

A PROPOSAL FOR

City of Garden Grove

11222 Acacia Parkway
Garden Grove, CA 92840

PROPOSAL BY:

Aaron Sellars
(949) 290-9237

Joshua Muench
(949) 702-4839

Mike Fine
(714) 348-1119





Wednesday, February 22, 2017

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

To Whom It May Concern,

On behalf of **Image 2000** and **Kyocera Copystar America**, we are pleased to submit our proposal to The City of Garden Grove.

After working closely with yourself to gather all of the pertinent information regarding your existing situation, I am confident with our proposed recommendation and related services.

Attached you will find the details of the proposed solution which offers the following:

- **Enhanced** quality of service from the top national dealer
- **Improved technology** offering greater reliability and productivity
- **Increased reliability** and quality of equipment
- **Reduction in overall expense** associated with your current device
- **Improved** service and response time (A+ BBB Rating)

The unique features, flexibility and ease of use these systems offer will ensure the highest productivity of your office personnel. This coupled with **Image 2000's** commitment to service excellence ensures unparalleled performance! **Image 2000**, a Southern California based, privately held, debt free business, is now celebrating over 20 years of success. With an **A+ Better Business Bureau rating**, we pride ourselves on long term customer relations at the highest standard.

I appreciate your assistance in gathering the pertinent information required to compile the analysis. I have made every effort to make it as clear and concise as possible. Should you desire any additional information, please feel free to contact me.

I look forward to our partnership moving forward.

Sincerely,

Aaron Sellars

Mike Fine

Joshua Muench

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.

**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.

IMAGE 2000, INC.

Please Print (Person, Firm, or Corporation)



Signature of Authorized Representative

RAY DUNHAM, OC BRANCH MANAGER

Please Print (Name & Title of Authorized Representative)

2/22/2017

Date

818-781-2200

Phone Number

RDUNHAM@IMAGE-2000.COM

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.

**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)

818-781-2200
(Phone Number)

RAY DUNHAM
(Type or Print Name)

OC BRANCH MANAGER
(Title)

RDUNHAM@IMAGE-2000.COM
(Email Address)

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	Model Name and Number	PP M	Monthly Volume Rating			
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP 1357EX	Sharp MXM 1205	120	200,000	\$ 557.46	\$ 557.46	\$ 750.00
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP C651	Sharp MX 6500	65	75,000	\$ 700.89	\$ 700.89	\$ 750.00
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP 1107EX	Sharp MXM 1205	120	200,000	\$ 373.65	\$ 373.65	\$ 750.00
City Hall-Personnel 2nd Floor 11222 Acacia Parkway	Ricoh MP C5502A	Kyocera CS 6052ci	60	45,000	\$ 145.30	\$ 145.30	\$ 250.00
City Hall-City Clerk 2nd Floor 11222 Acacia Parkway	Ricoh MP 6001SP	Kyocera CS 6002i/ 6052ci	60	45,000	\$ 101.81	\$ 145.30	\$ 250.00
City Hall-Econ Dev 3rd Floor 11222 Acacia Parkway	Ricoh MP C5502A	Kyocera CS 6052	60	45,000	\$ 145.30	\$ 145.30	\$ 250.00
City Hall-City Manager 3rd Floor 11222 Acacia Parkway	Ricoh MP 6001SP	Kyocera CS 6002i/ 6052ci	60	45,000	\$ 101.81	\$ 145.30	\$ 250.00

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	Model Name and Number	Model Name and Number	PPM	Monthly Volume Rating			
City Hall-Water 1st Floor 11222 Acacia Parkway	Ricoh MP 601SP	Kyocera CS 6002i/ 6052ci	60	45,000	\$ 101.81	\$ 145.30	\$ 250.00
City Hall-Engineering 1st Floor 11222 Acacia Parkway	Ricoh MP C5502A	Kyocera CS 6052ci	60	45,000	\$ 145.30	\$ 145.30	\$ 250.00
Community Meeting Center 11300 Stanford Avenue	Ricoh MP 6001SP	Kyocera CS 6002i/ 6052ci	60	45,000	\$ 101.81	\$ 145.30	\$ 250.00
Juvenile Justice Center 11301 Acacia Parkway	Ricoh MP 6001SP	Kyocera CS 6002i/ 6052ci	60	45,000	\$ 101.81	\$ 145.30	\$ 250.00
Fire Department 11301 Acacia Parkway	Ricoh MP C5502A	Kyocera CS 6052ci	60	45,000	\$ 145.30	\$ 145.30	\$ 250.00
Central Stores 13802 Newhope Street	Ricoh MP 6001SP	Kyocera CS 6002i/ 6052ci	60	45,000	\$ 101.81	\$ 145.30	\$ 250.00
Police Department (Gang Unit) 11301 Acacia Parkway	Ricoh MP 6001SP	Kyocera CS 6002i/ 6052ci	60	45,000	\$ 101.81	\$ 145.30	\$ 250.00

