



## Sharp Electronics Corporation – RFP No. S-1207 (Replacement of 27 Multi-Function Copiers)

### Prepared For:

City of Garden Grove-Sandra Segawa, Purchasing Agent  
 11222 Acacia Parkway, Room 220, Garden Grove, CA 92840



### Prepared By:

Greg Murdock | Director of Sales  
 Sarah Razi | Major Account Executive  
 Date: February 22, 2017

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SHARP BUSINESS SYSTEMS

February 22, 2017

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

Dear City of Garden Grove,

Thank you for allowing us the opportunity to present this proposal to your organization with the hope that the enclosed response exceeds all of your expectations.

When selecting a business partner there are many variables to consider: The company, the quality of the product, the costs, and most importantly the customer service and support you will receive after the sale. At Sharp, our goal is to provide a positive experience, seamless integration with excellent service and support after the sale.

**Sharp Business Systems** has been servicing the Southern California community for over 40 years. Although we are a national organization, all critical business decisions are made locally which gives us the power to make important decisions quickly. We leverage our national buying power and large local presence to help our clients save money. Our ability to streamline the procurement process helps **your IT department focus on mission critical applications.**

**Sharp Electronics Corporation** and **Sharp Business Systems** will bring you quality products and premier local service and support.

We look forward to building a long and lasting relationship.

Sincerely,

*Greg Murdock & Sarah Razi*

Greg Murdock  
Director of Sales  
**Sharp Business Systems**

Sarah Razi  
Major Account Executive  
**Sharp Business Systems**

## Service & Supply Pricing:

### Maintenance Agreement Service & Supply Pricing

#### Platinum Coverage

Make	Sharp	Billing Cycle	Output	Monthly Volume	Monthly Base	Overages per copy/print	Overage Billing Cycle
Sharp	All B/W	Qtrly	B/W	N/A	N/A	.0045	N/A
Sharp	All Color	Qtrly	Color	N/A	N/A	.045	N/A

**Coverage Includes:** Service technician will respond onsite Monday through Friday, 8 AM to 5:00 PM, all parts, drums, labor, toner & developer. Excludes: Paper

#### What you get when you entrust your service to **Sharp Business Systems**.

- We have a team of the most qualified Sharp technicians in the country
- All technicians are Sharp Factory Trained and Certified
- Experienced IT division to handle any network issues
- Each technician carries a car stock in access of \$10,000 in parts
- First call fix rate of over 98%
- Live support answering all your calls during normal business hours
- Warranty Period including parts and labor (excluding consumables) is for a 90 Day period that shall commence from the date of installation and acceptance of the equipment by the City of Garden Grove.
- See Service Excellence Program in Work Plan/Technical Description Section of RFP for all Service Guarantees and Guidelines.

## SHARP REFERENCES

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- Orange County Superior Court System
- City of Lomita
- Los Angeles Department of Water & Power
- City of San Diego
- City of Tustin
- City of Chino Hills
- City of Bell
- Pepperdine University
- Stearns Lending, Inc.
- Scripps University Healthcare
- San Diego State University
- Western University of Health and Sciences
- Netflix
- University of San Diego
- Stanford University
- Sharp HealthCare
- Balboa Naval Hospital
- Torrance Memorial Hospital
- LPL Financial
- Fremont Bank
- Banc of California
- Mechanics Bank
- San Diego Unified School District
- Brocade
- Los Angeles Valley Care Health System
- Hilton, Hard Rock, Hyatt Regency, Hotel Del, San Diego
- Jerome's Furniture

### **Orange County Superior Court System**

700 W Civic Center Drive  
Santa Ana, CA 92701

Employees: 1,800  
Locations: 8

Contact: Frank Perez – Director of Procurement 949-399-2258  
[f3perez@occourts.org](mailto:f3perez@occourts.org)

Equipment under management:

- 118 Sharp MFP's
- 1,100 HP Printers
- 2 On-Site Technicians
- Copy Centers
- 2.4M prints per month

#### **2013-Present**

In November of 2013, Sharp Business Systems was awarded the contract for the Orange County Superior Court in competition with multiple national corporations including Xerox, Ricoh, and the incumbent in Konica Minolta. Sharp was awarded the contract due to the extremely competitive pricing in unison with the deeply comprehensive service advantage that was created specifically for the courts. With 8 locations across Orange County, Sharp deployed a dedicated service plan that would insure 2 hour response time to all of their MFP's and printers upon first service call.

In total Sharp deployed 118 MFPs/Copiers including several of the models proposed in this RFP all within a 14 day span. In addition to deploying the new copier fleet, Sharp Business Systems provided the Court with a comprehensive MPS Cost Reduction program in which Sharp is supporting roughly 1,100 HP printers and the plan is on pace to save the Court close to 1 million dollars for the length of their contract.

## SHARP GOVERNMENT & MUNICIPALITY REFERENCES

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### **City of Lomita**

24300 Narbonne Ave., Lomita, CA 90717

Contact: Charles Felix – Director of Information Technology

Direct Phone: (310) 413-3273

Office Phone: (310) 325-7110 x149

Email: [c.felix@lomitacity.com](mailto:c.felix@lomitacity.com)

### **2012-Present**

SBS has been a preferred office technology provider, service partner and corporate sponsor to the City of Lomita for the past 5 years. During that time SBS has installed and supported all of their multifunction print devices, including, network printers, copiers, A/V technology and enterprise content management software. Sharp refreshes a portion of the MFP fleet each year, refreshing the technology while facilitating significant savings to the City

### Los Angeles Department of Water and Power

111 North Hope Street  
Los Angeles, CA 90012

Employees: 8,600  
Locations: All Locations

Contact: Kerry Howey – Director, Information Technology Services Division  
Phone: 213-367-1543  
[Kerry.Howey@ladwp.com](mailto:Kerry.Howey@ladwp.com)

Equipment under management:

- 600 Sharp MFP's
- 4 On-Site Technicians
- Copy Centers
- 8.4M prints per month

In July of 2016, Sharp Business Systems was awarded the contract for the Los Angeles Department of Water and Power in competition with multiple national corporations including Xerox, Ricoh, and the incumbent in Toshiba. Sharp was awarded the contract due to the extremely competitive pricing on a national scale in unison with the deeply comprehensive service advantage that was created specifically for the LA DWP. In total Sharp deployed 600 MFPs/Copiers including several of the models proposed in this RFP all within a 21 day span. In addition to deploying the new copier fleet



### **City of Chino Hills**

14000 City Center Drive  
Chino Hills, CA 91706

Staff: 300

Contact: Matt Jester – Information Technology Manager 909-364-2643  
[mjester@chinohills.org](mailto:mjester@chinohills.org)

Equipment under management:

- 32 Sharp MFPs
- 21 HP Printers
- Wide Formats & Scanners

#### **2016-Present**

The City of Chino Hills was looking for a true Managed Print Partner and for a vendor that was looking for a complete and innovative cost control program. Chino Hills chose Sharp MFP's based on pricing, the performance of the MFP's and a number of compliments from the IT department. They were quite happy with the ease of use and reliability of the Sharp machines. They have been a great partner and we will be there for them as they continue to expand their needs going forward.

## SHARP GOVERNMENT & MUNICIPALITY REFERENCES

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### City of San Diego

201 C St, San Diego, CA 92101

Employees: 10,500

Locations: 100+

Contact: Dan Reynolds 619-533-6577

[dreynolds@sandiego.gov](mailto:dreynolds@sandiego.gov)

Equipment under management:

- 595 Sharp MFP's
- 4 production machines in the City Print Shop

### 2011-Present

In 2011 Sharp Business Systems won a very competitive RFP and was awarded a 5 year contract to supply the City of San Diego with 595 conveniences MFP's as well as 4 production machines for the City Print Shop. Sharp Business Systems cut the city's annual MFP expense in half, saving the city over \$1,000,000 per year. The City of San Diego also asked Sharp to replace all of the existing Konica Minolta MFP's in just 45 days. Sharp Business Systems had the staffing and expertise to perform the large transition in only 45 days, with minimal expense and disruption to the city's end users.

## QUALIFICATION STATEMENT

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### About Sharp Electronics Corporation



#### **Sharp Electronics Corporation**

D&B: 00-181-8012

SIC: 3651, 5734

Founded In 1912

Fortune 250 Company

Annual Revenues: \$28.6 Billion

Annual R & D Expense: \$1.29 Billion

50,000+ employees

#### **Western U.S. Headquarters:**

4 Hutton Centre Dr., #590, Santa Ana, CA 92707

Main Telephone: (888) 258-2802

**Key Contact:** Gregory Murdock, (310) 890-3778

**Authorized Signer:** Dale Wedge, President

Since its founding in 1912, Sharp Corporation (Japan) has endeavored to pioneer new fields and develop original products. Sharp founder Tokuji Hayakawa coined the phrase "Make products that others want to imitate" to embody the management concept at Sharp. In 1912, he invented the snap belt buckle and three years later brought the Ever-Sharp mechanical pencil to the market. Since then, Sharp has been on the cutting edge of technology, consistently innovating new appliances, industrial equipment and office solutions, and changing the lives of people around the world.

Beginning with the invention of the Ever-Sharp Mechanical Pencil, from which the company name is derived, Sharp has introduced a succession of innovative world firsts including the all-transistor desktop calculator, the long-life laser diode, the 14" color TFT LCD unit and the LCD Viewcam. In addition, Sharp developed and manufactured Japan's first radio, television, microwave oven, electronic calculator with LCD display, solar cell, and electronic organizer and LCD video projector.

Sharp's commitment to the United States marketplace began in 1962 when Sharp Electronics Corporation (SEC), the U.S. sales and marketing subsidiary of Japan's Sharp Corporation was established. SEC provides one of the broadest and innovative lines of business products, electronic components and consumer electronics.

In 1972, Sharp entered what was then called the photocopier business. This has grown to include multifunction print devices, related imaging equipment, solutions, accessories, supplies and services. Sharp Imaging and Information Company of America (SIICA), a division of SEC, markets, sells and services advanced multifunctional peripheral (MFP) systems that help companies manage workflow efficiently and increase productivity. In addition, SIICA markets and sells Professional Display Monitors and Interactive Display Systems.

Sharp continues to redefine document technology by offering products that are easy to use, customizable and secure.

