

Multi-Functional  
Devices and  
Managed Print  
Services Proposal

*(RFP No. 22-025)*

***Olathe Public Schools***  
***USD 233***



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**Olathe Public Schools**  
**USD 233**

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**Reservation of Rights**—In response to your request, we have reviewed and are responding to the terms and conditions in your RFP or invitation. Based on our review of the information provided by you, we are confident that contracts acceptable to us may be reached promptly following any award. Specifically, we recognize your right to negotiate and approve the terms and conditions of any contract following award and respectfully reserve the same right. We acknowledge that all contract terms and conditions must be mutually agreed upon by both of us. Our proposal represents our commitment with respect to pricing, equipment specifications and our proposed solution. Following bid award, we contemplate that we will both negotiate and sign, in the exercise of good faith, customary definitive agreement(s) to govern our relationship, and provide reasonable assurances of our authority to enter into such agreements. In an effort to expedite the finalization of our agreements, we have noted the following topics for our discussion, which are either not addressed in your request or for which we request further clarification:

- To the extent that you lease any equipment, customary terms and conditions related to equipment financing, subject to customary non-appropriation rights;
- Mutually acceptable terms related to the measurement and calculation of service levels, including customary terms related to reporting requirements and remedies;
- Standard industry service termination and default, rights and remedies, including reasonable written notice requirements and cure periods;
- Risk of loss and insurance requirements during possession of provided equipment;
- Assignment rights subject to prior credit approval;
- Standard industry warranties for service and support and the transfer of applicable manufacturer product warranties, as well as customary limitations of implied warranties;
- Mutual indemnification for third party claims arising from acts of misconduct in connection with the performance of services; and
- Mutual liability protections for consequential and similar damages;

As is customary for transactions of this type, any acknowledgements made by each of us are qualified by the right to negotiate mutually acceptable terms. Our proposal is based upon the information provided by you, and the assumptions made by us in preparing our response. Any changes to information or assumptions may, if material, require modification. Upon award, we will be pleased to work with you to promptly finalize mutually acceptable contract terms and, if applicable, provide copies of appropriate contract forms for that purpose.

**Proprietary and Confidential Statement**—The enclosed materials are proprietary to Ricoh, and Ricoh reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to Ricoh and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of Ricoh. These materials summarize a proposed equipment and/or services solution. They are intended for informational purposes only to assist you in your evaluation of Ricoh as a potential business partner. These materials do not represent an offer or a binding agreement.

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Ricoh USA, Inc.  
300 Eagleview Blvd.  
Exton, PA 19341

June 8, 2022

Mr. Ryan Floy  
Olathe Public Schools USD 233  
14160 S. Black Bob Rd.  
Olathe, KS 66062

***Subject: Multi-Functional Devices and Managed Print Services***

Dear Mr. Floy:

Ricoh USA, Inc. (Ricoh), is pleased to submit the enclosed proposal for Multi-Functional Devices and Managed Print Services to Olathe Public Schools USD 233, in response to the Request for Proposal No. 22-025 (RFP). Our response is submitted via PublicPurchase, as required by the RFP.

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

Sincerely,

Mike Stowell  
Sr. National Account Manager

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## **EXECUTIVE SUMMARY**

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Briefly describe the Company's approach to meeting the district's requirements as outlined in the RFP, indicate any major requirements that cannot be met, and highlight the major features of the Proposal. Offerors must describe their qualifications and experience to perform the work described in this Request for Proposal. Information about experience should include, but not be limited to, direct experience with local government and K-12 implementations. The Offerors record should reflect from the date of this RFP a minimum of five (5) years of contiguous experience in work of a similar nature and magnitude to that being proposed. Relevant experience must be associated with projects completed not more than one year prior to the date of this RFP. The reader should be able to determine generally how well the Proposal meets the District's requirements by reading the Executive Summary.

Ricoh is excited about the opportunity to present a strategic plan to further strengthen our partnership with Olathe Public Schools. Your concise, direct vision "Students Prepared for their Future" resonates powerfully within our organization, as K12, Education and Public Sector organizations represent over 20% of our overall revenue in the United States.

In preparation of our response to this RFP, we met with every functional organization and stakeholder within Ricoh who would participate and engage in any aspect of this solicitation for Olathe Schools as well as the GovMVMt program.

We also reviewed the new GovMVMt plan with each organization and solicited their individual feedback and recommendations, as well as identified their respective organizational responsibilities, developed clear implementation plans and analytics processes to ensure program success and customer satisfaction.

With executive endorsement and organizational backing, Ricoh is prepared to promote the GovMVMt cooperative program throughout the United States to all qualifying education and government entities, as well as nonpublic schools and nonprofit organizations.

### ***RICOH LIMITED***

For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, commercial and industrial printing, and industrial systems.

Our focus has always been to envision what the future will look like so that we can help prepare our customers for success. Today, that means empowering digital workplaces with our broad portfolio of services, solutions, and technologies.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions.

### ***RICOH USA, INC.***

Headquartered in Exton, Pennsylvania, USA, Ricoh USA, Inc. has more than 17,000 employees. Ricoh USA, Inc. was incorporated in Ohio on November 24, 1952.

### ***RICOH CORPORATE COMMITMENT TO STATE AND LOCAL GOVERNMENT***

State and Local Government (SLG) represents approximately 20% of Ricoh USA annual revenue, evidencing the Ricoh corporate commitment to this important business channel.

### ***RICOH STATE CONTRACT EXPERIENCE***

For over 45 years, Ricoh has utilized a dedicated Corporate SLG Contracts Team responsible for State Contracts and State procurement relationships. Ricoh also utilizes dedicated SLG sales teams in all 50 States comprised of Direct Ricoh employees and Authorized Ricoh Dealers for sales and service support.

The Ricoh SLG Teams are further supported by a dedicated SLG Marketing manager, responsible for collateral materials and promotional activities. Ricoh has a strong presence in statewide MFD contracts, currently holding State contract awards in 46 of the 50 States.

### ***RICOH INVESTMENT IN TECHNOLOGY***

Ricoh has been successfully developing new technologies for 85 years. This innovation requires a new approach to development. Therefore, in addition to following conventional procedures, Ricoh is applying new approaches—including incorporating marketing into the development of component technology and releasing prototypes into the market for customer feedback and product enhancement. Furthermore, in the R&D process at our global research and development facilities, open innovation activities are aggressively promoted, including collaboration with universities and other research institutes, businesses alliances in different industries, and standardization and criteria-forming activities through partnerships with other corporations.

The Ricoh Group consistently invests approximately 5% to 6% of its total sales in R&D activities to continue to bring about innovation. Approximately 9.9% of this R&D investment was allocated to basic research.

### ***RICOH COMPLETE PRODUCT OFFERING***

The Ricoh offering includes all Equipment Groups (A-F): A3 MFD, A4 MFD, Production Equipment, Single-Function Printers, Scanners, Large/Wide Format Equipment, Software bundles that enable and enhance the productivity and capability of the devices, and Managed Print Services (MPS).

The Ricoh MPS offering additionally incorporates Technical Services, Managed Services, Professional Services, Software, Ricoh & third-party IT services, Cloud Services, Security Services including RansomCare, Digital Imaging, and Digital Transformation / Workplace Services.

### ***RICOH DISTRIBUTION***

Ricoh will leverage our three distribution channel organizations to promote and support the GovMVMt contract nationally. The Ricoh Direct sales channel is company-owned, with Ricoh personnel and facilities covering all 50 states, and our local direct branch in Overland Park will be fully responsible for every aspect of the service and program management for Olathe Public Schools. Our Ricoh Dealer sales channel is comprised of authorized independent dealers meeting Ricoh national distribution standards. The Ricoh Inside Sales Telemarketing organization is company-owned and will supplement the contract promotion efforts for both Direct and Dealer organizations.

### ***RICOH BREAK-FIX SERVICE ORGANIZATION***

The Ricoh Technology Service organizational structure includes three regions across the country aligning resources to deliver all aspects of Technology Services under a single leadership structure to ensure a cohesive focus and expertise to better support our customers. Ricoh is recognized nationally as a leading service provider. Ricoh understands the critical nature of quality service for our customers and continues to invest in our customer call centers, service request and routing systems, and all processes for responding to service requests.

### **CUSTOMER EXCELLENCE ORGANIZATION**

Ricoh's Customer Excellence group focuses on improving the overall customer experience and acting as the "voice of the customer". It identifies customer needs and values, provides customer insight for Ricoh business leaders, and builds a Customer First culture. Ricoh achieves customer excellence through customer studies, complaint management, customer retention projects and employee education, focused on delivering an exceptional customer experience.

To evaluate the quality of our products, services and support, and to measure our performance against established standards, Ricoh distributes various satisfaction surveys to its customers. These surveys are provided on a periodic basis—transactional, quarterly, or annually and are shared with executive and field management teams to drive overall process improvement and address individual customer concerns.

### **RICOH CUSTOMER CARE ADMINISTRATION**

To ensure consistency and accuracy in billing and alignment with Ricoh Service Excellence<sup>SM</sup> methodology, Customer Administration employs clearly defined procedures for all billing activities related specific contracts. Defined procedures will be developed specifically for the GovMVMt contract, upon award.

Order Management will receive the orders from Sales and review for product and pricing compliance with this contract. Upon validation, the customer is contacted, and Delivery/Installation is coordinated. Equipment installation triggers the invoicing process that is managed by the Customer Administration Billing team.

Ricoh offers multiple meter collection processes that include: *@remote* (automated meter reading from the device), *MyRicoh.com* website on-line submission tool, and traditional meter reporting via *phone*.

The Customer Administration Process Improvement team is an independent group inside of Customer Administration chartered to continuously review all administrative procedures and identify opportunities to improve processes and enhance the customer experience.

### **TRAINING**

Ricoh leverages four primary training programs to ensure public sector customer satisfaction:

- *Customer Product Training* – Customers are provided comprehensive training on products and services, how to place service calls, ordering supplies etc. when new products are installed.
- *State and Local Government Vertical Sales Training* (for Direct and Dealer Sales) – Ricoh Sales representatives are trained on government procurement processes and the unique business needs of each subvertical SLG customer including agencies, counties, cities, K12, etc.
- *Product and Services Training* (for Direct and Dealer Sales) – Sales representatives are trained on all Ricoh products in order to understand and emphasize the features and functions that State and Local Government customers require.
- *GovMVMt Contract Training* (for Direct and Dealer Sales) – Sales representatives will attend mandatory contract kickoff training that includes a review of the GovMVMt Contract and Terms and Conditions, the GovMVMt field guide, pricing schedules, etc. This training also incorporates Ricoh online tools and overview of the dedicated GovMVMt external website.

### ***RICOH MANAGED PRINT SERVICES***

For the past six years, Ricoh has been named a Leader by Industry Analyst IDC MarketScapes who reviews managed print and document services and its evolution to document workflow services. Ricoh's adaptive model, which is used to tailor solutions to help individuals work smarter, wherever their work requires, was cited in their report as a major differentiator for Ricoh. In addition, Ricoh is ranked as a Leader for Managed Print Services by Gartner, Inc., every year since 2008 (Magic Quadrant for Managed Print Services, Worldwide). We will detail our specific process and methodologies in the designated MPS section of the RFP response.

### ***RICOH SUSTAINABILITY AND RECYCLING PROGRAMS***

Ricoh has extensive sustainability and end of life recycling programs. Ricoh recycles desktop printers, floor standing MFDs, as well as printer and MFD toner cartridges. After being an Energy Star Partner for over 20 years, Ricoh earned the Energy Star 2018 *Partner of the Year Award*. Ricoh is also a charter member of EPEAT, (Electronic Product Environmental Assessment Tool) and the majority of Ricoh's MFDs and printers hold the designation of either EPEAT Gold or Silver levels.

Ricoh remanufactures its most popular models (Ricoh Greenline Series) using the ISO 9001-2015-certified process. These models provide cost effective options for State and Local Government customers and minimize the impact on the environment. Pending a successful award, Ricoh intends to broaden the offering through the addition of the Ricoh Greenline Series of MFDs.



