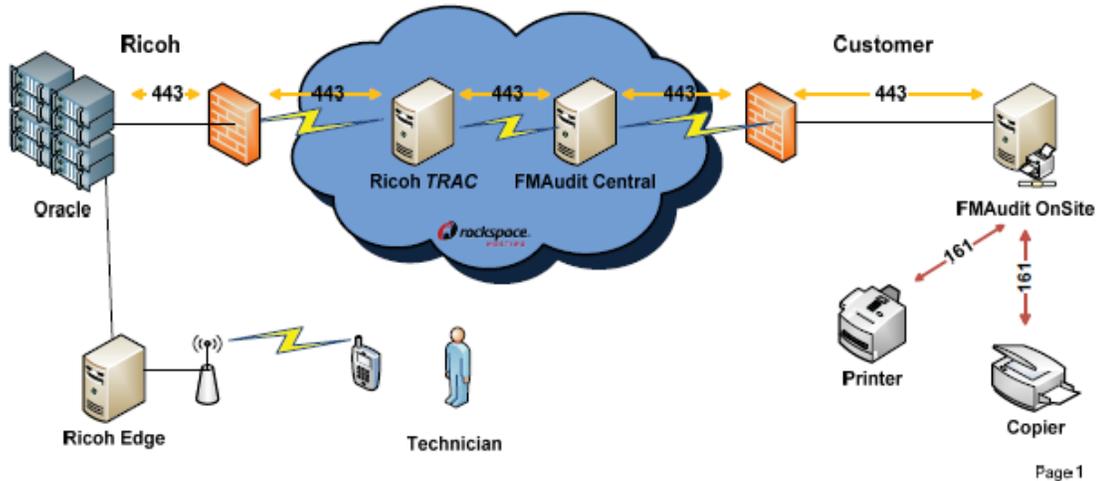
### ***Convenience Machine Service***

**5. Please detail your proposed procedures and options for requesting Net Add Machines during the term of the Agreement, including any required forms, a breakdown of responsibilities, and timeframes and cost model for supplying either brand new, or certified Net Add Machines.**

Ricoh proposes that Net Add Devices be placed at a 36 month rate starting at the date of the contract for the Net Add Device for the initial 18 months per the CCPA RFP guidelines. After 18 months, Ricoh will offer Certified/Remanufactured Devices for Net Add Device scenarios. Pricing schedules will be posted on respective Entity intranet sites.

6. Please detail what processes or tools you have available to remotely monitor Convenience Machine supplies and issues to insure timely replenishment of low toner, paper, or other consumables, and rapid response to Convenience Machine issues to minimize device downtimes.

The following diagram illustrates how our TRAC Solution™ would integrate with the Entities devices to track, collect and report information.



Note:

1. All communications initiate from FMAudit OnSite from inside the Firewall via Secure Socket Layer Port 443.
2. Communication can be white-listed for additional security to the following:
  - Central Server (<https://fmauditcentral.api.ioofficeconnect.com>, IP address 98.129.130.136, Port 443)
  - License Server (<https://www.gttechonline.com>, IP address 216.106.61.53, Port 443)
  - Update Server (<https://update.fmaudit.com>, IP address 74.208.13.124, Port 443)
3. TRAC and FMAudit Central are co-located in same facility (rackspace)
4. Communication between FMAudit OnSite and network printers is via SNMP v2 Port 161.

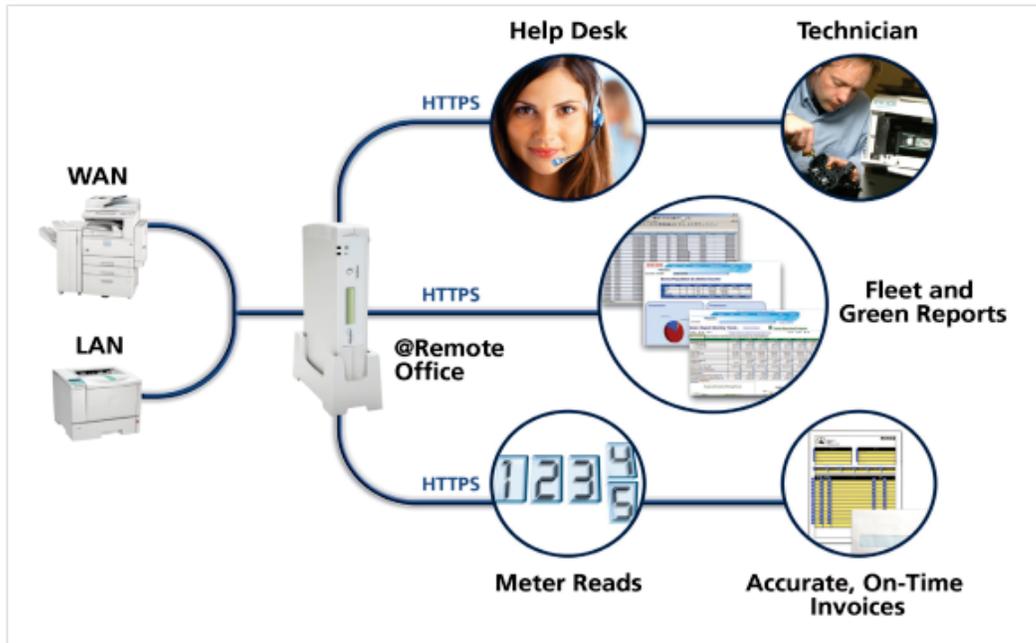
@Remote Appliance

Ricoh’s @Remote Appliance will allow for automated service calls to be placed (when “hard failures” involving “SC” codes occur) as well as for each Entity to have line of sight to real time meters and reporting that provides insight to each fleet appropriately.

Ricoh Fleet Managers are also able to view device status, paper levels, paper jams, etc. via the Web Device Monitor tool but cannot provide reporting on Paper Jams specifically.

Below is a link to more information on the @Remote Appliance:

[http://www.ricoh-usa.com/services\\_and\\_solutions/solutions/atremote\\_office/brochures/Ricoh%20@Remote%20Office%20Brochure.pdf](http://www.ricoh-usa.com/services_and_solutions/solutions/atremote_office/brochures/Ricoh%20@Remote%20Office%20Brochure.pdf)



**7. Please detail your proposed processes for responding to Convenience Machine Service requests including for remote locations without a dedicated Service Provider Presence. Please include, at a minimum, all required components detailed in Section 3.4.11.**

Ricoh is uniquely positioned to support and service CCPA and Participating Public Agencies as one of the few providers in the industry that still offer a national direct service model – providing our customers to receive a standardized, predictable and repeatable service program nationwide.

Ricoh’s direct service model offers customers with nation-wide footprints reporting on device downtime, service response times, first call effectiveness and other key metrics so that service level agreements can be enforced, device volumes can be viewed, and recommendations can be made specific to actual output and configurations.

Account representation is able to leverage service management nationwide real time to respond to calls that need to be escalated with a standardized process.

**Ricoh Service Model Overview and Approach**

We provide our customers with the best solutions and products in the business, backed by the most flexible, most responsive technical service and support. Ricoh Technology Services technicians currently support over 1.3 million machines in the field. First and foremost, we are committed to service levels that ensure maximum uptime and productivity for the Entities.

We dedicate a team of certified service technicians to the Entities, assigning both a primary and back-up technician to each machine placed. The service team assumes total accountability for servicing the account, with each technician taking a proactive role in maintaining and repairing equipment. Our technicians effectively function independently, using all resources available to provide maximum equipment uptime with a minimum number of service calls.

We have implemented a number of programs to empower technicians to effect the most immediate and efficient repair for the client. *Know Before You Go* is a proactive call strategy in which the technician formulates a response plan that enables him or her to begin work

immediately after arriving at the Entities' site. *Once and Done* is a response strategy in which the technician focuses on fixing the problem on the very first call. We provide incentives for our technicians to keep contracted equipment operational as long as possible and to produce the greatest number of impressions between equipment failures.

We provide the described on-site service support during routine business hours. We can also provide after-hours service in all major markets and select nonmetropolitan areas for an additional fee.

### **Dispatching the Service Request**

For locations with a dedicated onsite first responder please refer to our Convenience machine service responses in Section 3 Scope of Services 3.4.11.

*For locations without a dedicated onsite first responder,*

In the event of equipment failure, the Entities places a service request using either a toll-free telephone number or web-based service request portal. We use Oracle as our standardized dispatching system. This interactive voice response system connects directly with our computer network to facilitate service-call placement and closure. Technicians are equipped with our Edge™ wireless handheld devices that not only receive the service request, but also are used for bar-code scanning of parts and equipment, tracking parts inventory and managing other service-call activity to drive efficiency.

Oracle automatically passes each service request to the assigned technician, including the customer name, address, telephone number and problem description. The service request is assigned a unique identification number to ensure total tracking and full reporting status at all times.

The technician contacts the Entities within one hour, both to gain a full understanding of the problem and to provide an estimated time of arrival. As detailed in our contracts, service technicians meet a quarterly average response time of four(4) hours for all service calls located within 35 miles of one of our service centers. For all service calls located 36 miles or greater from a service center we will need to review on a case by case basis based on geography and our proximity. These response time ranges vary based on equipment speed and volume. In any event, the response time will comply with any parameters agreed to during contractual negotiations.

At this point, the technician follows a formal service response process to complete the requested service.

### **Responding to a Service Request**

After determining the part(s) required to complete the repair, our technicians first check their car stock, which is replenished twice weekly and includes the most commonly required equipment parts, based on historical usage. If the part is in the car stock, the technician completes the repair and closes the call via their handheld device.

If the part is not in the car stock, the technician has the ability to check parts availability within his or her team of technicians. If the part is not in the team's inventory, the technician initiates an Incomplete Order Process through the handheld device. Oracle responds to the technician and initiates a Pick Ticket, noting part(s) availability at one of our Shared Distribution Centers (SDCs). If

the part is available at the SDC, warehouse staff pull the part and stage it for delivery to the technician.

If the part is unavailable, the SDC orders it directly from the vendor, based on the priority defined by the technician (i.e., overnight for urgent orders; second-day or regular ground transportation for less-urgent orders). The vendor ships the order to the defined ship-to location. A technician may also request that our car stock analyst (CSA) query other SDCs for parts availability. On request, the CSA can also check for local machines no longer in use that have been reserved for parts availability.

When the part arrives, the technician installs it and ensures proper operation of the machine. If the repairs are then complete, the technician closes out the service call in Oracle.

**Providing Backup Service and Support**

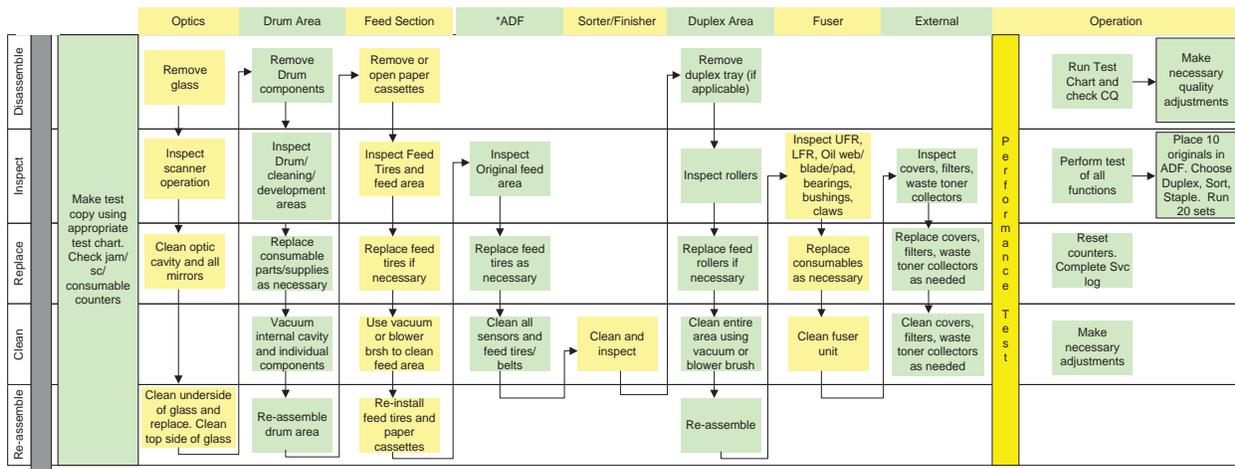
Our technicians typically complete the repair on the first visit. However, a technician may engage additional resources to complete the repair, if necessary to ensure continuity of customer service. First, the technician may contact the field supervisor for assistance. If that individual is unable to complete repairs, the technician may contact the service manager and arrange for immediate intervention, which may include one or more of the following remedies:

- Manufacturer support for repairs
- Equipment removal for extended repair
- Loaner equipment

**8. Please detail your Preventative Maintenance Program and Procedures, to include specific timeframes (or volumes) where preventative maintenance shall be provided for key product offerings.**

**Total Quality Call Procedure**

Our technicians apply the following national Total Quality Call (TQC) procedure, which requires them to service the entire machine during all customer-initiated service calls—not just the part requiring repair. TQC is an extremely effective method of increasing equipment performance, by ensuring full functionality on every service request.



For equipment that does not receive a customer-initiated service call, we provide preventive maintenance based on the manufacturer's recommendations for the device and its usage.

### ***Net Add Devices***

**9. Please detail your proposed model for the Entity to request Net Add Device requests. Model shall include, at a minimum, proposed procedures for:**

**a. Requesting a Net Add Device; and**

Ricoh proposes that Net Device requests should be accompanied by an assessment of current conditions, volumes, space, power, etc. Requests should be submitted and responded to via the major account executive.

**b. Cost Model(s) for Net Add Devices.**

Ricoh proposes that a Net Add Device will be new and will be placed at a 36 month term, with appropriate volumes. After 18 months, Ricoh will offer certified/remanufactured devices for Net Add Device scenarios. Pricing schedules will be posted on respective Entity intranet sites.

### ***Tracking & Reporting***

**10. Please detail what options are available for user authentication at a computer, mobile device, and at the Convenience Machine. Specifically, please provide information including Entity Requirements for options to track printing at the Convenience Machine and Entity owned print and multi-function devices using various authentication models, including username/password, unique identifier/code, badge, biometrics, etc. Please provide a list of Badge brand compatibility for any proposed Badge solution.**

#### **Card Readers**

- pcSwipe Magnetic Stripe Card Reader
- HID Card Reader Kit
- HID iClass Card Reader Kit
- PC Prox Plus Card Reader Kit
- Mifare Card Reader Kit
- FlexCard Card Reader Kit
- USB Card rdr - Mifare/HID i-Class sup RN
- USB Card Reader - Legic sup RN
- USB Card Reader - HID sup RN
- USB Card Reader - Magstripe sup RN
- USB crd rdr Indala/EM Marin/Hitag sup RN

Ricoh is dedicated to helping its customers address unique and varied security challenges as they emerge. The company has developed a comprehensive suite of security solutions and options for its MFDs and printers that are designed to help protect printed and electronic data content against opportunistic or targeted threats, both internal and external. Assessing vulnerabilities, establishing security objectives and taking appropriate countermeasures will minimize the risk of potentially serious security breaches, and at the same time enable an organization to design

information security plans to meet its needs. Of course, every customer environment is unique, and each customer must make their own risk assessments and decisions regarding security, data retention, data privacy and regulatory compliance.

