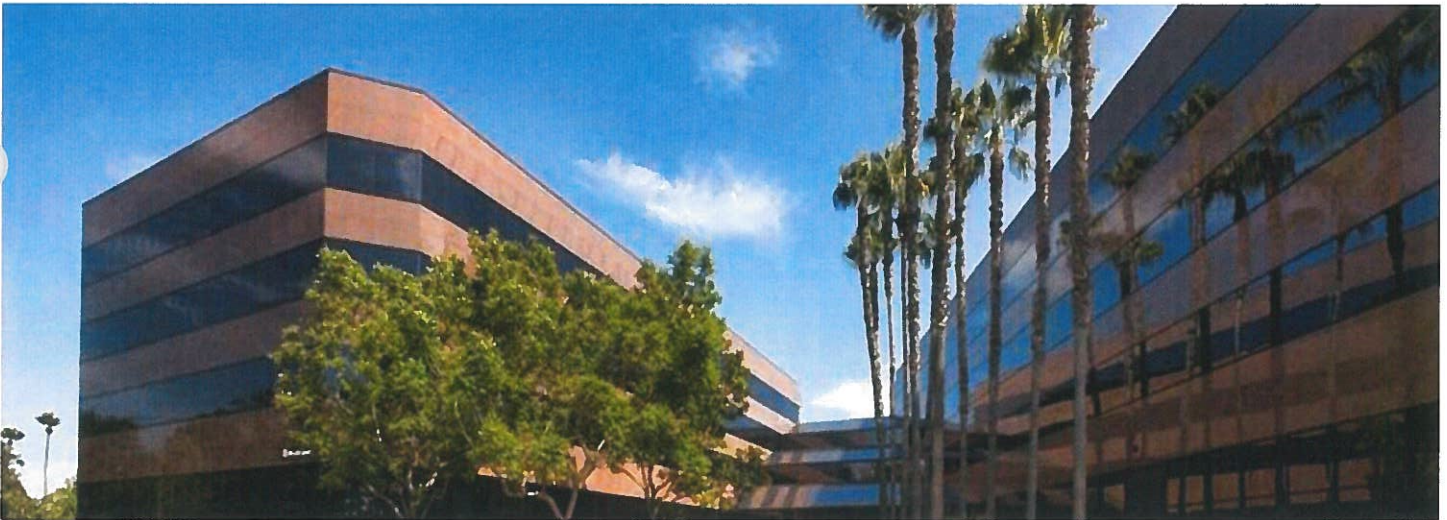


City of Garden Grove Proposal for RFP No. S-1207



Enclosed in this package:

- ✓ 1 Original RFP
- ✓ 5 Copies of RFP
- ✓ 1 PDF Electronic Copy on USB Drive
- ✓ Delivery Date: February 22, 2017 – 4:00pm
- ✓ Proposal Valid through May 31, 2017



QDoxs – Xerox Sales Office
3030 Old Ranch Parkway, Suite 190
Seal Beach, CA 90740
(562) 435-2769



Office: 562-435-2769 x1107
Mobile: 949-630-5063
Tina@qdoxs.com



Section A: Proposal Letter and Certification of Acceptance

- Pages 12- 13 signed
- Letter
- General Submission



February 22, 2017

City of Garden Grove
RFP No. S-1207 (REPLACEMENT OF 27 MULTI-FUNCTION COPIERS)
11222 Acacia Parkway, Room 220
Garden Grove, CA 92840

Dear Ms. Segawa,

On behalf of QDoxs - Xerox, I would like to thank you for the opportunity to respond to your Request for Proposal for 27 multifunction copiers at the City of Garden Grove. Xerox Corporation is a \$22 billion global enterprise providing business services and document management solutions. Through our broad portfolio of state-of-the-art technology, software and services, we provide essential support that clears the way for our customers to focus on their core business.

Our Xerox recommendation is a complete solution that will ensure that the City of Garden Grove meets its objectives and end user requirements.

When partnering with QDoxs - Xerox, the City of Garden Grove can expect a mature, consistent service model that delivers metrics necessary to both measure manage and improve your print environment. As with any project of this magnitude, diligent planning and successful implementation are critical to its success. Given our depth of experience, we are certain that no other vendor can provide you with the comprehensive total solution you are seeking.

QDoxs - Xerox is pleased to offer this proposal to you and is committed to delivering excellence in all aspects of our relationship. We look forward to the opportunity to provide the City of Garden Grove with the industry's best technology and services for many years to come. Should you have any questions or concerns regarding our proposal, please contact me directly at 562-435-2769, extension 1107 or tina@qdoxs.com.

Sincerely,

Tina Stelzer, Fleet and Production Specialist
Office: 562-435-2769 x1107
Mobile: 949-630-5063
tina@qdoxs.com



RFP No. S-1207

CITY OF GARDEN GROVE

PROPOSAL REQUIREMENTS

PROPOSAL LETTER/CERTIFICATE OF ACCEPTANCE

COMPANY NAME:

QDOXS - XEROX

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. ALL ADDENDA, ONE THROUGH TWELVE

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

TINA STELZER PRODUCTION/FLEET SPECIALIST 562-435-2169
(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:  562-435-2169 x1107
(Signature) (Phone Number)

TINA STELZER
(Type or Print Name)

PRODUCTION/FLEET SPECIALIST
(Title)

tina@qdoxs.com
(Email Address)

Section B: Bidder/Contractor statement

- Page 14



**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.

QDOXS - XEROX

Please Print (Person, Firm, or Corporation)

[Handwritten Signature]

Signature of Authorized Representative

TINA STELZER, PRODUCTION/FLEET SPECIALIST

Please Print (Name & Title of Authorized Representative)

2/21/2017

Date

562.435.2169

Phone Number

tina@qdoxs.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.

Section C: Proposal Form, Exhibit B

- Pages 15-19
- Must include option A & B
- Must include trade in value of each machine itemized
- Must include maintenance contract breakdown (put on own page)
- Must be labeled fixed pricing
- All lines on form must be filled in

**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)

562.435.2769 x1107
(Phone Number)

TINA STEITZER
(Type or Print Name)

PRODUCTION/FLEET SPECIALIST
(Title)

tina@qpa.com
(Email Address)

**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-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP 1357EX	Xerox D125	125 ppm	200K	\$ \$645.00	\$ \$645.00 BW	\$ \$3,000.00
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP C651	Xerox C70	70 ppm	30K	\$ \$665.00	\$ \$665.00	\$ \$2,000.00
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP 1107EX	Xerox D110	110 ppm	100K	\$ \$458.00	\$ \$458.00 BW	\$ \$2,500.00
City Hall-Personnel 2nd Floor 11222 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	\$ \$281.00	\$ \$281.00	\$ \$750.00
City Hall-City Clerk 2nd Floor 11222 Acacia Parkway	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$233.00	\$ \$281.00	\$ \$750.00
City Hall-Econ Dev 3rd Floor 11222 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	\$ \$281.00	\$ \$281.00	\$ \$750.00
City Hall-City Manager 3rd Floor 11222 Acacia Parkway	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$233.00	\$ \$281.00	\$ \$750.00

Pricing fixed for entire term

FIXED PURCHASE (\$1) OPTION

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

FIXED PURCHASE (\$1) OPTION

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	Xerox 5955	55 ppm	25K	\$ \$233.00	\$ \$281.00	\$ \$750.00
City Hall-Engineering 1st Floor 11222 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	\$ \$281.00	\$ \$281.00	\$ \$750.00
Community Meeting Center 11300 Stanford Avenue	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$233.00	\$ \$281.00	\$ \$750.00
Juvenile Justice Center 11301 Acacia Parkway	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$233.00	\$ \$281.00	\$ \$750.00
Fire Department 11301 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	\$ \$281.00	\$ \$281.00	\$ \$750.00
Central Stores 13802 Newhope Street	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$233.00	\$ \$281.00	\$ \$750.00
Police Department (Gang Unit) 11301 Acacia Parkway	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$233.00	\$ \$281.00	\$ \$750.00

Pricing Fixed for entire term

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

FIXED PURCHASE (\$1) OPTION

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	Xerox 7855	55 ppm	25K	\$ \$281.00	\$ \$750.00	
Public Works Portable 13802 Newhope Street	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$233.00	\$ \$750.00	
Police Department (Records) 11301 Acacia Parkway	Ricoh MP 7001SP	Xerox D95	100 ppm	75K	\$ \$375.00	\$ \$1,500.00	
Police Department (Records) 11301 Acacia Parkway	Ricoh MP 7001SP	Xerox D95	100 ppm	75K	\$ \$375.00	\$ \$1,500.00	
Police Department (2nd Floor) 11301 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	\$ \$281.00	\$ \$750.00	
Police Department (1st Floor Report Writing) 11301 Acacia Parkway	Ricoh MP6504SP	Xerox 5955	55 ppm	25K	\$ \$233.00	\$ \$750.00	
Housing Authority 11277 Garden Grove Blvd	Ricoh MP C3002	Xerox 5330	30 ppm	8K	\$ \$166.00	\$ \$750.00	

Pricing Fixed for entire term

FIXED PURCHASE (+1) OPTION

Fixed Purchase Option - \$1

**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			
Housing Authority 12966 Euclid St. Suite 150	Canon iR- 2830	Xerox 5330	30 ppm	8K	\$ \$166.00	\$ \$187.00	\$ \$500.00
Cable TV Production 11277 Garden Grove Blvd	Ricoh MP 2852	Xerox 5330	30 ppm	8K	\$ \$166.00	\$ \$187.00	\$ \$500.00
Magnolia Family Resource Center 11402 Magnolia Street	Ricoh MP 2852	Xerox 5330	30 ppm	8K	\$ \$166.00	\$ \$187.00	\$ \$500.00
Buena Clinton Family Resource Center	Ricoh MP2550SPF	Xerox 5330	30 ppm	8K	\$ \$166.00	\$ \$187.00	\$ \$500.00
Public Works Water Services 13802 Newhope Street	Ricoh C5501	Xerox 7855	55 ppm	25K	\$ \$281.00	\$ \$281.00	\$ \$750.00
Senior Center 11300 Stanford Avenue	Ricoh C2550	Xerox 5330	30 ppm	8K	\$ \$166.00	\$ \$187.00	\$ \$500.00

Pricing Fixed for entire term

FAIR MARKET VALUE OPTION

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	PPM	Monthly Volume Rating	Monthly Volume Rating			
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP 1357EX	Xerox D125	125 ppm	200K	200K	\$ 582.00	\$ 582.00 BW	\$ 3,000.00
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP C651	Xerox C70	70 ppm	30K	30K	\$ 601.00	\$ 601.00	\$ 2,000.00
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP 1107EX	Xerox D110	110 ppm	100K	100K	\$ 414.00	\$ 414.00 BW	\$ 2,500.00
City Hall-Personnel 2nd Floor 11222 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	25K	\$ 255.00	\$ 210.00	\$ 750.00
City Hall-City Clerk 2nd Floor 11222 Acacia Parkway	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	25K	\$ 210.00	\$ 255.00	\$ 750.00
City Hall-Econ Dev 3rd Floor 11222 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	25K	\$ 255.00	\$ 255.00	\$ 750.00
City Hall-City Manager 3rd Floor 11222 Acacia Parkway	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	25K	\$ 210.00	\$ 255.00	\$ 750.00

Pricing is fixed for entire term

EXHIBIT "B" (RFP S-1207)