## ***SECTION 3: SPECIFICATIONS AND REQUIREMENTS***

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### 3-1 GENERAL BACKGROUND

The Olathe Public Schools USD #233 is soliciting proposals from qualified vendors for a complete line of lease or purchase multifunction devices, manage print services, and other related services, solutions, and offerings. The objective of the District is to Provide a comprehensive competitively solicited Master Agreement offering Products and Services to Participating Public Agencies; Establish the Master Agreement as a Supplier's primary offering to Participating Public Agencies; Achieve cost savings for Suppliers and Participating Public Agencies through a single competitive solicitation process that eliminates the need for multiple bids or proposals; Combine the volumes of Participating Public Agencies to achieve cost effective pricing; Reduce the administrative and overhead costs of Suppliers and Participating Public Agencies through state-of-the-art ordering and delivery systems; Provide Participating Public Agencies with environmentally responsible products and services.

Suppliers are to propose the broadest possible selection of Products and Services they offer. The intent of this solicitation is to provide Participating Public Agencies with products, services, and solutions to meet their various needs. Suppliers should have demonstrated experience in providing and installing the Products and Services as defined this RFP, including but not limited to the following:

- **Multifunctional Devices** - The complete catalog of products, accessories, and supplies available from the Supplier; including but not limited to wide format, high production, fax, printers, and scanners for lease or purchase.
- **Managed Print Services** - Supplier to provide outsourced management for a fleet of devices to include initial assessment, ongoing optimization of device deployment to maximize productivity and reduce costs, life-cycle management of devices, device repair and maintenance, supplies replenishment and proactive supplies replenishment, help desk support, on-site technical support, education and end-user training, real time hard copy fleet usage monitoring and reporting, formalized reporting on operations, and any other services required for the management of print services.
- **Related Products, Services and Solutions** - The complete range of Products, Services, and Solutions such as analysis, inventory control, planning, software solutions, network solutions, third party integration related to the purchase or lease of items, fleet management, overflow printing services, legal document services or any other Products, Services and Solutions offered by Supplier.

The Proposer should thoroughly review the Specifications and Requirements (Section 3), all other sections of this document, and related attachments to ensure a full understanding of this request for proposals and what the Contractor's responsibilities and obligations will be.

3-2 MFD/MPS PROGRAM BACKGROUND AND OVERVIEW

The District has had an MFD lease and maintenance agreement in place for approximately 15 years for its MFD fleet as well as an MPS agreement for most of its desktop printer fleet. Average MFD volume for FY22 was approximately 4.1 million impressions (impressions/pages/prints/clicks/copies) per month [3.5 million Black & White; 560K Color] or 49.2 million impressions annually [42 million Black & White; 6.7 million Color]. The District MFD/copier/MPS device fleet is comprised mainly of devices in the segments listed below, for use in offices, designated copy rooms, and administrative sites throughout the District (60 buildings, including schools, alternative education sites, and support facilities). The District centrally manages and funds the MFD/copier/MPS program. MFD's and MPS devices are allocated to schools based on level – elementary, middle school, and high school.

- A. The District MFD Fleet and MPS Devices are a complete turn-key solution providing all MFDs and related equipment (integrated and standalone), support, maintenance, supplies, software, related services, and solutions. Software solutions include: NSI AutoStore 6.x for document capture and workflow automation; RightFax 11.x for FoIP; Equitrac Office 4.x for cost accounting and secure print management; and Ricoh @ Remote Enterprise Pro with @ Remote connector for diagnostics, configuration, monitoring, and reporting. District employees require the ability to walk up to an MFD to release secured print jobs, perform copy, scan (to email) and fax functions (where applicable). With more than 400 devices, it is essential to have a very reliable, well-maintained MFD/MPS fleet that is easy to operate.

As of April 2022, the District leases the following MFD/MPS devices under a single, co-terminus agreement and also operates an MPS agreement for District owned devices:

Make	Model	Quantity
Ricoh	MP2555ASP	7
Ricoh	MP5055SP	31
Ricoh	MP6055SP	46
Ricoh	MP6503SP 417917	25
Ricoh	MP9003_SP	1
Ricoh	MPC3504EX	47
Ricoh	MPC4504	3
Ricoh	MPC4504EX	18
Ricoh	P502	3
Ricoh	PC600	89
Ricoh	SP4520DN	160

- B. Graphics Communications is included in this scope of work and is responsible for Production Print operations provided to District schools, departments, and support buildings. Typical documents produced by Graphics Communications include:
  - a. Books, booklets, and manuals of various types, sizes, and bindings (Stapled, Saddle Stitched, GBC and Coil Bound)
  - b. Miscellaneous student assignments, worksheets, reports, fliers, forms ,etc.

- c. Newsletters
- d. Variable Data Printing (custom letters, postcards, other mailings and addressing)

In FY22 Graphics Communications produced approximately 2.3 million impressions per month [2.2 million Black & White; 85K Color], or 28 million impressions annually [27.1 million Black & White; 1.01 million Color].

Make	Model	Quantity
Ricoh	PRO8210	5
Ricoh	PRO8310	1
Ricoh	PROC5200S	1
Ricoh	PROC7210X	1

3-3 STATEMENT OF REQUIREMENTS

The District approach to IT architecture maximizes the return on investments and emphasizes and ensures reliability, scalability, and security, while promoting standards-based acquisition that can be adapted across the enterprise. The District promotes smart technologies that can both improve the efficient performance and reduce the energy consumed when the device is in an inactive state. The strategy includes the use of virtualization through consolidation for most pre-production environments. The District operates a central, enterprise-wide technology infrastructure that includes communication networks, server and client platforms, operating systems, software, databases, enterprise email and messaging systems, (i.e., office productivity, collaboration), document imaging platform, storage platform, and other supporting software and tools (i.e., middleware integration, security, system management, and performance monitoring) to implement and support line of business applications. In addition, the technology infrastructure is the base for providing essential services (i.e., authentication, storage, file sharing, network addressing, directory, remote access, etc.) that are necessary to implement technology solutions that address validated business and technical requirements and allow for efficient integration of additional infrastructure services and new technologies into the enterprise.

A. MFD Hardware Requirements

Hardware is the very core of any MFD Fleet therefore it is desired that each device should be capable of connecting to a TCP/IP network, be reliable, easy to use, intuitive, and perform all industry standard functions including print (duplex output required), copy, scan, and fax (over phone line or IP). Uptime is important therefore key performance indicators such as: average time between failures, number of impressions between scheduled maintenance, recommended monthly volume, and the like should be discussed. True concurrency/multi-tasking across all functions simultaneously is desired and should be explained in detail (explain job interrupt feature also). Offeror advertised print/copy/scan/fax speeds may be tested for accuracy including through all attached finisher and optional components, so known discrepancies should be indicated and explained by offeror in the technical response. Industry awards from BERTL (Business Equipment Research and Test Laboratories), BLI (Buyers Laboratory Inc.), and the like should be cited.

Convenience feature such as hot-swappable toner and replacement of paper while engine is running are desired. Security is essential therefore a data overwrite feature for devices equipped with non-volatile memory should be available. Noise level is also a concern and solutions offered should meet the following dB (A) SPL requirements; <40 dB (A) SPL standby, <65 dB (A) SPL continuous run, <75 dB (A) SPL peak. In addition, each MFD should be capable of the following minimum requirements:

- a. **Network** – Each MFD base unit should comply with Institute of Electrical and Electronics Engineers (IEEE) 802 standards, be Simple Network Management Protocol (SNMP V. 2 and above) manageable and support the following protocols: Transmission Control Protocol/Internet Protocol (TCP/IP) (Preferred), System Network Architecture (SNA and SNA/3270), Internet Packet Exchange (IPX), Simple Network Management Protocol (SNMP), and Apple Talk. Each device should be compatible category 5/5e/6/6a copper Unshielded Twisted Pair (UTP) and Screened Twisted Pair (SCTP) cable, 8 Position 8 Contact (8P8C aka RJ45) Ethernet connector, and Siemens 3 and 4 (or similar) outlet modular faceplates with color-coded inserts to identify the media being used in each outlet (voice and data are terminated at the same faceplate).
- b. **Print** – All MFD must be capable of and defaulted to duplex printing. Required minimum resolution is >1200x1200 dpi. Finisher requirements are covered later in this section. Further print requirements include:
  - i. **Drivers** – Should be bi-directional supporting; Microsoft Windows 10 64-bit, Mac OS 10.15x. Driver must communicate with MFD and allow District users all available finishing options whether printing direct or through a follow you/me print solution.
  - ii. **Page Description Language (PDL)** – Should support auto switching within the document for PCL 5/5e/6, PostScript 3, PDF, and TIFF.
  - iii. **Host Interfaces** – Should include 100BaseT/1000BaseTX. Options for Gigabit Ethernet, IEEE 802.11 a/b/g/n, Bluetooth, IEEE 1394 are a plus.
  - iv. **Network Protocol** – Should encompass IPv4, IPv6, and Raw IP (Port 9100).
- c. **Scan** – This feature is crucial as public entities move toward electronic documents for; paper forms replacement, records retention, document management, and creation of workflows to automate once cumbersome, inefficient, manual processes. Software (covered later) will play a major role in maximizing the capabilities of these network attached MFD's. Standard

scan capabilities should include color and/or grayscale documents through the >100 sheet Automatic Document Feeder (ADF) capable of 13-32 lb. mixed size originals in a single batch ranging from 5.5" x 8.5" to 8.5" x 14" at >1200x1200 dpi; Originals scanned from the platen will range in size up to 11" x 17" and may include hardbound books >3" thick; Devices capable of 2-sided scanning in a single pass are highly favored. Scan documents must be capable of being saved as PDF or TIFF format to a file server or sent to an email address.

- d. **Copy** – This feature is crucial to many where paper output is still a requirement. Standard copy capabilities should include True Stackless/Trayless Duplexing and Scan Once Print Many (SOPM) of color and /or grayscale documents through the >100 sheet Automatic Document Feeder (ADF) capable of 13-32 lb. mixed size originals in a single batch ranging from 5.5" x 8.5" to 8.5" x 14" at >600 x 600 dpi in quantities from 1-999; Originals copied from the platen will range in size up to 11" x 17" and may include hardbound books >3" thick; Reduction and enlargement features should include variable zoom from 25% - 400%, auto reduction and enlargement to fit selected paper size, and user presets; Other features such as; auto size sensing, auto paper select, auto tray switching and output to 1:1, 1:2, 2:1, and 2:2 should be included.
- e. **Fax** – This option should allow for sending and/or receiving faxes over IP, and capable of sending and/or receiving at >200 x 200 dpi; store >100 pages in memory; >20 speed dials; store incoming fax(es) or output to paper; and store transmission report(s) or output to paper. Function should be compatible with analog and integrated or third-party IP based solutions.
- f. **Control Panel** – Ergonomics is paramount. The user interface should be user friendly, have a consistent look and feel across fleet with large easy to read buttons (preferable backlit). A high-resolution color touch screen with intuitive navigation menu that can be customizable and allow for third-party software integration and display customization is highly favored. An optional built-in or external keyboard is a plus.
- g. **Paper Trays** – At a minimum MFD segments 3-6 should have a standard capacity of >2000 sheets with customer adjustable trays accepting #10 envelopes, paper types from to plain to cardstock and virgin -100% recycled content, paper sizes from 5.5" x 8.5" to 11" x 17" and paper weights from 16 lb. - 110 lb. (16-34 lb. through standard trays and up to 110 lb. through the bypass tray). Intelligent tray switching and the ability to load paper while job is running are desired.

- h. **Finisher** – Standard built-in or add-on finisher should be capable of collating >250 sheets and Stapling >50 sheets. Advanced Finishers with features such as >100 sheet stapler, 2 and 3 hole-punching, folding, saddle-stitch booklet-making, and post process insertion should be available for segment 4-6 devices.
- i. **Optional High-Capacity Paper Tray** – In addition to the standard built-in paper trays an optional high-capacity paper tray/deck/feeder with a >2000 sheet capacity should be available for MFD's in segments 4-6.