### **Device Authentication**

Ricoh Device Authentication provides MFD security features that restrict unauthorized users, or a group of users, from accessing system functions or changing machine settings. This important capability enables the system administrator to manage access rights helping to protect the MFD installed base from unapproved usage or tampering.

- User Code Authentication
- Basic Authentication
- Windows Authentication
- Card Authentication Package
- LDAP Authentication
- Common Access Card (CAC)/Personal Identity Verification (PIV) Authentication Solution

### **Data Protection**

Protection of data on the device is achieved through various means:

- Ricoh Proprietary Software Operating System
- RAM-based Security
- DataOverwriteSecurity System
- Hard Drive Encryption Option
- Removable Hard Drive Option
- Hard Drive Surrender Option
- Locked Print
- Enhanced Locked Print

### **Network Security Options**

The following Ricoh Network Security Options are available for Ricoh MFDs and printer products:

- Network Port Security (Ability to close unused network ports)
- IP Address Range
- WPA Support
- 802.1X Wired Authentication
- SNMPv3 Encrypted Communication
- Kerberos Support
- S/MIME for Scan to E-mail
- Data Encryption via IPP

### ***Additional Services and Solutions***

11. **Please provide a full description of all related Services and Solutions your Company Provides, to complement the Managed Print Shop Services Model. Pricing for each Service/Solution Offering should be detailed on Core Required Form 1H.**

Ricoh believes that the key to transforming our relationships with the Entities starts with harnessing the collective imagination of people. This idea, paired with our award-winning

technology and services, is how we are breathing new life into established forms of knowledge-sharing—helping counties and municipalities to move beyond paper and beyond the office, so they can collaborate like never before.

Below we have listed an detailed services that you would not traditionally associate with Ricoh. Services-led these offerings uniquely parallel the CCPA program of offering “services” to other Public Participating Agencies.

We deliver comprehensive, flexible document management solutions tailored for each organization. We first seek to understand our customer’s needs, and then apply and integrate the hardware, software and services that will best meet its document management needs.

#### **Managed Document Services**

Ricoh® Managed Document Services™ (MDS) encompasses three fundamental areas of document management—input, throughput and output. By taking a holistic view of the infrastructure, we can understand how each enterprise accesses, uses and stores information. Then, we can adapt and optimize those processes, to help make them more secure, efficient and effective.

- ❖ Control Costs and Maximize Efficiency
- ❖ Enhance Security
- ❖ Improve Business Processes

#### **Professional Services**

Our Professional Services team delivers business process automation and integrated solutions that streamline information exchange to help save time and money. Our team examines mission-critical document processes and provides document lifecycle and output strategies that integrate people, processes and technology. Ricoh document management solutions are built on an integrated suite of software that addresses every stage of the document lifecycle: capture, workflow, output and retention.

- ❖ Consulting Services - Ricoh offers these services for applications legacy data etc
- ❖ Workflow Design – Integration options for ERP systems etc
- ❖ Systems Integration
- ❖ Communication Services
  - Unified Communication Services
  - Telepresence Services
  - Digital Signage Services

#### **IT Services**

Ricoh offers a single source for customer IT service needs, whether it is building a network from scratch, improving IT performance, or providing network monitoring and/or remote maintenance. Ricoh IT Services helps enable customers to offload time-consuming tasks, ensure high network uptime and security, and take a more proactive approach to upgrades and maintenance. In addition, Ricoh delivers expert technical assistance and network support with nationwide coverage.

- ❖ Network Support
- ❖ Remote Monitoring
- ❖ Help Desk Services
- ❖ Virtualization
- ❖ Project Support for internal Entity IT Departments
- ❖ Blocks of Time

**Business Information Solutions**

- ❖ **Legal Document Services**—Ricoh’s comprehensive portfolio of legal document solutions is designed to help law firms and corporate counsel manage their entire document workflow, including a full spectrum of eDiscovery services, from forensic data acquisition to final production. With over 40 processing centers coast to coast and unparalleled resources, we are one of the largest providers of legal document services in the U.S.
  - eDiscovery
  - Document Production
  - Scanning/Imaging
- ❖ **Digital Imaging Services**

Further utilizing our 40+ processing centers located across the country, Ricoh Imaging Services offers a full spectrum of scanning, indexing, data capture and related services. Our team excels at tackling one-time conversions — including even the largest, most complex projects. We provide ongoing day-forward scanning support. Using our highly configurable data capture software tools, we’re also able to assume end-to-end responsibility for complete business processes.

  - Scanning/Imaging- Back file or day forward
  - Microfilm, Microfiche, Aperture Card Conversions
  - Legacy System Conversions
  - Media to Media Conversions
  - Indexing and Classification
  - Data Capture
- ❖ **Business Process Optimization Services (BPO)- AR / AP Digital Mail**—Ricoh Business Process Services (BPS) for Accounts Payable, Accounts Receivable and Digital Mail enables organizations to offload the burden of day-to-day AP and/ or AR and digital mail management. Following a careful assessment of each organization’s situation and needs, Ricoh tailors service level agreements (SLAs) to address specific business requirements and opportunities. From AP invoice, remittance, check processing, AR data extraction and processing, and digital mail processing, Ricoh helps organizations in addressing a number of key objectives. In delivering this solution, we leverage our infrastructure—including people, processes, technology and our network of 40+ imaging and processing centers strategically located throughout the United States.

**Financing**

We understand the unique needs and requirements of our customers and partner with industry-leading financing companies to provide lease financing solutions to best meet our customer’s business needs.

- ❖ Competitive Rate Factors
- ❖ Financing Programs Available Nationwide
- ❖ Flexible Payment Options

## Billing

12. **Please detail your Duplex Rebate pricing methodology (e.g. rebate based on actual consumable savings).**

Ricoh's methodology is consists of taking a total monthly duplex meter from all Ricoh provided devices. All Ricoh devices are capable of providing a duplex meter. The meter shows a start and end date based on monthly duplex volumes by device. Duplex credits are calculated as (1) credit based on (2) clicks originally charged per duplex sheet.

The credits are then applied back to each department based on assigned devices.

## Printing

13. **Please detail options for printing via a mobile device, including requirements for the Customer to authenticate prints of this nature.**

Ricoh will offer, as an additional option, Hot Spot for mobile device printing on devices that Entities deem appropriate on a per device basis.

Maintaining document security is among the highest priorities of most organizations. As the bring-your-own-device (BYOD) culture continues to expand in organizations, the use of tablets and smartphones challenge organizations to deliver a printing platform that does not require IT resources to configure every device for printing. Traditionally, when these workers have needed to print, they have been forced to email the file to a networked desktop, if available, and have it printed from there—an obvious productivity drain.

Ricoh HotSpot Enterprise keeps all documents and data behind the City of Charlotte firewall, creating an secure internal private cloud that supports the entire mobile printing environment—instead of sending documents from a smartphone or tablet to a public cloud server and then routing them back to enterprise printers. Transmissions are encrypted at all times. Ricoh HotSpot Enterprise is designed to keep documents within the enterprise, which is critical for companies with sensitive personal, financial, medical, engineering and strategic information.

With Ricoh HotSpot Enterprise, users have multiple ways to print a document: via email, web upload, mobile app or Windows desktop print driver.

### **Broad Coverage for Ricoh and Multivendor Fleets**

HotSpot Enterprise can handle thousands of users and print devices, and even traverse entire networks, so the service can accommodate an organization's expanding mobile user base. Ricoh Hotspot functionality can also be easily configured to cover mixed, multivendor fleets. Through simple server software, it relieves IT of the work of managing mobile printing, and IT professionals do not have to download software to office equipment or touch users' mobile devices. The software also enables easy mobile printing for guests, but a company can choose to limit printing to network users by easily configuring it to leverage LDAP directory databases (e.g., Microsoft Active Directory).

Ricoh HotSpot Enterprise integrates with popular accounting software to process printing charges to users or departments. This is useful in education environments when schools want to enable campus- or systemwide printing and process payments on student access cards. Students can easily print from their laptops, smart phones and tablets without having to join the secure

network domain. Ricoh HotSpot Enterprise includes special web interfaces for educational settings.

**Print Shop Services**

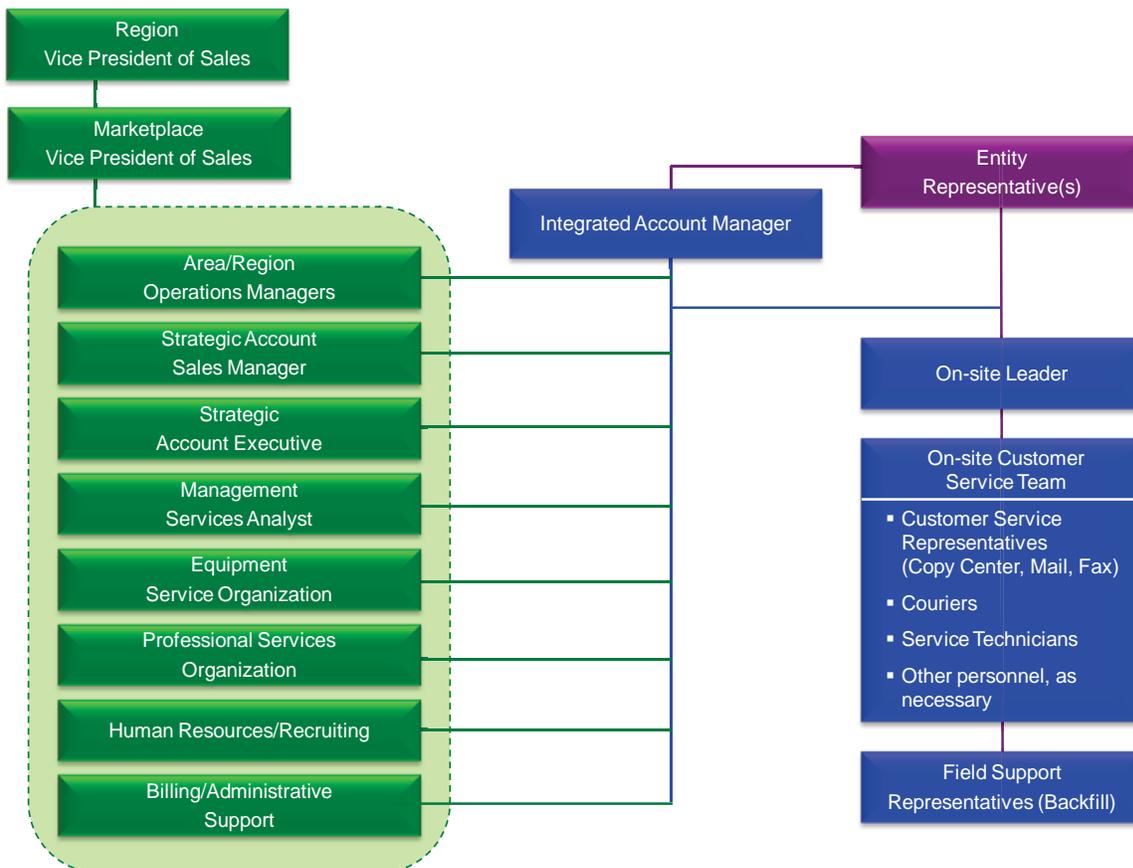
- 14. Please provided a proposed Organizational Chart for each Entity (City, County, Libraries, and Rock Hill) with role names and descriptions, and, where available, named proposed individuals, along with their relevant background and experience information.

**Managed Services Account Team Organization**

We assign a dedicated team of professionals to each customer engagement based on individual project requirements. This team assesses the specific project requirements, goals and objectives and tailors a set of services accordingly.

*Our dedicated customer service team is supported by key management personnel and an integrated account manager.*

The organization of our Entities account team is illustrated in the following chart. The team consists of the integrated account manager, the management operations support organization and the on-site customer service team. This organizational structure ensures a dedicated customer service team with the expertise necessary to provide day-to-day support. The team also includes specialized project support from management personnel who have the ability to assign resources, manage operations and provide technical support and financial analysis.



*Key Account Team Roles and Responsibilities*

A summary of key account team roles and responsibilities follows:

**Strategic Account Executive—Dawn Greene-Rogers (off-site)**

Following contract award, our strategic account executive (SAE) assists in the transition, implementation and ongoing provision of local on-site operations. The primary responsibility of the SAE is to serve as an additional resource and liaison between our team and City and County officials. To ensure satisfaction, our SAE will work closely with the Entities to develop tailored solutions that align with the organization's specific business objectives. The SAE will continually assess each situation to find opportunities for improvement and increased efficiency. In addition, the SAE is responsible for participating in formal quarterly account reviews and maintaining communication with the Entities executives.

**Integrated Account Manager—Tracy Walker? (off-site)**

We designate an integrated account manager (IAM) for each customer project. This individual is ultimately responsible for ensuring compliance with agreed service levels, intra-site communication and the Entities satisfaction. The IAM will coordinate operational functions between on-site customer representative(s) and other support personnel.

The IAM will also function as a liaison among our management, the Entities and our customer service team. If situations arise that it deems are beyond our on-site leader's scope, the Entities has direct access to the IAM, who can provide additional assistance or engage other resources, as required. The IAM will also coordinate support from our management operations support group for the on-site leader.

*Major Responsibilities*

- ❖ Ensure total Entities satisfaction
- ❖ Act as primary liaison for our relationship with the Entities
- ❖ Communicate with our Human Resources team for site staffing requirements
- ❖ Resolve problems and develop appropriate action plans
- ❖ Provide ongoing employee development and site-specific training
- ❖ Manage employees through goal setting, feedback and training
- ❖ Evaluate all equipment and technology on a regular basis to ensure that the Entities requirements are fulfilled by the current configuration
- ❖ Provide appropriate reporting on volume, service levels, user satisfaction, issue resolution and proposed procedural changes
- ❖ Initiate and coordinate all Entities account review programs, including the monthly operational performance report, a quarterly review and the annual review
- ❖ Communicate with our management operations support resources to gain information on new technology, obtain analysis support and draw from our best practices using our Ricoh Service Excellence<sup>SM</sup> methodology

**On-site Leader (on-site)**

Our on-site leader is responsible for day-to-day operations at each location. He or she is the primary point of contact for all routine site operations and has complete authority over project resources. The leader also has direct access to the management operations support organization and the IAM.

*Major Responsibilities*

- ❖ Schedule and monitor activities of the customer support representatives and other on-site staff
- ❖ Ensure day-to-day fulfillment of all the Entities requirements
- ❖ Manage operations using a proactive approach that focuses on delivering professional and courteous customer service
- ❖ Communicate with users regarding requirements and any concerns that arise
- ❖ Create and maintain an environment that fosters customer focus, employee motivation, independent thinking and creative problem resolution
- ❖ Ensure that quality and productivity standards are met by measuring key indicators and analyzing and revising procedures (as necessary)
- ❖ Facilitate initiatives that maximize the value of outsourcing
- ❖ Prioritize and schedule all work, including overflow production at backup facilities (as necessary)
- ❖ Verify proper maintenance is performed on all equipment, and monitor equipment and supply usage
- ❖ Ensure that daily, weekly and monthly site targets are met
- ❖ Resolve Entities concerns and implement appropriate action items
- ❖ Provide all Ricoh Service Excellence<sup>SM</sup> and site-specific training for the on-site staff

**On-site Service Specialists (on-site)**

Our on-site service specialists deliver contracted outsourcing services related to the operations of on-site locations.

