



GARDEN GROVE

**CBE Response to
The City of Garden Grove
Request for Proposal
RFP No. S-1207**

**Multi-Function Digital
Copiers**

ORIGINAL



OFFICE SOLUTIONS

February 22, 2017

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February 22, 2017

COVER LETTER

Thank you for allowing CBE Office Solutions (CBE) the opportunity to propose a solution for the document imaging needs of the City of Garden Grove. We are pleased to respond to your request, and proud to offer a proposal that combines our innovative product line of award winning multifunctional digital devices with our world class service program.

Our approach to meeting your requirements begins with **our president's primary goal: to take care of the customer**. All equipment, service and solution recommendations follow that primary goal.

CBE has a wide range of experience, cultivated over 24 years in the imaging industry, and a proven history of delivering comprehensive solutions to our clients. To that principle, it is our objective to provide you with the most technologically advanced hardware and software solutions, as well as the most comprehensive service and support available, all at a competitive cost.

Unique to CBE is the level of empowerment of our employees. With customer satisfaction being paramount, all members of our team are able to make decisions that ensure customer satisfaction and optimal equipment and system performance.

Having reviewed the RFP, we understand the scope of work requested. CBE has proposed a program that will enhance your productivity, streamline your print workflow and management, and reduce the cost of your organization's document production, storage and distribution.

Thank you for considering CBE in your evaluations. We look forward to the opportunity to meet and exceed your expectations, and to delivering increased value and efficiency to all of your departments.

Sincerely,

Bill Sieck
Manager of Government and Education Accounts

Executive Summary

CBE Office Solutions (CBE) is uniquely qualified to meet and exceed the many aspects of the City of Garden Grove's RFP. We have a wide range of experience, cultivated through 24 years in the industry, and a proven history of delivering total imaging solutions to our clients.

CBE is the largest independent dealer of office equipment and solutions in Southern California. Being an "independent" means that we do not have to rely on a single manufacturer's product line to meet the many and varying requirements our customers demand.

CBE carries the full line of Sharp, Canon, Ricoh and Samsung multifunction devices. We are recommending, and proposing, that the City of Garden Grove select the Sharp equipment. Based on the requirements of the RFP, including integration with NSi AutoStore, ease of network installation, Reprographics finishing accessories and overall price, we feel that the Sharp equipment best meets the specifications.

In addition to servicing your new copiers, CBE offers "**active management**" of your fleet. Our full service maintenance plan includes automatic replenishment of toner and supplies, as well as automatic meter reads. This automation relieves City users of those burdens. Furthermore, we do not subcontract any of our technical services. All of our 41 service technicians and solutions integrators work directly for us.

We use PrintAudit software to actively monitor all output devices. PrintAudit automatically orders toner for all devices and ships toner directly to each device when needed. It is also capable of notifying our service department when certain parts near end of life. For example, if a copier's drum is at 80% of life expectancy, PrintAudit will notify the technician that the drum needs to be replaced. End users would not need to get involved, giving them more time for their work and resulting in significantly increased uptime on your entire fleet.

Our Active Management process prevents most service problems before they happen. The result is less "down time" and more time for your employees to conduct important city work.



About CBE

In 1993, Cell Business Equipment began selling used copiers from the corner of rented warehouse space. Today, twenty four years later, we are the largest independent office technology company in Southern California with locations in Irvine, City of Industry, West Los Angeles and Ontario. We employ over 150 people and more than 40 trained and certified service technicians.

Our mission is to provide innovative, world class products and services that

CBE has been recognized in the Inc. 5000 list of fastest growing companies in the US for the past eight straight years.

are essential to the needs of our customers. We accomplish this mission by first listening to our clients and prospective customers. Once we understand the customer's goals and objectives, we offer solutions from the world's best equipment and software providers.

Most of our competitors offer a single line of equipment and software. If their product does not fit a particular customer need, they have no alternative. CBE offers you CHOICE.

Our range of equipment includes products from industry leaders such as Canon, Ricoh, Samsung and Sharp, as well as FP mailing machines. Our software solutions include electronic document management, managed print services, and workflow software solutions.

CBE maintains an A+ rating from the Better Business Bureau.

You can rely on our local and committed group of technology experts to guide you toward the right set of creative business solutions.

CBE employs knowledgeable consultants who can help you create a difference in your work day. We'll keep your equipment running while you focus on your core business.

Once the right solution is in place, our primary focus changes to that of ensuring customer satisfaction. We continue to take a proactive role as a consultant, understanding your changing needs and transforming to meet the new environment. As technology evolves, we will keep you current on changes that affect your business.



Why Choose CBE?

Making the decision on which vendor to choose when upgrading your copier fleet can be difficult. There are many factors to consider including your relationship with the current vendor, level of maintenance support, technology integration and overall competence of the service provider.

Cell Business Equipment recognizes the importance of a strong relationship with our customers at all levels of the organization.

CBE offers **personal care** at all levels.

- At the **User Level**, our certified service engineers not only provide expert level maintenance but also offer on the spot user training and basic network assistance.
- At the **Management Level**, our Sales and Information Technology professionals provide **quarterly reviews** to include service level assessments, issues for improvement, technology advancements and recommendations for process improvement.
- At the **Executive Level**, our president is involved and available. His primary focus is customer satisfaction and he will go to great lengths to ensure it.

Once the decision has been made to select a particular service provider, the most important aspect of the relationship becomes that of preventive maintenance and service response. CBE understands that municipal customers cannot tolerate excessive down time. Our preventive maintenance process leads to significantly less down time than the typical break-fix service model.

In order to **reduce the time spent in front of the copiers**, CBE will **automate** the meter reading and toner replenishment processes. Automating these processes will reduce the time employee spend on non-core activities.

- CBE is the largest **independent** dealer in Southern California
- **A+ rating** by the **Better Business Bureau**
- Eight consecutive "**Fastest Growing Companies in the US**" awards, *Inc. Magazine*
- Seven consecutive "**Fastest Growing Private Companies**", *OC Business Journal*
- Eight consecutive "**Elite Dealer**" awards from "*This Week in Imaging*"
- "**Best Places to Work**" – Orange County Register



RFP No. S-1207

CITY OF GARDEN GROVE

PROPOSAL REQUIREMENTS

PROPOSAL LETTER/CERTIFICATE OF ACCEPTANCE

COMPANY NAME:

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. _____

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

| | | |
|--------|---------|---------|
| _____ | _____ | _____ |
| (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: _____ (Signature) _____ (Phone Number)

(Type or Print Name)

(Title)

(Email Address)

**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 worker's compensation or to undertake self-insurance in accordance with the provisions of that code, before commencing the performance of the work specified.

Please Print (Person, Firm, or Corporation)

Signature of Authorized Representative

Please Print (Name & Title of Authorized Representative)

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-grove.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.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/11/2017

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).

| | | | |
|--|---|---|---------------|
| PRODUCER MURESAN INSURANCE AGENCY Romeo S. Muresan, Agent 255 E. Rincon St., Suite 300 Corona, CA 92879 | CONTACT NAME: Romeo Muresan PHONE (A/C. No. Ext): 951-734-6100 | FAX (A/C. No): 951-734-6126 | |
| | E-MAIL ADDRESS: romeo@muresaninsurance.com | | |
| INSURED SEMA INC., DBA: CELL BUSINESS EQUIPMENT 4 Mason #A Irvine, CA 92618 | INSURER(S) AFFORDING COVERAGE | | NAIC # |
| | INSURER A: Truck Insurance Exchange | | 21709 |
| | INSURER B: | | |
| | INSURER C: | | |
| | INSURER D: | | |
| | INSURER E: | | |

COVERAGES**CERTIFICATE NUMBER:****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.