**Ricoh acknowledges and understands these requirements and the specifications and costs are detailed in Attachment A – MFD Pricing Sheet.**

**B. MFD Software**

Software unlocks the true capability of the MFD's while enabling them to be easily administered from anywhere on the network and therefore is a key component to the MFD Fleet. Cost accounting, print management, workflow automation, diagnostics, configuration, monitoring, reporting solutions, and security features such as data overwrite should be addressed. Scanning software should accommodate scanning to a variety of image/document management applications. Print drivers and solutions offered should be compatible with current District IT standards. All data will become the sole property of the District when the contract is terminated or renewed. All solutions implemented should be architected to allow for high availability, load balancing, clustering, and failover capability to permit operational continuity and negate or minimize end-user/enterprise solution downtime. Currently the District places all software solutions behind an F5 load balancer for high-availability and failover therefor all software should be fully supported.

**Ricoh is proposing Kofax ControlSuite software options which includes the latest versions of Equitrac and AutoStore. ControlSuite may be architected for HA, Load Balancing, Clustering, and Failover. All pricing options and components are available under the PS tab included in ATTACHMENT A - MFD Pricing Sheet and can be discussed upon software assessment.**

**Based on the requirements listed, Ricoh is proposing two software offerings that meet the needs: ControlSuite and SLNX.**

**No additional RightFax licensing will be need if Olathe Public Schools leverages ControlSuite as the onramp for hard copy document faxing.**

**All pricing options and components are available under the PS tab included in ATTACHMENT A - MFD Pricing Sheet and can be discussed upon software assessment.**

Software Licenses: must be clearly defined as to the use rights. Unless otherwise negotiated, the County assumes a non-exclusive, perpetual use of any licenses purchased, independent of maintenance, services, and or support agreements. The District will not lease licenses except under "Software as a Service" arrangements that include external hosting.

**Kofax ControlSuite licensing is being proposed as a perpetual license model. All pricing options and components are available under the PS tab included in ATTACHMENT A - MFD Pricing Sheet and can be discussed upon software assessment.**

Software Maintenance: if any, must be calculated from a clearly defined basis and be an optional purchase at the District's discretion. Routine updates, fixes, or patches shall be included within the base license and shall not be subject to a separate maintenance contract. Unless otherwise negotiated, the District assumes the maintenance basis to be the net price dollar amount of nonexclusive, perpetual use licenses times the annual maintenance percentage amount, not to exceed 15%, and due in advance of the period covered on an annual or quarterly basis. Any software customizations not covered in the maintenance terms must be clearly identified by the Vendor.

**ControlSuite Maintenance and Support covers updates, upgrades, bug fixes, and patches. Support coverage is included for the term of the contract and may be renewed annually beyond the term. All pricing options and components are available under the PS tab included in ATTACHMENT A - MFD Pricing Sheet and can be discussed upon software assessment.**

Upgrades, Updates and Patches: The Vendor shall make available to the District at no additional charge all upgrades and patches to the software as they are released so long as the District is currently under the Vendor's software maintenance agreement. If the District opts to take advantage of the patch or updated version, the Vendor shall install and support it under the onsite maintenance agreement. Upgrades and patches will be applied in accordance with District's change management procedures.

**ControlSuite Upgrades, Updates, and Patches are made available to customers if the ControlSuite Maintenance and Support is active. Ricoh will include a Block of Time agreement as quoted and detailed in Attachment A – pricing for the term of the contract to provide labor assistance in applying/installing the updates and will work with the District's change management procedures. All pricing options and components are available under the PS tab included in ATTACHMENT A - MFD Pricing Sheet and can be discussed upon software assessment.**

- a. **Cost Accounting and Print Management** – There are several reasons the District desires to continue using an enterprise cost accounting and print management solution from; secure print release to rules-based routing, cost cutting to charge back, and

productivity to waste reduction to name a few. The solution should be cost effective, robust, and easy to use. Reporting capabilities should include: detailed and summary (dashboard) level, historical data by day, week, month, quarter, year, and lifetime, activity by - date, device, user, department, function, document name/origin, output media, destination, page count, cost, and top 10 user defined custom reports. Solution should be capable of; tracking MFD usage (and potentially existing print device), authentication from MFD to AD/LDAP via HID Proximity Card Reader and manual logon, ability to physically release secure print job(s) from any MFD via HID Proximity Card and manual logon, ability to set quota by user, device, department/billing code, option for popup message informing user of print cost then automatically or with user intervention redirect print jobs to lower cost devices. Potentially integrate with District's ERP solution. While an agent component may exist the very core of the solutions functionality should be agentless.

**Kofax ControlSuite provides all the required functionality. All pricing options and components are available under the PS tab included in ATTACHMENT A - MFD Pricing Sheet and can be discussed upon software assessment.**

- b. **Document Capture and Workflow Automation** – While it is the District's desire to remain with NSi AutoStore/SMARTicket/AutoCapture the proposed solution should be a centrally managed, transactional based, document capture workflow automation tool accommodating scanning to a variety of image/document management applications including the District's current versions of: SharePoint Online, 64bit version of Windows Server 2016 AD environment, E-Mail (Outlook 2019), Desktop (64bit versions of Windows 10), and RightFax 11. Scan options should include: Optical Character Recognition (OCR) to PDF (version 1.6+, format PFD/A and PDF/H are desired) TIFF, MS Office 2019 formats, encryption and decryption, auto redaction, form recognition, barcode and image processing, and use of existing PKI/Certificate (digitally sign and encrypt) for secure email transport from MFD is a huge plus. Solution should be capable of; ability to customize MFD control panel based on user authentication, automation of forms processing, redirect incoming faxes to department and user level network folder or email account and sending email notification of received fax with hyperlink to document location.

**Kofax ControlSuite includes the latest version of AutoStore. Although, the SMARTicket feature has been deprecated, all the functionality is supported. All pricing options and components are available under the PS tab included in ATTACHMENT A - MFD Pricing Sheet and can be discussed upon software assessment.**



- c. **RightFax** – Present a plan to integrate existing RightFax software (version 11.x) with each MFD as part of a holistic solution to assist the District in its environmental initiatives and reduce spending. Where possible, POTS lines should be converted to DID's but a totally IP based solution would be ideal. Present a plan to integrate RightFax with transactional based document capture and workflow automation tool accessible from the display panel of the MFD via the Scan function.

**Kofax ControlSuite's AutoStore feature includes a RightFax Route component which allows the MFP for scan paper documents to be routed to the RightFax server for transmission.**

**No additional RightFax licensing will be needed if Olathe Public Schools leverages ControlSuite as the onramp for hard copy document faxing.**

**By leveraging ControlSuite's RightFax connector, Olathe Public Schools can deactivate the RightFax embedded application licensing. This will allow the school district to reduce their RightFax Maintenance and Support on the RightFax deactivated licenses.**

**All pricing options and components are available under the PS tab included in ATTACHMENT A - MFD Pricing Sheet and can be discussed upon software assessment.**

- d. **Monitoring, Reporting, Diagnostics, and Configuration** –

It is mandatory the fleet be proactively monitored by an intelligent, real-time solution to mitigate real or potential fleet related issues (supplies, maintenance, repairs, etc.), trigger creation of a trouble ticket, notify and dispatch Offeror support staff (located on-site is preferred). Contractor will install such software, provide access and end user training for District staff, as necessary. Reporting capabilities should allow high level (dashboard would be nice) as well as very detailed reports (i.e., performance metrics, customer satisfaction, performance trends, variance between the reported measures and actual performance standards, etc.) and offer output to a verity of formats, i.e., Word, Excel, PDF, HTML, XML. As fleet issues arise ideally, they would be remotely diagnosed and resolved where possible. When MFD configuration requirements and directives change, a centrally managed solution that can quickly and easily push changes to the fleet wins out over having to physically visit each device. The preferred solution would encompass all areas in a single, cost effective, easy to use, unified software package.

- C. **MFD Service and Support**

Provide their turnkey service and support solution to the District. Offeror will be the focal point for all service-related calls. Level and quality of service are paramount and service improvements should be made continuously in line with

the District's long-term vision and goals. Furthermore, understanding the District's expectations in terms of level of service versus service provided and striving to meet these expectations must be an ongoing mission. Documented policy should be linked to clearly defined processes and procedures and made available upon request. Support Engineers should receive continuous and relevant training, perform regular brain dump/knowledge transfer sessions, and proactively keep abreast current service bulletins/patches/fixes etc., to better serve the District. Established support levels should be clearly defined and communicated. Open and honest communication is a key to a good relationship and should be actively practiced. The District reserves the right to have Vendor staff replaced if their work is unsatisfactory; or if their behavior is perceived disruptive to our work environment; or if a staff member becomes ill; or if the assigned individual is no longer suitable for the assigned tasks; or if for any other reasons the assigned work tasks are terminated. The District will not assume any responsibility or liability for personnel actions taken by the Vendor should such a replacement be required.

**Ricoh acknowledges this and are defined per our Service Level Agreements (SLA's) / Statement of Work (SOW).**

D. Account Management

Basic account management should include: regular management reviews of support history and open support requests, priority handling for feature requests submitted to Offeror, monthly reporting on support issues, case history, and established metrics, Technical Account Manager on-site a minimum of twice a month, and full-time professional services resource providing coordination, communication, and technical consultation services until issues are resolved. Offerors should present their plan for; long-term customer support and satisfaction strategy, measuring and reporting customer (District employees) satisfaction, implementing a service request escalation and issue resolution process, and a plan for identifying, implementing, and measuring business process improvements. The District desires timely access to all Offeror records related to the contract awarded.

E. Fleet Transition

Offeror is solely responsible for all planning and activities surrounding and related to the transition from the District's existing MFD fleet to the Offerors proposed solution. Offeror should have complete solution implemented within two (2) months of contract award. Offeror will continually interface and coordinate with District and existing vendor to completion. Removal of existing MFD fleet must be concurrent with the installation of new/upgraded solutions and be done in an environmentally responsible manner. Software solution should be in place before hardware is rolled out. All devices must be clearly labeled to show the Offerors; support phone number, offerors supply order phone number, and manufacture serial number. No cost will be incurred by the District for any/all related fleet transition planning and activities. A detailed, easy to read plan must be presented free of ambiguity describing how this is to happen.

**For Olathe Public Schools, our offering includes pricing for any/all related fleet (Ricoh hardware) transition planning and activities. Additional charges may apply**

for any software or workflow solutions but would be disclosed and detailed in a Statement of Work that would be presented to Olathe schools.

F. Service Level Agreement

Submit a Service Level Agreement (SLA) describing in minute details the services and service level(s) being offered (provide evidence and detailed results of SLA for like sized organization). MFD solution uptime should remain at >98% during District hours of operation. Uptime is defined as simultaneous full functionality of all features/functions in implemented solution. Offeror should describe in detail how uptime will be calculated, recorded, and reported.

