

RFP No. S-1207
CITY OF GARDEN GROVE
PROPOSAL REQUIREMENTS

COMPANY NAME: C3 Technology Services

SANDRA SEGAWA, PURCHASING
AGENT
CITY OF GARDEN GROVE
11222 ACACIA PARKWAY
GARDEN GROVE, CALIFORNIA 92840

In response to the request to Provide Twenty-Seven (27) New and Unused Multi-Function Digital Copiers and Related Supplies, Maintenance and Support Services for Various Departments for the City of Garden Grove, per the Scope of Work which is attached as Attachment "A". We the undersigned hereby declare that we have carefully read and examined the RFP documents including any plans and specifications, and hereby propose to perform and complete the Work as required in the Contract.

This Contract is not exclusive. The CITY expressly reserves the right to contract for performance of services such as those described herein through other Contractors.

The undersigned agrees to supply the Scope of Work at the costs indicated in its cost proposal if its Proposal is accepted within 120 days from the date specified in the RFP for receipt of proposals.

The undersigned has reviewed the enclosed contract terms and conditions and agrees to accept all terms and conditions of the CITY'S contract unless otherwise noted in the proposal response.

If recommended for Contract award, the undersigned agrees to execute a contract which will be prepared by the CITY for execution, within 10 calendar days following Notification of Award. It is understood that the recommendation for contract award will not be placed on the agenda for consideration by the City Council until the CITY has received the executed contract. The CITY will fully execute the contract subject to resolution of Protest filings, if any, and approval by the City Council.

The undersigned will also deliver to the CITY prior to the commencement of Scope of Work the necessary original Certificates of Insurance. If services are authorized to commence prior to the execution of the Contract pursuant to a Notice to Proceed issued by the CITY, pending the execution of the Contract, the services shall be subject to the terms and conditions of the Scope of Work and the Contract.

Incorporated herein and made a part of this Proposal are the Response Data and Proposal Forms required by the Proposal Requirements.

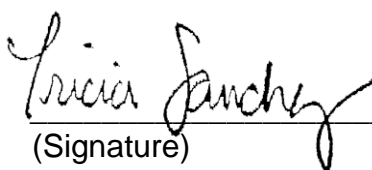
The undersigned acknowledges receipt, understanding and full consideration of the following Addenda to the RFP Documents:

Addenda No. 1-12

Proposer represents that the following person is authorized to negotiate on its behalf with the CITY in connection with this RFP:

<u>Tricia Sanchez</u>	<u>Principal</u>	<u>(714) 689-1700</u>
(Name)	(Title)	(Phone)

The undersigned certifies that it has examined and is fully familiar with all of the provisions of the RFP Documents and is satisfied that they are accurate; that it has carefully checked all the words and figures and all statements made in the Proposal Requirements; that it has satisfied itself with respect to other matters pertaining to the proposal which in any way affect the Work or the cost thereof. The undersigned hereby agrees that the CITY will not be responsible for any errors or omissions in these RFP Documents.

BY: <u></u>	<u>(714)689-1700</u>
(Signature)	(Phone Number)

Tricia Sanchez

Principal

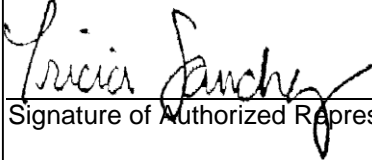
tricias@c3os.com

**BIDDER/CONTRACTOR
STATEMENT
REGARDING INSURANCE
COVERAGE
(Submit with IFB/RFP Package)**

This signed document must be included with your bid package in order for your bid/proposal to be considered complete!

BIDDER/CONTRACTOR HEREBY CERTIFIES that he/she has reviewed and understands the insurance coverage requirements specified as in the attached Insurance Requirements Checklist.