Proposed Equipment and Pricing Options

FAIR MARKET VALUE OPTION

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	Xerox 5955	55 ppm	25K	\$ \$210.00	\$ \$255.00	\$ \$750.00
City Hall-Engineering 1st Floor 11222 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	\$ \$255.00	\$ \$255.00	\$ \$750.00
Community Meeting Center 11300 Stanford Avenue	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$210.00	\$ \$255.00	\$ \$750.00
Juvenile Justice Center 11301 Acacia Parkway	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$210.00	\$ \$255.00	\$ \$750.00
Fire Department 11301 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	\$ \$255.00	\$ \$255.00	\$ \$750.00
Central Stores 13802 Newhope Street	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$210.00	\$ \$255.00	\$ \$750.00
Police Department (Gang Unit) 11301 Acacia Parkway	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$210.00	\$ \$255.00	\$ \$750.00

Pricing is fixed for entire term

FAIR MARKET VALUE OPTIONS

Fair Market Value Lease Option

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	Xerox 7855	55 ppm	25K	\$ \$255.00	\$ \$255.00	\$ \$750.00
Public Works Portable 13802 Newhope Street	Ricoh MP 6001SP	Xerox 5955	55 ppm	25K	\$ \$210.00	\$ \$255.00	\$ \$750.00
Police Department (Records) 11301 Acacia Parkway	Ricoh MP 7001SP	Xerox D95	100 ppm	75K	\$ \$338.00	\$ \$338.00 BW	\$ \$1,500.00
Police Department (Records) 11301 Acacia Parkway	Ricoh MP 7001SP	Xerox D95	100 ppm	75K	\$ \$338.00	\$ \$338.00 BW	\$ \$1,500.00
Police Department (2nd Floor) 11301 Acacia Parkway	Ricoh MP C5502A	Xerox 7855	55 ppm	25K	\$ \$255.00	\$ \$255.00	\$ \$750.00
Police Department (1st Floor Report Writing) 11301 Acacia Parkway	Ricoh MP6504SP	Xerox 5955	55 ppm	25K	\$ \$210.00	\$ \$255.00	\$ \$750.00
Housing Authority 11277 Garden Grove Blvd	Ricoh MP C3002	Xerox 5330	30 ppm	8K	\$ \$152.00	\$ \$172.00	\$ \$750.00

Pricing is fixed for entire term

FAIR MARKET VALUE OPTION

Fair Market Value Lease on

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			
Housing Authority 12966 Euclid St. Suite 150	Canon iR- 2830	Xerox 5330	30 ppm	8K	\$ \$152.00	\$ \$172.00	\$ \$500.00
Cable TV Production 11277 Garden Grove Blvd	Ricoh MP 2852	Xerox 5330	30 ppm	8K	\$ \$152.00	\$ \$172.00	\$ \$500.00
Magnolia Family Resource Center 11402 Magnolia Street	Ricoh MP 2852	Xerox 5330	30 ppm	8K	\$ \$152.00	\$ \$172.00	\$ \$500.00
Buena Clinton Family Resource Center	Ricoh MP2550SPF	Xerox 5330	30 ppm	8K	\$ \$152.00	\$ \$172.00	\$ \$500.00
Public Works Water Services 13802 Newhope Street	Ricoh C5501	Xerox 7855	55 ppm	25K	\$ \$255.00	\$ \$255.00	\$ \$750.00
Senior Center 11300 Stanford Avenue	Ricoh C2550	Xerox 5330	30 ppm	8K	\$ \$152.00	\$ \$172.00	\$ \$500.00

Pricing is fixed for entire term

LEASE CONTRACT PRICING

Lease pricing is provided herewith on both a 60 month Fixed Purchase/Dollar Buyout lease as well as 60 month Fair Market Value lease. In either case, pricing is fixed for the entire 5 year term with no escalations.

Please see the following pages for lease pricing details in the format supplied by the City of Garden Grove.

Charges Outside Contract:

The State of California UCC1 filing fee which is standard to any lease contract and the responsibility of the customer for payment. This fee will be paid by the city in the amount of \$125.00. *However, it's important to note that many other charges that are typically the responsibility of the Customer are covered when you enter into a lease agreement with QDoxs:*

- Xerox does not charge for the removal of equipment at end of lease.
- Xerox pays for shipping and delivery fees for consumables and supplies.
- Xerox does not charge for scanning.
- Xerox will not charge for property insurance, assuming that appropriate proof of insurance is provided by the City within 30 days of installation.
- Xerox pays property tax on your leased equipment.

MAINTENANCE CONTRACT PRICING

Maintenance Contract is fixed for the entire 5 year term with no escalations. The pricing structure for the fleet of 27 devices is a pooled volume plan which provides the City of Garden Grove one single click rate for all 27 machines.

Pooled maintenance base charge: \$4,600/month
Includes 400,000 black prints per month, overages charged at \$0.006 each
Includes 40,000 color prints per month, overages charged at \$0.056 each

Benefits of pooled maintenance plan:

- Single invoice for the entire fleet
- Monthly breakdown of all machines and their monthly volume
- One single per print charge regardless of which machine makes the print
- Fixed base charge per month to keep the budget goals inline.
- Contract covers toner, consumables and 270 staple cartridges/refills (1,350,000 total).



Monthly Lease Payment vs. **Total Monthly Spending**

Below is a hidden fee calculator that will ensure that you are getting the most out of your investment. Be sure to speak to all vendors about how their firm handles the following issues. Qdoxs will not charge you for the below fee's.

Property Taxes \$15 - \$20 a month

Annual property tax is typically 1.87% of equipment price.

Scanning Charges \$5 - \$10 a month

Cost for each page scanned on the glass or through the document feeder.

Service Credits \$5 - \$10 a month

Credits for copies/prints the technician makes during a service call.

Supplies Shipping \$25 - \$50 a month

Shipping/Delivery charges for toner and other supplies that the machine requires on a regular basis.

Automatic Renewal Might be trapped in the lease for longer

Process of canceling contract and what happens at the end of the lease. Automatic 1 yr. renewal?

Equipment Removal Fees \$12.50 - \$25 a month

At the end of the lease, who pays for the return shipping of the equipment.

Down Payments Upfront costs

Security Deposits & Down Payments are a percentage down authorizing leases with third party bank.

Only OEM Parts Decreased uptime, may void warranty

Original Equipment Manufacture parts are necessary for superior reliability and quality, with any manufacturer.

Replacement Guarantee Extended downtime, overall Satisfaction

How long into the lease until the manufacture does not guarantee the equipment's performance.

Total = Only fee you will be responsible for with us is the
One Time Documentation Fee of \$125.00

Total amount that must be added to the monthly lease price to know the total cost of ownership.

INVOICING

Xerox provides electronic invoicing.

Xerox is capable of handling EDI orders, acknowledgments, invoices, etc. using the American National Standards Institute (ANSI) X12 standard version 4010.

Xerox provides access to a secure online portal for specific customer account information, which includes:

- Optional email notification that invoice(s) have been sent
- Downloads of invoices for viewing and printing
- Download to spreadsheets for analysis and reporting
- Visibility to your payment history
- Consolidated view of your account invoices, invoice aging and outstanding balances



Section D: References

- 5 References for the same type of services, preferably government agencies, for a minimum of 5 consecutive years.
- Include: Client name, project description, contract starting and end date, client project manager name, email address and phone number.
- ALL contact information MUST BE CURRENT and ACCURATE

QDoxs - Xerox Current Customer References

Compton Community College
1111 E. Artesia Blvd.
Compton, CA 90221
310-900-1600

75 office devices, 3 production devices. Customer since 2013

Andrei Yermakov, Director of IT
ayermakov@elcamino.edu
extension 2180

Josue Ruelas, Director of Printing Services
jruelas@elcamino.edu
extension 2611

City of Carson
701 E. Carson St.
Carson, CA 90745
(310) 830-7600

35 office devices, 3 production devices. Customer since 2013

Robert Eggleston, Director of IT
regglest@carson.ca.us
extension 1192

Zachary Wulf, Purchasing Manager
zwulf@carson.ca.us

Boys and Girls Club of Garden Grove
10540 Chapman Ave
Garden Grove, CA 92840
(714) 530-0430

9 office devices in 6 locations. Customer since 2013

Marlene Naea, Operations Manager
marlene@bgcgg.org.x1964

Orange County Water District
18700 Ward St
Fountain Valley, CA

10 office devices, 2 production devices and workflow. Customer since 2006

Bonnie Howard, Director of Purchasing
bhoward@ocwd.com
714-338-3320

Nic Nguyen, Manager, Reprographics
nnguyen@ocwd.com
714-338-3350

City of Paramount
15001 Paramount Blvd
Paramount, CA 90723
562-634-6177

4 office devices, 2 production devices. Customer since 2012

Gloria Hannah, Administrative Manager
ghannah@paramountcity.com



Section E: Qualification Statement

In addition to the references we have provided, the following is additional information about the team who you will be working with directly. Also, here is a listing of items we will provide as per your requirements:

If awarded the contract, QDoxs will complete or provide the following to the City of Garden Grove:

- ✓ Obtain Garden Grove Business License within 5 days of notification of award.
- ✓ Provide the city Proof of Liability insurance within 5 days of notification of award.
- ✓ Provide Proof of Workers Compensation insurance for Xerox technicians who will be onsite for service.
- ✓ Provide Proof of Workers Compensation for all other QDoxs employees onsite at the city.
- ✓ Insurance amount for general liability of \$1,000,000
- ✓ Automobile liability insurance is \$500,000 and technicians' vehicles that are provided by Xerox.





YOUR QDOXS – XEROX TEAM

QDoxs is one of the top Xerox Premium Sales Organizations on the West Coast. We have been operating as a Xerox Sales Agency for over 20 years. We believe in providing the best customer experience to the accounts we work with. Our Sales Strategy is based on a consultative approach, putting our customers' goals and objectives first. Together we provide a partnership with our clients to improve their internal business processes and print policies while at the same time meeting the financial objectives.



Jeremy Glenn
Account Manager
21 year Industry expert
Jeremy@qdoxs.com



Lindsey Marks
Vice President of Sales
16 Year industry expert
Lindsey@qdoxs.com



Tina Stelzer
Production Specialist
24 Year industry expert
Tina@qdoxs.com



Sue Yates
Managed Print Services
32 Year Industry expert
Sue@qdoxs.com



Brad Blackburn
Director of Operations
11 Year Industry expert
Brad@qdoxs.com



Dave Schmitz
Systems Specialist
40 Year Industry expert
Dave@qdoxs.com



Shane Cherry
Systems Specialist
37 Year Industry expert
Shane@qdoxs.com



QDoxs Company Profile

QDoxs is a Premier Xerox Sales Agent. We are your local Xerox Sales division handling your specific geographic area. We have been a Platinum Agency and “Preferred Partner” of Xerox since 1998. When you work with QDoxs, you get the best of both worlds: face-to-face, personalized customer service, along with the resources, products and proven history of a world leader in office equipment and technology.

Our team at QDoxs takes a personal approach to managing all of our customers. Because we work with a specific geographic area, we excel in customer service and after-sale support. We believe in building strong business relationships with all of our customers. We pride ourselves on not only selling solutions to our local businesses, but also maintaining an ongoing partnership with them throughout the years.

How is QDoxs different?

- Xerox Trusted Partner since 1998
- Endorsement from Ursula Burns (Xerox CEO)
- Xerox Direct Financing
- Xerox Direct Service (No 3rd parties)
- Xerox Full Replacement Warranty
- Xerox OEM parts (No generics, 3rd party)
- Access to Service Reports 24 hours a day
- Person-to-Person Relationship
- Value added offerings
- Preferred Sales Channel in your area
- Ability to customize offerings a variety of different ways
- Staff has over 25 years average industry experience



Why Do Business with QDoxs?