**Ricoh offers to provide the uptime level of  $\geq 98\%$  on MFDs/Printers and  $\geq 95\%$  Production for district level print center requirements. For all other GovMVMT agencies who utilize this contract, Ricoh's standard SLA's would govern the hours of service and response times.**

**Please see attached SLA agreement**

G. Response and Restoration of Service

For purposes of this RFP *Response Time* is defined as the amount of time taken between service request submission and time for technician to be on-site end user contact providing them with the following: service request/ticket reference number, estimated time to restoration, brief synopsis of action taken if any, and collection of additional information as necessary. *Restoration of Service* is defined as returning a device or system to its full operational state. Web and phone support should be offered as needed 24 hours a day, seven days a week. On-site support shall be provided from 7 a.m. to 6 p.m. weekdays, excluding District holidays, with overlapping shifts to provide maximum staffing during the hours of 8a.m. – 5 p.m. is required. Offeror will accept and provide the same Response and Restoration of Service times for service requests submitted via web, email, phone, written, and verbally. Response time within two (2) business hours and Restoration of Service within four (4) clock hours of service request submittal should be guaranteed. If Response and/or Restoration of Service are not achieved within these specified times the entire monthly cost of the MFD and associated components and/or solutions will be credited to the District's MFD Program account at the District's discretion. The end user should remain informed and receive regular updates

**Ricoh agrees to provide service under these hours for sites with on-site support staff and meet the above SLA targets for Olathe Public Schools. Ricoh will agree to a reasonable credit to be negotiated against the cost of maintenance in the event of a failure to meet agreed upon service level For all other GovMVMT agencies who utilize this contract, Ricoh's standard SLA's would govern the hours of service and response times.**

H. Support Staff

Furnish the appropriate level of on-site, in-field, and remote support staffs to ensure the District's needs are met. Offeror personnel are to comply with all applicable District policies. Offeror on-sight personnel dedicated to serving and supporting the District are to devote their full-time, attention, and efforts to the District and no other entities. Offeror must provide adequate Support Staff to backfill planned or unplanned personnel outages. It is preferred that much of

the support staff remains static to foster a synergistic working relationship among the Offeror and District employees. The Offerors staff must determine if the problem is hardware, software, or network, etc. related and immediately coordinate the dispatch of the appropriate service organization and rule out all Offeror solutions before engaging the District's IT Staff. Support Staff expected duties include but are not limited to:

- a. Receive and action service requests while in the field via e-mail to an Offeror provided mobile device and be equipped to receive voice, email, text, and hard copy where available/applicable.
- b. Monitor and action device alerts, response/restoration of service time and equipment uptime. Provide report by machine for all service actions as requested by District.
- c. Physically visit each MFD at least every two weeks and perform a comprehensive inspection, preventative care and maintenance as needed. While visiting the MFD, Offeror Support Staff will meet with site contact(s) to understand specific support issues, training needs, and other requirements then communicate findings to the proper District representative(s).
- d. Provide same day (emergency or otherwise) supply deliveries and installation as needed.
- e. Deliver, unpack, and install all goods and services. This includes, but is not limited to, the following: checking the equipment for proper operation, loading paper, and/or supplies, enabling network connectivity, removing all shipping materials and disposing of /recycling applicable materials.
- f. Perform key-op training for all HW/SW solutions.

**See response below under Education, Training, and Communication**

- g. Provide as needed, comprehensive product training to all District personnel to include: walk- up, network, desktop client functions. Describe measures for ensuring all end users are properly trained on solutions implemented.

**See response below under Education, Training, and Communication**

- h. Offeror will work with the District to provide, install, and configure all relative software (drivers, etc.) throughout the life of the contract.
- i. Manage equipment moves for the life of the contract.
- j. Maintain monthly, 100% accurate equipment inventory list to include

the following information: make, model, serial number, IP address, network share name, street address, floor, suite/office number, room number, city, zip code, install date, District department name, customer focal point – name/telephone number, meter read, number or service calls, and percentage of uptime. Electronic report output formats should include PDF, XML, XLSX, DOCX, etc. as specified by the District.

- k. Other duties as assigned.

**Note: All duties will be agreed upon in writing per Ricoh's change order process.**

- i. Maintenance and Supplies

Provide turnkey maintenance and supplies (including preventative and scheduled, and emergency) solution to the District. It is desired that frequently used field replacement units (FRU's) and supplies shall be identified and stored at District facilities identified for storage at no cost to the District. Offeror will be solely responsible for all service, supplies, maintenance, repair, upgrade, and replacement of solutions implemented. Likewise, the Offeror will: (a) furnish all tools, equipment, supplies, supervision, transportation and other accessories, services, and facilities necessary to complete the work; (b) furnish all materials, supplies, and equipment specified and required to be incorporated in and form a permanent part of the completed work; (c) provide and perform all necessary labor; (d) perform and complete the work in accordance with good technical practice, with due diligence, and in accordance with the requirements, stipulations, provisions, and conditions of this RFP and the resultant agreement in the most timely, effective, efficient and economical method possible while maintaining a high level of customer service and satisfaction and to the satisfaction of an authorized District representative.

Offeror will describe in detail how maintenance, repair, upgrade, and replacement have been successfully provided to a like-sized organization and provide evidence. Offeror must provide service credits (device and paper) at the District's discretion for impressions made during maintenance and service calls.

**With Predictive Maintenance, we take a proactive approach to maintaining your equipment and software to help save your employee's time. We have high visibility into your technology and can access data remotely for quick diagnoses. This helps us to:**

- **Maximize uptime by performing pre-emptive service activities before users experience outages**
- **Reduce the need for onsite service calls**
- **Prepare in advance of onsite visits with the data we need**
- **Improve your total cost of ownership (TCO) by keeping your devices well maintained so you get the performance you need throughout the life of your technology**

### Proactive Support

During service calls, our service professionals run through an inspection checklist that goes beyond mere preventive maintenance. This includes:

- Ensuring that optics are clean
- Inspecting and cleaning drums
- Vacuuming and brushing paper feed areas
- Resetting counters
- Testing operations and functionality

With ongoing education at our state-of-the-art facility training facility in Tucker, Georgia and experience working in a variety of enterprise environments, our service professionals have the right combination of knowledge and resources needed to help drive your business. At our Tucker facility, we invest in the latest techniques in computer-based training, diagnostics, and expert troubleshooting, providing our team with the ability to resolve complex technical issues.

To help minimize the cost of administering service maintenance billing, Ricoh incorporates the average number of maintenance test copies into its click charge. This helps us offer the most competitive service rates possible, while eliminating the need for complicated copy credits. Our service staff works closely with the you to assure minimal waste occurs.

#### J. Education, Training, and Communication

There is a perpetual need in all three areas therefore, Offeror will be solely responsible for all education, training, and communication of solutions provided by the Offeror. Likewise, the Offeror will:

(a) furnish all tools, equipment, supplies, supervision, transportation and other accessories, services, and facilities necessary; (b) furnish all materials, supplies, and equipment specified; and required; (c) provide and perform all necessary labor; (d) provide all equipment operation training as specified, and (e) perform and complete the work in accordance with good technical practice, with due diligence, and in accordance with the requirements, stipulations, provisions, and conditions of this RFP and the resultant agreement in the most timely, effective, efficient, and economical method possible while maintaining a high level of customer service and satisfaction at no cost and to the satisfaction of an authorized District representative.

To keep the training relevant to the ultimate look-and-feel of the system as well as fresh as possible and still accommodate the necessary number of sessions, it is expected that training will not begin until after preliminary system acceptance and before cut-over, but in no case will begin longer than 60 days prior to the scheduled "go live" date. The District shall provide space sufficient for conducting the training and housing and securing the training equipment. The Vendor shall be responsible for providing sufficient training materials and take-away documents such as user manuals and user guides/"quick reference guides" to adequately perform the initial training and provide follow-up reference material for the trainees.

It is currently estimated that several separate training sessions will be required to accomplish the above. The District will work with and assist the Vendor in

the scheduling of the training program. To support the ongoing training requirements for the District, it is expected that the Vendor will conduct Train-the-Trainer sessions. If the system go-live date is significantly delayed due to the Vendor's actions or faults, any repeat training sessions as determined by the District must be performed at no cost to the District.

Explain in detail how education, training, and communication have been successfully provided to a like-sized organization, providing evidence of such. Explain in detail the proposed education, training, and communication solution, including, policy, process, and procedures. Examples should include use of District auditoriums (or the like) for large scale instructional and hands-on training to District IT Analyst(s) and solutions for training the District user community to include on-site training. Training will occur throughout the life of the contract therefore pre and post implementation training should be addressed as well.

#### **Ricoh's End User Training Program**

**At contract execution, our account team engages in activities that will ensure successful equipment installation and staff training efforts. The assigned training team is introduced to the key contacts at your sites. After the delivery schedule is defined, this team communicates with the primary contact OPS identified at each location and schedules a convenient time to conduct training.**

**It is important that equipment deployment and training closely coincide. Because end-user inexperience with the new equipment can generate unnecessary service calls during the deployment process, we find that up-front, high-quality training is the best way to ensure maximum uptime. The training schedule is coordinated with the installing technicians and the customer to create a cohesive and cooperative process that works for all stakeholders.**

- 1) **An initial, no charge training session will be provided through a web-based/on-line library which is located on [ricoh-usa.com](https://howto.ricoh-usa.com/ricoh/). Direct link <https://howto.ricoh-usa.com/ricoh/>  
Ricoh can provide instructor lead training for flat rate fee.**
- 2) **If Purchasing Entity elects to exercise the instructor lead training option, then Ricoh shall provide the training within ten (10) Business Days of Purchasing Entity's request.**
- 3) **Ricoh may offer instructor lead training virtual or on-site, one-hour training sessions for a flat rate fee. Additional charges for travel and per diem, if applicable, must be disclosed to the Agency prior to Order placement.**
- 4) **Ricoh may provide on-site or off-site operational training to designated Purchasing Entity personnel, until the personnel are able to operate the Equipment independently. Pricing for operational training shall be based on a flat rate fee. Additional charges for travel and per diem, if applicable, must be disclosed to the Agency prior to Order placement.**
- 5) **Ricoh shall provide Product literature, user-manuals, and access to on-line resources, if available, at no charge to the Purchasing Entity.**

- 6) **Ricoh shall provide a toll-free end-user technical support number that Agency's can utilize for everyday minor troubleshooting. An Agency must be able to obtain assistance during Normal Business Hours.**

K. Defective Equipment

In the District's judgment, if equipment is deemed unsatisfactory, a "lemon", is not completely operational (all equipped functions working simultaneously), or out of service for more than two business days, the Offeror will replace such equipment (hardware or software) with the same or better, including all services and materials necessary to restore all functionality at no cost to the District. The District has the right to inspect replacement equipment and deem it satisfactory or unsatisfactory. If replacement equipment is ever deemed unsatisfactory, a lemon or is not completely operational providing the same functionality as the original for more than two business days, the Offeror at no cost to the District will continue to replace all associated equipment with 100% new unused equipment (used, rebuilt, refurbished, remanufactured, newly manufactured, factory produced new model equipment and the like are not acceptable) of similar or greater capabilities until restoration of all functionality is deemed satisfactory by an authorized District representative.

**Lemon Clause: After the 90-day warranty period and until 36 months from the date of installation, or coterminous in the case of a longer lease, except due to operator error, for any device that fails to operate in accordance with the manufacturer's published performance specifications four times in any four week period and/or is subject to recurring related problems, Supplier shall replace that device with a like MFD or Laser Printer that meets the requirements of the same lot as the original equipment model, at no cost to the user. This will take precedence over any other warranty or service maintenance clauses associated with this contract. For purchased devices, customers must maintain an uninterrupted maintenance agreement, cost per copy, or lease agreement including parts and supplies with the contract vendor for the Lemon Clause to apply past the initial 90-day warranty period.**

L. Technology Refresh

Technology Refresh is defined as the introduction of a 100% new hardware in any class/category by the successful Offeror after the initial placement of equipment under this contract. The District reserves the right at its sole discretion to invoke this clause at any point in time during the contract period and have the successful Offeror replace the existing hardware with the new product (to include installation, integration, and deemed satisfactory by authorized District agent) at no additional cost to the District. The successful Offeror should include with the bid documents what the provisions of their Technology Refresh clause will include. Successful Offerors who offer a Technology Refresh Clause that ensures the District will have the most recent hardware at its disposal during the entire length of the contract period will be more favorably considered in the award process. (Please note that all software upgrades that do not necessitate corresponding hardware upgrades will be automatically provided by the successful Vendor in a timely fashion (<1 month after release) at no cost to the District.) There will be a Technology Refresh at the end of each contract period should the District decide to renew/extend the contract, at which point the Offeror has up to three (3) months to refresh the entire fleet. If new models become publicly available within the first year of



contract and are intended to replace or succeed models the District is currently leasing, the District has the right to replace any/all older models with the new model at no additional charge.