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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	Model Name and Number	PPM	Monthly Volume Rating			
Public Works Main Office 13802 Newhope Street	Ricoh MP C5502A	Kyocera CS 6052ci	60	45,000	\$ 145.30	\$ 145.30	\$ 250.00
Public Works Portable 13802 Newhope Street	Ricoh MP 6001SP	Kyocera CS 6002i/ 6052ci	60	45,000	\$ 101.81	\$ 145.30	\$ 250.00
Police Department (Records) 11301 Acacia Parkway	Ricoh MP 7001SP	Kyocera CS 8002i/ 7052ci	80/75	75,000	\$ 181.21	\$ 198.88	\$ 250.00
Police Department (Records) 11301 Acacia Parkway	Ricoh MP 7001SP	Kyocera CS 8002i/ 7052ci	80/75	75,000	\$ 181.21	\$ 198.88	\$ 250.00
Police Department (2nd Floor) 11301 Acacia Parkway	Ricoh MP C5502A	Kyocera CS 6002i/ 6052ci	60	45,000	\$ 145.30	\$ 145.30	\$ 250.00
Police Department (1st Floor Report Writing) 11301 Acacia Parkway	Ricoh MP6504SP	Kyocera CS 8002i/ 7052ci	80/75	75,000	\$ 181.21	\$ 198.88	\$ 250.00
Housing Authority 11277 Garden Grove Blvd	Ricoh MP C3002	Kyocera CS 3252ci	32	10,000	\$ 93.74	\$ 93.74	\$ 250.00

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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	Model Name and Number	PPM	Monthly Volume Rating			
Housing Authority 12966 Euclid St. Suite 150	Canon iR-2830	Kyocera CS 3011i/3252ci	30/32	10,000	\$ 79.81	\$ 93.74	\$ 250.00
Cable TV Production 11277 Garden Grove Blvd	Ricoh MP 2852	Kyocera CS 3011i/3252ci	30/32	10,000	\$ 79.81	\$ 93.74	\$ 250.00
Magnolia Family Resource Center 11402 Magnolia Street	Ricoh MP 2852	Kyocera CS 3011i/3252ci	30/32	10,000	\$ 79.81	\$ 93.74	\$ 250.00
Buena Clinton Family Resource Center	Ricoh MP2550SPF	Kyocera CS 3011i/3252ci	30/32	10,000	\$ 79.81	\$ 93.74	\$ 250.00
Public Works Water Services 13802 Newhope Street	Ricoh C5501	Kyocera CS 6052ci	60	45,000	\$ 145.30	\$ 145.30	\$ 250.00
Senior Center 11300 Stanford Avenue	Ricoh C2550	Kyocera CS 3252ci	32	10,000	\$ 79.81	\$ 93.74	\$ 250.00

Additional Pricing Considerations

NSI Autostore:

The Required licenses of NSI Autostore 7 would be \$130.77 per month added to the total lease.

Buyout of Existing Equipment:

The monthly expense for buying out \$10,917 per month is \$206.33 per month. With the assumption that installation would occur sometime in April or May, there may not be a buyout needing to be paid, but if there is, there would not be more than one month's payments needed.

Service and Supply Pricing:

Contracted service and supply rates will be \$.0032 per page for B/W Images

Contracted service and supply rates will be \$.039 per page for Color Images

Based on the volume calculated of approximately 355,000 B/W Images per month and 35,000 Color Images per month, the expense for this would be approximately \$2,501.00 per month, billed in arrears.

Service includes everything (staples, waste toner tanks, toner, parts and labor) except paper.

Trade-In Value

The total trade in value of the current Ricoh/Canon fleet is \$8,500 paid directly to the City of Garden Grove. Image 2000 will disassemble and remove existing devices at no additional charge to the City.

Qualification Statement

General Work Experience

Image 2000 has extensive work experience with government accounts ranging from colleges and universities like Cerritos College and California State University of San Bernardino to government agencies like the Los Angeles County Department of Health Services and multiple municipal entities like the City of Murrieta and the City of Delano.

In all of the above accounts and within our references we have extensive work with software solutions, color calibration and print shop management as well as document management. We are experienced in handling a variety of customer needs within a city from Police Departments and their 24/7 needs as well as the average user who may just walk up and copy. As a team, we are committed to providing all of the necessary resources and time to make sure we provide a cost effective solution on exceptional technology that will meet needs today as well as down the road. Please see the subsequent pages to understand a deeper breadth of our expertise and experience.