*Major Responsibilities*

- ❖ Function as the contact for Entities work requests
- ❖ Fulfill work requests, as defined by the contract and directed by the Entities customers
- ❖ Operate and maintain on-site equipment, as necessary to fulfill job functions
- ❖ Schedule work and route jobs to the appropriate on-site personnel
- ❖ Provide industry-best customer service and responsiveness
- ❖ Communicate progress of work to customers
- ❖ Maintain an open line of communication with customers, peers and management
- ❖ Initiate communication and problem-solving regarding customer requirements and concerns
- ❖ Resolve any issues or discrepancies professionally and diplomatically
- ❖ Proactively complete all Ricoh Service Excellence<sup>SM</sup> training for the position

**Field Support Representatives (on-site, as needed for backup)**

Field support representatives (FSRs) are responsible for supporting operational objectives at all existing customer sites within a geographic territory. They are considered to be on call and can be assigned to a customer location on very short notice. FSRs substitute for personnel who are out of the office because of events such as illness or vacation and are trained on the functions and methods specific to individual site operations. To maintain consistency and service levels, FSRs are rotated into site operations regularly to ensure familiarity with the personnel, equipment and operating environment. FSRs are routinely recertified on site-specific procedures and

**Certifications**

15. **Please list any Certifications your Company holds, related to your Managed Print Services and Related Products, Services, and Solutions. Additionally, please list any Certifications, Permits, or special designations held by your Proposed Project Team.**

Ricoh and its subsidiaries hold various ISO certifications.

**Ricoh Data Center ISO 27001 Certification**

Ricoh is ISO 27001 certified for its data center. ISO 27001—an information security management system (ISMS) standard published in October 2005—formally specifies a management system that is intended to bring information security under explicit management control. It requires that management:

- Systematically examines the organization's information security risks, taking account of the threats, vulnerabilities and impacts

- Designs and implements a coherent and comprehensive suite of information security controls and/or other forms of risk treatment (e.g., risk avoidance, risk transfer), to address those risks that are deemed unacceptable

- Adopts an overarching management process, to ensure that the information security controls continue to meet the organization's information security needs on an ongoing basis

**Ricoh Worldwide ISO 14001 Certification**

Environmental perspectives need to be incorporated into business practices to realize sustainable environmental management, instead of carrying out business and environmental preservation activities separately. Ricoh has promoted the acquisition of ISO 14001 environmental management certification for each of its manufacturing facilities. Starting with the Ricoh Gotemba Plant, which received ISO/DIS 14001 certification in 1995, all Ricoh manufacturing plants worldwide are ISO 14001 certified and all have achieved zero-waste-to-landfill level 2 or 3 status.

**Ricoh ISO 9001:2001 Certification**

All of Ricoh's manufacturing plants worldwide are ISO 9001 certified. Successful manufacturing organizations focus on doing the right thing the first time, on time, every time and always to the customer's satisfaction. Additionally, they recognize that this can only be accomplished through the involvement of everyone and through their commitment to continuous improvement. This way of thinking has led to the development of our quality policies, which serve as the cornerstone of Ricoh's ISO 9001 quality management system.

A list of all company ISO 14001 certifications is available via the following link to Ricoh's corporate website: <http://www.ricoh.com/environment/base/iso.html>.

### **Ricoh's Professional Services Team in the Carolina Marketplace**

Support and professional implementation of all of the solutions we sell, is the most critical piece of a successful relationship and delivery of a solution. RICOH created and invested in Professional Services Organization to meet the needs of a changing industry and customer environment. Staffed with Document Specialist and Analysts to insure seamless network integration, the Carolina Marketplace (Asheville, Hickory, Raleigh, Charlotte, Greensboro, Greenville, Columbia, Charleston and Wilmington) has 10 Professional Service employees with average industry tenure well over 18 years.

#### *Our Team:*

- 15yrs CDIA+, Westbrook QFP, Kofax Accent Certified, RICOH DocAccel Workflow Suite, Data Center MVS/XA, MVS/ESA, OS/390, IBM IPDS Solutions, Xerox LCDS, Objectif Lune/Planet Press Certified Solution Analyst,
- 15yrs MCP, Captaris Right Fax, Eqitrac, ROI, Objectif Lune/Planet Press Certified Solution Analyst, EDOX Fiery/ColorPass/Creo Color Print Solutions, eCopy and RICOH DocSend scan solutions.
- 30yrs, CNA, Westbrook QFP, Kofax Accent Certified, EDOX, Fiery/ColorPass/Creo Color Print Solutions, eCopy and RICOH DocSend scan solutions.
- 20yrs, Westbrook QFP, EDOX Fiery/ColorPass/Creo Color Print Solutions, eCabinet, Global Scan, RICOH DocAccel workflow Suite, eCopy and RICOH DocSend scan solutions
- 25 yrs MCSE, MCSD, MCDBA, Westbrook QFP/Master Developer, EMC Application Xtender, EFI, eCopy, Objectif Lune certified, MSSQL v6.5, 7.0, 2000; FoxPro database certified, Kofax Accent Capture Programming languages: VB 6, C++, Nomads, Providex, T-SQL, FORTRAN, COBOL
- 10 yrs Westbrook QFP, EMC Application Xtender, Custom Programming, Objectif Lune/Planet Press Certified Solution Analyst, SQL database certified, Kofax Accent Capture, eCopy and RICOH DocSend scan solutions. RICOH Certified Production Solution Analyst RICOH Power Press/Digital Storefront workflow certified
- 25yrs CNA, digital imaging/printing, IBM IPDS Solutions, Xerox LCDS, Objectif Lune/Planet Press Certified Solution Analyst Power Press/Digital Storefront RICOH Certified Production Solution Analyst, EYP certification.
- 25yrs MCP, Certified Solution Analyst, Power Press/Digital Storefront EDOX Fiery/ColorPass/Creo Color Print Solutions, eCopy and RICOH DocSend scan solutions.
- 25 yrs CDIA+, MCSE, CNE, Westbrook QFP, EMC Application Xtender, Kofax Ascent, RICOH DocAccel Workflow Suite, Custom Programming
- 15 Yrs Ricoh Certified System Analyst, Westbrook QFP, EFI Color/Creo Products, eCopy, Docsend, Global Scan, Captaris Right Fax, Objectif Lune/Planet Press, Equitrac Office.

- 22yrs, CNA, Westbrook QFP, Kofax Accent Certified, RICOH DocAccel Workflow Suite EDOX, Fiery/Color Pass products, eCopy, eCabinet, Global Scan, Captaris Right Fax, Objectif Lune/Planet Press Certified Solution Analyst

North & South Carolina's support structure is replicated across every major US market and we have staff throughout the U.S. and eight countries including Canada and Mexico. We also staff a nation-wide help desk in Orlando, FL., and Atlanta, GA.

***ENTITY SPECIFIC FORMS—CITY OF CHARLOTTE***

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**SECTION 6—FORM 2A—PRICING SCHEDULES (CITY OF CHARLOTTE)**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.

**Required Forms – ENTITY SPECIFIC FORMS - CITY**

**ENTITY SPECIFIC FORM 2A – PRICING SCHEDULES – CITY –Alternate Response**

**2A.1 - CONVENIENCE MACHINE COST PER IMPRESSION PRICING & OPTIONS**

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Entity will be responsible for.**

<b>Impression Pricing Schedule Base Model Fee</b>					
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>	<b>Year Four</b>	<b>Year Five</b>
<b>Black &amp; White - Cost Per Impression</b>					
8.5" x 11"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
8.5" x 14"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
11" x 17"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
<b>Color - Cost Per Impression</b>					
8.5" x 11"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085
8.5" x 14"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085
11" x 17"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085

**Additional Embedded Software Selections (Cost per impression addition to Base Model Fee)**

<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>	<b>Year Four &amp; Five</b>	<b>Rate Model</b>
Global Scan NX Advanced Scan & Billing	Incl. above	Incl. above	Incl. above	Incl. above	License Fee
Billing For Dept/Individual	Incl. above	Incl. above	Incl. above	Incl. above	Cost Per Impression Fee add-on
Card Authentication/ Badge Readers	Incl. above	Incl. above	Incl. above	Incl. above	Hourly Rate
	Incl. above	Incl. above	Incl. above	Incl. above	Per Service Fee
HotSpot Mobile Printing	\$25.48	\$25.48	\$25.48	Incl. above	Cost/device (based on 100 devices)
					Discounts available based on qty

**Convenience Machine Accessory Options (Cost per impression addition to Base Model Fee)**

<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
All device pricing includes Network Connectivity, Power Filter, Finisher, Bridge Unit, Fax option, Postscript (on select models), Paper Trays, HDD Security.			

**Cost Per Convenience Machine Hard Drive**

\$275 per Device

**Required Forms – ENTITY SPECIFIC FORMS - CITY****2A.2 PRINT SHOP PRICING**

The Service Provider shall detail standard Print Shop Pricing in the table below. Additional Services may be added as additional lines, and may also be quoted on an as-needed basis when a Customer submits a Service Request.

<b>Print Shop Pricing</b>			
<b>Description</b>	<b>Year One Cost Per Impression</b>	<b>Year Two Cost Per Impression</b>	<b>Year Three Cost Per Impression</b>
8.5x11, 20#, no hole, 1 sided	\$.03250	\$.03250	\$.03250
8.5x11, 20#, no hole, 2 sided	\$.05500	\$.05500	\$.05500
8.5x14, 20#, no hole, 1 sided	\$.04000	\$.04000	\$.04000
8.5x14, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
11x17, 20#, no hole, 1 sided	\$.04500	\$.04500	\$.04500
11x17, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
8.5x11, 28# color copy, 1 sided	\$.07900	\$.07900	\$.07900
8.5x11, 28# color copy, 2 sided	\$.15000	\$.15000	\$.15000
8.5x14, 28# color copy, 1 sided	\$.10000	\$.10000	\$.10000
8.5x14, 28# color copy, 2 sided	\$.18000	\$.18000	\$.18000
11x17, 28# color copy, 1 sided	\$.13000	\$.13000	\$.13000
11x17, 28# color copy, 2 sided	\$.25000	\$.25000	\$.25000
Oversize copying per square foot	\$.25000	\$.25000	\$.25000
8.5x11, 20#, 3 hole, 1 sided	\$.03300	\$.03300	\$.03300
8.5x11, 20#, 3 hole, 2 sided	\$.05600	\$.05600	\$.05600
8.5x11, 20# pastel paper, per side	\$.04500	\$.04500	\$.04500
8.5x11, 60# Hots paper, per side	\$.05000	\$.05000	\$.05000
Drilling (per hole per sheet)	\$.03000	\$.03000	\$.03000
Spiral binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Tape Binding up to 100 pages	\$0.8000	\$0.8000	\$0.8000
GBC binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Folding (per fold), up to 24# paper	\$.01500	\$.01500	\$.01500
Cutting (per cut, per sheet)	\$.00250	\$.00250	\$.00250
Laminating 8.5x11, 3mL	\$.05000	\$.05000	\$.05000
Laminating 8.5x11, 5mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 3mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 5mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 3mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 5mL	\$1.0000	\$1.0000	\$1.0000
NCR - Carbonless 2 part	\$0.1500	\$0.1500	\$0.1500
NCR - Carbonless 3 part	\$0.2000	\$0.2000	\$0.2000
NCR - Carbonless 4 part	\$0.3000	\$0.3000	\$0.3000
Shrink-wrap per 100 sheets	\$0.1500	\$0.1500	\$0.1500
Chip board	\$0.1000	\$0.1000	\$0.1000
Hand time, collation, per hour	\$25.000	\$25.000	\$25.000
Tab, 90# white 5 bank	\$.13000	\$.13000	\$.13000
Cardstock, 67# white, per side	\$.05500	\$.05500	\$.05500
Cardstock, 67# pastel, per side	\$.06500	\$.06500	\$.06500
Cardstock, 67# Hots, per side	\$.07500	\$.07500	\$.07500

**Required Forms – ENTITY SPECIFIC FORMS - CITY**

8.5x11 transparency - B&W	\$0.50000	\$0.50000	\$0.50000
8.5x11 transparency - Color	\$1.25000	\$1.25000	\$1.25000
Hand insertion of tabs	\$0.02000	\$0.02000	\$0.02000
Padding	\$0.27000	\$0.27000	\$0.27000
Slip sheet	\$0.02000	\$0.02000	\$0.02000
saddle stitch	\$0.25000	\$0.25000	\$0.25000
8.5 x 11 28# no hole , 1 side	\$0.05400	\$0.05400	\$0.05400
Drill - 3 holes (1000) pages - 8.5 x 11	\$0.50000	\$0.50000	\$0.50000
one thousand (1000) #10 envelopes 1 color	\$152.500	\$152.500	\$152.500
one thousand (1000) #10 envelopes 2 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 1 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 2 color	Quoted	Quoted	Quoted
one thousand (1000) 9"x12" envelopes 1 color	Quoted	Quoted	Quoted
print letterhead one (1) color	\$100.000	\$100.000	\$100.000
print letterhead two (2) color	Quoted	Quoted	Quoted
five hundred (500) one color business cards (Cost for set of 500)	\$22.5000	\$22.5000	\$22.5000
five hundred (500) two color business cards (Cost for set of 500)	Quoted	Quoted	Quoted
five hundred (500) three color business cards (Cost for set of 500)	Quoted	Quoted	Quoted

<b>LEC Print Shop Pricing (Mailroom Services)</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
Monthly Management Fee	\$ 4,057.33	\$ 4,179.05	\$ 4,304.42



**Required Forms – ENTITY SPECIFIC FORMS - CITY**

**ENTITY SPECIFIC FORM 2A – PRICING SCHEDULES - CITY**

**2A.1 - CONVENIENCE MACHINE COST PER IMPRESSION PRICING & OPTIONS**

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Entity will be responsible for.**

<b>Impression Pricing Schedule Base Model Fee</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
<b>Black &amp; White - Cost Per Impression</b>			
8.5" x 11"	\$0.0635	\$0.0654	0.0674
8.5" x 14"	\$0.0635	\$0.0654	0.0674
11" x 17"	\$0.0635	\$0.0654	0.0674
<b>Color - Cost Per Impression</b>			
8.5" x 11"	\$0.085	\$0.085	\$0.085
8.5" x 14"	\$0.085	\$0.085	\$0.085
11" x 17"	\$0.085	\$0.085	\$0.085

<b>Additional Embedded Software Selections (Cost per impression addition to Base Model Fee)</b>				
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>	<b>Rate Model</b>
Global Scan NX Advanced Scan & Billing For Dept/Individual	Incl. above	Incl. above	Incl. above	License Fee
	Incl. above	Incl. above	Incl. above	Cost Per Impression Fee add-on
Card Authentication/ Badge Readers	Incl. above	Incl. above	Incl. above	Hourly Rate
	Incl. above	Incl. above	Incl. above	Per Service Fee
HotSpot Mobile Printing	\$25.48	\$25.48	\$25.48	Cost/device (based on 100 devices)
				Discounts available based on qty

<b>Convenience Machine Accessory Options (Cost per impression addition to Base Model Fee)</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
All device pricing includes Network Connectivity, Power Filter, Finisher, Bridge Unit, Fax option, Postscript (on select models), Paper Trays, HDD Security.			