Sharp aims to realize its business philosophy throughout all its activities. Possessing a "gene of creativity" since its foundation, Sharp will continue to offer one-of-a-kind products and new lifestyles as a corporation trusted around the world.

## QUALIFICATION STATEMENT

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### Who We Are

Sharp Business Systems is the direct sales organization of Sharp Electronics Corporation, a \$36+ billion global technology innovator that employs over 50,000 people worldwide.

### What We Do and How We Do It

We provide state-of-the-art technology to our business partners that are comprehensive, flexible and tailored to your needs.

It's not what we do, but how we do it that makes us different. First, we build strong, trusting and long lasting relationships. We believe business is still people doing business with people and it's our people that set us apart from our competition.

**Local Support** - SBS provides your business with world-class Sharp products and first-rate service while giving you access to local management and account support in the areas of service, IT, billing, sales, product training and more.

**National Support** - We have the ability to support your organization on a national level with 36 SBS locations in the U.S. that are augmented by a nationwide network of 400 plus authorized Sharp service providers. Our local management and nationwide support makes SBS an outstanding provider for multi-city installations.

### Stability

There has been some transition in our industry with dealers and distributors regularly changing manufacturers. Our stability gives clients peace of mind knowing they are dealing with an organization that can take care of them now and in the future.

### The Results

By establishing mutually beneficial relationships with our clients, we have been able to save them millions of dollars through creative solutions, inventive ideas and the right mix of technology. SBS prides itself on maintaining a strong customer retention rate and continually gaining new business through client referrals.

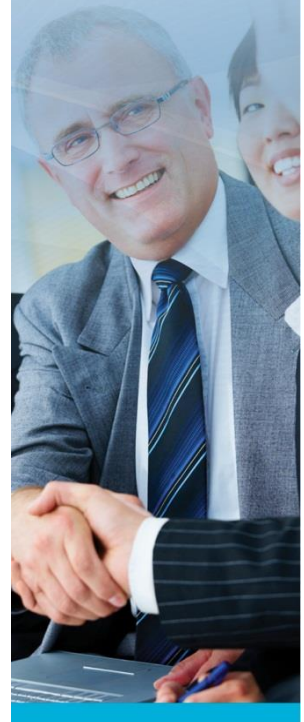
SBS is part of Sharp Electronics Corporation, a global technology innovator.

Our branches combine the resources of a multi-billion dollar corporation with the value of local representation.

We keep clients informed on the latest innovations to ensure their current technology meets their ever-changing demands.

Through creative solutions and the right mix of technology, we help improve our clients' bottom line, efficiency and security.

WHO IS SHARP BUSINESS SYSTEMS?



## QUALIFICATION STATEMENT

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### Core Values

**Integrity** – Sharp is committed and remains true to our founding values of integrity, honesty and hard work.

**Commitment** – We strive to find solutions for our customers that best achieve their goals and meet their needs. Committing to do what we say we’re going to do build strong and lasting relationships. We “go the extra mile” to meet or exceed our customer’s expectation!

**Honesty** – Our people are hardworking honest individuals that are dedicated to doing the right thing. Our goal is to earning your business each and every day. This is a quality found in all of the Sharp Business Systems family.

**Relationship** – In the end it all comes down to the relationship. We work hard building a relationship with our clients that made up of trust, truthfulness, sincerity and frankness! We work with you and your team to create a strong and lasting relationship that leads to our mutual success!



### **Multifunction Devices (MFP's) and Digital Printers**

- Full line-up of award winning products
- Workgroup Solutions
- Production Solutions
- Color / Black & White Devices
- Document Management Programs

### **Managed Print Services**

- Total fleet management for product, service & supply all on one invoice.
- Proactive service and auto-toner replenishment and delivery with remote monitoring.
- Reduced total device footprint through fleet management.

### **ProAV – Audio, Video & Digital Signage**

- Conference Room Collaborative Display Solutions
- Office / Lobby Interactive Signage Solutions
- Digital Signage & Content Solutions
- Digital Menu Boards & Product Offerings

### **Managed Network Services**

- Outsource IT Solutions
- IT Infrastructure Management
- 24/7 Remote Monitoring of Workstations & Servers
- Disaster Recovery Systems
- Backup Onsite or Cloud Based



## QUALIFICATION STATEMENT

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### Company Qualifications

#### Sharp's Competitive Advantage

We believe our competitive advantage is our people. We have account managers, service technicians, and management who have been with us for 10, 15, & 20 years, and in some cases even longer. This type of experience with a company and a product line is unheard of in our industry. It is because of our experienced staff that we can offer the best pricing and the best service levels for our clients. The account manager you begin the contract with will be the same contract manager you end it with. We will not rotate in a new account manager every year because of turnover. Sharp's other competitive advantages can be found in the "About Sharp" and "Value Added Services" sections of the RFP.

**Sharp Business Systems has 39 direct locations covering most of the United States. We have 7 locations in California alone.**

#### Sharp's competitive advantage in California includes:

- 2 large state of the art regional hubs, each with \$1M available parts and supplies
- Local company, Live local dispatch for personalized service
- Global technology leader with global resources, national coverage and wide network of Sharp branches and dealers
- Fortune 250 company offering a strong financial stability and serving California for over 40 years
- Innovative technology and value added services

#### Sharp's Employee Training

All new hires take part in extensive "on-boarding" training classes designed to teach Sharp Business System employees how to perform in our environment as well as the client's environment. Sharp has a strong culture of customer service. Sharp Business Systems offers extensive training to all of our employees. All SBS technicians are factory certified on every machine Sharp offers. Network technicians must also obtain various levels of Microsoft certifications, such as Net+ and A+. All sales staff obtains various certifications based on hardware and software product awareness and functionality. In addition to our product and technical training, Sharp requires all employees and managers take various HR related training classes mandated on a state and national level.

## QUALIFICATION STATEMENT

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**Sharp Electronics Corporation** is a leading provider of innovative document management systems and services. Our MFP technology, combined with document management software, tailored solutions and a team of service professionals is unmatched in the industry.

**Sharp's Open Systems Architecture**, OSA® platform, helps your MFPs reach further into the organization and business processes and is supported by one of the largest developer networks in the industry. Sharp's security expertise is also among the most respected, having pioneered the first and most comprehensive solution for MFPs

### **Ease-of-Use**

Many other MFPs on the market have operation panels that require digging through layers of choices to find the features you need. Sharp MFPs offer a tablet-like user interface combined with the industry's first integrated retractable keyboard that provides intuitive control of even the most advanced functions. Yet another Sharp first is our Scan2™ technology which enables single-pass, double-sided scanning for increased efficiency and enhanced system reliability.

### **Customization**

The user interface can be customized with one-touch access to the functions, files or applications that are most important to the end-customer. The experience is fully personalized from the simple to the more complex, allowing you to add custom backgrounds and icons, change the display language and much more. Another prime example of Sharp technology that enables a fully customizable experience is the Sharp OSA platform. The industry's first web-services development platform, now in its fourth generation, provides advanced customization capabilities to meet the unique needs of your business.

### **Security**

Sharp's award-winning security suite provides peace of mind and protection for your confidential and intellectual property, whether you are copying, scanning or printing. Sharp's standard "end of lease" feature (on select models) digitally shreds any and all data on the MFP providing peace of mind when the MFP is returned to the leasing company.

The following **Qualification** section includes the universal features and benefits of every SHARP MFP and the specific recommended MFP's capabilities, capacity, and customization features. The descriptions will include detailed information on how the proposed Multifunction Devices will meet and exceed the needs of the City of Garden Grove as outlined in the RFP.



## QUALIFICATION STATEMENT– SHARP TECHNOLOGY INNOVATION

### Industry Leading Technology

Nothing hampers productivity more than non-functional systems. It is why we are proud to provide Sharp systems. Awarded the “Line of Year” by Buyer’s Laboratory numerous times, Sharp systems are some of the most reliable systems in the world. This means your office will perform at peak productivity.



### Additional benefits of Sharp systems:

- ✓ **Top Industry Awards** Sharp recognized as Buyers Laboratory “Line of the Year” and “Highest Security Rating” by Buyers Laboratory Inc.
- ✓ Sharp LCD Control Panels retain similar style, ease of use and operation across the entire digital imaging line of MFP’s reducing training time and operation errors
- ✓ **Remote E-Mail Diagnostics** generate e-mails which ensure accurate billing, proactive service and general control over performance
- ✓ **Scan2 Technology** increases reliability by handling two-sided copying in a single pass – less downtime from jams
- ✓ **Printer-based Design** enhances reliability throughout all segments
- ✓ **Document Filing** allows users to quickly retrieve and store frequently used documents on the MFP hard drive
- ✓ **True Multi-Tasking** systems allow you to work simultaneously between jobs
- ✓ **Sharpdesk** gives you the ability to OCR documents to save time in editing;
- ✓ **PDF Composer** allows you to combine multiple file types into one PDF file
- ✓ **Mysharp** an on-line 24/7 training and helpdesk website includes end user training on all systems and features
- ✓ **Scan Preview** ability to preview scan before transmitting information
- ✓ **Image Preview** check an image before copying data, sending data (fax & scan), document filing, or printing faxes received
- ✓ **Blank Page Skip** ability to scan 1 & 2 sided documents simultaneously and automatically remove the blank pages to create a cohesive file
- ✓ **USB Thumb Drive** ability to print, scan, and fax documents from a personal thumb drive
- ✓ **Retractable Keyboard** for convenient data entry
- ✓ **Customizable LCD Panel** ability to create one-touch buttons for efficient use
- ✓ **Remote Front Panel** support staff can control the LCD panel from any computer on the network to show users how to perform a function or diagnose a problem; Can also assist disabled users
- ✓ **Intelligent Print Queue** ability to skip over a stalled print job in the queue, subsequent print jobs continue to print skipping over the stalled job and then go back to the alert mode
- ✓ **Flexible Paper Handling** ability to print on tabs & envelopes on most systems
- ✓ **Microsoft Exchange Connector** allows scanned documents to be emailed from the Sharp MFP as if they came from the user’s desktop Outlook application; Emails sent using the Exchange Connector will appear in the User’s “Sent” folder on the their desktop Outlook application. (Requires locally housed Microsoft Exchange Server.)
- ✓ **Myfolder** allows the user to scan to any folder on the network they have access to via their network permission established by their IT Administrator



## QUALIFICATION STATEMENT– OPTIMUM DEVICE MANAGEMENT

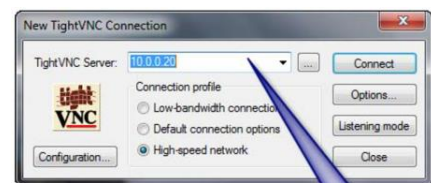
In today's business world, an immense amount of business information is still communicated on paper. This information must be printed, copied, and scanned as a part of the document process. As a result, uninterrupted uptime of MFPs and printers is important to keep up with the speed of business communications. The Sharp device management suite delivers unparalleled control over the administration of Sharp MFPs through intelligent tools. All MFPs and printers in your network are effortlessly managed and monitored so that device uptime can be maximized to ensure the continuous flow of important business communications.