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|--|-----------|----------|---------------|-------------------------|-------------------------|---|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | Y | Y | 015059867 | 04/11/2016 | 04/11/2017 | EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000 \$ |
| A | AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY | Y | Y | 015059867 | 04/11/2016 | 04/11/2017 | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ |
| A | <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$ 10000 | Y | Y | 606314882 | 01/04/2017 | 04/11/2017 | EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ \$ |
| | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below | N/A | | N/A | | | PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$ |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

City of Garden Grove
 11222 Acacia Parkway
 Garden Grove, CA 92840

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/11/17

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).

| | | |
|--|--|------------------------------------|
| PRODUCER Aon Risk Services, Inc of Florida 1001 Brickell Bay Drive, Suite #1100 Miami, FL 33131-4937 | CONTACT NAME: Aon Risk Services, Inc of Florida | |
| | PHONE (A/C, No, Ext): 800-743-8130 | FAX (A/C, No): 800-522-7514 |
| EMAIL ADDRESS: ADP.COI.Center@Aon.com | | |
| INSURER(S) AFFORDING COVERAGE | | NAIC # |
| INSURER A: American Home Assurance Co. | | 19380 |
| INSURER B: | | |
| INSURER C: | | |
| INSURER D: | | |
| INSURER E: | | |
| INSURER F: | | |

INSURED
 ADP TotalSource FL XVI, Inc.
 10200 Sunset Drive
 Miami, FL 33173
 L/C/F
 Sema Inc DBA Cell Business Equipment
 4 Mason Street Suite A
 Irvine, CA 92618

COVERAGES **CERTIFICATE NUMBER:** 1519992 **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. **LIMITS SHOWN ARE AS REQUESTED.**

| INSR LTR | TYPE OF INSURANCE | ADDL INSR | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS | |
|----------|---|-----------|----------|-----------------|-------------------------|-------------------------|---|---------------------------------|
| | COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER | | | | | | EACH OCCURRENCE | \$ |
| | | | | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) | \$ |
| | | | | | | | MED EXP (Any one person) | \$ |
| | | | | | | | PERSONAL & ADV INJURY | \$ |
| | | | | | | | GENERAL AGGREGATE | \$ |
| | | | | | | | PRODUCTS - COMP/OP AGG | \$ |
| | | | | | | | | \$ |
| | AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY | | | | | | COMBINED SINGLE LIMIT (Ea accident) | \$ |
| | | | | | | | BODILY INJURY (Per person) | \$ |
| | | | | | | | BODILY INJURY (Per accident) | \$ |
| | | | | | | | PROPERTY DAMAGE (Per accident) | \$ |
| | | | | | | | | \$ |
| | UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DEC <input type="checkbox"/> RETENTION \$ | | | | | | EACH OCCURRENCE | \$ |
| | | | | | | | AGGREGATE | \$ |
| | | | | | | | | \$ |
| A | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y / N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below | | N / A | WC 061141923 CA | 07/01/16 | 07/01/17 | <input checked="" type="checkbox"/> PER STATUTE | <input type="checkbox"/> OTH-ER |
| | | | | | | | 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)
 See attached Certificate Holder Cancellation Notice.
 All worksite employees working for SEMA INC DBA CELL BUSINESS EQUIPMENT, paid under ADP TOTALSOURCE, INC's payroll, are covered under the above stated policy.

CERTIFICATE HOLDER **CANCELLATION**

| | |
|--|---|
| City of Garden Grove 11222 Acacia Parkway Garden Grove, CA 92840 | SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. |
| | AUTHORIZED REPRESENTATIVE <i>Aon Risk Services, Inc of Florida</i> |

POLICY HOLDER NOTICE

CERTIFICATE HOLDER CANCELLATION NOTICE SCHEDULE

Should this policy be cancelled before the expiration date hereof, the producer will endeavor to mail 30 days written notice to the certificate holder named herein, but failure to do so shall impose no obligation or liability of any kind upon the insurer, the producer, or the respective agents or representatives of each.

SCHEDULE:

CERTIFICATE HOLDERS AS IDENTIFIED ON THE MOST RECENT QUARTERLY SCHEDULE OF CERTIFICATE HOLDERS PROVIDED BY THE INSURED'S BROKER OF RECORD TO THE INSURER.

**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) (Phone Number)

(Type or Print Name)

(Title)

(Email Address)

OPTION A

**EXHIBIT "B" (RFP S-1207)
Proposed Equipment and Pricing Options**

| Location | Current Equipment Model Name and Number | Proposer's Recommended Equipment | | | Monthly Base Lease Payment 60 month lease (Option A) | Monthly Base Lease Payment 60 month lease (Option B) | Fair Market Trade In Value |
|---|--|----------------------------------|------|-----------------------|--|--|---|
| | | Model Name and Number | PP M | Monthly Volume Rating | | | |
| City Hall-Reprographics 2nd Floor 11222 Acacia Parkway | Ricoh MP 1357EX | Sharp M1205 | 120 | 1,200,000 | \$758.06 | See Option B pricing | \$0, we will remove and dispose at no charge. |
| City Hall-Reprographics 2nd Floor 11222 Acacia Parkway | Ricoh MP C651 | Sharp 6500N | 65 | 300,000 | \$512.73 | See Option B pricing | \$0, we will remove and dispose at no charge. |
| City Hall-Reprographics 2nd Floor 11222 Acacia Parkway | Ricoh MP 1107EX | Sharp M1205 | 120 | 1,200,000 | \$270.58 | See Option B pricing | \$0, we will remove and dispose at no charge. |
| City Hall-Personnel 2nd Floor 11222 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$101.34 | See Option B pricing | \$0, we will remove and dispose at no charge. |
| City Hall-City Clerk 2nd Floor 11222 Acacia Parkway | Ricoh MP 6001SP | Sharp MX-M654N | 65 | 350,000 | \$90.09 | See Option B pricing | \$0, we will remove and dispose at no charge. |
| City Hall-Econ Dev 3rd Floor 11222 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$101.34 | See Option B pricing | \$0, we will remove and dispose at no charge. |
| City Hall-City Manager 3rd Floor 11222 Acacia Parkway | Ricoh MP 6001SP | Sharp MX-M654N | 65 | 350,000 | \$90.09 | See Option B pricing | \$0, we will remove and dispose at no charge. |

* Each AutoStore license includes 5 years of maintenance, support and updates.

OPTION A

**EXHIBIT "B" (RFP S-1207)
Proposed Equipment and Pricing Options**

| Location | Current Equipment | Proposer's Recommended Equipment | | | Monthly Base Lease Payment 60 month lease (Option A) | Monthly Base Lease Payment 60 month lease (Option B) | Fair Market Trade In Value |
|--|--------------------|----------------------------------|-----|-----------------------|--|--|--|
| | | Model Name and Number | PPM | Monthly Volume Rating | | | |
| City Hall-Water 1st Floor 11222 Acacia Parkway | Ricoh MP 601SP | Sharp MX- M654N | 65 | 350,000 | \$ \$90.09 | \$ See Option B pricing | \$0, we will remove and dispose at no charge. |
| City Hall-Engineering 1st Floor 11222 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$ \$101.34 | \$ See Option B pricing | \$0, we will remove and dispose at no charge. |
| Community Meeting Center 11300 Stanford Avenue | Ricoh MP 6001SP | Sharp MX- M654N | 65 | 350,000 | \$ \$90.09 | \$ See Option B pricing | \$0, we will remove and dispose at no charge. |
| Juvenile Justice Center 11301 Acacia Parkway | Ricoh MP 6001SP | Sharp MX- M654N | 65 | 350,000 | \$ \$139.09 AutoStore* | \$ See Option B pricing | \$0, we will remove and dispose at no charge. |
| Fire Department 11301 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$ \$101.34 | \$ See Option B pricing | \$0, we will remove and dispose at no charge. |
| Central Stores 13802 Newhope Street | Ricoh MP 6001SP | Sharp MX- M654N | 65 | 350,000 | \$ \$90.09 | \$ See Option B pricing | \$0, we will remove and dispose at no charge. |
| Police Department (Gang Unit) 11301 Acacia Parkway | Ricoh MP 6001SP | Sharp MX- M654N | 65 | 350,000 | \$ \$139.09 AutoStore* | \$ See Option B pricing | \$0, we will remove and dispose at no charge. |

* Each AutoStore license includes 5 years of maintenance, support and updates.