<b>Cost Per Convenience Machine Hard Drive</b>
\$275 per Device

**Required Forms – ENTITY SPECIFIC FORMS - CITY****2A.2 PRINT SHOP PRICING**

The Service Provider shall detail standard Print Shop Pricing in the table below. Additional Services may be added as additional lines, and may also be quoted on an as-needed basis when a Customer submits a Service Request.

<b>Print Shop Pricing</b>			
<b>Description</b>	<b>Year One Cost Per Impression</b>	<b>Year Two Cost Per Impression</b>	<b>Year Three Cost Per Impression</b>
8.5x11, 20#, no hole, 1 sided	\$.03250	\$.03250	\$.03250
8.5x11, 20#, no hole, 2 sided	\$.05500	\$.05500	\$.05500
8.5x14, 20#, no hole, 1 sided	\$.04000	\$.04000	\$.04000
8.5x14, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
11x17, 20#, no hole, 1 sided	\$.04500	\$.04500	\$.04500
11x17, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
8.5x11, 28# color copy, 1 sided	\$.07900	\$.07900	\$.07900
8.5x11, 28# color copy, 2 sided	\$.15000	\$.15000	\$.15000
8.5x14, 28# color copy, 1 sided	\$.10000	\$.10000	\$.10000
8.5x14, 28# color copy, 2 sided	\$.18000	\$.18000	\$.18000
11x17, 28# color copy, 1 sided	\$.13000	\$.13000	\$.13000
11x17, 28# color copy, 2 sided	\$.25000	\$.25000	\$.25000
Oversize copying per square foot	\$.25000	\$.25000	\$.25000
8.5x11, 20#, 3 hole, 1 sided	\$.03300	\$.03300	\$.03300
8.5x11, 20#, 3 hole, 2 sided	\$.05600	\$.05600	\$.05600
8.5x11, 20# pastel paper, per side	\$.04500	\$.04500	\$.04500
8.5x11, 60# Hots paper, per side	\$.05000	\$.05000	\$.05000
Drilling (per hole per sheet)	\$.03000	\$.03000	\$.03000
Spiral binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Tape Binding up to 100 pages	\$0.8000	\$0.8000	\$0.8000
GBC binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Folding (per fold), up to 24# paper	\$.01500	\$.01500	\$.01500
Cutting (per cut, per sheet)	\$.00250	\$.00250	\$.00250
Laminating 8.5x11, 3mL	\$.05000	\$.05000	\$.05000
Laminating 8.5x11, 5mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 3mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 5mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 3mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 5mL	\$1.0000	\$1.0000	\$1.0000
NCR - Carbonless 2 part	\$0.1500	\$0.1500	\$0.1500
NCR - Carbonless 3 part	\$0.2000	\$0.2000	\$0.2000
NCR - Carbonless 4 part	\$0.3000	\$0.3000	\$0.3000
Shrink-wrap per 100 sheets	\$0.1500	\$0.1500	\$0.1500
Chip board	\$0.1000	\$0.1000	\$0.1000
Hand time, collation, per hour	\$25.000	\$25.000	\$25.000
Tab, 90# white 5 bank	\$.13000	\$.13000	\$.13000
Cardstock, 67# white, per side	\$.05500	\$.05500	\$.05500
Cardstock, 67# pastel, per side	\$.06500	\$.06500	\$.06500
Cardstock, 67# Hots, per side	\$.07500	\$.07500	\$.07500

**Required Forms – ENTITY SPECIFIC FORMS - CITY**

8.5x11 transparency - B&W	\$0.50000	\$0.50000	\$0.50000
8.5x11 transparency - Color	\$1.25000	\$1.25000	\$1.25000
Hand insertion of tabs	\$0.02000	\$0.02000	\$0.02000
Padding	\$0.27000	\$0.27000	\$0.27000
Slip sheet	\$0.02000	\$0.02000	\$0.02000
saddle stitch	\$0.25000	\$0.25000	\$0.25000
8.5 x 11 28# no hole , 1 side	\$0.05400	\$0.05400	\$0.05400
Drill - 3 holes (1000) pages - 8.5 x 11	\$0.50000	\$0.50000	\$0.50000
one thousand (1000) #10 envelopes 1 color	\$152.500	\$152.500	\$152.500
one thousand (1000) #10 envelopes 2 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 1 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 2 color	Quoted	Quoted	Quoted
one thousand (1000) 9"x12" envelopes 1 color	Quoted	Quoted	Quoted
print letterhead one (1) color	\$100.000	\$100.000	\$100.000
print letterhead two (2) color	Quoted	Quoted	Quoted
five hundred (500) one color business cards (Cost for set of 500)	\$22.5000	\$22.5000	\$22.5000
five hundred (500) two color business cards (Cost for set of 500)	Quoted	Quoted	Quoted
five hundred (500) three color business cards (Cost for set of 500)	Quoted	Quoted	Quoted

<b>LEC Print Shop Pricing (Mailroom Services)</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
Monthly Management Fee	\$ 4,057.33	\$ 4,179.05	\$ 4,304.42



## SECTION 6—FORM 3A—E-VERIFY

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 3A.pdf

**Required Forms – ENTITY SPECIFIC FORMS - CITY**

**CITY REQUIRED FORM 3A – E-VERIFY CERTIFICATION**

**RFP # 269-2014-016**

**Managed Print Services and Related Products, Services, and Solutions**

This E-Verify Certification is provided to the City of Charlotte (the "City") by the Service Provider signing below ("Company") as a prerequisite to the City considering Company for award of a City contract (the "Contract").

- i. Company understands that:
  - a) E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies to enable employers to verify the work authorization of employees pursuant to federal law, as modified from time to time.
  - b) Article 2 of Chapter 64 of the North Carolina General Statutes requires employers that transact business in this state and employ 25 or more employees in this state to: (i) verify the work authorization of employees who will be performing work in North Carolina through E-Verify; and (ii) maintain records of such verification (the "E-Verify Requirements").
  - c) North Carolina General Statute 160A-20.1(b) prohibits the City from entering into contracts unless the contractor and all subcontractors comply with the E-Verify Requirements.
- ii. As a condition of being considered for the Contract, Company certifies that:
  - a) If Company has 25 or more employees working in North Carolina (whether now or at any time during the term of the Contract), Company will comply with the E-Verify Requirements in verifying the work authorization of Company employees working in North Carolina; and
  - b) Regardless of how many employees Company has working in North Carolina, Company will take appropriate steps to ensure that each subcontractor performing work on the Contract that has 25 or more employees working in North Carolina will comply with the E-Verify Requirements.
- iii. Company acknowledges that the City will be relying on this Certification in entering into the Contract, and that the City may incur expenses and damages if the City enters into the Contract with Company and Company or any subcontractor fails to comply with the E-Verify Requirements. Company agrees to indemnify and save the City harmless from and against all losses, damages, costs, expenses (including reasonable attorney's fees) obligations, duties, fines and penalties (collectively "Losses") arising directly or indirectly from violation of the E-Verify Requirements by Company or any of its subcontractors, including without limitation any Losses incurred as a result of the Contract being deemed void.

Ashley Reynolds  
Signature of Company's Authorized Representative

9/4/14  
Date

Print Name and Title: Ashley Reynolds

STATE OF LOUISIANA  
PARISH OF EAST BATON ROUGE  
SWORN TO AND SUBSCRIBED BEFORE ME  
BY Ashley Reynolds

THEA R. SCOTT THIS 4th DAY OF September 20 14.  
NOTARY PUBLIC ID # 135246 Thea R. Scott  
STATE OF LOUISIANA NOTARY PUBLIC  
MY COMMISSION IS FOR LIFE

**SECTION 6—FORM 4A—M/W/SBE UTILIZATION**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 4A.pdf

**Required Forms – ENTITY SPECIFIC FORMS - CITY**

**CITY REQUIRED FORM 4A – M/W/SBE UTILIZATION**

RFP # 269-2014-016

**Managed Print Services and Related Products, Services, and Solutions**

Service Providers must submit this form with their proposal outlining any supplies and/or services to be provided by a City certified Small Business Enterprise (SBE), City registered Minority Business Enterprise (MBE), and/or Woman Business Enterprise (WBE) for the Services. If the Service Provider is a City registered M/W/SBE this should be noted on this form. If the Service Provider is not proposing any M/W/SBE utilization, this should be noted on the form. While inclusion of SBE, MBE, and/or WBEs as subcontractors in your proposed solution is not required, the City is committed to using M/W/SBEs when there is availability.

Is your Company any of the following:

Small Business  Minority Business  Woman Business

Will there be any M/W/SBE participation under this contract?

Yes – Complete form below.  No – Stop here.

City of Charlotte M/W/SBE 1	
Name	Indatech
Designation (MBE, WBE, SBE)	SBE - employing Disabled Veterans
Description or work/materials	Tagging assets
Annual Dollar Value	\$1,640
City of Charlotte M/W/SBE 2	
Name	Action Graphics
Designation (MBE, WBE, SBE)	SBE
Description or work/materials	Offset printing
Annual Dollar Value	\$4,000
City of Charlotte M/W/SBE 3	
Name	
Designation (MBE, WBE, SBE)	
Description or work/materials	
Annual Dollar Value	

Prior to contract award Service Provider will be required to sign a Letter of Intent with each M/W/SBE identified above. Submission of this form constitutes the Service Provider’s acknowledgement and agreement to comply with the Charlotte Business INclusion Policy located at:

[www.charlottebusinessinclusion.com](http://www.charlottebusinessinclusion.com)

Date: 09/16/2014



Signature  
**Robert Giffin, Marketplace Vice President**  
 Print Name  
 \$5,640  
 Total Dollar Amount of Proposal/Bid

***ENTITY SPECIFIC FORMS—MECKLENBURG COUNTY***

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**SECTION 6—FORM 2B—PRICING SCHEDULES (MECKLENBURG COUNTY)**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.

**Required Forms – ENTITY SPECIFIC FORMS - COUNTY**

ENTITY SPECIFIC FORM 2B – PRICING SCHEDULES – COUNTY – Alternate Response

**2B.1 - CONVENIENCE MACHINE COST PER IMPRESSION PRICING & OPTIONS**

Impression Pricing Schedule Base Model Fee					
Description	Year One	Year Two	Year Three	Year Four	Year Five
<b>Black &amp; White - Cost Per Impression</b>					
8.5" x 11"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
8.5" x 14"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
11" x 17"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
<b>Color - Cost Per Impression</b>					
8.5" x 11"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085
8.5" x 14"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085
11" x 17"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Entity will be responsible for.**

Additional Embedded Software Selections (Cost per impression addition to Base Model Fee)				
Description	Year One	Year Two	Year Three	Rate Model
Global Scan NX Advanced Scan & Billing For Dept/Individual	Incl. above	Incl. above	Incl. above	License Fee
	Incl. above	Incl. above	Incl. above	Cost Per Impression Fee add-on
Card Authentication/ Badge Readers	Incl. above	Incl. above	Incl. above	Hourly Rate
	Incl. above	Incl. above	Incl. above	Per Service Fee
HotSpot Mobile Printing	\$25.48	\$25.48	\$25.48	Cost/device (based on 100 devices)
				Discounts available based on qty

Convenience Machine Accessory Options (Cost per impression addition to Base Model Fee)			
Description	Year One	Year Two	Year Three
All device pricing includes Network Connectivity, Power Filter, Finisher, Bridge Unit, Fax option, Postscript (on select models), Paper Trays, HDD Security.			

Cost Per Convenience Machine Hard Drive
\$275 per Device

**Required Forms – ENTITY SPECIFIC FORMS - COUNTY****2B.2 - PRINT SHOP PRICING**

The Service Provider shall detail standard Print Shop Pricing in the table below. Additional Services may be added as additional lines, and may also be quoted on an as-needed basis when a Customer submits a Service Request.

<b>Print Shop Pricing</b>			
<b>Description</b>	<b>Year One Cost Per Impression</b>	<b>Year Two Cost Per Impression</b>	<b>Year Three Cost Per Impression</b>
8.5x11, 20#, no hole, 1 sided	\$.03250	\$.03250	\$.03250
8.5x11, 20#, no hole, 2 sided	\$.05500	\$.05500	\$.05500
8.5x14, 20#, no hole, 1 sided	\$.04000	\$.04000	\$.04000
8.5x14, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
11x17, 20#, no hole, 1 sided	\$.04500	\$.04500	\$.04500
11x17, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
8.5x11, 28# color copy, 1 sided	\$.07900	\$.07900	\$.07900
8.5x11, 28# color copy, 2 sided	\$.15000	\$.15000	\$.15000
8.5x14, 28# color copy, 1 sided	\$.10000	\$.10000	\$.10000
8.5x14, 28# color copy, 2 sided	\$.18000	\$.18000	\$.18000
11x17, 28# color copy, 1 sided	\$.13000	\$.13000	\$.13000
11x17, 28# color copy, 2 sided	\$.25000	\$.25000	\$.25000
Oversize copying per square foot	\$.25000	\$.25000	\$.25000
8.5x11, 20#, 3 hole, 1 sided	\$.03300	\$.03300	\$.03300
8.5x11, 20#, 3 hole, 2 sided	\$.05600	\$.05600	\$.05600
8.5x11, 20# pastel paper, per side	\$.04500	\$.04500	\$.04500
8.5x11, 60# Hots paper, per side	\$.05000	\$.05000	\$.05000
Drilling (per hole per sheet)	\$.03000	\$.03000	\$.03000
Spiral binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Tape Binding up to 100 pages	\$0.8000	\$0.8000	\$0.8000
GBC binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Folding (per fold), up to 24# paper	\$.01500	\$.01500	\$.01500
Cutting (per cut, per sheet)	\$.00250	\$.00250	\$.00250
Laminating 8.5x11, 3mL	\$.05000	\$.05000	\$.05000
Laminating 8.5x11, 5mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 3mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 5mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 3mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 5mL	\$1.0000	\$1.0000	\$1.0000
NCR - Carbonless 2 part	\$0.1500	\$0.1500	\$0.1500
NCR - Carbonless 3 part	\$0.2000	\$0.2000	\$0.2000
NCR - Carbonless 4 part	\$0.3000	\$0.3000	\$0.3000
Shrink-wrap per 100 sheets	\$0.1500	\$0.1500	\$0.1500
Chip board	\$0.1000	\$0.1000	\$0.1000
Hand time, collation, per hour	\$25.000	\$25.000	\$25.000
Tab, 90# white 5 bank	\$.13000	\$.13000	\$.13000
Cardstock, 67# white, per side	\$.05500	\$.05500	\$.05500
Cardstock, 67# pastel, per side	\$.06500	\$.06500	\$.06500
Cardstock, 67# Hots, per side	\$.07500	\$.07500	\$.07500