Lowest cost or greatest value?

Productive and Convenient

Best Mobile Printing Solutions	✓
Print by Xerox App	✓
Print from iOS	✓
Print from Android	✓
Easy & Secure Guest Printing	✓
Scan to Phone & Tablet	✓
Cloud Apps on the MFP	✓
Google Drive (Scan to and Print from)	✓
Dropbox (Scan to and Print from)	✓
Box.net (Scan to and Print from)	✓
OneDrive (Scan to and Print from)	✓
Language Translation Service	✓

IT Power Tools

Real Time Remote Control Panel	✓
Real Time Print Drivers	✓
Multi Unit Cloning	✓

Total Data Protection

Password Protected PDFs	✓
McAfee Whitelisting Protection	✓
256 Bit Hard Drive Encryption	✓
Hard Drive Image Overwrite	✓
Secure Print w/ Time Deletion	✓
Automatic Firmware Upgrades	✓

Better Financing

Manufacture Direct Financing	✓
Total Satisfaction Guarantee	✓
No Property Tax Charges	✓
No Hidden Fees	✓

Better Service Plan

Automatic Toner Ordering	✓
Automatic Meter Reads	✓
Automatic Service Calls	✓
Factory Trained Technicians	✓
24/7 Monitoring	✓
Remote Solve Technicians	✓
SmartKit Replaceable Units	✓

Better Account Management

QDoxs Platinum Xerox Sales Agency	✓
Online Printer Management	✓
Custom, Professional Implementation	✓
Xerox Certified Network Analysts	✓
On-Site Customer Training	✓

Complete Cost Control

Application Defaults	✓
Settings by Time of Day	✓
User Permissions	✓

Section F: Work Plan



IMPLEMENTATION PLAN

Xerox Certified carriers will be delivering the 27 units for deployment. With a fleet of this size we usually would recommend breaking up the deliveries over a 4-5 day period. This ensures a smooth transition by department.

Below is a sample delivery and implementation schedule which could be modified based on your feedback.

April 2017							May 2017							June 2017						
SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA
26	27	28	29	30	31	1	30	1	2	3	4	5	6					1	2	3
2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	1
30														2	3	4	5	6	7	8

- Bid Awarded April 1, 2017
- April 14 - Pre-install Meeting with COG staff and QDoxs team to finalize install plan
- April 18 – IT Staff and QDoxs Network Analyst fill out Network info, print driver deployment, scanning folders and any additional network set up which can be done prior to delivery.
- April 20 – QDoxs Trainers provide COG video WebEx content for basic functions of Copy, Print, Scan, Email and Autostore. This content is customized for COG and will be 5 WebEx series which are recorded and provided to your IT department to deploy prior to delivery of new systems. This will give your users the ability to get familiar with the functions of the new copiers prior to their arrival or when it is convenient for them.
- April 25 – 5 units replacing the Owned devices will be delivered. Carriers will pick up and dispose the units which are owned. Our analyst will be onsite during delivery and set up. The units will be set up per the details discussed in the April 18 meeting.
- May 2 – Production Units install into Reprographics department.
- May 9, 11, 16 – Delivery remaining units
- Upon delivery of each unit, our Carriers will pick up the existing equipment and dispose. Since the City has a fixed purchase option lease of \$1 on existing copiers then equipment can be traded in as the purchase of equipment shall shift to COG once the last payment has been made.



TRAINING

Training is a key component to the success of an implementation process. We take pride in making sure your users and staff are fully prepared and feel comfortable with the transition. Regardless of vendor, new equipment means changes for your existing employees. We focus on four areas, an approach which has proven to be extremely successful in large implementations which involve many users and equipment sites.

- Pre-Training resources – We will create five customized WebEx training sessions which will be 20 minutes in duration. Each of these five sessions will be focused on different aspects of use - copying, printing, scanning, email and Autostore. We do this prior to installation so that your users have an opportunity to see how the equipment will work beforehand. These recordings will be the property of the City and can be used anytime new staff is brought on board or existing staff would like to revisit training details.
- Onsite training – Our trainer will also offer 2 days of onsite seminar-style training where he will be available in a conference room and have time slots set up all day so users can attend an in-person training at their convenience. These sessions are offered every hour on the hour to allow flexibility with your users schedules. We find that if we offer an hourly training availability, users will find a time slot that works for them.
- Department focused training – Our trainer will go to each department about 2 weeks after equipment has been installed for a follow up training so users that may have attended the training seminar or WebEx but could have other questions. This is designed to be helpful for small questions users may have after they have used the equipment for a few weeks.
- Reprographics Training – Because of the specific needs in the Reprographics area, this training will only be done in person and will be one-on-one with the staff in the Reprographics department so that specific workflow needs can be addressed. These sessions will be conducted on the day of and the day after installation. This will ensure workflow and critical applications work as seamlessly as possible and to minimize critical production downtime.



Dave Schmitz
Xerox Network Analyst & Trainer
Office & Production



Shane Cherry
Xerox Network Analyst
Office & Production



Brad Blackburn
Xerox Workflow & Fiery Trainer
Production

Section G: Proposed Manpower Analysis



MANPOWER AND TASK BREAKDOWN



Jeremy Glenn
Account Manager
21 year industry expert
Jeremy@qdoxs.com



Lindsey Marks
Vice President of Sales
16 year industry expert
Lindsey@qdoxs.com



Tina Stelzer
Production Specialist
24 year industry expert
Tina@qdoxs.com

- Processing of order once submitted - 24 hours
- Arrival of equipment to warehouse once processed – 3 weeks
- Pre-install meeting – 2 hours (involves COG staff at this meeting)
- After meeting organization and back room implementation – 3 hours
- Network preparation meeting – 4 hours (involves COG staff at this meeting)
- WebEx recordings – 2 hours (to be completed at each user’s convenience)
- Delivery of equipment – All day (will need 1 hour of COG IT staff per each day)
- Onsite training sessions – All day (one hour required of COG users)
- Production onsite training sessions – 5 hours (will require key operators in Reprographics to attend full session)



Dave Schmitz
Xerox Network Analyst & Trainer
Office & Production



Shane Cherry
Xerox Network Analyst
Office & Production



Brad Blackburn
Xerox Workflow & Fiery Trainer
Production

BACKGROUND OF KEY STAFF



Tina Stelzer
Fleet and Production Specialist
24 Year industry expert
Tina@qdoxs.com

As the Production Specialist and Fleet manager, my focus is helping customers with digital printing hardware, software, workflow, process improvement, marketing planning, and execution of strategic implementations like multi-channel marketing, personalized and targeted direct marketing and direct mail for clients. I have a broad understanding of not only the Xerox production portfolio but also implementing key workflow and processes in enterprises that utilize both office and production processes.



Lindsey Marks
Vice President of Sales
16 Year industry expert
Lindsey@qdoxs.com

As Vice President of Sales for QDoxs, I feel it is one of the most important positions within our organization. I am in charge of our organization's most critical assets: Our Customers and gaining new business. I oversee our entire organization and take special involvement in our larger customers in terms of implementation, customer satisfaction and making sure our business plans are executed to the expectations of our customers. Tina Stelzer and I are the project leads for all RFP's and have over 35 years combined experience in fleet management and large user environments.

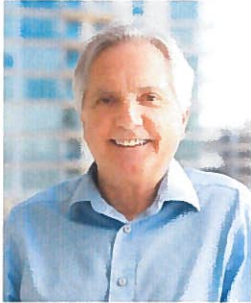


Jeremy Glenn
Account Manager
16 year Industry expert
Jeremy@qdoxs.com

As a Sales Executive for QDoxs, we focus on far more than just equipment. I am here to consult with you to bring innovative, real-world solutions for your print management needs; help cut costs, secure documents and reduce the environmental footprint. My goal is to understand and identify your strategic vision, objectives and needs while aligning our products and services where business opportunities exist. In turn, developing a strong relationship and delivering high levels of client care. I have vast experience with other vendor brands such as Canon, Toshiba and Konica which allows me to educate my customers of the Xerox technology strengths. I provide them a strong knowledge of the value they are getting with the Xerox products, services and overall customer experience versus the competitive alternatives in the market.



BACKGROUND OF KEY STAFF



Dave Schmitz

Xerox Network Analyst & Trainer
Office & Production

I am the Head Systems Analyst and Office Trainer for QDoxs. I have worked for Xerox for over 30 years and specialized in tech support for over 20 years. I have been the head analyst and trainer for QDoxs just over 15 years and enjoy working with all of our customers. I provide a personal experience to every customer and my job is to make sure all the systems work exactly the way the customer has envisioned. We have a detailed process when it comes to our install and delivering a seamless install is something we are committed to.



Shane Cherry

Xerox Network Analyst
Office & Production

I am a QDoxs Network Analyst, I have a strong background in Xerox. I started with Xerox engineering in 1977 and was in research and development for 33 years. I came over to QDoxs 4 years ago and focus solely on setting up and installing the Xerox equipment. Customer satisfaction is our focus at QDoxs and delivering a quality customer experience from start to finish is what we do on a daily basis.



Brad Blackburn

Xerox Workflow &
EFI Fiery Trainer, Production

I am the software specialist for QDoxs for both office and production. I work with the customer to establish their internal workflow goals and then make recommendations to meet those goals. In addition to focusing on office workflow, I also specialize in the workflow driven by Fiery front ends. These are predominately in the Production workspace and I help educate our customers on the utilization of the Fiery tools to help make their jobs easier. Every training is customized to that specific customer's environment.



Service and Product Overview



SERVICE

- All service technicians are Xerox direct employees and are certified on the each of the products they maintain.
- The service contract is included in the lease for the same term without pricing escalation.
- The Xerox Total Satisfaction Guarantee applies to all equipment offered.
- All Xerox ConnectKey products offered in this proposal include Real Time Remote Management.
- Proactive monitoring of equipment reduces downtime and service calls
- One Xerox Helpdesk is available for all equipment types.
- Monthly usage and service reports will be provided automatically to the City of Garden Grove for review.

Service Calls:

- Service calls are available during regular business hours, 24/7 coverage available via online request.
- According to the Xerox Total Satisfaction Guarantee, all products offered are covered for full replacement if needed during the entire term of your Xerox lease.
- Xerox provides service credits when applicable. Our technicians will take a meter read both before and after service and note the additional prints made for crediting purposes. (Please retain bad copies and ask the service technicians to note them in their meter read.)
- Xerox provides only OEM parts when maintaining your equipment under lease.
- Xerox charges a flat rate per print regardless of coverage.
- Xerox does not charge for shipping of supplies or parts that are included under contract.
- Xerox provides everything under your agreement except paper and staples.
- Automatic firmware updates are done every night to ensure latest level of software is on the system. This is done automatically as part of your service contract.
- We can request an extra set of toners for each machine delivered and ask that you keep them near the machine.



Xerox Total Satisfaction Guarantee

Quite simply, it's the best guarantee in the industry.

The Total Satisfaction Guarantee provides that, if you are not totally satisfied with any Xerox equipment, Xerox will, at your request, replace it without charge with an identical model or, at the option of Xerox, Xerox equipment with comparable features and capabilities. The Xerox Total Satisfaction Guarantee is effective for three years following the equipment's installation date.