### Sharp MFP Home Pages

The Sharp MFP Home Page is an embedded device configuration site that makes it easy for users and IT managers to administer the MFP through a standard web browser. Once authenticated, users can change their profiles and document filing folder settings, as well as maintain their one-touch address keys to quickly distribute scanned documents. From anywhere on the network, IT managers can log in and access the device's status, system, security and network settings, as well as maintain user accounts, specify diagnostic e-mail alerts, clone settings and more. Administrator access can be protected via complex password.

### Sharp Remote Front Panel (RFP)

Sharp RFP is a powerful tool that enables users and support staff to remotely view the MFP's operation panel and control its features and functions from anywhere via a network. IT managers can see the same exact screen that the end user is viewing, allowing them to quickly understand issues and take the appropriate actions to solve them. Since IT managers can control the device remotely, this capability helps eliminate a trip to the device to support users, thereby reducing users' wait time.

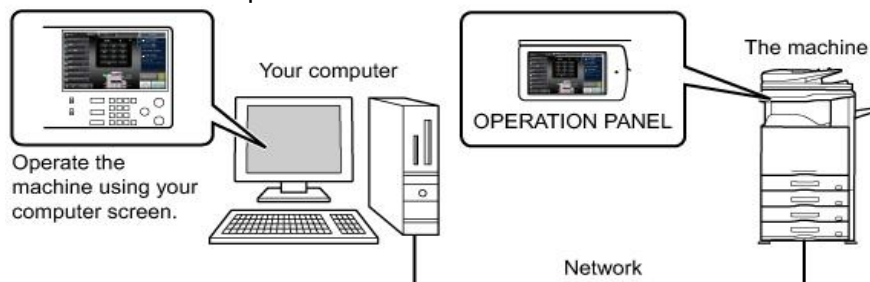


Enter the IP address of the Sharp MFP you would like to remote into and click Connect.

### Sharp Remote Device Manager (SRDM)

SRDM is a device management and monitoring tool to facilitate centralized management of sharp MFPs and printers as well as SNMP-compliant printers. From the console, IT managers can view detailed information on each device, such as network connectivity, consumable levels and impression counts. The direct access to remote front panel enables support staff to view and control the LCD panel from anywhere on the network, as well as the ability to review service logs and update firmware. For more intuitive views, and to expedite trouble shooting, devices can be grouped together in the utility by model, department, location, network status, IP address and more. Rapid deployment of MFPs can also be accomplished by distributing print drivers to network clients and cloning the settings of a reference device to other similar models all at the click of a button. Toner level is monitored in 5% increments on select models.

- Key features include but are not limited to:
- Manual or automated device discovery
- Remote device monitoring on status and consumables
- Remote device security, network, and system configurations
- Remote access to device's front panel to provide quick user assistance
- Driver distribution to reduce IT support time
- Firmware updates to minimize deployment time
- Device setting and cloning for fast device set up
- E-mail notifications to keep IT administrators aware of critical issues



## QUALIFICATION STATEMENT– SHARP MOBILE PRINTING

### Empowered Communications

Highly featured smart phones and tablets are increasingly popular communication tools in the business world. According to research conducted by IDC, workers who communicate using mobile devices will account for 37% of the worldwide workforce and three-quarters of the workforce in the United States by 2015 (Mobile Printing Landscape: Transition to Early Adopters, August 2012). Recognizing such rapid adoption of mobile devices in the workplace, Sharp offers applications and options to seamlessly connect mobile workers with their daily business processes. Sharp approaches these solutions with IT professionals in mind, ensuring security and interoperability while maintaining productivity.

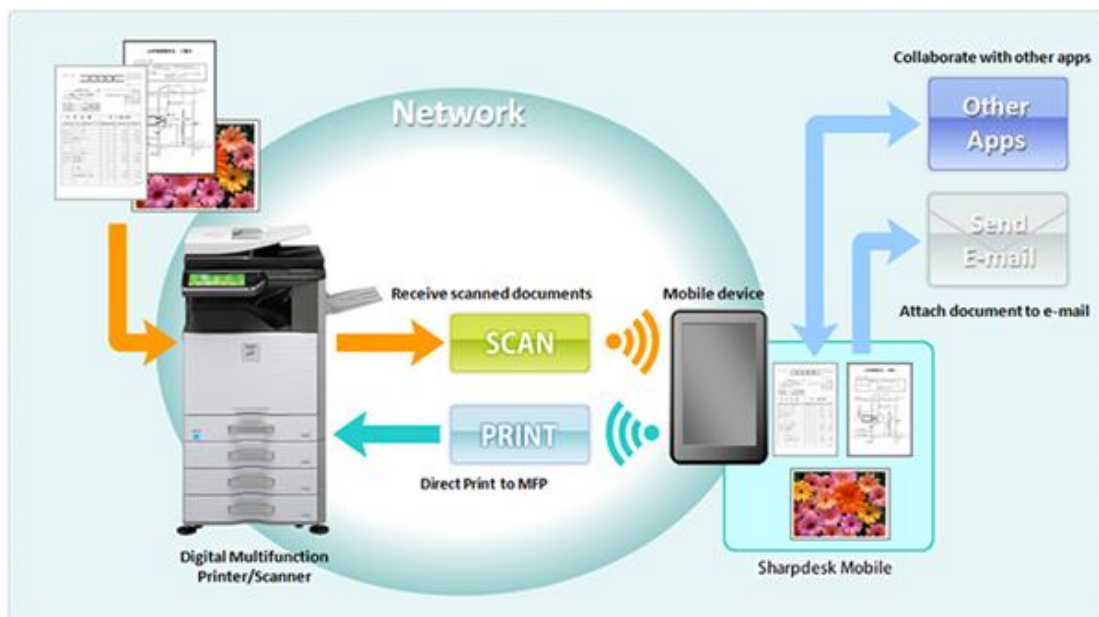


### Mobile Printing and Scanning

Sharpdesk Mobile enables Windows® 8, Windows® RT, Apple® iOS® and Google® Android™ users to easily print documents from their smartphones or tablets to a Sharp MFP. Users can also scan hardcopy documents from a Sharp MFP directly to their mobile devices for flexible storage and sharing. Scanned files can be shared with other applications or sent as E-mail attachments. Sharpdesk Mobile is available at no cost on the Windows Store for Windows users, Apple App Store for iOS users or Google Play Store for Android users.

Key features include, but are not limited to:

- Print directly to select Sharp MFPs from Sharpdesk mobile applications
- Print from and send documents to other applications such as Evernote®, Cloud Portal Office, and Dropbox®
- Print Web pages and E-mails
- Send documents to others via E-mail
- Store and manage scanned or imported files
- User authentication for printing and scanning to meet IT security measures and track user activities





# QUALIFICATION STATEMENT- SHARP'S GREEN INITIATIVES

## ENVIRONMENTALLY-FRIENDLY

### Responsible Approach to Product Design

All Sharp Document Systems utilize advanced micro-fine toner technology, which offers a lower consumption rate and produces less waste than conventional toners, resulting in longer replacement intervals. Sharp supplies are packaged using fully recyclable materials. Long-life consumable parts help minimize service intervals and down time, resulting in lower operating costs. With two different energy-saving modes, power can be reduced or shut off at set intervals. All Sharp document systems are ENERGY STAR® qualified and RoHS compliant to restrict the use of hazardous substances.



### Toner Recycling Program

As part of our commitment to helping preserve the environment, Sharp offers our customers zero waste land fill recycling for all Sharp consumables, including cartridges, bottles, toner collection containers and drum units. Sharp encourages customers to recycle their used Sharp toner cartridges in bulk by providing a pre-paid Recycling Kit for their return to our facility. Visit [www.sharppusa.com/recycle](http://www.sharppusa.com/recycle) to learn more.



### Sharp's Environmental Leadership

As a testament to our commitment to the environment, Sharp is a three-time winner of the ENERGY STAR annual Excellence in Energy Proficiency Product Design. Sharp is also a four-time winner of the SmartWay® Excellence Award, which recognizes companies for conserving energy and lowering greenhouse gas emissions in logistics and transportation. Sharp was also a previous recipient of the Excellence in Partnership Green Contractor Award and the Evergreen Award from the General Services Administration (GSA) and the Coalition for Government Procurement. These awards recognize environmentally responsible businesses and their efforts on recycling, waste reduction and affirmative procurement practices.



### Sharp Business Products are EPEAT® Certified



EPEAT® (Electronic Product Environmental Assessment Tool) is a 3rd party global rating system for greener electronics that requires ongoing independent verification of manufacturer claims. Businesses, government agencies, schools, hospitals and other institutions are using EPEAT as the environmental benchmark to help them make informed purchasing decisions. By using EPEAT standards to purchase greener electronics, you will be assuring your organization's environmental sustainability goals and help to preserve our natural resources.



Protect Your Assets  
From Vulnerability  
with Sharp Security



## Proven protection for confidential data, device access and network guards

As MFPs and printers become parts of organizations' integrated document workflows and business processes, security becomes a serious concern. Securely managing business and user data is critical for corporations to be successful. Sharp addresses these concerns by providing a suite of integrated security features designed to help protect your information and document assets.