OPTION A

**EXHIBIT "B" (RFP S-1207)
Proposed Equipment and Pricing Options**

| Location | Current Equipment Model Name and Number | Proposer's Recommended Equipment | | | Monthly Base Lease Payment 60 month lease (Option A) | Monthly Base Lease Payment 60 month lease (Option B) | Fair Market Trade In Value |
|--|---|----------------------------------|-----|-----------------------|--|--|--|
| | | Model Name and Number | PPM | Monthly Volume Rating | | | |
| Public Works Main Office 13802 Newhope Street | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$ 101.34 | See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Public Works Portable 13802 Newhope Street | Ricoh MP 6001SP | Sharp MX-M654N | 65 | 350,000 | \$ 90.09 | See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Police Department (Records) 11301 Acacia Parkway | Ricoh MP 7001SP | Sharp MX-M754N | 75 | 400,000 | \$ 146.54 AutoStore* | See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Police Department (Records) 11301 Acacia Parkway | Ricoh MP 7001SP | Sharp MX-M754N | 75 | 400,000 | \$ 146.54 AutoStore | See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Police Department (2nd Floor) 11301 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$ 150.34 AutoStore* | See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Police Department (1st Floor Report Writing) 11301 Acacia Parkway | Ricoh MP6504SP | Sharp MX-M654N | 65 | 350,000 | \$ 139.09 AutoStore* | See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Housing Authority 11277 Garden Grove Blvd | Ricoh MP C3002 | Sharp MX-3070N | 30 | 125,000 | \$ 70.33 | See Option B pricing | \$ 0, we will remove and dispose at no charge. |

* Each AutoStore license includes 5 years of maintenance, support and updates.

OPTION A

**EXHIBIT "B" (RFP S-1207)
Proposed Equipment and Pricing Options**

| Location | Current Equipment | Proposer's Recommended Equipment | | | Monthly Base Lease Payment 60 month lease (Option A) | Monthly Base Lease Payment 60 month lease (Option B) | Fair Market Trade In Value |
|--|------------------------------|----------------------------------|-----|-----------------------|--|--|---|
| | | Model Name and Number | PPM | Monthly Volume Rating | | | |
| Housing Authority 12966 Euclid St. Suite 150 | Canon iR- 2830 | Sharp MX- M364N | 36 | 200,000 | \$ \$50.32 | \$ See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Cable TV Production 11277 Garden Grove Blvd | Ricoh MP 2852 | Sharp MX- M364N | 36 | 200,000 | \$ \$50.32 | \$ See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Magnolia Family Resource Center 11402 Magnolia Street | Ricoh MP 2852 | Sharp MX- M364N | 36 | 200,000 | \$ \$50.32 | \$ See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Buena Clinton Family Resource Center | Ricoh MP2550SPF | Sharp MX- M364N | 36 | 200,000 | \$ \$50.32 | \$ See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Public Works Water Services 13802 Newhope Street | Ricoh C5501 | Sharp MX-6070N | 60 | 225,000 | \$ \$101.34 | \$ See Option B pricing | \$ 0, we will remove and dispose at no charge. |
| Senior Center 11300 Stanford Avenue Current Equipment Buyout | Ricoh C2550 Buyout | Sharp MX-3070N | 30 | 125,000 | \$ \$70.33 | \$ See Option B pricing | \$ 0, we will remove and dispose at no charge. |

* Each AutoStore license includes 5 years of maintenance, support and updates.

OPTION B

**EXHIBIT "B" (RFP S-1207)
Proposed Equipment and Pricing Options**

| Location | Current Equipment Model Name and Number | Proposer's Recommended Equipment | | | Monthly Base Lease Payment 60 month lease (Option A) | Monthly Base Lease Payment 60 month lease (Option B) | Fair Market Trade In Value |
|---|--|----------------------------------|------|-----------------------|--|--|---|
| | | Model Name and Number | PP M | Monthly Volume Rating | | | |
| City Hall-Reprographics 2nd Floor 11222 Acacia Parkway | Ricoh MP 1357EX | Sharp M1205 | 120 | 1,200,000 | \$ | \$758.06 | \$0, we will remove and dispose at no charge. |
| City Hall-Reprographics 2nd Floor 11222 Acacia Parkway | Ricoh MP C651 | Sharp 6500N | 65 | 300,000 | \$ | \$512.73 | \$0, we will remove and dispose at no charge. |
| City Hall-Reprographics 2nd Floor 11222 Acacia Parkway | Ricoh MP 1107EX | Sharp M1205 | 120 | 1,200,000 | \$ | \$270.58 | \$0, we will remove and dispose at no charge. |
| City Hall-Personnel 2nd Floor 11222 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$ | \$101.34 | \$0, we will remove and dispose at no charge. |
| City Hall-City Clerk 2nd Floor 11222 Acacia Parkway | Ricoh MP 6001SP | Sharp MX-6070N | 65 | 225,000 | \$ | \$101.34 | \$0, we will remove and dispose at no charge. |
| City Hall-Econ Dev 3rd Floor 11222 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$ | \$101.34 | \$0, we will remove and dispose at no charge. |
| City Hall-City Manager 3rd Floor 11222 Acacia Parkway | Ricoh MP 6001SP | Sharp MX-6070N | 65 | 225,000 | \$ | \$101.34 | \$0, we will remove and dispose at no charge. |

* Each AutoStore license includes 5 years of maintenance, support and updates.

OPTION B

**EXHIBIT "B" (RFP S-1207)
Proposed Equipment and Pricing Options**

| Location | Current Equipment Model Name and Number | Proposer's Recommended Equipment | | | Monthly Base Lease Payment 60 month lease (Option A) | Monthly Base Lease Payment 60 month lease (Option B) | Fair Market Trade In Value |
|--|--|----------------------------------|-----|-----------------------|--|--|--|
| | | Model Name and Number | PPM | Monthly Volume Rating | | | |
| City Hall-Water 1st Floor 11222 Acacia Parkway | Ricoh MP 601SP | Sharp MX-6070N | 65 | 225,000 | \$ See Option A pricing | \$ \$101.34 | \$0, we will remove and dispose at no charge. |
| City Hall-Engineering 1st Floor 11222 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$ See Option A pricing | \$ \$101.34 | \$0, we will remove and dispose at no charge. |
| Community Meeting Center 11300 Stanford Avenue | Ricoh MP 6001SP | Sharp MX-6070N | 65 | 225,000 | \$ See Option A pricing | \$ \$101.34 | \$0, we will remove and dispose at no charge. |
| Juvenile Justice Center 11301 Acacia Parkway | Ricoh MP 6001SP | Sharp MX-6070N | 65 | 225,000 | \$ See Option A pricing | \$ \$150.34 AutoStore | \$0, we will remove and dispose at no charge. |
| Fire Department 11301 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | \$ See Option A pricing | \$ 101.34 | \$0, we will remove and dispose at no charge. |
| Central Stores 13802 Newhope Street | Ricoh MP 6001SP | Sharp MX-6070N | 65 | 225,000 | \$ See Option A pricing | \$ \$101.34 | \$0, we will remove and dispose at no charge. |
| Police Department (Gang Unit) 11301 Acacia Parkway | Ricoh MP 6001SP | Sharp MX-6070N | 65 | 225,000 | \$ See Option A pricing | \$ \$150.34 AutoStore | \$0, we will remove and dispose at no charge. |

* Each AutoStore license includes 5 years of maintenance, support and updates.