**Per response to Questions #5 and #13, Ricoh agrees to keep discounts off MSRP the same for new model replacements.**

M. System Documentation -

The Vendor will supply as dictated by and at the District's request in a timely fashion, documentation in printed and/or electronic format (i.e. latest version of MS Word/Excel/Project/Visio/etc., PDF, or other format at the District's option). The proposed solution must include complete documentation including, at a minimum:

- a. **Technical Documentation:** Describe the technical architecture, capabilities, and specifications of the solution as installed, configured, and customized. The technical documentation must include information regarding the relational database design (data dictionary), record or table layouts, file schemas and use of application programs interfaces (API's), program description, report manual and the like. A detailed Visio diagram encompassing the entire solution and dependencies will be kept up-to-date and always made available. The Offeror must compile and provide to the District complete documentation for all hardware, COTS, and customized components of the solution environment.

**Ricoh Methodology Framework is utilized for all Ricoh Professional Services engagements. Part of the Design phase will be for Ricoh to create a Technical Design Document that includes all of the agreed upon technical requirements and detailed design elements of the solutions. The Technical Design document is updated throughout the Project and becomes the As Built documentation once the Project is completed.**

- b. **Systems Administration Documentation:** Describe the steps and procedures necessary to operate the solution as installed, configured, and customized including a detailed troubleshooting guide to resolve any conceivable solution related issues. It must include information relating to procedures for system start-up and shut down, batch job submission procedures, security procedures, table maintenance procedures, etc.  
**Administrator Documentation will be supplied for all software and MFPS included in the project.**
- c. **User Documentation:** Describe the operation of the products, as installed, configured, and customized from an end user perspective. The documentation must cover sign-on and signoff sequences, menu operation, screen descriptions, means of invoking online help facilities, report generation, etc., and must be targeted to specific user groups.  
**User Documentation including Quick Reference Guides will be provided for all software and MFPS.**

d. The Vendor shall, at no additional charge to the District, provide updated Technical, System Administrator, and User documentation when major system changes or updates occur such as Versions or Releases. Documentation will be provided in electronic format with permission for the District to distribute internally as needed. All new versions and releases must be accompanied by a document clearly explaining the new functionality, features, corrections, etc., addressed by the release or version.

**Acknowledged**

e. The Vendor shall, at no additional charge to the District, provide documentation for any system configurations and integrations. Any content within the documentation which is considered proprietary in nature shall be so marked.

**Acknowledged**

f. The Vendor shall be responsible for maintaining all documentation for the solution(s) implemented on an ongoing basis.

**Acknowledged**

N. Environmental Initiatives

Discuss how the offering will help the District in its environmental initiatives, specifically sighting the differences between the existing solution and Offerors proposed solution. Indicate special recognition or industry awards received in this area. Suggested items to address include: Green design; Environmental benefits; Waste generated (packaging and consumables); Offerors are required to provide and easy to use ink/toner recycling program at no charge; General recycling efforts; Use of recycled paper (30-100%); Carbon footprint; Environmental Impact tracking software; ENERGY STAR qualified; Energy consumption/Power modes; ISO 14001; Electronic records retention for life of contract.

**We tackle the challenge to integrate environmental sustainability into our products and services holistically. Based on the life-cycle assessment of our imaging devices, over 80% of the environmental impact comes when devices are in use, through electricity and paper. This is where Ricoh's technology meets the challenge. Our design philosophy is "practical" environmental performance: to reduce our overall environmental impact without sacrificing business productivity. We achieve this goal through transparent and seamless technology and software applications while building a strong partnership with our customers.**

**For example, Ricoh designs imaging devices with features that measurably help the environment by providing low Typical Electricity Consumption (TEC). Many Ricoh devices deliver superior energy performance by adopting unique technologies and features such as Quick Start-Up (QSU), energy efficient toner and low sleep mode electricity consumption. The Eco-night Sensor allows users to program automatic startup or shutdown based on ambient light. The Weekly Timer allows users to set specific days and times for devices to power on or off or to enter sleep mode; the imaging equipment is designed to allow background programs to operate**

unaffected. To conserve paper, the print driver is automatically set to print in duplex mode.

Ricoh has been a strong supporter of ENERGY STAR, and we strive for “practical” energy performance to achieve the ENERGY STAR qualification while maintaining ease-of-use attributes. ENERGY STAR is a U.S. Environmental Protection Agency (EPA) voluntary program that helps businesses and individuals save money and protect our climate through products with superior energy efficiency. The ENERGY STAR Imaging Equipment program establishes a baseline for energy performance levels, identifying products that meet the requirements to be ENERGY STAR qualified. Virtually all imaging devices come with some energy saving features. However, if these features cause user inconvenience (i.e., a longer wait), they will be underutilized and often disabled by the user, causing increased energy consumption. Ricoh’s design philosophy enables such features to be “transparent” to customers while reducing recovery time to maximize business productivity. Practical energy efficiency is an indispensable technology that we offer our customers in today’s fast-moving workplace.

For more information on Ricoh’s approach to sustainability, please visit our website at <https://www.ricoh.com/sustainability/>.

O. Security

Two main areas of focus are personnel and implemented solutions.

- a. **Personnel** - The Offeror will provide proof and results of background checks (email or hard copy to an authorized OPS representative) at the Offerors expense for Offeror and Offeror related personnel who work on any OPS site. (SEE EXHIBIT 3) Background checks should be performed annually and include:
  - i. Social Security Number (SSN) – Trace and Verification
  - ii. US Department of Treasury – SDN List and OFAC Sanctions Program
  - iii. US Department of Justice – National Sex Offender Registry
  - iv. Criminal Records – Felony conviction in last ten (10) years
  - v. Drug screening – OPS is a Drug Free Zone

**Background Checks**

Ricoh routinely completes the following background checks during the new hire process for exempt and nonexempt employees:

- Social Security verification
- National criminal background check
- National sex offender registry background check
- County criminal background check—seven-year residential history
- Prohibited Parties (OFAC, BIS, DDTC)

When required, Ricoh can complete additional screening during the new hire process or upon assignment of an existing employee (as applicable), including but not limited to:

- Statewide criminal background check (where available)
- Federal criminal background check

- **OIG/GSA**

**Confidentiality**

All biographical information sheets, notification letters and results from outside consumer reporting agencies are kept confidential and are not used for any improper purpose. Such information is disclosed only to those who have a need to know or in accordance with applicable federal, state, and local laws.

**Drug Screening**

It is our policy to maintain a drug-free work environment. We are committed to employee safety, health, and on-the-job performance. Our business culture, driven by commitment to excellence in all areas and staffed by dedicated professionals, has no room for and is incompatible with substance abuse in any form.

Ricoh has established a drug-free awareness program according to the guidelines and spirit of the Drug Free Workplace Act of 1988. All applicants are given advance notice that they will be required to submit to a drug screening before any employment opportunity with Ricoh. All newly hired candidates are notified that employment is contingent on successfully passing the preemployment drug screening. Any applicant who receives a confirmed positive test result is notified of the results and is not offered employment. All drug-screening information is strictly confidential.

- b. **Solutions** - Hardware, software, and network security is an ongoing requirement. Documents with privacy requirements need to remain private. Describe how the proposed solution will ensure OPS is never compromised as a direct/indirect result of implementation. All Equipment that does not have data overwrite software (DOS) installed will need to have the hard drive removed and returned to the designated OPS representative for destruction. OPS desires a certificate of destruction for all memory devices when removed from OPS Equipment. Indicate special recognition or industry awards received in this area. Also note that all real or potential security vulnerabilities must be reported to OPS and rectified ASAP. Suggested items to address include:
  - i. IEEE certifications
  - ii. HIPAA/FERPA compliance
  - iii. Data encryption
  - iv. Access control
  - v. Data overwrite feature
  - vi. Fax and network security
  - vii. Audit trail
  - viii. Use of existing PKI for secure email transport from MFD

**Ricoh is dedicated to helping its customers address unique and varied security challenges as they emerge. The company has developed a comprehensive suite of security solutions and options for its MFDs and printers that are**

designed to help protect printed and electronic data content against opportunistic or targeted threats, both internal and external. Assessing vulnerabilities, establishing security objectives, and taking appropriate countermeasures will minimize the risk of potentially serious security breaches, and at the same time enable an organization to design information security plans to meet its needs. Of course, every customer environment is unique, and each customer must make their own risk assessments and decisions regarding security, data retention, data privacy and regulatory compliance.

#### Device Authentication

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

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

#### Data Protection

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

- Ricoh Proprietary Software Operating System
- RAM-based Security
- DataOverwriteSecurity System
- Hard Drive Encryption Option
- Removable Hard Drive Option
- Hard Drive Surrender Option
- Locked Print
- Enhanced Locked Print

#### Network Security Options

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

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

See our Security Solutions [website](#) for additional information and to download the *Ricoh Security Overview Guide*.

#### **Hard Drive On-demand Wiping Capabilities and Hard Drive Security Support Desk**

Ricoh-designed multifunctional device (MFD) and printer products include technology designed to help prevent the hard drive from being accessed from a connected personal computer. These products use a machine language unique to Ricoh to process data, which makes accessing hard drive information extremely difficult.

Since 2002, Ricoh has offered enhanced MFD and printer security options and features. For MFDs that have reached the end of their useful life and are being picked up by Ricoh or disposed of by OPS, we can remove hard drives and provide them to OPS for storage or destruction before taking the MFD off the site. This allows OPS to choose and apply the archiving or disposal method most appropriate to meet its security requirements.

To better support our sales and technical teams, we have created a dedicated Hard Drive Security Support Desk. Experts regarding hard drive security options supported by Ricoh staff the support desk and assist our sales representatives in addressing customer questions.

P. **Equipment Lease**

Purchase orders for lease of MFD's, elected accessories and software will be initiated by OPS. Authorized users will lease at the monthly lease price of any additional features. Equipment lease acquisition plans shall include full maintenance, all parts, including but not limited to, drums, and all supplies including toner, color toner(s), developer, color developer(s) and staple wire, excluding paper. Lease agreements terms established by issuance of a purchase order shall be effective on the date the equipment is accepted, ready for use, and shall continue for the lease period. Automatic renewals of the lease agreement are prohibited. OPS may elect to renew an existing lease agreement for one-year. OPS reserves the right to cancel and terminate any lease orders, in part or in whole, for MFD non- performance (Section 3 – Specifications & Requirements, 3-4, I) or if funding is withdrawn, without penalty.

**Ricoh takes exception to any Lease terms in the General RFP Contractual Terms and Conditions, the Olathe Public Schools USD 233 General Contract Terms and Conditions and Form DA-146a. The Olathe Public School finance lease agreement with Ricoh or one of its third-party finance lessors is wholly separate and apart from the terms and conditions of a service agreement with Ricoh. The lease agreement shall take precedence over any other terms and conditions included in any other form of resulting agreement between the parties. Ricoh also proposes that throughout the final agreement the equipment would be provided per the terms of a finance lease and any software would be provided per the terms of the**

**applicable End User License Agreements issued by the applicable software manufacturer. Please refer to our Ricoh Master Lease Agreement.**

Q. Equipment Purchase

Purchase orders for Equipment purchase and elected accessories will be initiated by OPS. OPS may issue a purchase order for maintenance and supplies which will be invoiced for maintenance of MFD's purchased under this acquisition plan and shall include full maintenance, all parts including, but not limited to, drums, and all supplies including toner, color toner(s), developer, color developer(s), and staple wire, excluding paper. A separate manufacturer's maintenance agreement shall not be used since this contract and the authorized user's purchase order will constitute the complete agreement. Annual maintenance agreements will be established by issuance of a purchase order and shall be effective on the date the machine(s) is accepted and ready for use. Maintenance agreements will be co-terminus with the end of each fiscal year. Automatic renewals of the maintenance agreement by the Contractor shall not be accepted. Contractor shall notify in writing to the ordering agency a renewal proposal 90 days prior to expiration. One-year renewals of maintenance agreements (which include supplies and maintenance) in the subsequent years after expiration of this contract and all subsequent renewals of the original contract may be entered into at the agreement of OPS and the Contractor. Contractor shall notify in writing to the OPS designated point of contact a renewal proposal 90 days prior to expiration. OPS shall notify the Contractor by execution of a purchase order to renew for a one-year period. Automatic renewals are prohibited. OPS reserves the right to cancel and terminate any resulting maintenance agreements orders, in part or in whole, at any time without penalty.

