AGREEMENT

35148

THIS AGREEMENT is made and entered, in duplicate, as of December 19, 2018, for reference purposes only, pursuant to a minute order adopted by the City Council of the City of Long Beach at its meeting on November 13, 2018, by and between SHARP ELECTRONICS CORPORATION through its SHARP BUSINESS SYSTEMS division, a New York corporation ("Consultant"), with a place of business at 8670 Argent Street, Santee, California 92071, and the CITY OF LONG BEACH, a municipal corporation ("City").

WHEREAS, City requires specialized services requiring unique skills to be performed in connection with managed print services ("Project"); and

WHEREAS, City has selected Consultant in accordance with City's administrative procedures and City has determined that Consultant and its employees are qualified, licensed, if so required, and experienced in performing these specialized services; and

WHEREAS, City desires to have Consultant perform these specialized services, and Consultant is willing and able to do so on the terms and conditions in this Agreement;

NOW, THEREFORE, in consideration of the mutual terms, covenants, and conditions in this Agreement, the parties agree as follows:

1. SCOPE OF WORK OR SERVICES.

A. Consultant shall furnish specialized services more particularly described in Exhibit "A", attached to this Agreement and incorporated by this reference, in accordance with the standards of the profession, and City shall pay for these services in the manner described below, in an annual amount not to exceed One Million Dollars ($1,000,000), at the rates or charges shown in Exhibit "B".

B. The City's obligation to pay the sum stated above for any one fiscal year shall be contingent upon the City Council of the City appropriating the

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1   necessary funds for such payment by the City in each fiscal year during the term of

2   this Agreement. For the purposes of this Section, a fiscal year commences on

3   October 1 of the year and continues through September 30 of the following year. In

4   the event that the City Council of the City fails to appropriate the necessary funds

5   for any fiscal year, then, and in that event, the Agreement will terminate at no

6   additional cost or obligation to the City.

7   C.   Consultant may select the time and place of performance for

8   these services; provided, however, that access to City documents, records and the

9   like, if needed by Consultant, shall be available only during City's normal business

10   hours and provided that milestones for performance, if any, are met.

11   D.   Consultant has requested to receive regular payments. City

12   shall pay Consultant in due course of payments following receipt from Consultant

13   and approval by City of invoices showing the services or task performed, the time

14   expended (if billing is hourly), and the name of the Project. Consultant shall certify

15   on the invoices that Consultant has performed the services in full conformance with

16   this Agreement and is entitled to receive payment. Where billing is done and

17   payment is made on an hourly basis, the parties acknowledge that this arrangement

18   is either customary practice for Consultant's profession, industry or business, or is

19   necessary to satisfy audit and legal requirements which may arise due to the fact

20   that City is a municipality.

21   E.   Consultant represents that Consultant has obtained all

22   necessary information on conditions and circumstances that may affect its

23   performance and has conducted site visits, if necessary.

24   F.   CAUTION: Consultant shall not begin work until this

25   Agreement has been signed by both parties and until Consultant's evidence of

26   insurance has been delivered to and approved by City.

27   2.   TERM. The term of this Agreement shall commence at midnight on

28   December 19, 2018, and shall terminate at 11:59 p.m. on December 18, 2023, unless

sooner terminated as provided in this Agreement, or unless the services or the Project is completed sooner.

3. <u>COORDINATION AND ORGANIZATION</u>.

A. Consultant shall coordinate its performance with City's representative, if any, named in Exhibit "C", attached to this Agreement and incorporated by this reference. Consultant shall advise and inform City's representative of the work in progress on the Project in sufficient detail so as to assist City's representative in making presentations and in holding meetings on the Project. City shall furnish to Consultant information or materials, if any, described in Exhibit "D", attached to this Agreement and incorporated by this reference, and shall perform any other tasks described in the Exhibit.

B. The parties acknowledge that a substantial inducement to City for entering this Agreement was and is the reputation and skill of Consultant's key employee, named in Exhibit "E" attached to this Agreement and incorporated by this reference. City shall have the right to approve any person proposed by Consultant to replace that key employee.

4. <u>INDEPENDENT CONTRACTOR</u>. In performing its services, Consultant is and shall act as an independent contractor and not an employee, representative or agent of City. Consultant shall have control of Consultant's work and the manner in which it is performed. Consultant shall be free to contract for similar services to be performed for others during this Agreement; provided, however, that Consultant acts in accordance with Section 9 and Section 11 of this Agreement. Consultant acknowledges and agrees that (a) City will not withhold taxes of any kind from Consultant's compensation; (b) City will not secure workers' compensation or pay unemployment insurance to, for or on Consultant's behalf; and (c) City will not provide and Consultant is not entitled to any of the usual and customary rights, benefits or privileges of City employees. Consultant expressly warrants that neither Consultant nor any of Consultant's employees or agents shall represent themselves to be employees or agents of City.

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5.   INSURANCE.

A.   As a condition precedent to the effectiveness of this Agreement, Consultant shall procure and maintain, at Consultant's expense for the duration of this Agreement, from insurance companies that are admitted to write insurance in California and have ratings of or equivalent to A:V by A.M. Best Company or from authorized non-admitted insurance companies subject to Section 1763 of the California Insurance Code and that have ratings of or equivalent to A:VIII by A.M. Best Company, the following insurance:

i.   Commercial general liability insurance (equivalent in scope to ISO form CG 00 01 11 85 or CG 00 01 10 93) in an amount not less than $1,000,000 per each occurrence and $2,000,000 general aggregate. This coverage shall include but not be limited to broad form contractual liability, cross liability, and products and completed operations liability. City, its boards and commissions, and their officials, employees and agents shall be named as additional insureds by endorsement (on City's endorsement form or on an endorsement equivalent in scope to ISO form CG 20 10 11 85 or CG 20 26 11 85 or both CG 20 10 07 04 and CG 20 37 07 04 or both CG 20 33 07 04 and CG 20 37 07 04), and this insurance shall contain no special limitations on the scope of protection given to City, its boards and commissions, and their officials, employees and agents. This policy shall be endorsed to state that the insurer waives its right of subrogation against City, its boards and commissions, and their officials, employees and agents.

ii.   Workers' Compensation insurance as required by the California Labor Code and employer's liability insurance in an amount not less than $1,000,000. This policy shall be endorsed to state that the insurer waives its right of subrogation against City, its boards and commissions, and their officials, employees and agents.

iii.   Professional liability or errors and omissions insurance

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1   in an amount not less than $1,000,000 per claim.

2   iv.   Commercial automobile liability insurance (equivalent in

3   scope to ISO form CA 00 01 06 92), covering Auto Symbol 1 (Any Auto) in

4   an amount not less than $500,000 combined single limit per accident.

5   B.   Any self-insurance program, self-insured retention, or

6   deductible must be separately approved in writing by City's Risk Manager or

7   designee and shall protect City, its officials, employees and agents in the same

8   manner and to the same extent as they would have been protected had the policy

9   or policies not contained retention or deductible provisions.

10   C.   Each insurance policy shall be primary and not contributing to

11   any other insurance or self-insurance maintained by City, and shall be endorsed to

12   state that coverage maintained by City shall be excess to and shall not contribute to

13   insurance or self-insurance maintained by Consultant.   Should any of the above

14   described policies be cancelled before the expiration date thereof, notice will be

15   delivered in accordance with the policy provisions.

16   D.   If this coverage is written on a "claims made" basis, it must

17   provide for an extended reporting period of not less than one hundred eighty (180)

18   days, commencing on the date this Agreement expires or is terminated, unless

19   Consultant guarantees that Consultant will provide to City evidence of uninterrupted,

20   continuing coverage for a period of not less than three (3) years, commencing on

21   the date this Agreement expires or is terminated.

22   E.   Consultant shall require that all subconsultants or contractors

23   that Consultant uses in the performance of these services maintain insurance in

24   compliance with this Section unless otherwise agreed in writing by City's Risk

25   Manager or designee.

26   F.   Prior to the start of performance, Consultant shall deliver to City

27   certificates of insurance and the endorsements for approval as to sufficiency and

28   form. In addition, Consultant shall, prior to expiration of the insurance, furnish to

City certificates of insurance and endorsements evidencing renewal of the insurance.

G.   Any modification or waiver of these insurance requirements shall only be made with the approval of City's Risk Manager or designee. Not more frequently than once a year, City's Risk Manager or designee may require that Consultant, Consultant's subconsultants and contractors change the amount, scope or types of coverages required in this Section if, in his or her sole opinion, the amount, scope or types of coverages are not adequate.

H.   The procuring or existence of insurance shall not be construed or deemed as a limitation on liability relating to Consultant's performance or as full performance of or compliance with the indemnification provisions of this Agreement.

6.   ASSIGNMENT AND SUBCONTRACTING.   This Agreement contemplates the personal services of Consultant and Consultant's employees, and the parties acknowledge that a substantial inducement to City for entering this Agreement was and is the professional reputation and competence of Consultant and Consultant's employees.   Consultant shall not assign its rights or delegate its duties under this Agreement, or any interest in this Agreement, or any portion of it, without the prior approval of City, except that Consultant may with the prior approval of the City Manager of City, assign any moneys due or to become due Consultant under this Agreement.   Any attempted assignment or delegation shall be void, and any assignee or delegate shall acquire no right or interest by reason of an attempted assignment or delegation. Furthermore, Consultant shall not subcontract any portion of its performance without the prior approval of the City Manager or designee, or substitute an approved subconsultant or contractor without approval prior to the substitution. Nothing stated in this Section shall prevent Consultant from employing as many employees as Consultant deems necessary for performance of this Agreement.

7.   MATERIALS.   Consultant shall furnish all labor and supervision, supplies, materials, tools, machinery, equipment, appliances, transportation and services

1 necessary to or used in the performance of Consultant's obligations under this Agreement,

2 except as stated in Exhibit "D".

3   8.   OWNERSHIP OF DATA. All materials, information and data

4 prepared, developed or assembled by Consultant or furnished to Consultant in connection

5 with this Agreement, including but not limited to documents, estimates, calculations,

6 studies, maps, graphs, charts, computer disks, computer source documentation, samples,

7 models, reports, summaries, drawings, designs, notes, plans, information, material and

8 memorandum ("Data") shall be the exclusive property of City. Data shall be given to City,

9 and City shall have the unrestricted right to use and disclose the Data in any manner and

10 for any purpose without payment of further compensation to Consultant. Copies of Data

11 may be retained by Consultant but Consultant warrants that Data shall not be made

12 available to any person or entity for use without the prior approval of City. This warranty

13 shall survive termination of this Agreement for five (5) years.

14   9.   TERMINATION. Either party shall have the right to terminate this

15 Agreement for any reason or no reason at any time by giving sixty (60) calendar days prior

16 written notice to the other party. In the event of termination under this Section, City shall

17 pay Consultant for services satisfactorily performed and costs incurred up to the effective

18 date of termination for which Consultant has not been previously paid. The procedures for

19 payment in Section 1.B. with regard to invoices shall apply. On the effective date of

20 termination, Consultant shall deliver to City all Data developed or accumulated in the

21 performance of this Agreement, whether in draft or final form, or in process. And,

22 Consultant acknowledges and agrees that City's obligation to make final payment is

23 conditioned on Consultant's delivery of the Data to City. The termination procedures

24 contained in this Paragraph 9 are only applicable to the services component of this

25 Agreement.

26   10.   CONFIDENTIALITY. Consultant shall keep all Data confidential and

27 shall not disclose the Data or use the Data directly or indirectly, other than in the course of

28 performing its services, during the term of this Agreement and for five (5) years following

expiration or termination of this Agreement. In addition, Consultant shall keep confidential all information, whether written, oral or visual, obtained by any means whatsoever in the course of performing its services for the same period of time. Consultant shall not disclose any or all of the Data to any third party, or use it for Consultant's own benefit or the benefit of others except for the purpose of this Agreement.

11. BREACH OF CONFIDENTIALITY. Consultant shall not be liable for a breach of confidentiality with respect to Data that: (a) Consultant demonstrates Consultant knew prior to the time City disclosed it; or (b) is or becomes publicly available without breach of this Agreement by Consultant; or (c) a third party who has a right to disclose does so to Consultant without restrictions on further disclosure; or (d) must be disclosed pursuant to subpoena or court order.

12. ADDITIONAL COSTS AND REDESIGN.

A. Consultant's failure to perform fully the tasks described in the scope of work which, causes City to request that Consultant perform again all or part of the Scope of Work shall be at the sole cost of Consultant and City shall not pay any additional compensation to Consultant for its re-performance.

13. AMENDMENT. This Agreement, including all Exhibits, shall not be amended, nor any provision or breach waived, except in writing signed by the parties which expressly refers to this Agreement.

14. LAW. This Agreement shall be construed in accordance with the laws of the State of California, and the venue for any legal actions brought by any party with respect to this Agreement shall be the County of Los Angeles, State of California for state actions and the Central District of California for any federal actions. Consultant shall cause all work performed in connection with construction of the Project to be performed in compliance with (1) all applicable laws, ordinances, rules and regulations of federal, state, county or municipal governments or agencies (including, without limitation, all applicable federal and state labor standards, including the prevailing wage provisions of sections 1770 *et seq.* of the California Labor Code); and (2) all directions, rules and regulations of any fire

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1   marshal, health officer, building inspector, or other officer of every governmental agency

2   now having or hereafter acquiring jurisdiction.

3   15.   PREVAILING WAGES.

4   A.   Consultant agrees that all public work (as defined in California

5   Labor Code section 1720) performed pursuant to this Agreement (the "Public

6   Work"), if any, shall comply with the requirements of California Labor Code sections

7   1770 *et seq.* City makes no representation or statement that the Project, or any

8   portion thereof, is or is not a "public work" as defined in California Labor Code

9   section 1720.

10   B.   In all bid specifications, contracts and subcontracts for any

11   such Public Work, Consultant shall obtain the general prevailing rate of per diem

12   wages and the general prevailing rate for holiday and overtime work in this locality

13   for each craft, classification or type of worker needed to perform the Public Work,

14   and shall include such rates in the bid specifications, contract or subcontract. Such

15   bid specifications, contract or subcontract must contain the following provision: "It

16   shall be mandatory for the contractor to pay not less than the said prevailing rate of

17   wages to all workers employed by the contractor in the execution of this contract.

18   The contractor expressly agrees to comply with the penalty provisions of California

19   Labor Code section 1775 and the payroll record keeping requirements of California

20   Labor Code section 1771."

21   16.   ENTIRE AGREEMENT. This Agreement, including all Exhibits,

22   constitutes the entire understanding between the parties and supersedes all other

23   agreements, oral or written, with respect to the subject matter in this Agreement.

24   17.   INDEMNITY.

25   A.   Consultant shall indemnify, protect and hold harmless City, its

26   Boards, Commissions, and their officials, employees and agents ("Indemnified

27   Parties"), from and against any and all liability, claims, demands, damage, loss,

28   obligations, causes of action, proceedings, awards, fines, judgments, penalties,

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1   costs and expenses, arising or alleged to have arisen, in whole or in part, out of or

2   in connection with (1) Consultant's breach or failure to comply with any of its

3   obligations contained in this Agreement, including any obligations arising from the

4   Project's compliance with or failure to comply with applicable laws as a result of

5   Consultant's actions, including all applicable federal and state labor requirements

6   including, without limitation, the requirements of California Labor Code section 1770

7   *et seq.* or (2) negligent or willful acts, errors, omissions or misrepresentations

8   committed by Consultant, its officers, employees, agents, subcontractors, or anyone

9   under Consultant's control, in the performance of work or services under this

10   Agreement (collectively "Claims" or individually "Claim").

11   B.   If Consultant's duty to indemnify under Section 18A applies,

12   Consultant shall have a separate and wholly independent duty to defend

13   Indemnified Parties at Consultant's expense, from and against all Claims, and shall

14   continue this defense until the Claims are resolved, whether by settlement, judgment

15   or otherwise. No finding or judgment of negligence, fault, breach, or the like on the

16   part of Consultant shall be required for the duty to defend to arise. City shall notify

17   Consultant of any Claim, shall tender the defense of the Claim to Consultant, and

18   shall assist Consultant, as may be reasonably requested, in the defense.

19   C.   If a court of competent jurisdiction determines that a Claim was

20   caused by the sole negligence or willful misconduct of Indemnified Parties,

21   Consultant's costs of defense and indemnity shall be (1) reimbursed in full if the

22   court determines sole negligence by the Indemnified Parties, or (2) reduced by the

23   percentage of willful misconduct attributed by the court to the Indemnified Parties.

24   D.   The provisions of this Section shall survive the expiration or

25   termination of this Agreement.

26   18.   AMBIGUITY. In the event of any conflict or ambiguity between this

27   Agreement and any Exhibit, the provisions of this Agreement shall govern.

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19. <u>NONDISCRIMINATION.</u>

A. In connection with performance of this Agreement and subject to applicable rules and regulations, Consultant shall not discriminate against any employee or applicant for employment because of race, religion, national origin, color, age, sex, sexual orientation, gender identity, AIDS, HIV status, handicap or disability. Consultant shall ensure that applicants are employed, and that employees are treated during their employment, without regard to these bases. These actions shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

B. It is the policy of City to encourage the participation of Disadvantaged, Minority and Women-Owned Business Enterprises in City's procurement process, and Consultant agrees to use its best efforts to carry out this policy in its use of subconsultants and contractors to the fullest extent consistent with the efficient performance of this Agreement. Consultant may rely on written representations by subconsultants and contractors regarding their status. Consultant shall report to City in May and in December or, in the case of short-term agreements, prior to invoicing for final payment, the names of all subconsultants and contractors hired by Consultant for this Project and information on whether or not they are a Disadvantaged, Minority or Women-Owned Business Enterprise, as defined in Section 8 of the Small Business Act (15 U.S.C. Sec. 637).

20. <u>EQUAL BENEFITS ORDINANCE.</u> Unless otherwise exempted in accordance with the provisions of the Ordinance, this Agreement is subject to the applicable provisions of the Equal Benefits Ordinance (EBO), section 2.73 et seq. of the Long Beach Municipal Code, as amended from time to time.

A. During the performance of this Agreement, the Consultant certifies and represents that the Consultant will comply with the EBO. The

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Consultant agrees to post the following statement in conspicuous places at its place of business available to employees and applicants for employment:

"During the performance of a contract with the City of Long Beach, the Consultant will provide equal benefits to employees with spouses and its employees with domestic partners. Additional information about the City of Long Beach's Equal Benefits Ordinance may be obtained from the City of Long Beach Business Services Division at 562-570-6200."

B. The failure of the Consultant to comply with the EBO will be deemed to be a material breach of the Agreement by the City.

C. If the Consultant fails to comply with the EBO, the City may cancel, terminate or suspend the Agreement, in whole or in part, and monies due or to become due under the Agreement may be retained by the City. The City may also pursue any and all other remedies at law or in equity for any breach.

D. Failure to comply with the EBO may be used as evidence against the Consultant in actions taken pursuant to the provisions of Long Beach Municipal Code 2.93 et seq., Contractor Responsibility.

E. If the City determines that the Consultant has set up or used its contracting entity for the purpose of evading the intent of the EBO, the City may terminate the Agreement on behalf of the City. Violation of this provision may be used as evidence against the Consultant in actions taken pursuant to the provisions of Long Beach Municipal Code Section 2.93 et seq., Contractor Responsibility.

21. NOTICES. Any notice or approval required by this Agreement shall be in writing and personally delivered or deposited in the U.S. Postal Service, first class, postage prepaid, addressed to Consultant at the address first stated above, and to City at 333 West Ocean Boulevard, Long Beach, California 90802, Attn: City Manager, with a copy to the City Engineer at the same address as well as Sharp Electronics Corporation, Office of the General Counsel, 100 Paragon Drive, Montvale, New Jersey 07645. Notice of change of address shall be given in the same manner as stated for other notices. Notice

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shall be deemed given on the date deposited in the mail or on the date personal delivery

is made, whichever occurs first.

22. COPYRIGHTS AND PATENT RIGHTS.

A. Consultant shall place the following copyright protection on all

Data: © City of Long Beach, California _____, inserting the appropriate year.

B. City reserves the exclusive right to seek and obtain a patent or

copyright registration on any Data or other result arising from Consultant's

performance of this Agreement. By executing this Agreement, Consultant assigns

any ownership interest Consultant may have in the Data to City.

C. Consultant warrants that the Data does not violate or infringe

any patent, copyright, trade secret or other proprietary right of any other party.

Consultant agrees to and shall protect, defend, indemnify and hold City, its officials

and employees harmless from any and all claims, demands, damages, loss, liability,

causes of action, costs or expenses (including reasonable attorney's fees) whether

or not reduced to judgment, arising from any breach or alleged breach of this

warranty.

23. COVENANT AGAINST CONTINGENT FEES. Consultant warrants

that Consultant has not employed or retained any entity or person to solicit or obtain this

Agreement and that Consultant has not paid or agreed to pay any entity or person any fee,

commission or other monies based on or from the award of this Agreement. If Consultant

breaches this warranty, City shall have the right to terminate this Agreement immediately

notwithstanding the provisions of Section 10 or, in its discretion, to deduct from payments

due under this Agreement or otherwise recover the full amount of the fee, commission or

other monies.

24. WAIVER. The acceptance of any services or the payment of any

money by City shall not operate as a waiver of any provision of this Agreement or of any

right to damages or indemnity stated in this Agreement. The waiver of any breach of this

Agreement shall not constitute a waiver of any other or subsequent breach of this

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1   Agreement.

2   25.   <u>CONTINUATION</u>. Termination or expiration of this Agreement shall

3   not affect rights or liabilities of the parties which accrued pursuant to Sections 7, 10, 11,

4   17, 19, 22 and 28 prior to termination or expiration of this Agreement.

5   26.   <u>TAX REPORTING</u>. As required by federal and state law, City is

6   obligated to and will report the payment of compensation to Consultant on Form 1099-

7   Misc. Consultant shall be solely responsible for payment of all federal and state taxes

8   resulting from payments under this Agreement. Consultant shall submit Consultant's

9   Employer Identification Number (EIN), or Consultant's Social Security Number if

10   Consultant does not have an EIN, in writing to City's Accounts Payable, Department of

11   Financial Management. Consultant acknowledges and agrees that City has no obligation

12   to pay Consultant until Consultant provides one of these numbers.

13   27.   <u>ADVERTISING</u>. Neither party shall use the name of the other party,

14   its officials or employees in any advertising or solicitation for business or as a reference,

15   without the prior approval of both parties.

16   28.   <u>AUDIT</u>. City shall have the right at all reasonable times during the

17   term of this Agreement and for a period of five (5) years after termination or expiration of

18   this Agreement to request for review, documents of Consultant relating to this Agreement.

19   29.   <u>THIRD PARTY BENEFICIARY</u>. This Agreement is not intended or

20   designed to or entered for the purpose of creating any benefit or right for any person or

21   entity of any kind that is not a party to this Agreement.

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IN WITNESS WHEREOF, the parties have caused this document to be duly executed with all formalities required by law as of the date first stated above.

SHARP ELECTRONICS CORPORATION through its SHARP BUSINESS SYSTEMS division, a New York corporation

December 24, 2018

By _Bob Wedge_
Name _Bob Wedge_
Title _President SBS SoCal_

_____, 2018

By_____
Name_____
Title_____

Tom Modica
Assistant City Manager
EXECUTED PURSUANT TO SECTION 301 OF THE CITY CHARTER

1/23/2019, 2018

"Consultant"

CITY OF LONG BEACH, a municipal corporation

By_____
City Manager

"City"

This Agreement is approved as to form on _12/31_, 2018.

CHARLES PARKIN, City Attorney

By _____
Deputy

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SHARP ELECTRONICS CORPORATION

Secretary's Certificate

The undersigned hereby certifies that:

I, Kevin A. Fox, am the Sr. Vice-President, General Counsel and duly elected, qualified and acting Secretary of Sharp Electronics Corporation (the "Corporation"), a duly organized and existing New York corporation.

I hereby certify that the following are true and correct resolutions which were adopted at a duly called and held regular meeting of the Board of Directors of the Corporation held on September 29, 2011 and that such resolutions have not been amended or modified and continue to be in full force and effect:

WHEREAS, the Corporation intends to enter into one or more sale and/or supply transactions with Federal, State or Local Municipalities for the Supply of products distributed and sold, and services provided by the Corporation ("**Government Transactions**") and, in connection with such Government Transactions, to execute and deliver certain agreements, undertakings, consents, assignments and other instruments, including, without limitation, for purposes of obtaining or facilitating third party financing for, or in connection with, such Government Transactions; and

WHEREAS, the Corporation deems it to be to its direct benefit, in furtherance of its corporate purposes and in its best interests to enter into the Government Transactions.
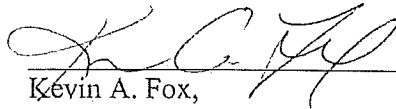
NOW, THEREFORE, BE IT RESOLVED, that any officer of the Corporation or any member of management of the division or business unit with the title of Vice President or higher, or their written designee (collectively, the "**Authorized Representatives**"), are, and each of them hereby is, authorized to negotiate the terms and conditions of any Government Transaction to be entered into by the Corporation, including the terms and conditions of any purchase orders, sales agreements, service agreements, supply agreements, consents, undertakings, assurances, guaranties, indemnities and/or agreements or instruments as may be necessary or convenient to enter into or perform, or as a condition to, such Government Transactions, including as the same may be required by any parties providing equity or debt financing with respect to such Government Transactions (collectively, the "**Transaction Documents**"); and it is further

RESOLVED, that the Authorized Representatives are, and each of them is, hereby authorized, directed and empowered, acting either jointly or severally, for and on behalf of and in the name of the Corporation, to make, execute, deliver and perform the Transaction Documents, any and all related agreements, documents and instruments, and any and all amendments, supplements, modifications, extensions, restatements, renewals, replacements and additional agreements, documents and instruments relating to the foregoing, and that all such agreements, documents and instruments shall contain such terms and conditions as the Authorized Representative executing the same deems necessary or desirable in the interests of the Corporation, and the execution of any such agreement, document or instrument by any Authorized Representative shall be conclusive proof of the approval of all of the terms and conditions thereof for and on behalf of the Corporation; and it is further

RESOLVED, that all actions heretofore taken, and all documentation heretofore executed and delivered, by any of the Authorized Representatives in furtherance of the foregoing is hereby ratified, adopted, approved and confirmed and declared to be binding and enforceable obligations of the Corporation in accordance with the respective terms and provisions thereof.

IN WITNESS WHEREOF, I have executed this Certificate this 2nd day of June, 2017.

Kevin A. Fox,
Sr. Vice-President, General Counsel and Secretary

EXHIBIT "A"

Scope of Work

Managed Print Service Statement of Work (SOW)

1 Introduction

The City of Long Beach is seeking a Vendor to provide end-to-end managed print services. The successful proposer will provide top tier printing and copying products, leverage industry best practices, and provide the tools and services needed to lower our overall printing costs.

1.1 Background

The City of Long Beach has a population of approximately 465,000, covers 52 square miles in Southwest Los Angeles County, and is the seventh largest city in California (third largest in Southern California behind Los Angeles and San Diego). The City of Long Beach is recognized as the home of the Queen Mary, the Aquarium of the Pacific, the Long Beach Grand Prix, America's cargo gateway to the Pacific Rim through the Port of Long Beach (the Nation's second busiest container port), one of the world's most environmentally safe offshore oil operations, and numerous major business and commercial enterprises .City of Long Beach employs over 5,300 employees through its 23 various departments.

1.2 Objective

The City is looking for an end-to-end managed print solution from a partner who will support continuous improvement, increased efficiency, and ongoing cost reduction. The selected Vendor shall implement the change management plan by using the latest technologies and solutions to drive continuous improvement in our printing environment.

2 Purpose

The purpose of this Request for Proposal is to identify Vendors who will enable the City of Long Beach to meet the objectives described in the preceding section.

The City of Long Beach will use this information to select a Vendor and award the contract.

3 Managed Print Services Requirements

3.1 Supporting Documents

In support of the awarded solution, and to ensure the Vendor meets all of the City of Long Beach's requirements, the City shall use a series of consultants change management plan documents to define procedures for each operations area. These documents (based on existing policies and procedures) shall be collected into an Implementation & Change Management Plan summary and will be jointly finalized by the City and the selected Vendor.

3.2 Business Capabilities

Vendor shall provide the following business capability requirements.

Products

A. Multi-Function Device (MFD) Printing Hardware
    a. Vendor shall provide equipment to meet the City of Long Beach's business requirements for printing, copying, scanning, and faxing.
    b. Vendor shall provide maintenance and repair support for new installs and optionally for the existing fleet of MFDs, copiers, and desktop printers shown in Exhibit A.

B. Supplies and Consumables
    a. Vendor shall supply all consumables required for image creation including toner cartridges, developer, waste toner bottles, staples, and maintenance kits for all new installs, and optionally for the existing fleet of MFDs, copiers, and desktop printers shown in Exhibit A.
    b. Vendor shall have a consumables ordering and management process approved by the City.
    c. All supplies must be original equipment manufacturer (OEM) or City approved OEM compatible cartridges.

C. Software
    a. Contracted Vendor, in addition to dispatching technicians on-site, will remotely monitor and support the Equipment for more timely and accurate resolution of problems. The City of Long Beach shall install Contracted Vendor or Manufacturer designated Meter Software that will automatically gather and send Meter Readings to Contracted Vendor Billing Department on a Pre-Scheduled Basis
    b. Vendor shall supply and support software for scanning, usage tracking, and fleet monitoring (including fax and scan usage, number of scans, how often paper size types are used, etc.).
        i. Vendor shall explain the types of usage reports they are able to provide.
        ii. Print Management Software shall have the ability for client log in with access to reports and features.