OPTION B

**EXHIBIT "B" (RFP S-1207)
Proposed Equipment and Pricing Options**

| Location | Current Equipment Model Name and Number | Proposer's Recommended Equipment | | | Monthly Base Lease Payment 60 month lease (Option A) | Monthly Base Lease Payment 60 month lease (Option B) | Fair Market Trade In Value |
|--|--|----------------------------------|-----|-----------------------|--|--|---|
| | | Model Name and Number | PPM | Monthly Volume Rating | | | |
| Public Works Main Office 13802 Newhope Street | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | See Option A pricing | \$ \$101.34 | \$0, we will remove and dispose at no charge. |
| Public Works Portable 13802 Newhope Street | Ricoh MP 6001SP | Sharp MX-6070N | 65 | 225,000 | See Option A pricing | \$ \$101.34 | \$0, we will remove and dispose at no charge. |
| Police Department (Records) 11301 Acacia Parkway | Ricoh MP 7001SP | Sharp MX-M754N | 75 | 400,000 | See Option A pricing | \$ 146.54 AutoStore* | \$0, we will remove and dispose at no charge. |
| Police Department (Records) 11301 Acacia Parkway | Ricoh MP 7001SP | Sharp MX-M754N | 75 | 400,000 | See Option A pricing | \$ 146.54 AutoStore* | \$0, we will remove and dispose at no charge. |
| Police Department (2nd Floor) 11301 Acacia Parkway | Ricoh MP C5502A | Sharp MX-6070N | 60 | 225,000 | See Option A pricing | \$ \$150.34 AutoStore | \$0, we will remove and dispose at no charge. |
| Police Department (1st Floor Report Writing) 11301 Acacia Parkway | Ricoh MP6504SP | Sharp MX-6070N | 65 | 225,000 | See Option A pricing | \$ \$150.34 AutoStore | \$0, we will remove and dispose at no charge. |
| Housing Authority 11277 Garden Grove Blvd | Ricoh MP C3002 | Sharp MX-3070N | 30 | 125,000 | See Option A pricing | \$ \$70.33 | \$0, we will remove and dispose at no charge. |

* Each AutoStore license includes 5 years of maintenance, support and updates.

OPTION B

**EXHIBIT "B" (RFP S-1207)
Proposed Equipment and Pricing Options**

| Location | Current Equipment | Proposer's Recommended Equipment | | | Monthly Base Lease Payment 60 month lease (Option A) | Monthly Base Lease Payment 60 month lease (Option B) | Fair Market Trade In Value |
|--|--------------------|----------------------------------|-----|-----------------------|--|--|---|
| | | Model Name and Number | PPM | Monthly Volume Rating | | | |
| Housing Authority 12966 Euclid St. Suite 150 | Canon iR-2830 | Sharp MX-3070N | 36 | 200,000 | \$ See Option A pricing | \$ \$70.33 | \$0, we will remove and dispose at no charge. |
| Cable TV Production 11277 Garden Grove Blvd | Ricoh MP 2852 | Sharp MX-3070N | 36 | 200,000 | \$ See Option A pricing | \$ \$70.33 | \$0, we will remove and dispose at no charge. |
| Magnolia Family Resource Center 11402 Magnolia Street | Ricoh MP 2852 | Sharp MX-3070N | 36 | 200,000 | \$ See Option A pricing | \$ \$70.33 | \$0, we will remove and dispose at no charge. |
| Buena Clinton Family Resource Center | Ricoh MP2550SPF | Sharp MX-3070N | 36 | 200,000 | \$ See Option A pricing | \$ \$70.33 | \$0, we will remove and dispose at no charge. |
| Public Works Water Services 13802 Newhope Street | Ricoh C5501 | Sharp MX-6070N | 60 | 225,000 | \$ See Option A pricing | \$ \$101.34 | \$0, we will remove and dispose at no charge. |
| Senior Center 11300 Stanford Avenue Current Equipment Buyout | Ricoh C2550 Buyout | Sharp MX-3070N | 30 | 125,000 | \$ See Option A pricing | \$ \$70.33 | \$0, we will remove and dispose at no charge. |

* Each AutoStore license includes 5 years of maintenance, support and updates.

CBE Reference Accounts

Bonita Unified School District

Anna Hamilton, Director of Purchasing / Warehouse
909 971-8320
115 W. Allen Ave.
San Dimas, CA 91773

Lease and service on 12 copiers.

City of Costa Mesa

Sandra Lozano
714 754-5367
99 Fair Drive
Costa Mesa, CA 92626

CBE has sold and provides maintenance services on 19 MFPs over the past eight years.

City of San Clemente

Kristine Hadley
949 361-8366
100 Avenida Presidio
San Clemente, CA 92672

CBE has sold and provides maintenance services on 15 MFPs over the past 7 years.

Magnolia School District

Richard Schwartz, Manager of Operations
714 761-5533
2705 W Orange Ave.
Anaheim, CA 92804

CBE has sold and provides maintenance services on 40 MFPs over the past five years.

Riverside Community College District

Jackie Grippin, Executive Assistant, Dean of Business
951-571-6342
1533 Spruce Street
Riverside, CA 92507

RCCD has been a customer since 2007. The relationship started with a single machine at the Moreno Valley Campus. We now have 37 MFPs spread throughout all three campuses.

Redlands Unified School District

Carol Oedekerck, Director of Purchasing
909-748-6716
20 West Lugonia Ave
Redlands, CA 92374

Redlands has been a customer of CBE since 2010. We were given an opportunity because they had grown very frustrated with their vendor at the time. Our sales team and service director met Carol and her technical person. They laid out their district's expectations for their vendor. We explained how our sales, IT and service departments could work seamlessly with Redlands to keep their schools' document workflow running as expected.

Our relationship has been further solidified by having Redland's lead technician sit with Cell Business Technicians to be trained and certified on the products we install at RUSD sites.

We currently have 49 MFPs within Redlands Unified School District.

Perris Union High School District

Nick Newkirk
Purchasing Director
951 943-6369
155 E. 4th Street
Perris, CA 92570

District wide lease and service on over 50 MFPs and printers during the past 5 years.

La Habra City School District

Manuel Tafoya, Purchasing
562 690-2371
500 N. Walnut Street
La Habra, CA 90631

Sale and maintenance service on 10 MFPs at nine school sites and the district office over the past 18 months.

Hathaway-Sycamores

Stephanie Arsnow, Assistant VP of Operations
626 395-7100 x 2546
210 S. DeLacey Ave.
Pasadena, CA 91105

Sales and maintenance service on 40 MFPs during the last 5 years

Easter Seals Southern California

Carol Vyn,
714-834-1111, ext. 232
1570 E. 17th Street
Santa Ana, CA 92705

We began serving Easter Seals in 1994. Over the past 21 years, we've sold, and currently service, 50 MFPs throughout a geographical range including Lancaster, National City, Escondido, Ontario and Anaheim.

In 1998, searching for a cheaper maintenance agreement, Easter Seals left Cell Business Equipment to contract with another service provider. In a matter of months, they came back. They've been with us ever since.