**Terms apply to the enclosed Ricoh Master Maintenance and Sale Agreement (MMSA)**

R. Delivery and Installation

Delivery and installation will be scheduled at least twenty-four hours in advance with the OPS MFD Program Administrator. OPS will provide proper electrical outlet, pre-tested active network drop and cabling if required, and phone lines for faxing if required. The Contractor shall perform complete installation and verify operation of all equipment upon delivery. At the time of installation of a connected MFD, the MFD shall be installed to a standalone configuration. The Contractor shall provide drivers and software/firmware needed to load to the network.

**To deliver large, multifaceted solutions, Ricoh relies on the discipline and experience of its professional project management team. At the center of Ricoh's project management capabilities is the Ricoh Project Management Office (PMO). The Ricoh PMO is comprised of project management professionals who are tasked with managing Ricoh's largest and most complex projects. Ricoh will provide an experienced Project Manager from its PMO, who will utilize a standard and tested set of project management tools, processes and templates to maintain integrity and consistency.**

The core of our commitment is the Ricoh Methodology Framework (RMF), Ricoh's high-level definition of a project lifecycle. The Ricoh Project Manager will develop a customized implementation project plan based on the RMF specific to OPS' requirements upon completion of the Due Diligence phase described below.

The phases of the RMF are:

**Initiation and Due Diligence** – This phase allows Ricoh and our customers to discuss and document the business needs and current environment, serving as the foundation for all future work on the project. These phases are critical to the project's lifecycle and will have a significant impact on the success of subsequent phases. Topics addressed include confirmation of machine configurations and quantities, IP Addresses and IMAC-D process, and information on exact locations regarding onsite key contacts. We will also discover OPS' change control processes, IT security practices, and other critical regulatory requirements.

**Design and Planning** – Planning spans the length of all Ricoh projects. During the Design phase, the Ricoh project manager, consultants, engineers and subject-matter experts translate the business requirements into a cohesive solution. This solution encompasses hardware and follow up support.

The Project Manager, working with the OPS project lead, will establish an installation schedule and design a master tracking spreadsheet to ensure a consistent, well-planned implementation. We address the following considerations in the plan: number of Ricoh personnel needed and dates, security passes or arrangements for any necessary escorts, establishment of staging areas and installation procedures, completion of a network assurance/site survey document, confirmation of proper environment and voltage for all models, review to determine whether stairs, hallways or stairwell widths are adequate, and whether schedule or delivery constraints exist based on location or business needs. OPS will be included in every step of this phase, providing approval of the final design before additional work is performed.

**Build and Test** – During this phase, a pilot is conducted to test both the solution and the implementation process.

**Deploy** – This phase delivers the approved solution using the deliverables from the Due Diligence, Design, Planning, and Build and Test phases. Staging and setup takes place at a Ricoh Shared Distribution Center to minimize disruption to daily operations unless otherwise determined by the Project Managers. Organization of the equipment by models and accessories allows a quick visual inspection to ensure proper condition and identify any shipping damage. After the equipment passes this initial quality check, it is staged for delivery according to the project plan. Depending on the approved configuration and project plan, software solutions are pushed to the devices. Project scope is managed through a documented Change Control process between Ricoh and OPS.

**Project Handover/ Transition to Support** – With the proposed solution implemented, Ricoh follows a structured process to transition the solution to the appropriate operational support structures.



S. Service and Maintenance Support –  
The Contractor shall have a service organization capability which includes but is not limited to the following:

- a. **Qualified service/repair personnel:** Service representatives shall be full-time employees of the Contractor or designated by the Contractor as their full-time authorized representative. Service representatives shall be factory-trained technicians. All warranty or maintenance services to be performed on the items specified in this solicitation as well as any associated hardware or software shall be performed by qualified technicians properly authorized by the manufacturer to perform such services. The District reserves the right to require proof of certification at any time during the term of the contract.
- b. **Repair parts:** Defective parts may only be replaced by new OEM parts if exist or are still manufactured; no refurbished, remanufactured, surplus parts or the like will be used. -
- c. Contractor shall provide a toll-free number for service/maintenance requests. Individual OPS sites will call the designated toll-free number to request service. OPS prefers a designated person for all service requests.
- d. Offeror shall include any web interface currently in place for placing and tracking service requests, to include status of requests, parts ordered, etc.

**Ricoh offers a program called “Where’s my Tech” which allows an end user to monitor status of calls and provide feedback**

- **Upon creation of the service request, the customer is sent an acknowledging email, with a link to access the WMT functionality**
- **email is generated when the service technician is enroute: may be forwarded so others can access the link**
- **The link contains scheduling information**
- **Oracle Field Service (OFS) updates the information based on the following updates:**
  - ❖ **Assigned to a technician or moved to another technician**
  - ❖ **Technician is on the way**
  - ❖ **Technician has arrived**
  - ❖ **Feedback when call is complete**
- e. **Service response times:** Response to requests for service shall be made within 4 working hours of notification by the agency during normal working hours of 7:30 A.M. to 4:30 P.M. Monday through Friday, excluding District holidays. The 4-hour response times apply to service requiring a technician on site of the Equipment needing repair.

Commented [JT1]: Do we need to note this as an exception?

For OPS, Ricoh agrees to the above requirements. For our national offering, Ricoh will meet the fleet quarterly average response time of 4 hours for metered Equipment located within Metro Market. "Response Time" is defined as the total number of consecutive contractual coverage business hours that have elapsed from the receipt of a service request from the customer by Ricoh (via Web, Email, Fax, Phone), until the arrival of the service technician on-site. The response time metric would include any mainframe that is installed and operated consistent with the manufacturers' specifications (such specifications include, but are not limited to, operating space, electrical requirements, thru put material, and image volume standards. Normal working hours and response times are defined in SLA's and the Master Maintenance & Sale Agreement.

- f. Repairs to solutions implemented shall be completed within 12 working hours from first notification by OPS. Contractor must have a local parts depot fully stocked to meet this requirement. If Contractor is unable to fully restore device to proper working order the entire monthly cost of the device will be credited to the appropriate OPS account affected by the outage.

**For OPS, Ricoh agrees to these requirements. For the national program, the SLA's and Master Maintenance & Sale Agreement will take precedence.**

- g. **Excessive downtime:** MFD's including all accessories and software furnished under the contract shall be capable of continuous operation. Should the MFD's, any accessories, or software become inoperable for a period of 16 consecutive working hours, the Contractor shall, at the agency's option, provide, at no charge, a loaner MFD or accessory of equal capability of non-performing piece of equipment.

**Ricoh's approach in maximizing up time and equipment availability for customers is to replace the approach of obtaining a temporary 'loaner' device with what Ricoh knows to be a more efficient and responsive process.**

#### Overnight Parts

**A temporary loaner is typically requested when the technician is unable to return a device to operation on a first visit, due to a needed part not in inventory, and the customer is concerned about the anticipated time to acquire said part for the necessary repair.**

**Ricoh has replaced the inefficient use of time, effort, and office disruption to find, pre-configure, deliver, and install a similar device, along with specific customer set up requirements and hard drive removal requirements, with the guarantee that the service technicians will request an overnight shipment of the needed part(s), when a device is inoperative or 'down' for that part(s) at no charge to customer.**

#### Follow Me Print

We also offer "secure print" options which allow end users to access another nearby device to retrieve print jobs.

These methods and options have proven to provide the clear advantage to returning the device to operation faster, with less disruption and greater user satisfaction.

- h. Full maintenance shall be included in the charge for all lease MFD's and shall be available on all MFD's purchased outright. Full maintenance shall include preventative maintenance, all parts including, but not limited to, drums, and labor. (cross reference Section 3 – Specifications & Requirements 3-3, S.b) –
  - i. **Maintenance Term:** Maintenance agreements established by issuance of a purchase order shall be effective on the date the machine(s) is accepted, ready for use, and shall continue for a twelve-month period or less depending on the date of installation to coincide with the fiscal year (ending June 30th).
  - j. Preventative/scheduled maintenance (PM) shall be based on the specific needs of individual machines as determined by the Manufacturer. The Contractor shall schedule regular preventative maintenance (PM) service calls during the summer months (when school is not in session), or as otherwise determined by the agency. Scheduled PM calls will not be considered downtime. The PM calls shall include, but not be limited to, routine cleaning, lubrication, necessary adjustments, and replacement of unserviceable parts. Preventative/scheduled maintenance shall be performed in accordance with the manufacturer's recommendations. -
    - k. **Service Logs:** A service log shall be included with each machine. Make, model number, and date of installation shall be recorded by the Contractor. Thereafter the agency shall maintain and complete the log each time service is requested, including on-site responses and Phone-line support. The log shall list the issue/problem, response time, cause of breakdown, downtime, and time for repairs and the resolution. In the case of an on-site service response the contractor's representative shall sign the log when service has been completed and the log shall be countersigned by the person in the agency designated as in charge of that particular MFD. Preventative Maintenance performed shall also be maintained in this log. Should the cause of the service call be determined by mutual consent to be an operator error, misuse, or abuse by the agency it shall be recorded under the resolution section of the log. This log will serve as a basis to resolve any complaint of excessive downtime, slow response to service calls and or request to cancel a rental agreement prior to expiration.
- T. Billing and Invoicing –  
Billing will not begin until the last unit is in place, working satisfactorily, and approved via signature by an authorized District representative. Offeror shall include the following options in its proposal: Options for monthly, quarterly, and annual invoicing; Option for annual billing to coincide with fiscal year. Offeror shall offer detailed and summary billing. Detailed invoices shall include

purchase order numbers, location, model numbers, serial numbers, base charge, invoice number, contract lease number for all equipment and/or services corresponding to the summary bill. Grand total on detail invoice shall match the total summary bill. Summary billing shall include company address, remit to address, purchase order number and/or contract number, period of coverage, invoice number, invoice date, number of machines and grand total for all equipment and/or services corresponding to the detail bill. Contractor shall work with OPS to organize summary invoices to meet OPS requirements.

Contractor shall designate one billing point of contact for OPS. Invoices sent shall be accurate, clearly marked, easy to read, and include separate detailed line items for: hardware, software, labor/support, services, summarized, and supplies. Hardware line items for each model should include the following columns: unit description, number of units, price per unit, and total price. Similarly, software, labor/support, services, and supplies should be broken out into detailed columns. The invoice should also include a grand total of all solutions purchased. It should be clear and easy to determine what is being paid for.

Contractor shall provide an itemized amortization schedule at lease inception, and then annually no later than June 30<sup>th</sup>, and as equipment is added or removed. Contractor agrees to make continued efforts to automate this process with OPS's current and future systems. Failure to comply could mean delay of, or non-payment of invoice without recourse to the Contractor. The parties agree to work in good faith to resolve disputed amounts on invoices within sixty (60) days of notification by OPS. The parties agree to meet within thirty (30) days of contract award to develop a mutually agreeable plan for billing dispute resolution. OPS will not pay late charges on disputed invoices. OPS will not be liable for charges which are not invoiced within twelve (12) months of the date the service was provided. OPS must bring claims or disputes for any charge or invoice within twelve (12) months of the date of the invoice. Contractor shall invoice maintenance and lease bills in the fiscal year to which the service was provided.

