

**Ray Morgan Company**

DOCUMENT TECHNOLOGY SOLUTIONS

Response to



Procurement & Contracts Request for Proposal #20-985-037

Copier Rental Program

Prepared for the
County of El Dorado

Submitted by Richard Whitock, Greg Smith &
Jason Milan / Ray Morgan Company & HP

Cover Letter

County of El Dorado
Procurement & Contracts
ATTN: Purchasing Agent
Rick Blake
330 Fair Lane
El Dorado, CA 95667

Dear Rick,

Thank you for the opportunity to submit our response to the County of El Dorado's Request for Proposal #20-985-037 Copier Rental Program (East & West Slope of El Dorado County).

We believe that, this response provides ample evidence to demonstrate that we are the most qualified organization that best meets the needs & requirements for the County. With over 60 years' experience, state-of-the-art hardware, & our focus on customer service; RMC can deliver the highest level of satisfaction to the County of El Dorado.

We understand the needs of counties & have proven so to others like Placer County, Nevada County, Contra Costa County, & Los Angeles County. Our ability & desire to meet the requirements of this RFP will be expressed throughout our response.

Our success is based on a very specific goal: customer loyalty. We have developed a very solid infrastructure over the past 60+ years based on this belief:

"Our mission is to ensure the ongoing trust and loyalty of our clients by providing them with uncommonly great customer service and value in the sales and support of document technology products and services."

Respectfully Submitted,



Richard Whitlock

Executive Vice President
Ray Morgan Company

Address: 1580 Vineyard Rd
Roseville, CA 95678
Ph: 925.474.8954
Fax: 530.781.1090
E: rwhitlock@raymorgan.com



The County of El Dorado

Chief Administrative Office

Procurement & Contracts Division

Phone (530)621-5830 Fax (530)295-2537

Date: February 14, 2020

To: All Prospective Proposers

Re: RFP #20-985-037
Copier Rental Program
Addendum – I

Submit proposals for this work with the understanding and full consideration of this addendum.

ITEM	LOCATION	DESCRIPTION OF CHANGE																		
1.01	Page 6	<p>The following section number change is made to the subject RFP:</p> <p>II. <u>Proposers' Questions:</u></p> <p>is changed to</p> <p>III. <u>Proposers' Questions:</u></p>																		
1.02	Page 8	<p>Section IX. <u>Evaluation:</u> is replaced in its entirety with:</p> <p>IX. <u>Evaluation:</u> Proposals shall be evaluated by a team composed of County personnel representing the Information Technologies Department and Procurement & Contracts on the basis of:</p> <table border="1"> <thead> <tr> <th></th><th>Criteria</th><th>%</th></tr> </thead> <tbody> <tr> <td>A</td><td>Proposal Content and Presentation</td><td>10</td></tr> <tr> <td>B</td><td>Compliance with Administrative Requirements</td><td>10</td></tr> <tr> <td>C</td><td>Ability to Meet RFP Requirements, and Provide all Equipment Listed on Exhibit "A".</td><td>20</td></tr> <tr> <td>D</td><td>Experience, Qualifications, and References</td><td>25</td></tr> <tr> <td>E</td><td>Cost</td><td>35</td></tr> </tbody> </table> <p>Failure to comply with any of the requirements contained herein may result in disqualification. It is the responsibility of all Proposers to read ALL sections of this RFP prior to submitting a response.</p>		Criteria	%	A	Proposal Content and Presentation	10	B	Compliance with Administrative Requirements	10	C	Ability to Meet RFP Requirements, and Provide all Equipment Listed on Exhibit "A".	20	D	Experience, Qualifications, and References	25	E	Cost	35
	Criteria	%																		
A	Proposal Content and Presentation	10																		
B	Compliance with Administrative Requirements	10																		
C	Ability to Meet RFP Requirements, and Provide all Equipment Listed on Exhibit "A".	20																		
D	Experience, Qualifications, and References	25																		
E	Cost	35																		



Section B. Table of Contents

Table of Contents

Section A. Cover Letter.....	2
Section B. Table of Contents	3
Section C. Proposer's Capabilities.....	4
Section C. Item 1. Detailed Discussion - Scope of Services	4
Section C. Item 2. Summary of Proposer's Firm	8
Section D. Cost Proposal	15
Category 1:	15
Category 2:	17
Category 3:	19
Category 4:	21
Category 5:	22
Category 6:	23
Category 7:	25
Category 8:	27
Category 9:	30
Section E. Insurance Requirements	31
Section F. References	32
Section G. Additional Data	33
Section G. Item 1. RMC Solutions & Value Added Services	34
Section G. Item 3. HP Solutions.....	37



Section C. Proposer's Capabilities

Section C. Item 1. Detailed Discussion - Scope of Services

RMC understands the Scope of Services & agrees or adheres to as applicable. We have provided additional narrative in red.

The successful Proposer will be issued the County's Purchase Order Contract to fulfill order requests. The County's standard purchase order contract terms are attached hereto as **Exhibit "B"**. **THE COUNTY WILL NOT ACCEPT ANY OTHER TERMS AND CONDITIONS. PROPOSER'S SUBMITTING ADDITIONAL TERMS AND CONDITIONS WILL BE DISQUALIFIED.**

The successful Proposer will be required to maintain insurance coverage in accordance with **Exhibit "C"**. The MFD/printer rental program shall include, but not be limited to, the following:

- A. Replacement of convenience MFD's / printers shall be on an "as requested" basis at various times throughout a sixty (60) month period. MFD's / printers shall be delivered no later than four (4) weeks after the order is placed with the County's standard purchase order contract form. **Confirmed.**
- B. The County desires to have the MFD's / printers rental program presented as a base charge plus cost per copy. Base charge may not be inclusive of any minimum copies. All prices shall be firm for the sixty (60) month period. **Confirmed.**
- C. At no charge to the County, the awarded vendor shall be responsible to work with the Information Technologies department to obtain the correct configuration and connectivity for each MFD's / printers (if applicable). **We use our BTA (business technology assessment) approach to fully understand each department's or division's requirements. This includes floor plan mapping, location, contact name, existing machine information & configuration, workflow, types & sizes of media used, & pain points. This allows us to evaluate the situation & give our best recommendation to the county.**
- D. The successful Proposer shall not sublease, delegate, or assign the rentals in whole or in part to any person or entity. **Confirmed.**
- E. MFD's / printers speeds will be based on black & white copies with 8.5"x 11" paper. **Confirmed.**
- F. All contracted prices for MFD/printer rentals must include the following at no additional charge:
 - 1. Vendor must, at all times, ensure their equipment to cover vandalism, acts of nature, and theft. **Confirmed.**
 - 2. Full service support with 100% Original Equipment Manufacturer (OEM) parts supplies & memory. **As a Premier Partner with HP, we only use OEM parts, supplies, & memory.**
 - 3. Consumable supplies (excluding paper and staples). **Confirmed.**
 - 4. Meter credits issued for impressions run during a service call. **Confirmed.**
 - 5. Meter credits issued for unusable (poor quality) impressions due to equipment performance. **Confirmed.**
 - 6. Service to be performed on-site by manufacturer-direct salaried technicians. **All of RMC's service personal are factory trained & certified. This gives them a full understanding of the machine's to be serviced & grants them direct access to all of our manufacturer's resources. Additionally, RMC bonuses service technicians based on calls between copies, not for attempting to extend the life of consumable parts which causes premature 'call-backs'. When a technician is out to work on a machine, they will run a scan of the consumable parts. They will replace parts even if they haven't reached their end of life, if determined it will**

create a 'call-back' before the next service interval should occur. Thus, every service call is a preventative maintenance call.