Administration

A. Optional Existing MFD/Printer Support & Services
    a. Vendor shall work with the City to manage the retirement and refresh of equipment on the City's existing lease schedules, as shown in Exhibit A.
    b. Vendor may optionally provide an alternate solution to the management of existing devices and contracts, such as buying out the current fleet and replacing it with the Vendor's own products. This shall provide overall cost savings while meeting the technology needs of the department.

B. Billing
    a. Billing must allow for customizable fields for department codes and criteria
    b. Each department shall receive a summary invoice for all departmental costs on a monthly basis.
    c. Estimating of meter usage for billing shall not be allowed.

d. All usage charges are to be billed in arrears and no base allowance or volume guarantee shall be included in any department order.

e. On a Quarterly basis, a Citywide billing and usage report shall be generated to reflect each department total devices, lease and/or usage charges for the previous quarter and actual saving achieved. The report shall sub-total each department with a Citywide roll-up of total costs.

C. Meter / Usage Readings Software

a. The Contracted Vendor will be solely responsible for obtaining and furnishing monthly/quarterly meter counts for all equipment. Meter counts shall be accomplished at no additional cost and without staff intervention or inconvenience.

b. Estimating of Meters is not allowed.

c. For non-networked small personal printers, the City may accept a per device flat rate that covers all toner and support without the need for meter readings.

D. Asset Management

a. Vendor shall update the City whenever an Install, Move, Add, Change, Decommissioning request, or break/fix incident, so requires.

b. Vendor shall provide certification for the wipe of hard drives or take other appropriate action prior to Move, Add, Change, or Decommissioning.

c. Vendor shall contact the TI Department to schedule the install or removal of any MFD or Printer and work within the approved security protocols.

d. The Vendor shall, at no additional cost, provide the ability to view invoices on-line via a secure customer portal.

Services

A. Cost Savings Plan

a. The City anticipates, on average, a 30% cost savings to the departments by implementing the Managed Print Services program which would result in $1 Million dollars back to the City's budgets. Vendor shall work within the documented Change Management Plan cost savings model and provide a verifiable savings reports on a per department and Citywide basis.

B. Department Assessments

a. Vendor shall work with consultant team to perform site assessments at each of the participating City departments to validate and document the MFD/printer device inventory, and to facilitate equipment optimization keeping within projected cost savings goals.

C. Vendor shall Install, Move, Add, Change, and Decommission (IMACD) all in-scope MFD's and Printers.

a. Install—Vendor shall perform the delivery, setup, and connection of equipment.

b. Move—Vendor shall re-locate an existing device from one physical location to another physical location.

c. Add—Vendor shall add a hardware or software component to an existing device.

    d. Change—Vendor shall modify an existing configuration within an installed device.

    e. Decommission—Vendor shall provide decommissioning and preparation for return of equipment.

    f. Vendor shall insure that all data on MFD hard drives is wiped upon removal from city locations.

    g. Vendor shall provide a pricing table for devices requiring to be moved to the new City Hall high rise building in 2019.

    h. Vendor shall wipe hard drives or take other appropriate action approved by the City of Long Beach prior to Move, Add, Change, or Install of any in-scope hardware.

D. Remote fleet monitoring and management.

    a. Vendor shall use monitoring tools for print device usage tracking and to aid in fleet optimization.

E. Vendor shall provide end user training on equipment.

    a. For new MFD or Printer installation, Vendor shall coordinate/schedule onsite training with the City of Long Beach department end users.

    b. Vendor shall provide follow-up training, if needed at no additional cost.

    c. Vendor shall supply other types of training resources such as web based training, job aids, support documentation, and self-help resources

F. Vendor shall support the City Change Management Plan.

    a. Vendor shall work with consultant to finalize and implement the change management plan based on current contract termination dates and department needs, as well as a communication/marketing plan to introduce the managed print service to end users.

G. Vendor shall provide ongoing fleet optimization.

    a. Vendor shall use monitoring tools, site assessments, new technologies, and other resources to initially assess the City of Long Beach print environment and finalize recommendations to optimize the print environment.

    b. Vendor shall monitor the fleet in order to seek optimization opportunities on a quarterly basis and stay within the change management plan cost savings guidelines.

4 Technical Requirements

4.1 IT Security Requirements

Configuration Management

    a. The MFD system shall be configured to provide only essential capabilities, and to restrict the ability to access and change MFD settings such as double sided printing, default black and white printing, etc.

    b. Unnecessary ports, protocols, functions and services shall be disabled. MFD settings shall be set for printing from a selected set of IP addresses.

    c. Selected vendor shall ensure that MFDs are compatible with all existing and future City utilized applications.

Maintenance

a. The Vendor shall be responsible for implementing a security patch management program within the City of Long Beach's policies/practices for implementation.

b. Authentication and authorization methods are required for remote maintenance and diagnostic sessions. Remote maintenance and diagnostic activities shall be documented.

c. Remote maintenance and diagnostic activities shall be authorized, monitored, and approved by the City of Long Beach

d. Only authorized maintenance personnel shall perform information system maintenance.

4.2 Retirement of Existing MFD Contracts Roles and Responsibilities

The City's current fleet of 280 Xerox and Konica Multi-Function Devices (MFDs) is contained within various separate lease/services contracts, all of which will come to termination over the next four (4) plus years. See Exhibit A for a list of the MFD lease contracts and end-of-lease dates.

The functions and responsibilities of the Parties with respect to MFD removal and upgrade services are described below.

Responsibility Matrix: Retirement of Existing MFD Contracts

#	Responsibility – Retirement of Existing MFD Contracts	Role	
		Vendor	City
1.1	Remove and return all MFDs to the current leasing company at the end of their scheduled lease periods as requested by City.	X	
1.2	Replace out-of-lease MFDs with new equipment based on the City of Long Beach approval and/or approved optimization plan.	X	
1.3	Return out-of-lease MFDs to leasing company within thirty (30) business days, starting from one (1) business day prior to lease expiration date.	X	
2.0	**Return of Leased Equipment**		
2.1	Perform the preparation, shipment, and handling of out-of-lease MFDs being returned to the leasing company.	X	
2.2	Clean print device and securely package before returning to leasing company.	X	

2.3	Return to designated leasing company location in visibly acceptable appearance.	X	
2.4	Vendor assumes liability for loss or damage once the MFD is removed by City premises.	X	
2.5	Responsible for filing any insurance claims should the equipment be damaged during transit.	X	

4.3 Customer Support/Maintenance

Vendor shall provide maintenance service calls during the City of Long Beach working hours, Monday through Friday, 7:00 am to 6:00 pm (PST), excluding the City of Long Beach holidays. Under certain special circumstances, the Vendor may be requested to provide support outside of regular business hours.

Vendor shall provide full coverage maintenance on all parts, service calls, and scheduled preventative maintenance calls at frequencies defined in the Manufacturer's specifications.

Customer Support

A. The Contracted Vendor shall provide, at no additional cost, a live person, toll-free phone line to place service calls, order parts and supplies, and provide technical support.
B. The Contracted Vendor shall , at no additional cost, respond to all emergency service requests within two (2) hours and begin repairs within four (4) hours unless other arrangements are made.
C. The Contracted Vendor shall, at no additional cost, have a 24-hour toll-free phone support line for hardware and software issues, as well as available on-site technical support from 8:00 a.m. to 5:00 p.m.
D. If the Vendor requires a machine to be removed from the City of Long Beach premises for repair, the Vendor shall provide end users with a loaner machine of similar functionality for use during the period of the repair.
E. Vendor shall be responsible for the work performed by any and all sub-contractors engaged by Vendor in support of the award of this contract, and persons directly or indirectly employed by third parties.

Service Level Requirements

A. Maintenance: Contracted Vendor shall provide full coverage maintenance on all contracted equipment including, but not limited to, parts, service calls, and scheduled preventative maintenance support. The Contracted Vendor's helpdesk will take all support calls and offer

assistance over the phone via the Vendor's remote diagnostic capabilities to get the City up and running faster. Should an on-site technician be needed, an estimated time of arrival (ETA) shall be provided with a courtesy follow up via phone.

B. Service Loaner: If the main copy/print engine is deemed inoperable and Manufacturer authorized service personnel is unable to correct the problem within sixteen (16) working hours, the City may request a loaner of similar or upgraded features at no additional cost until the main copy/print engine is repaired.

C. Replacement Guarantee: If the Contracted Vendor is unable to repair a problem, the Vendor shall, at the City's request, replace it without charge with an identical model or, at the option of manufacturer, with a machine with comparable features and capabilities.

D. Contractor shall meet or exceed industry standards in response, repair, up, and down times as defined in the section below.

Minimum Service Response Times / Uptime Guarantee
    a. Response Time   Four (4) Hours Maximum (emergency service requests)
    b. Repair Time   Two (2) hours average
    c. Minimum Uptime   98%
    d. Maximum Downtime 2%
    e. Response Time - Time measured from logging of service call until technician arrives on scene or clears by phone.
    f. Repair Time - Time required for a technician to troubleshoot, diagnose, and repair a copier measured from arrival on the scene to completion of call. This does not include time required for shipment of certain parts.
    g. Minimum Uptime - Percentage of time machine is available for basic operation in comparison to hours of operation as determined by the City.
    h. Maximum Downtime - Percentage of time machine is unavailable for basic operation in comparison to the hours of operation as determined by the City.
    i. Emergency Service Request – Request for service when any of the three (3) main functions is in operable. (Copy/Print/Fax) excludes preventative maintenance calls.

E. User Uptime

User Uptime	Minimum Acceptable Level	Objective
Percent of time users must be able to print, copy, fax, and scan to print devices	98%	The City of Long Beach's business and operational uptime requirement. Measured monthly.

    a. Users must be able to print, copy, fax, and scan to the City of Long Beach print devices 98% of the time

    b. Compliance is confirmed by service request and problem resolution records to determine when users are down without both their main and backup devices for print, copy, fax, and scan.

F. Uptime Guarantee - Vendor maintenance procedures shall be designed to average up to a 98% uptime, but in the event the mainframe provided is not operational (excluding preventive maintenance and operator preventable calls) during any 60-day period, Contracted Vendor will request a loaner of similar and upgraded features at no additional cost until your mainframe is repaired.

G. Supplies Replenished and Replaced

    a. Supplies shall be received within (2) two working days of a low toner alert, with a full supply set per printer stored on-site at all times or as agreed per department.

H. Dispatched Repair Service

    a. Per industry standards, a certified technician arrives on-site within (4) four hours of service call being dispatched to Vendor 98% of the time.

        i. Response time is measured from the logging of a service call until the technician arrives at the City of Long Beach department or clears by phone.

        ii. Repair time is the time required for a technician to troubleshoot, diagnose and repair a machine measured from the arrival at the City of Long Beach department to completion of the call.

    b. Repair Service Level Agreements, SLA's

        i. 50% of Print Devices are resolved within six (6) hours or less

        ii. 95% of Print Devices incidents are resolved within 24 hours

        iii. 100% of Print Devices incidents are resolved within 48 hours

    c. A service log on the customer portal allows customer administrators to see the current status of open and closed service requests within three (3) hours.

    d. Compliance is demonstrated by Vendor's date-stamped records of service call requests and resolutions. The record shall clearly state when the on-site response took place and when the request was resolved and the ticket closed with a satisfactory resolution. The City of Long Beach may review compliance quarterly.

I. Billing

    a. The billing shall be complete, accurate, on time, and easily audited.

    b. Errors must not exceed 2% of the devices billed and the itemized errors and corrections shall be received within twenty (20) days after the end of the following month.

    c. The City of Long Beach Department and the Vendor shall agree on what information the invoice will contain, the billing process between both parties, and how it will be formatted.

    d. Vendor shall provide consultant with usage and billing stats quarterly.

5 Vendor Reporting & Communication Requirements

5.1 Quarterly and Annual Account Reviews:

Upon request, the Vendor shall conduct in person Quarterly Business Reviews (QBRs) with the City of Long Beach's major departments and contracted consultants to discuss the status of the fleet. Vendor shall meet with each department's Administrative Officer at minimum once per year. A City Wide account review shall be conducted annually with Technology and Innovation department management to validate cost savings, project milestones, and projections for the following year.

On a quarterly basis, Vendor shall provide electronic reporting related to the activities in this SOW with the following categories and types of reports. These reports shall be made available in an electronic format to Technology & Innovation and participating Departments quarterly or as requested.

A. Department printing volumes broken out by color and black & white per device.
B. Number and types of devices in the fleet summarized by department and citywide.
C. Pro-Active over- and under-utilized equipment optimization/swaps.
D. Break/Fix volume of calls.
E. Change Management Plan status. IMACD
F. Knowledge Management information and/or support that will benefit the City's end users and internal support teams.
G. A list of devices that experienced multiple repairs in the previous quarter, or re-occurring 180 day period, along with an action plan/recommendation for permanent correction.
H. Ongoing continuous improvement relative to print throughout the entire City of Long Beach environment.
I. Billing Reports
J. SLA Achievement Reports
K. Status of any additional projects.

5.2 General Communication Obligations

A. Vendor shall give the City of Long Beach ninety 90 days' advance notice of any new models of equipment or software proposed to replace end-of-life equipment or software.
B. Any new equipment or software proposed for deployment on the City of Long Beach network shall be brought in for prior testing and approval.
C. All replacement device pricing shall meet the same or lower cost level of equal to the replacement Model capabilities, features, and accessories.
D. City consultant may validate hardware, software, and services pricing on all future technology options added to the standard City Wide MFD pricing matrix template over the term of this agreement.

E. New Model pricing is expected to be at the same discount levels as originally contracted as a result of this RFP and may not be higher than provided to other government organizations of similar size and scope.

6 Resource Requirements & Qualifications

6.1 Key Personnel

A. The Vendor shall provide a Customer Support Team led by a Program/Project Manager who shall have overall responsibility for all activities related to this project.
B. The Vendor shall provide an organizational chart listing the team members along with profiles of their skills, qualifications, and responsibilities.
C. Vendor shall provide the City of Long Beach with ten (10) days' advance notice when a Strategic Account Manager will no longer be supporting the City of Long Beach and schedule an introduction of any replacement personnel.

6.2 Inside Customer Service/Support Personnel

City is looking for a single source Managed Print Services provider with experience in managing major account business. The City's preference is a Vendor with internal non-sales support staff dedicated to manage the customer relationship alongside the Sales Executive. This person shall be experienced in supporting major account business and provides the following customer support responsibilities for the Vendor:

Managed Print Services provider shall be directly responsible for the fulfillment of all SOW and SLA commitments with the City of Long Beach in support of vendor sales team and work to create and implement specific operational practices including:

A. Continually monitoring existing service levels and compliance to SLAs
B. Providing interface between end-users, technical support, and resources to improve/maintain customer satisfaction
C. Acting as the primary point of contact for all aspects of the contractual relationship with the customer
D. Developing continual process improvements
E. Working closely with Vendor operations team on implementation and deployment of print technology and support services, including inventory collection and management, and consumables management while monitoring adherence to all SLAs
F. Facilitating quarterly/semi-annual performance reviews
G. Resolving customer complaints and concerns by investigating problems; developing solutions and managing through to resolution
H. Providing reporting metrics and tracking data as required to fulfill SLAs
I. Developing and documenting implementation plan for each additional phase of the client Change Management Plan
J. Following-through on mission critical activities identified by the Client and Internal Management

6.3 Technical Support Personnel

A. The Contracted Vendor shall be authorized by the original equipment manufacturer (OEM) to service the equipment during the entire term of the Contract.
B. The Contracted Vendor's service technicians shall be OEM trained and certified during the entire term of the Contract.
C. The Contracted Vendor shall only use only OEM genuine or OEM approved parts and supplies to maintain the equipment. Contracted Vendor shall have same-day or next-day delivery for parts and supplies, with the parts delivered to the City or brought in by a service technician.

6.4 Optional On-Site Support

Should Vendor provide the optional on-site support for the Police Department or other City locations, assigned on-site vendor associate shall be responsible for the following tasks:

A. Develops and maintains a preventative maintenance schedule for all department MFDs.
B. Acts as the first point of contact for all MDF related service requests. Provides first response basic break/fix service. If needed, places a follow up service ticket in Xerox system.
C. Maintains an appropriate on-site inventory of parts and consumable supplies and responds to requests from department staff to install toner and paper.
D. Monitors all devices usage meters monthly and quarterly and submits meters for billing.
E. Ensures all SOW requirements are met for department uptime and satisfaction.
F. Utilizes the vendor provided computer with secure access to wireless internet services outside the department network from a provided workspace.
G. Passes a Police Department standards background check for security purposes.
H. Complies with California Law Enforcement Telecommunications System (CLETS) Policies, Practices and Procedures 1.6.4 Confidentiality of Information from the CLETS. Only authorized law enforcement, criminal justice personnel or their lawfully authorized designees may use a CLETS terminal. Any information from the CLETS is confidential and for official use only. Access is defined as the ability to hear or view any information provided through the CLETS.

7 Roles and Responsibility Matrix

Vendor dispatched service technician shall perform the services listed in the following sections. This is a summary of the City and Vendor general responsibilities and roles and does not limit additional items that may be added in the future.

Service Responsibility Matrix: On-Site and Dispatched Services Roles and Responsibilities

#	Responsibility – On-Site and Dispatched Services	Role

		Vendor	City
1.0	**General**		
1.1	Provide trained on-site or dispatched CEs to perform Onsite and Dispatched Services.	X	
1.2	Coordinate and provide Hardware Break/Fix Incident troubleshooting and resolution, and Service Request support for in-scope hardware.	X	
1.3	Manage operations within the standard Incident and Service Request fulfillment process.	X	
1.4	Meet or exceed agreed upon service levels (SLAs).	X	
1.5	Manage CE productivity, efficiency, and professionalism within City offices.	X	
1.6	Assign and schedule qualified, City focused Customer Engineers to perform support services at City in-scope locations.	X	
1.7	Provide accurate information regarding status, resolution, and asset updates in Vendor system.	X	
1.8	Provide contact information for the end-user who reports an incident, or makes a request.		X
1.9	Perform remote diagnostics as applicable: hardware; software; application.	X	
1.10	Propose process and policy improvements through Continual Service Improvement process.	X	X
1.11	Approve process and policy improvements proposed by Vendor.		X
1.12	Ensure compliance with environmental, health, and safety requirements at customer locations.	X	
1.13	Produce monthly reports as described in Reporting and Communication Requirements, and make recommendations for improved reporting based on industry best practices.	X	
2.0	**Hardware Break/Fix**	**Vendor**	**City**
2.1	Provide City with vendor authorization to provide services for hardware with each device manufacturer, and cooperate with warranty assignment efforts.	X	
2.2	Provide service directly or coordinate service through a contracted and City-approved third party as necessary for in scope equipment and services.	X	

		Vendor	City
2.3	Manage the warranty process and work with third parties as necessary to obtain support for hardware that is out of scope, and as requested.	X	
2.4	Schedule services with end-user and provide ETA and updates for resolution.	X	
2.5	Provide hardware loaner for device(s) requiring removal for repair.	X	
2.6	Retain ownership of parts removed from equipment for repair.	X	
2.8	Repair in-warranty hardware to functional specifications in compliance with warranty guidelines, adhering to the warranty processes for repair service.	X	
2.9	Remove and recycle, or properly dispose of, packing materials and used parts from device installation and break/fix repairs.	X	
2.10	Provide transportation to and from the end-user location using Vendor provided vehicles for all incident types (request and break/fix).	X	
2.11	Develop a "Preventative Maintenance" program for supported print devices.	X	
3.0	**Desk-side Software Support**	**Vendor**	**City**
3.1	Provide software support remotely and at the desk side for all printing software in use at City that is accessed via a personal computing or wireless device.	X	
4.0	**IMACD (Installation, Move, Add, Change, Decommission)**	**Vendor**	**City**
4.1	Back-up available data (i.e. the contents of the MFD address book) prior to device replacement or IMACD, and restore data after service is performed if applicable.	X	
4.2	Coordinate, plan, schedule, and request through the System of Record all IT Hardware IMACDs.	X	
4.3	Receive IMACD requests from City and validate the IMACD request for completeness and authorization.	X	
4.4	Communicate to City personnel, as appropriate, scheduling requirements and blackout dates, to minimize the business impact on City operations.	X	
4.5	Confirm that all items within Vendor scope (e.g. hardware, software, parts, and configurations) necessary to execute the IMACD will be available for the scheduled	X	

		Vendor	City
	date of the IMACD.		
4.6	Confirm that all hardware, software, parts, network, cabling, configurations, and any other services/hardware not in scope for Vendor but necessary to execute the IMACD will be available for the scheduled date.	X	
4.7	Remediate any site readiness issues or availability of hardware, software, parts, network, cabling, configurations, and any other services/hardware necessary to execute the IMACD are in place prior to the scheduled IMACD.	X	
4.8	Develop and use checklists, sign off procedures for colleagues, and/or approved tools to determine user requirements.	X	
4.9	Work with end user and the Technology & Innovation Department to identify proper configuration for mapped print queue.	X	
4.10	Reload MFD system and application configurations, data, or backup files as necessary.	X	
4.11	Receive written acceptance / provide leave behind card upon completion of IMACD request.	X	
4.12	Update the asset management tool with updated asset information via bi-directional ticketing system.	X	
5.0	**Install**	**Vendor**	**City**
5.1	Place an approved install request with City TI Department prior to scheduling a device installation.	X	
5.2	Pick up device at either a City staging area or a Vendor staging area and deliver to end-user location.	X	
5.3	Disconnect old system and return it to the Vendor refurbishment / disposition location or hold for lease return instructions as requested.	X	
5.4	Unpack device and install per approved optimization plan and/or request by City.	X	
5.5	Map print queue to end users' workstations.	X	
5.6	Install, configure, and test new devices according to the established acceptance testing.	X	

		Vendor	City
5.7	Transfer the end-user identified data and settings from the existing system to the new system.	X	
5.8	Leave end user training materials/documentation.	X	
5.9	Dispose of any boot disks, backup CDs, packing materials or other materials delivered with the system according to City requirements.	X	
5.10	Update the asset record in the Change Management plan document to reflect changes in asset assignment.	X	
5.11	Communicate with City regarding problems with an IMACD request.	X	
5.12	Test the device(s) to confirm functionality.	X	
5.13	Provide desk-side orientation and training to the end user, or end user groups, appropriate to the authorized end-user(s) receiving the MFD.	X	
6.0	**Add**	**Vendor**	**City**
6.1	Place an approved Add request with Vendor via an approved City Purchase Order.		X
6.2	Confirm the requirements and scope. Contact Long Beach TI department to coordinated network install.	X	
6.3	Contact the end-user to schedule an appropriate, agreed upon time for the installation to take place.	X	
6.4	Carry out the Add in accordance and compliance with instructions provided in the request.	X	
7.0	**Move**	**Vendor**	**City**
7.1	Place approved move request with Vendor via a Service Request from the system of record.		X
7.2	Communicate to the end-user any prerequisites and any procedures that need to be followed before or after the move is complete and confirm the requirements.	X	
7.3	Conduct pre-move checks and determine and make any site preparations that need to be completed before the scheduled move date.	X	

7.4	Provide City with certified security wiping of memory or hard drive or take other appropriate action approved by City to delete all data or other information stored or copied on item to be Moved.	X	
7.5	Disconnect a currently installed system unit including directly attached peripheral devices.	X	
7.6	Pack the hardware for movement from the end-user's current location based on the requirements of the move.	X	
7.7	Transport or ship the Hardware to the end-user's new location.	X	
7.8	Unpack and reconnect the same system unit and its directly attached peripheral devices for the respective end-user.	X	
7.9	Conduct the manufacturer's standard installation tests upon completion of such activities to verify the hardware and software are functional with network connectivity.	X	
7.10	Update the request in the system of record.	X	
7.11	Update the City Change Management plan tracking to reflect changes in the location of the asset in the same month the asset changes occurred.	X	
7.12	Coordinate the shipment of hardware between City sites and prepare the hardware to be shipped.	X	
7.13	Pay for packing material, transportation, or shipping when a common carrier or a third party transport company is required for the move.	X	
8.0	**Change**	**Vendor**	**City**
8.1	Place approved change request with Vendor via an approved communication process.		X
8.2	Confirm the requirements and scope of the change request and schedule an agreed-upon time with the end user for the work to be completed.	X	
8.3	If applicable, provide City certified security wiping of memory or hard drive or take other appropriate action approved by City to delete all data or other information stored or copied on item to be changed	X	
8.4	Carry out the change in accordance and compliance with instructions outlined in the request.	X	

8.5	Update the change request in the system of record.	X	
8.6	Update the City Change Management Plan tracking as applicable to reflect the change to the asset(s) asset in the same month the asset changes occurred.	X	
9.0	**Staging**	**Vendor**	**City**
9.1	Optionally provide Vendor with asset tags to be attached to devices requiring Customer asset tracking.		X
9.2	If requested, apply asset tags to devices according to City procedures and approved processes.	X	
9.3	Stage and configure hardware per the configuration and preparation instructions in accordance with approved City procedures, including software installation.	X	
9.4	Perform quality assurance testing to eliminate system defects and inoperability.	X	
9.5	Provide City with certified security wiping of memory and hard drives or other appropriate action approved by City to delete all data or other information stored or copied on item to be Staged.	X	
9.6	Update City Change Management plan tracking within same month of any asset changes.	X	
9.7	Store, stage, configure and deploy hardware to meet daily IMACD requirements of City.	X	
9.8	Pack hardware for delivery.	X	
10.0	**Decommissioning**	**Vendor**	**City**
10.1	Communicate to City that hardware is ready for decommissioning, donation or refurbishment.	X	
10.2	Provide City with certified security wiping of memory and hard drives or other appropriate action approved by City for all removed MFDs to delete all data or other information stored or copied.	X	
10.3	Coordinate with City department for scheduling pick-up of hardware.	X	

SHARP®

SHARP BUSINESS SYSTEMS

March 30, 2018

Narrative/Technical Proposal for:

City of Long Beach

RFP No. T1 18-048

Purchasing Division

Sokunthea Kol, Buyer (562) 570-6123

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Sharp Business Systems

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Phone: 888-258-2802/ Fax: 619-258-1406

www.sharpusa.com

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SUPPLEMENTAL DOCUMENTS INCLUDED

Sharp Corporation Annual 2017 Financial Report
Remote Fleet Security Overview
Facilities Manager Technical Overview

Cover Letter 4.5.1

Dear Sokunthea,

It is with great pleasure that we submit this proposal to the City of Long Beach, (City).

Thank you for allowing us the opportunity to present this proposal to your organization.
Sharp Business Systems (SBS) is the direct arm of Sharp Electronics in North America. We have offices all over the country. Our focus is to offer the best possible solution with continued care, service and support throughout the contract. We have been servicing California for over 40 years. Our favorite mantra, "clients for life" represents our hard work and dedication. We welcome you to tour our facility and encourage you to reach out to our references and hear what they have to say about working with Sharp Business Systems.

We are serious about helping our clients improve their business processes and save money. We have put forth a great effort to create the most beneficial solution for the City. We believe our proposed MFP and MPS solution will easily handle the stated requirements for the City. All of this technology is included in the pricing we have provided.

All of our quotes include set-up, delivery, installation, networking, and free ongoing training. Our pricing also includes a check to the City of Long Beach for $22,000 to pay for the consulting fee. The check will come within 90 days of the installation of equipment. We will also be moving the city hall equipment for free once the new city hall opens in 2019. Lastly, our pricing includes a full time CSR, non-sale related employee, and a service technician as requested in the RFP.

We have served many long term clients similar in size and scope to the City of Long Beach, such as Pepperdine University, City of San Diego, Superior Courts of Orange County, City of Chino Hills, and Los Angeles Department of Water and Power. We take pride in the length of time our account managers and management team have been with us. It is one of the main reasons our clients stay with us for such a long period of time. The account managers we are assigning to the City have been with SBS for 15 years and 7 years. The senior leadership team in Southern California has been here for 20+ years. Our staff does not turn over because we offer a unique family atmosphere not normally found in the office technology sector. The City can feel comfortable knowing that the people they deal with at SBS in year one will be the same people they are dealing with in year 5 of our agreement. We have the expertise, staff, and facilities to provide the City with state of the art equipment and superior service. Sharp's Managed Services program offers a broad array of robust solutions designed to help streamlining processes, assist IT and manage your fleet. Sharp's ability to leverage national buying power with local presence ensures great results. We look forward to serving you in the future.

Sincerely,

Dale Wedge
Christopher Hart
Brent Shoemaker
Sarah Razi

Statement of Understanding and Approach 4.5.2

We at Sharp Business Systems strongly believe any solution we create begins with The City of Long Beach and its users. Below you will find the Executive Summary of information we have gathered regarding your current situation, your objectives to change them, the criteria you have established for making a decision, and a synopsis of our intention and proposal to meet and exceed those objectives.

Your Current Situation
Here you will find an abbreviated list of your current situation including items such as current equipment, cost and volume; any problems you want to address; and/or anything we may have noticed in our analysis that we want to bring to your attention.

1.   Fleet of 280 total Print Devices including Xerox MFP's, Konica MFPs public library vend machines, and HP Laser Jet Printers.