The Total Satisfaction Guarantee only applies to equipment that is continuously maintained by Xerox or its authorized representatives under a Xerox warranty or Xerox maintenance plan.

We make this offer to clearly demonstrate that our measure of quality is our Customers' Satisfaction.



Product Specification Details



Specifications per RFP

The Xerox solutions we have recommended specifically for the City of Garden Grove is capable of the following (at minimum), and is compliant with all of the specifications set in the RFP:

- ✓ Double sided printing
- ✓ Automatic Stapling of 25 Sheets
- ✓ Stacking and Finishing
- ✓ Auto Document feeder of at least 50 sheets
- ✓ Reduction and enlargement
- ✓ Paper capacity of at least 1,000 sheets and 11X17 capability
- ✓ Adjustable trays
- ✓ 50ppm or greater
- ✓ Scanning to network drive and email
- ✓ LAN Faxing and walk-up fax
- ✓ Inbound faxes to be routed to network folder or email
- ✓ Ability to view faxes before printing
- ✓ Tracking of copies and prints using 6 digit codes and limit color for chargebacks.

For more detailed specifications, please see spec sheets immediately following these pages and brochures provided at the back of this binder. They have also been provided in electronic format loaded onto the USB included with this submission.

Maintenance and Support, Warranty

Warranty period for the parts and labor is for the entire 5 year term. In addition to the service contract, you have a full replacement warranty under the Xerox Total Satisfaction guarantee.

The service contract and warranty period begins the date the equipment is installed and the acceptance is acknowledged by the City of Garden Grove.

Xerox provides phone support Monday through Friday, 8am-5pm. In addition, you can access support online 24 hours a day, seven days week.

Upon placing a service call, the user will be provided an ETA over the phone. The time frame provided is usually a 2 hour window.

If equipment cannot be fixed over a 5 day period, then we will provide a loaner at no additional charge.

Network Technical Requirements:

- ✓ Standard 10/100 Base-TX Ethernet interface for LAN Connection.
 - ✓ TCP/IP protocol support
 - ✓ Driver support for Windows (7/10/2012 server) and Red Hat Linux
 - ✓ PCL5e/PCL6 required
- Adobe Postscript 3 available



Trade-in Equipment Pickup

At the time of new equipment delivery, the carrier will remove the City's existing equipment intended for trade-in, then will move in and install the new equipment in the areas designated. All trade equipment will be properly disposed of.

Installation Plan

Please see Work Plan / Technical Description section.

Wireless Printing

Mobile Devices can print to machine's via Android, tablet, Apple iPhone, etc. You can print via Apple Airprint, Mopria or Print by Xerox - this is a printing application users can utilize even when they are not on the network. It is secure and does not require IT to set up.

NSI Version 7

Included in the proposal are 5 licenses for NSI Autostore. Our Network analyst will configure and install Autostore version 7 as part of the general setup of the Xerox machines. NSI is an approved partner of Xerox and a common software we install.

Police Records machines:

Devices designated for the Police Records area are 75 ppm or greater and are black/white and can run up to 13" x 19" sheet paper.

Reprographics Department

Devices designated for Reprographics 120 ppm or greater and are capable of running NCR/carbonless paper, 110lb cover, booklet and square fold trimming.

110 ppm or greater black/white machine. Standard finisher, NCR paper and 80lb cover, gloss coat and Kromekote plus cover.

65 ppm color machine. Standard finisher, external Fiery, NCR/carbonless, 80lb cover, gloss coat and Kromekote plus cover.

INVOICING

Xerox provides electronic invoicing.

Xerox is capable of handling EDI orders, acknowledgments, invoices, etc. using the American National Standards Institute (ANSI) X12 standard version 4010

Xerox provides access to a secure online portal for specific customer account information, which includes:

- Optional email notification that invoice(s) have been sent
- Downloads of invoices for viewing and printing
- Download to spreadsheets for analysis and reporting
- Visibility to your payment history
- Consolidated view of your account invoices, invoice aging and outstanding balances



TECHNICAL SPECIFICATIONS

- Xerox has separate subsystems for each document function: copy, print, scan, and fax.
- Xerox is a true multi-tasking machine. Multiple functions can be performed simultaneously.
- Modern Xerox technology does not require fuser oil.
- Xerox technology includes bi-directional drivers as standard technology. When paper is loaded in the tray the machine will request the user confirm the paper type and size. Once this is confirmed the machine will communicate to all the Xerox print driver so prints will always be sent to the correct paper resources.
- Xerox's bi-directional print drivers provide job status and device feedback, including alerts and print destination.
- If a job is held for resources at the device, PRINT AROUND moves to the next job in the print queue to keep printing the other jobs.
- Centaware Web allows you access to the device from Internet to configure, monitor, and track or limit usage for copy, print, scan, and fax functions.
- All Office units proposed have cloning capability. After the initial machine setup, each subsequent machines can be set up in a matter of minutes.
- The Xerox Remote Control Panel allows IT staff to access all network devices and troubleshoot remotely.
- Xerox provides a global print driver.
- We provide compressed file size when scanning using JPEG2 technology.
- We provide availability of confirmation for scanning
- Scanning formats have JPEG, TIFF, PDF, Searchable PDF (OCR scanning) standard.
- We provide image overwrite 3 pass algorithm.
- Secure print, holds job in queue until user releases without holding up other jobs.
- Entire product and all components are Common Criteria Certified.
- Xerox devices can define printing rules and permissions by application.
- Xerox devices can assign printing permissions by user via an alphanumeric code.
- Xerox uses one operating system across all systems for a consistent look and feel for users printing in multiple locations on multiple devices.
- Supply monitoring and automatic ordering of consumables is standard.
- Dual-head/duplex scanning is standard on all 55ppm units and above.



A QDoxs Exclusive:

Always Be Up to Date

Automatic Firmware Updates

Automate Your Security

Leading technology firms agree that keeping servers, firewalls, MFPs and other Operating System Software up to date is the best way to protect yourself from the ever evolving security concerns.

Automatic Firmware Updates

- Direct from Xerox Firmware
- Requires no intervention from IT
- Increased Network Security while decreasing the need for service calls

Achieving Compliance and Peace of Mind

- Created in response to US Government Network Security Requirements and the National Institute of Standards & Technology network Security Best Practices

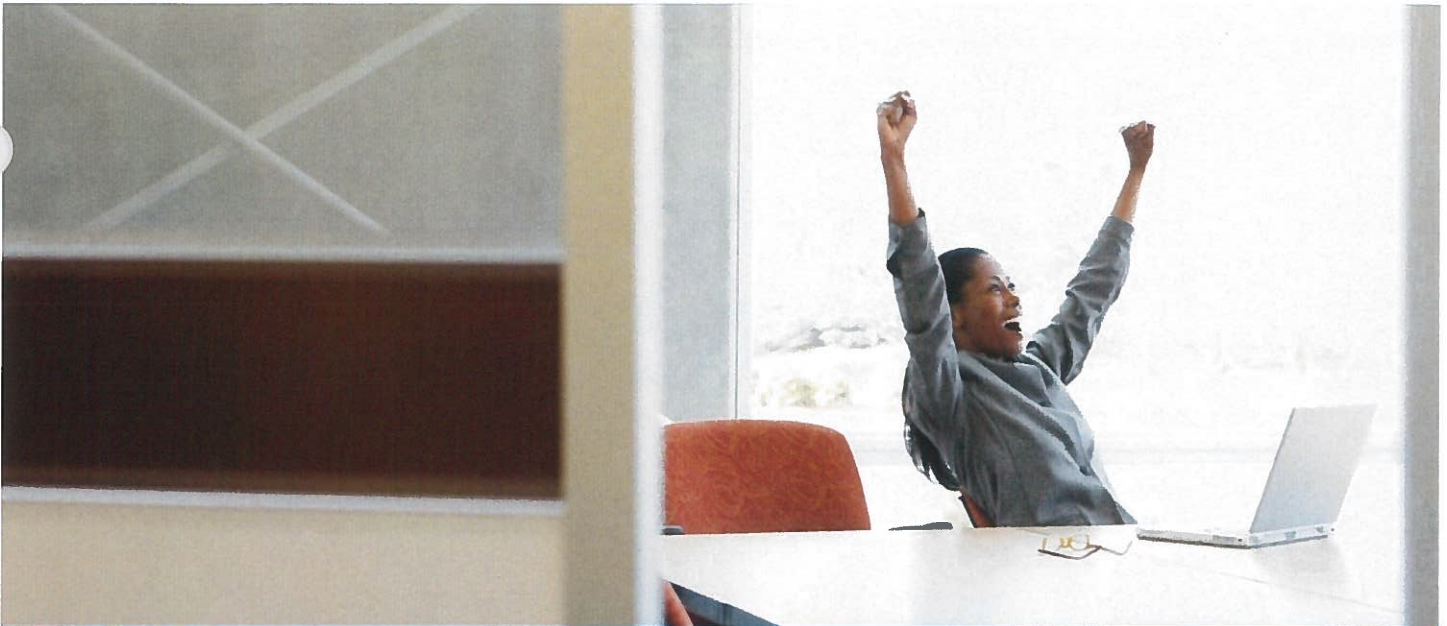
Gain the latest ConnectKey Features

- New Features added to your office free and automatically

Off Hours Implementation

- Updates are scheduled at 'off hours' to ensure no work is disrupted





It Doesn't Get any Simpler

Designed in the USA

Users will experience even more simplified and responsive user interface screens with larger icons, making Xerox ConnectKey Technology-enabled MFPs to make common and specific workflows easier.



More Uptime, Less Downtime

The difference in hardware design translates to your office being less dependent on service technicians and 'up and running' more.

Xerox has invented and patented the best approach to uptime. Xerox SmartKits offer extended life and less frequent user intervention. Customers can be up and running in minutes and will not have to wait for a technician.



Totally Secure, Standard

Your data. Your Business

We increase the level of protection for sensitive network data, both behind and outside the firewall. We believe comprehensive, multi-layer security that is easy to deploy is a critical factor in the success of business of any size.

Powerful Partnerships (Intel, McAfee, Cisco and more)

The industry's first lineup of multifunction printers that protect themselves from potential outside threats., thanks to McAfee integration powered by Intel Security.



Encrypted Print Data w/ Secure Release

Internal office security is often overlooked when protecting your intellectual data. Using Xerox's Secure Print feature will keep you protected at all times.



Hard Drive Encryption

All the information that you scan or copy will never be accessed or seen by any thanks to 256 bit encryption, the highest level of encryption available.



Image Overwrite (three-pass algorithm)

Digitally shred all of the information that has passed through your MFP Hard disk drive image overwrite with a DoD-approved three-pass algorithm,. Program for once a week, once a day, or after every job.



Conformance with CCC Standards

ConnectKey MFPs support the latest Common Criteria Security Certification requirements for the entire machine (not just certain ports)

DoD Security Scan Standards

A vulnerability scan will be performed on ConnectKey MFPs as part of the manufacturing process, ensuring each machine made is totally secure.



Control from Anywhere

Creating better support from your IT and Xerox with 'Real Time Remote Control Panel'

Operate the multifunction printer user interface from any office workstation as though you were standing right in front of it.