#### Ricoh acknowledges

#### 3-4 TECHNICAL SPECIFICATIONS AND DEFINITIONS

**These configurations and specifications can be found in Ricoh BLI PDF's that were allowed to be provided under Question #14 instead of Attachment 1-A Technical Specifications.**

- A. MFD Configuration
  - a. **Desktop:** The dimensions, weight, or design of this type of equipment allow it to be supported by a desk or optional stand.
  - b. **Console:** The dimensions, weight, or design of this type of equipment prohibit desktop support; consequently, these units are free-standing and feature built-in consoles.
- B. Paper Weights

The MFD bid in each benchmark shall be able to run, at a minimum, up to the paper weights listed in both paper weights and by-pass/paper weights

respectively. There are several types of paper classifications. If a bidder’s MFD specification sheets states paper weights in a different classification that the benchmarks a determination of equivalence or exceeds shall occur. Below are some examples for benchmarks that require higher than 20lb. Bond paper weights for standard drawers/trays or cassettes the MFD shall at a minimum be able to accept that weight in at least one standard drawers/trays or cassettes.

Benchmark	Bond Paper	Book/Offset	Cover	Index
20lb. Bond	20lb.	50lb.	28lb.	42lb.
24lb. Bond	24lb.	60lb.	33lb.	50lb.
28lb. Bond	28lb.	70lb.	39lb.	58lb.
32lb. Bond	32lb.	80lb.	45lb.	67lb.
42lb. Bond	42lb.	110lb.	60lb.	90lb.
110lb. Index	53lb.	135lb.	74lb.	110lb.

C. Memory

MFD’s bid in the connected acquisition plan benchmarks, the specified minimum memory requirements can be satisfied by controller memory, by a combination of controller memory and a presence of a hard drive.

D. Accessories

Contractors are encouraged to provide pricing for all possible accessories available for MFD’s bid beyond minimum benchmark requirements. Accessories are not mandatory for bidding.

E. Scanner

Color Digital (required on segment 3-6 Equipment).

F. Scan Once/Print Many

In copying mode, each original is scanned just once and stored in memory. Multiple copies are then made from the image stored in memory.

G. Paper Capacity

The maximum amount of paper each drawer, tray or cassette holds when using the paper sources (drawers, trays, or cassettes) of that benchmark requirement, excluding bypass.

H. Automatic Duplexing

This means the MFD can automatically produce two-sided copies; the user does not have to manually reload one-sided copies into the machine to copy the second side. Machines with this feature may be equipped with automatic document feeders that enable the production of two-sided copies from single-sided originals (1:2), two-sided copies from two-sided originals (2:2) and single-sided copies from two-sided originals (2:1). Document feeders that provide two-to-two capability are referred to as RADFs (Reversing Automatic Document Feeders), RDHs (Recirculating Document Handlers), RDFs (Recirculating Document Feeders), UDH (Universal Document Handler) or RSADF (Recirculating Semiautomatic Document Feeders). All Equipment will default to automatic duplex.

I. Machine Performance

- a. **Equipment Purchase Plans:** This clause shall apply to purchased Equipment during the first 5 years of ownership. Equipment must have been continuously covered by a maintenance contract pursuant to this contract. Equipment shall be required to operate satisfactorily and produce acceptable copy quality at a 90% effectiveness level during any month of a five-year period beginning at acceptance. The effectiveness level for a MFD shall be computed by dividing the total productive time by the sum of that time plus the machine failure downtime. The MFD failure rate shall not average more than two (2) malfunctions (breakdowns) per month, requiring service by Contractor, for the highest monthly volume (the manufacturer's maximum recommended monthly volume) recommended in the benchmark range. Machines which develop a trend of requiring an excessive number of service calls (6 service calls in a three-month period) shall be reported by OPS for review for compliance with this provision. Service calls will be counted in this timeframe due to machine malfunction only, not operator error or preventative maintenance calls. If the Contractor fails to comply with the performance requirements of this paragraph, within the first year shall replace the noncompliant machine with a new machine matching all requirements of the benchmark including the manufacturing status of the machine awarded under this contract. During years two-five the Contractor shall replace the non-complaint machine with a machine having equal or greater features and equal or less operating cycles ("click count").

**Ricoh proactively monitors the performance of each device in the fleet. Any device experiencing 3 or more service requests for the same issue during a 30-day period is escalated for local service management investigation. If warranted, a formal action plan is crafted/implemented by the local team and monitored by the Global Accounts team. The results of this action plan will be closely monitored during the following 30 to 60 days. Any device failing to achieve Ricoh's performance standards will be replaced with a like unit at no cost to the client. This Product Performance Assurance Commitment excludes devices utilized outside manufacturers' design specification (including throughput, electrical and environmental), operator error/abuse, preventative maintenance, or other conditions outside Ricoh's control.**

- b. **Lease Plans:** The MFD shall be required to operate satisfactorily and produce acceptable copy quality at a 90% effectiveness level during any month during the leased agreement. The effectiveness level for a MFD shall be computed by dividing the total productive time by the sum of that time plus the machine failure downtime. The MFD failure rate shall not average more than two (2) malfunctions (breakdowns) per month, requiring contractor corrections, for the highest monthly volume (the manufacturer's maximum recommended monthly volume) recommended in the benchmark range. Machines which develop a trend of requiring an excessive number of service calls (6 service calls in a three-month period) shall be reported by OPS for review for compliance with this provision. Service calls will be counted

in this timeframe due to machine malfunction only, not operator error, or preventative maintenance calls. If the Contractor fails to comply with the performance requirements of this paragraph, the Contractor shall replace the non-complaint machine with a new machine matching all requirements of that benchmark. Failure to replace the machine when required by this paragraph will result in the order being cancelled, machine being immediately removed from the ordering entities' premises at the contractor's cost, and no penalty charges being assessed.

**The cancellation of this Contract by Ricoh or Olathe/GOVMVMT, with or without cause, will not affect the terms and conditions of a finance lease agreement between a Participating Entity and Ricoh or one of its third-party finance lessors nor will such termination affect the obligations of a Participating Entity pursuant to such finance lease agreement. Such finance lease agreements are unconditional and non-cancelable agreements, subject to customary non-appropriation rights.**

3-5 IMPLEMENTATION WORK PLAN AND PROJECT MANAGEMENT

The Contractor will provide the District with a revised Project Implementation Plan showing the approach, level of effort, task list and breakdown structure, major milestones, and time to completion. The Work Plan, Milestones, and Deliverables will include a Delivery/Completion Schedule that clearly identifies the deliverables and the time of delivery. The work plan should address implementation of each of the subsequent proposed phases of the project. The Contractor must submit its Work Plan as a Gantt Chart utilizing Microsoft Project or comparable product, itemizing all tasks as appropriate. The Contractor must also prepare a formal risk management plan for this project as part of this task. The Contractor will assist the District in identifying and evaluating existing business processes. The new solution will be implemented based on the identified processes and the Contractor when/where necessary will provide alternative processes or solutions to work around the existing process in the new solution. The Contractor will provide formal weekly updates on project status to the authorized District representatives. Such updates shall include, but not be limited to, all completed or pending actions, status of deliverables, variances from work plan projections, and planned versus actual delivery dates. With the authorized County representatives, the Contractor will participate in monthly project briefings to communicate project status to key stakeholders.

Discussion with and approval by authorized District representatives will be required to finalize the plans and effective dates.

**See Sample Project Plan attached**

A. Physical Environment

The Contractor should take into account physical environment requirements and limitations (i.e. space, electrical, temperature, noise, etc.) when presenting final plans and before installing any solution. A formal physical assessment should be conducted for each location a solution is to be implemented or installed to assure compliance to Contractor and District requirements.

- a. **Electrical and Space Requirements:** The majority of MFDs will be

located within 'Office Suites' close to cubicles, offices, and conference rooms while others will be in special 'Copier Rooms', each with its own power and space limitations that should be considered when presenting a solution. Offeror must provide a buck-boost transformer on all devices requiring 240-volts. Offeror should state electrical (including various power modes (i.e. running, standby, etc.)) and space requirement for each proposed MFD. The following approximates available power for locations that could require placement of an MFD.

Location Types	Available Power
Office Suite	120V/60Hz, 15A
Copy Room	120V/60Hz, 15A -and- 120V/60Hz, 20A dedicated circuit w/NEMA 5-20R USA 3 pin Type "B" T-slot receptacle
Large Copy Room	120V/60Hz, 20A dedicated circuit w/NEMA 5-20R USA 3 pin Type "B" T-slot receptacle -and- 240V/60Hz, 20A dedicated circuit

**Space availability** will vary by location. However, the list of devices currently housed at any district location is available in Section 3-2. Provided that an Offerors response includes devices that are not drastically different in size or layout in respect to the segment devices listed there should be no issue accommodating installation. In the event an area of the District is getting a new device for the first time the District and Contractor will coordinate on best possible location based on the criteria laid out in this section (3-5).

- b. **Voice/Data Connectivity:** Most devices today are connected to a voice and data network. During the formal physical assessment and before placement of devices the Contractor should ensure proper type of connectivity exist.
- c. **Temperature and Humidity:** Contractor should also take this into consideration when assessing the physical environment and before installing devices. Heat output (BTU/h) can be an issue for confined spaces therefore the Contractor should state the BTU/h for all MFDs proposed in their various operating modes (i.e., running, standby, etc.).
- d. **Noise Level:** Noise should be considered when determining selection and placement of equipment. dB (A) SPL (decibel) levels for each device and their various operating modes i.e., running, standby, etc. should be stated.
- e. **Emissions:** Offeror must state all known emissions (gases and particulate (i.e. volatile organic compounds, ozone, styrene, dust, toner particles, etc.)) and associated levels. Toner should be free of carcinogens, mutagens, and teratogens. Offeror should also state



compliance for all known emission standards.

B. Acceptance Testing

The Contractor must demonstrate through an acceptance process stress test that the solution performs as required in the District's technical environment and various remote facilities, and that the solution meets or exceeds the District's functional requirements. The Contractor shall develop, with input and approval by the District, specific written criteria for acceptance testing that will objectively measure each such functional requirement. The final acceptance test must use District approved data and include report generation. The final acceptance test must adequately represent a percentage of the production solution. The final acceptance test must exercise all functionality and components successfully. Where applicable, Contractor must test back-up/recover features successfully. The failure of any specific portion of the test will require that the entire test be rerun, not just the failed portion of the test. The solution is accepted only after both parties agree that the full test was successful, and an authorized District representative has certified in writing of final acceptance of the product. No warranty period shall begin until after such certification of successful acceptance testing is issued.

C. Cutover and Acceptance

The Contractor is responsible for solution cut-over. Cut-over plan and activities must be approved by an authorized District representative. Upon completion of installation, there will be a technical turnover of the modified system from the Contractor to OPS IT. The District requires that changes to the base solution be fully documented.

D. Training and Communication

The Contractor shall develop a training and communication work plan and curriculum to be approved by a District authorized representative. The work plan should include periodic follow-up and update training and communication especially when a new HW/SW release or version is installed. The Contractor's District-approved training schedule must be closely coordinated with District staff to coincide with the installation of the software and hardware. Upon acceptance by a District authorized representative, the Contractor shall implement said approved plan.

E. Warranty

After final production cutover and acceptance testing certification, the system will move into the warranty phase, which extends for entire term of the lease. The period the warranty is in effect should not overlap with that of the maintenance/service agreement. Should both warranty and maintenance agreements run concurrently, the offeror must provide sufficient evidence to demonstrate the benefit of services under both agreements. Otherwise, the maintenance fees should not be incurred until after the warranty period has expired.

**Our standard equipment warranty is 90 days and covers defective materials, workmanship and retrofits, but does not cover misuse or abuse, routine cleaning or preventive maintenance.**

**Our standard service contract essentially takes the place of this traditional equipment warranty, further extending the warranty period for the life of the**

agreement, as long as Ricoh is contracted to provide continuous maintenance services.