2.   Looking for a vendor to provide an analysis of the City's document imaging technology, TCO and usage patterns and manage appropriately. There is an added level or complexity due to the fact that there are multiple existing vendors and more than one lease end date.

City's Objectives
Changes you want to make to your current situation to benefit your organization:

1.   Transition the City's infrastructure to an optimized print environment tailored to the City's requirements.

2.   Simplify and facilitate the City's printing, scanning and copying to one vendor.

3.   Implement a creative, innovative solution that maximizes efficiency

4.   Provide real-time reports and QBRs for analytics and MFP cost control using our dedicated CSR and Account Managers.

5.   Streamline accounting and billing practices and easily generate usage reports in both detail and summary levels

6.   Winner vendor to upgrade leases as they come due over a period of several years, while saving the City of Long Beach a minimum of 30% over their existing print spend.

Sharp's Main Focus in Conjunction with Your Decision Criteria
The top 5 items upon which Sharp will be focusing on based on your criteria:

1.   Active, hands-on engagement as a vendor that will serve as a true business partner in the project and views it as a true print management initiative

2.   Provide a customized solution of quality products, hardware and software, which meets and exceeds the City's stated Requirements of the RFP along with all specifications outlined in Scope of Services and the Questions and Answers.

3.   Convey our stability and reliability through our experiences and records of past performance in delivering such services.

4.   Showcase seamless integration of technologies and availability of high quality personnel with required skill and experience

5.   Offer aggressive initial overall cost of proposal with a concentrated approach in developing a long term cost control program for the City

Sharp Electronics Corporation

D&B: 00-181-8012

SIC: 3651, 5734

Founded In 1912

Fortune 250 Company

2014 Annual Revenues: $28.6 Billion

Annual R & D Expense: $1.29 Billion

50,000+ employees

Since its founding in 1912, Sharp Corporation (Japan) has endeavored to pioneer new fields and develop original products. Sharp founder Tokuji Hayakawa coined the phrase "Make products that others want to imitate" to embody the management concept at Sharp. In 1912, he invented the snap belt buckle and three years later brought the Ever-Sharp mechanical pencil to the market. Since then, Sharp has been on the cutting edge of technology, consistently innovating new appliances, industrial equipment and office solutions, and changing the lives of people around the world.

Beginning with the invention of the Ever-Sharp Mechanical Pencil, from which the company name is derived, Sharp has introduced a succession of innovative world firsts including the all-transistor desktop calculator, the long-life laser diode, the 14" color TFT LCD unit and the LCD Viewcam. In addition, Sharp developed and manufactured Japan's first radio, television, and microwave oven, electronic calculator with LCD display, solar cell, and electronic organizer and LCD video projector.

Sharp's commitment to the United States marketplace began in 1962 when Sharp Electronics Corporation (SEC), the U.S. sales and marketing subsidiary of Japan's Sharp Corporation was established. SEC provides one of the broadest and innovative lines of business products, electronic components and consumer electronics.

In 1972, Sharp entered what was then called the photocopier business. This has grown to include multifunction print devices, related imaging equipment, solutions, accessories, supplies and services. Sharp Imaging and Information Company of America (SIICA), a division of SEC, markets, sells and services advanced multifunctional peripheral (MFP) systems that help companies manage workflow efficiently and increase productivity. In addition, SIICA markets and sells Professional Display Monitors and Interactive Display Systems.

Sharp continues to redefine document technology by offering products that are easy to use, customizable and secure.

Sharp aims to realize its business philosophy throughout all its activities. Possessing a "gene of creativity" since its foundation, Sharp will continue to offer one-of-a-kind products and new lifestyles as a corporation trusted around the world.

Who We Are

Sharp Business Systems is the direct sales organization of Sharp Electronics Corporation, a $26+ billion global technology innovator that employs over 50,000 people worldwide.

What We Do and How We Do It

We provide state-of-the-art technology to our business partners that are comprehensive, flexible and tailored to your needs.

It's not what we do, but how we do it that makes us different. First, we build strong, trusting and long lasting relationships. We believe business is still people doing business with people and it's our people that set us apart from our competition.

Local Support - SBS provides your business with world-class Sharp products and first-rate service while giving you access to local management and account support in the areas of service, IT, billing, sales, product training and more.

National Support - We have the ability to support your organization on a national level with 36 SBS locations in the U.S. that are augmented by a nationwide network of 400 plus authorized Sharp service providers. Our local management and nationwide support makes SBS an outstanding provider for multi-city installations.

Stability

There has been some transition in our industry with dealers and distributors regularly changing manufacturers. Our stability gives clients peace of mind knowing they are dealing with an organization that can take care of them now and in the future.

The Results

By establishing mutually beneficial relationships with our clients, we have been able to save them millions of dollars through creative solutions, inventive ideas and the right mix of technology. SBS prides itself on maintaining a strong customer retention rate and continually gaining new business through client referrals.

SBS is part of Sharp Electronics Corporation, a global technology innovator.

Our branches combine the resources of a multi-billion dollar corporation with the value of local representation.

We keep clients informed on the latest innovations to ensure their current technology meets their ever-changing demands.

Through creative solutions and the right mix of technology, we help improve our clients' bottom line, efficiency and security.

WHO IS SHARP BUSINESS SYSTEMS?

4.5.2 A. Managed Print Services Innovation

Sharp's MPS program is the perfect fit for the City of Long Beach. We manage copier and HP printer fleets that range from 50 units to over 4,000 units in one single client. Here is a snap shot of how it works.

- Reduce your total printing cost, avoid unpredictable cost due to page fill
- Single source provider for all of your printing need, one monthly bill
- Remote diagnostic software, monitor print usage, right size your fleet
- Lock in your "cost per print" and easily control your departmental expenses
- Average 4 hour response time and on-site visits

SHARP

SHARP BUSINESS SYSTEMS

EQUIPMENT ID# 5710042830

Service / Supplies...........877-686-5277
Sales & Admin.................888-258-2802

5710042830

P5F2
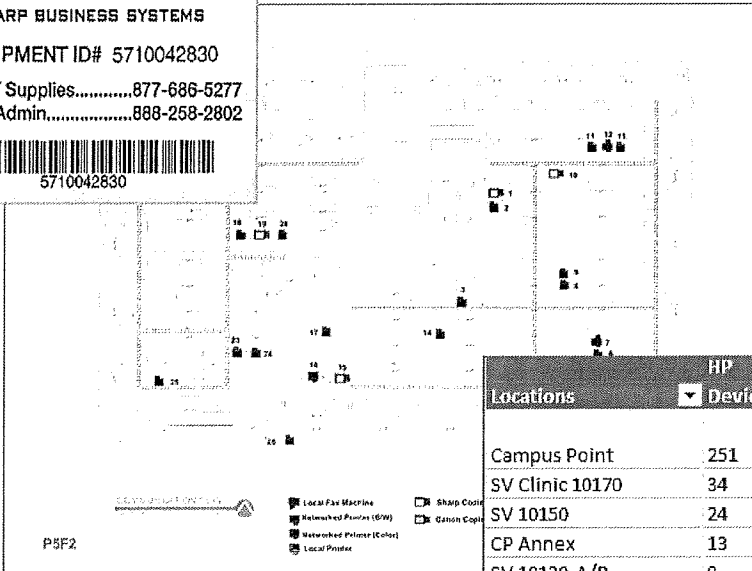
USAGE	Avg monthly MONO	Avg monthly COLOR
Campus Point	796,064	25,127
LaserJet P4015	421,198	-
LaserJet 600 M602	159,645	-
LaserJet 4250	149,793	-
LaserJet 4200	23,430	-
LaserJet 400 colorMFP M475dw	11,463	2,800
Color LaserJet 4700	6,269	8,577
LaserJet M605	5,946	-
LaserJet 500 MFP M525	4,400	-
Color LaserJet CP4020 Series	3,820	4,768
LaserJet 500 color MFP M575	3,611	3,959
LaserJet 4300	1,835	-
Color LaserJet MFP M476dn	1,608	1,564
Color LaserJet CM4730 MFP	989	739
	810	-
M475dn	527	890
MFP	521	1,166
	201	666
	35,767	9,934
	18,610	-
	6,648	-

Locations	HP Devices	SHARP Devices	Total Devices
Campus Point	251	122	373
SV Clinic 10170	34	8	42
SV 10150	24	12	36
CP Annex	13	13	26
SV 10130-A/B	9	1	10
SV 10110-A	4	3	7
SV 10110-B	5	2	7
SV 10130-C	3	3	6
SV 10110 Health Lab	2	1	3
Total Devices	345	165	510

Managed Print Services Fleet Assessment & Consolidation

Many print environments include a mixed use of connected and unconnected
MFP's, various single-function HP, Dell, & Kyocera printers, single function scanners, and fax machines.

We propose solutions that would include a similar number of MFP's while removing and consolidating
a percentage of the most expensive printers and fax machines.

Consolidation is based on the print volumes we discover across the fleet, usually a large
number of existing MFP's are under-utilized and the removal of printers would create
immediate and significant cost saving by redirecting "convenience" prints to MFP's. The photographs
below represent redundancies we discover during print device assessments
within existing customer environments.

Sample

Managed Print Services Supplies

SHARP will provide a local method for ordering service and supplies for your fleet.
You can conveniently call, email or automate using the same contact information as your copier fleet.

To automate toner and service delivery, diagnostic software must be installed on your network, and all devices must be networked and actively reporting.

To order by **phone** please call your SHARP Supplies desk

To order by **email**: please email your SHARP Supplies desk

Please have your **EQUIPMENT ID** number(s) ready

SHARP®
SHARP BUSINESS SYSTEMS

EQUIPMENT ID# 5710042830

Service / Supplies............877-686-5277
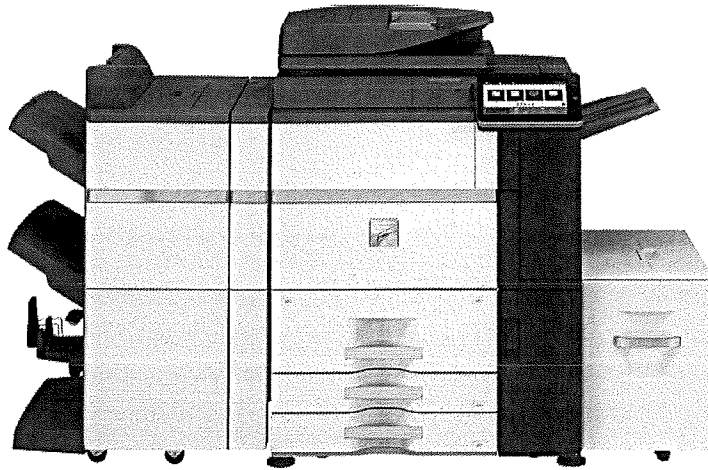Sales & Admin..................888-258-2802

5710042830

Service and Supplies ordered for unmanaged devices (without a sticker or equipment ID) will not be available until added to the MPS contract. Please give us a call or email when you add or retire devices to your fleet.

4.5.2 B. MFD and Printer Solution Overview

Sharp MX7580

High-speed color document systems combine proven reliability with intuitive operation in a modular design. Inspired by the latest application and imaging technologies, these new models offer a rugged design and a user friendly experience, helping to streamline document workflow like never before. Built for high-volume office environments, small central reprographics departments and copy rooms, these new document systems are complemented by the robust paper handling and productive output capabilities.

- 75 pages per minute, black & white and color output
- Paper capacity maximum: 8,500 sheets
- 3,000 Sheets Standard Paper Capacity - Tandem Sheet Drawer: One 1,200 sheet paper tray, One 800 sheet paper tray and Two 500 sheet paper trays
- 3,500 sheet letter-size large capacity cassette
- Retractable keyboard allows quick, easy and accurate data entry
- Web browser feature allows easy access to web-based information
- Large 10.1" high resolution touch-screen display with tilt view
- Sharp security platform with standard 256-bit data encryption and up to 7 times data overwrite protection
- Scan both sides of a document at once with the standard 150-Sheet Duplexing Single-Pass Feeder
- Real-time image preview feature with flick, tap and slide menu navigation
- Customizable home screen
- Triple air-feed paper handling option that is virtually maintenance free
- 1200 x 1200 dpi printing provides clear, crisp images
- Scans documents at up to 150 images per minute in both black and color
- Network ready PCL®6/PS3 printing system with direct print function and available XPS options
- Flexible paper handling system feeds up to 110 lb cover stock through paper trays and through bypass tray
- Belt fusing system offers low-power consumption, fast warm up and enhanced image quality
- Built on the latest Sharp OSA® development platform to make integration with network applications and cloud services easier than ever
- NEMA 6-20R – 20AMP, 120 VOLT

Sharp MX6070N

Sharp's MX-6070N high-speed color series document systems combine a modular, rugged design with robust paper handling and productive output capabilities that can streamline your document workflow like never before. Built for high volume office environments, small CRDs and copy rooms, the MX-6070N is a perfect fit where productivity and reliability are essential. A large 10.1" high-resolution, touch-screen display offers real-time scan-preview with intuitive flick and tap editing to help ensure your documents are produced accurately and without waste. With Sharp's next-generation micro-fine toner technology combined with 1200 x 1200 dpi print resolution and true Adobe® PostScript®, your business can produce professional looking color documents in-house with breathtaking image quality that is also economical. Sharp's Color Consistency System helps ensure brilliant, high-quality color output page-after-page. Sharp's new paper feed options utilize air-feed technology, which offer higher reliability and reduce wear on your media.

- 60 pages per minute, black & white and color output
- Paper capacity maximum: 8,500 sheets
- 3,000 Sheets Standard Paper Capacity - Tandem Sheet Drawer: One 1,200 sheet paper tray, One 800 sheet paper tray and Two 500 sheet paper trays
- 3,500 sheet letter-size large capacity cassette
- Retractable keyboard allows quick, easy and accurate data entry
- Web browser feature allows easy access to web-based information
- Large 10.1" high resolution touch-screen display with tilt view
- Sharp security platform with standard 256-bit data encryption and up to 7 times data overwrite protection
- Scan both sides of a document at once with the standard 150-Sheet Duplexing Single-Pass Feeder
- Real-time image preview feature with flick, tap and slide menu navigation
- Customizable home screen
- Triple air-feed paper handling option that is virtually maintenance free
- 1200 x 1200 dpi printing provides clear, crisp images
- Scans documents at up to 150 images per minute in both black and color
- Network ready PCL®6/PS3 printing system with direct print function and available XPS options
- Flexible paper handling system feeds up to 110 lb cover stock through paper trays and through bypass tray
- Belt fusing system offers low-power consumption, fast warm up and enhanced image quality
- Built on the latest Sharp OSA® development platform to make integration with network applications and cloud services easier
- NEMA 5-20R – 20 AMP, 120 VOLT

Sharp MX5070N

Sharp's MX-5070N color series document systems combine the simplicity of touch-screen menu navigation with robust multi-tasking workflow features that can help virtually any office accomplish more in less time. A large 10.1" (diagonally measured) high-resolution, tilting touch-screen display offers real-time image preview with intuitive flick-and-tap editing to help ensure your documents are produced accurately and without waste.
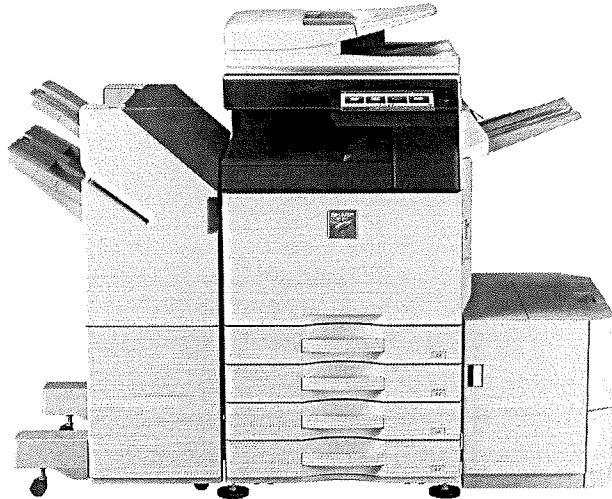
- 50 pages per minute, black & white and color output
- Large 10.1" (diagonally measured) high resolution touch-screen display
- Fully customizable home screen feature
- 2,000-sheet paper drawer option
- Flexible paper handling system feeds up to 80 lb. cover through the paper trays and up to 110 lb. cover through the bypass tray
- Scan both sides of a document in a single pass at up to 170 IPM with the standard 150-sheet duplexing document feeder
- Compact PDF feature dramatically reduces the file size of scanned color documents, resulting in decreased network traffic and more efficient use of disk and cloud storage
- Full-size retractable keyboard
- 1200 x 1200 dpi printing provides clear, crisp images even on jobs with fine detail
- Network ready PCL®6 and true Adobe® PostScript®3™ printing systems with direct print function and available XPS option
- Standard Wireless LAN connects to your network or allows users to print to and scan from the device via Sharpdesk® Mobile
- Web Browser feature with built in PDF Viewer allows easy access to web-based information and applications
- Supports the latest Sharp OSA development platform, enabling businesses to easily integrate with network applications and cloud services
- Supports Sharp's security platform with standard 256-bit data encryption, up to 7 times overwrite protection and convenient End-of-Lease feature
- NEMA 5-20R – 20 AMP, 120 VOLT

Sharp MX-4070N Advanced Color Digital Multifunction Printer/Copier/Scanner

The Sharp Advanced Series color workgroup document systems offer stunning color output with exceptional ease of use at speeds of 30-50 pages per minute. These new models are designed to provide users with a seamless, intuitive experience, and the confidence in knowing their jobs will come out right the first time, every time. The new color Advanced Series focuses on user operability and draws inspiration from the latest networking and imaging technologies available today, all to create a document system that delivers the productivity you need, with the reliable performance you want.
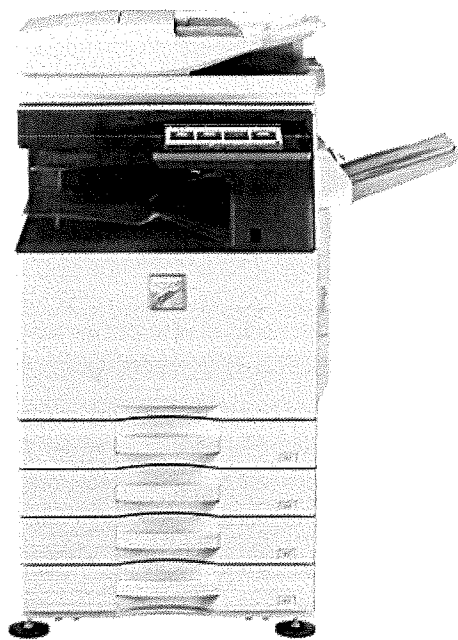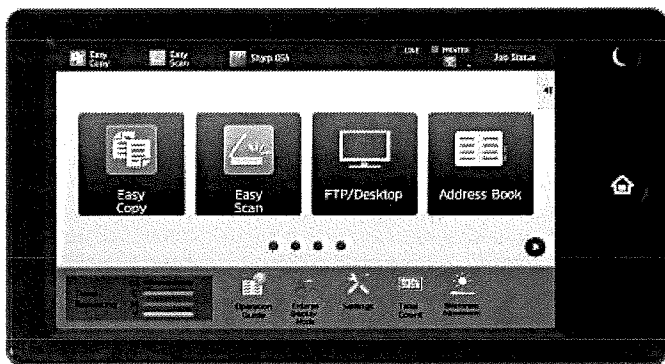
- 40 page per minute color and black & white output
- Same parts, toner and supplies for all models in series
- Large 10.1" high resolution touch-screen display and fully customizable home screen
- Walk up motion sensor
- 4x550 Sheet Paper Drawers 2,300-sheet paper capacity
- Flexible paper handling system feeds up to 80 lb. cover through the paper trays and up to 110 lb. cover through the bypass tray
- Scan both sides of a document in a single pass at up to 170 IPM with the standard 150-sheet duplexing document feeder and built in OCR to create editable PDFs and Microsoft files
- Full-size retractable keyboard
- Stapleless Staple feature for up to 5 pages creating a perforation at the corner to hold documents together and cut down on waste and staple costs
- 1200 x 1200 dpi printing provides clear, crisp images even on jobs with fine detail
- Network ready PCL®6 and true Adobe® PostScript®3™ printing systems with direct print function
- Standard Wireless LAN connects to your network or allows users to print to and scan from the device via Sharpdesk® Mobile
- Supports the latest Sharp OSA development platform, enabling businesses to easily integrate with network applications and cloud services such as Google Drive, etc
- Supports Sharp's security platform with standard 256-bit data encryption, up to 7 times overwrite protection and convenient End-of-Lease feature
- Secure access control that support the Active Directory® service, which lets you use the machine's log-on credentials for internal network folders. System administrators can easily keep track of user credentials, which makes for an efficient and highly secure operational environment.
- NEMA 5-15R – 15 AMP, 120 VOLT

Key Features Included for the City of Long Beach:
- Inner Stapling Finisher with Stapleless Staple
- Hole Punch
- Fax

Sharp MX-C402SC

Precision engineered to meet the demanding needs of today's workflow-intensive environments, the Sharp Frontier Scan-Centric series brings scanning and integration to a whole new level. Enabled with Scan2™ Technology and the award-winning Sharp OSA® platform, the MX-C402SC offers highly advanced scanning capabilities, providing impressive automated workflow processing and streamlined workgroup productivity.
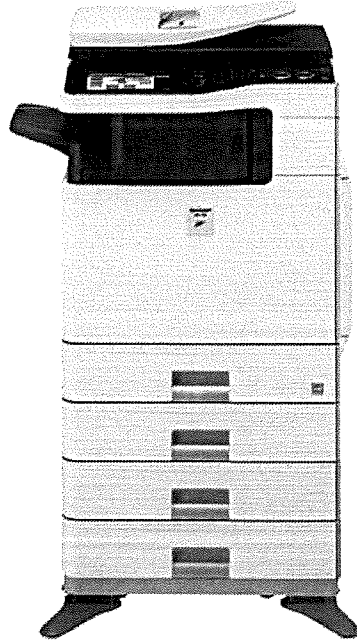
- 40 page per minute color and black & white output
- Flexible paper handling system feeds up to 80 lb. cover through the paper trays and up to 110 lb. cover through the bypass tray
- Scan both sides of a document in a single pass
- 1200 x 1200 dpi printing provides clear, crisp images even on jobs with fine detail
- Network ready PCL®6 and true Adobe® PostScript®3™ printing systems with direct print function
- Standard Wireless LAN connects to your network or allows users to print to and scan from the device via Sharpdesk® Mobile
- Supports Sharp's security platform with standard 256-bit data encryption, up to 7 times overwrite protection and convenient End-of-Lease feature
- Secure access control that support the Active Directory® service, which lets you use the machine's log-on credentials for internal network folders. System administrators can easily keep track of user credentials, which makes for an efficient and highly secure operational environment.
- NEMA 5-15R / 15 AMP, 120 VOLT

HP 608DN

This HP LaserJet Printer with Jet Intelligence combines exceptional performance and energy efficiency with professional-quality documents right when you need them—all while protecting your network from attacks with the industry's deepest security. FCC Class A emissions device for use in commercial environments, not residential environments. Workteams excel with HP's black-and-white office LaserJet printers, which pack extra punch with high-quality results, extra power, and more features.
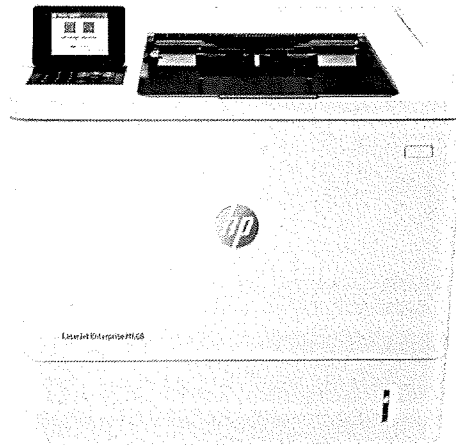
- First page out (ready) blackAs fast as 5.3 sec
- Resolution (black) Up to 1200 x 1200 dpi
- Resolution technology FastRes 1200; 1200 x 1200 dpi
- Monthly duty cycle Up to 275,000 pages
- Recommended monthly page volume 5000 to 25000
- Print Technology Laser
- Display 2.7-in (6.86 cm) QVGA LCD (color graphics) rotating (adjustable angle)
- Processor speed 1.2 GHz
- Number of print cartridges 1 (black)
- Replacement cartridges HP 37A Black Original LaserJet Toner Cartridge (11,000 yield) CF237A; HP 37X High Yield Black Original LaserJet Toner Cartridge (25,000 yield) CF237X; HP 37Y Extra High Yield Black Original LaserJet Toner Cartridge (41,000 yield) CF237Y [5]
- Print languages HP PCL 6, HP PCL 5 (HP PCL 5 driver available from the Web only), HP postscript level 3 emulation, native PDF printing (v 1.7), Apple AirPrint™
- Automatic paper sensor No
- Paper trays, standard 2
- Paper trays, maximum Up to 6
- Mobile Printing Capability HP ePrint; Apple AirPrint™; Mopria-certified
- Connectivity, standard 1 Hi-Speed Device USB 2.0; 2 Hi-Speed USB 2.0 Host; 1 Gigabit/Fast Ethernet 10/100/1000 Base-TX network; Hardware Integration Pocket
- Connectivity, optional HP Jetdirect 2900nw
- Print Server J8031A; HP Jetdirect 3000w NFC/Wireless Accessory J8030A
- Security management Identity management: Kerberos authentication; LDAP authentication; 1000 user PIN codes; optional HP and 3rd party advanced authentication solutions (e.g.; badge readers); Network: IPsec/firewall with Certificate; Pre-Shared Key; and Kerberos authentication; Supports WJA-10 IPsec configuration Plug-in; 802.1X authentication (EAP-PEAP; EAP-TLS); SNMPv3; HTTPS; Certificates; Access Control List; Data: Storage Encryption; Encrypted PDF & Email (uses FIPS 140 validated cryptographic libraries from Microsoft); Secure Erase; SSL/TLS (HTTPS); Encrypted Credentials; Device: Security lock slot; USB port disablement; hardware integration pocket for security solutions; Intrusion Detection with Red Balloon Security Technology - Constant in-device monitoring for

attacks; SureStart Secure Boot - BIOS Integrity Checking with self-healing capability; White listing - loads only known good code (DLLs, EXEs, ...); Security management: Compatible with HP JetAdvantage Security Manager, Device Security Syslog Messages processed and accessible in Arcsight and Splunk SIEMs

- Minimum system requirements 1.3 GB available hard drive space; Internet; OS hardware requirements see Apple.com for more info
- 2 GB available hard disk space; OS hardware requirements see microsoft.com
- Compatible operating systems Android, Linux Boss (5.0), Linux Debian (7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8, 7.9, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6), Linux Fedora (22, 23, 24), Linux Mint (17, 17.1, 17.2, 17.3, 18), Linux Red Hat Enterprise (6.0, 7.0), Linux SUSE (13.2, 42.1), Linux Ubuntu (12.04, 14.04, 15.10, 16.04, 16.10), OS macOS 10.12 Sierra, OS X 10.10 Yosemite, OS X 10.11 El Capitan, UNIX, Windows 10 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows 7 all 32- & 64-bit editions, Windows 8/8.1 all 32- & 64-bit editions (excluding RT OS for Tablets), Windows Vista all 32bit editions (Home Basic, Premium, Professional, etc.), Windows XP SP3 32-bit editions (XP Home, XP Pro, etc.)
- Memory, standard512 MB
- Memory, maximum1.5 GB, MAX memory, when 1GB Accessory DIMM is installed
- Printer managementHP JetAdvantage Security Manager; HP SNMP Proxy Agent; HP Web JetAdmin Software; HP WS Pro Proxy Agent; Printer Administrator Resource Kit for HP Universal Print Driver
- Supported network protocols Via built-in networking solution: TCP/IP, IPv4, IPv6; Print: TCP-IP port 9100 Direct Mode, LPD (raw queue support only), Web Services Printing, IPP 2.0, Apple AirPrint™, HP ePrint, FTP Print, Google Cloud Print; DISCOVERY: SLP, Bonjour, Web Services Discovery; IP CONFIG: IPv4 (BootP, DHCP, AutoIP, Manual, TFTP Config, ARP-Ping), IPv6 (Stateless Link-Local and via Router, Statefull via DHCPv6); Management: SNMPv2/v3, HTTP/HTTPs, Telnet, TFTP Config, FTP FW Download, Syslog; Security: SNMPv3, SSL Cert Management, Firewall, ACL, 802.1x
- Hard diskOptional, 500 GB (with accessory B5L29A)
- Paper handling input, standard 100-sheet multipurpose feeder, 550-sheet input feeder
- Paper handling output, standard 500 sheet output bin
- Duplex printing Automatic (standard)
- Finished output handling Sheetfed
- Media sizes supported feeder 1: A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Oficio (216 x 340 mm), 16K, envelopes (C5, B5, C6, DL ISO), Postcard (JIS single and double); feeder 2: A4, A5, A5-R, B5 (JIS), 16K
- Media sizes, custom feeder 1: 3 x 5 to 8.5 x 14 in; feeder 2: 3.90 x 5.83 to 8.5 x 14 in
- Media types Paper (plain, light, bond, recycled, heavy, extra heavy, cardstock, pre-printed, pre-punched, colored, rough, heavy rough), mono transparency, labels, letterhead, envelope, heavy envelope
- Supported media weight Feeder 1: 16 to 53 lb bond (plain), 16 to 24 lb (envelopes); feeder 2: 16 to 32 lb bond (plain)
- Media weights by paper path Feeder 1: 60 to 199 g/m²; feeder 2: 60 to 120 g/m²
- Power 100V - 127V nominal @ +/-10% (min 90V, max 140V); 50 - 60Hz nominal +/- 3Hz (min 47Hz, max 63Hz), 12 A; 220V - 240V nominal, @ +/-10% (min 198V, Max 264V); 50 - 60Hz nominal +/- 3Hz (min 47Hz, max 63Hz), 6 A
- Print speed, black (normal) Up to 65 ppm
- Power consumption 780 watts (printing), 15.3 watts (ready), 3.1 watts (sleep), < 0.1 watts (Auto Off/Manual On), < 0.1 watts (Manual Off) [3]
- Energy efficiency ENERGY STAR® qualified; EPEAT® Silver; EPEAT® Gold (#AAZ, #201 options only)
- Operating temperature range 15 to 27ºC
- Operating humidity range 10 to 90% RH
- Dimensions (W X D X H) 17 x 18.3 x 15 in
- Dimensions Maximum (W X D X H)17 x 40.9 x 17.8 in
- Weight 47.7 lbs
- Package weight 60.1 lb
- What's in the box: HP LaserJet Printer; HP Black Original LaserJet Toner Cartridge (~11K yield); CD with software drivers and documentation;Documentation (Hardware Install Guide); Power cord
- Cable included No, please purchase (USB) cable separately
- Software included: HP Connected, HP Device Experience (DXP), HP PCL 6 (XPS) Printer Driver, HP Software Installer/Uninstaller, Mac OS Welcome Screen (Directs users to 123.HP.com or OS App Source for printer software), Online user manuals

HP 477DN MFD

Not inkjet. Not laser. Introducing HP PageWide business printers. Get the best combination of lowest total cost of ownership, print quality, and speed. HP PageWide Pro delivers the fastest speeds in its class for up to 40% lower color cost per page than color lasers. Get professional-quality color and fast two-sided scanning, plus best-in-class security features and energy efficiency. Ideal for small and medium businesses that want affordable, professional quality and versatile document solutions in a fast, high-performance MFP. Dynamic security enabled printer. Only intended to be used with cartridges using an HP original chip.