Better Service

Real time interaction with you and Xerox Service

Better Training

Better and more practical trainings, either of the phone with the helpdesk, or in a boardroom with the whole team

Better Tools for IT

Access MFP printer settings from anywhere
Full access to device interface from any networked PC
Easy for internal staff or contracted support partners

Completely Secure

Secure connection that hides sensitive data such as passwords
Remote sessions are indicated to the local UI to prevent simultaneous changes



IT Manager



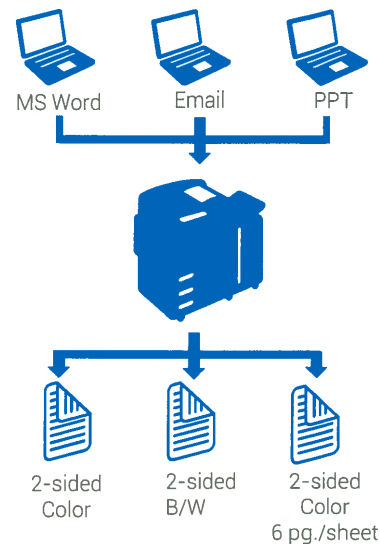
End Users

Policies to Create Savings

Xerox Exclusive: Application Defaults, Enabling Enterprise Level Control for All

Application/Software Defaults

- Customize default settings for each application e.g. color for presentations and black and white for emails as default
- Unified and streamlined print driver roll out and management dramatically reduces network printing costs



Limit Print Options

- Such as color, paper tray, and paper handling (i.e., 2-sided printing).

Different Options for Different Times

- Ex. Color available during business hours, but not available after hours.

Unique to Xerox

- Nobody else provides this amount of control

The screenshot shows the 'Time Restriction Options' interface. It features a calendar grid with days of the week (Sun-Sat) and hours (6-12). A legend indicates: Green for 'Black & white and color printing allowed.', Blue for 'Printing is allowed.', and White for 'Printing is not allowed.' Below the grid are two sections: 'Allow Printing' and 'Allow Color Printing'. 'Allow Printing' has radio buttons for 'Always', 'Monday - Friday from...', 'Time of Day (Advanced)...', and 'Never', with a checkbox for 'Make color printing more restrictive than black & white printing.' 'Allow Color Printing' has radio buttons for 'Always', 'Monday - Friday from...', 'Time of Day (Advanced)...', and 'Never', and a table for setting time ranges.

Day	From Time	To Time
Sun	Add Time Range	
Mon	6 00 AM	7 00 PM
Tue	8 00 AM	5 00 PM
Wed	8 00 AM	5 00 PM
Thr	8 00 AM	5 00 PM
Fri	8 00 AM	5 00 PM
Sat	Add Time Range	

Xerox App Gallery

The global portfolio of apps for your office

Print and Scan capability for:

- Print and Scan for Dropbox
- Print and Scan for Box
- Print and Scan for Google Drive
- Print and Scan for Office 365
- Print and Scan for OneDrive
- Scan to Cloud Email

Prints many document types

Microsoft Office, Print Ready formats

Browse cloud folders and print to or scan from the MFP touch screen

No complicated servers or software agents required.



Dropbox



Office 365

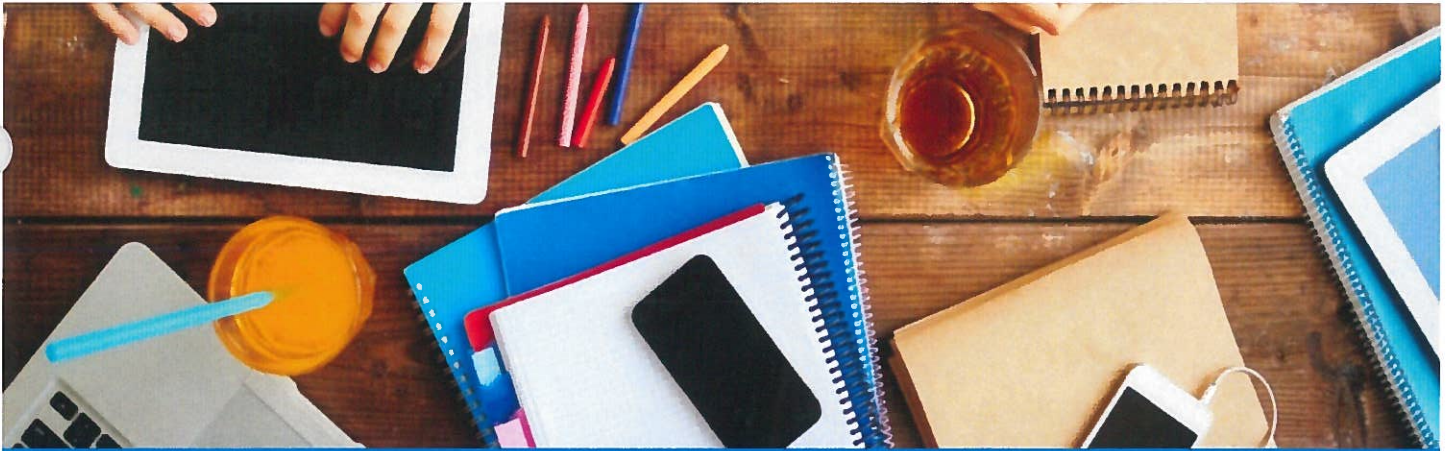


OneDrive



Google Drive





App Highlight: @PrintByXerox

Secure printing from anywhere, on any device. Allows employees and visitors to send attachments to one email address and then release jobs at the MFP panel.

Easy Printing from Any Device

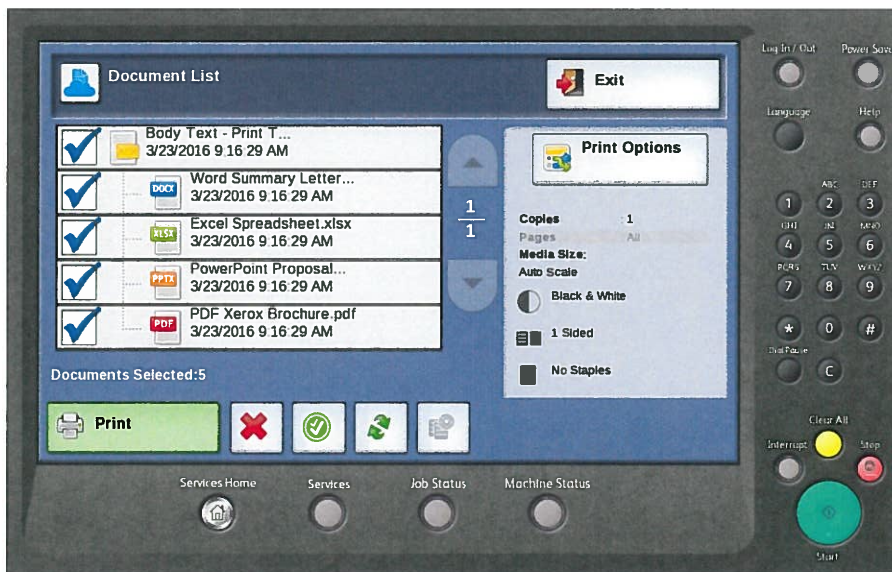
As simple as sending an email. Supports any device, including Laptops, iOS, Android, Chromebook notebook computers, from anywhere in the world

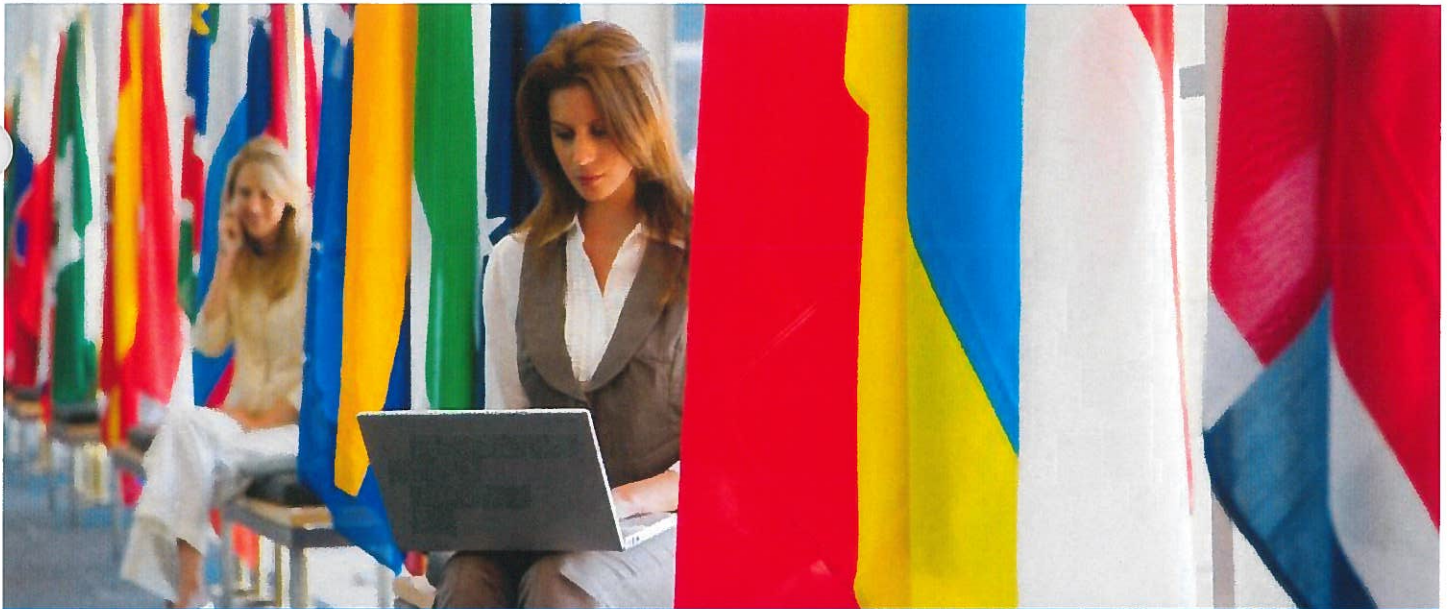
Pull Printing

Pull Printing enables you to send print jobs now and print them only when and where you're ready.

True Microsoft Office Rendering

No more surprising formatting changes with 'generic' print rendering engines.





App Highlight: Easy Translator

Online, On the Spot w/ your MFP, or On the Go w/ your Phone

Scan a document and receive a translated print of the document and/or email notification. Users can also send a digital image from a mobile device or a PC for translation.

35+ Languages

20+ File Formats

50,000 + Professionals

Access to certified translation services from over 50,000 native-speaking professionals when you need them. We are ready to work with you to produce the high-quality translated document you need at any time.

Machine

30 Pages Free

Easy-to-use and secure, your draft translation allows you to quickly determine the quality of translation required including human translation. Annual subscriptions available.

Express

10¢ Per Word

Express translation offers a quick rendering of your document by offering machine translation with human post-editing, which ensures coherent and fluent translation results within a short period of time.

Professional

23¢ Per Word

For targeted translation documents such as contracts, articles, guides, or proposals, your document is translated by highly-trained professionals and then proofread separately by a dedicated editor.

Expert

35¢ Per Word

Best for business-specific, highly specialized or scientific content. Our expertly-trained, and field-relevant specialists guarantee the highest level of terminological and stylistic accuracy.

App Highlight: Xerox Mobile Link

Scan Directly to your Tablet or Phone

Xerox Mobile Link is a 3-in-1 mobile app that captures images, scans, fax and email. It can send to most cloud storage destinations directly by leveraging address lists and cloud repositories on a mobile device.