7. Pricing shall be fixed - never to escalate during the contracted period. **Confirmed.**
8. One meter charge for large sized output (i.e. 11" x 17"), which shall be the same charge as that of 8-1/2" x 11" output - for color and black & white. **Confirmed.**
9. Shipping, delivery, setup, orientation/training, connection (fax, network, and scan connection, if applicable) and follow-up. **Confirmed.**

i. **Implementation:** RMC's standard installation process is to have a GoToMeeting call between county IT & our helpdesk & logistics team to have a complete understanding of shipping, delivery, setup, & installation requirements. We use our Master MFP list to document all machines which includes, but is not limited to, physical location, address, department/division, model, serial #, ID #, IP address, MAC address (for reservations), DNS name, queue name, & fax #. We also document network environment (Windows, MAC, Citrix, etc.). This discussion will also cover print driver deployment strategies & scanning requirements. Lastly, this is when we can determine device hardening like what is referenced in Q&A section 1.11.

ii. **Training:** RMC will conduct the desired initial training sessions agreed to by El Dorado County. We will also work with El Dorado County to conduct training sessions in the future as desired. An example would be an annual training for county new-hires. Anytime El Dorado County can reach out to RMC with questions. Depending on the nature of the question, we can either schedule an onsite visit or an email with instructions & screen shots or quick tip sheets to explain a particular process. All MFD control panels are the same for simplified use.

10. Equipment packing, removal, shipping, and applicable shipping insurance at lease-end. **Confirmed.**
11. Selection of MFD/printer replacement is at the County's discretion, not the vendors. **Confirmed.**
12. MFD/printer relocations shall be performed by the vendor at no charge. **Confirmed.**
14. Staples to be shipped freight prepaid, FOB destination to each ordering location. **Confirmed.**

- G. Proposers shall have a manufacturer certified service facility. **Confirmed.**
- H. Models offered must be in current production as of the date the proposal is submitted. For the purpose of this proposal, "current production" shall mean the MFD/printer model is being manufactured as new equipment. Used, remanufactured, or reconditioned equipment will not be considered. **Confirmed.**
- I. Invoices shall be inclusive of the current month's base charge plus thirty (30) days in arrears for actual volume of copies produced for each copier. The County does not consolidate invoices. **Confirmed.**
- J. Maintenance and repairs shall be performed by the vendor during regular working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding the hours between 12:00 p.m. to 1:00 p.m., and County Holidays. Response time shall within four (4) working hours the same day the service call is placed. **Confirmed.**
- K. At any time during the awarded term, as requested by the County, the awarded Proposer must provide a list of each MFD/printer including: department name, physical location, type of equipment, installation date, expiration date, serial number, lease rate, and purchase order contract number. At the end of the sixty (60) month contracted period, awarded Proposer shall provide all resources required to ensure a smooth transition to the new awarded Proposer. Reports shall be in submitted in a Microsoft Excel spreadsheet, or in a format specified by the Purchasing Agent. **Every 3 months (or what is desired by the county), RMC conducts an account review to not only provide everything listed above, but also to keep our 'finger on the pulse' of the state of the county. Not only related to the MFD / printer hardware & SLAs, but also future business objectives that the county may have developed to help with planning & to inform what solutions we provide that will make those objectives easier to achieve.**



- L. Departments must have the ability to upgrade their MFD/printer at any time during the sixty (60) month rental period. In addition, MFD's / printers must have the ability to add connectivity during the sixty (60) month rental period. **Confirmed.**
- M. All MFD's / printers rented during the sixty (60) month period must include a 100% total satisfaction guarantee. If the Purchasing Agent deems a MFD/printer to be unsatisfactory in performance, the MFD/printer may be requested to be removed in its entirety, or replaced with a new MFD/printer at no additional charge to the County. If replaced, the term of the new rental shall follow the same term as the original rental. If a MFD/printer is removed in its entirety, the County will pay for any charges up to the date the unit is removed. Under the 100% satisfaction guarantee, the Purchasing Agent shall provide a fourteen (14) day notice to the awarded vendor in which the unit must be removed. **Confirmed.**
- N. Proposers must submit pricing for equipment listed in Exhibit "A", quotation schedule. The quotation schedule is not all inclusive of the MFD's / printers that may be rented during the awarded period. Additional models may be added to the contract on an "as requested" basis with no minimum copies. **Confirmed.**
- O. Fiscal Funding: Funds for each unit's rental are available on a fiscal year basis. Should funds not be made available, the purchase order contract(s) shall be cancelled in its entirety. The County Purchasing Agent shall cancel the rental in writing providing a fourteen (14) day notice in which the unit shall be removed, without cost to the County. **Confirmed.**



- P. **Equipment Classifications:** The following classifications provide the various types of equipment the County currently has in place. Interested proposers must be able to provide the same type of equipment. All equipment is to be multifunction, multitasking digital, and have the ability to connect to the County computer network and function as a: **Confirmed.**
- copier,
 - printer,
 - scanner (including scan-to-e-mail) and
 - fax,
- or have the ability to be upgraded to these features. In addition, all equipment is to include the following as standard features unless otherwise noted in the "classification".
- SMart Controller Architecture, enabling multitasking (5 things at once: RIP, receive, program ahead, process queue and transmit). Multitasking - enabling processing of concurrent tasks
 - SMart Job Processing, enabling job queue management at the device or computer desktop
 - SMart Kit- to increase uptime, easy to replace components (with warning when to reorder)
 - Duplexing Automatic Document Feeder
 - Handle paper as large as 11" x 17"
 - 5 Paper Trays
 - Automatic Duplexing & Collating
 - Automatic Offset Stacking
 - Automatic 50-sheet Multi-position Stapling
 - Automatic Tray Switching
 - Automatic Mixed-Size Originals
 - Reduce/Enlarge (25% - 400%)
 - Job Interrupt
 - Accounting for Copy, Print, Scan, and Fax to track jobs by individual or group
 - 2 Hard Drives (one for copy and one for print functions) **The HP LaserJet FutureSmart Firmware was designed from the ground up in order to maximize multi-tasking and contention scenarios. Any feature combination can be done at the same time as long as the tasks don't utilize the same hardware (e.g., initiating a copy and a fax send both require the scanner). But even in those cases, multi-tasking can still occur once the shared hardware is freed up (so once the copy is finished scanning but still processing/printing, the fax send can immediately be started).**
 - Secure Print
 - Automatic Immediate Overwrite
 - On-Demand Disk Image Overwrite **In addition to Automatic & On-Demand HDD Overwrite, other standard security features are:**
 - **HP SureStart – validates integrity of the BIOS code & reverts to a golden copy of the BIOS.**
 - **Whitelisting – confirms the authenticity of firmware code with an HP digitally signed certificate.**
 - **Run-time intrusion detection – auto reboot if attacked.**
 - **Connection Inspector – monitors outbound network connections to identify suspicious packets, auto reboot if attacked.**
 - Automatic Meter Read Reporting and Connected Units
 - Internet Services Webpage for remote management of each Connected Unit
 - Embedded Faxing Include Walk-up Faxing and LAN Faxing



Section C. Item 2. Summary of Proposer's Firm

Established in 1956 (64 years in business), the Ray Morgan Company (RMC) has grown to be one of the largest independent dealers in the United States. Over the 60 years providing document technology products and services, RMC is uniquely positioned to be a valued partner for our clients due to the extensive experience and resources:

- 18 Branch Offices
- 482 Dedicated Staff
- 175 Service Support Personnel

Although the majority of our customers are located within our servicing geographical footprint, we have customers all across the US and globally.