- Functions: Print, copy, scan, fax
- Copies, maximum Up to 99 copies
- Fax transmission speed4 sec per page
- Fax memory Up to 100 pages (black and white); Up to 8 pages (color)
- Fax resolution300 x 300 dpi
- Speed dials, maximum number Up to 199 numbers
- Broadcast locations20
- Power Input voltage: 100 to 240 VAC (+/- 10%), 50/60 Hz (+/- 3 Hz)
- Power consumption100 watts (Maximum), 70 watts average (Printing), 10 watts (Ready), 4.8 watts (Sleep), 0.2 watts (Manual-Off)
- Energy efficiency ENERGY STAR® qualified; China CEL; China CCC and CECP, EPEAT® Silver
- Dimensions (W X D X H) 20.9 x 16.0 x 18.4 in
- Dimensions Maximum (W X D X H) 31.6 x 27.3 x 18.4 in, Weight 48.83 lb, Package weight 58.18 lb
- Software included Windows Installer and discrete PCL 6 driver; Mac Installer and PS driver; HP Participation Study; IRIS OCR
- First page out (ready) black As fast as 6.5 sec
- First page out (ready) color As fast as 7 sec
- Resolution (black) Up to 1200 x 1200 optimized dpi from 600 x 600 input dpi (on Unspecified, Plain, HP Premium Presentation Matte, and HP Brochure Matte)
- Resolution (color) Up to 2400 x 1200 optimized dpi from 600 x 600 input dpi (on HP Advanced Photo Papers)
- Monthly duty cycle Up to 50,000 pages
- Print speed, black (ISO, laser comparable) Up to 40 ppm
- Recommended monthly page volume 750 to 4500 [8]
- Print Technology HP PageWide Technology with pigmented inks
- Display 4.3" CGD (color graphics), IR touchscreen
- Number of print cartridges 4 (1 each black, cyan, magenta, yellow)
- Replacement cartridges HP 972A Black Original PageWide Cartridge (~3500 pages); HP 972A Cyan Original PageWide Cartridge; HP 972A Magenta Original PageWide Cartridge; HP 972A Yellow Original PageWide Cartridge (CMY

composite ~3000 pages); HP 972X High Yield Black Original PageWide Cartridge (~10,000 pages); HP 972X High Yield Cyan Original PageWide Cartridge; HP 972X High Yield Magenta Original PageWide Cartridge; HP 972X High Yield Yellow Original PageWide Cartridge (CMY composite ~7000 pages)

- Dynamic security Dynamic security enabled printer. Only intended to be used with cartridges using an HP original chip. Cartridges using a non-HP chip may not work, and those that work today may not work in the future. http://www.hp.com/go/learnaboutsupplies
- Compatible ink typesPigment-based (black and color)
- Print languagesHP PCLXL (PCL6), PCL5, native PDF, HP Postscript Level 3 emulation
- Automatic paper sensorYes
- Print speed, color (ISO, laser comparable)Up to 40 ppm
- Paper trays, standard2
- Paper trays, maximumUp to 3
- Mobile Printing Capability
- HP ePrint; Mobile Apps
- Connectivity, standard 2 Hi-Speed USB 2.0 Host; 1 Hi-Speed USB 2.0 Device; 1 Ethernet 10/100 Base-TX network; 2 RJ-11 modem port/phone line
- Connectivity, optional Support the following external Jetdirect servers; Print only: HP Jetdirect en1700 External Print Server (J7988G), HP Jetdirect en3700 Fast-Ethernet External Print Server for Network Capable Hi-Speed USB 2.0 & 3.0 Peripherals (J7942G), HP Jetdirect ew2400 802.11b/g wireless and Fast Ethernet external print server (USB 2.0, 10/100Base-TX, 802.11b/g) (J7951G), HP Jetdirect ew2500 802.11b/g Wireless Print Server (J8021A); Other supported accessories: Apple AirPort Express, Apple AirPort Extreme, Apple Airport TimeCapsule; WiFi Direct
- Network ready Standard (built-in Ethernet)
- Security managementSSL/TLS (HTTPS), LDAP authentication; optional HP and 3rd party authentication solutions (e.g. badge readers) IPP over TLS; WPA2-Enterprise wired; firewall, certificates configuration; Control panel lock; Password protect EWS; Unused protocol and service disablement; Syslog; Signed firmware; Administrator settings; native authentication and authorization access control, native color access control ; configurable authentication time out; UPD PIN printing; Mopy mode via UPD PIN printing; compatible with optional HP JetAdvantage Security Manager
- Print speed, black (draft)Up to 55 ppm
- Minimum system requirements Apple® OS X v10.11 El Capitan, OS X v10.10 Yosemite, OS X v10.9 Mavericks; 1 GB HD; Internet required; USB
- Windows® 10, 8.1, 8, 7: 32-bit or 64-bit, 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer. Windows Vista®: (32-bit only), 2 GB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer 8. Windows® XP SP3 or higher (32-bit only): any Intel® Pentium® II, Celeron® or 233 MHz compatible processor, 850 MB available hard disk space, CD-ROM/DVD drive or Internet connection, USB port, Internet Explorer 8
- Compatible operating systems Windows 10, Windows 8, Windows 7, Mac OS X v10.11 El Capitan, OS X v10.10 Yosemite, OS X v10.9 Mavericks, Linux (hplip.net)
- Memory card compatibility None
- Memory, standard 768 MB
- Memory, maximum 768 MB
- Printer management HP Web Jetadmin; Embedded Web Server; HP UPD Printer Administrator Resource Kit; HP Utility (Mac), HP JetAdvantage Security Manager optional
- Print speed, color (draft) Up to 55 ppm
- Supported network protocols Supported Network Protocols configurations (IPv4, IPv6); BOOTP; SMTP client; LLMNR; Bonjour; LP/ APIPA (Auto IP); NetBIOS/WINS; LPD; Custom Raw Port/Port9100; DNS Resolver; mDNS; SNMPv1/v2; SNMPv3; Web Services Discovery; Web Services Print; DHCP options: 81/RFC4702/RFC4704, 12-Hostname; 44; Syslog; Firewall; SSL/TLS (HTTPs); Password-protected network Embedded Web server; Enable/disable network ports & device features; 802.1x wired authentication
- Paper handling input, standard 500-sheet input tray, 50-sheet multi-purpose tray
- Paper handling output, standard 300-sheet face-down output bin
- Duplex printing Automatic (standard)
- Envelope input capacity Up to 37 envelopes
- Borderless printing No

EX2000-CCB

Coin-op with keypad for user accounts and multiple price lines (optional). Accepts coins, $1-$20 bills and all major credit cards.
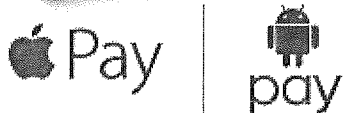
- Multiple price lines for B&W, color and premium paper sizes
- Interfaces with pay-for-print solutions (Print management software required)
- Total back-end payments engine with financial reporting
- Accepts Coins, Bills, Visa, MasterCard, American Express, Discover and mobile payments
- Although preferred, a minimum transaction fee is not required
- Ethernet or wireless transmission
- 24/7 customer service for you and your customers
- PCI Compliance for credit card transactions

4.5.2 C. Optional Manufacturer Rebate

SBS Response: If we are the winner vendor, SBS will cut a check to the City of Long Beach for $22,000 within 90 days of first delivering equipment.

4.5.2 D. Change Management

Sharp's experience in nationwide projects similar to the City's Managed Print Services RFP has taught us the importance of a well thought out implementation plan prior to delivery, installation and training, as well as post delivery support methodology. Below are our suggestions on how we can best work with the City to ensure the transition to new office technology is as seamless as possible. To gain the maximum benefit and cause as little disruption as possible during the transition process we suggest:

Communicate in advance to all of the people involved what changes will be occurring, why the changes are occurring and explain the anticipated benefits for the people involved.

Sharp will also work with the City to draft a letter/email/bulletin board notice to communicate in advance the what, why, when, who, how and benefits of the program. Sharp will work with the City to itemize a benefits list (what's in it for them) of the new program.

These notices can be customized based on the audience – Users, IT staff, Procurement staff, Accounts Payables staff, Key Operators, etc.

Implement the change while being sensitive not only to the organizational objectives but also the perceptions and feelings of the faculty and staff.

Sharp will communicate in advance the day and time of equipment deliveries and network set up so faculty and staff knows what to expect in advance.

Provide support to employees as they deal with the change and provide them a mechanism through which to provide their opinions and suggestions.

Prior to a large scale implementation of the new program, we can deliver systems to selected training sites and conduct pre-installation training on selected systems.

Sharp will provide pre-scheduled, initial on-site training and we will also conduct additional training classes as needed for no additional charge.

Sharp will provide access to a customized, web based training resource – MY Sharp Training. Users will be able to access a wide variety of machine demonstrations and instructions for commonly used features.

Once the delivery and installation of your new fleet is complete and Sharp has done the first round of training, Sharp would like, with your permission, to complete a post installation survey of all or selected departments to isolate any trouble spots or people in need of additional instruction.

The City's Commitments

For the successful completion of this project, Sharp will depend on the City to meet the following commitments:

Distribute communication media to all relevant departments and personnel.
Provide dates and space for the delivery of equipment.
Attend all meetings, or teleconferences as scheduled.

4.5.2 E. Implementation Process:
e) **Implementation Process:** This section shall describe Contractor's proposed implementation process, timing, and responsibilities. Contractor shall include in this section its process to provide the requested dedicated internal non-sales support staff as outlined in section 3.6, item #4.

Implementation/Migration/Transition Plan

The following migration/transition plan is based on our experience transitioning enterprise client's entire copier fleets over the past 20 years. Sharp Business Systems would make its final recommendation after consultation with the City's IT/Security team and feedback from the various departments/locations. Sharp Business Systems will guaranty that we meet the agreed upon timeline and objectives agreed upon with the City.

Sharp's dedicated, on-site, non-sales, CSR will be instrumental in the implementation process and the on-going management of the account. As stated in multiple sections of the RFP. Sharp will have a resource on the ground, imbedded in the account, working with the City and the Sharp Major Account team to make sure everything is working smoothly at all times.

Other objectives are:

Completing implementation on schedule according to the project plan developed by the SBS Project team and the City's decision makers.

High end-user satisfaction with the implementation, training, and support services upon installation.

Provide comprehensive training so as to minimize calls to the help desk and/or Campus Copier Program administrators, Procurement, or IT Help Desk.

Remove existing equipment per the City's guidelines and security process (if needed) and then deploy the replacement equipment in a timely manner as to minimize down time for the end-users. Current vendor may choose or be required to remove existing equipment.

Deployment transition planning

SBS will prepare a detailed plan to address each and every step of the project as outlined in the proposal document. Our intent will be to provide a "turn key", step by step process to minimize disruption on campus while meeting all objectives of the project.

Detailed project planning

SBS will communicate the entire Deployment Transition Plan ahead of time. The plan will include project objectives, milestones, deliverables, processes, roles and responsibilities and targeted outcomes and will be continually updated in the weekly status reports.

Project and resource management

The SBS Project Manager will have the full support of the Sharp Enterprise Business Group. Resources will be made available for each phase and deliverable of the project. The SBS PM will coordinate these resources based on the
project schedule.

Weekly progress reporting

The SBS Project Manager will provide weekly updates in an agreed upon reporting format.

Current floor equipment configuration planning /mapping

We will schedule a meeting with Campus Copier Program administrators, IT, or procurement and the SBS Project Management Team to discuss and agree on:

a. Delivery schedule. With proper deployment communication and preparation SBS can deliver all the new equipment and remove the old equipment over the course of roughly 10-15 business days based on past history and new total number of prospective units.

b. Communication content and distribution methods will be outlined.

SBS will work with the Copier Program administrators, IT, or Procurement to create a list of known assets per building. The list will include the following fields:

a. Device name
b. Make, model
c. Device type
d. Serial number
e. IP address
f. Networked or local
g. Monochrome or color
h. Average monthly volume
i. Phone number applicable

The new equipment will be set up in a Sharp Business System staging area and configured ahead of time for each specific location. This process allows us to minimize the downtime during the swapping of devices. Typically our downtime is 15 minutes or less per device not being able to be used. An additional few minutes will be taken to destroy HDD on site.

Equipment Preparation

1. SBS already has all of the site locations and relative equipment information including IP addresses. SBS will coordinate any IP changes or additions as received. All new data and repeat data will be entered into the system prior to equipment leaving the SBS warehouse.

2. The equipment will then be pre-set with the appropriate network information at the SBS facility. This way we can insure that when a device is delivered, it is ready to print, scan and fax on day one whenever possible.

3. We will then have a network technician in the SBS onsite command center validating network connectivity as the delivery team delivers, installs and connects devices.

By pre-configuring the equipment ahead of time we can minimize the installation time and therefore minimize the disruption to the end users.
Our goal is to make good use of the time between the awarding of an order and the roll out of the new equipment.

Proposing New Equipment

Sharp Business Systems will work the end-users, the City's Copier Program administrators, Procurement, or IT to make sure each department has the right equipment for their needs. Departments may decide to do a like for like swap based on each departments exiting equipment or do an analysis based on such factors as:

a. Print volume
b. Need for color
c. Need for finishing
d. Need for 11 x 17
e. Space limitations

Existing Equipment removal and disposal process (if needed)

Remove and return existing assets based on agreed upon arrangement with the Sharp Business Systems, IT, administrators and Shipping/Receiving for HDD disposal process. The HDD disposal process will take place after the new equipment is up/running for minimizing downtime. Sharp Business Systems is aware of the security requirements of the client and will follow all of the steps laid out in the RFP. SBS cannot touch the hard drive of another manufacturer's equipment unless owned outright by the client and is directed to do so. SBS has already committed to following these steps if we were to upgrade or removed Sharp equipment placed by SBS as part of this agreement.

The City's Commitments

For the successful completion of this project, SBS will depend on the City to meet the following commitments:

Distribute communication media to all relevant departments and personnel.
Provide dates and space for the delivery of equipment.
Attend all meetings, or teleconferences as scheduled.

Failure on the part of the City to meet any of these commitments could negatively impact the success of the project and may alleviate Sharp Business Systems from any financial penalties for noncompliance.

Our experience in projects similar to the City's RFP has taught us the importance of a well thought out migration/transition plan prior to delivery, installation and training as well as the post delivery support methodology. Below are our suggestions on how we can best work with the client to make the transition to new office technology as seamless as possible. To gain the maximum benefit and cause as little disruption as possible during the transition process we suggest:

Communicate in advance to all of the people involved what changes will be occurring, why the changes are occurring and explain the anticipated benefits for the people involved.

We will also work with the client to draft a letter/email/bulletin board notice to communicate in advance the what, why, when, who, how and benefits of the program. We will work with you to itemize a benefits list (what's in it for them) of the new program. These notices can be customized based on the audience – Users, IT staff, Procurement staff, Accounts Payables staff, Key Operators, etc.

Implement the change while being sensitive not only to the organizational objectives but also the perceptions and feelings of the staff.

We will communicate in advance the day and time of equipment deliveries and network set up so faculty and staff knows what to expect in advance.

Provide support to employees as they deal with the change and provide them a mechanism through which to provide their opinions and suggestions.

Prior to a large scale implementation of the new program, we can deliver systems to selected training sites and conduct pre-installation training on selected systems.

We will provide pre-scheduled, initial on-site training and we will also conduct additional training classes as needed for no additional charge.

We will provide access to a customized, web based training resource – MY SHARP. Users will be able to access a wide variety of machine demonstrations and instructions for commonly used features.

Once the delivery and installation of your new fleet is complete and we have done the first round of training we would like, with your permission, to complete a post installation survey of all or selected departments to isolate any trouble spots or people in need of additional instruction.

Task	Status & Schedule	Responsible Party
Develop Equipment Configuration Spreadsheet		
Walkthrough- Discuss Appropriate Configurations- Board Approval	In Process	The City/Sharp
Sign Lease/PO Documentation	In Process	The City
Configuration and Setup	In Process	Sharp
Equipment Delivery / Removal / Installation		
Sharp Equipment Installation	Date	Sharp
Pick up and Removal of existing Equipment	Date	Sharp/Xerox/KM
Network set up and Test connectivity	Date	Sharp
Training		
Identify training requirements by site	TBD	The City /Sharp
Indentify end users to receive training	TBD	The City /Sharp
Notify end users that training will be provided	TBD	The City
Schedule Training	TBD	The City /Sharp
Conduct Training	TBD	Sharp
Post Installation		
Provide return shipping instructions to Sharp	TBD	The City
Follow up training as needed	TBD	Sharp

4.5.2 F. Transition to New City Hall in 2019

SBS Response: SBS is willing to relocate equipment from the old City Hall building to the new City Hall building at no charge. In addition, we would like to meet with building planners and IT to see if we can utilize the latest and greatest technology in an effort to make the building more efficient.

4.5.2 G. Optional Early Contract Termination

SBS Response: SBS is willing explore the possibility of buying out existing leases that stretch in to 2019 and beyond. SBS has access to corporate funds that can be used to buyout leases without adversely affecting the clients payments on new equipment. There are limits on these funds, so we will need to sit down together and work on a strategy that works for both parties and makes financial sense. SBS is willing to do what it can to help make the transition to an ALL SHARP fleet happen sooner, rather than later.

4.5.2 H. Quarterly / Annual Account Review Process

Sharp Business Systems works to help its customers maximize efficiency and cut down on wasteful printing. Additionally, Sharp seeks to keep contracts reflecting true usage volumes.

With these goals in mind, the Sharp MPS program offers a targeted quarterly review of high print and copier volumes as a part of Sharp's Review system. Sharp Reviews allow customers to better understand their printing environment and to address exceptionally high volumes of both mono and color usage. We can move devices and provide follow up training to help maximize the user experience.

Sharp agrees with, and can meet, all of the objectives laid out in the Scope of Work.

Review analysis includes, but is not limited to, highest volumes by *machine* or *location* for *monochrome, color*, or *both;* and machines with highest overages.

Below are snapshots from past reviews:

2017 Quarterly Fleet Usage Report			
Devices	#of Networked Devices	AVG monthly *mono*	AVG monthly *color*
HP	1,494	3,330,809	138,928
SHARP	1,051	3,249,994	883,486
XEROX	6	47,006	49,157
LEXMARK	2	3,068	0
DELL	1	11	63
Grand Total	**2,554**	**6,630,889**	**1,071,634**

Quarterly Printer & Copier Usage
mono vs color

	April 2016	July 2016	Jan 2017	Apr 2017	Jul 2017	Oct 2017
Printer MONO Usage	12,558,585	12,536,843	14,010,087	10,775,260	10,902,673	10,571,349
Copier MONO Usage	8,847,094	9,826,007	16,101,000	10,947,372	10,364,144	10,331,328
Printer COLOR Usage	562,922	479,302	994,128	464,847	430,344	416,686
Copier COLOR Usage	2,384,812	2,727,180	3,432,513	3,346,464	2,936,438	3,181,547

4.5.2 I. Software Tools & Security

Sharp has included a description of the security protocols to ensure the City's network will not be compromised. Please refer to the supplemental Remote Fleet and MICAS White Papers, submitted along with this Narrative/Technical proposal No. T1 18-048.

Remote Diagnostics with MICAS/Remote Fleet

Sharp has proprietary software specifically designed to monitor and manage printer and copier usage. Reports can be generated to identify print trends across numerous locations, departments and users. Various configurations, basic to complex are available to meet your specific business needs. Monitoring usage can positively improve workflow, reduce costs and provide the valuable data necessary to make informed print and copy decisions.

Sharp's reporting software can be as simple as implementing a usage reporting tool or as complex as rules based printing and recovery. Most organizations are unaware of the large per page difference in cost between print devices. This cost discrepancy can be as much as 500 percent. Your company can reduce printing costs by up to 75 percent by monitoring usage trends and utilizing the correct devices. Because we understand every business environment is unique, Sharp partners with several software companies to provide customers with a variety of software choices.

Sample Reports

Sharp has a a proprietary suite of reporting software tools that can aide in managing the fleet of copiers as well as manage and report on Usage per User or Device, Document Trends. Basic components are included and additional components can be purchased in a variety of configurations depending on the needs of your organization. This can improve workflow and reduce costs, by anaylsis printing on the spot. Access to this data can reside locally or via the web based on your security restrictions and needs.

Sharp's remote diagnostic software is powerful, easy to use tool designed to remotely collect usage, automate supplies fulfillment and report service information for managing printer fleets.

The remote diagnostic software has a very small footprint at your location, no hardware installation required and installs onto a single machine at your site. FM allows you to run a multitude of reports or export the data for your own processing.

Sharp's Remote Diagnostic software can be as simple as a reporting tool for device and user usage or can be as complex as rules based printing and recovery

Most organizations are unaware of the large per page difference in cost between print devices. This cost discrepancy can be as much as 500 percent. You can reduce printing costs by up to 75 percent by utilizing the correct devices.

4.5.2 J. On-Site Dedicated Support

j) **On-Site Dedicated Support:** The Long Beach Police Department (PD) contract currently includes one (1) full-time, on-site Contractor client associate that is in addition to the standard break/fix service. In this section, Contractor shall describe its organization's ability to provide similar staffing services, the requirements to obtain this service, and any additional cost associated with providing this service to the PD or other City departments. The current on-site Contractor associate is responsible for the following tasks:

Develops and maintains a preventative maintenance schedule for all department MFDs.
Acts as the first point of contact for all MFD related service requests. Provides first response basic break/fix service. If needed, places a follow up service ticket in Xerox system.

Maintains an appropriate on-site inventory of parts and consumable supplies and responds to requests from department staff to install toner and paper.

Monitors all devices usage meters monthly and quarterly and submits meters for billing.

Insures all SOW requirements are met for department uptime and satisfaction.

Utilizes the Contractor provided computer with secure access to wireless internet services outside the department network at the provided workspace.

Passes a Police Department standards background check for security purposes.

Complies with California Law Enforcement Telecommunications System (CLETS) Policies, Practices and Procedures 1.6.4 Confidentiality of Information from the CLETS. Only authorized law enforcement, criminal justice personnel, or their lawfully authorized designees may use a CLETS terminal. Any information from the CLETS is confidential and for official use only. Access is defined as the ability to hear or view any information provided through the CLETS.

SBS Response: Understood and Agreed.

4.5.2 K. Achievement of Objectives

k) **Achievement of Objectives**: Contractor shall provide description of how the bidder/Contractor's solution fulfills the cost savings and sustainability objectives described in the Introduction section of the RFP.

SBS Response: As you can see from our references and historical information provided in our response, Sharp has a history of working with large accounts and saving them money and eliminating waste. The pricing we have provided for the City of Long Beach exceeds the 30% target savings you are calling for in the RFP. We plan on providing a full solution that not only exceeds the 30% target, but provides you with superior service and technology compared to what you have today. The Sharp "Advanced" series machines are state of the art. And have scanning and indexing features that will eliminate unnecessary printing and streamline work flows. The dedicated CSR and service technician we have provided will keep the end users and the equipment working efficiently, reducing unnecessary service calls and downtime. When you combine the cost savings, advanced technology, and upgraded customer service, it's a full solution that exceeds your objectives for savings, efficiency, and long term sustainability.

Sharp Security

Proven protection for confidential data, device access and network guards

As MFPs and printers become parts of organizations' integrated document workflows and business processes, security becomes a serious concern. Securely managing business and user data is critical for corporations to be successful. Sharp addresses these concerns by providing a suite of integrated security features designed to help protect your information and document assets.

Protect Your Assets
From Vulnerability
with Sharp Security
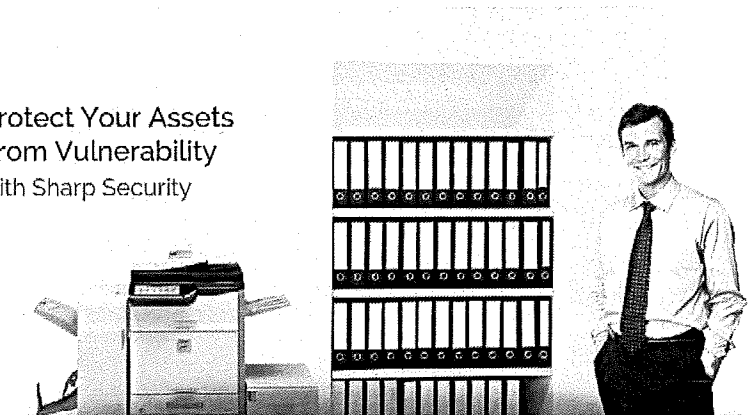
Sharp Secure Network Interface
Sharp MFPs use unique embedded firmware that is not subject to the same virus vulnerability as Microsoft® and Linux® operating systems. Sharp's unique architecture provides no user interface and cannot execute downloaded files or commands sent by an attacker to compromise the system. Our MFPs feature an intelligent network interface that can limit access to specific computers on a network by IP or MAC address, and selectively enable or disable any protocol or service port on each device.

Restricts printer usage to authorized users only

Safe remote (Web) configuration

Helps protect against hacker threats

Helps prevent unauthorized direct connections

Copy Data
Print Data
Fax Data
Scan Data
Document Filing
Address Book

AES Encryption   Hard Drive   Data Overwrite/Clear
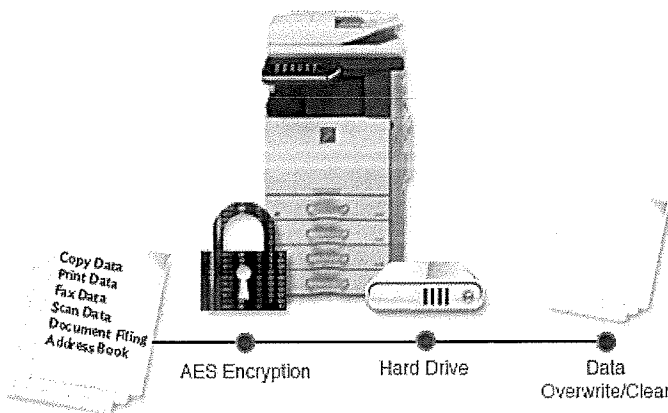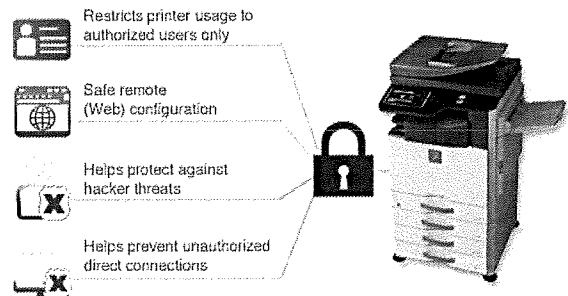
Sharp Security Suite
Protect your organization's critical and confidential data assets with Sharp's multi-layered approach to security that includes an extensive set of standard security features and optional Data Security Kits (DSKs). Standard MFP security coupled with optional DSK security protects and controls the major MFP systems and subsystems (print, copy, scan, fax jobs, network settings, memory components, local user interface). The Sharp data encryption method uses the 256*-bit Advanced Encryption Standard (AES) algorithm on all data before it is written to RAM and the hard disk drive. It also provides overwriting routines (up to 7-times overwrite) to ensure that all information is virtually irretrievable by unauthorized users. In addition, an End-Of-Lease feature ensures that all data is erased before returning, or relinquishing control of the MFP. Sharp MFPs' intelligent network interface provides an extensive set of access and network control security features designed to prevent these threats as well as improper device access.