Should we/I be awarded the contract, we/I certify that we/I can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agree to name the **City/Successor Agency/Sanitary District** and other additional insureds as per the agreement for the work specified And we/I will comply with the provisions of Section 3700 of the Labor Code, which require every employer to be insured against liability for

C3 Technology Services		
Please Print (Person, Firm, or Corporation)		
		
Signature of Authorized Representative		
Tricia Sanchez, Principal of C3 Technology Services		
Please Print (Name & Title of Authorized Representative)		
2/15/17	(714) 689-1700	tricias@c3os.comg
Date	Phone Number	Email

Insurance Certificates and Endorsements will also be accepted via email and must be emailed to the following email address only: sandras@garden-rove.org. This is the preferred and quickest method of submitting insurance certificates and endorsements

Insurance Certificates and Endorsements can also be mailed to: City of Garden Grove

Attention: Sandra Segawa:
Purchasing Division
11222 Acacia Parkway
Garden Grove, CA 92840

NOTE: All insurance certificates and endorsements must be received by the City of Garden Grove Purchasing Division within ten (10) City working days of the original request or the City reserves the right to proceed with the next lowest responsible bidder or the next highest scoring proposer in the process.

**PROPOSAL PRICING
RFP NO. S-1207
MULTI FUNCTION COPIERS
"EXHIBIT B"**

THE HONORABLE MAYOR AND CITY COUNCIL
CITY OF GARDEN GROVE
11222 ACACIA PARKWAY
GARDEN GROVE, CALIFORNIA 92840

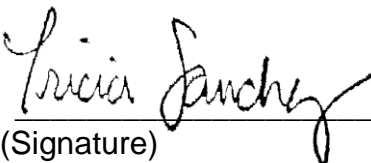
To; THE HONORABLE MAYOR AND CITY COUNCIL: The undersigned having carefully examined the Plans and Specifications to: Provide Twenty-Seven (27) New and Unused Multi-Function Digital Copiers and Related Supplies, Maintenance and Support Services for Various Departments for the City of Garden Grove. HEREBY PROPOSE to furnish all labor, materials and transportation, and do all the work required to complete work in accordance with the Scope of Work.

DO NOT make any changes to this form or leave any lines blank. Incomplete Proposal Pricing forms will not be considered and may be deemed as non-responsive.

The undersigned hereby certifies that this Proposal is genuine and is not sham or collusive, or made in the interest or in behalf of any person not herein named, and that the undersigned has not directly or indirectly induced or solicited any other bidder to put in a sham bid, or any other person, firm or corporation to refrain from bidding, and that the undersigned has not in any manner sought, by collusion, to secure for himself an advantage over any other bidder.

Please check your calculations before submitting your Proposal; the City of Garden Grove will not be responsible for Proposer miscalculations.

The City reserves the right to add and delete services related to this RFP at its discretion.

BY:  (Signature) (714)689-1700
(Phone Number)

Tricia Sanchez
(Type or Print Name)

Principal
(Title)

tricias@c3os.com
(Email Address)

Proposal 1

Sharp Fleet of Copiers

Monthly Base Lease Payment 60 month lease (Option A)

\$4,679.75 \$1 out option

Monthly Base Lease Payment 60 month lease (Option B)

\$5,034.57 \$1 out option

Production Devices

BW 0.0045

Color 0.045

All Other Devices

BW 0.005

Color 0.05

Buyout

**+\$246.11/month to lease above
for each month buying out early**



Proposal 2

Mixed Fleet of Copiers

Monthly Base Lease Payment 60 month lease (Option A)

\$6,862.99 \$1 out option

Monthly Base Lease Payment 60 month lease (Option B)

\$6,725.23 \$1 out option

Production Devices

BW 0.0045

Color 0.045

All Other Devices

BW 0.005

Color 0.05

Buyout

**+\$246.11/month to lease above
for each month buying out early**



Reference No. 1

The City of Santa Ana (September 2012 – Present)

Dan Herschleb
Central Services Supervisor
20 Civic Center Plaza M-10, Santa Ana, CA 92701
(714) 647-5402
dherschleb@santa-ana.org

C³ was awarded the contract for Print Management, MFP's, and consulting. With C³ the city reduced the number of devices from 600 to 350 in 1 ½ years. They have 81 new Sharp MFP's provide by C³ and a 20% saving. Our technicians have serviced over 60 different printers including Dell and HP and they have great communication with the City's IT staff. Tricia and Davis manage the account

Reference No. 2

Orange County Transportation Authority (October 2014 – Present)

Ron Wolf
IT Director
600 S Main St, Orange, CA 92863
(714) 560-5548
rwolf@octa.net

C³ was awarded a contract for Print Management and MFP's. Currently C³ manages over 207 devices. Tricia and Davis manage the account

Reference No. 3

County of Orange Community Resources (June 2013 – Present)

Kara Carroll
Administrative Manager I
1300 S. Grand Ave.,
Santa Ana, CA 92705
(714) 796-8324
Kara.carroll@ocgov.com

C3 installed and are servicing 70 of their copiers spread out all over Orange County. With our fleet management software, all locations have been receiving toner early and on time. Tricia and Davis manage the account

Reference No. 4.