Qualification Statement

CBE Office Solutions has a significant amount of experience working with city government customers. We have equipment with several dozen cities in Southern California, and two of them are listed on our reference pages.

Most recently, CBE was awarded the contract to replace and service over 100 machines with the Orange County Fire Authority (OCFA). The OCFA had conducted an RFP with over 15 companies responding. CBE, with the same Sharp multifunction copiers we are proposing here, was awarded the contract based on our service and technical support capability as well the technologically advanced product line.

CBE has also installed production printers, both color and black/white, at many public sector locations through Orange County and Southern California. We have equipment in print shops at the Fullerton School District, Placentia Yorba Linda USD, Saddleback Valley USD and California Baptist University.

From a software solution integration stand point, CBE is among the most experienced companies in Southern California. Our team of seven software integrators has decades of experience with many types of software, including NSi AutoStore. The Sharp equipment we have proposed is able integrate AutoStore directly into the control panel of the machine. And with the built in retractable keyboard, adding metadata to the AutoStore scans is very easy.

Support and Service

Cell Business Equipment (CBE) is committed to providing our customers with a world-class service program that complements our advanced product line. We have gone to great lengths to establish a service program that is effective, simple to manage and efficient in delivering comprehensive service, while also achieving our overall goals of increased reliability and customer satisfaction. To meet these goals, CBE has invested vast resources into the development of a Service Maintenance and Support program that is recognized by many experts as the best in the industry. With 5,000+ MFPs and Solutions in the field in Orange, Los Angeles, Riverside, San Bernardino and San Diego Counties, all fully supported by CBE Service and Technical experts, the CBE service model ensures that our customers receive the same high level of service, compliant with CBE's prescribed standards, consistently across all locations.



Technician Training Program

The foundation of the CBE's service program is built around a training model designed to provide expert-level knowledge to each of CBE's manufacturer-authorized technicians. All technicians must complete technical training and obtain product certification on each unit they will maintain prior to being authorized to provide field-service for that model. Product training begins with instructor-led classroom training, where each technician receives hands-on instruction in the operation and repair of each unit they will service. Upon completion of classroom training, and achievement of product certification, follow-up training is provided via both classroom-style and web-based programs, to ensure each technician is fully up to date on the service procedures for all models they will support. In addition, many CBE authorized technicians also attend training and receive certifications in a variety of network and software applications, resulting in well-rounded experts capable of supporting hardware, as well as the applications and network the units are integrated into.

End User Training

CBE firmly believes that proper user training is the cornerstone of any successful program. By ensuring that users are properly trained to operate our equipment, as well as utilize the advanced features to simplify document workflow procedures and increase efficiency, CBE increases the satisfaction of our users. To meet this goal, CBE offers in-depth customer user training upon installation of all new equipment. These training courses consist of a general overview of the features of the machine, a review of available document processes, such as finishing, scanning and other options,



instruction on how to maintain the unit, such as clearing simple paper jams and adding toner, and training on how to place service calls and collect meter reads. CBE views user training as an on going process and is committed to providing follow-up training throughout the course of our relationship - at no additional charge. This ensures all users are comfortable with the installed fleet of equipment.

Reliable, Centralized Supply and Service Dispatch

Several things separate CBE from manufacturers or manufacturer's dealers:

Quick Response: When you call for service, you are calling our headquarters in Irvine, CA. Your call does not go to Connecticut or Arizona. There is no delay due to a voicemail tree with multiple options to get you to your destination. When you call for supplies you get a live voice. When you call for service, you get a live voice. Our goal is that an incoming customer call should never go more than two rings before being answered. For your convenience, supply orders and service requests can be made just as easily online.

Flexibility: Our first priority is your productivity. When your system is down, it needs to be running as quickly as possible. To make that happen, we have streamlined our protocol so that your needs are addressed first. If there is a problem, the answer is found locally. Our headquarters are in Irvine, CA. If a problem needs to be escalated from our field technician, our service director, sales management and president all reside in the Irvine offices. The founder and president of our company is involved in daily operations. Critical decisions can be made on the spot. Anyone who has experienced the frustration of a red-tape delay knows the value of having local representation and quick problem resolution.

Because of our financial strength, we are able to keep a very large inventory of parts and equipment on hand. When, for some reason, a manufacturer may have a back order, there is a good chance that we have access to the needed item.

Advanced Communication in CBE's Service Network

To facilitate the flow of information between Field Service Technicians and the Service Dispatch personnel, CBE has made a substantial investment in technology solutions for these key representatives. Each CBE Service Technician utilizes a direct-connect smart phone to manage the service dispatch process and instantly access information required to maintain our equipment.

Through this system, each Service Technician automatically receives new call notification from the NCSC through an auto-page system, which is linked directly to their smart phone. The technician is then able to prioritize and self-dispatch all service calls, creating a full line of accountability for the equipment in their assigned fleet. Time spent waiting for dispatch is virtually eliminated, increasing our response time and, in turn, the overall performance of your CBE Fleet.

The technicians can also utilize these tools to easily access CBE's Technical Knowledge database, the IT staff, the Live Help Desk or the manufacturer's technical personnel to immediately obtain additional technical support in order to promptly resolve all service issues. In addition, by entering call-related information through their laptops, replacement parts, for either emergency shipment or to replenish the technician's "trunk stock" inventory, are automatically ordered through an advanced inventory management tool linked to our SAP system. This investment also ensures that our field technicians have the resources necessary while in the field to properly maintain their assigned fleets and meet the high standards set forth by CBE.

CBE Mobile Field Service

We support our field technicians by providing them with critical information, faster! All CBE technicians are equipped with a state of the art mobile technology platform. The functionality is designed specifically to support our service delivery process. The technician has access to real time call updates, and direct visibility into our extensive parts network. If necessary, he can perform part searches with real-time access to his own trunk-stock inventory, manufacturer inventory, as well the local team warehouse and the various CBE offices in Southern California. Parts can be ordered directly from

the device, and emergency orders can be sent to the customer site, helping to maximize uptime.

Service responsiveness is improved through allowing the team to view open service calls and facilitating the ability to manage and transfer calls from the device.

Advanced Technical Support

CBE supports the in-field technical needs of our Authorized Technicians through our Live Help Desk, a dedicated team of technical experts. While first line technical support is provided by our factory-trained and certified technicians, Live Help Desk Support remains available, through a toll-free hotline, to support any escalated technical issues. When a technician requires additional technical support in order to correct an equipment or network problem, they can contact the Live Help Desk, which will walk the technician through various procedures to correct the issue.

If the issue cannot be resolved over the phone, the Live Help Desk will promptly initiate an on-site visit by a technical engineer, who will evaluate and correct the problem. This process ensures that no technician, and no CBE supported product, will be left unsupported in the field, further increasing the reliability of your CBE fleet.

Guaranteed Service Standards

The CBE service program includes a variety of provisions designed to optimize the availability of your CBE equipment. As part of our individual approach to customer service, the service guarantees we extend to you are based on your requirements.

Proactive Preventative Maintenance

As a standard feature of all CBE Service Maintenance programs, CBE will proactively provide all preventative maintenance for your installed base of CBE machines at no additional charge. During each service call, the technician will evaluate the usage of the unit against prescribed preventative maintenance requirements and perform any scheduled maintenance. CBE also continually monitors the usage history of each unit in your fleet to identify upcoming preventative maintenance schedules. In addition, CBE products include a self-diagnostic feature that will display a service call on the unit's LCD screen to notify users of the need for preventative maintenance. The users can then utilize this code to place a service call, which will be dispatched to perform all required maintenance, ensuring the increased reliability of your CBE fleet throughout its lifecycle.