Data Security

The **Data Security Kit** (DSK) helps protect and control major MFD systems and subsystems (print, copy, scan, fax jobs, network settings, operating system, memory components, local user interface, engine and job controller). The DSK uses the 128/256 bit Advanced Encryption Standard (AES) algorithm on all data before it is written to RAM or Flash memory and the hard disk. The DSK also provides overwriting routines for deleted data, to ensure all information is virtually irretrievable by unauthorized users.

Sharp was the first to address security in digital imaging and received the first Common Criteria Validation for an MFD in 2001. Even today, Our remains the highest rated company for validated MFD products, and is regarded as one of the industry's greatest security innovators. Businesses and government agencies worldwide have come to depend on this level of assurance Our pioneered and for which it continues to set the benchmark.

Benefits
- Sensitive data does not remain on the print/copy device
- Helps companies conform to Data Privacy legislation
- Helps reduce your exposure to liability due to data leak

Features:
- Encrypts data prior to being stored in Memory
- Encrypts all data stored in the HD file cabinet
- All memory cleared after copy, scan and print use
- Runs automatically without user initiation

SHARP Document Security

Secure the User		Account Codes (All functions)
Access Control	→	Document Filing Access Control
		User Authentication, Prox Card Access

Secure the Output		Confidential Print and Fax
Device or Server based PIN printing	→	Print Encrypted PDF file
		Secure Printing using IPPS protocol

| Secure the Image Data | | Data Security Kit   Common Criteria |
| " Digital Shredder" | → | |

Secure the Network Connection		Secure and Encrypt Network Traffic
Port Management, MAC Address Filtering,	→	Secure MFP Setting
SSL (HTTPS, IPPS),Digital Certificate		Antivirus and D.O.S Resistance

| Secure the Audit Trail | | Log file for ALL MFP usage and |
| Auditing & Management | → | Activities with SBSi SmartLook |

Secure Scanning		Scan Encrypted file, User Authentication
Encryption and Authentication	→	Scan to USB restrictions,
		Secure Scan to Email

SHARP

Please refer to the supplemental 2017 Sharp Annual Report submitted along with this Narrative/Technical proposal No. T1 18-048.

Global Technology Leader

Sharp Electronics is a multi-billion dollar global technology innovator that employs over 50,000 people worldwide. Today, we are part of a select group of branches that has been chartered to develop a new standard of office equipment excellence.

● **Sharp Authorized Dealers (409)**
■ **SBS Locations (40)**
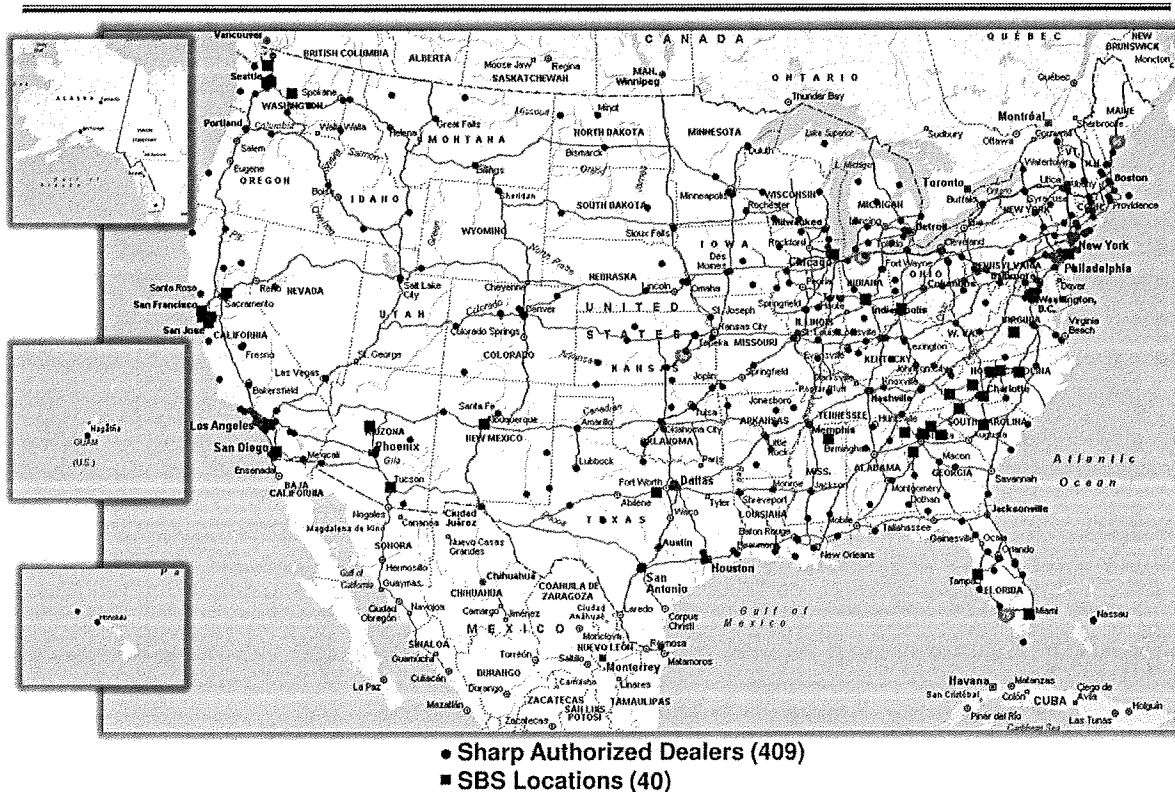
Sharp provides a very personalized level of technical and customer service to our clients in the areas of B/W copiers/ printers, data center solutions, full color copier/printers, high-speed copy center solutions, LCD screens and interactive whiteboards, and postage and staffing services. We also provide network print accounting, network scanning solutions, network and IT management services, and document management solutions to improve business processes and increase staff productivity.

We currently provide complete facilities management services to clients in our marketplace.

Our Southern California team has 126 local employees. Our team personnel are divided as follows from a role or responsibility perspective:

23% Sales
37% Service
28% Customer Support
12% Administration/Operations

About Sharp Electronics

Sharp Business Systems (SBS) has the right combination of strengths to successfully manage the City of Long Beach. We have the financial strength of a Fortune 250 company and the flexibility of a local company. We have a very experienced staff ready to serve the City. Last, but not least, we are offering great equipment and service at a great price. Our cash and lease options are priced very aggressively and should lead to huge savings for the City.

Enterprise Account Relations

Sharp has had many long and successful relationships with large institutions and municipalities. We have provided a detailed description of some of our large West Coast institutions, such as San Diego State University, City of San Diego, San Diego Unified School District, Sharp HealthCare and Scripps Health. We perform various levels of service for these institutions, including MFDs, Managed Print Services, Pro-AV, OnBase Electronic Content Management, and solar. We understand that the City can be one large institution, but function like a cluster of small independent business. We understand how the procurement process and contracting process can work in these institutions and we customize our solution to meet those needs. Sharp is also proud to announce that in 2013 we were awarded the new contract for the San Diego Unified School District. Sharp replaced 900 MFPs originally placed by their previous vendor, the incumbent for over 15 years; resulting in substantial savings and upgrade in level of service.

Market Approach to RFP's

Sharp has an Enterprise Business Group that specifically works on bids and RFP's for large institutions such as the City. This team knows how to design custom solutions for each major account based on their specific needs. Our market approach is to offer the best possible solution at the best possible price. We believe that Sharp offers best in class products. You have a winning combination when you combine Sharp products and pricing with unparalleled flexibility. Above all, our level of commitment and follow through is what we believe contributes to our incredible success of winning bids and maintaining long-term relationships with satisfied customers. Every company has a market approach for RFP's, but not every company is committed to the client for the life of the contract. We give you the same attention and level of service in month 1, month 13, or month 60, of the agreement. We know what it takes to put together a good RFP and what it takes to manage an account properly for the life of the partnership.

Our Competitive Advantage

We believe our competitive advantage is our people. Sharp has account managers, service technicians, and management who have been with the company for 10, 15 , 20 years, and in some cases even longer. This type of experience and product line knowledge is unheard of in our industry. Our experienced staff can offer the best pricing, value and service levels to our clients. The account manager you start the contract with will be the same contract manager you end it with. We will not rotate in a new account manger every year due to turnover.

What we offer:

Local company, Live local dispatch for personalized service
Global technology leader with global resources, national coverage, and wide network of our branches and dealers Fortune 250, financially stable and serving Southern California for over 40 years
Innovative technology and value added services

Sharp's Employee Training

All new hires take part in a full week of "on-boarding" training classes designed to teach employees how to perform and succeed in both client and company environments. We have a strong culture of customer service. We offer extensive training to all of our employees. All of our technicians are factory certified on every machine we offer. Network technicians must also obtain various levels of Microsoft certifications, such as Net+ and A+. Sales staffs obtain various certifications based on hardware and software product awareness and functionality. In addition to our product and technical training, Sharp requires all employees and managers to participate in various HR related training classes mandated on a state and national level.

Sharp's History

Founded In 1912
Fortune 250 Company
2016 Annual Revenues: Roughly $28 Billion
Annual R & D Expense: $1.95 Billion
50,000+ employees

Since its founding in 1912, our Corporation has endeavored to pioneer new fields and develop original products. Our founder coined the phrase "Make products that others want to imitate" to embody the management concept. In 1912, he invented the Snap belt buckle and three years later brought the mechanical pencil to the market. Since then, Sharp has been on the cutting edge of technology, consistently innovating new appliances, industrial equipment and office solutions, and changing the lives of people around the world.

Beginning with the invention of the Mechanical Pencil, from which the company name is derived, Sharp has introduced a succession of innovative world firsts including the all-transistor desktop calculator, the long-life laser diode, the 14" color TFT LCD unit and the LCD Viewcam. In addition, Sharp developed and manufactured Japan's first radio, television, and microwave oven, electronic calculator with LCD display, solar cell, and electronic organizer and LCD video projector.

Sharp's commitment to the United States marketplace began in 1962. We provide one of the broadest and innovative lines of business products, electronic components, consumer electronics and services world-wide.

In 1972, we entered what was then called the photocopier business. This has grown to include multifunction print devices, related imaging equipment, solutions, accessories, supplies and services. Sharp continues to redefine document technology by offering products that are easy to use, customizable and secure. Sharp aims to always realize its business philosophy. Possessing a "gene of creativity" since its foundation, Sharp will continue to offer one-of-a-kind products as a corporation trusted around the world.

Experienced Professionals

Sharp's team of professionals is dedicated to finding ways to improve your business. the City's dedicated Sharp team brings over 250 years of combined experience in the traditional "copier" arena. Sharp Corporation adds the experience that only a manufacturer can to workgroup multifunction devices, custom report writing, and data conversion.

Philosophy & Guiding Principles

Sharp seeks first to serve, and we operate our business in a way that would make our parents proud. If we commit to something, we follow through; each staff member is empowered to make decisions to benefit our clients. We value long term relationships and will gladly forfeit any short-term gain that would not be in the best interest of our client. In addition, we generously give back to our community because we understand it's the right thing to do.

Diversity and Public Presence

Sharp Corporation is an equal opportunity employer with a commitment to affirmative action and welcomes applications from all qualified candidates. We make special efforts to recruit females, minority groups, and persons with disabilities, disabled veterans and veterans of the Vietnam Era for managerial, professional, technical, administrative, and sales positions. It is the intention of our corporation to grow hand-in-hand with our employees, encouraging and assisting them to reach their full potential. With pride, we provide our employees with an outstanding benefits package that includes low cost medical, dental, prescription and vision care insurance, life insurance, short and long term disability insurance, flexible spending accounts, a company-matched 401K, tuition reimbursement, a company discount on our products, paid holidays and paid time off (vacation and personal days).

On a local level, Sharp contributes and participates in numerous fund raising and awareness events throughout the year. Sharp and its employees participate in the Lee Denim Day Breast Cancer Awareness campaign fundraiser and sponsors blood drives from our facilities to benefit the San Diego Blood Bank. We also participates in the One Warm Coat campaign by setting up collection centers within our facilities to ensure our homeless have warm clothes to wear during the cold season.

Environmentally Friendly (Green Initiatives)

Sharp's dedication to environmental stewardship is a long standing corporate core value demonstrated in our products and our business activities; not a response to the latest trends. Sharp's business philosophy revolves around attaining mutual prosperity with stakeholders by contributing to the culture, benefits, and welfare of people throughout the world. To realize the business philosophy, all employees hold to and follow our business creed, which calls for "Sincerity and Creativity."

Forbes | 2017

AMERICA'S BEST LARGE EMPLOYERS

At Sharp Electronics Corporation, a U.S. subsidiary of Osaka-based Sharp Corporation, a company known worldwide for its unique one-of-a-kind electronic products and solutions, our challenge is to create a balance between work time and personal time, with products that can benefit people's lives at work, at home, and everywhere in between. Sharp consumer electronics can enhance your enjoyment, add to your comfort and open new perspectives. Sharp business products can boost your productivity and reduce costs. Sharp products are designed to help individuals, families, and corporate teams connect effortlessly, communicate clearly, and unleash creativity like never before. Sharp is dedicated to improving people's lives through the use of advanced technology and a commitment to innovation, quality, value, and design.

We are proud of our accomplishments and eagerly await the future. We invite you to find out more about us by browsing through Sharp Profile where you will learn about our Business Creed & Business Philosophy, our business operations in North America and how to contact us, the value we place upon Corporate Social Responsibility, and the numerous awards won by our innovative products.

Consumer Electronics Company	Website: www.sharpusa.com
Headquarters: 1 Takumi-cho, Sakai-ku Sakai City, Osaka 590-8522, Japan Founded: 1912	**Company Size:** Consolidated: 50,253 Japan: 24,118 Overseas: 26,135
Corporate Headquarters: 100 Paragon Drive Montvale, New Jersey 07645, USA Established in 1962	**Sustainability Report 2016** ("C-TPAT") Tier III

We resolve business challenges of our customers with innovative technology and solutions through local, caring people and turn our customers into fans by exceeding their expectations.

SHARP®

SHARP BUSINESS SYSTEMS

Sharp Business Systems (SBS) is a direct sales division of Sharp Electronics Corporation. Our SBS branches throughout the U.S. combine the resources of a multi-billion dollar corporation and the value of local representation with local management and community relationships. Our experienced business technology specialists evaluate your current technology environment and document workflow to help improve your company's efficiency, security and bottom-line through our best-in-class products, solutions and support.

Award-winning Sharp MFP's	Aquos Board Interactive Display Systems
Sharp OSA Technology	Digital Signage and Video Wall Systems
Enterprise Content Management	Managed Network Services IT support
Managed Print Services	Facilities Management

- Local accountability and access
- Millions of dollars in parts and supply inventory
- On Base Diamond Support Partner
- HP, Kycera and Lexmark authorized dealer
- Personalized client relations
- Live Dispatch
- Less than 4 hour response time
- Proactive maintenance
- Diverse client portfolio

Southern California Sales & Support Biographies
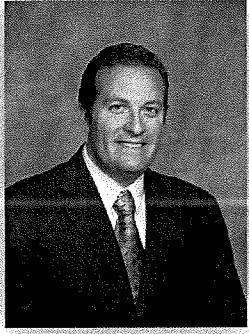
> "We solve business challenges of our customers with innovative technology and solutions through local, caring people and turn our customers into fans by exceeding their expectations"

Christopher Hart, Director - *christopher.hart@sharpusa.com*

Bachelor of Science, Business Administration, Accounting; University of Massachusetts

Chris has been with Sharp Business Systems for 10 years as the Director of the Enterprise Business Group. Chris coordinates all MPS, ECM, A/V, and hardware installations for major accounts in Southern California. His number one goal is to connect with each client to ensure SBS Southern California consistently provides unsurpassed customer experience. Major accounts include Sharp HealthCare, City of San Diego, LPL Financial, San Diego Unified School District, USD, and SDSU.

- Over 10 years in the industry exclusively with Sharp
- Track record of success implementing major accounts with 50 to 1,000 MFPs
- Experience working with accounts using Secure/Follow-me-Print solutions
- Over 20 years of sales and management experience
- Proven track record of meeting and exceeding goals, closing, and maintaining long term relations with notable accounts
- Strengths include leadership, risk management, strategic planning and problem solving
- Specializes in developing key partnerships for specialized equipment, integration and facilities management solutions

Southern California Sales & Support Biographies

"I truly believe that every company I work with has essentially hired me as their own employee to ensure that their documents are managed in the best way possible. I am not just selling copiers. I am going on job interviews. Exceeding the expectation of everyone is my #1 goal with every customer."

Brent Shoemaker, Major Account Manager - *brent.shoemaker@sharpusa.com*

Bachelor of Arts, Communication, Organizational Communication; Humboldt State University

Brent has been providing solutions to San Diego Sharp customers for over 15 years. Brent is a product specialist for both hardware and software in order to create solutions which maximize the impact that new technology has on the operations of his clients. Listening to a customer's needs and providing the solution, implantation, and, most importantly, the follow-through have enabled Brent to develop a diverse range of customers throughout Southern California.

The City is similar to many new accounts Brent has implemented including American Assets, Jewish Family Services, Mitchell International, Procopio, Hargreaves & Savitch Law and Atlas General Insurance. These customers have successfully migrated into a solution including software and hardware that allow for security and cost reductions to achieve their goals.

- Over 15 years in the industry exclusively with Sharp
- Specializes in companies of 100-1000 employees
- Experience working with accounts using Secure/Follow-me-Print solutions
- Broad knowledge of regulations for various industries and necessary tools to meet them
- Customer focused with individual employee attention at all levels
- Takes the time to apply industry knowledge to customize solutions for specific departments

Southern California Sales & Support Biographies

Dale Wedge, President
Dale leads the business with 30 years of dedicated industry experience. Dale co-owned Aztec Imaging and has been President of Sharp Business Systems since Sharp acquired Aztec in 2007. Dale understands the business needs of our customers and has successfully positioned Sharp as one of Southern California's top value-added solution providers.

Jerry Jackson, VP Service & Operations
Jerry has been with Sharp, formerly Aztec Imaging, for 12 years. Jerry specializes in providing our customers innovative and cost-effective document solutions. His 29 years of industry experience and dedication guarantees exceptional service.

Brent Shoemaker, Major Account Manager
Brent has been with Sharp Business Systems, formerly, Aztec Imaging for 10 years. Brent manages some of our largest accounts such as San Diego Hospice and U.S.M.C. Brent's extensive knowledge in the field coupled with his engaging personality ensures positive results.

Sarah Razi, Branch Manager
Sarah has more than a decade of experience in major accounts and managed print service experience, with specific expertise in customer service, execution and major account management, enabling her to lead her clients as they focus on constantly improving their cost savings, IT services and office technology.

Terry Greaves, ECM Manager
Terry has been with Sharp, formerly Aztec Imaging, for over 18 years. He currently manages the ECM department, architecting large OnBase installations with paperless admitting systems at companies like Sharp HealthCare.

Anne Beck, Analyst, MPS Specialist
Anne is on the Major Accounts Team specializing in customer care and retention, RFP's, account management, diagnostic software support, reporting and analysis . Her integral role involves implementing and managing value added services, technical support, and overall customer experience. Anne has been with Sharp Electronics for over 7 years.

Ken Lyons, Production Color Specialist
Ken has 32 years of experience in the copy/print industry, including 8 years as a Production Systems Analyst. His expertise includes production print workflow, design, color management and software solutions. His certifications include IDEAlliance Color Management Professional Master and EFI Fiery Certified Professional.

Jennifer Villa, Integration Specialist & Training Coordinator
Jennifer Villa has been working for Sharp as a corporate trainer for the past 7 years. Jennifer has extensive product knowledge on our full line of MFD's. She specializes in product training from individuals to large groups and provides customer training and support throughout the life of the equipment.

Key Contacts

Sales & Support	888-258-2802
Christopher Hart – Director	
Brent Shoemaker - Major Account Executive	
Sarah Razi – Major Account Executive	
Anne Beck – MPS Specialist, Analyst	
Ken Lyons – Color Specialist/Trainer	
Jennifer Villa - Trainer	

Service & Operations	877-686-5277
Jerry Jackson - VP Service & Operations	
Cherie Wright – Operations Manager	
Tosha Holmes – Contracts Manager	
Ashley McNutt – Logistics Manager	
Travis Reagan – Network Technician	
Ryan Erlandson – Lead Technician	
Tony Velarde – Lead Technician	
Exsiquio Ramos, Lead Technician	
Dwayne Rosette, Delivery Driver	

Experience and References 4.5.4

City of Chino Hills

14000 City Center Drive, Chino Hills, CA 91706
Staff: 300

Contact: Matt Jester – Information Technology Manager 909-364-2643
mjester@chinohills.org

Equipment under management:
32 Sharp MFPs
21 HP Printers
Wide Formats & Scanners

The City of Chino Hills was looking for a true Managed Print Partner and for a vendor that was looking for a complete and innovative cost control program. Chino Hills chose Sharp MFP's based on the overall ease of use, simplicity of parts and supplies, overall pricing & cost savings, the performance of the MFP's and a number of compliments from the IT department. They were quite happy with the ease of use and reliability of the Sharp machines and were impressed with Sharp's lengthy track record of success, its commitment to customer service, and the consistent and enthusiastic praise that it received from its clients of a similar scope. They have been a great partner and we will be there for them as they continue to expand their needs going forward.

City of San Diego

201 C St, San Diego, CA 92101

Employees: 10,500
Locations: 100+

Contact: Dan Reynolds 619-533-6577
dreynolds@sandiego.gov

Equipment under management:

- 610 MFD's
- 4 production machines in the City Print Shop

In 2011 Sharp won a very competitive RFP and was awarded a 5 year contract to supply the City of San Diego with 610 conveniences MFD's as well as 4 production machines in the City's Print Shop. Sharp cut the city's annual MFD expense in half, saving the city over $1,000,000 per year. The City of San Diego also asked Sharp to replace all of the existing Konica Minolta MFD's in just 45 days. Sharp had the staffing and expertise to perform the large transition in only 45 days, with minimal expense and disruption to the city's end users.

Orange County Superior Court System

700 W Civic Center Drive, Santa Ana, CA 92701
Employees: 1,800
Locations: 8

Contact: Frank Perez – Director of Procurement 949-399-2258
f3perez@occourts.org

Equipment under management:
118 Sharp MFP's
1,100 HP Printers
Copy Centers

In November of 2013, Sharp Business Systems was awarded the contract for the Orange County Superior Court in competition with multiple national corporations including Xerox, Ricoh, and the incumbent in Konica Minolta. Sharp was awarded the contract due to the extremely competitive pricing on a national scale in unison with the deeply comprehensive service advantage that was created specifically for the courts. With 8 locations across Orange County, Sharp deployed a dedicated service plan that would insure 2 hour response time to all of their MFP's and printers upon first service call.

In total Sharp deployed 118 MFPs/Copiers including several of the models proposed in this RFP all within a 14 day span. In addition to deploying the new copier fleet, Sharp Business Systems provided the Court with a comprehensive MPS Cost Reduction program in which Sharp is supporting roughly 1,100 HP printers and the plan is on pace to save the Court close to 1 million dollars for the length of their contract.

Los Angeles Department of Water and Power

111 Hope Street, Los Angeles, CA 90012
Employees: 15,000

Contact: Kerry Howey (213) 367-1543
Kerry.Howey@ladwp.com

Equipment under management:
465+ Sharp MFD's

In July of 2016 Sharp won a very competitive RFP and was awarded a 3 year contract to supply the Los Angeles Department of Water and Power with 465 MFD's. LADWP also asked us to replace all of the existing Toshiba MFD's in just 48 days. Sharp had the staffing and expertise to perform the large transition in only 48 days, with minimal expense and disruption to LADWPs end users.

Pepperdine University

24255 Pacific Coast Highway, Malibu, CA 90263
Faculty/Staff: 5,084
Students: 9,782

Contact: Brenda Pena (310) 506-4628
brenda.pena@pepperdine.edu

Equipment under management:

- 85 MFDs enabled with PaperCut Software
- 1 Aquos Interactive Display
- 1 Onsite Technician

Pepperdine University partnered with Sharp after a 15 year relationship with Canon. Sharp was able to partner with Pepperdine to upgrade and streamline their existing GoPrint technology to a more streamlined and robust solution called PaperCut WebPrint. The PaperCut solution enabled student print jobs to be retrieved the device. Additional benefits were realized by the faculty and staff including but not limited to opening up tracking, bill back, IT accountability simplification of the chargeback process for their IT departments. The technology upgrade resulted in thousands of dollars in savings. In addition, Sharp increased the University's productivity and uptime by facilitating a full-time, dedicated technician to maintain and support all MFD service and repairs onsite.

Stearns Lending, Inc

4 Hutton Center Drive, 10th Floor, Santa Ana, CA 92707

Employees: 2,000 +
Locations: 100 +

Contact: Gene McRane, VP of Vendor Management & Site Services 714-513-7068
GMcRane@Stearns.com

Equipment under management:
130 Sharp MFP's
200 HP Printers

Stearns Lending is one of the top 5 lenders in the United States today and is rapidly growing and expanding their footprint across the US. Prior to partnering with Sharp, Stearns had several vendors they were utilizing including Xerox, Ricoh and HP with many different contracts for each one. They were looking for a dedicated vendor that could provide stability and reliability on a local and nationwide scale. In January of 2013, Sharp Business Systems and Stearns Lending, Inc formed a long standing business partnership in which Sharp became the exclusive vendor for MFP's, printers and digital displays when Stearns Lending made the decision to expand offices Nationwide. Sharp has since placed an additional 85 units across the nation and maintained a platinum service standard for each new office that opens.

Stearns has a specific dedicated service line and email address to call for service and supplies and remote device monitoring that allows Sharp to track usage and remotely report meter readings. The process has dramatically reduced Stearns monthly operating costs and total cost of ownership for their devices and allowed them to focus on growing their nationwide footprint without interruption or interference.

Statement of Work Requirements 4.5.5

Approach Through Experience

Sharp Business Systems (SBS) method and approach for this response to The City of Long Beach Managed Print Services RfP, is to provide the City of Long Beach with a solution proposal providing Optimized Print Technology Equipment with High Level Print Management Software. SBS will outline flexible Purchase and Lease Cost options, and give a full in depth snapshot of Supplies and Maintenance Services for the associated replacement of Copier/Print Equipment and Services outlined in the City's fleet analysis. SBS intends to provide total bundled cost per year summarized in the provided format by the City as well.

The following options outline Sharp Business Systems variable approaches to assist the City of Long Beach in customizing their final outcome to this RFP:
Sharp will replace all Xerox MFP's with B/W and Color Capable Sharp MFP's right-sizing the fleet and providing the City with an upgraded PaperCut Print Management Solution. This solution will include Hardware, Software, Service and Supplies of all MFP's, New Desktop Printers, Current HP Desktop printers and maintenance/upkeep of the hardware and software. The PaperCut solution is embedded directly into the Sharp MFP and HP printers User Interface eliminating the need for all external hardware/terminals.
Sharp will also keep 13 existing HP printers under the proposed Managed Print Program and absorb the existing leases in the amount of roughly $65,000 that is in place with the current incumbent.

Governmental & Municipality Relations

Sharp Business Systems has had many long and successful relationships with municipalities and government institutions like City of Long Beach. We have provided a detailed description of some of our large West coast relationships, specifically in Southern California, such as the Orange County Superior Court System, City of Lomita, City of Chino Hills, The Los Angeles Department of Water & Power and the City of San Diego. We perform various levels of service for these institutions, including MFPs, Managed Print Services, Pro-AV, OnBase Electronic Content Management. We also understand how the procurement process and contracting process can work in these institutions and champion with our solution to meet their needs.

Market Approach to Proposals

Sharp Business Systems has an Enterprise Business Group that specifically works on bids and proposals for government institutions and municipalities. This team knows how to design a custom solution for each Local Government institution based on their specific situation and needs. Our market approach is to offer the best possible solution at the best possible price. We believe that Sharp offers the best product. Combine our products and pricing with unparalleled flexibility and service, you have a winning combination. Above all, we believe the reason for our incredible success in winning business is our follow through. Every company has a market approach for proposals, but not every company is committed to the client for the life of the contract.

Service & Response Times

eSupport: Place a service call, order supplies, or submit your meter reading anywhere, anytime. Our online support allows you to take care of business when you need it most

Maintenance: Full coverage maintenance including parts, drums, labor, service calls and scheduled preventative maintenance calls.

Proactive Maintenance: This program can significantly increase your equipment uptime. Our quality assurance kits have been developed for replacement of high usage parts before they wear out. This helps reduce the need for emergency service calls and keeps your business one step ahead.

4-Hour Service Response Guarantee: When your equipment goes down so does your productivity. Our fast, reliable team of service professionals will help your business get back up to speed with our guaranteed 4-hour service response time.

95% Uptime: The Equipment provided will be operational with an average 95% uptime (excluding preventative maintenance time, calculated quarterly) or Sharp will provide a loaner of similar or upgraded features at no additional cost, until your Equipment is repaired.

Service Loaner: If the Equipment provided is deemed inoperable and Sharp is unable to correct the problem, a loaner of similar or upgraded features will be provided at no additional cost by Sharp (including delivery) until your Equipment is repaired.