We have worked on numerous projects in similar scope and complexity over the past five years. These include-

Placer County- MFP's, Uniflow Output Manager, & Fax Server Integration.

Solano County- MFP's, Uniflow Output Manager, & Fax Server Integration.

Nevada County- MFP's, Uniflow Output Manager, eCopy ShareScan / SharePoint integration, & MPS.

Contra Costa County- MFP's.

Angeles County- MFP's (starting in the near future).

Local Presence

Local branches that support El Dorado County:

1580 Vineyard Rd
Roseville, CA 95678

South Lake Tahoe parts of the county are supported by our Reno branch:
1150 Financial Blvd Ste 1000
Reno, NV 89502

RMC's corporate HQ:
3131 Esplanade
Chico, CA 95973

We also have locations throughout CA & NV:

Arcata, CA; Redding, CA; Susanville, CA; Marysville, CA; Santa Rosa, CA; San Francisco, CA; Pleasanton, CA; San Jose, CA; Stockton, CA; Fresno, CA; Visalia, CA; Bakersfield, CA; San Luis Obispo, CA; Ventura, CA; Reno, NV; & Las Vegas, NV.







Ray Morgan Company
DOCUMENT TECHNOLOGY SOLUTIONS



BRANCH OFFICES

Bakersfield 4600 Ashe Road, #206	Roseville 1560 Vineyard Road
Chico 3131 Esplanade	San Francisco 95 Second St., #1975
Eureka 550 South G Street #11	San Luis Obispo 4420 Broad Street, Bldg E
Fresno 7500 N. Ingram Ave., #103	San Jose 6920 Santa Teresa Blvd, #102
Las Vegas 7140 Dean Martin Dr #200	Stockton 855 Performance Drive
North Bay 5860 Commerce Blvd., #110	Susanville 1245 Gentry Lane
Pleasanton 470 Boulder Court, Suite A	Ventura 6019 Olivas Park Drive, Suite B
Redding 20240 Skyhawk Drive	Visalia 9510 W. Grove Avenue
Reno - NV 1150 Financial Blvd #1000	Yuba City 454 Bridge Street

Support Team

RMC has many more professionals that could assist during the course of implementing or supporting our solutions @ El Dorado County; however, below we have listed key personnel.

Sales Team

Responsible for the management & ongoing support & satisfaction of El Dorado County.

Greg Smith

Major Account Manager

25 years of industry experience & is one of El Dorado County's main points of contact & responsible for managing El Dorado County as a customer. Although he is the first in line for supporting El Dorado County, he will often act as the "quarterback" to pull in other support team members to properly address any needs.

Jason Milan

Sales Operations Manager / Account Manager

15 years of industry experience & is the second contact for El Dorado County & is also responsible for managing El Dorado County as a customer. He works with all RMC departments to ensure the best customer experience possible. Jason is involved with Placer County & Nevada County on a very frequent basis.

Richard Whitlock

Executive Vice President

30 years of industry experience & is responsible for the Bay Area & Roseville Branches of the Ray Morgan Company. Richard has been involved in all of the projects noted above and oversees the strategic development of these projects.

Service Team:

Responsible for servicing the hardware @ El Dorado County.

George Magao

Roseville Service Manager

18+ years with the Ray Morgan Company. Branch Service Manager for 14 years. Fully certified on every Canon product. George has been involved with the City of Elk Grove, City of Folsom and Sacramento Unified School District.

Roy Woolley

Roseville Service Manager

20+ industry experience. 10 years with the Ray Morgan Company. 5 years as a Branch Service Manager. Fully certified on every Canon product. Roy has been involved with the Placer County Office of Education and Nevada County.

Here is a list of our service technicians & their tenure:





Technician	Tenure
Roy Woolley	29 years
Isaac Powell	15 years
Shawn Warmuth	19 years
Carlos Jimenez	9 years
Kelly Kroening	24 years
David Medina	37 years
Joe Gray	17 years
George Magao	26 years
James Delgado	30 years
Curtis Benson	30 years
John Haas	35 years
Eric Foey	31 years
Roger Rodriguez	26 years
Trish Smith	30 years
Tom Dee	24 years
Josh Reed	10 years
Kelly Buter	20 years

Warehouse Team:

Responsible for receiving, setup, testing, & delivering the hardware @ El Dorado County.

Cornell Davis Jr.

Warehouse/Logistics Lead

20 years industry experience. 7 years with the Ray Morgan Company. Logistics Lead, Delivery Coordinator, Quality Control Manager.

Glenn Howard

Delivery Driver

7+ years with the Ray Morgan Company. Glenn is on the Delivery & Installation Team.

Justin Perezchica

Setup/Technician & Delivery Driver

10 years with the Ray Morgan Company. Setup Technician & Delivery Team.

Matthew Neufeld

Setup Technician

1 year with the Ray Morgan Company. Setup Technician.

Joey Reich

Warehouse Technician

Less than 1 year with the Ray Morgan Company. Warehouse Technician.

IT Team (Only including key personnel, we have a total of 30 helpdesk technicians)
Responsible for network connectivity of the hardware @ El Dorado County.

Erick Miller

CIO

19 years with the Ray Morgan Company. Erick has handled managing, proposing, implementation and maintenance on many large software integration installations. He was involved with planning, implementation and support for all of the projects previously mentioned. These installs entailed working closely with multiple departments and different members of the IT staff to ensure a smooth implementation.

Caleb Hansen

Helpdesk & IT Operations Manager

13 years with the Ray Morgan Company. Caleb manages, implements, and maintains 100+ multi-device implementation projects, including uniFLOW and Laserfiche. He works very closely with multiple departments and over 17 branches to improve business process as it relates to installation planning and delivery. He organizes, trains, and oversees ProIT's ever growing internal and external tech team. Caleb has also been involved in all IT related projects.

Dallas Green

IT Solutions Project Manager

4 years with the Ray Morgan Company. Dallas's technical knowledge, in addition to strong attention to detail and organization, allow her to assist our team in becoming as efficient and effective as possible. She has managed projects of all sizes and complexities, from implementations of enterprise software solutions such as uniFLOW and XMedius, to local copier installations. Dallas also works alongside our engineers, account managers, and administrative team to process incoming orders, maintain project deadlines, and keep every aspect of our IT department running smoothly. Dallas is involved in the implementation and maintenance of all technology projects involving software solutions.

Paul Bruun

Solutions Helpdesk Manager

11 years with Ray Morgan Company. Paul provides technical support and implementation guidance for Enterprise and SMB customers. He is Canon ATSP certified and experienced with Mac OSX, Windows Client and Server operating systems and digital PDLs. He has a background in desktop support, networking basics, project management and materials handling. He has worked in the private sector as well, from small startup companies to billion-dollar corporations. Paul is our lead helpdesk support for Canon Hardware tech solutions.



Financial Strength

It is important to have a provider with the financial strength and continued growth to ensure that long term contracts will be supported. RMC has been on a consistent growth track for many years due to the customer focus approach.