### Sharp Secure Network Interface

Sharp MFPs use unique embedded firmware that is not subject to the same virus vulnerability as Microsoft® and Linux® operating systems. Sharp's unique architecture provides no user interface and cannot execute downloaded files or commands sent by an attacker to compromise the system. Our MFPs feature an intelligent network interface that can limit access to specific computers on a network by IP or MAC address, and selectively enable or disable any protocol or service port on each device.



### Sharp Security Suite

Protect your organization's critical and confidential data assets with Sharp's multi-layered approach to security that includes an extensive set of standard security features and optional Data Security Kits (DSKs). Standard MFP security coupled with optional DSK security protects and controls the major MFP systems and subsystems (print, copy, scan, fax jobs, network settings, memory components, local user interface). The Sharp data encryption method uses the 256\*-bit Advanced Encryption Standard (AES) algorithm on all data before it is written to RAM and the hard disk drive. It also provides overwriting routines (up to 7-times overwrite) to ensure that all information is virtually irretrievable by unauthorized users. In addition, an End-Of-Lease feature ensures that all data is erased before returning, or relinquishing control of the MFP. Sharp MFPs' intelligent network interface provides an extensive set of access and network control security features designed to prevent these threats as well as improper device access.



## QUALIFICATION STATEMENT – SHARP SECURITY

Sharp's **Data Security (DSK)** helps protect and control major MFP systems and subsystems (print, copy, scan, fax jobs, network settings, operating system, memory components, local user interface, engine and job controller). The DSK uses the 128/256 bit Advanced Encryption Standard (AES) algorithm on all data before it is written to RAM or Flash memory and the hard disk. The DSK also provides overwriting routines for deleted data, to ensure all information is virtually irretrievable by unauthorized users.

Sharp was the first to address security in digital imaging and received the first Common Criteria Validation for an MFP in 2001. Even today, Sharp remains the highest rated company for validated MFP products, and is regarded as one of the industry's greatest security innovators. Businesses and government agencies worldwide have come to depend on this level of assurance Sharp pioneered and for which it continues to set the benchmark.

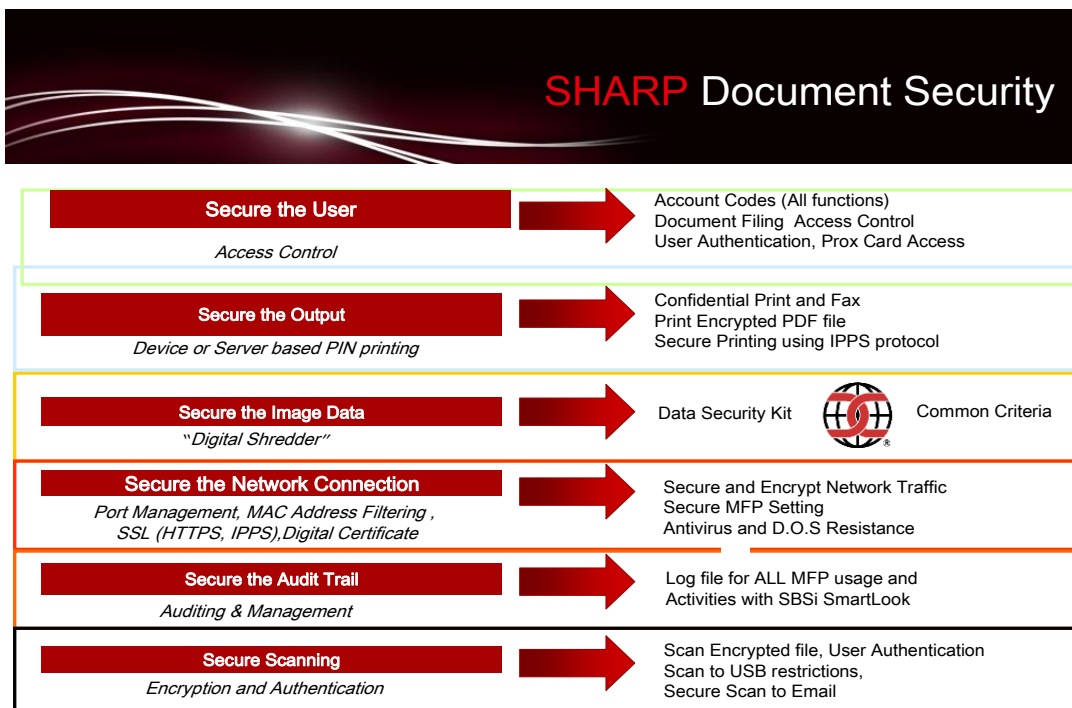
Benefits:

- Sensitive data does not remain on the print/copy device
- Helps companies conform to Data Privacy legislation
- Helps reduce your exposure to liability due to data leak
- Features:
- Encrypts data prior to being stored in Memory
- Encrypts all data stored in the HD file cabinet
- All memory cleared after copy, scan and print use
- Runs automatically without user initiation
- Encrypt document data using AES (Advanced Encryption Standard) 256-bit encryption

Erase the temporary memory on the hard drive by overwriting the encrypted data up to seven times, offering an unprecedented level of assurance.

Convenient End-of-Lease feature overwrites all data, including document filing, user data, job status, date and address book. This returns the system to day one setting clean of all information accumulated over the course of the lease.

Below is Sharp's Security Suite - our multi-layer approach to securing documents and data.



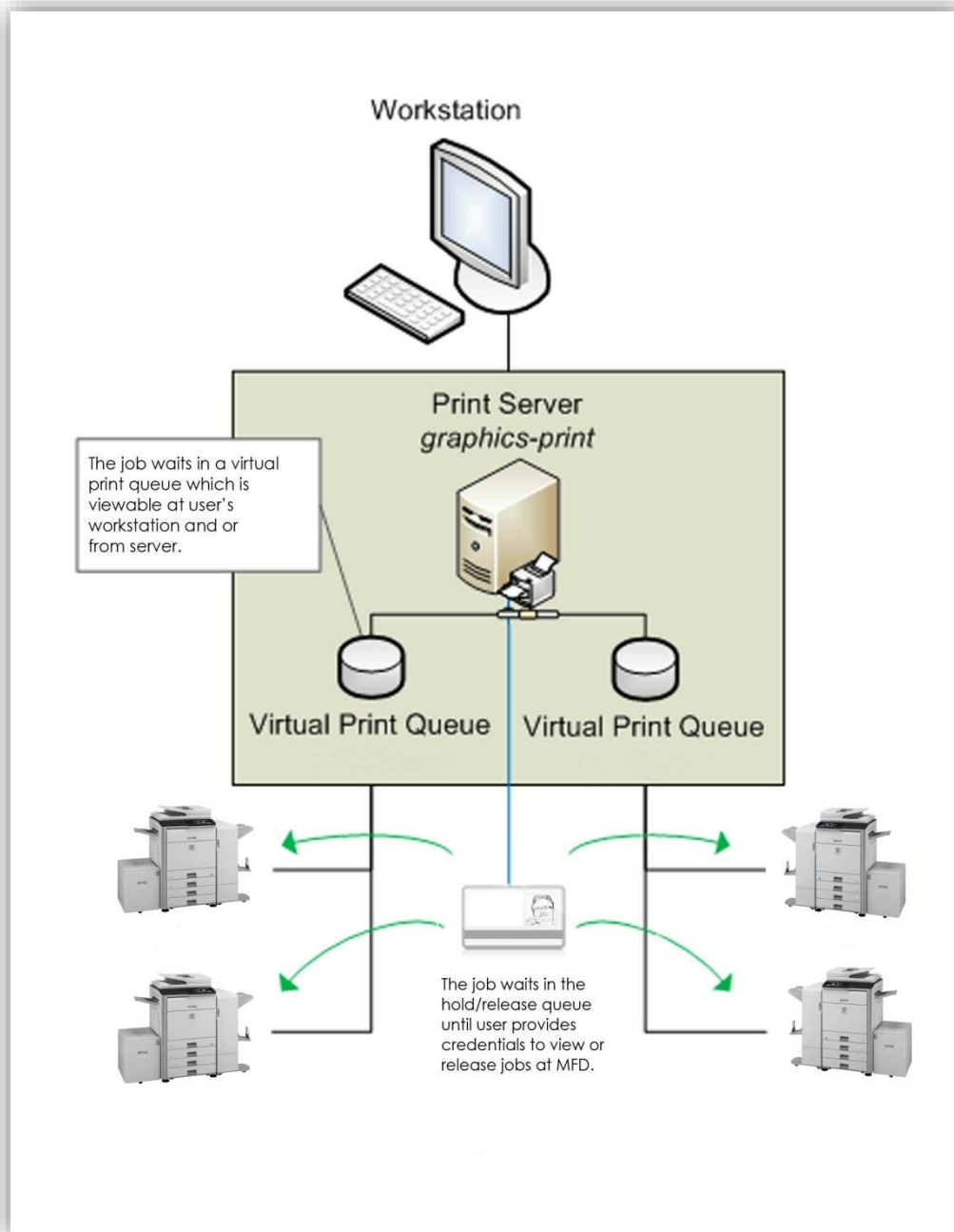
**SHARP**



## QUALIFICATION STATEMENT– SECURE PRINT

### Secure Print

To help protect The City’s printed documents from unauthorized viewing, Sharp offers encrypted PDF files for printing and scanning. Sharp’s “Secure Print” solution will allow end users to print from their computers and retrieve prints from any networked Sharp by authenticating and releasing the prints at the MFP. Authentication can be done by either entering a PIN code or by simply swiping an employee badge at the Sharp MFP. Sharp’s scalable security offerings aim to protect your intellectual property, preserve confidential information and help The City meet regulatory requirements.



# QUALIFICATION STATEMENT – SHARP OSA TECHNOLOGY

## Sharp OSA Technology

Sharp OSA Technology allows MFPs to become portals to key business applications.