Supplies:

Our pricing includes all supplies including toner, developer, dispersant and silicon oil, excluding paper and staples. Our factory-certified service professionals use only 100% genuine Sharp parts and supplies for your equipment. Genuine Sharp products ensure genuine Sharp performance.

Supplies and Service Management:

Sharp utilizes MICAS software management that matches the delivery of supplies and services to your needs. Our scalable end-to-end solution incorporates software, hardware, supplies, service, parts, and consultative services to increase efficiencies and drive down costs within your print environment.
With supplies and service management you receive:
Automated toner fulfillment-all supplies
Automated Service Alerts: parts, and service delivered to you onsite
Meter collection and verification

Severity	Type	Response Time
Level 1	Severely impacts mission critical business operations	Within 1 hour from notification
Level 2	High impact or potential for high impact on mission critical business operations	Within 2 business hours from notification
Level 3	Moderate impact for single user or a limited group of users	Within 4 business hours from notification
Level 4	Low impact: no disruption to individual or limited group of users from assigned duties	Within 4 business hours from notification

Service Escalation Plan

Open issues identified by both parties will be communicated to respective Level 1; who will address these issues within 1 hour. In case, if the issue is not addressed within 1 hour from the first communication, then Level 2 will be notified. If the issue is not addressed within 4 hours from the first communication, then it will be escalated to respective executive sponsors at Level 3. The SBS management team resides in the San Diego Regional hub and the escalation process can happen swiftly and easily if needed. Our team can come together on a moment's notice and resolve issues, should they arise.

SLA Escalation	Contact Point
Level 1	Onsite Service Technician
Level 2	Lead Service Technician
Level 3	Vice President of Service & Operations

Other Notable Information about Sharp Service and Support

 The facilities located throughout the country are staffed with training teams that continuously train our field staff as well as other Sharp certified dealers. The answer to how many hours is not applicable. Our technicians have a defined career path. After initial training the technician joins the in house setup group. After a period of time and many more training hours, a technician can move to Field Level One Technician and then upward as career develops. There is never an end to the training provided. Along with machine training all field technicians receive PDI+, A+ and Network+ certification.

Back-up scheduling is never an issue with Sharp. We have hundreds of service technicians all over the country and can seamless accommodate vacation, illness and training schedule without any negative effect on the customer.

The process: Every technician carries a Smartphone with our service app installed. When a technician is out the supervisor automatically re-routes calls to the alternative service technician. He or she will have the complete history of the machine including recent parts and issues leading to fast repairs and more uptime.

Smart Phone App
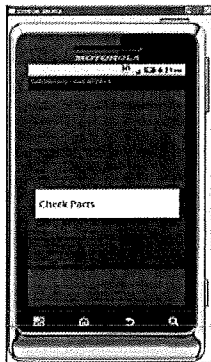
SHARP utilizes smart phone technology to track all service calls and to provide our onsite technician with important information.

When a call for service is place it is immediately logged and sent to the assigned service personnel. This gives us the ability to accurately track service response time and repair status. It also gives our Sharp Technician valuable information to make the correct repair. The Technician, even a back-up, knows the complete service and parts history.

Service of Excellence

Over the years Sharp Business Systems has been a leader of change in the marketplace. We solicit feedback from our current clients looking for ways to grow and change our support offerings while engaging prospective clients to provide solutions to their everyday business challenges. It is from that spirit of continuous improvement that many progressive areas of our business have flourished, and the result has been an exceptionally high client retention rate and tremendous market share growth.

We understand that clients simply want their office technology to be extremely reliable, provide high quality output and be cost effective. We have been addressing all of these needs with a personalized level of support and great response times for several years. With these objectives in mind we offer two levels of service and support to include a Premier Program and an optional Connect Shield Program.

Both programs include an exceptional level of field engineer expertise and the highest quality customer service experience but offer different characteristics to fit our clients' needs and budget requirements.

<u>**THE PLATINUM CUSTOMER CARE AGREEMENT**</u> includes all parts, supplies (excluding paper & staples) and preventive maintenance by factory trained technicians.

<u>**ONGOING IT SUPPORT**</u> includes ongoing on-site IT technical support and helpdesk support for as long as you remain a customer.

We hope that these options provide you with the flexibility to customize your Sharp Business Systems solution to meet all of your requirements while not settling for a less than exceptional service and support experience.

The Platinum Customer Care Agreement	
Parts and Supplies	Included except paper & staples
Preventive Maintenance	By factory trained technicians
Service Response	Average response time is 2-4 hours.
Replacement Guarantee	In the event that SBS is unable to repair your device we will replace it with the same or an equivalent device.
Loaner Policy	In the event that we cannot fix the machine within 16 working hours onsite we will provide a loaner device free of charge.

Ongoing IT Support
Complete coverage of Print Controller and NIC Card including firmware updates
Server/PC driver installation, reinstallation and updates
Vendor specific utilities installation, reinstallation and updates
Adding users to fax and scan modules

Imaging products are essential business tools; therefore we strive to maximize uptime with truly preventative maintenance programs and quick turnaround time on service calls. Our service standards are second-to-none, including a loaner machine to ensure your department or company is up and running as quickly as possible.

In addition to providing world-class on-site service, we also offer a complete training program to help every employee get the most out of their investment in technology. As important, we offer ongoing technical support via Internet, e-mail, or phone. The following are some of our key service differentiators:

Local Access: Local support and commitment to our clients are key to our success. With Sharp Business Systems, you get the resources of an industry leader along with the local support you need to help your organization grow.

4-Hour Service Response Guarantee: When your equipment goes down so does your productivity. Our fast, reliable team of service professionals will help your business get back up to speed with our guaranteed 4-hour service response time.

Proactive Maintenance: This program can significantly increase your equipment uptime. Our quality assurance kits have been developed for replacement of high usage parts before they wear out. This helps reduce the need for emergency service calls and keeps your business one step ahead.

Genuine: Our factory-certified service professionals use only 100% genuine OEM Sharp and HP parts and supplies for your equipment. Genuine Sharp products ensure genuine Sharp performance.

eSupport: Place a service call, order supplies, or submit your meter reading anywhere, anytime. Our online support allows you to take care of business when you need it most.

Service Loaner: In the event we cannot repair your equipment to Sharp's specifications, we will provide you with similar equipment at no additional charge while your equipment is being serviced.

Correct-Connect: Want seamless integration for all your technology? Our Correct-Connect service starts with the information-gathering process, where we determine how you want your equipment and software configured. Then we build a complete solution to those specifications.

Guaranteed Cost of Ownership: We understand that this is a significant investment for your business, as well as an integral part of its success. We will ensure that you fully understand your current costs, isolate ways in which we can positively affect them, and work to provide you with all the facts you need to make the best decision.

Performance Guarantee: Our Sharp product line is backed by our Performance Guarantee

Industry Leading Technology

Top Industry Awards Sharp recognized as "Line of the Year" and "Highest Security Rating" by Buyers Laboratory Inc.

Sharp LCD Control Panels retain similar style and operation across entire digital imager line reducing training time and operation errors

Remote E-Mail Diagnostics generate e-mails which ensure accurate billing, proactive service and general control over performance

Scan2 Technology increases reliability by handling two-sided copying in a single pass – less downtime from jams

Printer-based Design enhances reliability throughout all segments

Document Filing allows users to quickly retrieve and store frequently used documents on the mfps hard drive

True Multi-Tasking systems allow you to work simultaneously between jobs

Sharpdesk gives you the ability to OCR documents to save time in editing; PDF Composer allows you to combine multiple file types into one PDF file

PDF Composer allows you to combine multiple file types into one PDF file

Mysharp an on-line 24/7 training and helpdesk website includes end user training on all systems and features

Scan Preview ability to preview scan before transmitting information

Image Preview check an image before copying data, sending data (fax & scan), document filing, or printing faxes received

Blank Page Skip ability to scan 1 & 2 sided documents simultaneously & automatically remove the blank pages to create a cohesive file

USB Thumb Drive ability to print, scan, and fax documents from a personal thumb drive

Retractable Keyboard for convenient data entry

Customizable LCD Panel ability to create one-touch buttons for efficient use

Remote Front Panel support staff can control the LCD panel from any computer on the network to show users how to perform a function or diagnose a problem; Can also assist disabled users

Intelligent Print Queue ability to skip over a stalled print job in the queue, subsequent print jobs continue to print skipping over the stalled job and then go back to the alert mode

Myfolder allows the user to scan to any folder on the network they have access to via their network permission established by their IT Administrator

Microsoft Exchange Connector allows scanned documents to be emailed from the Sharp MFP as if they came from the user's desktop Outlook application; Emails sent using the Exchange Connector will appear in the User's "Sent" folder on the their desktop Outlook application. (Requires locally housed Microsoft Exchange Server.)

Sharp is committed to environmentally-friendly business practices.

Sharp systems are Energy Star certified, helping reduce power consumption.

The Sharp Open Systems Architecture provides a flexible platform to deploy custom applications on Sharp MFP's.

Communication Continuum

Document

✓ Reduce and control cost
✓ Better device management and utilization
✓ Better workflow and processes
✓ IT can focus on critical functions

Collaboration

✓ Physical location no longer a challenge
✓ Information seen in real-time
✓ All parties can add/edit content
✓ Easy sharing of session process and results for future use
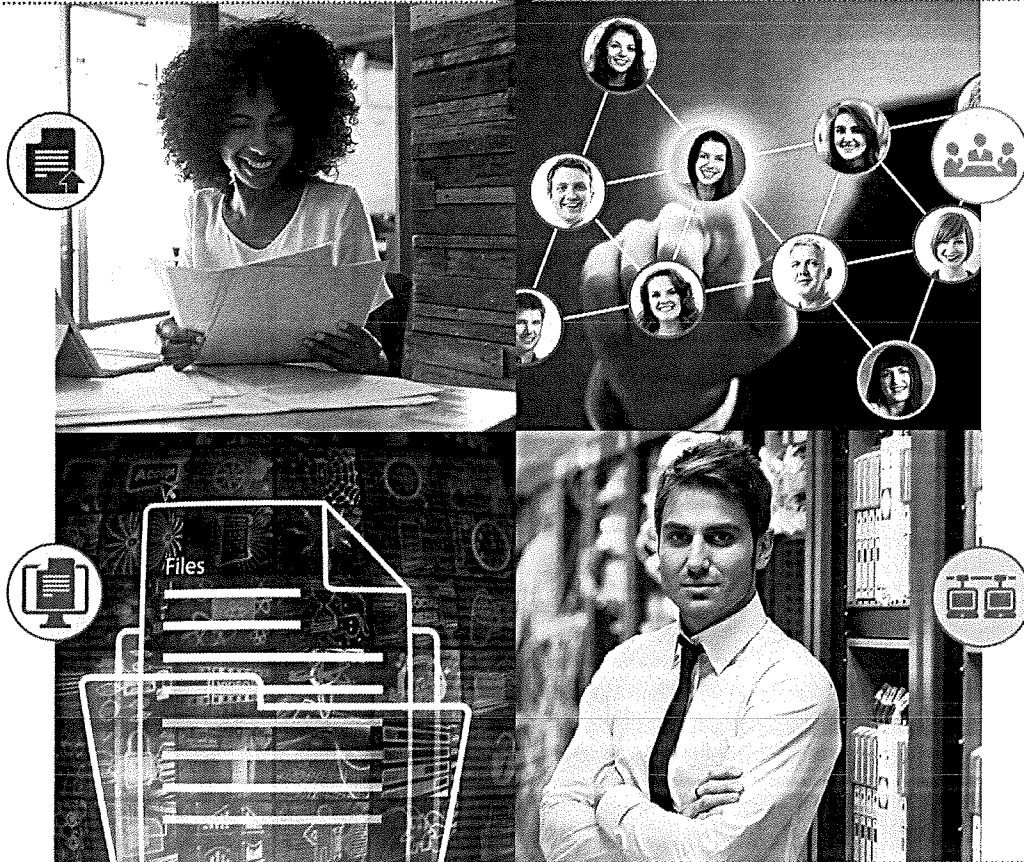
Imaging

✓ Easy archiving and retrieval
✓ Greater workflow optimization
✓ Business continuity plan
✓ Regulatory compliance
✓ Auditing and tracking

Network

✓ Optimal network performance
✓ Proactive management/monitoring
✓ Protect data w a disaster preparedness plan
✓ Reduce burden on IT department with an outsourced helpdesk

Optimum Device Management

In today's business world, an immense amount of business information is still communicated on paper. This information must be printed, copied, and scanned as a part of the document process. As a result, uninterrupted uptime of MFPs and printers is important to keep up with the speed of business communications. The Sharp device management suite delivers unparalleled control over the administration of Sharp MFPs through intelligent tools. All MFPs and printers in your network are effortlessly managed and monitored so that device uptime can be maximized to ensure the continuous flow of important business communications.

Sharp MFP Home Pages

The Sharp MFP Home Page is an embedded device configuration site that makes it easy for users and IT managers to administer the MFP through a standard web browser. Once authenticated, users can change their profiles and document filing folder settings, as well as maintain their one-touch address keys to quickly distribute scanned documents. From anywhere on the network, IT managers can log in and access the device's status, system, security and network settings, as well as maintain user accounts, specify diagnostic e-mail alerts, clone settings and more. Administrator access can be protected via complex password.

Sharp Remote Front Panel (RFP)

Sharp RFP is a powerful tool that enables users and support staff to remotely view the MFP's operation panel and control its features and functions from anywhere via a network. IT managers can see the same exact screen that the end user is viewing, allowing them to quickly understand issues and take the appropriate actions to solve them. Since IT managers can control the device remotely, this capability helps eliminate a trip to the device to support users, thereby reducing users' wait time.
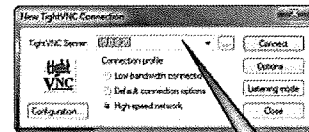
Enter the IP address of the Sharp MFP you would like to remote into and click Connect.

Sharp Remote Device Manager (SRDM)

SRDM is a device management and monitoring tool to facilitate centralized management of sharp MFPs and printers as well as SNMP-compliant printers. From the console, IT managers can view detailed information on each device, such as network connectivity, consumable levels and impression counts. The direct access to remote front panel enables support staff to view and control the LCD panel from anywhere on the network, as well as the ability to review service logs and update firmware. For more intuitive views, and to expedite trouble shooting, devices can be grouped together in the utility by model, department, location, network status, IP address and more. Rapid deployment of MFPs can also be accomplished by distributing print drivers to network clients and cloning the settings of a reference device to other similar models all at the click of a button. Toner level is monitored in 5% increments on select models.

Key features include but are not limited to:
- Manual or automated device discovery
- Remote device monitoring on status and consumables
- Remote device security, network, and system configurations
- Remote access to device's front panel to provide quick user assistance
- Driver distribution to reduce IT support time
- Firmware updates to minimize deployment time
- Device setting and cloning for fast device set up
- E-mail notifications to keep IT administrators aware of critical is
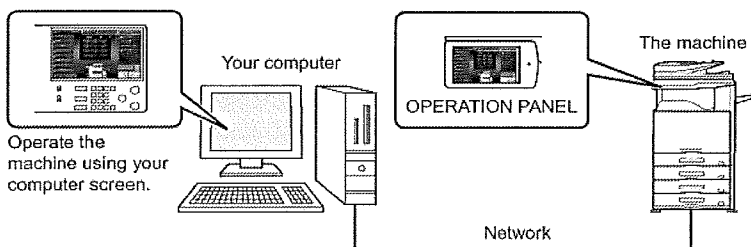
Empowered Communications

Highly featured smart phones and tablets are increasingly popular communication tools in the business world. According to research conducted by IDC, workers who communicate using mobile devices will account for 37% of the worldwide workforce and three-quarters of the workforce in the United States by 2015 (Mobile Printing Landscape: Transition to Early Adopters, August 2012). Recognizing such rapid adoption of mobile devices in the workplace, Sharp offers applications and options to seamlessly connect mobile workers with their daily business processes. Sharp approaches these solutions with IT professionals in mind, ensuring security and interoperability while maintaining productivity.
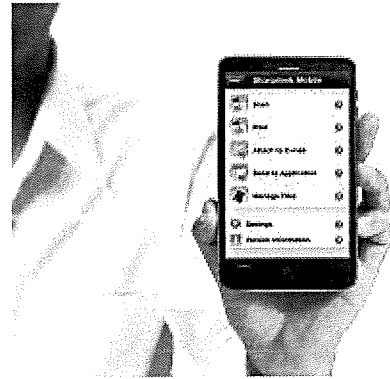
Mobile Printing and Scanning

Sharpdesk Mobile enables Windows® 8, Windows® RT, Apple® iOS® and Google® Android™ users to easily print documents from their smartphones or tablets to a Sharp MFP. Users can also scan hardcopy documents from a Sharp MFP directly to their mobile devices for flexible storage and sharing. Scanned files can be shared with other applications or sent as E-mail attachments. Sharpdesk Mobile is available at no cost on the Windows Store for Windows users, Apple App Store for iOS users or Google Play Store for Android users.

Key features include, but are not limited to:

- Print directly to select Sharp MFPs from Sharpdesk mobile applications
- Print from and send documents to other applications such as Evernote®, Cloud Portal Office, and Dropbox®
- Print Web pages and E-mails
- Send documents to others via E-mail
- Store and manage scanned or imported files
- User authentication for printing and scanning to meet IT security measures and track user activities
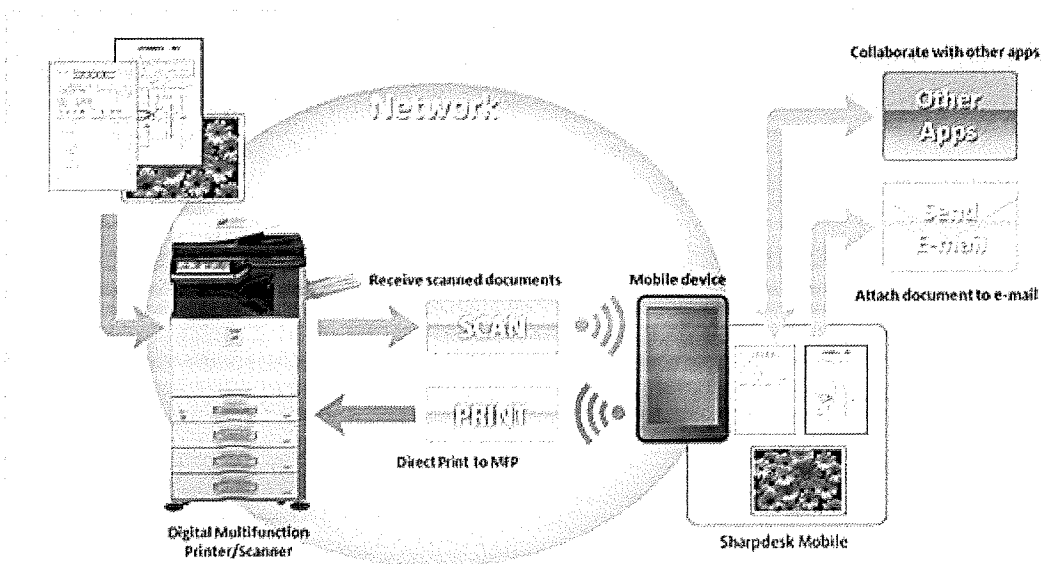
Green Initiatives

ENVIRONMENTALLY-FRIENDLY

Responsible Approach to Product Design

All Sharp Document Systems utilize advanced micro-fine toner technology, which offers a lower consumption rate and produces less waste than conventional toners, resulting in longer replacement intervals. Sharp supplies are packaged using fully recyclable materials. Long-life consumable parts help minimize service intervals and down time, resulting in lower operating costs. With two different energy-saving modes, power can be reduced or shut off at set intervals. All Sharp document systems are ENERGY STAR* qualified and RoHS compliant to restrict the use of hazardous substances.

Toner Recycling Program

As part of our commitment to helping preserve the environment, Sharp offers our customers zero waste land fill recycling for all Sharp consumables, including cartridges, bottles, toner collection containers and drum units. Sharp encourages customers to recycle their used Sharp toner cartridges in bulk by providing a pre-paid Recycling Kit for their return to our facility. Visit **www.sharpusa.com/recycle** to learn more.

Sharp's Environmental Leadership

As a testament to our commitment to the environment, Sharp is a three-time winner of the ENERGY STAR annual Excellence in Energy Proficiency Product Design. Sharp is also a four-time winner of the SmartWay* Excellence Award, which recognizes companies for conserving energy and lowering greenhouse gas emissions in logistics and transportation. Sharp was also a previous recipient of the Excellence in Partnership Green Contractor Award and the Evergreen Award from the General Services Administration (GSA) and the Coalition for Government Procurement. These awards recognize environmentally responsible businesses and their efforts on recycling, waste reduction and affirmative procurement practices.

Sharp Business Products are EPEAT® Certified

EPEAT® (Electronic Product Environmental Assessment Tool) is a 3rd party global rating system for greener electronics that requires ongoing independent verification of manufacturer claims. Businesses, government agencies, schools, hospitals and other institutions are using EPEAT as the environmental benchmark to help them make informed purchasing decisions. By using EPEAT standards to purchase greener electronics, you will be assuring your organization's environmental sustainability goals and help to preserve our natural resources.

Optional Secure Print

To help protect the City's printed documents from unauthorized viewing, Sharp offers encrypted PDF files for printing and scanning. Sharp's optional "Secure Print" solution will allow end users to print from their computers and retrieve prints from any networked Sharp by authenticating and releasing the prints at the MFD. Authentication can be done by either entering a PIN code or by simply swiping an employee badge at the Sharp MFD. Sharp's scalable security offerings aim to protect your intellectual property, preserve confidential information and help the City meet regulatory requirements.

Workstation

Print Server
graphics-print

The job waits in a virtual print queue which is viewable at user's workstation and or from server.

Virtual Print Queue   Virtual Print Queue

The job waits in the hold/release queue until user provides credentials to view or release jobs at MFD.
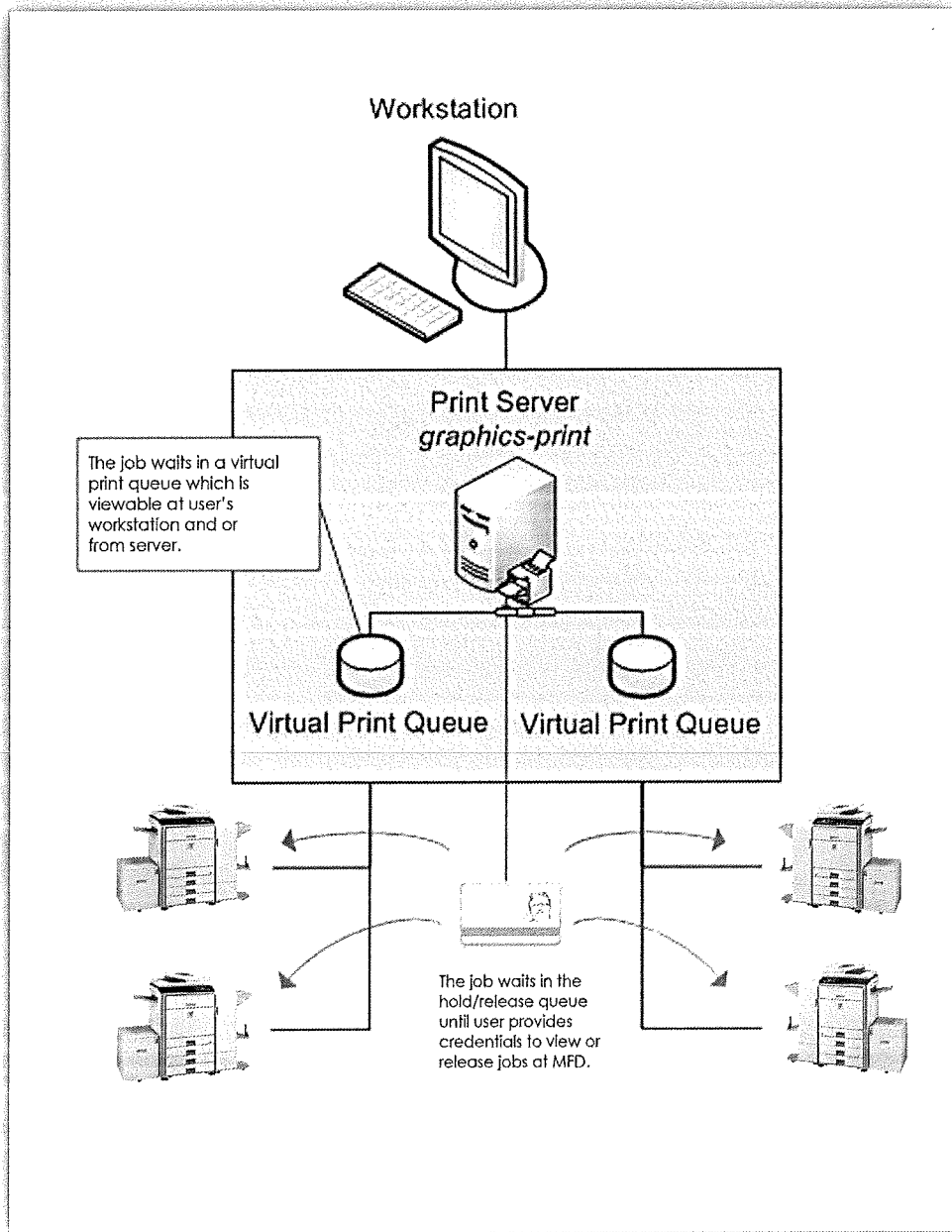
Sharp OSA® Platform

Sharp OSA Technology allows MFPs to become portals to key business applications

With Sharp OSA connectors you can access:

- Microsoft® Exchange for scanning to e-mail
- Electronic records and corporate database systems
- Centralized fax servers and websites
- Accounting systems
- Document management, cloud-based solutions and workflow systems

The **Sharp OSA Platform** enables the MFP and server applications to communicate using web services
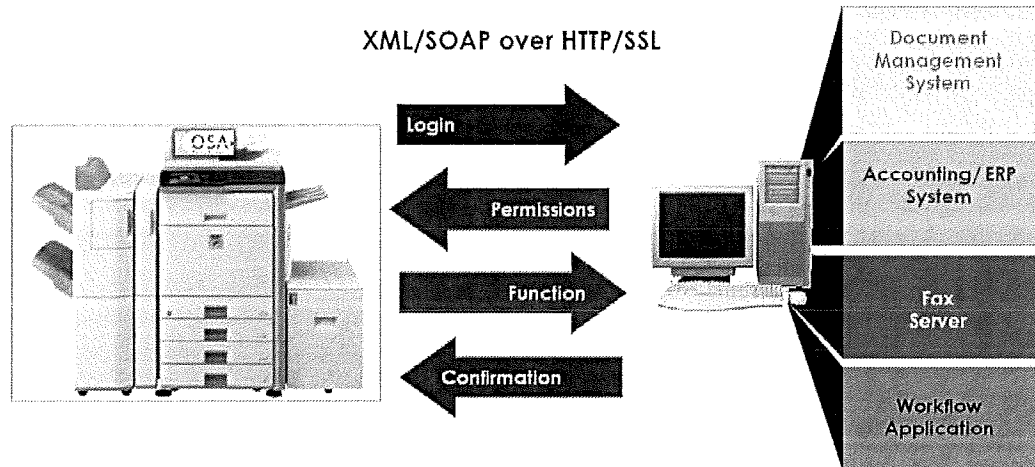
Sharp OSA Technology allows MFDs to become portals to key business applications.

With Sharp OSA Connectors you can access:

Microsoft® Exchange for scanning to e-mail

- Electronic records and corporate database systems
- Centralized fax servers and websites
- Accounting systems
- Document management, cloud-based solutions and workflow systems
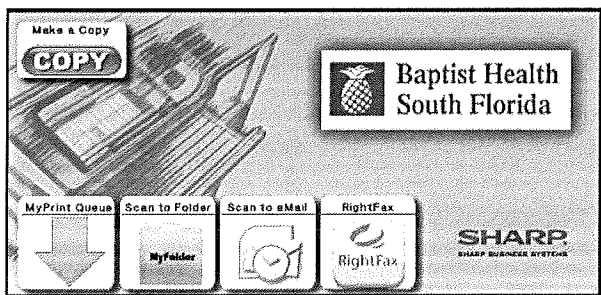
- Sharp OSA® Technology extends the MFD feature set...your imagination is the limit!
- Vast upgradeability to protect and enhance your investment
- Sharp OSA Technology lets you personalize the MFD front panel to your workflow
- Simplifies training and deployment
- Integrates with existing business applications using Web Services & .NET

OSA Technology

Our OSA technology offers comprehensive application programming interfaces that encompass all key MFD functions offering complete freedom to implement applications to meet your expanding business requirments.