Customers First

Though our revenues have exceeded \$140 million, we remain a highly responsive and customer centered organization with dealer principles actively involved in day-to-day operations, who are always “one phone, call away” to respond to any customer. Customer Service is our number one Priority. All clients have the ability to rate our support. Here is how RMC rates amongst the top companies in the U.S.

Scope of Services

As a leading provider of document technologies, gives RMC the ability to recommend the right solution for a specific need. Mobile data and cloud solutions are important with many clients. RMC provides a full suite of hosted and cloud technologies.



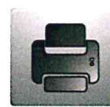
Imaging Systems



Document Management



ProCare IT Outsourcing



Managed Print Services



Facilities Management



Print & Mail Fulfillment Services



Business Process Outsourcing



Paperless Workflow Solutions



Vertical Industry Solutions



Secure Output Management Solutions

Field Service








All RMC technicians are manufacture trained and certified. They carry reduce the amount of call back visits. Focusing on **first call fixes** is key to the uptime you require when a field technician is needed.



car stock to maintaining

Preventing Copier Emergencies

Gone are the days of shaking toner cartridges because someone forgot to order replacements on time! With Ray Morgan Company's **Proactive Maintenance and Automatic Replenishment**, problems are taken care of *before* they become an office emergency. Similar to routine maintenance for your car, Proactive Maintenance keeps equipment in optimal shape and prevents additional service calls, which can reduce copier downtime. And so long as it's connected to the network, Ray Morgan Company's Automatic Replenishment system enables office equipment to take care of itself!

STELLAR CUSTOMER SERVICE		
The Net Promoter Score system is what percentage of your customers would recommend you to others. Below are the scores of some of the top companies in North America.		
	RAY MORGAN CO.	93
	USAA	80
	COSTCO	78
	NORDSTROM	75
	APPLE/IPHONE	70
	AMAZON	69
	SOUTHWEST	66



Answering the Call

All calls are handled by a **LIVE** operator during business hours. Placing a service/supply call is quick and easy since all phone operators are cross-trained, thus eliminating the need for your call to be transferred. Toll Free 866-754-7677. Or use your personal web portal.

Service SLAs

We guarantee a 4-hours response time. We also guarantee our service technician will call the end user that placed the request within 1-hour.

Our technicians are bonused on "copies between calls", thus every call is a PM call. During a service call, the technician will run a scan on all consumable parts. If its determined that a part will need to be replaced prior to the time that the technician should be back out again, they will replace the part at that time. This increases uptime.

Automatic Meter Reporting & Toner Replenishment

RMC uses FMAudit to deliver an enterprise class managed print solution to report meters & replenish toner. SNMP is a network protocol that facilitates the exchange of information between network devices extracting data from the Management Information Base (MIB) and other locations within the print device. The MIB holds data such as the model name, toner levels, & meters. This information is communicated to RMC by sending an encoded and obfuscated XML stream over port 443 using the SOAP over HTTPS protocol.

Automatic toner shipments occur once the device reports 20% life is left. Here are samples of what detail are included in the shipment (department/division, model, ID#):

Ray Morgan Company Supplies & Service Place Reorders www.raymorgan.com		Shipment Picking List Printing Group : Aisle A		S.O. Number : 1992434 Shipment Number : S1758365 Ship Date : 10/2/2019	
Customer: Campbell UHSD Westmont High School 4805 Westmont Ave Campbell, CA 95008-5725			Ship To: Campbell UHSD Westmont High School Attn: Sally Rodrigues 4805 Westmont Ave Campbell, CA 95008-5725		

Account Number	Terms	P.O. Number	Ship Method	Ordered By	Date
CU08-006	NET 15		UPS GRND	Sally Rodrigues	10/2/2019
Notes				Sales Person	
				CSR - Linda Hemington	

Pick	Item	Lbs	Description	UM	O/H	B/O	WH	Bin
Device Location : Teachers Work Room								
1	GPR37 BLK	6.90	Gpr37 Black Toner Ir 8085/95/8105/8205/85/95/8505/8585/8595	Each	108	0	Chico	SA-02-A02

14 LBS

SHIP TO:
SALLY RODRIGUES
CAMPBELL UHSD WESTMONT HIGH SCHOOL
4805 WESTMONT AVE
CAMPBELL, CA 95008-5725

CA 951 9-04

UPS GROUND

TRACKING # 1Z 94 02 03 9716 1675

Section D. Cost Proposal

Exhibit "A" – Quotation Schedule

Category 1:

Monochrome multi-functional network printer, standard print, copy, color scan & duplex.
Paper size: Statement to Legal.

Each multi-functional printer in Category 1 to be configured with: ADF and (1) 250 sheet paper tray.	
Classification A: At least 35 impressions per minute; Kyocera ECOSYS M2035dn or Equivalent:	
Proposed Make: HP Proposed Model: MFP E52645dn	
Monthly Lease Rate \$28.56	B&W Cost per Copy \$0.0042 (Evaluation based on 500 ipm)
Additional Options & Cost/Month (List any MFP options & additional cost per month):	
HP MFP Analog 700 Fax Accessory \$3.06/Mo	
HP LaserJet 550 Sheet Paper Tray \$2.45/Mo	
Classification B: At least 40 impressions per minute; Kyocera ECOSYS M2040dn or Equivalent:	
Proposed Make: HP Proposed Model: MFP E52645dn	
Monthly Lease Rate \$28.56	B&W Cost per Copy \$0.0042 (Evaluation based on 500 ipm)
Additional Options & Cost/Month (List any MFP options & additional cost per month):	
HP MFP Analog 700 Fax Accessory \$3.06/Mo	
HP LaserJet 550 Sheet Paper Tray \$2.45/Mo	
Classification C: At least 50 impressions per minute; Kyocera ECOSYS M3550idn or Equivalent:	
Proposed Make: HP Proposed Model: MFP E62655dn	
Monthly Lease Rate \$33.30	B&W Cost per Copy \$0.0042 (Evaluation based on 1,500 ipm)
Additional Options & Cost/Month (List any MFP options & additional cost per month):	
HP MFP Analog 700 Fax Accessory \$3.06/Mo	
HP LaserJet 550 Sheet Paper Tray \$2.45/Mo	



Classification D: At least 55 impressions per minute; Kyocera ECOSYS M3655idn or Equivalent:	
Proposed Make: HP Proposed Model: MFP E62655dn	
Monthly Lease Rate \$33.30	B&W Cost per Copy \$0.0042 (Evaluation based on 1,500 ipm)
Additional Options & Cost/Month (List any MFP options & additional cost per month):	
HP MFP Analog 700 Fax Accessory \$3.06/Mo	
HP LaserJet 550 Sheet Paper Tray \$2.45/Mo	
Erasures, overwrites and the use of correction tape are NOT acceptable.	

Category 2:

Monochrome multi-functional network printer, standard print, copy, color scan & duplex.

Paper size: Statement to Ledger from paper trays.