County of Orange Parks and Rec (June 2014 – Present)

Loren Gibel
Deputy Purchasing Agent
1770 N Broadway
Santa Ana, CA 92706
(714) 480-2836
Loren.gibel@occr.ocgov.com

C3 installed and are servicing 39 of their copiers spread out all over Southern California.

Reference No. 5

CalTrans (July 2012 – Present)

Ronald Fields
Digital Press Operator II
3337 Michaelson Drive, CN 720
Irvine, CA 92612
(949) 379-8434
ronald.fields@dot.ca.gov

C3 provides service for 11 copiers as well as assisting the print shop



Statement of Qualification

- C3 Technology Services: We are a corporation that has been in business in Southern California since 1994. We are a value added service provider of Document Imaging Devices, Copiers, Printers, Managed Print Services, Digital Display Solutions, and Managed Network Services. We are partnered with some of the most trusted names in the industry including Canon, Sharp, Kyocera and HP. This has allowed us to adapt to evolving business needs and new technologies for our clients. All staff, including factory trained technicians, customer service representatives, help-desk support and billing are located in Santa Ana. You will always reach a live C³ employee when you call our office.
- All equipment listed in Exhibit B have been properly maintained by C3 technicians and kept in pristine condition at our customer sites. When our technicians arrive at a service call, they also perform scheduled maintenance on the devices to make sure rollers and feeders are in working conditions. Once a certain part of the copier hits the recommended mileage, a rescheduled preventative maintenance is performed to change out fusers and drums. Our technicians are very comfortable with the devices proposed.
- Our staff are trained to be great in communication with the government and commercial employees. They are there to insure everyone is filled in the loop regarding service calls and inventory of supplies. Our dedicated technicians also allowed have a relationship with the end users on the do's and don'ts when it comes to operating the copiers.
- C3 Technology Services is in excellent financial condition and we do not have any pending litigation, bankruptcy etc. that would impede our ability to complete this project.
- C3 Technology Services has experience to perform the work in this RFP. We have many Maintenance and Support Customers in Southern California: The City of Santa Ana, County of Orange Parks and Rec, City of Seal Beach just to name a few. (more references are available upon request) Our clients are delighted with the level of customer service and responsiveness of our technicians. Our technicians are the focus of our references as they perform the day to day work. Our C3 Team has a proven formula of success for Maintenance and Support Services – Our team has worked together for years fine-tuning our process and we are committed to ongoing improvement of our practice.
- Our tenured technicians are very well compensated and portray the C3 experience. We have had 0 turnovers in the past year. We do not spread our technicians all over the County to minimize travel time



We treat all of our employees with respect and we train them well. We are always open to feedback from our employees and customers and this allows us to constantly improve our service. Our company is committed to being Vendor neutral so that we are open to providing the "right solutions" while considering budget goals. If we make a mistake we don't just apologize but we meet to find out how we can improve our processes to make sure we learn from our mistakes.

- Optional Value Added Services from C3 Technology Services- Consulting Services
- C3 is a Managed Services Provider and we have staff that can assist your IT staff with level one help desk issues as well as projects
- C3 is a provider of Digital Signage and conference room design
- C3 is a provider of VOIP
- C3 can also provide consulting on work flow process improvement

Project Approach/Methodology

Client Centric Consulting is our specialty and we're sure you'll see the difference local support makes. Every certified technician arrives at a service call within four hours of the call, with a smile, and diagnoses the problem quickly. The technician won't leave the business until he confirmed the problem is resolved, with the customer testing the work.

Core Values

Focus on Customers

The success of our business is reflected by our contributions to the customers.

Family

In our family-orientated environment, we push each other to be the best that we can be in all areas of our business, especially partner relationships.

Reliability

We are responsive. Whether it be a phone call, an email or a scheduled meeting, we are quick to respond with our friendly, fun team spirit.

Local

We want to partner with local businesses, to support the growth of local communities and the hard-working efforts of other businesses.