Sharp Open Systems Architecture
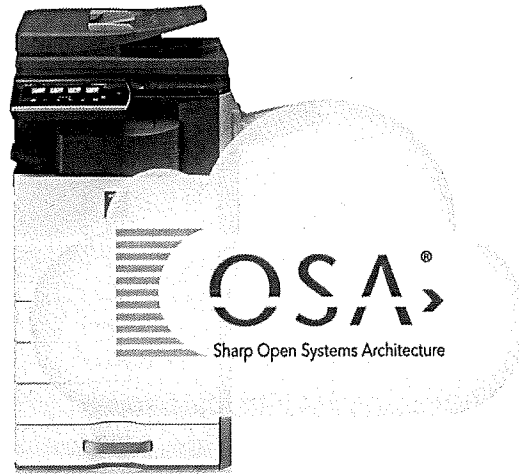
Our OSA® Technology extends the MFD feature set...your imagination is the limit!
Vast upgradeability to protect and
enhance your investment
Our OSA Technology lets you personalize the MFD front panel to your workflow
Simplifies training and deployment
Integrates with existing business applications industry standards such a sWeb APIs, Web Services
XHTML and the .NET framework

Our OSA® 4x - Cloud or On-Premises
The 4th generation Our OSA technology is cloud ready, enabling your IT department to make intelligent and informed decisions when it comes to solution deployment – cloud or on premise. Enabling secure and scalable communications, Our OSA technology further expands flexibility in how the document workflow and security solutions are implemented.

Our OSA® 3.5 -Network Connected
This third generation technology allows users to interact with network applications faster than ever before—and right from the machine LCD panel! With the ability to personalize applications and processes specific to your business, Our OSA technology can help reduce redundancy and streamline workflow. The Our OSA development platform is scalable, so as your workflow needs change, Our application integration can change as well.

Optional Software: Drivve

drivve

Capture • Store • Find • Share • Print • Fax • Workflow))) anywhere

Single Sign-On for your MFP

Drivve has combined the advanced scanning, print management and cost recovery capabilities of its award-winning technology into one, fully secure Single Sign-On solution for your MFP.

Now you no longer need to worry about integrating different products from different vendors. Drivve has made is as easy as it's ever going to get.

The ONLY solution your MFP will ever need...

Fully Encrypted Single Sign-On • **Authenticated Scan to Email, Home-folder & Fax** • Print & Copy Usage Tracking & Reporting • **Advanced Scanning** • Cost Recovery for Printer & MFP Usage • **Scan to MS SharePoint** • Barcode Scanning • **Connect to Backend Business Systems & Applications** • Mobile Printing Support • **Easy to Install, Configure & Administer** • Secure Printing • **Enforce Print & Scan Policies & Rules** • Authenticated Network Folder browsing

Optional Software: Drivve

Key Feature Summary	
Single Sign-On (SSO)	**Usage Tracking & Reporting**
• Supports multiple methods of authentication - ID Cards, PINs, Mobile device apps, network credentials etc.	• Report on all MFP and printer usage, including print, copy, scan, fax and even mobile print jobs
• Provides LDAP / Active Directory sync for user management	• Report by device, by user, by project, by department etc.
• Users only need to authenticate once to access any MFP service, including scan workflows to backend systems	• Over 30 standard report templates capable of generating over 100 report types
• Locks down MFP services to permission based access	
• Supports self registration of ID cards and mobile devices	**Authenticated Scan to Email, Home-folder & Fax**
	• Email scanned documents from personal email accounts
Advanced Scanning	• Support for MS Exchange, IBM Lotus Notes and others
• Browse network folders & auto-create new filing structures	• Access and browse personal address books at the MFP
• Create text searchable documents using powerful OCR	• Automatically scan to home-folders once authenticated
• Create filenames automatically with any input field or data	• NO further authentiaction required
• Index at the MFP or add metadata from backend systems	• Connects to a range of fax servers and services
• Supports blank-page & barcode separation of batch scans	
• Authenticated network folder browsing	**Cost Recovery for print & MFP usage**
• Output in multiple document formats, including PDF, MS Word, MS Excel, RTF, TIFF, JPEG, PDF/A	• Easily build pricing models for different clients, projects, departments, or companies
• Use zonal OCR and regular expressions to automate scan workflows	• Account for staff MFP usage automatically and allow users to alocate costs at the MFP
• Supports multiple methods of authentication - ID Cards, PINs, Mobile device apps, network credentials etc.	• Export data for billing or chargeback as CSV, XML, XLSX, DOCX, RTF & PDF
• Support for job build from document feeders & glass	
• Auto-rotate images as they are scanned	**Scan to MS SharePoint**
• Automatic Image Clean-up including de-skew, de-speckle, removal of lines, punch-holes & borders	• Browse SharePoint folders and create new ones automatically of required
	• Connects to hosted SharePoint services as well as in-house
Secure Printing	• Connect directly to MS SharePoint from your MFP
• Release print jobs at any MFP through embedded app	• No need for further authentication
• Release print jobs at ANY print device with any Drivve Print app for smartphones and tablets, or via the Browser UI	• Does not require any software to be istalled on the SharePoint server
• Browser UI for print job release at any MFP or printer	
	Mobile Printing Support
Barcode Scanning	• Print from ANY mobile device to ANY print device
• Use 1D & 2D barcodes to define scan workflows	• Supports over 500 document formats
• Supports multiple barcodes on same page	• Mobile apps for Android & iOS
• Use barcode content for indexing	• Offers guest printing & hospitality hotspot capabilities
	• Submit documents by print app, email or webpage upload
Connect to backend business systems & applications	
• Output to any ODBC compliant database application	**Easy to install, configure & administer**
• Present application meta data on MFP UI for user selection	• Single install wizard and simplified licensing by MFP
	• Automatically discovers MFPs and printers on the network
Print, copy & scan policies & rules	• Configure centrally, deploy remotely
• Force duplex, restrict color etc.	

Document Solutions

The Importance of Documents

Business processes ride on paper and digital documents. The ability to quickly move information between paper and digital formats is critical to the smooth operation of most key business processes. Outdated office equipment can impede your ability to move information leading to increased overhead, slower processes and overall frustration. New office technologies help you speed information quickly through your processes, improving your business.
The results are positive:
Increased Profit
Improved Competitive Advantage
Better Customer Service
Reduced Legal Risk
Enhanced Regulatory Compliance

The Increasing Cost of Documents

Office document costs consume an average of 2% of annual revenues according to a recent infotrends study. These costs continue to increase
as more information is pushed to the workgroup by email and internet applications. Instead of printing documents centrally, more printing is
done at the workgroup level.
With paper usage increasing at over 10% per year, this cost continues to rise. The increased use of color also increases printing and copying costs.
Potential Risks to Security

Without proper security standards in place, your organization could be at risk. Many documents contain sensitive data including client information or corporate secrets. Left unsecured, this information could lead to regulatory compliance violations (HIPAA, GLBA, FACTA) or information theft.
Other documents need to be kept for financial accountability (SOX), audits or legal discovery. With new ediscovery law written in the Federal Rules of Civil Procedure, not being able to produce information in a lawsuit can put you at a substantial disadvantage.
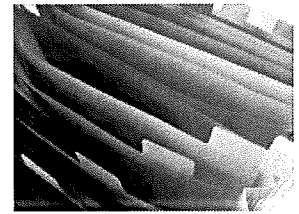
Paper and digital documents drive business processes.

Fast Facts

- Organizations spend an average of 2% of annual revenues on office document production

- Paper usage grows every year

- Use of color is increasing
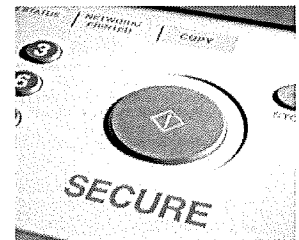
- The Our Security Suite helps ensure your confidential information is protected.

Document Solutions

Streamline the flow of information through your business processes
with productivity-enhancing document solutions.
Document Security Solutions protect critical information

Electronic Document Routing Technologies distribute scanned
documents to printers, faxes, emails and network folders.

Electronic Document Management Systems
create a secure, searchable repository of scanned documents Sharp
have installed our Electronic Content Management solution at local
clients, such as Sharp Healthcare, McMillan Corporation, Poway
Unified School District and the feedback has been excellent. No
other copier company has an enterprise ECM solution and a full
complement of hardware like Sharp.

Integrated Solutions

Sharp transforms your office by integrating the latest multifunction
technologies with easy-to-use software solutions. The net results
typically include increased productivity, enhanced security and
reduced expenses.

Sharp's Sharepoint Connector
Seamless Integration with sharepoint
User Authentication via Active Directory
Dynamically select repositories, display shared folders,
and columns information

Reduce your printing costs
with our Managed Print
Services program.
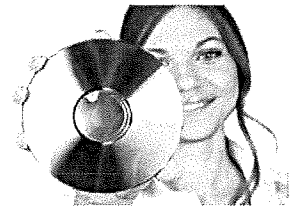
Drowning in paper? Get
control with an OnBase
Document Management
System.

Microsoft Office
SharePoint

Training – My Sharp

The industry's most innovative on-line support tool, My Sharp, is your personal companion website for product orientation and demonstrations. It offers high-level support in an easy-to-use format. My Sharp features helpful demonstrations on how to use the scan, copy, print and fax capabilities of your Sharp office products, related software applications and the replacement of supplies for those products. Tailored just for you, we customize each My Sharp website to reflect the Sharp products in your office and to suit your organization's current needs and when your organization's needs evolve, My Sharp provides the flexibility to grow.

Benefits

User friendly demonstrations on how to use your equipment and technology
You will automatically receive demonstration updates on new functions as they are released
Access My Sharp online anytime, anywhere
Train new employees on office products quickly and effectively
Product features are grouped by category such as as Printing, Copying, Faxing, Scanning, Software and Supplies
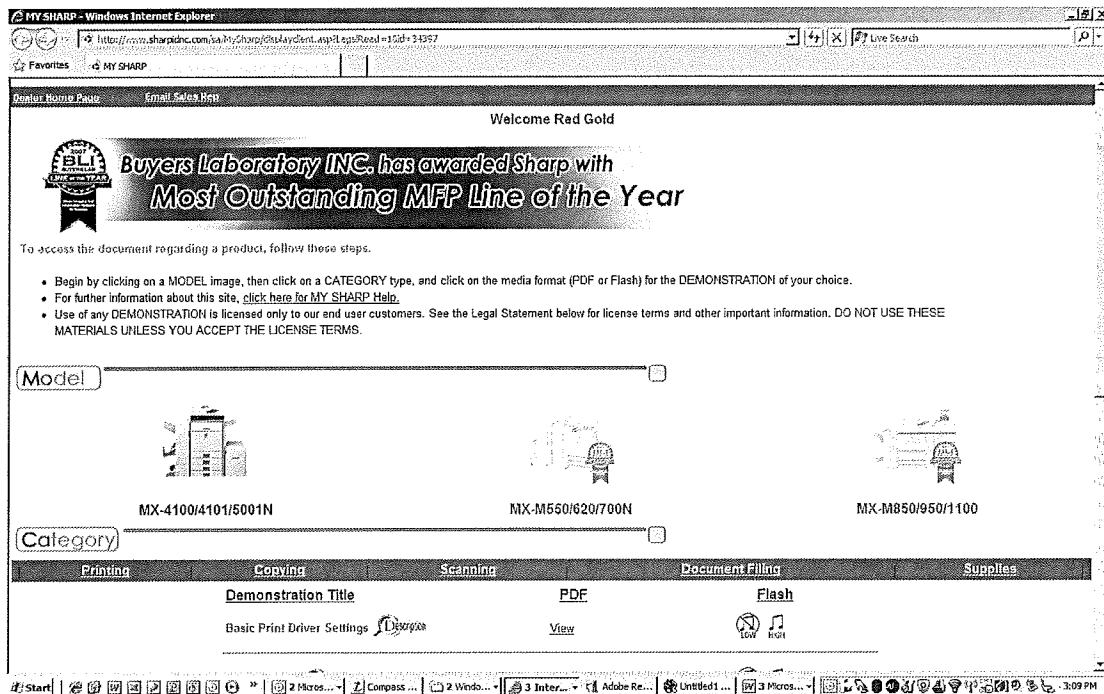
Training: 24/7 Client Support – My Sharp

Accessible on **the front LCD control panel** (most MFP models)
MySharp™ **provides on-line, on-demand device support and training**
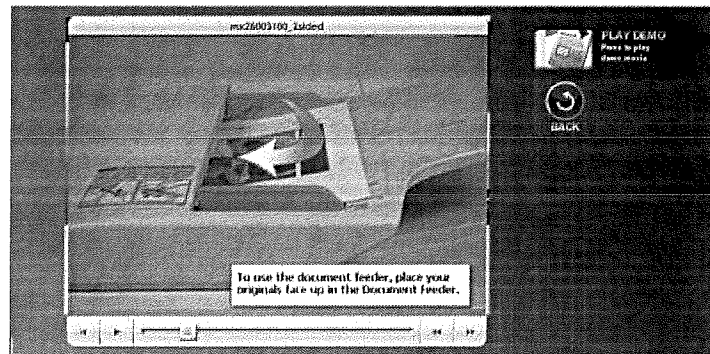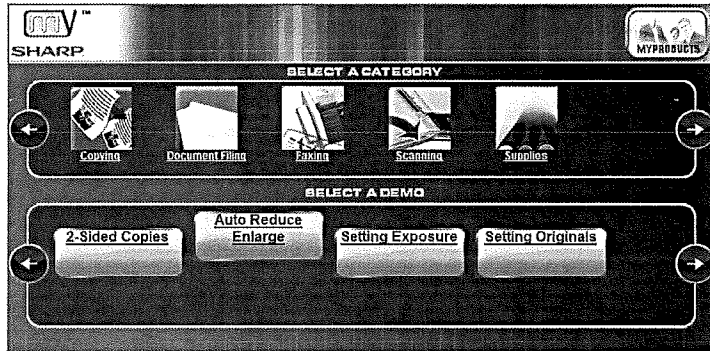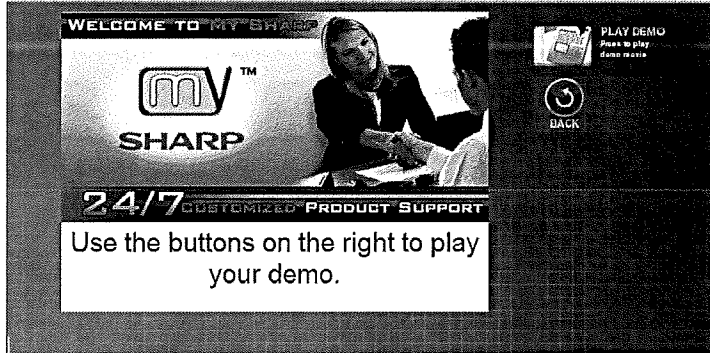
Hand off Your Technology Hassles to us.

Managed IT Services

Outsourced IT Services provided by Sharp are tailored to meet your needs, from a back-up/disaster recovery solution to a complete IT and helpdesk package. We help companies control IT costs, focus on mission critical projects and reduce potential network threats.

- 24/7 Help Desk Services
- Server and Desktop Maintenance
- Backup and Disaster Recovery Services
- Network Device Management
- Server and Exchange Management
- Unlimited Remote Support
- Vendor Management
- Performance Optimization
- Virtual Environment Support
- IT Project Management
- Mobile Device Management

Presenting the Cost-Effective Alternative to In-House IT Management

Our intelligent remote monitoring tools and 24/7 back-office services provide expert, cost-effective IT management to make sure your systems operate as required and deliver the ROI you expected. Key elements include:

Server Monitoring and Care
We utilize active-yet-unobtrusive software to track and analyze your server activity around the clock. When a system or function fails to work properly, an alert is generated and our team can immediately investigate the issue. Once we've identified the problem, we'll take steps to fix it — remotely at first — and we'll escalate our response as necessary.

Desktop Monitoring and Care
Our preventive maintenance service for desktops proactively and regimentally monitors and addresses common problems experienced by desktop users. Whether it's viruses, spyware issues or installing patches, we can handle it all — quietly and in the background — while your employees remain productive.

Mobile Device Management
With more companies looking for efficient, secure ways to incorporate their employees' personally owned mobile devices into the workplace (also known as "BYOD — bring your own device") we offer a response that answers all your needs. Our mobile device management (MDM) solution is the fastest, most comprehensive way to get devices configured for company access and to ensure that your organization's data is secure on smartphones and tablets. As a fully integrated cloud platform, we simplify MDM with rapid deployment, as well as comprehensive visibility and control that spans across mobile devices, applications and documents.

Network and Security Assessments
How healthy is your overall network? On a regular basis, we'll generate reports on the state of your systems, letting you know of any potential problems that fall outside safe parameters of our managed IT services. With these comprehensive assessments, you'll always have the best information for choosing your most effective options.

What's more, we continually build intelligence into our remote monitoring software by documenting the resolution to thousands of issues and incorporating them back into our software. And our expert technicians work around the clock to ensure your systems not only remain healthy, but also optimized for performance. Rest assured, our team is equipped to help handle even the most complex and difficult problems.

Let us answer any questions you have about our turn-key business continuity solution. You'll discover the easiest and most affordable way to keep your organization in business.

Rest Assured, We've Got IT Covered

Through our managed IT services, we'll:
- Maintain 24/7 watch over your entire IT environment (network servers, desktops, mobile devices, etc.)

- Identify and analyze server "events" for potential problems

- Remediate processes or services that fail

- Monitor servers and ensure security patches and anti-virus protocols are up to date

- Ensure that data backups are completed

- Install patches and implement service packs

- Manage and secure mobile devices (smartphones, tablets)

▼

Your Full-Service IT Provider

Our managed IT services cover a full spectrum of technology solutions, including remote monitoring and management of your networks, 24/7 service desk support for users, and business continuity solutions, to ensure your company is prepared for any possible disruption.

Sharp's Environmental Policy

Sharp's dedication to environmental stewardship is a long standing corporate core value that is demonstrated in our products and our business activities, not a response to the latest trends.

Sharp's philosophy revolves around attaining mutual prosperity with stakeholders by contributing to the culture, benefits, and welfare of people throughout the world. To realize the business philosophy, all employees hold to and follow our business creed, which calls for "Sincerity and Creativity".
We are proud of the many ways that Sharp is following its business philosophy and business creed of "Sincerity and Creativity" by working to fulfill the environmental and societal aspects of its corporate social responsibility.
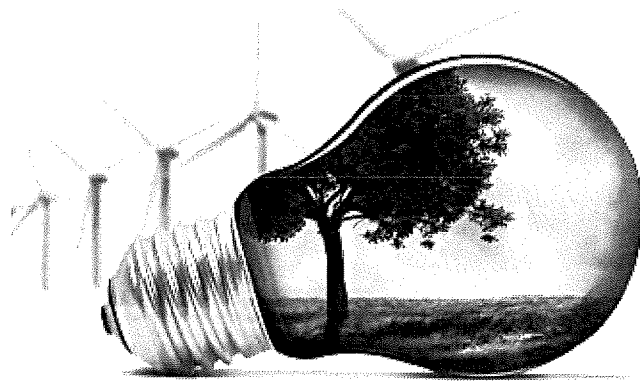
Sharp aims to minimize the environmental impact of our products by continually implementing and improving product technologies, designs and programs aimed at environmental conservation, from the materials used in the manufacture and packaging of our products, to their transportation, use and safe disposal at the end of their product life.

In 1995, Our Corporation (SC), Japan, began the process of acquiring ISO environmental management system certification for its production facilities. And in 2004, SC completed the process, with all SC plants worldwide now ISO 14001 certified. Further, in 2002, SC introduced its own Environmental Management System, which adds 49 additional control points for all our plants to supplement those specified by ISO standards.

Sharp is committed to setting new standards for energy efficiency as well as continually improving products and the materials used in their manufacture. We offer a wide range of ENERGY STAR® qualified models, many of which employ patented technology for reducing energy usage without sacrificing reliability. We strive to produce our products and their packaging in an environmentally conscious fashion, incorporating recycled materials and plant-based paints and resins. We design our products for durability, with parts that are easily dismantled for recycling at the end of their long lifetime.

Sharp's Recycle Policy

Sharp is very passionate about environmental conservation. All of our factories are working to eliminate waste and greenhouse gases, and achieve other environmental targets in 21 key areas, Saving Energy. Saving Resources, Maximizing Recycling, Minimizing Hazardous Materials.

As a part of Sharp's commitment to the environment, Sharp offers our customers a zero waste toner recycling for all consumables, including: cartridges, bottles, toner collection containers and drum units.

STOP, DROP, RECYCLE RECYCLING PROGRAM

Think Green.

It's free & easy to ship your recyclables in bulk
We provide all collection and shipping materials
We provide all shipping and recycling costs
We further reduce our carbon footprint by more efficiently shipping in bulk
(*box fits up to 10 cartridges*)
All consumables are 100% recycled with ZERO waste to a landfill

High Volume Recycling	Low Volume Option
3 Pre-Addressed, Pre-Paid Our Cartridge Collection / Shipping Boxes 3 Clear plastic liners 3 Zip ties **Fed Ex Pick up:** use existing service or call **1-800-GO-FEDEX (3399)** and say "ground pick-up"	Drop off at any Staples location, Staples will take care of recycling the cartridge at no cost to you. Visit: *storelocator.staples.com* to find a location near you. Contact our Dealer for more information about their toner consolidation procedure

Letter of Thanks

Dear City of Long Beach,

In closing, thank you again to the entire City of Long Beach for welcoming Sharp Business Systems to potentially partner with your institution and allowing us to be a part of the Managed Print Services Project. Sharp is very much looking forward to the future prospect of working with your wonderful organization and the many exciting projects to follow.

We look forward to the possibility of working with you now and into the future!

Sincerely,

Chris Hart, Sarah Razi & Brent Shoemaker

Christopher Hart
Director of Sales
Sharp Business Systems

Sarah Razi
Branch Manager
Sharp Business Systems

Brent Shoemaker
Major Account Executive
Sharp Business Systems

EXHIBIT "B"

Rates or Charges

Cover Letter 4.5.1

Dear Sokunthea,

It is with great pleasure that we submit this proposal to the City of Long Beach, (City).

Thank you for allowing us the opportunity to present this proposal to your organization.
Sharp Business Systems (SBS) is the direct arm of Sharp Electronics in North America. We have offices all over the country. Our focus is to offer the best possible solution with continued care, service and support throughout the contract. We have been servicing California for over 40 years. Our favorite mantra, "clients for life" represents our hard work and dedication. We welcome you to tour our facility and encourage you to reach out to our references and hear what they have to say about working with Sharp Business Systems.

We are serious about helping our clients improve their business processes and save money. We have put forth a great effort to create the most beneficial solution for the City. We believe our proposed MFP and MPS solution will easily handle the stated requirements for the City. All of this technology is included in the pricing we have provided.

All of our quotes include set-up, delivery, installation, networking, and free ongoing training. Our pricing also includes a check to the City of Long Beach for $22,000 to pay for the consulting fee. The check will come within 90 days of the installation of equipment. We will also be moving the city hall equipment for free once the new city hall opens in 2019. Lastly, our pricing includes a full time CSR, non-sale related employee, and a service technician as requested in the RFP.

We have served many long term clients similar in size and scope to the City of Long Beach, such as Pepperdine University, City of San Diego, Superior Courts of Orange County, City of Chino Hills, and Los Angeles Department of Water and Power. We take pride in the length of time our account managers and management team have been with us. It is one of the main reasons our clients stay with us for such a long period of time. The account managers we are assigning to the City have been with SBS for 15 years and 7 years. The senior leadership team in Southern California has been here for 20+ years. Our staff does not turn over because we offer a unique family atmosphere not normally found in the office technology sector. The City can feel comfortable knowing that the people they deal with at SBS in year one will be the same people they are dealing with in year 5 of our agreement. We have the expertise, staff, and facilities to provide the City with state of the art equipment and superior service. Sharp's Managed Services program offers a broad array of robust solutions designed to help streamlining processes, assist IT and manage your fleet. Sharp's ability to leverage national buying power with local presence ensures great results. We look forward to serving you in the future.

Sincerely,

Dale Wedge
Christopher Hart
Brent Shoemaker
Sarah Razi

Sharp Business Systems

Exhibit #1 - Bidder Cost Proposal Form

City of Long Beach - Bidder Cost Proposal Form RFP No. TI 18-048

Bidder, Insert Company Name in cell K:1. See additional instruction Notes at the bottom of this sheet

Bidder: Input Proposed Device Make, Model, Accessories; Per Unit Cash Price, Per Unit Lease Payment and Click Rates in Gray Shaded Cells Per Category Type.

New Device Category	Quantity	Make	Model #	Accessories Included	Cash Price Per Unit	Total 5 Year Equipment Cost	60 Mo. FMV Lease Payment Per Unit	Total Calculated Lease Cost	BW Click Rate	Color Click Rate	Notes	Minimum Specs
Category #1	1	SHARP	M7580N	BOOKLET FINISHER, 3,500-SHEET LCT, HOLE PUNCH, HIGH-SPEED SCANNING WITH COMPRESSION AND OCR	$10,039	$10,039	$191	$191	$0.0038	$0.0380	For Marketing and High Quality Finished Documents	> 75 PPM High Volume Graphics Color MFP with Booklet Finisher, LCT, Hole Punch, and Enhanced Scanning Capabilities.
Category #2	50	SHARP	MX6070N	BOOKLET FINISHER, 2,100-SHEET LCT, HOLE PUNCH, LAN & WIRELESS PRINTING, HIGH-SPEED SCANNING WITH COMPRESSION AND OCR	$6,673	$333,650	$127	$6,350	$0.0038	$0.0380	For Area's Doing Over 15k Pages Monthly Combined	> 65 PPM High Volume Office Color MFP with Booklet Finisher, LCT, Hole Punch, LAN & Wireless Printing and Enhanced Scanning Capabilities.
Category #3	75	SHARP	MX5070N	STAPLING FINISHER, 2,100-SHEET LCT, HOLE PUNCH, LAN & WIRELESS PRINTING, HIGH-SPEED SCANNING WITH COMPRESSION AND OCR	$5,773	$432,975	$110	$8,250	$0.0038	$0.0380	For Area's Doing 5K to 15K Per Month Combined	> 55 PPM Office Color MFP with Booklet or Standard Finisher, Stapling, Hole Punch, LAN & Wireless Printing and Enhanced Scanning Capabilities.
Category #4	103	SHARP	MX4070N	STAPLING FINISHER, 2,100-SHEET LCT, HOLE PUNCH, LAN & WIRELESS PRINTING, HIGH-SPEED SCANNING WITH COMPRESSION AND OCR	$4,938	$508,614	$94	$9,682	$0.0038	$0.0380	For Area's Doing Less than 5K Per Month Combined Needing 11X17	> 40 PPM Office Color MFP with Internal or Standard Finisher, Stapling, Hole Punch LAN & Wireless Printing and Enhanced Scanning Capabilities.
Category #5	6	SHARP	MXC420SC	INTERNAL STAPLING FINISHER, LAN & WIRELESS PRINTING, HIGH-SPEED SCANNING WITH COMPRESSION AND OCR	$3,064	$18,384	$59	$354	$0.0038	$0.0380	For Table Top & MFP's Not Requiring 11 X 17	> 40 PPM Office Color A4 MFP with Internal Staple Finisher, LAN & Wireless Printing and Enhanced Scanning Capabilities.
High Volume Personal BW Printer	0	HP	M608DN	2 TRAYS & OPTIONAL ENVELOPE FEEDER	$1,645	$0	$32	$0	$0.0180	$0.1200	Refresh older high volume BW HP Desktop Printers	> High Volume BW Desktop Laser Printer with 2 Paper Trays. Ability to add an envelope feeder. HP M604dn or Similar
Low Volume Desktop Printer/MFP	45	HP	M477DN	2 TRAYS, LAN & WIRELESS PRINTING, COPY & SCAN FUNTIONS	$547	$24,615	$11	$495	$0.0180	$0.1200	Refresh older low volume printers and MFP's	> Low Volume Color Desktop Laser Printer/MFP. With LAN & Wireless Printing. HP M426 eMFP or Similar
Low Volume Personal BW Printer	0	HP	M402DNE	2 TRAYS & OPTIONAL ENVELOPE FEEDER	$335	$0	$7	$0	$0.0180	$0.1200	Refresh older personal low volume printers	> Low Volume BW Desktop Laser Printer. HP M402dn or Similar
Vend / Unit for Category #4 Library Devices	14	ACDI	EX2000-CCB		$2,408	$33,712	$46	$644	$0.0000	$0.0000	Confirmed connection with Envisionware. CPC rate is zero because you will be charge for the CPC on the MFP and not the coin	Coin-op with keypad for user accoutns and multiple price lines. Accepts coins, $1-$20 bills and all major credit cards. Includes installation & configuration.
Ability to provide Service, Toner and Support for various desktop printers	0	HP, LEXMARK, KYOCERA	OEM TONER		$0	$0	$0	$0	$0.0180	$0.1200	Please enter your estimated average BW and Color Cost Per Page to support various City owned desktop printers.	We understand that cost per page may vary depending on device type and City will finalize actual contract rates based on department assessment and cost savings plans.
Add any additional cost items not included in the MFD Cost.	0	HP, LEXMARK, KYOCERA	NON-OEM TONER		$0	$0	$0	$0	$0.0080	$0.0500	SIGNIFICANTLY LOWER RATES FOR COMPATIBLE TONER	
Totals	**280**					**$1,361,989**		**$25,966**	Effective Lease Rate	$0.01906	Lease Includes Property Tax	

(RFP Section 4.5.2: Item C: Optional Manufacturer Rebate) Page #20 of Sharp Proposal - SBS will cut a check to the City of Long Beach for $22,000 within 90 days of first delivering equipment.

Proposer Instructions: Device Quantity Per Year is not guaranteed and is for cost proposal comparison purposes only.

1 - Each device type cost must include all delivery, set-up and installation services along with any proposed or required software solution to implement the requirements as outlined in the RFP technical specifications.

2 - Should Proposer decide to include any or all of these items as a separate cost line item, please indicate such and add a line item to this chart.