<p style="text-align: center;">Each multi-functional printer in Category 2 to be configured with: RADF, (4) 500 sheet paper trays, 1000 sheet finisher w/staple & hole punch, Qwerty keyboard and Data Security Kits.</p>	
<p style="text-align: center;">Classification E: At least 30 impressions per minute; Kyocera TASKalfa 3010i or Equivalent:</p>	
<p style="text-align: center;">Proposed Make: HP Proposed Model: E72530z</p>	
Monthly Lease Rate \$77.15	B&W Cost per Copy \$0.0042 (Evaluation based on 1,000 ipm)
<p style="text-align: center;">Additional Options & Cost/Month (List any MFP options & additional cost per month):</p>	
<p>Inner Finisher (replaces standard/external finisher for smaller footprint) reduce price listed above by \$6.12/Mo Inner Hole Punch (price stays the same, just listed as option if decide to add inner finisher) HP MFP Analog 700 Fax Accessory \$3.06/Mo</p>	
<p style="text-align: center;">Classification F: At least 35 impressions per minute; Kyocera TASKalfa 3501i or Equivalent:</p>	
<p style="text-align: center;">Proposed Make: HP Proposed Model: E72535z</p>	
Monthly Lease Rate \$80.69	B&W Cost per Copy \$0.0042 (Evaluation based on 1,300 ipm)
<p style="text-align: center;">Additional Options & Cost/Month (List any MFP options & additional cost per month):</p>	
<p>Inner Finisher (replaces standard/external finisher for smaller footprint) reduce price listed above by \$6.12/Mo Inner Hole Punch (price stays the same, just listed as option if decide to add inner finisher) HP MFP Analog 700 Fax Accessory \$3.06/Mo</p>	
<p style="text-align: center;">Classification G: At least 40 impressions per minute; Kyocera TASKalfa 4002i or Equivalent:</p>	
<p style="text-align: center;">Proposed Make: HP Proposed Model: E82540z</p>	
Monthly Lease Rate \$95.94	B&W Cost per Copy \$0.0042 (Evaluation based on 2,500 ipm)
<p style="text-align: center;">Additional Options & Cost/Month (List any MFP options & additional cost per month):</p>	
<p>Inner Finisher (replaces standard/external finisher for smaller footprint) reduce price listed above by \$6.12/Mo Inner Hole Punch (price stays the same, just listed as option if decide to add inner finisher) HP MFP Analog 700 Fax Accessory \$3.06/Mo</p>	



Ray Morgan Company
DOCUMENT TECHNOLOGY SOLUTIONS



Classification H: At least 45 impressions per minute; Kyocera TASKalfa 4501i or Equivalent:

Proposed Make: **HP** Proposed Model: **E82550z**

Monthly Lease Rate \$107.12

B&W Cost per Copy \$0.0042

(Evaluation based on 7,500 ipm)

Additional Options & Cost/Month (List any MFP options & additional cost per month):

Inner Finisher (replaces standard/external finisher for smaller footprint) reduce price listed above by \$6.12/Mo

Inner Hole Punch (price stays the same, just listed as option if decide to add inner finisher)

HP MFP Analog 700 Fax Accessory \$3.06/Mo

Erasures, overwrites and the use of correction tape are NOT acceptable.

Category 3:

Monochrome multi-functional network printer, standard print, copy, color scan & duplex.

Paper size: Statement to Ledger from paper trays.

Each multi-functional printer in Category 3 to be configured with: RADF, (2) 500 sheet paper trays, (2) 1500 sheet paper trays, 1000 sheet finisher w/staple & hole punch, Qwerty keyboard and Data Security Kits.	
Classification I: At least 50 impressions per minute; Kyocera TASKalfa 5002i or Equivalent:	
Proposed Make: HP Proposed Model: E82550z	
Monthly Lease Rate \$107.12	B&W Cost per Copy \$0.0042 (Evaluation based on 7,000 ipm)
Additional Options & Cost/Month (List any MFP options & additional cost per month): Inner Finisher (replaces standard/external finisher for smaller footprint) reduce price listed above by \$6.12/Mo Inner Hole Punch (price stays the same, just listed as option if decide to add inner finisher) HP MFP Analog 700 Fax Accessory \$3.06/Mo	
Classification J: At least 65 impressions per minute; Kyocera TASKalfa 6501i or Equivalent:	
Proposed Make: HP Proposed Model: E77660z	
Monthly Lease Rate \$128.26	B&W Cost per Copy \$0.0042 (Evaluation based on 10,000 ipm)
Additional Options & Cost/Month (List any MFP options & additional cost per month): HP MFP Analog 700 Fax Accessory \$3.06/Mo	
Classification K: At least 70 impressions per minute; Kyocera TASKalfa 7002i or Equivalent:	
Proposed Make: HP Proposed Model: E77660z	
Monthly Lease Rate \$128.26	B&W Cost per Copy \$0.0042 (Evaluation based on 15,000 ipm)
Additional Options & Cost/Month (List any MFP options & additional cost per month): HP MFP Analog 700 Fax Accessory \$3.06/Mo	



Classification L: At least 80 impressions per minute; Kyocera TASKalfa 8002i or Equivalent:	
Proposed Make: HP Proposed Model: E77660z	
Monthly Lease Rate \$128.26	B&W Cost per Copy \$0.0042 (Evaluation based on 20,000 ipm)
Additional Options & Cost/Month (List any MFP options & additional cost per month):	
HP MFP Analog 700 Fax Accessory \$3.06/Mo	
Erasures, overwrites and the use of correction tape are NOT acceptable.	

Category 4:

Color multi-functional network printer, standard print, copy, color scan & duplex.

Paper size: Statement to Legal.

Each color multi-functional printer in Category 4 to be configured with: ADF and (1) 250 sheet paper tray.		
Classification M: At least 25 impressions per minute; Kyocera ECOSYS M6526cidn or Equivalent:		
Proposed Make: HP Proposed Model: MFP M479dw		
Monthly Lease Rate \$19.24	B&W Cost per Copy 0\$.0042	(Evaluation based on 500 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 500 ipm)	
Additional Options & Cost/Month (List any MFP options & additional cost per month):		
None		
Classification N: At least 30 impressions per minute; Kyocera ECOSYS M6530cdn or Equivalent:		
Proposed Make: HP Proposed Model: MFP E57540dn		
Monthly Lease Rate \$39.92	B&W Cost per Copy \$0.0042	(Evaluation based on 1,000 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 500 ipm)	
Additional Options & Cost/Month (List any MFP options & additional cost per month):		
HP MFP Analog 600 Fax Accessory \$5.29/Mo		
HP LaserJet 550 Sheet Paper Tray \$4.90/Mo		
Classification O: At least 35 impressions per minute; Kyocera ECOSYS M6535cidn or Equivalent:		
Proposed Make: HP Proposed Model: MFP MFP E57540dn		
Monthly Lease Rate \$39.92	B&W Cost per Copy \$0.0042	(Evaluation based on 1,000 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 500 ipm)	
Additional Options & Cost/Month (List any MFP options & additional cost per month):		
HP MFP Analog 600 Fax Accessory \$5.29/Mo		
HP LaserJet 550 Sheet Paper Tray \$4.90/Mo		
Erasures, overwrites and the use of correction tape are NOT acceptable.		

Category 5:

Color multi-functional network printer, standard print, copy, color scan & duplex.

Paper size: Statement to Ledger.

Each color multi-functional printer in Category 5 to be configured with:
RADF and (4) 500 sheet paper trays, 1000 sheet finisher w/staple & hole punch, Qwerty keyboard,
Data Security Kits.