Recent Major Projects

Cerritos College: Fax server solution for faxing within the entire fleet, print shop solution for centralized reprographics and reduction in expenses as well

Citrus College: Library solution for printing, tracking and charging back to the students and faculty while achieving an additional income of \$5000 per month coming into the college.

Abilities:

Image 2000 brings a special ability to the table in that we can provide specified devices for certain circumstances as they arise. As the largest Kyocera dealer in the country we are able to provide substantial discounts on equipment and exceptional support for all of your needs. With the manufacturer located here in Orange County, they provide us exceptional support to meet our customers needs. Every Kyocera device will have the same user interface and touch screen to minimize the learning curve and confusion moving from device to device within the city.

For your print shop we are able to provide Sharp Equipment that is much better to handle the needs of the environment. Sharps robust offering of high volume production devices is second to none in the industry and Image 2000 has cross trained technicians who can work and service all of these machines to minimize downtime and response time.

Performance Guarantee

Image 2000 provides a performance guarantee to all of our customers. If we do not meet these guarantees, we will credit your service account \$250.00 each quarter we do not maintain a 98%

uptime and a 4 hour average response time. We also guarantee the performance of the equipment to perform within manufacturers specifications. If it does not, we will replace the equipment. See attached.

OUR CLIENTS

Cedars Sinai Medical Center



LAC+USC Medical Center



SCHOOL DISTRICTS:

- HUNTINGTON BEACH SCHOOL DISTRICT
- IRVINE SCHOOL DISTRICT
- ONTARIO SCHOOL DISTRICT
- MONTCLAIR SCHOOL DISTRICT
- CENTRAL SCHOOL DISTRICT

Glendale Adventist Medical Center



Henry Mayo Newhall Memorial Hospital



Long Beach Memorial Hospital



For many years, Image 2000 has been delivering great service to organizations you might recognize. There's no account too large or too small to take advantage of our great products and services. Our presence is strong in the Medical field; where technology needs to reliably perform 24 hours a day, 7 days a week. Our clients also include:

- PRESBYTERY OF THE PACIFIC
- STEPHEN WEISS TEMPLE
- CRENSHAW CHRISTIAN CENTER
- CATHEDRAL HIGH SCHOOL
- ARCHDIOCESE OF LOS ANGELES
- ALEMANY HIGH SCHOOL
- SAINT MARY'S ACADEMY
- SIZZLER RESTAURANTS (HEADQUARTERS)
- CATHEDRAL OF OUR LADY OF THE ANGELS
- PGA PLANS

Rydel Automotive



Galpin Motors



Sit 'n Sleep



Big 5 Sporting Goods



Dunn-Edwards Paints



Sizzler USA Restaurants, Inc.



Hard Rock Casino



Planet Hollywood Casino



South Coast Casino



PERFORMANCE GUARANTEE

LIFETIME PERFORMANCE GUARANTEE

Image 2000 will repair or exchange your copier during its entire lifetime of service within your office as long as the copier has been continuously covered by an Image 2000 full service contract.

4 HOUR AVERAGE ON-SITE RESPONSE TIME

Image 2000 averages a 4 hour response time from the time the service call is placed until a technician arrives at your office. Image 2000 will provide a credit of \$250 if the average exceeds 4 hours in any given quarter. (Preventative Maintenance calls excluded.)

98% UPTIME GUARANTEE

Image 2000 guarantees 98% uptime. Specifically, if your copier is inoperative for more than 2% of regular business hours over the course of one year, Image 2000 will provide a \$250 credit.

The “Total Call Performance” system for Image 2000 technicians, minimizes recalls and incomplete service calls to insure 98% uptime.

FULL SERVICE AND SUPPLY CONTRACTS

No additional charges for drums, consumable parts, or toner. All supplies except paper, and staples are included.

Surge protectors/voltage regulators which dramatically extend service call intervals are included at no charge. (30 cpm and higher equipment only)

FREE DELIVERY, INSTALLATION AND NETWORK TRAINING

When your equipment is delivered, product and network training on how to best utilize your copier will be provided, as long as the copier is covered by an Image 2000 full service contract.



Work Plan/Technical Description

Electrical Information

CS 3011i: 120V/60Mhz/11.6A
CS 6002i: 120V/60Mhz/11.6A
CS 8002i: 220V/60Mhz/11.6A
CS 3252ci: 120V/60Mhz/11.6A
CS 6052ci: 120V/60Mhz/11.6A
CS 7052ci: 220V/60Mhz/11.6A
MX-M1204: 240V/60Mhz/13A
MX-6500N: 240V/60Mhz/20A

Warranty Periods

CS 3011i: 3 years
CS 6002i: 3 Years
CS 8002i: 3 Years
CS 3252ci: 3 Years
CS 6052ci: 3 Years
CS 7052ci: 3 Years

All Scope of Work Requirements are agreed upon and able to be provided, except:

Service and Supplies are ordered via the following resources:

Toll Free Number: 800-481-2250

Website: www.image-2000.com

Email: service@image-2000.com/supplies@image-2000.com

Service techs are required to respond to requests within one hour and give an estimated eta.
Loaners will be provided as required at no charge to the City.