With Sharp OSA Connectors you can access:

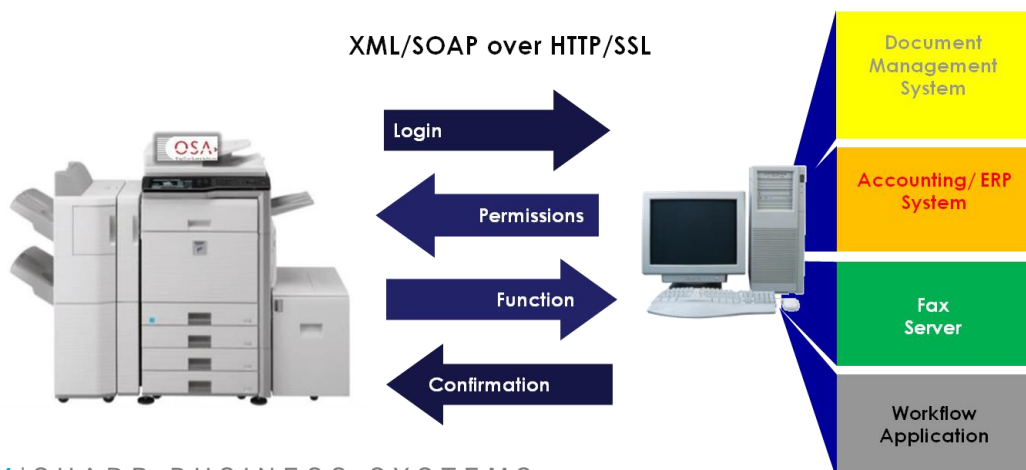
- ✓ Microsoft® Exchange for scanning to e-mail
- ✓ Electronic records and corporate database systems
- ✓ Centralized fax servers and websites
- ✓ Accounting systems
- ✓ Document management, cloud-based solutions and workflow systems (NSI Autostore, etc)



Sharp OSA® Technology extends the MFP feature set...your imagination is the limit!

- ✓ Vast upgradeability to protect and enhance your investment
- ✓ Sharp OSA Technology lets you personalize the MFP front panel to your workflow
- ✓ Simplifies training and deployment
- ✓ Integrates with existing business applications using Web Services & .NET

The **Sharp OSA Platform** enables the MFP and server applications to communicate using web services





### Approach Through Experience

Sharp Business Systems (SBS) method and approach for this response to The City of Garden Grove, is to provide the City of Garden Grove with a solution proposal providing Optimized Print Technology Equipment with High Level Print Management Software. SBS will outline flexible Purchase and Lease Cost options, and give a full in depth snapshot of Supplies and Maintenance Services for the associated replacement of Copier/Print Equipment and Services outlined in the City's fleet analysis. SBS intends to provide total costs per month summarized in the provided format by the City.

The following options outline Sharp Business Systems approach to assist the City of Garden Grove in customizing their final outcome to this RFP:

1. **Option A** - Sharp will replace all Ricoh MFP's with B/W and Color Capable Sharp MFP's in a like-for-like scenario matching output capabilities and speeds, right-sizing the fleet by volume and providing the City with an upgraded NSI Autostore Solution with all maintenance and upkeep of the software for the duration of the 5 year period. This solution will include Hardware, Software, and maintenance/upkeep of the hardware and software. Maintenance, Service, and Supplies will be included separate from the lease on a "per-click" basis where the City will strictly pay for what they print with no overage for a pooled rate and billed quarterly. The NSI/Autostore solution is embedded directly into the Sharp MFP User Interface eliminating the need for all external hardware/terminals.
2. **Option B** - Sharp will replace all Ricoh MFP's with all Color Capable Sharp MFP's (with exception to the Machines in Reprographics and Records in PD) matching output capabilities and speeds, right-sizing the fleet by volume and providing the City with an upgraded NSI Autostore Solution with all maintenance and upkeep of the software for the duration of the 5 year period. This solution will include Hardware, Software, of all MFP's and maintenance/upkeep of the hardware and software. Maintenance, Service, and Supplies will be included separate from the lease on a "per-click" basis where the City will strictly pay for what they print with no overage for a pooled rate and billed quarterly. The NSI/Autostore solution is embedded directly into the Sharp MFP User Interface eliminating the need for all external hardware/terminals.

### Governmental & Municipality Relations

Sharp Business Systems has had many long and successful relationships with municipalities and government institutions like City of Garden Grove. We have provided a detailed description of some of our large West coast relationships, specifically in Southern California, such as the Orange County Superior Court System, City of Lomita, City of Chino Hills, The Los Angeles Department of Water & Power and the City of San Diego. We perform various levels of service for these institutions, including MFPs, Managed Print Services, Pro-AV, OnBase Electronic Content Management. We also understand how the procurement process and contracting process can work in these institutions and champion with our solution to meet their needs.

### Market Approach to Proposals

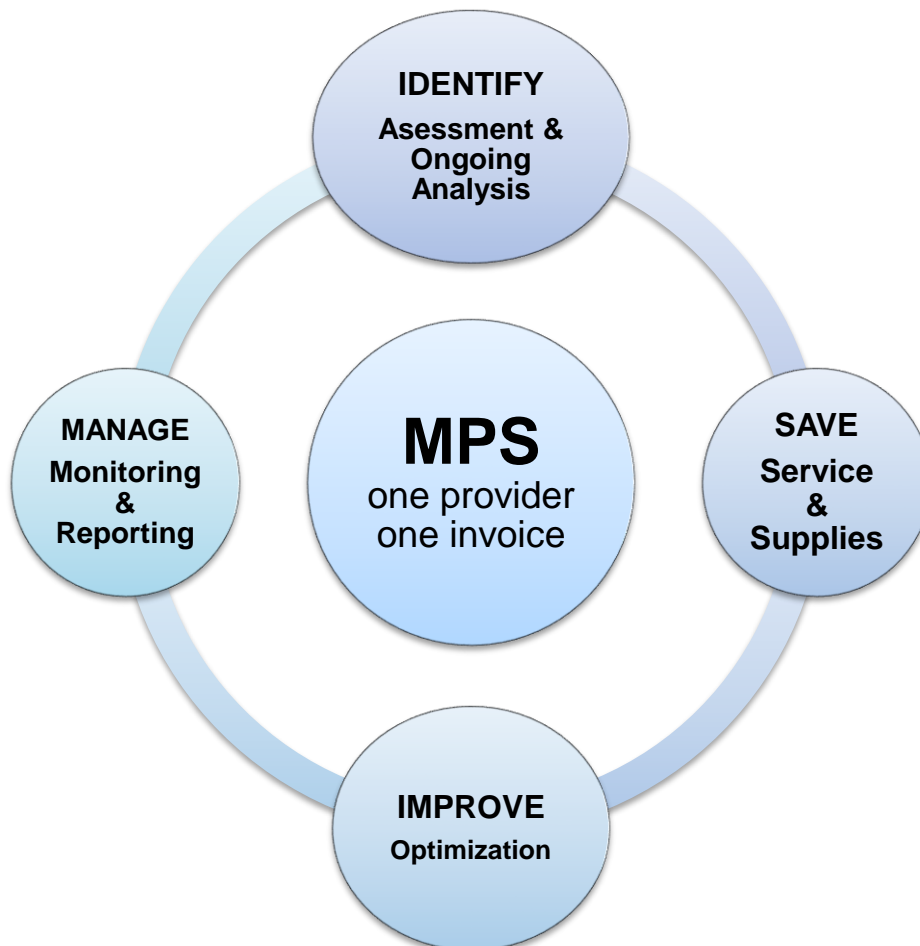
Sharp Business Systems has an Enterprise Business Group that specifically works on bids and proposals for government institutions and municipalities. This team knows how to design a custom solution for each Local Government institution based on their specific situation and needs. Our market approach is to offer the best possible solution at the best possible price. We believe that Sharp offers the best product. Combine our products and pricing with unparalleled flexibility and service, you have a winning combination. Above all, we believe the reason for our incredible success in winning business is our follow through. Every company has a market approach for proposals, but not every company is committed to the client for the life of the contract.

### All Inclusive Print For What You Pay Solution

It is Sharp Business Systems's intention to approach the City's Refresh Project as a true all inclusive Managed Print Solution. The proven methodology of our Premier PrintSmart Program will greatly reduce The City's monthly and annual overall total cost of printing and giving The City full control of its complete printing expenses.

It is through this Approach and Methodology that Sharp Business Systems:

- ✓ Will serve as a Single Source Provider for All Your Printing Needs
- ✓ Manage all MFP requirements from acquisition to service and upgrades
- ✓ Provide One monthly bill for only the prints you make. No extra charge for toner or service calls
- ✓ Develop Tailored Cost Control Programs
- ✓ Will lock in your "cost per print" price making it easy to control departmental expenses
- ✓ Provide FREE Cartridges and Supplies (except paper)
- ✓ The Sharp Premium Printer Program makes ordering toner cartridges fast, easy and they're included in the program.
- ✓ 4 Hour Response Time and On-Site Service
- ✓ Only Pay For What You Print



## WORK PLAN/TECHNICAL DESCRIPTION

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### Proposed Work Plan & Objectives

After evaluating the City's existing inventory from the documentation provided, we are recommending the Sharp Equipment described below. There are a few recommended changes that Sharp would make based on volume and applications which we will notate in the provided attachment from the City. Some additional discovery will need to be done before finalizing all units.

#### Option A

- 2 - Sharp High Production Hercules Monochrome Series MX-1205N – 120 ppm B/W MFP
- 1 - Sharp Production Color Polaris Pro Series MX-6500N – 65 ppm B/W and Color MFP
- 7 - Sharp Essential Color Series MX-6050N – 60 ppm B/W and Color MFP
- 2 - Sharp Essential Color Series MX-3050N – 30 ppm B/W and Color MFP
- 6 - Sharp Advanced High Speed Monochrome Series MX-M654N – 65 ppm B/W MFP
- 2 - Sharp Advanced High Speed Monochrome Series MX-M754N – 75 ppm B/W MFP
- 4 - Sharp Essential Monochrome Series MX-M316N – 31 ppm B/W MFP
- 3 - Sharp Essential Monochrome Series MX-M564N – 56 ppm B/W MFP

#### Option B

- 2 - Sharp High Production Hercules Monochrome Series MX-1205N – 120 ppm B/W MFP
- 1 - Sharp Production Color Polaris Pro Series MX-6500N – 65 ppm B/W and Color MFP
- 16 - Sharp Essential Color Series MX-6050N – 60 ppm B/W and Color MFP
- 6 - Sharp Essential Color Series MX-3050N – 30 ppm B/W and Color MFP
- 2 - Sharp Advanced High Speed Monochrome Series MX-M754N – 75 ppm B/W MFP

#### Proposed Solution Fulfilled City Requirements

- a. All Units produce double sided prints/copies
- b. All have an automatic stapling system capable of stapling a minimum of 25 sheets of 8.5x11 paper
- c. All have stacking and finishing capabilities
- d. Document feeders capable of feeding a minimum of 50 sheets of paper
- e. Enlarging up to 200% and reduction down to 64%
- f. Adjustable Trays
- g. Scanning capability to network drive or email
- h. Paper Capacity of 1000 sheets of 8.5 x 11 minimum and 250 sheets of 11x17
- i. Integrated LAN interface
- j. Integrated Fax capable
- k. Inbound fax to email routing
- l. Ability to review inbound fax queues
- m. Per user accounting of color copies/prints on color units

- 1. NSI Autostore Version 6 (or better) solution included for the City of Garden Grove also includes embedded software that runs on Sharp MFPs to enable workflow capture directly from the device's panel. Proposed solution also includes 5 years of unlimited Software Support for the duration of the lease.