Our Core Message

"To service our customers with superior products and unparalleled support while keeping a local, friendly, personable touch"



Attachment "A"

Scope of work

Replacement of 27 Multi-function Copiers RFP No. S-1207

1. (Minimum Requirements of all Copiers)

- a. All proposed models meet or exceeds requested features

2. Maintenance and Support, Warranty

- a. Parts and labor will be provided by C3 from date of installation and acceptance for maintenance and support
- b. C3 will be responsible for all parts warranty from day 1
- c. Service calls and website support are
 - i. (714) 689-1700
 - ii. service@c3os.com
 - iii.

SAMPLE ASSET TAG



- d. C3 will respond within two hours of receiving a service call to establish an estimated time of arrival (within 4 hours)
- e. Loaners will be sent out after 5 days of unresolved issue

C³'s approach to completing the work specified in the Scope of Work will be to utilize FM Audit as our Data Collection Agent (DCA) to monitor toner levels, meter counts and device status to proactively manage the fleet of printers. Rachel and Natasha will be assigned to the City to monitor supply levels daily. They will ship out the supplies directly to your end-users. Typically, triggers are set at 25% toner capacity to alert our staff of a toner replenishment order; however, C³ will set the threshold for toner orders to accommodate the City's requirements.

Data collection consists of page counts, device description (configuration) and device status and is collected via SNMP (Simple Network Management Protocol) and ICMP (Internet Control Message Protocol). Standalone workstation is not needed to run the Printer DCA monitoring service and discreetly runs in the background for end-users' convenience.



All of our CSR's can track where each technician is with our fleet tracker. They are also able to reroute technicians for emergency calls to keep the customers at minimal downtime. All technicians have basic parts inventory in their vehicles. This allows them to easily attain parts without having to make secondary trips to the warehouse.

SAMPLE ASSET TAG



Service calls can be taken by phone or email by our dedicated customer service representatives in our office. Rachel and Natasha are fully trained to always answer the phone when a customer calls. We believe in a personal touch when dealing with customer service. At no time will the City be subjected to choosing voice recorded options, interacting with an automated phone system or be transferred overseas for customer service. Once the call is received, our CSR's will dispatch the call to the nearest technician with the details of the ticket. The assigned technician immediately receives the service work order on their smart phone and is required to call the customer within an hour with an ETA. The technician will be on site within 4 business hours. If the 4 hour response falls after hours, technician will arrive first thing the next morning based on the customer's hours of operation. Service calls can be escalated with upper management if it is an urgent matter. CSR's are allowed to reroute the technicians.

Upon completion of work, the technician will close out the call and log any reschedules or issue a follow up appointment. Service reports are reviewed by the service manager and then issued to the customer as a summary report. We are fully transparent with our customers from the time of the call to the arrival time and the service time. We also share with the customer the technician's remarks.

Service calls outside of the 1st call protocol will be placed on immediate attention. When the technician inputs the part numbers needed for the repair, our warehouse manager will start preparing the parts available. The technician can return to the warehouse to pick it up and continue the call or reschedule at the City's earliest availability.



Example of Summary Report –

Call Information Page 3 of 20

Call number:	SC21575	Invoice number:	INV40424
Call type:	Scanning issue	Call description:	scanner is not working.
Call received:	07/28/15 01:44 pm	Meter date:	07/28/2015
Call released:			
Call dispatched:	07/28/15 02:29 pm		
Call arrived:	07/28/15 02:54 pm		
Call finished:	07/28/15 04:56 pm		
Response hours:	1.17		
Repair hours:	2.03		
Down hours:	3.20		

Meter Type	Display	Credits
B/W	214,501	
Color	104,034	

Technician: Bill Murphy
 Repair remarks: Remove paper from adf. Cleaned pickup feed and sep rolls. Tested with client jobs.