5-Year Performance Guarantee

CBE's service program includes a variety of provisions designed to optimize the availability of your CBE equipment. CBE is so confident in our service of your equipment that we commit to maintaining each CBE unit in your entire fleet for the full duration of any service maintenance agreement and, in view of this commitment to deliver the highest standards of excellence, we offer the 5 Year Performance Guarantee. CBE guarantees that your purchased or leased machine will perform to factory specifications for a period of 5 years. If onsite repairs cannot be made, CBE will provide a free loaner. If your equipment cannot be brought up to factory specifications, CBE will replace the unit with equal or greater capability.

Continuous Service Performance Audits

In order to ensure our service standards are met throughout our organization, CBE recommends quarterly audits with each customer we service. Through direct communication, CBE can identify areas that require improvement and maintain accountability for all departments and employees. Again, helping to ensure your complete satisfaction.

You can Count on CBE

The goal of our service program is to deliver the greatest value to you. We are proposing to act as your business partner, not just "another supplier." Your goals will become our goals. Our Account Management Teams will coordinate all available CBE resources to properly implement and support our solution throughout your entire organization. By drawing from our vast experience and knowledge in providing Total Document Solutions to a wide array of customers, we are confident that our proposed solution; award winning products, comprehensive service management programs, competitive prices, financing structure and our overall proposed partnership approach, will achieve the goal of providing to you, Complete Customer Satisfaction.

- A world class call center and service tracking system
- Tenured and professional field technical teams
- Certified technical training programs
- A State-of-the-Art mobile field service platform
- Top notch technical support groups
- A sophisticated support infrastructure
- A comprehensive parts distribution network
- Remote monitoring and support system

CBE looks forward to the opportunity to further discuss our capabilities with you and to proving our value to you as your business partner.



5 Year Performance Guarantee

CBE Guarantees that your purchased or leased machine will perform to factory specifications for a period of 5 years. If onsite repairs cannot be made, CBE will provide a free loaner. If your equipment cannot be brought up to factory specifications, CBE will replace the unit with equal or greater capability.



To preserve the above mentioned guarantee, the following conditions shall be observed:

- Customer must only use CBE Approved supplies.
 - Replacement unit must be equal or greater in capability.
 - Facility conditions shall be to manufacturer specifications.
 - Customer must maintain the equipment under agreement for service with CBE.
 - The equipment may only be serviced by CBE technical personnel.
-

Implementation and Transition

CBE Office Solutions (CBE) strives to make the transition and implementation of our program as seamless as possible in order to minimize disruption to the daily workflow of your departments and sites. We will schedule the installation of your new equipment around the removal of your existing machines, to ensure a functioning unit is available for your departments at all times. For any equipment that is currently owned, CBE can assist in the removal of the equipment. Upon award, CBE and the City of Garden Grove will mutually develop an implementation plan, based on the outline below.

CBE implements large projects in a four phase process. The estimated time line for completing the project is below. Each phase has some degree of overlap.

PHASE ONE – Preparatory

Communication between GG and CBE (2 hours)

- Understanding the Methodology of the Award
- Presentation of Agreement - Documents and Terms and Conditions
- Present Objectives (CBE & GG)
- Present Targets (Dates to be determined)
- Present Measurements (Set Review Schedules)
- Additional Equipment Presentations (If necessary)

Identification of Key Contacts (1 hour)

- Identify GG's Key Personnel
- Identify GG's Logistics Personnel
- Identify/Verify Key Contacts at GG's department sites and locations
- GG's Site Analysis Verification
- Identify/Verify GG's Sites

Customer Sites (3 hours)

- Communications with Key Personnel by site
- GG's Location/Sites Listed
- Site Analysis (Analyze/Verify Business Requirements by individual GG sites)
- Prepare Equipment Recommendation by Site
- Present Recommendations by Site to Key identified GG Personnel
- Installation/Removal Priority
- Revise Install/Removal Schedule by Establishing Priority

- GG's Approval of Install/Removal Schedule
- Provide how-to-order information for supplies and service

Inventory Logistics (1 hour)

- Ensure Inventory Availability
- Assign Required CBE In-Bound Staging Areas
- Stage Required Products at CBE warehouse

Phase One Completed

PHASE TWO – Delivery and Installation

Implement Install/Removal Schedule (16 hours)

- Install New Equipment per Site requirements
- Install print drivers on network and/or PCs
- Perform Operator/End User Training per Site
- Install online and/or electronic Operator/End User Training per Site
- CBE Assigned Key Contact verification
- Indicate completion to GG's Contract Administrator

Phase Two Completed

PHASE THREE - Program & Process Management

Custom Reporting/Billing (2 hours)

- Conversion of Project Plan and Dispatch Database
- Implement Service Reporting
- Implement Volume Reporting
- Implement Billing

Surveys (8 hours)

- Conduct End User Site Surveys
- Review Survey Responses
- Communicate Survey Information
- Communicate Survey Results to Key Assigned CBE Personnel per Site

A sample survey is attached.

Formal Review Meetings (3 hours)

- Schedule Review Meetings
- Prepare Meeting Information
- Conduct Review Meetings
- Present Results Variance vs. Objectives
- Present Actions if required to correct Negative Variance

- Implement Corrective Actions
- Follow-up on Corrective Actions

Phase Three Completed

PHASE FOUR - Continuous Care

On-Going through Contract End Date



CBE Quarterly Review Survey



The City of Garden Grove

Site: _____ Date: _____

Contact name: _____

Printer model / ID #: _____

| <u>Copier/ Printer</u> | <u>Excellent</u> | <u>Good</u> | <u>Average</u> | <u>Below average</u> | <u>Poor</u> |
|-----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Printing speed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Photo/graphics quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Operating noise | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Network connectivity/issues | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Service

| | | | | | |
|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Overall service experience | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Speed of problem resolution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Web and phone support rating | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Phone hold time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Technician response time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Delivery of supplies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friendliness of vendor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

End user comments:

CBE Team

Cell Business Equipment has established a team of employees to work specifically with government and education organizations. Since there are so many differences between public and private sector customers we felt that it was important to select people with the skill and experience level to meet the unique demands of working with the public sector.

CBE has assembled the following team to work with the City of Garden Grove.

City of Garden Grove Project Management Personnel

Mark Johnson - Government Account Representative

Mark has 15 years of experience working with school districts and municipal accounts and will be working as the Project Manager on the Garden Grove account. Mark covers education and government accounts.

Mark has a BA in history from the California State University at Fullerton.

Bill Sieck – Government Sales Manager

Bill has 18 years of industry experience, working primarily with government and education major accounts. His experience working with major public education entities in Southern California makes him a perfect fit to assist Mark Johnson in ensuring the City of Garden Grove account runs smoothly.

Bill has a BA in Economics from Ohio Wesleyan University and was an officer in the US Navy for 9 year.

Tarek Hafiz - President

Tarek started CBE 24 years ago. He has taken us from a 2-person operation to a \$34 million company with 150 employees. His belief that the customer's needs come before anything else permeates the company and remain CBE's core philosophy. Tarek is on site and always available to customers. His philosophies and leadership have led to CBE's 95% customer retention rate.

Matt Lackie - Vice President of Sales

Matt has been with CBE for 18 years. He started out as one of two sales people and now oversees 5 sales managers in 4 offices throughout Southern California. Matt has developed an invaluable relationship with our partners which is a huge reason CBE offers such streamlined and uncomplicated billing processes.



Eman Hafiz -General Manager

Eman has been with CBE since the first day. She runs all the administrative departments of the company. Her willingness to customize billing and payment strategies for each and every customer has led to many long-term customer success stories for CBE.