**Required Forms – ENTITY SPECIFIC FORMS - COUNTY**

8.5x11 transparency - B&W	\$0.50000	\$0.50000	\$0.50000
8.5x11 transparency - Color	\$1.25000	\$1.25000	\$1.25000
Hand insertion of tabs	\$0.02000	\$0.02000	\$0.02000
Padding	\$0.27000	\$0.27000	\$0.27000
Slip sheet	\$0.02000	\$0.02000	\$0.02000
saddle stitch	\$0.25000	\$0.25000	\$0.25000
8.5 x 11 28# no hole , 1 side	\$0.05400	\$0.05400	\$0.05400
Drill - 3 holes (1000) pages - 8.5 x 11	\$0.50000	\$0.50000	\$0.50000
one thousand (1000) #10 envelopes 1 color	\$152.500	\$152.500	\$152.500
one thousand (1000) #10 envelopes 2 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 1 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 2 color	Quoted	Quoted	Quoted
one thousand (1000) 9"x12" envelopes 1 color	Quoted	Quoted	Quoted
print letterhead one (1) color	\$100.000	\$100.000	\$100.000
print letterhead two (2) color	Quoted	Quoted	Quoted
five hundred (500) one color business cards (Cost for set of 500)	\$22.5000	\$22.5000	\$22.5000
five hundred (500) two color business cards (Cost for set of 500)	Quoted	Quoted	Quoted
five hundred (500) three color business cards (Cost for set of 500)	Quoted	Quoted	Quoted



**Required Forms – ENTITY SPECIFIC FORMS - COUNTY**

**ENTITY SPECIFIC FORM 2B – PRICING SCHEDULES - COUNTY**

**2B.1 - CONVENIENCE MACHINE COST PER IMPRESSION PRICING & OPTIONS**

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Entity will be responsible for.**

<b>Impression Pricing Schedule Base Model Fee</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
<b>Black &amp; White - Cost Per Impression</b>			
8.5" x 11"	\$0.0635	\$0.0654	0.0674
8.5" x 14"	\$0.0635	\$0.0654	0.0674
11" x 17"	\$0.0635	\$0.0654	0.0674
<b>Color - Cost Per Impression</b>			
8.5" x 11"	\$.085	\$.085	\$.085
8.5" x 14"	\$.085	\$.085	\$.085
11" x 17"	\$.085	\$.085	\$.085

<b>Additional Embedded Software Selections (Cost per impression addition to Base Model Fee)</b>				
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>	<b>Rate Model</b>
Global Scan NX Advanced Scan & Billing For Dept/Individual	Incl. above	Incl. above	Incl. above	License Fee
	Incl. above	Incl. above	Incl. above	Cost Per Impression Fee add-on
Card Authentication/ Badge Readers	Incl. above	Incl. above	Incl. above	Hourly Rate
	Incl. above	Incl. above	Incl. above	Per Service Fee
HotSpot Mobile Printing	\$25.48	\$25.48	\$25.48	Cost/device (based on 100 devices)
				Discounts available based on qty

<b>Convenience Machine Accessory Options (Cost per impression addition to Base Model Fee)</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
All device pricing includes Network Connectivity, Power Filter, Finisher, Bridge Unit, Fax option, Postscript (on select models), Paper Trays, HDD Security.			

<b>Cost Per Convenience Machine Hard Drive</b>
\$275 per Device

**Required Forms – ENTITY SPECIFIC FORMS - COUNTY****2B.2 - PRINT SHOP PRICING**

The Service Provider shall detail standard Print Shop Pricing in the table below. Additional Services may be added as additional lines, and may also be quoted on an as-needed basis when a Customer submits a Service Request.

<b>Print Shop Pricing</b>			
<b>Description</b>	<b>Year One Cost Per Impression</b>	<b>Year Two Cost Per Impression</b>	<b>Year Three Cost Per Impression</b>
8.5x11, 20#, no hole, 1 sided	\$.03250	\$.03250	\$.03250
8.5x11, 20#, no hole, 2 sided	\$.05500	\$.05500	\$.05500
8.5x14, 20#, no hole, 1 sided	\$.04000	\$.04000	\$.04000
8.5x14, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
11x17, 20#, no hole, 1 sided	\$.04500	\$.04500	\$.04500
11x17, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
8.5x11, 28# color copy, 1 sided	\$.07900	\$.07900	\$.07900
8.5x11, 28# color copy, 2 sided	\$.15000	\$.15000	\$.15000
8.5x14, 28# color copy, 1 sided	\$.10000	\$.10000	\$.10000
8.5x14, 28# color copy, 2 sided	\$.18000	\$.18000	\$.18000
11x17, 28# color copy, 1 sided	\$.13000	\$.13000	\$.13000
11x17, 28# color copy, 2 sided	\$.25000	\$.25000	\$.25000
Oversize copying per square foot	\$.25000	\$.25000	\$.25000
8.5x11, 20#, 3 hole, 1 sided	\$.03300	\$.03300	\$.03300
8.5x11, 20#, 3 hole, 2 sided	\$.05600	\$.05600	\$.05600
8.5x11, 20# pastel paper, per side	\$.04500	\$.04500	\$.04500
8.5x11, 60# Hots paper, per side	\$.05000	\$.05000	\$.05000
Drilling (per hole per sheet)	\$.03000	\$.03000	\$.03000
Spiral binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Tape Binding up to 100 pages	\$0.8000	\$0.8000	\$0.8000
GBC binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Folding (per fold), up to 24# paper	\$.01500	\$.01500	\$.01500
Cutting (per cut, per sheet)	\$.00250	\$.00250	\$.00250
Laminating 8.5x11, 3mL	\$.05000	\$.05000	\$.05000
Laminating 8.5x11, 5mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 3mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 5mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 3mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 5mL	\$1.0000	\$1.0000	\$1.0000
NCR - Carbonless 2 part	\$0.1500	\$0.1500	\$0.1500
NCR - Carbonless 3 part	\$0.2000	\$0.2000	\$0.2000
NCR - Carbonless 4 part	\$0.3000	\$0.3000	\$0.3000
Shrink-wrap per 100 sheets	\$0.1500	\$0.1500	\$0.1500
Chip board	\$0.1000	\$0.1000	\$0.1000
Hand time, collation, per hour	\$25.000	\$25.000	\$25.000
Tab, 90# white 5 bank	\$.13000	\$.13000	\$.13000
Cardstock, 67# white, per side	\$.05500	\$.05500	\$.05500
Cardstock, 67# pastel, per side	\$.06500	\$.06500	\$.06500
Cardstock, 67# Hots, per side	\$.07500	\$.07500	\$.07500

**Required Forms – ENTITY SPECIFIC FORMS - COUNTY**

8.5x11 transparency - B&W	\$0.50000	\$0.50000	\$0.50000
8.5x11 transparency - Color	\$1.25000	\$1.25000	\$1.25000
Hand insertion of tabs	\$0.02000	\$0.02000	\$0.02000
Padding	\$0.27000	\$0.27000	\$0.27000
Slip sheet	\$0.02000	\$0.02000	\$0.02000
saddle stitch	\$0.25000	\$0.25000	\$0.25000
8.5 x 11 28# no hole , 1 side	\$0.05400	\$0.05400	\$0.05400
Drill - 3 holes (1000) pages - 8.5 x 11	\$0.50000	\$0.50000	\$0.50000
one thousand (1000) #10 envelopes 1 color	\$152.500	\$152.500	\$152.500
one thousand (1000) #10 envelopes 2 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 1 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 2 color	Quoted	Quoted	Quoted
one thousand (1000) 9"x12" envelopes 1 color	Quoted	Quoted	Quoted
print letterhead one (1) color	\$100.000	\$100.000	\$100.000
print letterhead two (2) color	Quoted	Quoted	Quoted
five hundred (500) one color business cards (Cost for set of 500)	\$22.5000	\$22.5000	\$22.5000
five hundred (500) two color business cards (Cost for set of 500)	Quoted	Quoted	Quoted
five hundred (500) three color business cards (Cost for set of 500)	Quoted	Quoted	Quoted



## SECTION 6—FORM 3B—E-VERIFY

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 3B.pdf

**Required Forms – ENTITY SPECIFIC FORMS - COUNTY**

**COUNTY - REQUIRED FORM 3B – E-VERIFY DECLARATION**

STATE OF Louisiana

Parish  
COUNTY OF East Baton Rouge

**CONTRACTOR E-VERIFY DECLARATION**

I, Ashley Reynolds (the individual attesting below), being duly authorized by and on behalf of Ricon (the entity contracting with the County, hereinafter "Contractor")

AFFIRMS AND DECLARES as follows:

1. Contractor understands that E-Verify is a federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with NCGS §64-25(5).
2. Pursuant to NCGS §153A-449(b) and NCGS § 64-26(a), any Contractor that transacts business in this State and employs 25 or more employees in this State entering into a contract with the County is required to verify the work eligibility status of all newly hired employees through the E-verify program.
3. Contractor is a person, business entity, or other organization that transacts business in this State and employs 25 or more employees in this State. (check Yes or No)
  - a. YES , or
  - b. NO
4. For Contractors who employ 25 or more employees in the State and are therefore subject to E-Verify, the undersigned verifies the Contractor's compliance with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes.
5. Employer's subcontractors on this County Project that employ 25 or more employees in this State must also comply with E-Verify, and if Employer is the successful contractor on this Project, Employer agrees that it will ensure compliance with E-Verify by any subcontractors used by Contractor on this County Project.
6. I hereby declare under penalty of perjury that the foregoing is true and correct.

This 4 day of September 2014

Ashley Reynolds  
Signature of Declarant

Print or Type Name: Ashley Reynolds

STATE OF LOUISIANA  
 PARISH OF EAST BATON ROUGE  
 SWORN TO AND SUBSCRIBED BEFORE ME  
 BY Ashley Reynolds  
 THIS 4th DAY OF September 2014  
Thea R. Scott  
 NOTARY PUBLIC

**SECTION 6—FORM 4B—M/W/SBE COMPLIANCE**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 4B.pdf

**Required Forms – ENTITY SPECIFIC FORMS - COUNTY**

**COUNTY REQUIRED FORM 4B – M/W/SBE COMPLIANCE**

RFP # 269-2014-016

**Managed Print Services and Related Products, Services, and Solutions**

**M/W/SBE PROGRAM COMPLIANCE IN THE PURCHASE OF COMMODITIES AND SERVICES:**

The aspirational goals for M/W/SBE participation on this project are set at: \_\_\_% for all minority groups inclusive \_\_\_% WBE and \_\_\_% SBE\* with a total of \_\_\_%. Set goals are based on Mecklenburg County's portion only.

\*Note: M/W/SBE groups are defined as follows: BBE: Black Business Enterprise; NBE: Native American Business Enterprise; ABE: Asian Business Enterprise; HBE: Hispanic Business Enterprise; WBE: Women Business Enterprise; and SBE: Small Business Enterprise.

Do you customarily subcontract portions of your Contracts and projects with the County? \_\_\_\_\_ Yes  No

Do you intend to subcontract portions of the Contract?  
 \_\_\_\_\_ Yes  No

List any services in this proposal for which you could seek quotes from minority/women owned or small businesses.

1. Asset Tagging
2. Offset printing
3. \_\_\_\_\_

**M/W/SBE UTILIZATION COMMITMENT**

We, Ricoh USA, Inc., do certify that on  
 (Service Provider)  
Managed Print Services and Related Products, Services and Solutions \* \_\_\_\_\_,  
 (Project) (Contract Amount)

We will expend a minimum of \_\_\_\_\_% of the total dollar amount of the Contract with Minority Business Enterprises, \_\_\_\_\_% with Women's Business Enterprises and \_\_\_ \* \_\_\_% with Small Business Enterprises.

Name of Company	BBE NBE ABE HBE WBE SBE	Description of Work	Dollar Value
Indatech	SBE	Asset Tagging	\$1,640.00 yearly
Action Graphics	SBE	Offset printing	\$4,000.00 yearly

\* % cannot be determined as total contract spend fluctuates

**Required Forms – ENTITY SPECIFIC FORMS - COUNTY**

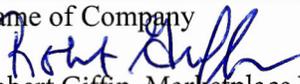
A list of County certified M/W/SBE bidders available to offer quotes and prices as subcontractors is available on the Internet at <http://smallbiz.charmeck.org>. If you need additional firms, which offer other services, or if you have any questions concerning the M/W/SBE provision, contact the M/W/SBE office at 704-336-6186.

The County reserves the right to request verification of these payments.

The County's Minority, Women, & Small Business Enterprise Program (revised June 15, 2005) is hereby incorporated into these Specifications by reference.

The undersigned hereby certifies that the Service Provider has read the terms of this compliance and is authorized to bind the firm to the information herein set forth.

Date: 09/16/2014

Ricoh USA, Inc.  
Name of Company  
  
Robert Giffin, Marketplace Vice President  
Name, Title and Signature

Asset tagging and offset printing  
Proposed Product or Service

\$5,640.00  
Total Dollar Amount Proposed

***ENTITY SPECIFIC FORMS—MECKLENBURG COUNTY LIBRARIES***

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**SECTION 6—FORM 2C—PRICING SCHEDULES (LIBRARIES)**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.

**Required Forms – ENTITY SPECIFIC FORMS - LIBRARIES**

**ENTITY SPECIFIC FORM 2C – PRICING SCHEDULES – LIBRARIES – Alternate Response**

**2C.1 - CONVENIENCE MACHINE COST PER IMPRESSION PRICING & OPTIONS**

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Entity will be responsible for.**

<b>Impression Pricing Schedule Base Model Fee</b>					
Description	Year One	Year Two	Year Three	Year Four	Year Five
<b>Black &amp; White - Cost Per Impression</b>					
8.5" x 11"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
8.5" x 14"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
11" x 17"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
<b>Color - Cost Per Impression</b>					
8.5" x 11"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085
8.5" x 14"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085
11" x 17"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085

<b>Additional Embedded Software Selections (Cost per impression addition to Base Model Fee)</b>				
Description	Year One	Year Two	Year Three	Rate Model
Global Scan NX Advanced Scan & Billing For Dept/Individual	Incl. above	Incl. above	Incl. above	License Fee
	Incl. above	Incl. above	Incl. above	Cost Per Impression Fee add-on
Card Authentication/ Badge Readers	Incl. above	Incl. above	Incl. above	Hourly Rate
	Incl. above	Incl. above	Incl. above	Per Service Fee
HotSpot Mobile Printing	\$25.48	\$25.48	\$25.48	Cost/device (based on 100 devices)
				Discounts available based on qty

<b>Convenience Machine Accessory Options (Cost per impression addition to Base Model Fee)</b>			
Description	Year One	Year Two	Year Three
All device pricing includes Network Connectivity, Power Filter, Finisher, Bridge Unit, Fax option, Postscript (on select models), Paper Trays, HDD Security.			

<b>Cost Per Convenience Machine Hard Drive</b>
\$275 per Device

**Required Forms – ENTITY SPECIFIC FORMS - LIBRARIES****2C.2 - PRINT SHOP PRICING**

The Service Provider shall detail standard Print Shop Pricing in the table below. Additional Services may be added as additional lines, and may also be quoted on an as-needed basis when a Customer submits a Service Request.