Problem / Repair Codes

Problem codes: Feeder Jam Repair codes: Clean
 Machine Adjustments

Labor

Technician	Date/Time	Hours	Rates	Mileage	Total
Bill Murphy	Dispatch: 7/28/15 2:29 pm	Travel:	0.42	20.00	\$0.00
	Arrival: 7/28/15 2:54 pm	Labor:	2.03	\$0.00	
	Departure 7/28/15 4:56 pm	Overtime:	0.00	\$0.00	

Preventive Maintenance Schedule

Next PM date: Next PM meter: 0

Equipment Information

Number:	77122	Contract Number:	C10246-01
Item Number:	5560B003AA	Contact:	
Make/Model:	Canon / Canon IR Adv C5240 Color	Territory:	South County
Serial number:	JRA04834	Bill code:	Cost Per Copy
Customer:	Orange County Fire Authority	Remarks:	
Location Cust:	Orange County Fire Authority 1 Fire Authority Road Irvine, CA 92602		

3. Training

- a. C3 will accept as trade-ins the current inventory of existing equipment at fair market value
- b. Equipment will be transferred as is/where is
- c. FMV will be submitted in price workbook
- d. Upon onsite training, the trainer will provide a welcome package for a basic usage tutorial as well as providing links to online digital operation guides. A personal site for the City to use will be created by C3. Welcome packages will also inform users on how to call for service. Our copiers will also have a button for tutorials that users can easily access on the copier.



4. Network Technical Requirements

- a. All network requirements at met with C3's proposed solution
- b. All Copier/MFDs being proposed are fully compatible with the City's existing network printing environment. The MFP's provide significant and robust control over information access, transmission and tracking to facilitate compliance (HIPAA, GLB, SOX) with stringent mandates. This will mitigate risk and help avoid any penalties or lawsuits for noncompliance. All copiers come with
 - Automatic 256-bit data encryption
 - Up to 7 times data overwrite
 - End-of-lease feature
- c. **Print Drivers**
 - i. The print drivers can be set to monochrome for devices with color capability and then locked down so the user cannot change the settings. C3 will assist City IT and train them on how to configure it



d. LDAP

1. Scanning system for each proposed copier supports common network user authorization. Authentication schemes and common directory protocols such as LDAP and native active directory are supported
2. Process can be configured with an administrator login for LDAP and single sign on for the end user
3. Emailing with a specific sender will require an email connector which is an additional accessory
4. Email addresses can be pulled from LDAP and AD. Email addresses can also be configured remotely

e. Encryption

- i. Scanned documents can be encrypted from device. When a user selects the scan feature, they will be able to select the format 'Encrypted PDF' to scan. Once the document scans, it will prompt for a password to be created

f. Shared Folders

- i. Authorized users will be able to scan to a Windows share location, either server or desktop. For a server share, a server administrator will create a folder and share the folder one of two ways:
 1. 1) Shared with everyone. This is appropriate for common or generic scans that do not have any sensitive data.
 2. 2) Shared with certain people. Authorized users will need to be added to the security tab of the folder's properties.
 3. 3) The path of the network folder will be added to the address book of the MFD using UNC format ([\\server-name\share-name](#))
 4. For a desktop share, the process is virtually the same. The UNC path will be [\\computer-name\share-name](#). Credentials will need to be added to the MFD in either instance for the destination share.



g. Email Notifications

- i. Email notifications will be sent out to the designated City key operator and the copy center when each of the proposed units are out of paper, toner and otherwise requested

E-mail Alert Message List 1

E-mail Address: (Up to 200 characters)

E-mail Alert Message List 2

E-mail Address: (Up to 200 characters)

Dealer E-mail Alert Message List

E-mail Address: (Up to 200 characters)

- Jam
- Toner Low
- Toner Empty
- Paper Empty
- Service Request
- PM Request
- Waste Toner Almost Full
- Waste Toner Full
- Job Log Full

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The image above is Sharp's webUI allowing admin users to receive notifications from the copier for jams, empty toner and service requests