3 - The City will not accept pricing or terms that require a piggyback of another entity negotiated contact.

4 - The City of Long Beach does not pay property tax and thus any quoted lease payment must include terms that the City of Long Beach will not be billed for any property tax on FMV leases. The City reserves the right to utilize a 3rd Party Independent lease sources.

City of Long Beach - Device Pricing Template RFP No. TI 18-048

Category #1 Pricing Table

Input the standard Category Device Configuration detail resulting in a total cash price calculated in cell F:14

New Device Category	Make	Model # / Product Code	Accessories Included	MSRP Per Item	Cash Price Per Item	60 Mo. FMV Lease Payment Per Unit	BW Click Rate	Color Click Rate	Notes	Minimum Specs
Category #1	SHARP	MX7580N	75 PAGE-PER-MINUTE, HIGH-SPEED COLOR DOCUMENT SYSTEM.	$34,500.00	$8,065.00	$191.00	$0.0038	$0.0380	For Marketing and High Quality Finished Documents	> 75 PPM High Volume Graphics Color MFP with Booklet Finisher, LCT, Hole Punch, and Enhanced Scanning Capabilities.
Included Booklet Finisher	SHARP	MXFN20 + MXRB12	50-SHEET STAPLE/15-SHEET BOOKLET FINISHER + PAPER PASS UNIT, 4000-SHEET STACKING EXIT TRAY	$5,275.00	$1,364.00	Proposer Mo. Lease Cost above shall be for the total cash price found in cell F:14			Proposer Instructions: Total Cash Price from this Standard Category Configuration detail as calculated in cell F:14 of this price sheet, should match the Proposer bid cash price on Exhibit B - Cost Proposal Form, Sheet #1.	
Included Large Capacity Tray	SHARP	MXLC 12	(2) 500-SHEET TRAY, (1) 2,100-SHEET TRAY, (1) 3,500-SHEET LARGE CAPACITY CASSETTE	$1,570.00	$399.00	Proposer bid price per device category for BW and Color Click Rate (Per Page Charge), shall include all costs to meet the service level agreements as outlined in the RFP Exhibit A - SOW. Pricing shall be guaranteed for entire term.			1 - Each device type cost must include all delivery, set-up and installation services along with any proposed or required software solution to implement the requirements as outlined in the RFP technical specifications. A variance of 5ppm is acceptable.	
Included Scanning Feature			150-SHEET SINGLE-PASS, DUAL-SCAN DOCUMENT FEEDER (200 IPM), ENHANCED COMPRESSION KIT, ADOBE & MS OFFICE LICENSE INC FOR SCANNING FORMATS	$0.00	$0.00				2 - Should Proposer decide to include any or all of these items as a separate cost line item, please indicate such and add a line item to cost proposal form in Exhibit B.	
Any Additional Included Accessories	SHARP	MXPN12B	Hole Punch	$850.00	$211.00				3 - The City will not accept pricing or terms that require a piggyback of another entity negotiated contact.	
Any Additional Included Accessories				$0.00	$0.00				4 - The City of Long Beach does not pay property tax and thus any quoted lease payment must include terms that the City of Long Beach will not be billed for any property tax on FMV leases. The City reserves the right to utilize a 3rd Party Independent lease sources.	
Any Additional Included Accessories				$0.00	$0.00					
Total Cash / Lease Price for Category #1 Standard Bid Configuration				$42,195.00	$10,039.00					

Total Category Device Bid Price

Additional Accessory Options:

New Device Category	Make	Model # / Product Code	Description	MSRP Per Item	Cash Price Per Item	Mo. Lease Cost Per Item
FIERY CONTROLLER	SHARP	MXPE12	FIERY COLOR EMBEDDED PRINT SERVER	$6,800	$2,231	$43
FIERY INTERFACE	SHARP	MXPX12	FIERY INTERFACE KIT	$2,000	$656	$13
FAX OPTION	SHARP	MXFX15	FAX EXPANSION KIT	$1,360	$314	$6
LCT (LETTER ONLY)	SHARP	MXLC12	3,500-SHEET (LETTER) LARGE CAPACITY TRAY	$1,570	$427	$8
LCT (UP TO LEDGER)	SHARP	LCX3N	3,000-SHEET (LEDGER) LARGE CAPACITY TRAY	$3,050	$1,714	$34
MULTIFOLD UNIT*	SHARP	MXFD10	MULTI-FOLDING UNIT	$14,700	$4,017	$80
SADDLE-STITCH FINISHER	SHARP	MXFN22	100-SHEET STAPLE / 20-SHEET SADDLE STITCH FINISHER	$10,720	$2,743	$55
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00

CITY OF
LONG BEACH
TECHNOLOGY & INNOVATION DEPARTMENT

SHARP BUSINESS SYSTEMS

Exhibit D - Device Pricing Template

Page 2 of 8

City of Long Beach - Device Pricing Template RFP No. TI 18-048

Category #2 Pricing Table

Input the standard Category Device Configuration detail resulting in a total cash price calculated in cell F:14

New Device Category	Make	Model # / Product Code	Accessories Included	MSRP Per Item	Cash Price Per Item	60 Mo. FMV Lease Payment Per Unit	BW Click Rate	Color Click Rate	Notes	Minimum Specs
Category #2	SHARP	MX6070V	60 PAGE-PER-MINUTE HIGH SPEED COLOR DOCUMENT SYSTEM	$22,825.00	$5,033.50	$127.00	$0.0038	$0.0380	For Area's Doing Over 15k Pages Monthly Combined	> 65 PPM High Volume Office Color MFP with Booklet Finisher, LCT, Hole Punch, LAN & Wireless Printing and Enhanced Scanning Capabilities.
Included Booklet Finisher	SHARP	MXFN29 + MXRB25N	1K STACKING, 50-SHEET STAPLE / BOOKLET FINISHER	$3,495.00	$954.00	Proposer Mo. Lease Cost above shall be for the total cash price found in cell F:14			Proposer Instructions: Total Cash Price from this Standard Category Configuration detail as calculated in cell F:14 of this price sheet, should match the Proposer bid cash price on Exhibit B - Cost Proposal Form, Sheet #1.	
Included Large Capacity Tray	SHARP	MXDE28	(2) 550-SHEET TRAY, (1) 2,100-Sheet Large Capacity Tray	$2,000.00	$473.00	Proposer bid price per device category for BW and Color Click Rate (Per Page Charge), shall include all costs to meet the service level agreements as outlined in the RFP Exhibit A - SOW. Pricing shall be guaranteed for entire term.			1 - Each device type cost must include all delivery, set-up and installation services along with any proposed or required software solution to implement the requirements as outlined in the RFP technical specifications. A variance of 5ppm is acceptable.	
Included Scanning Feature			150-SHEET SINGLE-PASS, DUAL-SCAN DOCUMENT FEEDER (200 IPM), ENHANCED COMPRESSION KIT, PDF, AND MICROSOFT OFFICE LICENSE INCLUDED FOR SCANNING	$0.00	$0.00				2 - Should Proposer decide to include any or all of these items as a separate cost line item, please indicate such and add a line item to cost proposal form in Exhibit B.	
Any Additional Included Accessories	SHARP	MXPN15B	HOLE PUNCH	$735.00	$212.00				3 - The City will not accept pricing or terms that require a piggyback of another entity negotiated contact.	
Any Additional Included Accessories				$0.00	$0.00				4 - The City of Long Beach does not pay property tax and thus any quoted lease payment must include terms that the City of Long Beach will not be billed for any property tax on FMV leases. The City reserves the right to utilize a 3rd Party Independent lease sources.	
Any Additional Included Accessories				$0.00	$0.00				Proposer Insert Any Notes or Explanation Here:	
Total Cash / Lease Price for Category #2 Standard Configuration				**$29,055.00**	**$6,672.50**					

Total Category Device Bid Price

Additional Accessory Options:

New Device Category	Make	Model # / Product Code	Description	MSRP Per Item	Cash Price Per Item	Mo. Lease Cost Per Item
FAX OPTION	SHARP	MXFX15	FAX EXPANSION KIT	$1,360	$426	$8
INNER FINISHER	SHARP	MXFN27	50-SHEET INNER FINISHER	$2,000	$550	$11
3K FINISHER	SHARP	MXFN30	3K STACKING, 65-SHEET STAPLE FINISHER	$3,050	$1,019	$20
3K FINISHER / SADDLE STITCH	SHARP	MXFN31	3K STACKING, 65-SHEET STAPLE / SADDLE STITCH FINISHER	$6,000	$1,855	$37
3,000-SHEET LCT	SHARP	MXLC17N	3,000 LARGE CAPACITY TRAY	$1,570	$414	$8
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00

CITY OF
LONG BEACH
TECHNOLOGY & INNOVATION DEPARTMENT

City of Long Beach - Device Pricing Template RFP No. TI 18-048

Category #3 Pricing Table

Input the standard Category Device Configuration detail resulting in a total cash price calculated in cell F:14

New Device Category	Make	Model # / Product Code	Accessories Included	MSRP Per Item	Cash Price Per Item	60 Mo. FMV Lease Payment Per Unit	BW Click Rate	Color Click Rate	Notes	Minimum Specs
Category #3	SHARP	MX5070V	50 PAGE-PER-MINUTE HIGH SPEED COLOR DOCUMENT SYSTEM	$20,625.00	$4,835.00	$110.00	$0.0038	$0.0380	For Area's Doing 5K to 15K Per Month Combined	> 55 PPM Office Color MFP with Standard Finisher, Stapling, Hole Punch, LAN & Wireless Printing and Enhanced Scanning Capabilities.
Included Standard Finisher	SHARP	MXFN27	50-SHEET STAPLE INNER FINISHER	$2,000.00	$508.00				Proposer Mo. Lease Cost above shall be for the total cash price found in cell F:14	Proposer Instructions: Total Cash Price from this Standard Category Configuration detail as calculated in cell F:14 of this price sheet, should match the Proposer bid cash price on Exhibit B - Cost Proposal Form, Sheet #1.
Included Paper Trays	SHARP	MXDE25N	(2) 500-SHEET PAPER TRAY	$885.00	$218.00				Proposer bid price per device category for BW and Color Click Rate (Per Page Charge), shall include all costs to meet the service level agreements as outlined in the RFP Exhibit A - SOW. Pricing shall be guaranteed for entire term.	1 - Each device type cost must include all delivery, set-up and installation services along with any proposed or required software solution to implement the requirements as outlined in the RFP technical specifications. A variance of 5ppm is acceptable.
Included Scanning Feature			150-SHEET SINGLE-PASS, DUAL-SCAN DOCUMENT FEEDER [200 IPM]; ENHANCED COMPRESSION KIT; PDF AND MICROSOFT OFFICE LICENSE INCLUDED FOR SCANNING	$0.00	$0.00					2 - Should Proposer decide to include any or all of these items as a separate cost line item, please indicate such and add a line item to cost proposal form in Exhibit B.
Any Additional Included Accessories	SHARP	MXPN14B	HOLE PUNCH	$735.00	$212.00					3 - The City will not accept pricing or terms that require a piggyback of another entity negotiated contact.
Any Additional Included Accessories				$0.00	$0.00					4 - The City of Long Beach does not pay property tax and thus any quoted lease payment must include terms that the City of Long Beach will not be billed for any property tax on FMV leases. The City reserves the right to utilize a 3rd Party Independent lease sources.
Any Additional Included Accessories				$0.00	$0.00					Proposer Insert Any Notes or Explanation Here:
Total Cash / Lease Price for Category #3 Standard Configuration				$24,245.00	$5,773.00					

Total Category Device Bid Price

Additional Accessory Options:

New Device Category	Make	Model # / Product Code	Description	MSRP Per Item	Cash Price Per Item	Mo. Lease Cost Per Item
FAX OPTION	SHARP	MXFX15	FAX EXPANSION KIT	$1,360	$487	$10
(2) 500-SHEET TRAY	SHARP	MXDE27N	(4) TOTAL 500-SHEET PAPER TRAY	$1,570	$370	$7
(1) 2,100-SHEET TRAY	SHARP	MXDE29N	(2) 550-SHEET TRAY; (1) 2,100-SHEET TRAY	$2,000	$473	$9
1K FINISHER	SHARP	MXFN28	1K STACKING, 50-SHEET STAPLE FINISHER	$2,600	$852	$17
1K FINISHER / SADDLE STITCH	SHARP	MXFN29	1K STACKING, 50-SHEET STAPLE / SADDLE STITCH FINISHER	$3,495	$1,019	$20
3K FINISHER	SHARP	MXFN30	3K STACKING, 65-SHEET STAPLE FINISHER	$3,495	$1,019	$20
3K FINISHER / SADDLE STITCH	SHARP	MXFN31	3K STACKING, 65-SHEET STAPLE / SADDLE STITCH FINISHER	$6,000	$1,855	$37
3,000-SHEET LCT	SHARP	MXLC17N	3,000 LARGE CAPACITY TRAY	$1,570	$414	$8
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00

CITY OF
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TECHNOLOGY & INNOVATION DEPARTMENT

City of Long Beach - Device Pricing Template RFP No. TI 18-048

Category #4 Pricing Table

Input the standard Category Device Configuration detail resulting in a total cash price calculated in cell F:14

New Device Category	Make	Model # / Product Code	Accessories Included	MSRP Per Item	Cash Price Per Item	60 Mo. FMV Lease Payment Per Unit	BW Click Rate	Color Click Rate	Notes	Minimum Specs
Category #4	SHARP	MX4070V	40 PAGE-PER-MINUTE HIGH SPEED COLOR MFP	$18,425	$4,000	$94	$0.0038	$0.0380	For Area's Doing Less than 5K Per Month Combined Needing 11X17	> 40 PPM Office Color MFP with Internal or Standard Finisher, Stapling, Hole Punch LAN & Wireless Printing and Enhanced Scanning Capabilities.
Included Internal or Standard Finisher	SHARP	MXFN27	50-SHEET STAPLE INNER FINISHER	$2,000	$508	Proposer Mo. Lease Cost above shall be for the total cash price found in cell F:14			Proposer Instructions: Total Cash Price from this Standard Category Configuration detail as calculated in cell F:14 of this price sheet, should match the Proposer bid cash price on Exhibit B - Cost Proposal Form, Sheet #1.	
Included Paper Trays	SHARP	MXDE25N	(2) 500-SHEET PAPER TRAY	$885	$218	Proposer bid price per device category for BW and Color Click Rate (Per Page Charge), shall include all costs to meet the			1 - Each device type cost must include all delivery, set-up and installation services along with any proposed or required software solution to implement the requirements as outlined in the RFP technical specifications. A variance of 5ppm is acceptable.	
Included Scanning Feature			150-SHEET SINGLE-PASS, DUAL-SCAN DOCUMENT FEEDER (200 IPM). ENHANCED COMPRESSION	$0	$0	service level agreements as outlined in the RFP Exhibit A - SOW. Pricing shall be guaranteed			2 - Should Proposer decide to include any or all of these items as a separate cost line item, please indicate such and add a line item to cost proposal form in Exhibit B.	
Any Additional Included Accessories	SHARP	MXPN14B	HOLE PUNCH	$735	$212	Proposer Input the Optional Library Vend / Coin Op System under the additional accessories matrix below.			3 - The City will not accept pricing or terms that require a piggyback of another entity negotiated contact.	
Any Additional Included Accessories				$0	$0				4 - The City of Long Beach does not pay property tax and thus any quoted lease payment must include terms that the City of Long Beach will not be billed for any property tax on FMV leases. The City reserves the right to utilize a 3rd Party Independent lease sources.	
Any Additional Included Accessories				$0	$0				Proposer Insert Any Notes or Explanation Here:	
Total Cash / Lease Price for Category #4 Standard Configuration				**$22,045**	**$4,938**					

Additional Accessory Options:

Total Category Device Bid Price

New Device Category	Make	Model # / Product Code	Description	MSRP Per Item	Cash Price Per Item	Mo. Lease Cost Per Item
FAX OPTION	SHARP	MXFX15	FAX EXPANSION KIT	$1,360	$487	$10
(2) 500-SHEET TRAY	SHARP	MXDE27N	(4) TOTAL 500-SHEET PAPER TRAY	$1,570	$370	$7
(1) 2,100-SHEET TRAY	SHARP	MXDE29N	(2) 550-SHEET TRAY; (1) 2,100-SHEET TRAY	$2,000	$473	$9
1K FINISHER	SHARP	MXFN28	1K STACKING, 50-SHEET STAPLE FINISHER	$2,600	$852	$17
1K FINISHER / SADDLE STITCH	SHARP	MXFN29	1K STACKING, 50-SHEET STAPLE / SADDLE STITCH	$3,495	$1,019	$20
3K FINISHER	SHARP	MXFN30	3K STACKING, 65-SHEET STAPLE FINISHER	$3,495	$1,019	$20
3K FINISHER / SADDLE STITCH	SHARP	MXFN31	3K STACKING, 65-SHEET STAPLE / SADDLE STITCH	$6,000	$1,855	$37
3,000-SHEET LCT	SHARP	MXLC17N	3,000 LARGE CAPACITY TRAY	$1,570	$414	$8
Vend / Unit for Category #4 Library Devices	ACDI	EX2000-CCB	Coin-op with keypad for user accounts and multiple price lines. Accepts coins, $1-$20 bills and all major credit cards. Includes installation & configuration.	$2,408	$2,408	$46

CITY OF LONG BEACH
TECHNOLOGY & INNOVATION DEPARTMENT

City of Long Beach - Device Pricing Template RFP No. TI 18-048

Category #5 Pricing Table

Input the standard Category Device Configuration detail resulting in a total cash price calculated in cell F:14

New Device Category	Make	Model # / Product Code	Accessories Included	MSRP Per Item	Cash Price Per Item	60 Mo. FMV Lease Payment Per Unit	BW Click Rate	Color Click Rate	Notes	Minimum Specs
Category #5	SHARP	MXC402SC	40 PAGE-PER-MINUTE COLOR DESKTOP MFP	$9,400.00	$2,726.00	$59.00	$0.0038	$0.0380	For Table Top & MFP's Not Requiring 11 X 17	> 40 PPM Office Color A4 MFP with Internal Staple Finisher, LAN & Wireless Printing and Enhanced Scanning Capabilities.
Included Internal Finisher or Staple Feature	SHARP	MXFN12	50-SHEET INTERNAL FINISHER	$1,435.00	$338.00	Proposer Mo. Lease Cost above shall be for the total cash price found in cell F:14			Proposer Instructions: Total Cash Price from this Standard Category Configuration detail as calculated in cell F:14 of this price sheet, should match the Proposer bid cash price on Exhibit B - Cost Proposal Form, Sheet #1.	
Included Paper Trays			(1) 500-SHEET PAPER TRAY	$0.00	$0.00	Proposer bid price per device category for BW and Color Click Rate (Per Page Charge), shall include all costs to meet the service level agreements as outlined in the RFP Exhibit A - SOW. Pricing shall be guaranteed			1 - Each device type cost must include all delivery, set-up and installation services along with any proposed or required software solution to implement the requirements as outlined in the RFP technical specifications. A variance of 5ppm is acceptable.	
Included Scanning Feature			100-SHEET SINGLE PASS, DUAL-SCAN DOCUMENT FEEDER WITH ENHANCED SCANNING FEATURES	$0.00	$0.00				2 - Should Proposer decide to include any or all of these items as a separate cost line item, please indicate such and add a line item to cost proposal form in Exhibit B.	
Any Additional Included Accessories				$0.00	$0.00				3 - The City will not accept pricing or terms that require a piggyback of another entity negotiated contact.	
Any Additional Included Accessories				$0.00	$0.00				4 - The City of Long Beach does not pay property tax and thus any quoted lease payment must include terms that the City of Long Beach will not be billed for any property tax on FMV leases. The City reserves the right to utilize a 3rd Party Independent lease sources.	
Any Additional Included Accessories				$0.00	$0.00				Proposer Insert Any Notes or Explanation Here:	
Total Cash / Lease Price for Category #5 Standard Configuration				**$10,835.00**	**$3,064.00**					

Total Category Device Bid Price

Additional Accessory Options:

New Device Category	Make	Model # / Product Code	Description	MSRP Per Item	Cash Price Per Item	Mo. Lease Cost Per Item
#5	SHARP	MXCSX1	500-SHEET PAPER FEED UNIT	$455.00	$115.00	$2.24
EXTRA PAPER TRAY	SHARP	MXCSX2	ADDITIONAL 500-SHEET TRAY	$455	$123	$2
FAX	SHARP	MXFXX3	FAX EXPANSION KIT	$655	$174	$3
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00
				$0.00	$0.00	$0.00

CITY OF
LONG BEACH
TECHNOLOGY & INNOVATION DEPARTMENT

City of Long Beach - Device Pricing Template RFP No. TI 18-048

High Volume Printer Pricing Table

Input the standard Category Device Configuration detail resulting in a total cash price calculated in cell F:14

New Device Category	Make	Model # / Product Code	Accessories Included	MSRP Per Item	Cash Price Per Item	60 Mo. FMV Lease Payment Per Unit	BW Click Rate	Color Click Rate	Notes	Minimum Specs
High Volume Personal BW Printer	HP	M608DN	65PPM laserJet Pro	$2,595.00	$1,645.00	$32.00	$0.0180	$0.1200	Refresh older high volume BW HP Desktop Printers	> High Volume BW Desktop Laser Printer with 2 Paper Trays. Ability to add an envelope feeder. HP M604dn or Similar
Included Paper Trays			(2) 550-SHEET PAPER TRAY; 100-SHEET BYPASS TRAY	$0.00	$0.00	Proposer Mo. Lease Cost above shall be for the total cash price found in cell F:14			Proposer Instructions: Total Cash Price from this Standard Category Configuration detail as calculated in cell F:14 of this price sheet, should match the Proposer bid cash price on Exhibit B - Cost Proposal Form, Sheet #1.	
				$0.00	$0.00	Proposer bid price per device category for BW and Color Click Rate (Per Page Charge), shall include all costs to meet the service level agreements as outlined in the RFP Exhibit A - SOW. Pricing shall be guaranteed			1 - Each device type cost must include all delivery, set-up and installation services along with any proposed or required software solution to implement the requirements as outlined in the RFP technical specifications. A variance of 5ppm is acceptable.	
				$0.00	$0.00				2 - Should Proposer decide to include any or all of these items as a separate cost line item, please indicate such and add a line item to cost proposal form in Exhibit B.	
				$0.00	$0.00				3 - The City will not accept pricing or terms that require a piggyback of another entity negotiated contact.	
				$0.00	$0.00				4 - The City of Long Beach does not pay property tax and thus any quoted lease payment must include terms that the City of Long Beach will not be billed for any property tax on FMV leases. The City reserves the right to utilize a 3rd Party Independent lease sources.	
				$0.00	$0.00				Proposer Insert Any Notes or Explanation Here: We have provided two CPC rates for the HP devices. The higher rate is based of off HP OEM toner as requested in the RFP. We have also provied a lower CPC for HP OEM Compatable toner. This will save the City money. SBS stands by this toner 100%. We use this toner in thousands of printers throughout Southern California	
Total Cash / Lease Price for HV Printer Standard Configuration				$2,595.00	$1,645.00				Total Category Device Bid Price	$1,645.00

Additional Accessory Options:

New Device Category	Make	Model # / Product Code	Description	MSRP Per Item	Cash Price Per Item
PAPER TRAY	HP	L0H17A	ADDITIONAL PAPER TRAY	$343	$343
ENVELOPE FEEDER	HP	L0H21A	ENVELOPE FEEDER	$343	$343
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00

City of Long Beach - Device Pricing Template RFP No. TI 18-048

Low Volume Color Printer/MFP Pricing Table

Input the standard Category Device Configuration detail resulting in a total cash price calculated in cell F:14

New Device Category	Make	Model # / Product Code	Accessories Included	MSRP Per Item	Cash Price Per Item	60 Mo. FMV Lease Payment Per Unit	BW Click Rate	Color Click Rate	Notes	Minimum Specs
Low Volume Desktop Printer/MFP	HP	M477DN	40ppm B/W & 40ppm Color Multi-function Printer (PRINT, COPY, SCAN, FAX)	$630.00	$547.00	$11.00	$0.0180	$0.1200	Refresh older low volume printers and MFP's	> Low Volume Color Desktop Laser Printer/MFP. With LAN & Wireless Printing. HP M477 or Similar
Included Paper Trays			500-SHEET INPUT TRAY, 50-SHEET MULIT-PURPOSE TRAY	$0.00	$0.00	Proposer Mo. Lease Cost above shall be for the total cash price found in cell F-14			Proposer Instructions: Total Cash Price from this Standard Category Configuration detail as calculated in cell F:14 of this price sheet, should match the Proposer bid cash price on Exhibit B - Cost Proposal Form, Sheet #1.	
				$0.00	$0.00	Proposer bid price per device category for BW and Color Click Rate (Per Page Charge), shall include all costs to meet the service level agreements as outlined in the RFP Exhibit A - SOW. Pricing shall be guaranteed for entire term.			1 - Each device type cost must include all delivery, set-up and installation services along with any proposed or required software solution to implement the requirements as outlined in the RFP technical specifications. A variance of 5ppm is acceptable.	
				$0.00	$0.00				2 - Should Proposer decide to include any or all of these items as a separate cost line item, please indicate such and add a line item to cost proposal form in Exhibit B.	
				$0.00	$0.00				3 - The City will not accept pricing or terms that require a piggyback of another entity negotiated contact.	
				$0.00	$0.00				4 - The City of Long Beach does not pay property tax and thus any quoted lease payment must include terms that the City of Long Beach will not be billed for any property tax on FMV leases. The City reserves the right to utilize a 3rd Party Independent lease sources.	
				$0.00	$0.00				Proposer Insert Any Notes or Explanation Here: We have provided two CPC rates for the HP devices. The higher rate is based off of HP OEM toner as requested in the RFP. We have also provied a lower CPC for HP OEM Compatable toner. This will save the City money. SBS stands for... throughout Southern California by this toner 100%. We use this toner in thousands of printers throughout Southern California	

	MSRP Per Item	Cash Price Per Item
Total Cash / Lease Price for Low Volume Color MFP Standard Configuration	$630.00	$547.00

Total Category Device Bid Price

Additional Accessory Options:

New Device Category	Make	Model # / Product Code	Description	MSRP Per Item	Cash Price Per Item
PAPER TRAY	HP	LF2A72A	ADDITIONAL PAPER TRAY	$199.00	$199.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00

CITY OF LONG BEACH
TECHNOLOGY & INNOVATION DEPARTMENT

City of Long Beach - Device Pricing Template RFP No. TI 18-048

Low Volume BW Printer Pricing Table

Input the standard Category Device Configuration detail resulting in a total cash price calculated in cell F:14

New Device Category	Make	Model # / Product Code	Accessories Included	MSRP Per Item	Cash Price Per Item	60 Mo. FMV Lease Payment Per Unit	BW Click Rate	Color Click Rate	Notes	Minimum Specs
Low Volume Personal BW Printer	HP	M402DNE	38ppm B/W LaserJet Printer Pro	$300.00	$335.00	$7.00	$0.0180	$0.1200	Refresh older personal low volume printers	> Low Volume BW Desktop Laser Printer. HP M402dn or Similar
Included Paper Trays			100-sheet multipurpose Tray 1; 250-sheet input Tray 2	$0.00	$0.00	Proposer Mo. Lease Cost above shall be for the total cash price found in cell F:14			Proposer Instructions: Total Cash Price from this Standard Category Configuration detail as calculated in cell F:14 of this price sheet, should match the Proposer bid cash price on Exhibit B - Cost Proposal Form, Sheet #1.	
				$0.00	$0.00	Proposer bid price per device category for BW and Color Click Rate (Per Page Charge), shall include all costs to meet the service level agreements as outlined in the RFP Exhibit A - SOW. Pricing shall be guaranteed			1 - Each device type cost must include all delivery, set-up and installation services along with any proposed or required software solution to implement the requirements as outlined in the RFP technical specifications. A variance of 5ppm is acceptable.	
				$0.00	$0.00				2 - Should Proposer decide to include any or all of these items as a separate cost line item, please indicate such and add a line item to cost proposal form in Exhibit B.	
				$0.00	$0.00				3 - The City will not accept pricing or terms that require a piggyback of another entity negotiated contact.	
				$0.00	$0.00				4 - The City of Long Beach does not pay property tax and thus any quoted lease payment must include terms that the City of Long Beach will not be billed for any property tax on FMV leases. The City reserves the right to utilize a 3rd Party Independent lease sources.	
				$0.00	$0.00				Proposer Insert Any Notes or Explanation Here: We have provided two CPC rates for the HP devices. The higher rate is based off of HP OEM toner as requested in the RFP. We have also provied a lower CPC for HP OEM Compatable toner. This will save the City money. SBS stands by this toner 100%. We use this toner in thousands of printers throughout Southern California	
Total Cash / Lease Price for Low Volume BW Personal Printer Standard Configurat				**$300.00**	**$335.00**					

Total Category Device Bid Price

Additional Accessory Options:

New Device Category	Make	Model # / Product Code	Description	MSRP Per Item	Cash Price Per Item
PAPER TRAY	HP	D9P29A	ADDITIONAL PAPER TRAY	$140.00	$140.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00
				$0.00	$0.00

EXHIBIT "C"

City's Representative: Customer Services Manager

EXHIBIT "D"

Materials/Information Furnished: None

EXHIBIT "E"

Consultant's Key Employee:

Christopher Hart