Capture It

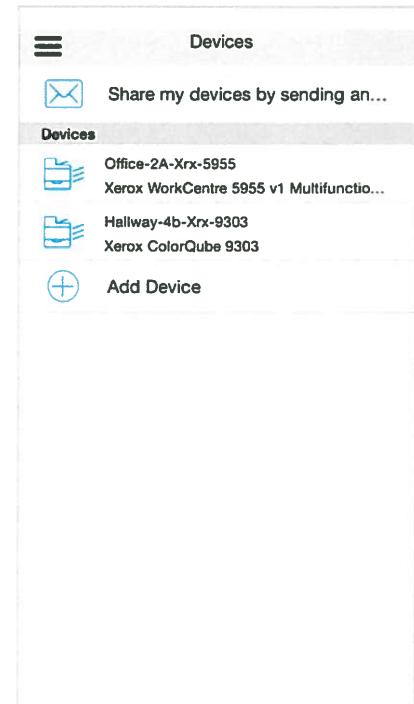
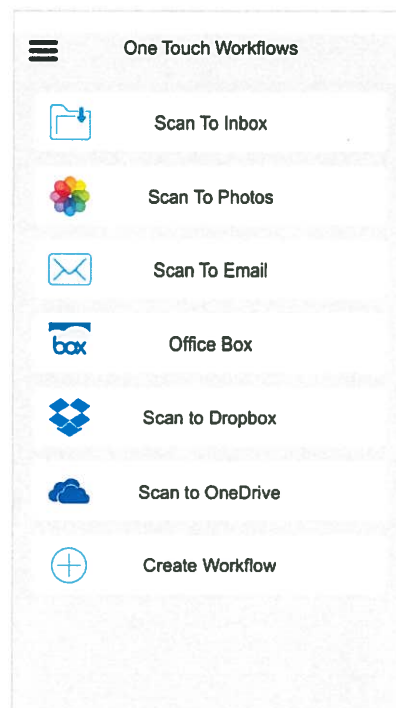
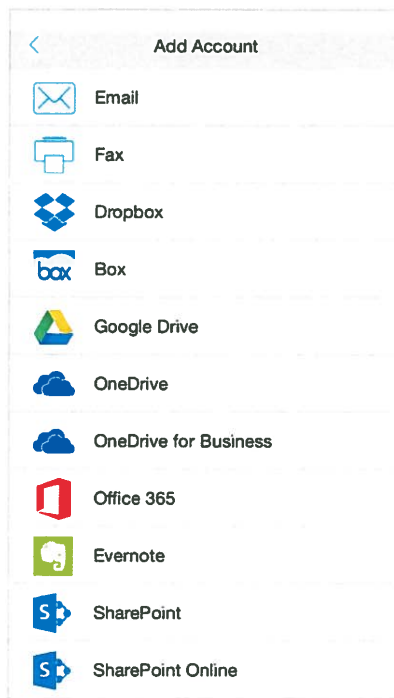
Capture documents with our **mobile camera**
Capture documents with the **MFP scanner** using the app's remote capability

Manage It

Combine and merge into PDFs
Add PDF passwords

Send It

Personalized one-touch workflows
Leverages mobile contacts, cloud logins
Capture and send to email and clouds simultaneously





Xerox Total Satisfaction Guarantee

Quite simply, it's the best guarantee in the industry.

The Total Satisfaction Guarantee provides that, if you are not totally satisfied with any Xerox equipment, Xerox will, at your request, replace it without charge with an identical model or, at the option of Xerox, Xerox equipment with comparable features and capabilities. The Xerox Total Satisfaction Guarantee is effective for entire lease term or three years following the equipment's installation date on cash purchases.

The Total Satisfaction Guarantee only applies to equipment that is continuously maintained by Xerox or its authorized representatives under a Xerox warranty or Xerox maintenance plan.

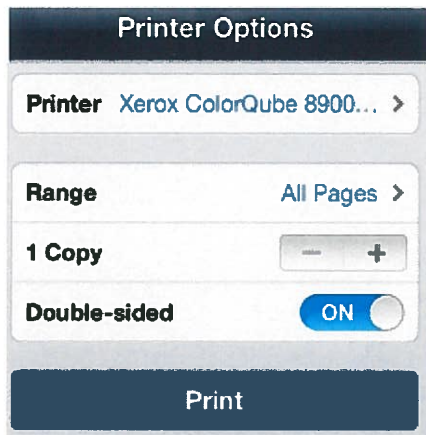
We make this offer to clearly demonstrate that our measure of quality is our Customers' Satisfaction.



Print from iPhones and iPads

Apple AirPrint, Standard

AirPrint is an Apple technology that helps you create full-quality printed output without the need to download or install drivers.



Remote Control Panel

Simplify Support and Training

Operate the multifunction printer user interface from any office workstation as though you were standing right in front of it. Remotely train users and configure multifunction printer settings with the peace of mind that integrated security allows only a single authorized operation at a time to prevent multiple remote procedures.



IT Manager



End Users



Hard Drive Security

256 Bit Encryption & Three Pass Image Overwrite

All data in motion in and out of the device, as well as data stored within the device, is secured with state of the art encryption.

The Image Overwrite electronically shreds information stored on the hard disk of devices as part of routine job processing. Electronic erasure can be performed automatically at job completion (immediate), on demand and on some models scheduled. The Xerox Image Overwrite product security process implements a three-pass algorithm originally specified by the U.S. Department of Defense.



Final Version 1.0
August 25, 2014

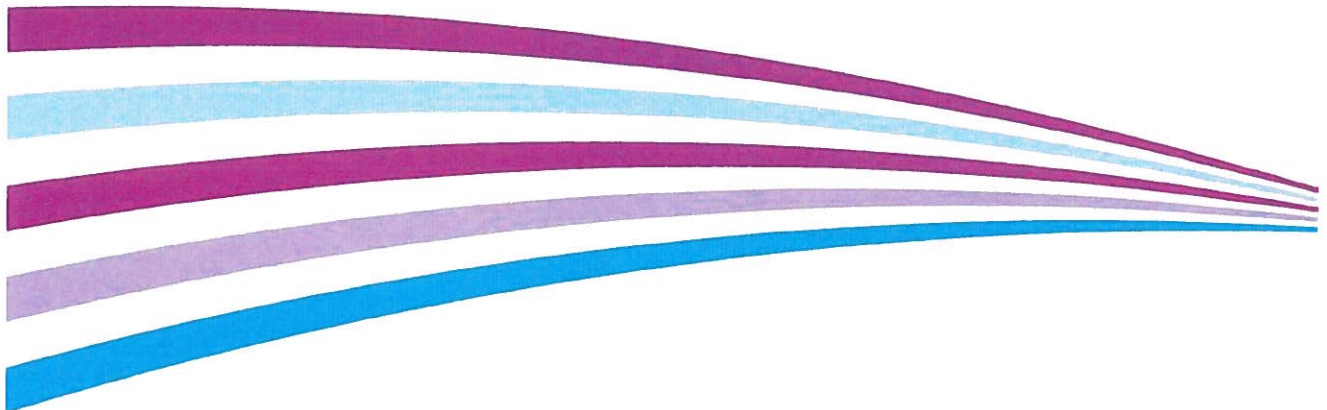


Xerox® Color C60/C70 Series Printer

Customer Expectation & Installation Guide



Xerox® Color C60/C70 Series



2 Detailed Specifications

Product Specifications

System Specifications

Print Speed and Monthly Volume	C60	C70
Simplex Speed B&W/Color	Up to 65 /60 ppm	Up to 75 / 70 ppm
Recommended Average Monthly Print Volume ¹	15,000-60,000 pages	15,000-60,000 pages
Maximum Monthly Duty Cycle ²	Up to 300,000 pages	Up to 300,000 pages

What exactly is Duty Cycle?

Duty Cycle is a print device's rated capacity to continuously perform work under normal conditions. It is usually expressed as the sustainable volume in letter- or A4-sized pages that can be printed per month.

Define the problem

When discussing a machine's capabilities, there is often a misconception about its Duty Cycle. Customers tend to think in terms of duty cycle, while Xerox thinks in terms of AMPV (Average Monthly Print Volume). Many print device vendors today do not define what these terms mean, how they are different, and how it affects a customer.

What are considered "normal conditions"?

Because Duty Cycle is based on how the printer performs under "normal conditions," you first must define what "normal conditions" are—and there are many factors that affect the execution of everyday print jobs. These include everything from the robustness of the machine and the types of applications being run to the physical environment in which the customer is printing.

In addition, any true measure of what constitutes "normal" must account for those occasions when a job is running at less than maximum speed. And as we all know, there are other times that for any number of reasons, a job isn't running and the machine sits idle. It's a natural part of the printing business. So to calculate Duty Cycle, Xerox took into account these "normal conditions", as well as the anticipated shift usage per week, to consider all factors that a machine and its operators may encounter when running print jobs.

What is the difference between AMPV and Duty Cycle?

Duty Cycle takes into account the actual capabilities of a machine with varying circumstances, while Average Monthly Print Volume (AMPV) is the volume an average customer is expected to produce on a machine in a month. AMPV reflects a range of an entire machine population's monthly usage, while Duty Cycle displays the potential to grow while still utilizing the machine. This is important to keep in mind because although a customer's typical print volume may fall into the AMPV range, the company may grow beyond the usual volume and printing capability of the machine. This is why when making a buying decision, a customer should look at their AMPV and the company's potential to grow.

Technology

Advanced Emulsion Aggregate (EA) Low Melt Toner

¹ The Average Monthly Print Volume is the expected regular monthly throughput.

² The Monthly Duty Cycle is the maximum volume capacity expected in any one month. This volume is supported under standard vendor supplied service for any single month but is not expected to be sustained on a regular basis. Customers should consider higher volume machines or multiple machines if average monthly volume approaches the maximum duty cycle on a continual basis.

Connectivity

10/100/1000Base-T Ethernet, High-Speed USB 2.0 direct print, Optional Wi-Fi (with Xerox® USB Wireless Adapter)

Device Specifications

Control Panel Language Support

US English, International English, International French, Italian, German, International Spanish, Dutch, Brazilian Portuguese, Swedish, Norwegian, Danish, Finnish, Turkish, Greek, Russian, Czech, Polish, Hungarian or Romanian, Catalan

Certifications

- FCC Class A Compliant (US), ICES Class A Compliant (Canada)
- CSA Listed (UL 60950-1, Second Edition)
- CB Certified (IEC 60950-1, Second Edition)
- ENERGY STAR®
- GOST
- NOM
- Environmental Choice
- CE Marked
- EPEAT-Bronze
- GS Mark
- Citrix® Certified
- WHQL
- Cerner
- MEDITECH
- SAP
- To view the latest list of certifications, go to www.xerox.com/OfficeCertifications

Accessory Options

- Business Ready Finisher
- Business Ready Finisher with Booklet Maker
- Standard/Light Production Finisher
- Light Production Finisher w/Booklet Maker
- Hole Punch for Business Ready Finisher
- GBC Advanced Punch
- Square-fold Trimmer
- C/Z Folder
- Vertical Transport Module
- Convenience Stapler (includes Work Surface)
- Small Media bracket (Inserts into OHCF Tray 6,7)
- Envelope Fuser
- Smart Card Enablement Kit
- Xerox Secure Access Unified ID System® (with USB Card Reader) with Follow-You Print™
- Walk up Fax (One- or Two-line options, includes LAN Fax)
- ScanFlowStore®
- Xerox® USB Wireless Adapter
- McAfee Integrity Control Enablement Kit
- XPS Print Option Kit

Foreign Device Interface (FDI) (Optional)