Example network print system

Network Printing System	
PDL	Standard PCL® compatible 6, optional Adobe® PostScript® 3™
Resolution	600 x 600 dpi
Print Speed	30/35/40 pages per minute (8½" x 11")
Print Drivers	Windows Server® 2008, Windows Server 2008 x64, Windows 7, Windows 7 x64, Windows 8.1, Windows 8.1 x64, Windows Server 2012 x64, Windows 10, Windows PPD, MAC OSX® (including 10.4 to 10.11), all MAC PPD, UNIX®, Linux®
Features	Auto configuration, serverless print release, bar code font printing, carbon copy print, chapter inserts, color adjustment settings, color mode, confidential print, continuous printing, custom image registration, different cover page/last page/other page, document control, document filing, duplex printing, electronic sorting, folding, form overlay, hidden pattern print, image rotation, image stamp, image type, job bypass print, job retention, layout print, margin shift, multiple pamphlet, network tandem print, N-up printing, offset stacking, page interleave, pamphlet style, poster print, proof print, print and send, punching, stapling, tab paper print, tab printing, toner save mode, transparency inserts, tray status, user authentication, watermarks, zoom print
Resident Fonts	80 outline fonts (PCL), 139 fonts (PS)
Interface	RJ-45 Ethernet 10/100/1000 Base-T, USB 2.0, Wireless
Operating Systems	Windows Server 2008, Windows Systems 7, Windows 8, Mac OS X10.4-10.11, Novell® NetWare®, Unix, Linux, Citrix®, and SAP device types¹
Network Protocols	TCP/IP (IPv4, IPv6, IPSEC) TLS (HTTP, IPP, FTP), SNMPv3, SMTP, POP3, LDAP, 802.1x for Windows and Unix. LPD and LPR for Unix. AppleTalk® for Macintosh® environments.¹
Printing Protocols	LPR, IPP, IPPS, PAP, Raw TCP (port 9100), FTP, POP3, HTTP, and Novell Pserver/Rprinter
Network Security	IP/MAC address filtering, protocol filtering, port management, user authentication and document administration¹
Security Standards	DoD (NSTISSP) #11

- 5. Pricing Option A**
 - a. See price workbook
- 6. Pricing Option B**
 - a. See price workbook



7. Installation Plan

C3 Technology Services have read the Scope of Services and as 'Contractor' will comply to all responsibilities thereto.

- C3 will provide preventative maintenance on Equipment. Maintenance shall be performed on-site at the City location of each unit in accordance with manufacturer's specifications and recommendations for each respective unit
- C3 will guarantee 1 hour return on service calls, providing estimated time of arrival for a technician and not to exceed four hours after the initial service call response
- C3 can provide customized billing as directed by the City
- C3 will proactively monitor Equipment and provide for the automatic shipment and replenishment of toner supplies when levels reach 25%
- C3 will remotely log in to the City's network with granted access over firewall to support designated City staff on a as-needed basis
- C3 will provide emergency loaner units for any Equipment that cannot be repaired within 5 business days
- C3 will provide quarterly reviews to monitor Equipment performance and City satisfaction and serviceability
- C3 will configure Equipment for the appropriate network or PC environments based upon the network discovery performed
- C3 will train City IT staff member on server setup and configuration
- C3 will train City IT staff member on workstation printer setup and configuration
- C3 will train City IT staff member on the use of the print driver in a "train-the-trainer" format
- C3 will generate server and workstation printer test pages

C3 agrees that any and all information viewed through and during the performance of Services in accordance with this Agreement is confidential and may not be disclosed without City consent unless ordered by law



Installation Schedule

5/1/17 – Contract Award (dates subject to change)

5/2/17 – C3 meets with City IT regarding expectations and setting up printer tracking software (Tricia, Davis, Kurt and Bill)

5/3/17 – C3 conducts walkthrough of all locations to reconfirm spacing and electricals/data drop/ etc

5/4/17 – C3 fills out a workflow evaluation survey to understand the needs and requirements of each department

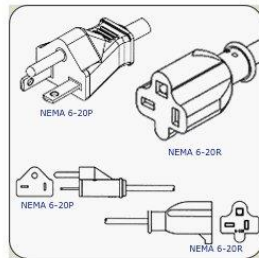
5/8/17 – C3 meets with City committee regarding project recommendations (Tricia and Davis). C3 will be responsible for equipment placement criteria and guidelines for approval by City management. C3 will also be responsible for possible reduction in the overall number of copier/MFD replacements based on lack of volume, lack of connectivity, print speeds and other factors. C3 will present the recommendation to City with data gathered from the walk through and print audit software. Data will determine if right sizing is needed to improve workflow. C3 would like approval from City IT staff regarding certain recommendations as well.