<b>Print Shop Pricing</b>			
<b>Description</b>	<b>Year One Cost Per Impression</b>	<b>Year Two Cost Per Impression</b>	<b>Year Three Cost Per Impression</b>
8.5x11, 20#, no hole, 1 sided	\$.03250	\$.03250	\$.03250
8.5x11, 20#, no hole, 2 sided	\$.05500	\$.05500	\$.05500
8.5x14, 20#, no hole, 1 sided	\$.04000	\$.04000	\$.04000
8.5x14, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
11x17, 20#, no hole, 1 sided	\$.04500	\$.04500	\$.04500
11x17, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
8.5x11, 28# color copy, 1 sided	\$.07900	\$.07900	\$.07900
8.5x11, 28# color copy, 2 sided	\$.15000	\$.15000	\$.15000
8.5x14, 28# color copy, 1 sided	\$.10000	\$.10000	\$.10000
8.5x14, 28# color copy, 2 sided	\$.18000	\$.18000	\$.18000
11x17, 28# color copy, 1 sided	\$.13000	\$.13000	\$.13000
11x17, 28# color copy, 2 sided	\$.25000	\$.25000	\$.25000
Oversize copying per square foot	\$.25000	\$.25000	\$.25000
8.5x11, 20#, 3 hole, 1 sided	\$.03300	\$.03300	\$.03300
8.5x11, 20#, 3 hole, 2 sided	\$.05600	\$.05600	\$.05600
8.5x11, 20# pastel paper, per side	\$.04500	\$.04500	\$.04500
8.5x11, 60# Hots paper, per side	\$.05000	\$.05000	\$.05000
Drilling (per hole per sheet)	\$.03000	\$.03000	\$.03000
Spiral binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Tape Binding up to 100 pages	\$0.8000	\$0.8000	\$0.8000
GBC binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Folding (per fold), up to 24# paper	\$.01500	\$.01500	\$.01500
Cutting (per cut, per sheet)	\$.00250	\$.00250	\$.00250
Laminating 8.5x11, 3mL	\$.05000	\$.05000	\$.05000
Laminating 8.5x11, 5mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 3mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 5mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 3mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 5mL	\$1.0000	\$1.0000	\$1.0000
NCR - Carbonless 2 part	\$0.1500	\$0.1500	\$0.1500
NCR - Carbonless 3 part	\$0.2000	\$0.2000	\$0.2000
NCR - Carbonless 4 part	\$0.3000	\$0.3000	\$0.3000
Shrink-wrap per 100 sheets	\$0.1500	\$0.1500	\$0.1500
Chip board	\$0.1000	\$0.1000	\$0.1000
Hand time, collation, per hour	\$25.000	\$25.000	\$25.000
Tab, 90# white 5 bank	\$.13000	\$.13000	\$.13000
Cardstock, 67# white, per side	\$.05500	\$.05500	\$.05500
Cardstock, 67# pastel, per side	\$.06500	\$.06500	\$.06500
Cardstock, 67# Hots, per side	\$.07500	\$.07500	\$.07500

**Required Forms – ENTITY SPECIFIC FORMS - LIBRARIES**

8.5x11 transparency - B&W	\$0.50000	\$0.50000	\$0.50000
8.5x11 transparency - Color	\$1.25000	\$1.25000	\$1.25000
Hand insertion of tabs	\$0.02000	\$0.02000	\$0.02000
Padding	\$0.27000	\$0.27000	\$0.27000
Slip sheet	\$0.02000	\$0.02000	\$0.02000
saddle stitch	\$0.25000	\$0.25000	\$0.25000
8.5 x 11 28# no hole , 1 side	\$0.05400	\$0.05400	\$0.05400
Drill - 3 holes (1000) pages - 8.5 x 11	\$0.50000	\$0.50000	\$0.50000
one thousand (1000) #10 envelopes 1 color	\$152.500	\$152.500	\$152.500
one thousand (1000) #10 envelopes 2 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 1 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 2 color	Quoted	Quoted	Quoted
one thousand (1000) 9"x12" envelopes 1 color	Quoted	Quoted	Quoted
print letterhead one (1) color	\$100.000	\$100.000	\$100.000
print letterhead two (2) color	Quoted	Quoted	Quoted
five hundred (500) one color business cards (Cost for set of 500)	\$22.5000	\$22.5000	\$22.5000
five hundred (500) two color business cards (Cost for set of 500)	Quoted	Quoted	Quoted
five hundred (500) three color business cards (Cost for set of 500)	Quoted	Quoted	Quoted



**Required Forms – ENTITY SPECIFIC FORMS - LIBRARIES**

**ENTITY SPECIFIC FORM 2C – PRICING SCHEDULES - LIBRARIES**

**2C.1 - CONVENIENCE MACHINE COST PER IMPRESSION PRICING & OPTIONS**

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Entity will be responsible for.**

<b>Impression Pricing Schedule Base Model Fee</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
<b>Black &amp; White - Cost Per Impression</b>			
8.5" x 11"	\$0.0635	\$0.0654	0.0674
8.5" x 14"	\$0.0635	\$0.0654	0.0674
11" x 17"	\$0.0635	\$0.0654	0.0674
<b>Color - Cost Per Impression</b>			
8.5" x 11"	\$.085	\$.085	\$.085
8.5" x 14"	\$.085	\$.085	\$.085
11" x 17"	\$.085	\$.085	\$.085

<b>Additional Embedded Software Selections (Cost per impression addition to Base Model Fee)</b>				
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>	<b>Rate Model</b>
Global Scan NX Advanced Scan & Billing For Dept/Individual	Incl. above	Incl. above	Incl. above	License Fee
	Incl. above	Incl. above	Incl. above	Cost Per Impression Fee add-on
Card Authentication/ Badge Readers	Incl. above	Incl. above	Incl. above	Hourly Rate
	Incl. above	Incl. above	Incl. above	Per Service Fee
HotSpot Mobile Printing	\$25.48	\$25.48	\$25.48	Cost/device (based on 100 devices)
				Discounts available based on qty

<b>Convenience Machine Accessory Options (Cost per impression addition to Base Model Fee)</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
All device pricing includes Network Connectivity, Power Filter, Finisher, Bridge Unit, Fax option, Postscript (on select models), Paper Trays, HDD Security.			

<b>Cost Per Convenience Machine Hard Drive</b>
\$275 per Device

**Required Forms – ENTITY SPECIFIC FORMS - LIBRARIES****2C.2 - PRINT SHOP PRICING**

The Service Provider shall detail standard Print Shop Pricing in the table below. Additional Services may be added as additional lines, and may also be quoted on an as-needed basis when a Customer submits a Service Request.

<b>Print Shop Pricing</b>			
<b>Description</b>	<b>Year One Cost Per Impression</b>	<b>Year Two Cost Per Impression</b>	<b>Year Three Cost Per Impression</b>
8.5x11, 20#, no hole, 1 sided	\$.03250	\$.03250	\$.03250
8.5x11, 20#, no hole, 2 sided	\$.05500	\$.05500	\$.05500
8.5x14, 20#, no hole, 1 sided	\$.04000	\$.04000	\$.04000
8.5x14, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
11x17, 20#, no hole, 1 sided	\$.04500	\$.04500	\$.04500
11x17, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
8.5x11, 28# color copy, 1 sided	\$.07900	\$.07900	\$.07900
8.5x11, 28# color copy, 2 sided	\$.15000	\$.15000	\$.15000
8.5x14, 28# color copy, 1 sided	\$.10000	\$.10000	\$.10000
8.5x14, 28# color copy, 2 sided	\$.18000	\$.18000	\$.18000
11x17, 28# color copy, 1 sided	\$.13000	\$.13000	\$.13000
11x17, 28# color copy, 2 sided	\$.25000	\$.25000	\$.25000
Oversize copying per square foot	\$.25000	\$.25000	\$.25000
8.5x11, 20#, 3 hole, 1 sided	\$.03300	\$.03300	\$.03300
8.5x11, 20#, 3 hole, 2 sided	\$.05600	\$.05600	\$.05600
8.5x11, 20# pastel paper, per side	\$.04500	\$.04500	\$.04500
8.5x11, 60# Hots paper, per side	\$.05000	\$.05000	\$.05000
Drilling (per hole per sheet)	\$.03000	\$.03000	\$.03000
Spiral binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Tape Binding up to 100 pages	\$0.8000	\$0.8000	\$0.8000
GBC binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Folding (per fold), up to 24# paper	\$.01500	\$.01500	\$.01500
Cutting (per cut, per sheet)	\$.00250	\$.00250	\$.00250
Laminating 8.5x11, 3mL	\$.05000	\$.05000	\$.05000
Laminating 8.5x11, 5mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 3mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 5mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 3mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 5mL	\$1.0000	\$1.0000	\$1.0000
NCR - Carbonless 2 part	\$0.1500	\$0.1500	\$0.1500
NCR - Carbonless 3 part	\$0.2000	\$0.2000	\$0.2000
NCR - Carbonless 4 part	\$0.3000	\$0.3000	\$0.3000
Shrink-wrap per 100 sheets	\$0.1500	\$0.1500	\$0.1500
Chip board	\$0.1000	\$0.1000	\$0.1000
Hand time, collation, per hour	\$25.000	\$25.000	\$25.000
Tab, 90# white 5 bank	\$.13000	\$.13000	\$.13000
Cardstock, 67# white, per side	\$.05500	\$.05500	\$.05500
Cardstock, 67# pastel, per side	\$.06500	\$.06500	\$.06500
Cardstock, 67# Hots, per side	\$.07500	\$.07500	\$.07500

**Required Forms – ENTITY SPECIFIC FORMS - LIBRARIES**

8.5x11 transparency - B&W	\$0.50000	\$0.50000	\$0.50000
8.5x11 transparency - Color	\$1.25000	\$1.25000	\$1.25000
Hand insertion of tabs	\$0.02000	\$0.02000	\$0.02000
Padding	\$0.27000	\$0.27000	\$0.27000
Slip sheet	\$0.02000	\$0.02000	\$0.02000
saddle stitch	\$0.25000	\$0.25000	\$0.25000
8.5 x 11 28# no hole , 1 side	\$0.05400	\$0.05400	\$0.05400
Drill - 3 holes (1000) pages - 8.5 x 11	\$0.50000	\$0.50000	\$0.50000
one thousand (1000) #10 envelopes 1 color	\$152.500	\$152.500	\$152.500
one thousand (1000) #10 envelopes 2 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 1 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 2 color	Quoted	Quoted	Quoted
one thousand (1000) 9"x12" envelopes 1 color	Quoted	Quoted	Quoted
print letterhead one (1) color	\$100.000	\$100.000	\$100.000
print letterhead two (2) color	Quoted	Quoted	Quoted
five hundred (500) one color business cards (Cost for set of 500)	\$22.5000	\$22.5000	\$22.5000
five hundred (500) two color business cards (Cost for set of 500)	Quoted	Quoted	Quoted
five hundred (500) three color business cards (Cost for set of 500)	Quoted	Quoted	Quoted



## SECTION 6—FORM 3C—E-VERIFY

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 3C.pdf

**Required Forms – ENTITY SPECIFIC FORMS - LIBRARIES**

**LIBRARIES REQUIRED FORM 3C – E-VERIFY DECLARATION**

STATE OF Louisiana

<sup>Parish</sup>  
COUNTY OF East Baton Rouge

**CONTRACTOR E-VERIFY DECLARATION**

I, Ashley Reynolds (the individual attesting below), being duly authorized by and on behalf of PICOM (the entity contracting with the Charlotte Mecklenburg Library, hereinafter "Contractor") AFFIRMS AND DECLARES as follows:

- 7. Contractor understands that E-Verify is a federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with NCGS §64-25(5).
- 8. Pursuant to NCGS §153A-449(b) and NCGS § 64-26(a), any Contractor that transacts business in this State and employs 25 or more employees in this State entering into a contract with the Charlotte Mecklenburg Library is required to verify the work eligibility status of all newly hired employees through the E-verify program.
- 9. Contractor is a person, business entity, or other organization that transacts business in this State and employs 25 or more employees in this State. (check Yes or No)
  - a. YES , or
  - b. NO
- 10. For Contractors who employ 25 or more employees in the State and are therefore subject to E-Verify, the undersigned verifies the Contractor's compliance with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes.
- 11. Employer's subcontractors on this Charlotte Mecklenburg Library Project that employ 25 or more employees in this State must also comply with E-Verify, and if Employer is the successful contractor on this Project, Employer agrees that it will ensure compliance with E-Verify by any subcontractors used by Contractor on this Charlotte Mecklenburg Library Project.
- 12. I hereby declare under penalty of perjury that the foregoing is true and correct.

This 4 day of September, 2014.

Ashley Reynolds  
Signature of Declarant

Print or Type Name: Ashley Reynolds

STATE OF LOUISIANA  
 PARISH OF EAST BATON ROUGE  
 SWORN TO AND SUBSCRIBED BEFORE ME  
 BY Ashley Reynolds  
 THIS 4<sup>th</sup> DAY OF September 2014.  
Thea R. Scott  
 NOTARY PUBLIC

**THEA R. SCOTT**  
 NOTARY PUBLIC ID # 135246  
 STATE OF LOUISIANA  
 MY COMMISSION IS FOR LIFE

**ENTITY SPECIFIC FORMS—CITY OF ROCK HILL**

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**SECTION 6—FORM 2D—PRICING SCHEDULES (ROCK HILL)**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.

**Required Forms – ENTITY SPECIFIC FORMS – ROCK HILL**

**ENTITY SPECIFIC FORM 2D – PRICING SCHEDULES – ROCK HILL – Alternate Response**

**2D.1 - CONVENIENCE MACHINE COST PER IMPRESSION PRICING & OPTIONS**

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Entity will be responsible for.**

Impression Pricing Schedule Base Model Fee					
Description	Year One	Year Two	Year Three	Year Four	Year Five
<b>Black &amp; White - Cost Per Impression</b>					
8.5" x 11"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
8.5" x 14"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
11" x 17"	\$0.0477	\$0.0491	\$0.0509	\$0.0525	\$0.0545
<b>Color - Cost Per Impression</b>					
8.5" x 11"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085
8.5" x 14"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085
11" x 17"	\$0.085	\$0.085	\$0.085	\$0.085	\$0.085

Additional Embedded Software Selections (Cost per impression addition to Base Model Fee)				
Description	Year One	Year Two	Year Thre	Rate Model
Global Scan NX Advanced Incl. above	Incl. above	Incl. above	Incl. above	License Fee
Billing For Dept/Individual Incl. above	Incl. above	Incl. above	Incl. above	Cost Per Impression Fee add-on
Card Authentication/ Incl. above	Incl. above	Incl. above	Incl. above	Hourly Rate
Readers Incl. above	Incl. above	Incl. above	Incl. above	Per Service Fee
HotSpot Mobile Printing \$25.48	\$25.48	\$25.48	\$25.48	Cost/device (based on 100 devices)
				Discounts available based on qty

Convenience Machine Accessory Options (Cost per impression addition to Base Model Fee)			
Description	Year One	Year Two	Year Three
All device pricing includes Network Connectivity, Power Filter, Finisher, Bridge Unit, Fax option, Postscript (on select models), Paper Trays, HDD Security.			