Ricoh warrants that maintenance services shall be performed by Ricoh in a workmanlike manner and in accordance with industry standards. For any products manufactured by Ricoh ("Ricoh Equipment.") Ricoh further warrants that, at the time of delivery and for a period of ninety (90) days thereafter the Ricoh Equipment will be in good working order and will be free from any defects in material and workmanship. Ricoh's obligations under this warranty are limited solely to the repair or replacement (at Ricoh's option) of parts proven to be defective upon inspection. The foregoing warranty shall not apply (a) if the Ricoh Equipment is installed, wired, modified, altered, moved or serviced by anyone other than Ricoh, or (b) if the Ricoh Equipment is installed, stored and utilized and/or maintained in a manner not consistent with Ricoh specifications, or (c) if a defective or improper non-Ricoh accessory or supply or part is attached to or used in the Ricoh Equipment, or (d) if the Ricoh Equipment is relocated to any place where Ricoh services are not available. Ricoh disclaims all other express or implied warranties including but not limited to, any implied warranties of merchantability, fitness for use, or fitness for a particular purpose with respect to any equipment or products purchased or leased by the Olathe Public Schools.

3-6 PRODUCT INCENTIVES/CREDITS/REBATES

Describe product credit, rebate and/or incentive programs, if any.3-7 PRICING AND ANNUAL FEE PROPOSAL

The cost of each task or segment of the task shall be itemized as specified in Attachment A (MFD Pricing Sheet) and Attachment B (Managed Print Service Pricing Sheet). Both attachments, along with Attachment A-1 (Minimum Technical Specifications for MFD), must be completed and included in the Proposals Response Outline. In addition, Offeror shall provide pricing of any additional products, services, and solutions it desires to offer Participating Public Agencies.

**The proposed Ricoh pricing methodology for Olathe/GovMVM is based on a line-item percentage discount from MSRP.**

**These percentage discounts from MSRP are individually identified by model and segment in ATTACHMENT A - MFD Pricing Sheet, and also in the summary of discounts within the document.**

**Ricoh may offer volume discounts and promotions based on the size and scope of an opportunity. The amount of the discount will vary and be determined at time of quoting. Ricoh will also extend periodic promotional discounts as they become available, which often includes product specific rebate programs.**

**For Non-standard items as noted in ATTACHMENT B - MPS Pricing Sheet. In such cases, Ricoh will provide a custom quotation based on prevailing rates for the specific scope of work or service. This includes all MPS components, equipment relocation and special delivery requirements.**

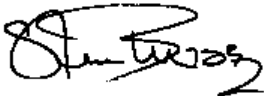
At the end of the first year and every year thereafter, maintenance or services agreement may be increased. The annual increase will not exceed 10%.

**Additional proposed discounts**

- B/W MFP – up to 15%
- Color MFP – up to 15%
- Production Color & B/W – Up to 10%
- Printers – up to 5%
- Ricoh Hardware Accessories – up to 15%
- Ricoh Service Maintenance – up to 25%
- Variable codes – Priced as quoted based upon scope of services required

**By signing here, Proposer acknowledges all service requirements noted in Section 3.**

Ricoh acknowledges and has noted areas for further discussion in the sections above.



6/21/22

\_\_\_\_\_  
Signature (Authorized Agent)

\_\_\_\_\_  
Date

## FINANCIAL STABILITY

Provide evidence of company's financial status and stability. Offeror must provide detailed, audited income statements and balance sheets from four of the most recent reporting periods.

Ricoh USA, Inc. (a subsidiary of Ricoh Americas Holdings, Inc.) is a private corporation and not a publicly traded company in the US. Our ultimate parent company—Rico Company, Ltd.—is a public corporation traded on the Tokyo Stock Exchange. Ricoh's financial data is publicly accessible through the following link: <https://www.ricoh.com/about/integrated-report/>.

### 2021 Financial Data

Ricoh Company, Ltd. and Consolidated Subsidiaries for the Year Ended March 31, 2021.

	2021 Thousands of U.S. Dollars*
REVENUE (SALES)	\$15,153,775
COST OF SALES	\$9,997,856
GROSS PROFIT	\$5,155,919
SELLING, GENERAL AND ADMINISTRATIVE EXPENSES	\$5,583,243
OPERATING PROFIT	(\$409,270)
PROFIT BEFORE INCOME TAX EXPENSES	(\$369,622)
INCOME TAX EXPENSES	\$75,352
PROFIT ATTRIBUTABLE TO OWNERS OF THE PARENT	\$294,865
EARNINGS PER SHARE (ATTRIBUTABLE TO OWNERS OF THE PARENT):	
Basic	(\$0.41)
Diluted	(\$0.41)
R&D EXPENDITURES	\$814,297
DEPRECIATION FOR TANGIBLE FIXED ASSETS	\$4088,910
CAPITAL EXPENDITURES	\$379,775
FREE CASH FLOW	\$571,198
INTEREST BEARING DEBT	\$2,003,666
TOTAL ASSETS	\$17,007,820
EQUITY ATTRIBUTABLE TO OWNERS OF THE PARENT	\$8,290,505

\*Based on the conversion rate at the time of release.

Ricoh's consolidated financial statements have been prepared in accordance with International Financial Reporting Standards ("IFRS") from the fiscal year ended March 31, 2021. To see Critical Accounting Policies and Notes to Consolidated Financial Statements, refer to the URL [www.ricoh.com/IR/financial\\_data/securities\\_report/](http://www.ricoh.com/IR/financial_data/securities_report/).

## ***ATTACHMENTS***

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Provide any additional supporting/sample documentation on forms provided or in proposal Response.

See agreements attached separately as follows:

Delivery & Acceptance Certificate.pdf  
Master Service Agreement.pdf  
Ricoh Master Lease Agreement.pdf  
Ricoh Master Maintenance and Sale Agre...  
Ricoh Product Schedule (Standard).pdf  
Ricoh PS SOW .pdf  
RMSSC SOW Template.pdf  
Service Order.pdf

## REFERENCES

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Provide the District a listing of all Missouri and/or Kansas school districts for which the company currently provides MFD and MPS solutions. The Company shall additionally provide the District a listing of all public-school clients who have discontinued service in the past five years due to poor/non-performance, if applicable.

Provide three (3) current client references for whom you provide services related to MFD and MPS solutions similar to those the District is seeking. Include at least one contact for a contract currently in force with a school district similar in size and population to Olathe Public Schools. Please provide the name of the organization, the size of the organization, years of service, and contact information.

Ricoh has established a reference policy that respects the confidentiality of its customers. Accordingly, as a normal part of the contracting process, Ricoh signs confidentiality agreements with customers to safeguard their proprietary and nonpublic information. To prevent any financial or competitive injury to customers, Ricoh typically does not disclose information regarding business interests, employees, suppliers or customers. At the point in OPS's evaluation process when the company must interview business references to continue considering Ricoh a viable candidate for selection, please contact Mike Stowell to arrange direct contact with specific references at that time.

See attachment D which includes Fresno Unified Public Schools / Denver Public Schools / City of Houston:

### City of Houston, Texas

Ricoh provides MPS, Fleet Management, Diversity Partner (Sub-Contractor) for on-site Service-Desk, User Authentication and Follow you Print Software with Card ID. Device Management and support for over 200 physical locations. Been a Ricoh customer for over 6 years.

### King County, Washington

Ricoh currently provides MPS, Fleet Management, User Authentication with Card ID at every device, Device Management and Document Management & Workflow Services. They have been a Ricoh customer for over 25 years.

### Denver Public Schools


Ricoh currently provides, MPS, Fleet Management, Follow-Me Printing technology, Scanning workflow, Card authentication and Print Shop Management with 6 Full Time Ricoh employees managing their print center and operations. They have been a Ricoh customer for over 10 years.

Ricoh and Ricoh's authorized Dealer network currently provide MFD and MPS service to over 200 school Districts in Kansas and Missouri. There are no known clients who have discontinued service for poor/non-performance.

**INSURANCE**

In addition to the General Requirements specified in Section 6-10. e, Proposer shall include evidence of existing insurance coverages consistent with those specified under Contractor's Insurance in Section 6-10.

Page 1 of 1



**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
05/27/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<p><b>PRODUCER</b> Willis Towers Watson Northeast, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA</p>	<p><b>CONTRACT NAME:</b> Willis Towers Watson Certificate Center <b>PHONE:</b> 1-877-945-7378 <b>FAX:</b> 1-888-467-2378 <b>EMAIL:</b> certificates@willis.com <b>ADDRESS:</b></p>
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<p><b>INSURED</b> Ricoh Americas Holdings, Inc. Ricoh USA, Inc. 305 Eagleview Blvd., Suite 200 Exton, PA 19341</p>	<p><b>INSURER(S) AFFORDING COVERAGE</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>INSURER</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: Rompo America Insurance Company</td> <td>11126</td> </tr> <tr> <td>INSURER B: Tokio Marine America Insurance Company</td> <td>10945</td> </tr> <tr> <td>INSURER C: Safety National Casualty Corporation</td> <td>15105</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> </table>	INSURER	NAIC #	INSURER A: Rompo America Insurance Company	11126	INSURER B: Tokio Marine America Insurance Company	10945	INSURER C: Safety National Casualty Corporation	15105	INSURER D:		INSURER E:	
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INSURER B: Tokio Marine America Insurance Company	10945												
INSURER C: Safety National Casualty Corporation	15105												
INSURER D:													
INSURER E:													

**COVERAGES**      **CERTIFICATE NUMBER:** W24906111      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

LINE	TYPE OF INSURANCE	ADDITIONAL INSURER (INSUL/INSUL)	POLICY NUMBER	POLICY EFFECT DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:		00L4003380	06/01/2022	06/01/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Sub premises) \$ 300,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY		AAL30920107700	06/01/2022	06/01/2023	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTIONS \$ 10,000		CV6402167-14	06/01/2022	06/01/2023	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICERS/OWNERS EXCLUDED? (Mandatory in NH) Yes, describe under DESCRIPTION OF OPERATIONS below	N/A	LD04054740	06/01/2022	06/01/2023	<input checked="" type="checkbox"/> SEE STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 2,000,000 E.L. DISEASE - EA EMPLOYEE \$ 2,000,000 E.L. DISEASE - POLICY LIMIT \$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 Waiver of Subrogation applies to Workers compensation, where required by written contract and as permitted by law.

<p><b>CERTIFICATE HOLDER</b></p>	<p><b>CANCELLATION</b></p> <p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p> <p style="text-align: center;"><i>Ally</i></p>
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Evidence of Insurance

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ACORD 25 (2016/03)      The ACORD name and logo are registered marks of ACORD      SR ID: 22631369      BATCH: 2542361



Confidential

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## ***PROPOSER EXCEPTIONS***

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Describe any exceptions to the terms and conditions contained within this document, provided however, that proposed exceptions to the Form DA-146a Contractual Provisions Attachment shall **NOT** be binding on the District and shall **NOT** be incorporated into the final agreement. Add any comments about the project of concern to the Proposer.

See attached Exceptions document:

'Exceptions to Olathe Public Schools Contract.docx'



## ***PRODUCT INCENTIVES***

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**Offeror may elect to provide a narrative description for any incentive program offerings in Section 3 of the Specifications and Requirements.**

The proposed Ricoh pricing methodology for Olathe/GovMVMT is based on a line-item percentage discount from MSRP.

These percentage discounts from MSRP are individually identified by model and segment in ATTACHMENT A - MFD Pricing Sheet, and also in the Summary of Proposed Discounts within the document.

Ricoh may offer volume discounts and promotions based on the size and scope of an opportunity. The amount of the discount will vary and be determined at time of quoting. Ricoh will also extend periodic promotional discounts as they become available, which often includes product specific rebate programs.

For Non-standard items as noted in ATTACHMENT B - MPS Pricing Sheet. In such cases, Ricoh will provide a custom quotation based on prevailing rates for the specific scope of work or service. This includes all MPS components, equipment relocation and special delivery requirements.

At the end of the first year and every year thereafter, maintenance or services agreement may be increased. The annual increase will not exceed 10%.

Additional proposed discounts

- B/W MFP – up to 15%
- Color MFP – up to 15%
- Production Color & B/W – Up to 10%
- Printers – up to 5%
- Ricoh Hardware Accessories – up to 15%
- Ricoh Service Maintenance – up to 25%
- Variable codes – as quoted based on the customized scope of services being offered