Training:

Training is guaranteed at no charge for the term of the agreement.

Existing data from fleet of copiers will be transferred to new equipment to make the installation as seamless and easy on the IT Department of the City as possible.

Optional Solutions at no Charge

Wireless printing standard from mobile devices, tablets and phones (iOS and Android)

Wifi and Bluetooth printing standard

Restrictions of color printing available at no charge to the City as a solution standard within equipment

Image 2000 Team

Joe Blatchford: CEO, Image 2000

Company owner and CEO with 30+ year experience in the document imaging industry.

Michael Fine: Account Executive

40+ year industry experience with extensive expertise working with government and public entities as regards their copiers and printers. Maintained Garden Grove Unified School District account for

Joshua Muench: Account Executive

6+ year industry experience with extensive expertise working with government and public entities as regards their copiers and printers.

Aaron Sellars: Account Executive

8+ year industry experience with extensive expertise working with government and public entities as regards their copiers and printers.

Ray Dunham: Orange County Branch Manager

20+ year industry experience with extensive expertise working with government and public entities as regards their copiers and printers. Managing experience of service and sales departments for Image 2000 as well as Ricoh Business Solutions for Orange County.

Joe Hubbard: Service Manager

20+ year industry experience with extensive expertise working with government and public entities as regards their copiers and printers. Specifically managing a team of 100+ service personnel at another organization as well as managing the entire service department for Image 2000 for the last 5 years.

Andrew Huyhn: Digital Specialist

5+ year industry experience with extensive expertise working with government and public entities as regards their copiers and printers, specifically tasked with the networking and programming of office technology.

Vince Huang: Service Technician

20+ year industry experience with extensive expertise working with government and public entities as regards their copiers and printers, specifically tasked with the servicing and maintenance of copiers and printers in the South Orange County area. Primary technician designated to City of Garden Grove

PROFILE

High energy business to business Sales Professional who has excelled in highly competitive industry.

EXPERIENCE**SENIOR ACCOUNT EXECUTIVE, IMAGE 2000; SANTA ANA, CA — 07/2011-PRESENT**

- Managed business from previous customers and relationships.
- Continued growth of sales revenue, gross profit, and diversification of account base.
- 3rd highest revenue in company (25 sales personnel) with large pipeline for continued success
- Developed balanced tactic for business growth of referrals, cold calling and telemarketing for consistent monthly sales development

ACCOUNT EXECUTIVE, RICOH BUSINESS SOLUTIONS; HUNTINGTON BEACH, CA — 11/2008-07/2011

- Promoted to direct report to General Sales Manager in first 5 months and to premiere Major Account team in 10 months.
- Effectively managed pipeline, growing it daily through prospecting and cold calls while maintaining client base.
- In the process of completing training curriculum 6 months to a year ahead of schedule.
- Developed skills in researching companies and individuals to grow business with net new opportunities, as well as to increase penetration of current customer base.
- Excelled in solution based high level sales, selling highest level of IT Solutions in Area for percentage of revenue attainment.
- 2nd highest revenue on my team in first full year of employment.
- Finished 121% of revenue plan in final year of employment.

MAC SPECIALIST, APPLE, INC.; NEWPORT BEACH, CA — 05/2008 - 11/2008

- Top sales associate every month of employment with more revenue sales than second and third highest combined.
- Two promotions in first 12 weeks.
- Apple Credo Award Winner.

BROKER, SUNSATIONAL MORTGAGE SERVICES; SAN CLEMENTE, CA — 05/2005-11/2008

- Promoted to broker after 1st year at company and top mortgage producer out of 6 full time loan officers.
- Trained all other loan officers and processors in sales to increase total company profits.
- Expanded business to include residential and commercial real estate to compliment mortgage division.
- Perfected technique for cold calling through telephone prospecting and taught other employees how to increase sales.
- Doubled company production of mortgage sales and met all company goals and mortgage sales.

EDUCATION

Biola University, La Mirada, CA — Bachelor of Arts (Cum Laude), 2005.

Mission Viejo High School, Mission Viejo, CA — High School Diploma, 2001.

SKILLS

Skilled in sales with a great track record. Became top tier sales executive in office, in a new industry within first 10 months with consistency ever since. Excellent people and communication skills with the ability to work well with others. Easy to teach and train with a desire to advance within a corporation.

REFERRALS UPON REQUEST