Ozzie Acosta - Service Director

Ozzie has 29 years of industry experience. He started as a technician and has been in management for over 20 years. He has been CBE's service director for 7 years and is responsible for implementing many of the strategies that makes CBE an award-winning service organization. He oversees 3 service managers and 41 technicians.

Louis Graziano – Service Manager

Louis has 28 years of experience as an MFP and network technician. He has spent the last 12 years specializing on Sharp equipment. Louis will oversee the primary technician for the City of Garden Grove.

Dan Bingaman - IT / Help Desk Manager

Dan has 25 years industry experience. He has managed the CBE help desk for 7 years. Dan's knowledge of hardware and networking has kept customer satisfaction high as he can alleviate the need for an on-site technician by correcting problems over the phone and/or via direct-connect to the MFP.

In addition to these people directly working on the City of Garden Grove, CBE has many people, behind the scenes, that will ensure smooth operating procedures.



CBE Awards

CBE has been recognized by many local and national media, agencies and companies for the outstanding service we provide. Several of these honors are listed below.



➤ **Better Business Bureau**

A+ rating



- **Inc. Magazine**, Seven consecutive "Fastest Growing Companies in the US" awards



- **Orange County Business Journal** "Fastest Growing Private Companies"



- **Orange County Register**, Top Places to Work



- **Canon Advanced Partner Program**, CBE is among the top 10% of Canon Authorized Dealers nationwide.



- **Sharp Hyakuman Kai Elite Award**, given to Outstanding Sharp Dealers nationwide.



- **Ricoh Circle of Excellence**, awarded to the "Best of the Best" Ricoh dealers.



March 2016

Sharp Congratulates Hyakuman Kai Elite Dealers!

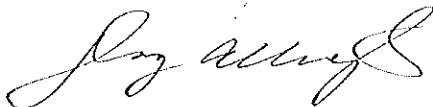
Dear Sharp Hyakuman Kai Elite Recipient:

It is our pleasure to present you with the 2014-2015 Hyakuman Kai Elite Award. You have already received your customized crystal eagle award and enclosed in your customized plaque. A press release highlighting your achievements is available for use in your local publications. If you are interested in receiving an electronic version of this press release, please contact Donna Alise at alised@sharpsec.com.

You are among a select group of dealers who qualify for this prestigious award. We thank you for your outstanding contribution to the success of Sharp Imaging and Information Company of America and look forward to your continued support in the future.

Congratulations once again on your exceptional performance.

Sincerely,



Doug Albregts
President
Sharp Imaging and Information Company of America



Tarek Hafiz
Sema
4 Mason Ste A
Irvine, CA 92618-2554

August 10, 2016

Dear Tarek Hafiz,

On behalf of all of us at *Inc.*, I am delighted to inform you that Sema has earned the position of 4583 on the 2016 Inc. 5000.

For 35 years, *Inc.* has welcomed the fastest-growing private companies in America into a very exclusive club. On average, the companies on the list have grown almost five-fold over the past three years. That's a result most businesses can only dream of.

As an Inc. 5000 honoree, Sema now shares a pedigree with Intuit, Zappos, Under Armour, Microsoft, GoPro, Timberland, Clif Bar, Patagonia, Oracle, and other notable alumni. In addition to Sema, the 2016 list adds such powerhouses as Square, Dollar Shave Club, etsy, and Yeti Cooler. You are in good company—which is exactly where you belong.

Congratulations to you and your team. You should be proud of all Sema has achieved to date. I wish you many more years of success.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Schurenberg". The signature is fluid and cursive, with a large initial "E" and "S".

Eric Schurenberg
President and Editor in Chief
Inc. Media

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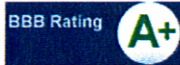
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C B E

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[Rating Explanation](#)

Company Rating A+

Our opinion of what this rating means:
An exemplary rating. This means that nothing in our files causes us to have any doubt about the company's reliability.

Is this opinion helpful?



Check out the **C B E** storefront to view photos of the business, read customer reviews, and even post a review yourself!

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Here is my experience with this company...

TrustLink Rating: ★★★★★
based on 0 reviews

Company Profile

C B E

Address: 4A Mason Street
Irvine, CA 92618
Tel: (949) 830-1400
Fax: (949) 597-2479

Web Site: <http://www.kopiers.com>

Contact: Tarek Hafiz - President

Business Start Date: 1/1/1991

Company ID: 13032836



» [See more photos on TrustLink](#)

Nature of Business:

This company's business is providing sales and service for supplies and copiers.

Complaint Experience

Bureau Summary and Analysis of customer complaints and company responses:

Our complaint history for this company shows that the one complaint brought to the company's attention was responded to and given proper consideration.

BBB Comments & Analysis

Bureau's Comments and Analysis of Company's Business:

We have no further comment about this company's business practices or analysis of its offer that may assist you in your consideration of this company.

Licensing

Agency:
License Number:
Status:

We know of no licensing or registration requirement for companies engaged in this company's stated type of business.

» [View All Licenses](#)

Government Actions

We know of no government action taken against this company.

Accreditation

This company has been accredited since 05/23/1996 and we are satisfied that it honors its commitment. The company has agreed to uphold our accreditation standards, which include a commitment to act in accordance with ethical business practices and to respond to customer complaints.

Other Considerations

We know of no other matter or practice relating to this company that may assist you in your consideration of this company.

Advertising Review

No questions about the truth of this company's advertising has come to our attention.

Complaint Closing Statistics

The following grid displays the number and responses to complaints over the last 36 months:

| No. of Cmpl | Type of Response |
|-------------|---|
| 0 | Making a full refund, as the consumer requested |
| 0 | Making a partial refund |
| 1 | Agreeing to perform according to their contract |
| 0 | Refusing to make an adjustment |
| 0 | Refuse to adjust, relying on terms of agreement |
| 0 | Unanswered |
| 0 | Unassigned |
| 1 | Total |

Addl. Company Info

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- [Additional Addresses](#)
- [Additional Websites](#)
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Sharp MX-M754N

**Outstanding 71-to 80-ppm A3
Monochrome MFP**



The Sharp MX-M754N won BLI's Pick for Outstanding 71- to 80-ppm A3 Monochrome MFP for the Summer 2015 test season for its...

- Low purchase price and excellent reliability.
- Integration with Sharp Cloud Portal Office, a straightforward, convenient way for small- to medium-size businesses to venture into cloud-based document management.
- Robust scan capabilities, including a powerful scan preview, standard retractable keyboard to simplify data entry and standard color drop-out mode to aid in automatic document processing.

"Sharp's MX-M754N proves that there doesn't have to be a cost tradeoff for high performance," said George Mikolay, BLI's senior product editor for A3 copiers/MFPs. "While it's the lowest priced model in its class, the MX-M754N gave an outstanding performance in BLI's grueling 400,000-impression durability test, experiencing only one misfeed."

"Completing jobs quickly is important for businesses in order to stay competitive," said Pete Emory, BLI's director of US research and lab services. "Thanks to features such as simplified data entry at the MFP and tandem printing – which splits jobs up across two networked printers in order to complete them faster – the Sharp MX-M754N will get jobs done quickly and easily, while boosting organization-wide efficiency and worker productivity."

"We are excited that BLI is recognizing Sharp's MX-M754N for the Outstanding 71- to 80-ppm A3 Monochrome MFP this year," said Andre Pimentel, product manager, Sharp Imaging and Information Company of America. "The MX-M754N offers high productivity, powerful workflow capability and off-premises cloud support, and this award acknowledges our commitment to offering businesses greater efficiency."

About **BLI Pick Awards**

Twice a year with its Pick awards, BLI gives special recognition in each category to those products that provided the most outstanding performances in BLI's exhaustive lab tests.