## WORK PLAN/TECHNICAL DESCRIPTION

### The Sharp MX-6500N High Volume Production Color Digital Multifunction Printer

The MX-6500N high performance color document systems offer exceptional productivity, professional features and world-class image quality at speeds up to 75 ppm. Designed for busy in-plant and on-demand workflow environments, these new models combine a versatile, modular design with a wide range of supported media and powerful output capabilities that can help your business produce more jobs in-house and improve profitability.



- 65 pages per minute, black & white and color output
- Edge-to-edge printing enables operators to output high quality, full-bleed booklets in-line, helping to reduce outsourcing costs as well as production time
- A powerful external Fiery® Color Print Server with Command WorkStation® is available for color critical environments that need precision job management. Command WorkStation is fully integrated with the Sharp touch-screen for unmatched control and ease-of-use
- Sharp's exclusive triple air-feed paper handling option provides higher reliability for maximum uptime as well as enhanced media support, and is virtually maintenance free
- Large 15.4" (diagonally measured) touch-screen provides easy access to features and gives operators more control over job management
- 150-sheet Duplex Single Pass Feeder scans documents at up to 150 images per minute
- Up to 13,500-sheet paper capacity supports media up to 110 lb. cover stock (300 gsm) and up to 13" x 19" output
- Standard PCL®6 and true Adobe® PostScript®3™
- Sharp's Color Consistency System delivers high-quality color output and maintains optimum color balance and toner density
- True 1200 x 1200 dpi printing with 8-bit processing
- Standard Job Management features make it easy to print on-demand as well as retain jobs, combine jobs, repaginate jobs, edit pages and more
- On-board paper catalog stores up to 1,000 media profiles to help streamline job set-up and maintain optimum output quality
- Award-winning Sharp security platform with standard 256-bit data encryption and up to 7 times data overwrite protection
- Convenient End-of-Lease feature can erase all files on the hard disk drive, all user data, job status data and address book data at time of trade-in
- Built on the latest Sharp OSA® development platform to make integration with network applications and cloud services easier than ever
- **Key Features Included for the City of Garden Grove:**
  - Multi-bypass Tray
  - 4,000 Sheet Stapling Finisher
  - Post Sheet Inserter Units
  - 5,000 Sheet Large Capacity Tray
  - Curl Correction Unit
  - EFI Spectrophotometer
  - Fiery Impose + Compose
  - Fiery Color Print Server
  - Fiery Interface Kit

**\*\*Power Requirements: NEMA 6-20R 240V/60HZ\*\***

## WORK PLAN/TECHNICAL DESCRIPTION

### The **Sharp MX-6050N** High Volume Color Digital Multifunction Printer Replacement Recommendation for City of Garden Grove Category #2 – Quantity 8 Units

Sharp's MX-6050N high-speed color series document systems combine a modular, rugged design with robust paper handling and productive output capabilities that can streamline your document workflow like never before. Built for high volume office environments, small CRDs and copy rooms, the MX-6050N is a perfect fit where productivity and reliability are essential. A large 10.1" high-resolution, touch-screen display offers real-time scan-preview with intuitive flick and tap editing to help ensure your documents are produced accurately and without waste. With Sharp's next-generation micro-fine toner technology combined with 1200 x 1200 dpi print resolution and true Adobe® PostScript®, your business can produce professional looking color documents in-house with breathtaking image quality that is also economical. Sharp's Color Consistency System helps ensure brilliant, high-quality color output page-after-page. Sharp's new paper feed options utilize air-feed technology, which offer higher reliability and reduce wear on your media.



- **60** pages per minute, black & white and color output
- Paper capacity maximum: 8,500 sheets
  - 1,650 Sheet Standard Paper Capacity – 3 x 550 Sheet Paper Drawers
- Large 10.1" high resolution touch-screen display with tilt view
- Sharp security platform with standard 256-bit data encryption and up to 7 times data overwrite protection
- Scan both sides of a document with the standard 150-Sheet Duplexing Feeder
- Real-time image preview feature with flick, tap and slide menu navigation
- Customizable home screen
- Triple air-feed paper handling option that is virtually maintenance free
- 1200 x 1200 dpi printing provides clear, crisp images
- Scans documents at up to 150 images per minute in both black and color
- Network ready PCL®6/PS3 printing system with direct print function and available XPS options
- Flexible paper handling system feeds up to 110 lb cover stock through paper trays and through bypass tray
- Belt fusing system offers low-power consumption, fast warm up and enhanced image quality
- Built on the latest Sharp OSA® development platform to make integration with network applications and cloud services easier than ever
- **Key Features Included for the City of Garden Grove:**
  - Fax Enabled
  - 1K Stacking/Stapling Finisher
  - 3 x 550 Paper Drawers

**\*\*Power Requirements: NEMA 5-20R 120V/60HZ\*\***



## WORK PLAN/TECHNICAL DESCRIPTION

### The **Sharp MX-3050N High Volume Color Digital Multifunction Printer** Replacement Recommendation for City of Garden Grove Category #2 – Quantity 8 Units

Sharp's MX-3050N high-speed color series document systems combine a modular, rugged design with robust paper handling and productive output capabilities that can streamline your document workflow like never before. Built for high volume office environments, small CRDs and copy rooms, the MX-3050N is a perfect fit where productivity and reliability are essential. A large 10.1" high-resolution, touch-screen display offers real-time scan-preview with intuitive flick and tap editing to help ensure your documents are produced accurately and without waste. With Sharp's next-generation micro-fine toner technology combined with 1200 x 1200 dpi print resolution and true Adobe® PostScript®, your business can produce professional looking color documents in-house with breathtaking image quality that is also economical. Sharp's Color Consistency System helps ensure brilliant, high-quality color output page-after-page. Sharp's new paper feed options utilize air-feed technology, which offer higher reliability and reduce wear on your media.



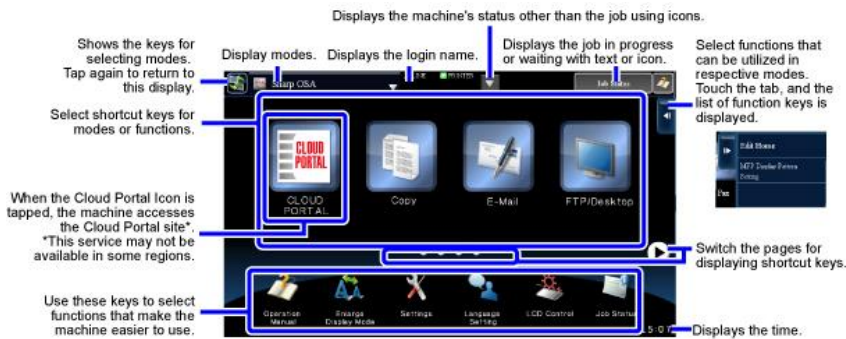
- 30 pages per minute, black & white and color output
- Paper capacity maximum: 8,500 sheets
  - 1,650 Sheet Standard Paper Capacity – 3 x 550 Sheet Paper Drawers
- Large 10.1" high resolution touch-screen display with tilt view
- Sharp security platform with standard 256-bit data encryption and up to 7 times data overwrite protection
- Scan both sides of a document with the standard 150-Sheet Duplexing Feeder
- Real-time image preview feature with flick, tap and slide menu navigation
- Customizable home screen
- Triple air-feed paper handling option that is virtually maintenance free
- 1200 x 1200 dpi printing provides clear, crisp images
- Scans documents at up to 150 images per minute in both black and color
- Network ready PCL®6/PS3 printing system with direct print function and available XPS options
- Flexible paper handling system feeds up to 110 lb cover stock through paper trays and through bypass tray
- Belt fusing system offers low-power consumption, fast warm up and enhanced image quality
- Built on the latest Sharp OSA® development platform to make integration with network applications and cloud services easier than ever
- **Key Features Included for the City of Garden Grove:**
  - Fax Enabled
  - 1K Stacking/Stapling Finisher
  - 3 x 550 Paper Drawers

**\*\*Power Requirements: NEMA 5-15R 120V/60HZ\*\***

## WORK PLAN/TECHNICAL DESCRIPTION

### The Sharp MX-M654/M754N Monochrome Digital Multifunction Printer/Copier/Scanner

The high-performing MX-M754N boasts everything needed to bring exceptional document workflow, brilliant image quality, and intuitive ease of use to even the busiest workplace. Built for reliable, energy-efficient operation, this versatile solution also offers meet-your-needs expandability. Designed for large workgroups and departmental environments, these models combine a versatile modular design with tablet-style menu navigation and powerful output capabilities that can help virtually any office accomplish more in less time.