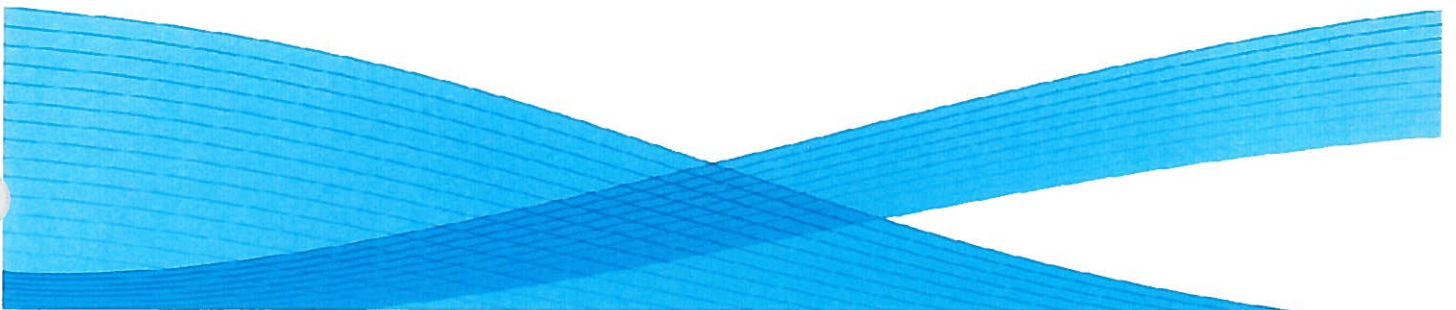
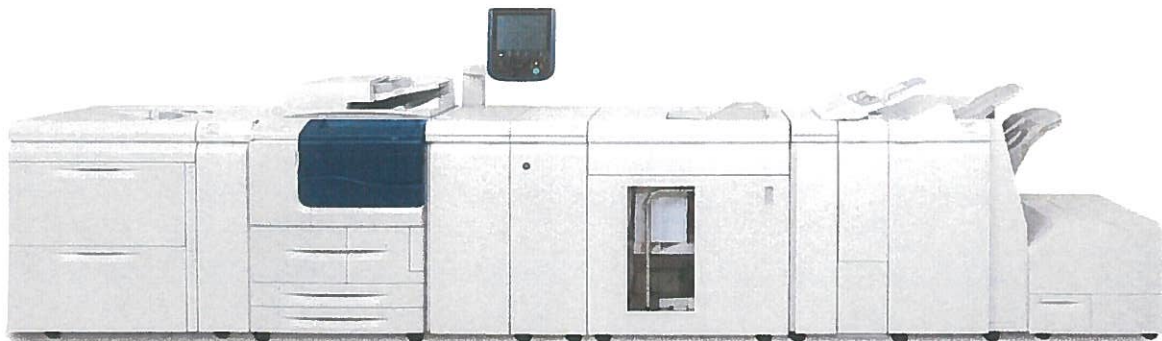
Also known as Auxiliary Access Device, this is an interface to third party access control devices, such as coin machines and card readers.



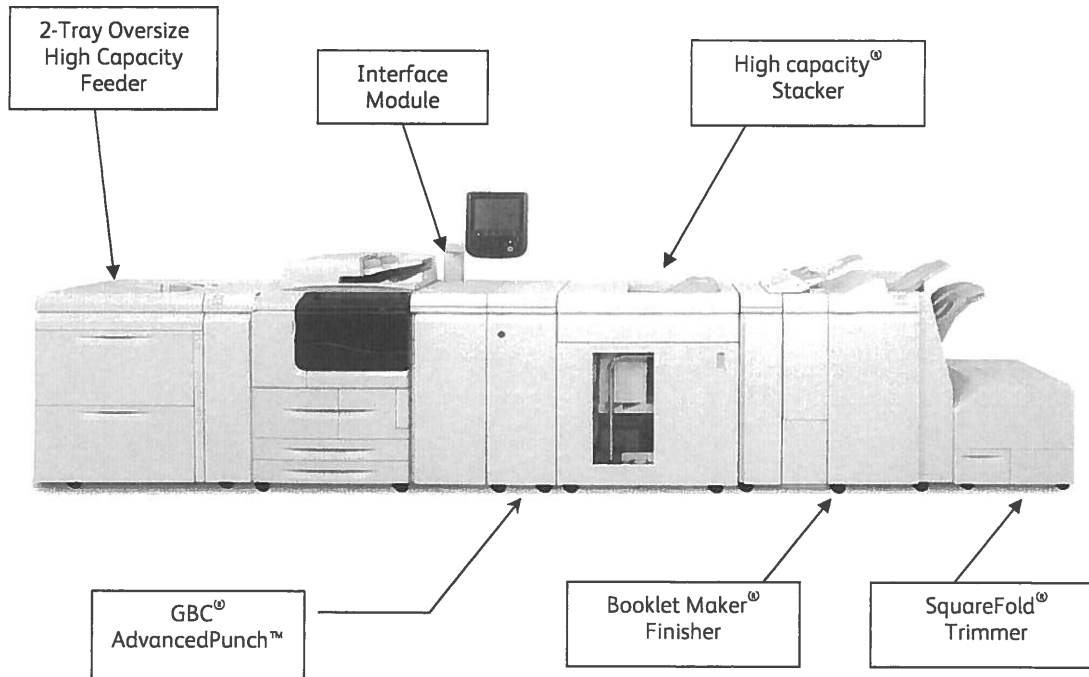
Xerox[®] D110/125 Copier-Printer
With Integrated Print Server and
Optional FreeFlow[®] or Fiery[®] Print Servers

Customer Expectations Document

October 2012



... add more functionality with optional feeding modules
and optional finishing modules



Configuration shown with the following optional modules:

- ✓ 2-tray Oversize High Capacity Feeder
- ✓ Interface Module
- ✓ GBC® AdvancedPunch™
- ✓ High Capacity Stacker
- ✓ Booklet-maker Finisher
- ✓ SquareFold® Trimmer

1. Introduction

The purpose of this document is to help you understand the high level expectations, features, and capabilities of the **Xerox® D110/ D125 Copier-Printer**.

The **Xerox® D110 Copier-Printer** 110 page per minute and our **Xerox® D125 Copier-Printer** 125 page per minute are black and white digital offerings, designed for large offices, small/medium size central reproduction departments, and print shops.

Print Engine includes an Automatic Document Feeder (ADF), Scanner, User Interface, Bypass Tray, Nationalization Kit, Integrated Copy/Print Server, and client print drivers.

2. Product Overview

Our Xerox® D110/D125 Copier/Printer is fast, flexible and easy to use. It produces innovative, more complex, diverse, and professional output.

2.1. Print Engines

- Xerographic Engine
- Print Speeds for simplex printing mode
 - 110/125 ppm (8.5" x 11"/A4)
 - 69/78 ppm (8.5" x 14"/B4)
 - 55/62 ppm (11" x 17"/A3)
 - 34/34 ppm (12" x 18"/SRA3)
- First Copy Out Time: 3.5 seconds
- Simplex or duplex printing
- Up to 1200 x 1200 dpi RIP resolution and up to 2400 x 2400 dpi resolution with halftone screen 106 lpi (default) or 150 lpi (high quality mode)
- Front to back registration +/- 0.7mm (customer adjustable)
- Automatic Meter Read (AMR) capable (where available)
- Bates Stamping

2.2. Document Storage

40 GB Hard Drive with 14.6 GB for document storage

2.3. Scanner/Document Handler

- Single Pass Duplex Color Scanning Standard; 100 ppm simplex / 200 ipm duplex
- Optical 600 x 600 dpi 8-bit Gray (256 shades) scan resolution
- Scans in industry standard PDF, JPEG, TIFF or multi-page TIFF
- Scan to Email with Mail Delivery Notification
- Supports LDAP
- Scan to Network File Server
- 250 sheet Duplex Automatic Document Feeder
- Throughput sizes: 5" x 8" to 11" x 17"/A5 to A3
- Throughput weights:
 - Simplex or duplex: 16 lb Bond to 110 lb Index (52 gsm to 200 gsm)
- Optional PDF Scan Kit
- Optional Scan to/Print from USB




Note: Xerox® provides TWAIN compatible data source software. This software may be installed on computers running Windows XP, Windows 7, or Vista to allow TWAIN compliant applications to interact with the scanner via a LAN connection. For more information regarding TWAIN, please contact your Xerox® sales

22. Electrical Requirements

Please reference both the Customer Site Survey and the Installation Preparation Document.

The electrical outlet must be located within 6 feet (1828 mm) to the right of the right rear corner of the main processor, or no more than 3 feet (914 mm) to the left of the left rear corner of the main processor (when facing the machine). The outlet/circuit cannot be shared with any other devices or equipment.

Printer System (Western Hemisphere)

	Main Processor	Optional Controller	All Feeders and Finishers (each require a separate electrical connection)
Nominal Voltage	208-240 VAC (+6% to -10%)	100-240 VAC, single phase (+6% to -10%)	100-240 VAC, single phase (+6% to -10%)
Amperage	13/15	3	13/15
Cycles	50/60 HZ	50/60 HZ	50/60 HZ
Receptacle NEMA Part No.	6-15R	5-15R	5-15R
Xerox [®] Receptacle Part No.		600S3704	600S3704
Power Cord Length	8.2 feet/2.5 meters	6 feet/3 meters	10 feet/3 meters
Receptacle Diagram (North America only: All others: Flying- leads)			
Power		150 W maximum	60 W maximum

Compliance:

North America : Energy Star (eStar), Choice, cULus,

Europe: CE, NEMKO, WEEE compliance

13 Amp is for UK

"Note: The electrical specifications provided must be followed, but local electrical code requirements take precedence".

23. Roles and responsibilities

Action	Customer	Xerox [®]
Ensure adequate space and power to install system	X	
Unpack system/components		X
Connect all system components prior to powering up the system		X
Provide power wall receptacle for system	X	
Install the client software	X	
Confirm network integrity	X	