Cost Per Convenience Machine Hard Drive
\$275 per Device

**Required Forms – ENTITY SPECIFIC FORMS – ROCK HILL****2D.2 - PRINT SHOP PRICING**

The Service Provider shall detail standard Print Shop Pricing in the table below. Additional Services may be added as additional lines, and may also be quoted on an as-needed basis when a Customer submits a Service Request.

<b>Print Shop Pricing</b>			
<b>Description</b>	<b>Year One Cost Per Impression</b>	<b>Year Two Cost Per Impression</b>	<b>Year Three Cost Per Impression</b>
8.5x11, 20#, no hole, 1 sided	\$.03250	\$.03250	\$.03250
8.5x11, 20#, no hole, 2 sided	\$.05500	\$.05500	\$.05500
8.5x14, 20#, no hole, 1 sided	\$.04000	\$.04000	\$.04000
8.5x14, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
11x17, 20#, no hole, 1 sided	\$.04500	\$.04500	\$.04500
11x17, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
8.5x11, 28# color copy, 1 sided	\$.07900	\$.07900	\$.07900
8.5x11, 28# color copy, 2 sided	\$.15000	\$.15000	\$.15000
8.5x14, 28# color copy, 1 sided	\$.10000	\$.10000	\$.10000
8.5x14, 28# color copy, 2 sided	\$.18000	\$.18000	\$.18000
11x17, 28# color copy, 1 sided	\$.13000	\$.13000	\$.13000
11x17, 28# color copy, 2 sided	\$.25000	\$.25000	\$.25000
Oversize copying per square foot	\$.25000	\$.25000	\$.25000
8.5x11, 20#, 3 hole, 1 sided	\$.03300	\$.03300	\$.03300
8.5x11, 20#, 3 hole, 2 sided	\$.05600	\$.05600	\$.05600
8.5x11, 20# pastel paper, per side	\$.04500	\$.04500	\$.04500
8.5x11, 60# Hots paper, per side	\$.05000	\$.05000	\$.05000
Drilling (per hole per sheet)	\$.03000	\$.03000	\$.03000
Spiral binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Tape Binding up to 100 pages	\$0.8000	\$0.8000	\$0.8000
GBC binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Folding (per fold), up to 24# paper	\$.01500	\$.01500	\$.01500
Cutting (per cut, per sheet)	\$.00250	\$.00250	\$.00250
Laminating 8.5x11, 3mL	\$.05000	\$.05000	\$.05000
Laminating 8.5x11, 5mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 3mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 5mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 3mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 5mL	\$1.0000	\$1.0000	\$1.0000
NCR - Carbonless 2 part	\$0.1500	\$0.1500	\$0.1500
NCR - Carbonless 3 part	\$0.2000	\$0.2000	\$0.2000
NCR - Carbonless 4 part	\$0.3000	\$0.3000	\$0.3000
Shrink-wrap per 100 sheets	\$0.1500	\$0.1500	\$0.1500
Chip board	\$0.1000	\$0.1000	\$0.1000
Hand time, collation, per hour	\$25.000	\$25.000	\$25.000
Tab, 90# white 5 bank	\$.13000	\$.13000	\$.13000
Cardstock, 67# white, per side	\$.05500	\$.05500	\$.05500
Cardstock, 67# pastel, per side	\$.06500	\$.06500	\$.06500
Cardstock, 67# Hots, per side	\$.07500	\$.07500	\$.07500

**Required Forms – ENTITY SPECIFIC FORMS – ROCK HILL**

8.5x11 transparency - B&W	\$0.50000	\$0.50000	\$0.50000
8.5x11 transparency - Color	\$1.25000	\$1.25000	\$1.25000
Hand insertion of tabs	\$0.02000	\$0.02000	\$0.02000
Padding	\$0.27000	\$0.27000	\$0.27000
Slip sheet	\$0.02000	\$0.02000	\$0.02000
saddle stitch	\$0.25000	\$0.25000	\$0.25000
8.5 x 11 28# no hole , 1 side	\$0.05400	\$0.05400	\$0.05400
Drill - 3 holes (1000) pages - 8.5 x 11	\$0.50000	\$0.50000	\$0.50000
one thousand (1000) #10 envelopes 1 color	\$152.500	\$152.500	\$152.500
one thousand (1000) #10 envelopes 2 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 1 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 2 color	Quoted	Quoted	Quoted
one thousand (1000) 9"x12" envelopes 1 color	Quoted	Quoted	Quoted
print letterhead one (1) color	\$100.000	\$100.000	\$100.000
print letterhead two (2) color	Quoted	Quoted	Quoted
five hundred (500) one color business cards (Cost for set of 500)	\$22.5000	\$22.5000	\$22.5000
five hundred (500) two color business cards (Cost for set of 500)	Quoted	Quoted	Quoted
five hundred (500) three color business cards (Cost for set of 500)	Quoted	Quoted	Quoted



**Required Forms – ENTITY SPECIFIC FORMS – ROCK HILL**

**ENTITY SPECIFIC FORM 2D – PRICING SCHEDULES – ROCK HILL**

**2D.1 - CONVENIENCE MACHINE COST PER IMPRESSION PRICING & OPTIONS**

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Entity will be responsible for.**

<b>Impression Pricing Schedule Base Model Fee</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
<b>Black &amp; White - Cost Per Impression</b>			
8.5" x 11"	\$0.0635	\$0.0654	0.0674
8.5" x 14"	\$0.0635	\$0.0654	0.0674
11" x 17"	\$0.0635	\$0.0654	0.0674
<b>Color - Cost Per Impression</b>			
8.5" x 11"	\$.085	\$.085	\$.085
8.5" x 14"	\$.085	\$.085	\$.085
11" x 17"	\$.085	\$.085	\$.085

<b>Additional Embedded Software Selections (Cost per impression addition to Base Model Fee)</b>				
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Thre</b>	<b>Rate Model</b>
Global Scan NX Advanced Incl. above	Incl. above	Incl. above	Incl. above	License Fee
Billing For Dept/Individual Incl. above	Incl. above	Incl. above	Incl. above	Cost Per Impression Fee add-on
Card Authentication/ Incl. above	Incl. above	Incl. above	Incl. above	Hourly Rate
Readers Incl. above	Incl. above	Incl. above	Incl. above	Per Service Fee
HotSpot Mobile Printing \$25.48	\$25.48	\$25.48		Cost/device (based on 100 devices)
				Discounts available based on qty

<b>Convenience Machine Accessory Options (Cost per impression addition to Base Model Fee)</b>			
<b>Description</b>	<b>Year One</b>	<b>Year Two</b>	<b>Year Three</b>
All device pricing includes Network Connectivity, Power Filter, Finisher, Bridge Unit, Fax option, Postscript (on select models), Paper Trays, HDD Security.			

<b>Cost Per Convenience Machine Hard Drive</b>
\$275 per Device

**Required Forms – ENTITY SPECIFIC FORMS – ROCK HILL****2D.2 - PRINT SHOP PRICING**

The Service Provider shall detail standard Print Shop Pricing in the table below. Additional Services may be added as additional lines, and may also be quoted on an as-needed basis when a Customer submits a Service Request.

<b>Print Shop Pricing</b>			
<b>Description</b>	<b>Year One Cost Per Impression</b>	<b>Year Two Cost Per Impression</b>	<b>Year Three Cost Per Impression</b>
8.5x11, 20#, no hole, 1 sided	\$.03250	\$.03250	\$.03250
8.5x11, 20#, no hole, 2 sided	\$.05500	\$.05500	\$.05500
8.5x14, 20#, no hole, 1 sided	\$.04000	\$.04000	\$.04000
8.5x14, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
11x17, 20#, no hole, 1 sided	\$.04500	\$.04500	\$.04500
11x17, 20#, no hole, 2 sided	\$.06800	\$.06800	\$.06800
8.5x11, 28# color copy, 1 sided	\$.07900	\$.07900	\$.07900
8.5x11, 28# color copy, 2 sided	\$.15000	\$.15000	\$.15000
8.5x14, 28# color copy, 1 sided	\$.10000	\$.10000	\$.10000
8.5x14, 28# color copy, 2 sided	\$.18000	\$.18000	\$.18000
11x17, 28# color copy, 1 sided	\$.13000	\$.13000	\$.13000
11x17, 28# color copy, 2 sided	\$.25000	\$.25000	\$.25000
Oversize copying per square foot	\$.25000	\$.25000	\$.25000
8.5x11, 20#, 3 hole, 1 sided	\$.03300	\$.03300	\$.03300
8.5x11, 20#, 3 hole, 2 sided	\$.05600	\$.05600	\$.05600
8.5x11, 20# pastel paper, per side	\$.04500	\$.04500	\$.04500
8.5x11, 60# Hots paper, per side	\$.05000	\$.05000	\$.05000
Drilling (per hole per sheet)	\$.03000	\$.03000	\$.03000
Spiral binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Tape Binding up to 100 pages	\$0.8000	\$0.8000	\$0.8000
GBC binding up to 100 pages	\$1.0000	\$1.0000	\$1.0000
Folding (per fold), up to 24# paper	\$.01500	\$.01500	\$.01500
Cutting (per cut, per sheet)	\$.00250	\$.00250	\$.00250
Laminating 8.5x11, 3mL	\$.05000	\$.05000	\$.05000
Laminating 8.5x11, 5mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 3mL	\$.07050	\$.07500	\$.07500
Laminating 8.5x14, 5mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 3mL	\$1.0000	\$1.0000	\$1.0000
Laminating 11x17, 5mL	\$1.0000	\$1.0000	\$1.0000
NCR - Carbonless 2 part	\$0.1500	\$0.1500	\$0.1500
NCR - Carbonless 3 part	\$0.2000	\$0.2000	\$0.2000
NCR - Carbonless 4 part	\$0.3000	\$0.3000	\$0.3000
Shrink-wrap per 100 sheets	\$0.1500	\$0.1500	\$0.1500
Chip board	\$0.1000	\$0.1000	\$0.1000
Hand time, collation, per hour	\$25.000	\$25.000	\$25.000
Tab, 90# white 5 bank	\$.13000	\$.13000	\$.13000
Cardstock, 67# white, per side	\$.05500	\$.05500	\$.05500
Cardstock, 67# pastel, per side	\$.06500	\$.06500	\$.06500
Cardstock, 67# Hots, per side	\$.07500	\$.07500	\$.07500

**Required Forms – ENTITY SPECIFIC FORMS – ROCK HILL**

8.5x11 transparency - B&W	\$0.50000	\$0.50000	\$0.50000
8.5x11 transparency - Color	\$1.25000	\$1.25000	\$1.25000
Hand insertion of tabs	\$0.02000	\$0.02000	\$0.02000
Padding	\$0.27000	\$0.27000	\$0.27000
Slip sheet	\$0.02000	\$0.02000	\$0.02000
saddle stitch	\$0.25000	\$0.25000	\$0.25000
8.5 x 11 28# no hole , 1 side	\$0.05400	\$0.05400	\$0.05400
Drill - 3 holes (1000) pages - 8.5 x 11	\$0.50000	\$0.50000	\$0.50000
one thousand (1000) #10 envelopes 1 color	\$152.500	\$152.500	\$152.500
one thousand (1000) #10 envelopes 2 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 1 color	Quoted	Quoted	Quoted
thousand (1000) 10"x13" envelopes 2 color	Quoted	Quoted	Quoted
one thousand (1000) 9"x12" envelopes 1 color	Quoted	Quoted	Quoted
print letterhead one (1) color	\$100.000	\$100.000	\$100.000
print letterhead two (2) color	Quoted	Quoted	Quoted
five hundred (500) one color business cards (Cost for set of 500)	\$22.5000	\$22.5000	\$22.5000
five hundred (500) two color business cards (Cost for set of 500)	Quoted	Quoted	Quoted
five hundred (500) three color business cards (Cost for set of 500)	Quoted	Quoted	Quoted



**SECTION 6—FORM 3D—E-VERIFY**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 3D.pdf

**Required Forms – ENTITY SPECIFIC FORMS – ROCK HILL**

**ROCK HILL REQUIRED FORM 3D – E-VERIFY**

**RFP # 269-2014-016**

**Managed Print Services and Related Products, Services, and Solutions**

This E-Verify Certification is provided to the City of Rock Hill ("Rock Hill") by the Service Provider signing below ("Company") as a prerequisite to Rock Hill considering Company for award of a contract (the "Rock Hill Contract").

- i. Company understands that:
  - a) E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies to enable employers to verify the work authorization of employees pursuant to federal law, as modified from time to time.
- ii. As a condition of being considered for the Contract, Company certifies that:
  - c) If Company has 25 or more employees working in South Carolina (whether now or at any time during the term of the Contract), Company will comply with the E-Verify Requirements in verifying the work authorization of Company employees working in South Carolina; and
  - d) Regardless of how many employees Company has working in South Carolina, Company will take appropriate steps to ensure that each subcontractor performing work on the Contract that has 25 or more employees working in South Carolina will comply with the E-Verify Requirements.
- iii. Company acknowledges that Rock Hill will be relying on this Certification in entering into the Rock Hill Contract, and that Rock Hill may incur expenses and damages if the Rock Hill enters into the Rock Hill Contract with Company and Company or any subcontractor fails to comply with the E-Verify Requirements. Company agrees to indemnify and save Rock Hill harmless from and against all losses, damages, costs, expenses (including reasonable attorney's fees) obligations, duties, fines and penalties (collectively "Losses") arising directly or indirectly from violation of the E-Verify Requirements by Company or any of its subcontractors, including without limitation any Losses incurred as a result of the Contract being deemed void.

*Ashley Reynolds*  
 Signature of Company's Authorized Representative

9/4/14  
 Date

Print Name and Title: Ashley Reynolds  
HR Director

STATE OF LOUISIANA  
 PARISH OF EAST BATON ROUGE  
 SWORN TO AND SUBSCRIBED BEFORE ME  
 BY Ashley Reynolds  
 THIS 4<sup>th</sup> DAY OF September 2014.  
Shea R Scott  
 NOTARY PUBLIC

THEA R. SCOTT  
 NOTARY PUBLIC ID # 135246  
 STATE OF LOUISIANA  
 MY COMMISSION IS FOR LIFE

**SECTION 6—FORM 4D—M/W/SBE UTILIZATION**

The completed form has been provided following this page in the hard copy or by double-clicking on the icon in the electronic version.



Form 4D.pdf

**Required Forms – ENTITY SPECIFIC FORMS – ROCK HILL**

**ROCK HILL REQUIRED FORM 4D – M/W/SBE COMPLIANCE**

**RFP # 269-2014-016**

**Managed Print Services and Related Products, Services, and Solutions**

Service Providers may use the form below to indicate if they intend to use a Small Business Enterprise (SBE), Minority Business Enterprise (MBE), or Woman-Owned Enterprise (WBE) in the provision of the Services. While inclusion of SBE, MBE, and/or WBEs as subcontractors in your proposed solution is not required, Rock Hill highly encourages utilization wherever possible.