Classification P: At least 25 impressions per minute; Kyocera TASKalfa 2552ci or Equivalent:

Proposed Make: **HP** Proposed Model: **MFP E77825z**

Monthly Lease Rate \$91.56 B&W Cost per Copy \$0.0042 (Evaluation based on 500 ipm)

Color Cost/Copy \$0.042 (Evaluation based on 500 ipm)

Additional Options & Cost/Month (List any MFP options & additional cost per month):

Inner Finisher (replaces standard/external finisher for smaller footprint) reduce price listed above by \$6.12/Mo

Inner Hole Punch (price stays the same, just listed as option if decide to add inner finisher)

HP MFP Analog 700 Fax Accessory \$3.06/Mo

Classification Q: At least 30 impressions per minute; Kyocera TASKalfa 3252ci or Equivalent:

Proposed Make: **HP** Proposed Model: **MFP E77830z**

Monthly Lease Rate \$99.37 B&W Cost per Copy \$0.0042 (Evaluation based on 1,500 ipm)

Color Cost/Copy \$0.042 (Evaluation based on 1,500 ipm)

Additional Options & Cost/Month (List any MFP options & additional cost per month):

Inner Finisher (replaces standard/external finisher for smaller footprint) reduce price listed above by \$6.12/Mo

Inner Hole Punch (price stays the same, just listed as option if decide to add inner finisher)

HP MFP Analog 700 Fax Accessory \$3.06/Mo

Classification R: At least 35 impressions per minute; Kyocera TASKalfa 3552ci or Equivalent:		
Proposed Make: HP Proposed Model: MFP E77840z		
Monthly Lease Rate \$117.31	B&W Cost per Copy \$0.0042	(Evaluation based on 2,000 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 1,500 ipm)	
Additional Options & Cost/Month (List any MFP options & additional cost per month):		
Inner Finisher (replaces standard/external finisher for smaller footprint) reduce price listed above by \$6.12/Mo		
Inner Hole Punch (price stays the same, just listed as option if decide to add inner finisher)		
HP MFP Analog 700 Fax Accessory \$3.06/Mo		
Classification S: At least 40 impressions per minute; Kyocera TASKalfa 4052ci or Equivalent:		
Proposed Make: HP Proposed Model: MFP E77840z		
Monthly Lease Rate \$117.31	B&W Cost per Copy \$0.0042	(Evaluation based on 2,000 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 1,500 ipm)	
Additional Options & Cost/Month (List any MFP options & additional cost per month):		
Inner Finisher (replaces standard/external finisher for smaller footprint) reduce price listed above by \$6.12/Mo		
Inner Hole Punch (price stays the same, just listed as option if decide to add inner finisher)		
HP MFP Analog 700 Fax Accessory \$3.06/Mo		

Category 6:

Color multi-functional network printer, standard print, copy, color scan & duplex.

Paper size: Statement to Ledger.

<p>Each color multi-functional printer in Category 6 to be configured with: RADF and (2) 500 sheet paper trays, (2) 1500 sheet paper trays, 4000 sheet finisher w/staple & hole punch, Qwerty keyboard, Data Security Kits.</p>		
<p>Classification T: At least 45 impressions per minute; Kyocera TASKalfa 4551ci or Equivalent:</p>		
<p>Proposed Make: HP Proposed Model: PageWide E77650z+</p>		
Monthly Lease Rate \$114.02	B&W Cost per Copy \$0.0042	(Evaluation based on 3,500 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 2,000 ipm)	
<p>Additional Options & Cost/Month (List any MFP options & additional cost per month):</p>		
<p>P MFP Analog 700 Fax Accessory \$3.06/Mo</p>		
<p>Classification U: At least 50 impressions per minute; Kyocera TASKalfa 5053ci or Equivalent:</p>		
<p>Proposed Make: HP Proposed Model: PageWide E77650z+</p>		
Monthly Lease Rate \$128.68	B&W Cost per Copy \$0.0042	(Evaluation based on 7,000 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 2,500 ipm)	
<p>Additional Options & Cost/Month (List any MFP options & additional cost per month):</p>		
<p>HP MFP Analog 700 Fax Accessory \$3.06/Mo</p>		



Classification V: At least 55 impressions per minute; Kyocera TASKalfa 5551ci or Equivalent:		
Proposed Make: HP Proposed Model: PageWide E77660z+		
Monthly Lease Rate \$128.68	B&W Cost per Copy \$0.0042	(Evaluation based on 4,500 ipm)
Color Cost/Copy \$0.042		(Evaluation based on 3,500 ipm)
Additional Options & Cost/Month (List any MFP options & additional cost per month):		
HP MFP Analog 700 Fax Accessory \$3.06/Mo		

Category 7:

Color multi-functional network printer, standard print, copy, color scan & duplex.
Paper size: Statement to Ledger.

<p>Each color multi-functional printer in Category 7 to be configured with: RADF and (2) 500 sheet paper trays, (2) 1500 sheet paper trays, 4000 sheet finisher w/staple & hole punch, Qwerty keyboard, Data Security Kits.</p>		
<p>Classification W: At least 45 impressions per minute; Kyocera TASKalfa 4551ci or Equivalent:</p>		
<p>Proposed Make: HP Proposed Model: PageWide E77660z+</p>		
Monthly Lease Rate \$128.68	B&W Cost per Copy \$0.0042	(Evaluation based on 6,500 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 6,000 ipm)	
<p>Additional Options & Cost/Month (List any MFP options & additional cost per month):</p>		
<p>HP MFP Analog 700 Fax Accessory \$3.06/Mo</p>		
<p>Classification X: At least 50 impressions per minute; Kyocera TASKalfa 5053ci or Equivalent:</p>		
<p>Proposed Make: HP Proposed Model: PageWide E77660z+</p>		
Monthly Lease Rate \$135.17	B&W Cost per Copy \$0.0042	(Evaluation based on 8,000 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 6,000 ipm)	
<p>Additional Options & Cost/Month (List any MFP options & additional cost per month):</p>		
<p>HP MFP Analog 700 Fax Accessory \$3.06/Mo</p>		
<p>Classification Y: At least 70 impressions per minute; Kyocera TASKalfa 7052ci or Equivalent:</p>		
<p>Proposed Make: HP Proposed Model: PageWide E77660z+</p>		
Monthly Lease Rate \$135.17	B&W Cost per Copy \$0.0042	(Evaluation based on 8,000 ipm)
Color Cost/Copy \$0.042	(Evaluation based on 6,000 ipm)	
<p>Additional Options & Cost/Month (List any MFP options & additional cost per month):</p>		
<p>HP MFP Analog 700 Fax Accessory \$3.06/Mo</p>		

Classification Z: At least 75 impressions per minute; Kyocera TASKalfa 7551ci or Equivalent:

Proposed Make: HP Proposed Model: PageWide E77660z+

Monthly Lease Rate \$135.17 B&W Cost per Copy \$0.0042 (Evaluation based on 8,500 ipm)

Color Cost/Copy \$0.042 (Evaluation based on 7,500 ipm)

Additional Options & Cost/Month (List any MFP options & additional cost per month):

HP MFP Analog 700 Fax Accessory \$3.06/Mo

Classification AA: At least 80 impressions per minute; Kyocera TASKalfa 8052ci or Equivalent:

Proposed Make: HP Proposed Model: PageWide E77660z+

Monthly Lease Rate \$135.17 B&W Cost per Copy \$0.0042 (Evaluation based on 11,000 ipm)

Color Cost/Copy \$0.042 (Evaluation based on 4,500 ipm)

Additional Options & Cost/Month (List any MFP options & additional cost per month):

HP MFP Analog 700 Fax Accessory \$3.06/Mo

Category 8:

Monochrome network printer.
Paper size: Statement to Legal.