\*Actual Display Panel and Machine Configuration

- 65 & 75 page per minute black & white output
- Large 10.1" (diagonally measured) tablet-style touch-screen display offers image preview feature with flick, tap and slide navigation, and pinch-and-zoom capability
- Standard 150-sheet duplexing document feeder scans both sides of a document in a single pass at speeds up to 200 images per minute (IPM)
- Full-size, retractable keyboard allows quick and easy data entry
- Network ready PCL®6 and genuine Adobe® PostScript®3™ printing systems
- 3,200-sheet standard paper capacity expandable to 6,700 sheets with options
- Versatile paper handling system feeds up to 80 lb. cover through the paper trays, and up to 110 lb. cover through the bypass tray
- 1200 x 1200 dpi printing provides clear, crisp images even on jobs with fine detail
- Supports Sharp's enhanced security platform with standard 256-bit data encryption, up to 10 times overwrite protection, and convenient End-of-Lease feature
- Conforming to the ENERGY STAR® program, the MX-M754N boasts state-of-the-art environmental technologies and a range of eco functions. A short warm-up time is just one of the pluses making this MFP a real energy saver.
- Advanced finishing options include, but are not limited:
  - External 4,000 Sheet Stacking Finisher
  - **Fax Enabled**

**\*\*Power Requirements: NEMA 5-20R 120V/60HZ\*\***

## WORK PLAN/TECHNICAL DESCRIPTION

### The Sharp MX-M1205N Monochrome Digital Multifunction Printer/Copier/Scanner

Designed for light production, Sharp's MX-M1205 can deliver 90ppm of beautiful, high-quality B/W documents. Whether it's copies at 600 dpi or prints at 1,200 dpi, images and text are reproduced with exceptional clarity. Duplex scanning and sophisticated paper-feeding technology work to minimize paper misfeeds and enhance throughput speed and efficiency. With its exceptional security features and user-friendly control interface, this ultra-reliable document powerhouse is built to excel in a wide range of high-volume environments.



#### Reliability



#### Productivity



#### Usability



#### A Heavy-Duty Productivity Booster

- Built for high volume, the MX-M904 boasts impressive B/W speed of **120 ppm**
- 8,200 Sheets Standard Paper Capacity - Tandem Sheet Drawer: One 2,200 sheet paper tray, and Two 500 sheet paper trays with 5,000 Sheet Large Capacity Tray
- Quick scanning at **120 ipm** (1-sided originals) or **200 ipm** (2-sided)

#### Designed for the Continuous Run

- Thanks to the **Intermediate Toner Hopper**, users can replace the toner cartridge without stopping the copy/print job
- A **Multi-Feed Detection System** detects and diagnoses misfeeds from the document feeder and the paper feed section of the paper trays
- An **Air-Feed System** minimizes paper jams and enables smooth paper handling

#### Exceptional Ease of Use

- For easy viewing, the control panel tilts from front to back and from side to side
- A **full-size retractable QWERTY keyboard** option slides out from beneath the control panel for fast and easy text input.
- **Full front access** to all key machine components ensures easy maintenance and reduces downtime

#### Remarkable Image Quality

- Sharp's proprietary **Micro Toner-EP (Eco-Positive)** reproduces fine lines and halftone colors
- Razor-sharp **1,200-dpi** printing for crisp, clear text and fine lines
- Standard **PCL** and true **Adobe® Postscript® 3™**

#### Multi-Layered Security

- Standard-equipped security layers provide encryption of data retained on the HDD, up to 7 automatic overwrites of data generated for each job, password protection of Document Filing data, and more
- Document Control function prevents unauthorized use of confidential documents
- Hidden-Pattern Print function prevents unauthorized copying
- Retained data can be initialized when it's time to replace the MFP

#### Advanced finishing options include, but are not limited:

- External 4,000 Sheet Stacking Finisher (50 and 100 sheet configurations)
- Plockmatic Booklet Maker
- Rail Unit
- Cover Feeder
- Trimmer
- Book Folding
- Belt Stacker

**\*\*Power Requirements: NEMA 6-20R 240V/60HZ\*\***



## WORK PLAN/TECHNICAL DESCRIPTION

### The Sharp MX-M316N Monochrome Digital Multifunction Printer/Copier/Scanner

#### Balancing Document Demands and Ease of Use—Efficiency in Action

Sharp's MX-M316N delivers the ideal balance of high performance and exceptional ease of use. This new monochrome mid-segment machine boasts a speed of 31 pages per minute and is fully featured and ready to handle any copy, print, scan or fax task you can throw at it.

This unit is not only a powerful addition to any busy office, offering a low cost of ownership and built to be environmentally responsible by keeping power consumption to a minimum and using toner saving technology to limit waste.

Four-in-one function and an array of user-friendly features make this B/W MFD a practical and productive addition to small or medium-size offices, where it can boost efficiency as the central document solution, and to larger workplaces, where it can quickly handle the diverse document demands of small workgroups.



Here are some of the highlights you can look forward to enjoy:

\*Actual Display Panel and Machine Configuration

- ✓ Super-efficient output at 31 Pages Per Min
- ✓ Standard equipped 100 Sheet RSPF and Duplex Module
- ✓ Handy USB ports and Fax Capable
- ✓ Inner Stapling Finisher and Collating
- ✓ Large Paper Capacity of 2,100 sheets (4x500 sheet drawers plus 100 sheet bypass)
- ✓ Scan to Email, FTP, Desktop, SMB, Network, LDAP
- ✓ High Print Resolution Output of 1200 dpi
- ✓ Enhanced Scanning of up to 56 pages per minute
- ✓ 7" Touch Panel User-Friendly Display with Remote Front Panel
- ✓ Quick 20 second warm up
- ✓ Information Sharing and Mobile Compatibility to easily print or scan documents with smart phones, tablets and other mobile devices with the convenient SharpDesk Mobile App
- ✓ Multi layered Security
- ✓ Environmentally Friendly



**\*\*Power Requirements: NEMA 5-15R 120V/60HZ\*\***

## WORK PLAN/TECHNICAL DESCRIPTION

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### The **Sharp** MX-M564N Monochrome Digital Multifunction Printer/Copier/Scanner

The MX-M564N—a B/W MFP with full-color network scanning—offers effortless navigation and intuitive ease of use. For smooth document feeding and enhanced efficiency, the MX-M564N boasts a high-speed Duplexing Feeder. Other advanced functions include a wide selection of finishing options for attractive document finishing, standard-equipped security functions for total peace of mind, and handy mobile access for on-the-go productivity.

And what makes all of these features even more appealing? That's easy—Sharp designed the MX-M564N with outstanding energy efficiency and true environmental friendliness in mind.



- 56 page per minute black & white output
- Fully customizable home screen feature
- 3x500 Sheet Paper Drawers 1,500-sheet paper capacity
- Flexible paper handling system feeds up to 80 lb. cover through the paper trays and up to 110 lb. cover through the bypass tray
- Scan both sides of a document in a single pass at up to 170 IPM with the standard 100-sheet duplexing document feeder
- 1200 x 1200 dpi printing provides clear, crisp images even on jobs with fine detail
- Network ready PCL®6 and true Adobe® PostScript®3™ printing systems with direct print function
- Standard Wireless LAN connects to your network or allows users to print to and scan from the device via Sharpdesk® Mobile
- Supports the latest Sharp OSA development platform, enabling businesses to easily integrate with network applications and cloud services
- Supports Sharp's security platform with standard 256-bit data encryption, up to 7 times overwrite protection and convenient End-of-Lease feature
- Advanced finishing options include, but are not limited:
  - Inner Stapling Finisher
  - Fax Capable

**\*\*Power Requirements: NEMA 5-15R 120V/60HZ\*\***

# City of Garden Grove

## Preliminary Project Management, Implementation Plan & Objectives

The following implementation plan is based on our experience over the past 40 plus years. We have successfully planned and executed implementations of entire fleets of MFP's for Major and National Accounts on time and with minimal disruption to the organization. Working hand in hand with you, your IT staff and facilities group, we are able to create a plan that will lay the ground work for a smooth and seamless transition of your entire fleet of devices

Sharp Business Systems will make our final recommendation after reviewing this preliminary plan with you and your team. We will make the necessary changes, obtain your approval and execute the implementation. Your input and feedback is critical in this process.

### **Objectives:**

- Provide the City of Garden Grove with a comprehensive Managed Print Services program for your MFP's that delivers State-of-the-Art product, quality service and the seamless integration of technology in the most cost efficient manner.
- Complete the implementation of this program on schedule according to the project plan developed by the SBS project team and the City's Information Technology team.
- Perform the implementation during non-business hours to eliminate disruption to The City and its students, staff, and employees.
- Provide high end-user satisfaction with the implementation, training, and support services following installation.
- Provide ongoing comprehensive training so as to minimize calls to the help desk or management team.
- Provide updates, recommendations and program improvements with regularly scheduled quarterly review.

### **Deployment transition planning**

SBS will prepare a detailed plan to address each and every step of the project as outlined in the proposal document. Our intent will be to provide a "turn key", step by step process to minimize disruption on campus while meeting all objectives of the project.

### **Detailed project planning**

SBS will communicate the entire Deployment Transition Plan ahead of time. The plan will include project objectives, milestones, deliverables, processes, roles and responsibilities and targeted outcomes and will be continually updated in the weekly status reports.

### **Project and resource management**

The SBS Project Manager will have the full support of the Sharp Enterprise Business Group. Resources will be made available for each phase and deliverable of the project. The SBS PM, Sarah Razi & Greg Murdock, will coordinate these resources based on the project schedule.

### **Weekly progress reporting**

The SBS Project Manager will provide weekly updates in an agreed upon reporting format.

### **Current floor equipment configuration planning /mapping**

Sharp will schedule a meeting with the City's administrators, IT, or procurement and the SBS Project Management Team to discuss and agree on:

- Delivery schedule. With proper deployment communication and preparation SBS can deliver all the new equipment and remove the old equipment over the course of roughly 2-3 business days based on past history and new total number of prospective units.
- Communication content and distribution methods will be outlined.

### **Methodology Plan & Objectives**

SBS will work with the City's administrators, IT, or Procurement to create a list of known assets per building. The list will include the following fields:

- A. Device name
- B. Make, model
- C. Device type
- D. Serial number
- E. IP address
- F. Networked or local
- G. Monochrome or color
- H. Average monthly volume
- I. Phone number applicable

The new equipment will be set up in a Sharp Business System staging area and configured ahead of time for each specific location. This process allows us to minimize the downtime during the swapping of devices. Typically our downtime is 15 minutes or less per device not being able to be used.

### **Equipment Preparation**

1. SBS will already have all of the site locations and relative equipment information including IP addresses. SBS will coordinate any IP changes or additions as received. All new data and repeat data will be entered into the system prior to equipment leaving the SBS warehouse.
2. The equipment will then be pre-set with the appropriate network information at the SBS facility. This way we can insure that when a device is delivered, it is ready to print, scan and fax on day one whenever possible.
3. We will then have a network technician in the SBS onsite command center validating network connectivity as the delivery team delivers, installs and connects devices.