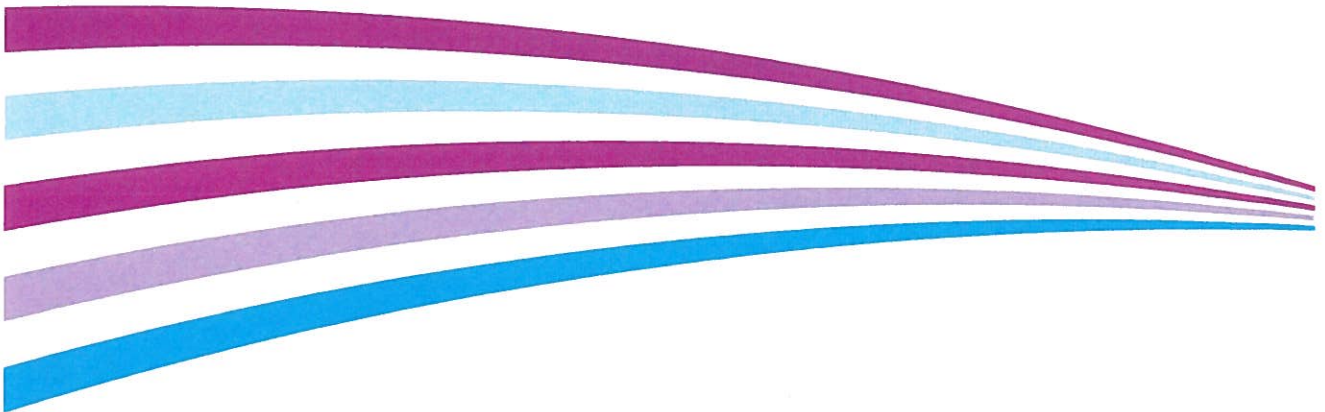
Version 3.1
July 23, 2014



Xerox® Work Centre® 5945/5955 Series Multifunction Printer

Customer Expectation & Installation Guide

Xerox® WorkCentre® 5945/5955 Series



Electrical Requirements

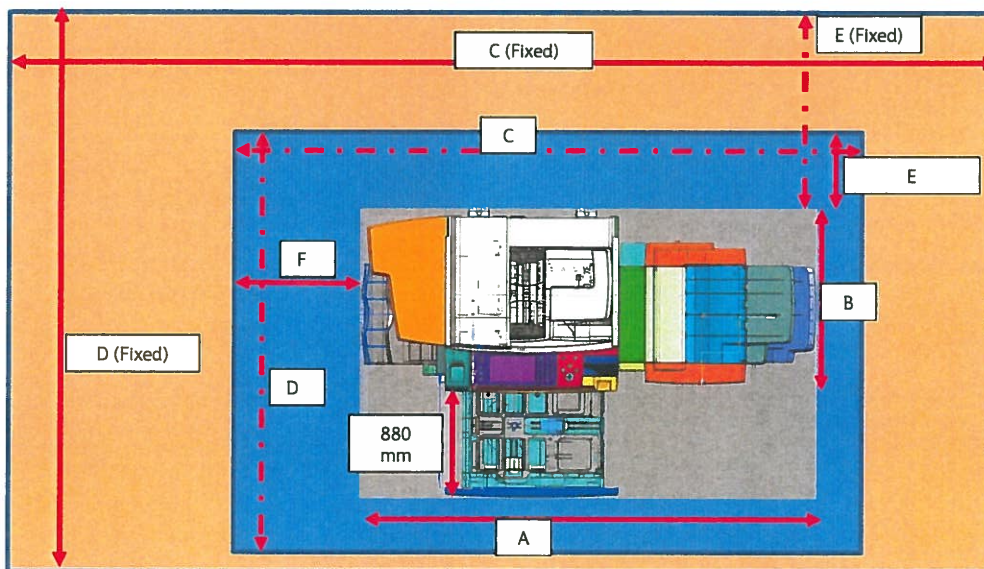
Ground Fault Protection is provided which meets Xerox internal safety requirements and exceeds the Industry Standards for Information Technology Equipment. A single power cord (see above) is required for the WorkCentre 5900 series

5945/5955	
Geographies: Western Hemisphere	
Line Option	Sole Use (not required but recommended)
Voltage	110 -127 VAC
Amperage	15 A
Frequency	50/60 Hz, Single Phase
Power Cord Length	8.5 feet
Receptacle	NEMA part #: 5-15R
Geographies: Eastern Hemisphere	
Line Option	Sole Use (not required but recommended)
Voltage	220 – 240 VAC
Amperage	10 A
Frequency	50/60 Hz, Single Phase
Power Cord Length	2.6 meters
Receptacle	Requires use of a 10 ampere outlet which is standard in most modern office buildings. Consult with local service to determine the country specific receptacle and confirm the existence of this outlet in the proposed installation space.

Space Requirements/ Service Space Envelope

The dimensions shown below provide the overall service space required, including the space to the nearest obstruction. The dimensions reflect both typical and hallway installations and are absolute minimums.

Configuration	Machine Width (A) mm/inches	Machine depth (B) mm/inches	Install Width Required (C) mm/inches		Install Depth Required (D) mm/inches		Service Work Space (E) mm/inches		Left Door Access Space (F) mm/inches
			Moveable	Fixed	Moveable	Fixed	Moveable	Fixed	
Basic machine without finisher	850 / 33.5	665 / 26.2	2043 / 80.4	3043 / 119.8	1865 / 65.5	2665 / 105	100 / 4	1000 / 39.4	440 / 17
Basic machine with Office Finisher	1470 / 57.9	665 / 26.2	2663 / 104.8	3663 / 144.2	1865 / 65.5	2665 / 105	100 / 4	1000 / 39.4	440 / 17
Basic machine with Office Finisher and Booklet Maker	1530 / 60.2	665 / 26.2	2723 / 107.2	3723 / 146.6	1865 / 65.5	2665 / 105	100 / 4	1000 / 39.4	440 / 17



Expectation Setting Document

Xerox WorkCentre 7830/7835/7845/7855

Version 1-2013

This document describes the Xerox WorkCentre 7830/7835/7845/7855 multifunctional products.

Space Requirements / Service Space Envelope

The dimensions shown below provide the overall service space required, including the space to the nearest obstruction. The dimensions reflect both typical and hallway installations and are absolute minimums.

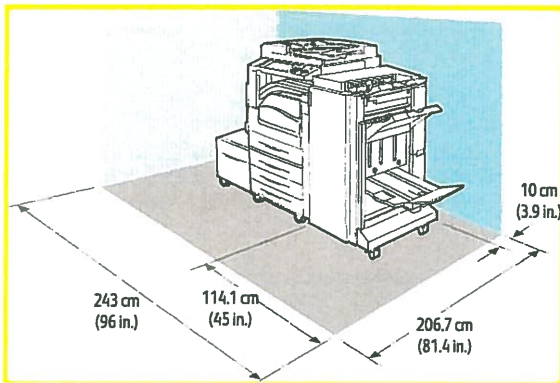


Table 1 Space Requirements

Configuration Dimension and Installation Space:

Configuration	Width (mm)	Depth (mm)	Height (mm)	Installation Space (mm ²)
Base Config+ Tray Module (TM)	41.9 in/ 1064 mm	27.5 in/ 699 mm	45.2 in/ 1149 mm	61.2" x 81.4" 1554 x 2067
Base Config + TM + Integrated Finisher	44.4 in/ 1129 mm	27.5 in/ 699 mm	45.2 in/ 1149 mm	61.2" x 81.4" 1554 x 2067
Base Config + TM + Office Finisher LX	65.6 in/ 1666 mm	27.5 in/ 699 mm	45.2 in/ 1149 mm	85.6" x 81.4" 2174 x 2067
Base Config + TM + Office Finisher + Booklet Maker	65.6 in/ 1666 mm	27.9 in/ 709 mm	45.2 in/ 1149 mm	85.6" x 81.4" 2174 x 2067
Base Config + TM + Professional Finisher	75.7 in/ 1922 mm	27.5 in/ 699 mm	45.2 in/ 1149 mm	96" x 81.4" 2430 x 2067

Mobility Plate

Carpeted flooring surfaces may require the installation of a mobility plate on the IOT and Finishers to allow the product to be moved during normal maintenance activities.

Audible Noise

	WorkCentre 7830/7835/7845/7855
Sound Pressure Standby dB(A)	18
Sound Pressure Continuous dB(A)	56
Sound Power Standby B(A)	3.6
Sound Power Continuous B(A)	6.8

Environmental Requirements & Specs.

	Typical value / Range (7830 → 7855)
Temperature	50° F (10° C) - to - 82° F (28° C)
Humidity (non-condensing)	15% RH - to - 85% RH
Altitude (above sea level)	Max of 8,200 ft. (2,500 meters)
Recovery Time – Sleep mode	less than 8 sec

Power Consumption (watts) (both 120V & 220V configurations)

Configuration	7830	7835	7845	7855
- While running (Avg.)	643	690	763	862
- Standby mode	62	62	112	112
- Low Power mode	59	59	80	80
- Sleep mode	4.2	4.2	4.8	4.8
- Power off	All configurations, 120v – 0.07, 220v – 0.30			

Configuration Features

The WorkCentre 7830/7835/7845/7855 is delivered with: Print Engine with Scanner, and Embedded Network Controller



Customer Expectation Document

WorkCentre 5325/5330/5335 Multifunction Printer/Copier

Version 7, 15 July 2011

Volume Range / Performance

The WorkCentre 5325/5330/5335 is designed to produce consistent uniform looking monochrome prints and copies.

The WorkCentre 5325/5330/5335 series is designed to operate in the range of 4,000 to 20,000 copies or prints per month.

The number of copies or prints between service calls on a digital copier / printer is highly dependent on customer expectations of quality and the use of applications and throughput materials.

At an average usage of 10,000 copies or prints per month, it is expected that service will be required less than three times per year. Volumes higher than this could result in more frequent service.

Maximum copy/print volume supported under standard vendor supplied service for any single month. Customers should consider multiple machines if average monthly volume approaches duty cycle on a continual basis

Maximum Duty Cycle:

- WorkCentre 5325: Up to 100,000 transactions per month
- WorkCentre 5330: Up to 125,000 transactions per month
- WorkCentre 5335: Up to 150,000 transactions per month


Installation Considerations

- Physical delivery of WorkCentre 5325/5330/5335 will be by a Xerox authorized "Delivery/Removal" carrier. The carrier will install and perform a functional check of the printer/copier unit. The carrier will review the software/documentation with the customer. The customer is responsible for connecting and configuring the equipment on their network.
- There should be a minimum of 78 inches (1,981 mm) clearance from the floor to the nearest overhead obstruction.
- Electrical requirements and space requirements must be satisfied before the equipment is delivered.
- One network drop is required for installation as a printer / copier.

Customer Training

Documentation will be available for customers looking to learn more about this device. Customer training on machine features and functions is also a purchasable service for the WorkCentre 5325/5330/5335.

Electrical Requirements

	WorkCentre 5325/5330/5335	
Line Option	Sole Use (not required but recommended)	
Voltage	110-127VAC	220-240VAC
Amperage	15A	10A
Frequency	50/60 Hz, Single Phase	50/60 Hz, Single Phase
Receptacle	NEMA part #: 5-15R	Varies by country requirements
Power Cord Length	8.5 feet	250 cm
Receptacle diagram		Varies by country

- Ground Fault Protection is provided which meets Xerox internal safety requirements and exceeds the Industry Standards for Information Technology Equipment.

- One power cord (see above) is required for the WorkCentre 5325/5330/5335 copier / multifunction printer and is provided with the device. The convenience stapler requires a separate power source.

Power Consumption

Power Consumption Running	Ave 695 – 757 watts
Power Consumption Standby	Ave 111 – 127 watts
Low Power Mode Power Usage	Ave 87 – 89 Watts
Low Power Mode Recovery Time	12 seconds
Sleep Mode	Ave 1.1 - 1.8 Watts
Warm Up time from Off	40 seconds

Environmental Requirements

	Min.	Max.
Recommended Temperature Range	50° F (10° C)	90° F (32° C)
Humidity (non-condensing)	15% RH	85% RH
Heat Emission	435 BTU/Hr (Standby)	2700 BTU/Hr (Running)
Altitude (above sea level)	0	8,200ft. (2,500 meters)

Acoustic Noise

	Operating	Standby
Sound Power Levels	Ave 6.46 – 6.65 (LwAd)B	Ave 3.82 (LwAd)B
Sound Pressure Levels	Ave 47 – 50 (LpAm)dB	Ave 20 (LpAm)dB

Space Requirements / Service Space Envelope

The dimensions listed below provide the overall service space required, including the space to the nearest obstruction. The dimensions reflect both typical and hallway installations and are absolute minimums. The Integrated Office Finisher has the same space and footprint as the Base Machine.

US/Canada only: If installing in a walkway, allow 24" (61 cm) more in front of machine to meet fire code requirements.



Q Document Solutions, Inc.
3030 Old Ranch Parkway
Seal Beach, CA 90740