Each printer in Category 8 to be configured with: (1) 250 sheet paper tray.		
Classification P1: At least 35 impressions per minute; Kyocera ECOSYS P2235dw or Equivalent:		
Proposed Make: HP Proposed Model: E50145dn		
Monthly Lease Rate \$16.34	Cost per Copy \$0.0042	(Evaluation based on 700 ipm)
Additional Options & Cost/Month (List any printer options & additional cost per month):		
HP LaserJet 550 Sheet Paper Tray \$2.45/Mo		
Classification P2: At least 45 impressions per minute; Kyocera ECOSYS P3045dn or Equivalent:		
Proposed Make: HP Proposed Model: E50145dn		
Monthly Lease Rate \$16.34	Cost per Copy \$0.0042	(Evaluation based on 1,000
Additional Options & Cost/Month (List any printer options & additional cost per month):		
HP LaserJet 550 Sheet Paper Tray \$2.45/Mo		
Classification P3: At least 50 impressions per minute; Kyocera ECOSYS P3050dn or Equivalent:		
Proposed Make: HP Proposed Model: E60155dn		
Monthly Lease Rate \$21.94	Cost per Copy \$0.0042	(Evaluation based on 2,000
Additional Options & Cost/Month (List any printer options & additional cost per month):		
HP LaserJet 550 Sheet Paper Tray \$2.45/Mo		



Classification P4: At least 55 impressions per minute; Kyocera ECOSYS P3155dn or Equivalent:		
Proposed Make: HP Proposed Model: E60155dn		
Monthly Lease Rate \$21.94	Cost per Copy \$0.0042	(Evaluation based on 2,000 ipm)
Additional Options & Cost/Month (List any printer options & additional cost per month):		
HP LaserJet 550 Sheet Paper Tray \$2.45/Mo		
Erasures, overwrites and the use of correction tape are NOT acceptable.		

Category 9:

Color network printer.

Paper size: Statement to Legal.

Each printer in Category 9 to be configured with:
(1) 250 sheet paper tray.

Classification P5: At least 30 impressions per minute; Kyocera ECOSYS P6230cdn or Equivalent:

Proposed Make: HP Proposed Model: E55040dn

Monthly Lease Rate \$23.03 B&W Cost per Copy \$0.0042 (Evaluation based on 100 ipm)

Color Cost/Copy \$0.042 (Evaluation based on 100 ipm)

Additional Options & Cost/Month (List any printer options & additional cost per month):

None

Section E. Insurance Requirements

RMC will comply with requirements as described in Exhibit C.



Section F. References

References

Project Description	Client Name	Contact	Title	Email	Phone Number
1,400 MFDs, uniFLOW with multiple print servers, fax server integration, & advanced security features.	Santa Clara County	Paul Tran	Procurement	Paul.tran@ssa.sccgov.org	408-781-2198
58 MFDs, uniFLOW with eCopy SharePoint integration, & MPS.	Nevada County	Diana Carolan	Information Systems Manager	Diana.Carolan@co.nevada.ca.us	530-265-7100
26 MFDs, uniFLOW with multiple print servers, fax server integration, & advanced security features.	Placer County	Mirinda Glick	Document Solutions Manager	MGlick@placer.ca.gov	530-889-7722
44 MFDs, uniFLOW with fax server integration.	Solano County	Jason Aguirre	Sr. Staff Analyst	JLAguirre@SolanoCounty.com	707-784-3267
240 MFDs, PaperCut, fax server integration, MPS, & BPO.	Contra Costa County?	Victor Tetteh	Procurement	Victor.tetteh@ew.ccounty.us	925-313-2152

In additional to these, here is a list of some of our other clients:

- ✓ El Dorado County Superior Courts
- ✓ Los Angeles County
- ✓ Shasta County
- ✓ Siskiyou County
- ✓ Kern County
- ✓ Tulare County
- ✓ San Joaquin County
- ✓ Washoe County
- ✓ Amador County
- ✓ Sacramento County General Svcs Printing
- ✓ Sutter County
- ✓ San Luis Obispo County
- ✓ Trinity County
- ✓ Modoc County
- ✓ Plumas County
- ✓ Madera County
- ✓ Butte County



Section G. Additional Data



Section G. Item 1. RMC Solutions & Value Added Services

Output Management

RMC is a VAR for the industry's top-rated print management solutions. These system integration tools are software layers that turn MFDs / printers into smart devices. The most sought out benefits achieved from these are:

- ✓ AD/LDAP Sync & AD Authentication
- ✓ Secure-Follow-Me-Printing & Mobile Print
- ✓ Quick Scanning (Email & Home Folder without local address book management)
- ✓ Scan to Cloud services
- ✓ Cost center selection by GL string (grants, programs, etc.)
- ✓ Advanced user control & reporting

Fax over IP (FoIP)

A fax server is a cost-effective method to transmit & receive faxed documents. Although not as relied upon as much as it used to be, it is still required communication for the delivery of confidential information. Departments/divisions like HHS, CSS, & CJS, are heavy users of faxing still today. Other than cost savings, some of the benefits from our fax server are:

- ✓ Authenticated transmission (AD)
- ✓ Dynamic/automatic creation of cover sheets
- ✓ Emailed confirmation pages
- ✓ TX/RX archival into ECM
- ✓ No software client required as uses email – thus can send & receive faxes from county issue mobile device

ROI Calculator. Results vary based on # of POTS lines & monthly cost for each (40 lines @ \$20/Mo)

Estimated Analog Fax Line Scenario	
# of Fax Lines	40
Monthly Cost for Each Line	\$20.00
Monthly Costs for Fax Lines	\$800.00
Estimated Proposed Fax Server Solution	
# of Sip Trunks	3
Monthly Cost for Each Sip Trunk	\$8.00
# of Fax Numbers	40
Monthly Costs for Each Fax Number	\$2.00
Total Cost for Fax Server Monthly Service Expenses	\$104.00
Monthly Return on Investment of Fax Server*	\$696.00

*Shows only telcom costs – not cost for fax server. Quoted after discovery of current environment.

Managed Print Service (MPS)

Having RMC manage your laser printer fleet, can the save the county roughly 30% off the cost of toner, while adding a bumper-to-bumper service & support plan. Cost control, increased uptime, extended printer life, free loaners, itemized billing, & automated toner replenishment are some of the great benefits. However, many of our customers feel that freeing their IT dept. up from having to fix a printer (to work on more pressing issues) & eliminating end users/departments from having to cut multiple POs throughout the year to purchase toner are the most beneficial results from our MPS program.

Enterprise Content/Document Management

Document management or enterprise content management (ECM) software transforms how organizations manage information to enable a digital workplace, optimize costs, and drive better business results. RMC offers our clients document management and business process optimization expertise to help them run their business smarter. Cost-effectively deliver critical public services, reduce bottlenecks, improve public service delivery and cut administrative overhead.

Here are some areas we have helped other local government agencies with:

- ✓ **Operational Processes:** Automate contract management, accounts payable and human resources processes and more.
- ✓ **Case Management:** Provide case workers with remote access to complete case files.
- ✓ **Permitting:** Improve revenue generation by electronically reviewing, issuing and managing permits.
- ✓ **Agenda Management:** Automate the creation, assembly and distribution of agenda packets.
- ✓ **FOIA requests:** Maintain information transparency by quickly responding to public information requests.