BLI's awards stand alone in that they are based on a rigorous battery of lab tests that takes approximately two months to complete. The evaluation includes an extensive durability test, during a portion of which each unit is run at the manufacturer's maximum duty cycle. BLI's durability test is unique among office product evaluations and uniquely qualifies BLI to assess reliability, a critical factor for buyers and IT directors.

Other performance attributes evaluated include ease of use, media handling, productivity and value, among others. Each product that successfully passes BLI's lab test earns BLI's Recommended or Highly Recommended seal and a BLI Certificate of Reliability and the best performers qualify as Pick contenders. Consequently, a BLI Pick is a hard-earned award that buyers and IT directors can trust to better guide them in their acquisition decisions.

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Sharp MX-3070N

Outstanding 21- to 30-ppm A3 Color MFP



The Sharp MX-3070N, chosen by BLI analysts as winner of a Winter 2017 Pick for Outstanding 21- to 30-ppm A3 Color MFP, offers...

- Excellent reliability
- Outstanding operability with simple and advanced scan and copy menus and intuitive drivers
- Award-winning web utility that supports an intuitive search function and shortcut creation
- Seamless integration with network applications and cloud services using Sharp OSA technology

“The Sharp MX-3070N is extremely user-friendly,” said BLI Senior Editor George Mikolay. “The redesigned drivers and user interface, which now includes both simple and advanced copy and scan menus, make programming jobs and building workflows simple. And thanks to an intuitive search function and shortcut creation for fast selection of common administrative tasks, the web utility is very easy for administrators to use. Sharp’s highly adaptive OSA technology allows users to effectively manage and streamline workflows, while the Sharp Cloud Portal Office app and Sharpdesk Mobile afford users remote, on-the-go connectivity, which is a strong solution for the increasingly mobile and remote workforces.”

“Users can rest assured that their jobs will be output quickly, reliably, and at a high quality, thanks to the Sharp MX-3070N’s high quality, consistent output, above average speeds, and standard tandem printing,” said BLI Manager of Lab Operations Joe Ellerman. “Featuring Sharp’s standard retractable keyboard for simple data entry and a standard duplex single-pass feeder that provides impressive scan speeds, along with small compressed color file sizes and the ability to preview scans, the device will turn around scan jobs quickly and accurately. Additionally, simple maintenance procedures make device upkeep straightforward and hassle-free.”

About **BLI Pick Awards**

Twice a year with its Pick awards, BLI gives special recognition in each category to those products that provided the most outstanding performances in BLI's exhaustive lab tests. Its Outstanding Achievement awards acknowledge products or capabilities that stand out for attributes such as innovation, usefulness, energy efficiency or value.

BLI's awards stand alone in that they are based on a rigorous battery of lab tests that takes approximately two months to complete. The evaluation includes an extensive durability test, during a portion of which each unit is run at the manufacturer's maximum duty cycle. BLI's durability test is unique among office product evaluations and uniquely qualifies BLI to assess reliability, a critical factor for buyers and IT directors.

Other performance attributes evaluated include ease of use, media handling, productivity and value, among others. Each product that successfully passes BLI's lab test earns BLI's Recommended or Highly Recommended seal and a BLI Certificate of Reliability and the best performers qualify as Pick contenders. Consequently, a BLI Pick is a hard-earned award that buyers and IT directors can trust to better guide them in their acquisition decisions.

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Vice President of Marketing

Sharp MX-6070N

Outstanding 51- to 60-ppm A3 Color MFP



The Sharp MX-6070N, chosen by BLI analysts as winner of a Winter 2017 Pick for Outstanding 51- to 60-ppm A3 Color MFP, offers...

- Reliable and consistent output on a daily basis
- Outstanding operability with simple and advanced scan and copy screens and intuitive drivers
- High-quality output in print and copy modes, with bright colors and bold solids
- Seamless integration with network applications and cloud services using Sharp OSA technology
- Intuitive search capabilities and shortcut creation with award-winning web utility

"The Sharp MX-6070N is a remarkably user-friendly machine," said BLI Senior Editor George Mikolay. **"The easy-to-use, redesigned web utility includes an intuitive search function and shortcut creation for fast selection of common administrative tasks. The device also allows users to effectively manage and streamline workflows while also cutting costs with Sharp's highly adaptive OSA technology. Additionally, programming jobs and building workflows are a breeze from the redesigned drivers and user interface, which now includes both simple and advanced scan and copy menus. Users will also appreciate remote, on-the-go connectivity with the Sharp Cloud Portal Office app and Sharpdesk Mobile."**

"With this machine, users in mid- to large-size workgroups can rest assured that their jobs will be output reliably and at a high-quality level day in and day out," said BLI Manager of Lab Operations Joe Ellerman. **"Excellent reliability and simple maintenance procedures, as well as standard tandem printing, make downtime minuscule and further foster productive workspaces. And a standard retractable keyboard for simple data entry, along with impressive scan speeds, small compressed color file sizes and a preview, mean scan jobs will be output quickly and accurately."**

About **BLI Pick Awards**

Twice a year with its Pick awards, BLI gives special recognition in each category to those products that provided the most outstanding performances in BLI's exhaustive lab tests. Its Outstanding Achievement awards acknowledge products or capabilities that stand out for attributes such as innovation, usefulness, energy efficiency or value.

BLI's awards stand alone in that they are based on a rigorous battery of lab tests that takes approximately two months to complete. The evaluation includes an extensive durability test, during a portion of which each unit is run at the manufacturer's maximum duty cycle. BLI's durability test is unique among office product evaluations and uniquely qualifies BLI to assess reliability, a critical factor for buyers and IT directors.

Other performance attributes evaluated include ease of use, media handling, productivity and value, among others. Each product that successfully passes BLI's lab test earns BLI's Recommended or Highly Recommended seal and a BLI Certificate of Reliability and the best performers qualify as Pick contenders. Consequently, a BLI Pick is a hard-earned award that buyers and IT directors can trust to better guide them in their acquisition decisions.

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Vice President of Marketing

Sharp MX-6500N with EFI Fiery MX-PE10 Controller

Outstanding 61-to 70-ppm A3 Color MFP



The Sharp MX-6500N won BLI's Pick for Outstanding 61- to 70-ppm A3 Color MFP for the Summer 2015 season for its...

- Excellent reliability
- Industry-first integration of EFI's Fiery Command WorkStation into the touch-screen display, which offers convenience, and reduces costs and space typically associated with having to purchase an additional monitor, keyboard, mouse and stand.
- Full-bleed booklet printing technology allows for the creation of high-end booklets on 11" x 17" paper without the need for a three-edge trimmer or more expensive 12" x 18" paper.
- High-quality printed output.

"In addition to its innovative integration of EFI's Fiery Command WorkStation into the touch-screen display and full-bleed booklet printing technology, the Sharp MX-6500N further proved its mettle with just one misfeed occurring throughout its grueling 350,000-impression durability test," said George Mikolay, BLI's senior product editor for A3 copiers/MFPs. "Add to that the device's pro-active measures for prevention of misfeeds and overloading of paper drawers, and you're talking about minimum maintenance and maximum uptime, along with cost-saving measures, for the high-end office space."

"Sharp is proud to be recognized by BLI for the Outstanding 61- to 70-ppm A3 Color MFP for our Pro Series MX-6500N with EFI Fiery Controller," said Kent Villarreal, senior manager of product planning and marketing for Sharp Imaging and Information Company of America. "We have been committed to helping businesses gain control of their outsourcing costs without sacrificing quality and this award acknowledges that the Sharp Pro Series model is the best in its class."

About **BLI Pick Awards**

Twice a year with its Pick awards, BLI gives special recognition in each category to those products that provided the most outstanding performances in BLI's exhaustive lab tests.

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