5/9/17 – C3 orders all recommended equipment (Samantha)

5/9/17-5/12/17 – City to change out all electricals needed

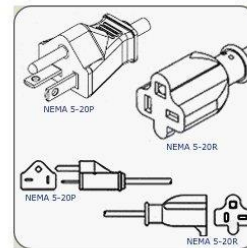
Reprographics Color Unit
 needs NEMA 6-20

Public Works Water Services
 needs NEMA 5-20



Plus (NEMA 6-20)

- 1) Juvenile (option B)
- 2) PD Gang (option B)
- 3) PD 2nd FI (option A/B)
- 4) PD Report (option B)



All other electricals are sufficient at the locations

5/12/17-5/31/17 – C3 builds all recommended equipment and preconfigures network settings prior to install (C3 Service Team)

6/1/17-7/1/17 – C3 installs all recommended copiers at City Hall and other locations (Bill and Davis). Basic training will commence after each install followed by a more in depth training after a week (Rebecca)

6/1/17-7/1/17 – C3 will remove each device as each successful copier is installed



- 8. Optional wireless printing from mobile devices (except Reprographics production machines)**
 - a. Mobile printing is available on devices other than Reprographics.
 - b. In the app enabled smartphone devices, users will be able to send jobs and scan to while connected to the same network
 - c. Restrictions can be applied
- 9. NSI version 6+ Autostore feature**
 - a. 6 of the requested devices are configured with Autostore
 - b. Direct support maintenance for 5 years
 - c. Remote installation
- 10. Police Records copiers**
 - a. Proposed models meet and/or exceeds required features
- 11. Reprographics BW 120 ppm**
 - a. Proposed models meet and/or exceeds required features
 - b. Includes advanced booklet maker
- 12. Reprographics BW 110 ppm**
 - a. Proposed models meet and/or exceeds required features
- 13. Reprographics Color copier**
 - a. Proposed models meet and/or exceeds required features
- 14. Trade-In of existing photocopiers**
 - a. C3 accepts trade in of current inventory
 - b. C3 will transfer as is/where is with responsibility of picking up
 - c. C3 will de-install and remove the existing equipment at time of installation
- 15. City's Contract/Terms of Agreement**
 - a. C3 acknowledges and agrees to the terms and conditions of the City's contract



Proposed Manpower Analysis

Project Manager – Tricia Sanchez

C3 Technology Services conducts all business here in Southern California. All calls to C3 are answered by a live person. The person answering is not from an answering service, but by one of the C3 customer service team. They all have you, the customer, as their first priority.

City of Garden Grove will be handled by one of C3's Principals – Tricia Sanchez.

Tricia has 27 years of experience handling accounts the size and scope of the City. She received her Bachelor's degree in Communications from the University of Southern California. She started her career at Xerox Corporation as a Marketing Executive. Tricia attended Management Training Programs and gained the experience of working at a large corporation.

In 1994 Tricia and her husband Tony opened a Xerox Authorized Agency- Copier Products Group in Santa Ana. The business grew from \$500,000 the first year to a record \$10,000,000 in 2009. The experience as a business owner gives her the special talent of truly understanding business as a whole. She understands that budgets and personnel are important in all decisions. In 2007 as the recession was affecting business results for all organizations, Tricia and Tony began "Reinventing" Copier Products Group. They wanted to create a company that gave good old fashion "local" customer service while providing cutting edge technology. C3 Technology Services is the result of their vision. Tricia and C3 believe it is important to give back to the community.

Davis Tran – Implementation and Training Specialist

Davis' role will be to manage and coordinate your transition into C3 Technology Services. He works closely with Tricia to ensure we are meeting all of the City's expectations. Every customer has unique requirements and Davis is excellent at finding more productive shortcuts to help staff improve workflow. He will also provide in depth training to all staff members to ease into new technology.

Bill Murphy – Service Manager – Bill's understanding of C3's core values and operational processes allows him to effectively manage priorities and works closely with service to find solutions quickly. Bill is the go-to respected team leader. He provides direction to meet C3's goals and objectives.

Tony Bustos – Lead Technician – Tony has 20+ years of experience in the industry. He is very familiar with multiple lines of products.

Liz Correa – Administration Manager – Liz has been with our company since 2001. Liz will oversee many of the needs in the office to provide the City with excellent support. Her knowledge and versatility allows her to provide solutions to meet our customers' needs. Liz has extensive knowledge of our operations; she can act as



backup to virtually any role. Her main focus for the City will be to support the team with accurate billing and provide direction for her staff.

Rachel Annos and Natasha Curtis – Customer Service Representatives - Their role is to ensure OCFA always receives their supplies on time and are delivered before you know they are running low. They proactively monitor your units using our C³ fleet management software.