Business Process Outsourcing (Transactional Printing/Processing & Scanning)

The cost of production printing, stuffing and mailing can consume your monthly operational budget. Is the layout and information on your statements and invoices dictated by your ERP system? Do you have the flexibility to share valuable information such as promotions and events on your mailings? RMC can streamline these processes for you and provide a deliverable that will catch the recipient's attention.

Outsourced Print/Mail & Scanning Solutions:

- | | |
|--------------------------------------|--|
| ✓ Full service (Upload, Print, Mail) | ✓ Variable marketing messages |
| ✓ Client database integration | ✓ Secure data validation process |
| ✓ Leverage bulk mail rates | ✓ Prospectus/portfolio preparation |
| ✓ Color variable data printing | ✓ Backfile conversion (digitize files) |

Wide or Large Format Devices

Wide format printers deliver professional output quality on sheets of paper from 24 inches and wider. Departments like Building Services, DOT, LAFCO, & Planning, all might have a need for a plotter/MFP. These would be our technical drawing line of printers/MFPs. We also provide graphic arts, latex, & specialty printing devices as well.

Middleware

Our advanced scanning solutions enable workflows that include system integration into line of business applications, database validation, forms processing, bar code recognition, full text OCR, invoice processing, Scan to Word or Excel, WebDAV (i.e.: Office 365).

Section G. Item 2. RMC Service, Webportal, & Communication

Service Ticket Request

When needing support for hardware or software systems, RMC has provided clients with multiple methods to request service.

- ✓ Phone: live operators will take the request.
- ✓ RMC Web Portal: (See the overview below) Each department can have their own customized web portal to log a service request. Once set up, the user will have a passcode that will bring them to a dashboard that will have their contact information already uploaded. All that is need is the RMC ID# and the issue to be resolved.
- ✓ Email: The customer enters the RMC service address (service@raymorgan.com), ID# and issue. The sender information will also be logged for follow up communication.

Online Webportal is one of the most appreciated services that RMC provides clients. Users will have the ability to log into a secure web portal to access information on their account, view billing, request service and supplies and view usage by machine. The RMC customer web portal is the preferred method of managing the unit. All critical device information is available 24/7 and updated real-time.

Client Web Portal – Home Screen

Click to schedule service, order supplies or enter meters.

Click to see all systems on contract

Click to see all systems on contract by %

Client Web Portal – Placing a service call

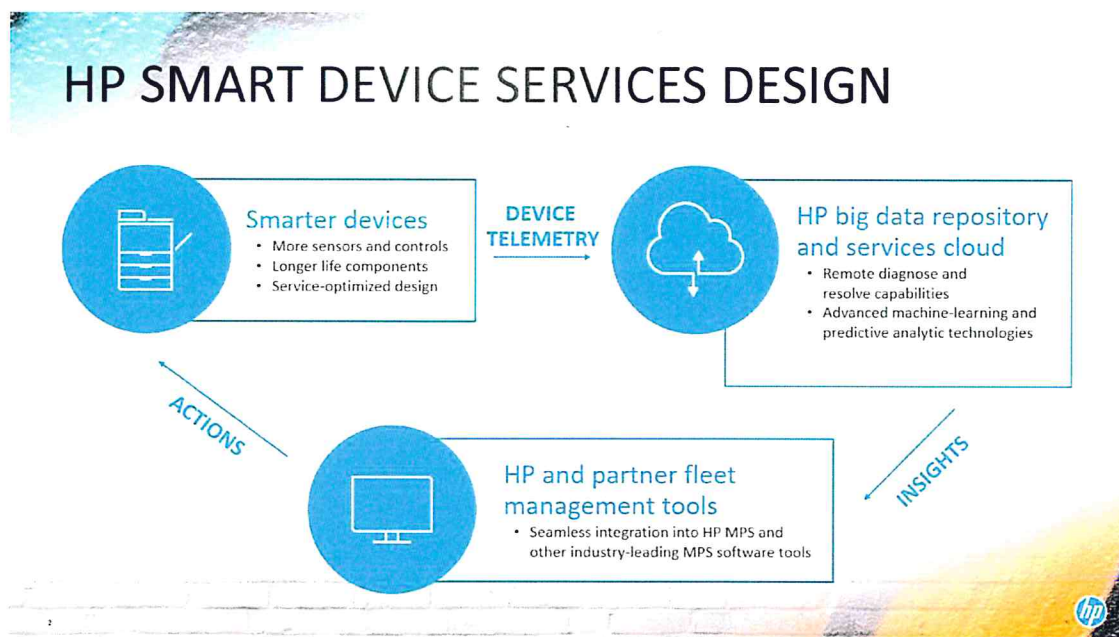
Service Call Communication: Once the service call is logged the end user will receive an email confirmation. We also email an optional survey once a call has been completed to rate our performance.






Service Call Confirmation Email

Ray Morgan appreciates your feedback

Section G. Item 3. HP Solutions

HP's Smart Device Services (SDS) Design optimizes the analyzation of service data to increase uptime & increase the life span of their products. Using artificial intelligence, their analytics server takes data given to it by their MFDs in the field & gives RMC intelligence in order to make smarter decisions in increase the potential of being proactive as opposed to reactive. This also allows us to drive down service rates.



Service Cost	First Call Efficiency	Customer satisfaction	Profitability	Technician Efficiency
				
+ 20% ¹	5% to 15% ^{1,3}	50% fewer user calls. ²	5% to 8% More pages per toner cartridge. ³	10% fewer service trips. ²
				Growing HP MIF w/same # of techs. ^{1,2,3}

HP has the more secure MFDs / printers in the world!

Security

The foundation for any IT related project should be the protection of El Dorado County IP. Each copier is a network endpoint, many equipped with the same resources as a full PC and should be treated accordingly. For HP and Ray Morgan, security is not a feature – it is a practice developed by our division and applied to print. Because of our deep expertise in cyber security, Vendor has been recognized as the industry benchmark for print-related security.

- Hardware Security – all proposed devices support the following:
 - The industry's only self-healing BIOS
 - Firmware Whitelisting – Validates only HP signed code is loaded and provides notification of penetrations attempts.
 - Run-Time Intrusion Detection – Monitors memory and reboots in the event of an attack.
 - Connection Inspector – Monitors *outgoing* traffic from the device.

Optional Add-On

- Vendor Security Manager Software – Automation of policies, detection, and event remediation. Integrates with most enterprise security monitoring toolsets (SIMS) and certificate authentication toolsets.
- Vendor Print Security Governance & Compliance Services – Highly certified security principals who ensure that your MPS program (and beyond) is as secure as it can be.

Today's printers look a whole lot like PCs

Ways to secure the printer



Items in blue are competitive advantages with !

Firmware and Software

- **HP SureStart** validates integrity of BIOS code and reverts to a golden copy of the BIOS if needed
- **Whitelisting** confirms the authenticity of firmware code with an HP digitally signed certificate
- **Run-time intrusion detection** – auto reboot if attacked
- **Connection Inspector** – Monitors outbound network connections to identify suspicious packets, auto reboot if attacked
- Keep firmware up to date





Ray Morgan Company
DOCUMENT TECHNOLOGY SOLUTIONS

C

Response to



Procurement & Contracts
Request for Proposal
#20-985-037

Copy

Copier Rental Program

Prepared for the
County of El Dorado
Submitted by Richard Whitock, Greg Smith &
Jason Milan / Ray Morgan Company & HP