Subcontractor 1	
Subcontractor Name	Indatech
Designation (MBE, WBE, or SBE)	SBE - employing Disabled Veterans
Services Performed or Goods provided	Tagging assets
Estimated percent of cost of Services to be performed by the subcontractor	\$1,640.00 (actual dollar amount)
Subcontractor 2	
Subcontractor Name	Action Graphics
Designation (MBE, WBE, or SBE)	SBE
Services Performed or Goods provided	Offset printing
Estimated percent of cost of Services to be performed by the subcontractor	\$4,000.00
Subcontractor 3	
Subcontractor Name	
Designation (MBE, WBE, or SBE)	
Services Performed or Goods provided	
Estimated percent of cost of Services to be performed by subcontractor	

Date: 09/16/2014

Ricoh USA, Inc.  
 Name of Company  
  
Robert Giffin, Marketplace Vice President  
 Name, Title and Signature

Asset tagging and offset printing  
 Proposed Product or Service

\$5,640  
 Total Dollar Amount Proposed

## ***EXCEPTIONS TO RFP***

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**Exceptions must be submitted in accordance with Section 1.6.18 of this RFP. If exceptions are not identified in your Proposal they may not be considered during Agreement negotiation and could result in Proposal being rejected from further consideration. If legal council needs to review the Agreement before your Company can sign, reviews must be completed before your Proposal is submitted.**

Ricoh has provided exceptions to the RFP in the following document in the hardcopy or by double-clicking on the following icon in the electronic version.



**RICOH USA, INC.**  
**RESPONSE AND STATEMENT OF EXCEPTIONS**

**RFP 269-2014-016**

Please note that the following is part of the Ricoh USA, Inc. (“Ricoh”) bid response to the City of Charlotte (the “City”) on behalf of Mecklenburg County, Public Library of Charlotte and Mecklenburg County, the City of Rock Hill and the CCPA Request for Proposal RFP# 269-2014-016 for Managed Print Services and Related Products, Services, and Solutions (the “RFP”).

Based on Ricoh’s review of the information provided, Ricoh is confident that contracts acceptable to both Ricoh and the Entities may be reached promptly following award. Ricoh (formerly known as IKON Office Solutions, Inc.) has provided similar services to the City of Charlotte under that certain Agreement to Provide Multi-Function Machine, Print Devices and Print Shop Services, dated as of September 29, 2009, as amended (the “Existing Agreement”). Ricoh believes the Existing Agreement has serviced the parties well for several years. Upon bid award, Ricoh will be pleased to work closely with the Entities to promptly negotiate appropriate and mutually acceptable terms to govern the parties’ continued relationship. Ricoh recognizes the Entities’ right to negotiate and approve the terms and conditions of any contract following award, and Ricoh respectfully reserves the same right.

In a good faith effort to expedite the finalization of the resulting agreements, Ricoh has noted the following topics for discussion and negotiation, which are either not addressed in the RFP or for which Ricoh requests further clarification, including, but not limited to the following:

- To the extent the Entities leases from Ricoh or a third party lender, customary terms and conditions related to equipment financing, subject to customary non-appropriation rights;
- Mutually acceptable terms related to the measurement and calculation of service levels, including customary terms related to reporting requirements and remedies;
- Standard industry service termination and default, rights and remedies, including reasonable written notice requirements and cure periods;
- Risk of loss and insurance requirements during possession of provided equipment;
- Standard industry warranties for service and support and the transfer of applicable manufacturer product warranties, as well as customary limitations of implied warranties;
- Mutual indemnification for third party claims arising from acts of misconduct in connection with the performance of services;
- Standard hard drive security offerings, including Ricoh DataOverwriteSecurity System (“DOSS”) kits and hard drive surrender, as applicable; and
- Mutual liability protections for consequential and similar damages and a mutual limitation on direct damages.

In addition to reserving the right to review and negotiate any contract terms and conditions post award, Ricoh has the following comments to the RFP including, but not limited to the following:

**Section 1. Introduction and General Information**

**Section 1.6.10.**

In Ricoh’s experience, it is not in the best interests of the parties to fully incorporate by reference the terms of the RFP and response into any resulting agreement between the parties, as this can lead to ambiguity in commitments and contract terms. Ricoh would be happy to discuss the incorporation of any commercial commitments included in our proposal response into any resulting agreement in the form of actual contract language added to the agreement. As is the case with the Existing Agreement, Ricoh expects that any resulting agreements between the parties will supersede any terms included in the RFP or Ricoh’s response.

**Section 1.7. Charlotte Cooperative Purchasing Alliance.**

To the extent any PPA decides to contract with Ricoh for any equipment or services, each such PPA must enter into appropriate agreements with Ricoh to govern their relationship. Such agreements will contain customary terms and conditions related to equipment financing, subject to non-appropriation rights.

### **Section 3. Scope of Services**

While Ricoh generally agrees that the resulting agreement must contain appropriate service level commitments, Ricoh would like to discuss and negotiate certain more commercially reasonable service level commitments, liquidated damages and specific contract language.

### **Section 3.3. Length of Relationship.**

It is Ricoh's expectation that any equipment procured under the resulting agreement, at any time during the term of the resulting agreement, will be placed for a set term as specified on the ordering document for such equipment. As such, any equipment placed will not be coterminous with the term of the resulting agreement. It is also Ricoh's expectation that each individual contract with an end user will have its own term which will be independent of the term of the City's resulting agreement so that if the City's contract term commences shortly after award of the RFP, an end user's initial three (3) year contract term would not commence until Ricoh and such end user execute a mutually acceptable agreement.

### **Section 3.4. Convenience Machines; Section 3.6.2. Erasable Drives.**

The parties acknowledge and agree that Ricoh shall have no obligation to remove, delete, preserve, maintain or otherwise safeguard any information, images or content retained by or resident in any equipment, whether through a digital storage device, hard drive or other electronic medium ("Data Management Services"). If desired, the City may engage Ricoh to perform the following Data Management Services, and the parties shall enter into a written work order setting the details of any such engagement: (i) Hard Drive Surrender Service. Under this option, a Ricoh service technician can remove the hard drive from the applicable equipment (set forth on a work order) and provide the City with custody of the hard drive before the equipment is removed from the City's location, moved to another department or any other disposition of the equipment. The cost for the Hard Drive Surrender Services shall be as set forth in the work order; (ii) DataOverwriteSecurity System (DOSS). DOSS is a Ricoh product designed to overwrite the sector of the hard drive used for data processing to prevent recovery. Additionally, DOSS also offers the option of overwriting the entire hard drive up to nine (9) times.

### **Section 3.4.1 (F) Publicly Accessible Convenience Machines**

The RFP states:

- "E-mail on publicly accessible convenience machines should require verification that the user is verified as the owner of the e-mail account."
- "Publically accessible convenience machines should require verification that the user is verified as the owner of the e-mail account."

Due to certain restrictions, there no way to determine on a public device if the owner is the actual owner of a personal or other email address. Ricoh can support output of multiple print jobs, but at this time the request of buffering multiple print jobs of 100 MBs in size is challenging. Ricoh would like to explore this topic further.

### **Section 3.4.11**

#### **B. After Hours and Holiday Service Calls**

Ricoh would like to discuss the particulars that effect this request and negotiate more commercially reasonable service level commitments.

#### **C. Machine Replacement due to Excessive Downtime**

The RFP makes the following statements:

- "The Service Provider shall, at no charge to the Entity, replace any Convenience Machine which is down for the lesser of either a) two (2) consecutive business days, or b) forty eight (48) total business hours of downtime in a consecutive three (3) month period
- The installation of a loaner machine does not end the hours of downtime used to calculate a machine eligible for replacement due to excessive downtime.
- For any issues that result in a Convenience Machine being down for longer than four (4) hours, a Loaner Device with comparable functionality shall be swapped out to maintain functionality.
- The service Provider will replace the loaner machine such as to maintain the integrity of the Loaner pool."

Ricoh would like to discuss and negotiate more commercially reasonable service level commitments around machine replacements due to excessive downtime.

### **Section 3.18.5 Ad-hoc Reports**

Ricoh can and will supply service history reports on individual devices within four (4) business hours of such a request; however, Ricoh would like to discuss the specifics of what other reports may be requested.

## **Section 7. Exhibit A – Sample City Contract**

### **Section 4.6. Audit.**

Due to certain accounting restrictions, Ricoh cannot provide unlimited audit rights in any agreement; however, Ricoh will provide, upon the prior written request of City, copies of such documentation as may be reasonably necessary for the City to confirm its payment obligations under any resulting agreement. For such purposes, Ricoh will assist the City in connection with its efforts to verify the completeness and accuracy of Ricoh's invoices provided under the resulting agreement to the extent reasonably practicable. In no event, however, will Ricoh be obligated to disclose any confidential information not directly pertaining to the resulting agreement, including, without limitation, any information that could constitute "material non-public information," as such term is defined by the U.S. Securities Exchange Commission. Ricoh expects the parties will mutually agree to audit provisions substantially similar to Section 4.5 entitled "Audit" of the Existing Agreement.

### **Section 6.3. Title/Risk of Loss.**

To the extent the City leases any equipment from Ricoh or a third party lender, Ricoh or that third party lender, as applicable, will maintain title to the leased equipment.

### **Section 10. Removal, Replacement and Promotion of Company Personnel.**

As an independent contractor, Ricoh is entitled to determine the personnel to use to finish the services contemplated by the RFP and the right of the City to approve of the assigned Ricoh personnel or to require immediate discontinuance of any personnel without a basis is inconsistent with Ricoh's status as an independent contractor. Ricoh proposes the parties incorporate a provision substantially similar to Section 11.2 of the Existing Agreement into the resulting agreement, post-award, to address each party's concern with respect to the Ricoh personnel assigned to provide services to the City.

### **Section 11. Background Checks.**

Ricoh understands and agrees that background checks must have been conducted or will be conducted by Ricoh on all personnel prior to the personnel commencing any services for the City, whether as part of Ricoh's standard pre-employment screening practices or otherwise. Background checks will include at a minimum a criminal records search, identification verification and proof of authorization to work in the United States. The parties mutually agreed to a background check provision to this end in the Existing Agreement; please see Section 16.5 entitled "Background Checks."

### **Section 12.1. General Warranties**

Ricoh warrants that its services will be of professional grade and quality, consistent with industry standards, and in accordance with the contract specifications. Ricoh disclaims all other express or implied warranties. The City's sole and exclusive remedy for Ricoh's failure to perform will be Ricoh's re-performance of the services. Ricoh will transfer any and all manufacturer's equipment warranties to the extent transferable and without recourse.

### **Section 12.2. Specific Warranties.**

Ricoh is not the manufacturer of any of the software to be supplied upon any award of business under this RFP. Ricoh will provide at the time of the sale of any software an end user license agreement to be entered by the City and the supplier of the software, whether pursuant to click-through, shrink-wrap or other written agreement. Ricoh will provide the City end user support for any software sold and installed by Ricoh. Ricoh will warrant that the services will be performed in a good and workmanlike manner, but disclaims other warranties as outlined in Section 17.5 of the Existing Agreement.

### **Section 13.1. Right to Cover.**

Ricoh respectfully notes that Ricoh will not cover the cost of the City's purchase of similar products or services from another vendor in the event of a default or breach of the resulting agreement by Ricoh. Under Section 17.3 of the Existing Agreement, each party reserves the right to any available remedies at law or in equity.

### **Section 13.2. Right to Withhold.**

Ricoh is not in agreement with the notion that the City may withhold payments legitimately due, or invoices which are not in error.

### **Section 13.3. Specific Performance and Injunctive Relief.**

As stated in Section 17.3 entitled "Other Remedies" of the Existing Agreement, Ricoh agrees that each party may seek all legal and equitable remedies to which it is entitled, including specific performance or injunction.

### **Section 13.4. Setoff.**

Ricoh is not in agreement with the notion that the City may setoff payments legitimately due, but would be willing to discuss reasonable parameters around this right much like the parties previously agreed to in Section 17.2 of the Existing Agreement.

### **Section 13.5. Liquidated Damages.**

Ricoh would like to discuss and negotiate certain other more commercially reasonable service level commitments other than the liquidated damages proposed in this Section. Ricoh anticipates that parties will agree to service level commitments substantially similar to those articulated in Section 17.1 entitled “Liquidated Damages” of the Existing Agreement.

**Section 15. Termination.**

To the extent the City rents any equipment and/or procures services from Ricoh, Ricoh is willing to agree to a termination right, with or without cause, that is accompanied by a mutually agreed upon notice period, cure period (as applicable) and termination fee that is not punitive but reflects Ricoh’s costs.

To the extent the City leases any equipment from Ricoh or a third party lessor, Ricoh respectfully rejects the application of Section 15.2 entitled “Termination Without Cause” of the RFP to any equipment and/or software leases. Any such finance lease would be unconditional and non-cancellable, except for customary non-appropriation rights. To the extent the City chooses to lease, Ricoh proposes the parties incorporate into the resulting agreement a termination provision substantially similar to Section 18 entitled “Term and Termination of Contract” of the Existing Agreement.

Ricoh also proposes having reciprocal termination rights along the lines of Sections 18.3 and 18.4 of the Existing Agreement.

**Section 18.2. City Ownership.**

Ricoh anticipates that the parties will agree to intellectual property ownership rights provision substantially similar to Section 21.2 entitled “City Ownership” of the Existing Agreement.

**Section 21. Indemnification.**

Please refer to Section 25 entitled “Indemnification” of the Existing Agreement. Ricoh anticipates that parties will incorporate a similar provision into the resulting agreement.

**Limitation of Liability**

Ricoh will not be liable for indirect, special, incidental or consequential damages of any kind, however caused, whether or not it has been advised of the possibility of such damages. Additionally, Ricoh requires that there be a commercially reasonable exclusion of consequential and indirect damages and a cap on direct damages. Ricoh proposes the parties incorporate into the resulting agreement a provision substantially similar to Section 17.4 entitled “Limitation of Liability” of the Existing Agreement.

**Exclusion of Warranties**

Ricoh warrants that its services will be of professional grade and quality, consistent with industry standards and in accordance with the specifications of the resulting agreement. Ricoh disclaims all other express or implied warranties. To this end, Ricoh anticipates that the parties will incorporate into the resulting agreement a provision substantially similar to Section 17.5 entitled “Exclusion of Warranties” of the Existing Agreement.

As is customary for transaction of this type, any acknowledgements made by Ricoh and the City are qualified by the right to negotiate mutually acceptable terms. In Ricoh’s experience, it is not in the best interests of the parties to fully incorporate by reference the terms of the RFP and response into any resulting agreement(s) between the parties as this can lead to ambiguity in commitments and contract terms. Ricoh would be happy to discuss the incorporation of any commercial commitments including in the response into any resulting agreements in the form of actual contract language added to the agreement. It is Ricoh’s expectation that any resulting agreement(s) between the parties will supersede any terms included in the RFP and Ricoh’s response.

## ***APPENDIX A—INSURANCE CERTIFICATE***

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**If awarded a contract by any of the Entities, you will have to submit the following when you sign a contract:**

**Insurance certificate(s) per requirements in Exhibit A, Section 22.**

Ricoh is prepared to submit its certificates of insurance per the requirements should we be awarded contracts with the Entities.

## ***APPENDIX B—EVIDENCE OF BUSINESS LICENSES***

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**If awarded a contract by any of the Entities, you will have to submit the following when you sign a contract:**

**Evidence of Business licenses per requirements in Exhibit A, Section 23.**

Ricoh is prepared to submit business licenses per the requirements should we be awarded contracts with the Entities.