By pre-configuring the equipment ahead of time we can minimize the installation time and therefore minimize the disruption to the end users.

Our goal is to make good use of the time between the awarding of an order and the roll out of the new equipment.

### **Proposing New Equipment Following the City's Departmental Guidelines**

Sharp Business Systems will work the end-users, the City's administrators, Procurement, or IT to make sure each department has the equipment that best follows the City's specified guidelines provided in the RFI. The City is free at any time to make changes based on each departments exiting equipment or do an analysis based on such factors as:

- A. Print volume
- B. Need for color
- C. Need for finishing
- D. Need for 11 x 17
- E. Space limitations

## WORK PLAN/TECHNICAL DESCRIPTION

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### **Timelines: Ordering equipment, setup and delivery schedule**

Once all parties agree on the replacement equipment and configuration (i.e. fax kits, finishing capabilities, etc.) lease docs will be provided for signature. At this time the equipment will be ordered and set up for delivery.

#### **Timeline example:**

- 5-1-2017 Sharp Business Systems is selected by The City to provide MFP's.
- 5-4-2017 Sharp will complete final walkthrough verifying equipment, power & space.
- 5-8-2017 Leases signed/PO Received by Sharp and Equipment ordered.
- 5-15-2017 Sharp will complete equipment setup and stage for delivery
- 5-18-2017 Final units installed. Installation complete.

These dates are only to show timelines. Actual dates still to be determined.

#### **Training**

Sharp will provide a complete and comprehensive equipment training program. This training will be setup in groups agreed upon by the City and will take place immediately following the installation of the MFP's. Sharp will provide several trainers to ensure timely training of all the City's employees. This schedule will be finalized before delivery and communicated to all department leads and employees by the City.

Additional ongoing training will be available anytime it's necessary. Please contact Sharp and we will schedule any additional training needed.

Once the delivery and installation of your new fleet is complete and we have done the first round of training, with your permission we would like to complete a post installation survey of all or selected departments to isolate any trouble spots or people in need of additional instruction.

The following will outline more in depth Sharp Business Systems training procedures and how we plan to engage all users and bring them up to speed as quickly as possible with as little interruption as possible.

#### **Quarterly Reviews**

Quarterly reviews will be conducted to review overall satisfaction, problem areas and proactive management of your account. Sharp will look for any areas where improvements to the program can be made as well as listen to any recommendations you have on how we can better assist you going forward.

## WORK PLAN/TECHNICAL DESCRIPTION

### Training Approach Methodology Samples Engaging, Informative Messages

Sharp Business Systems relays relevant messages to end users through the use of engaging, concise, and informative communication.

#### Sample

**SHARP**  
SHARP BUSINESS SYSTEMS

# City of Garden Grove Is Going Green

Reduce Paper      Conserve Energy      Increase User Satisfaction      Improve Efficiency

*...More communication to follow!*





## WORK PLAN/TECHNICAL DESCRIPTION

### Training End-user support

#### My Sharp

The industry's most innovative on-line support tool, My Sharp, is your personal companion website for product orientation and demonstrations. It offers high-level support in an easy-to-use format. My Sharp features helpful demonstrations on how to use the scan, copy, print and fax capabilities of your Sharp office products, related software applications and the replacement of supplies for those products. Tailored just for you, we customize each My Sharp website to reflect the Sharp products in your office and to suit your organization's current needs--and when your organization's needs evolve, My Sharp provides the flexibility to grow.



#### Benefits

- User friendly demonstrations on how to use your equipment and technology
- You will automatically receive demonstration updates on new functions as they are released
- Access My Sharp online anytime, anywhere
- Train new employees on office products quickly and effectively
- Product features are grouped by category such as Printing, Copying, Faxing, Scanning, Software and Supplies



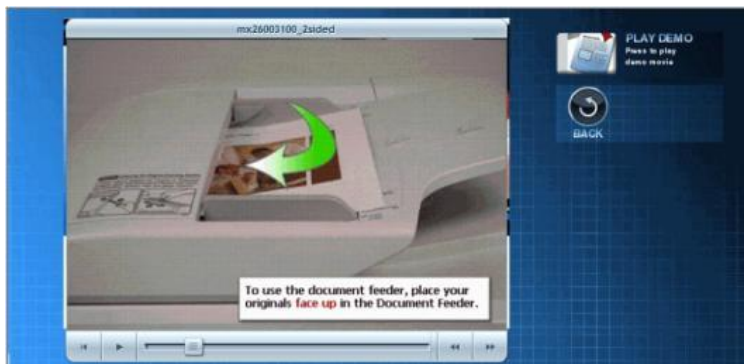
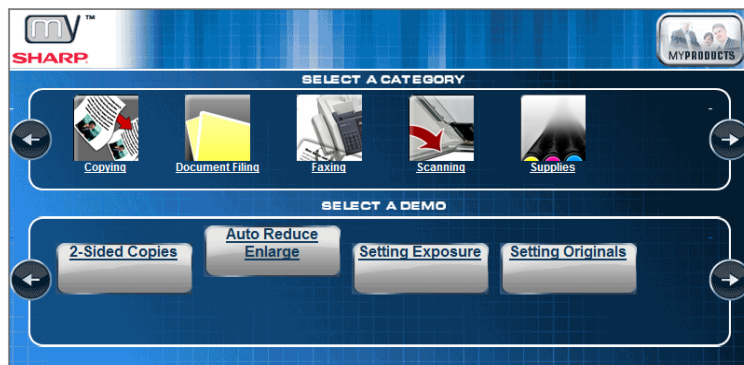


## WORK PLAN/TECHNICAL DESCRIPTION

### Training End-user support

#### 24/7 Client Support – My Sharp

- Accessible on **the front LCD control panel** (most MFP models)
- MySharp™ **provides on-line, on-demand device support and training**



## Service & Supply Snapshot:

### Maintenance Agreement Service

#### Platinum Coverage

**Coverage Includes:** Service technician will respond onsite Monday through Friday, 8 AM to 5:00 Includes PM, all parts, drums, labor, toner & developer. Excludes: Paper

#### What you get when you entrust your service to **Sharp Business Systems.**

- 2-4 Hour response time during business hours 8am-5pm providing ongoing network support and maintenance
- All OEM supplies provided for all print devices with the exception of Micr toner
- We have a team of the most qualified Sharp technicians in the country
- All technicians are OEM Sharp Factory Trained and Certified
- Experienced IT division to handle any network issues
- Each technician carries a car stock in access of \$10,000 in parts
- First call fix rate of 98% and minimum uptime of 97%
- Live support answering all your calls during normal business hours



## WORK PLAN/TECHNICAL DESCRIPTION

Over the years Sharp Business Systems has been a leader of change in the marketplace. We solicit feedback from our current clients looking for ways to grow and change our support offerings while engaging prospective clients to provide solutions to their everyday business challenges. It is from that spirit of continuous improvement that many progressive areas of our business have flourished, and the result has been an exceptionally high client retention rate and tremendous market share growth.

We understand that clients simply want their office technology to be extremely reliable, provide high quality output and be cost effective. We have been addressing all of these needs with a personalized level of support and great response times for several years. With these objectives in mind we offer two levels of service and support to include a Premier Program and an optional Connect Shield Program.

Both programs include an exceptional level of field engineer expertise and the highest quality customer service experience but offer different characteristics to fit our clients' needs and budget requirements.

**THE PLATINUM CUSTOMER CARE AGREEMENT** includes all parts, supplies (excluding paper & staples) and preventive maintenance by factory trained technicians.

**ONGOING IT SUPPORT** includes ongoing on-site IT technical support and helpdesk support for as long as you remain a customer.

We hope that these options provide you with the flexibility to customize your Sharp Business Systems solution to meet all of your requirements while not settling for a less than exceptional service and support experience.

### The Platinum Customer Care Agreement

<b>Parts and Supplies</b>	Included except paper
<b>Preventive Maintenance</b>	By factory trained technicians
<b>Service Response</b>	Average response time is 2-4 hours.
<b>Replacement Guarantee</b>	In the event that SBS is unable to repair your device we will replace it with the same or an equivalent device.
<b>Loaner Policy</b>	In the event that we cannot fix the machine within 16 working hours onsite we will provide a loaner device free of charge.

### Ongoing IT Support

Complete coverage of Print Controller and NIC Card including firmware updates

Server/PC driver installation, reinstallation and updates

Vendor specific utilities installation, reinstallation and updates

Adding users to fax and scan modules

## WORK PLAN/TECHNICAL DESCRIPTION

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Imaging products are essential business tools; therefore we strive to maximize uptime with truly preventative maintenance programs and quick turnaround time on service calls. Our service standards are second-to-none, including a loaner machine to ensure your department or company is up and running as quickly as possible.

In addition to providing world-class on-site service, we also offer a complete training program to help every employee get the most out of their investment in technology. As important, we offer ongoing technical support via Internet, e-mail, or phone. The following are some of our key service differentiators:

**Local Access:** Local support and commitment to our clients are key to our success. With Sharp Business Systems, you get the resources of an industry leader along with the local support you need to help your organization grow.

**4-Hour Service Response Guarantee:** When your equipment goes down so does your productivity. Our fast, reliable team of service professionals will help your business get back up to speed with our guaranteed 4-hour service response time.

**Proactive Maintenance:** This program can significantly increase your equipment uptime. Our quality assurance kits have been developed for replacement of high usage parts before they wear out. This helps reduce the need for emergency service calls and keeps your business one step ahead.

**Genuine:** Our factory-certified service professionals use only 100% genuine OEM Sharp and HP parts and supplies for your equipment. Genuine Sharp products ensure genuine Sharp performance.

**eSupport:** Place a service call, order supplies, or submit your meter reading anywhere, anytime. Our online support allows you to take care of business when you need it most.

**Service Loaner:** In the event we cannot repair your equipment to Sharp's specifications, we will provide you with similar equipment at no additional charge while your equipment is being serviced.

**Correct-Connect:** Want seamless integration for all your technology? Our Correct-Connect service starts with the information-gathering process, where we determine how you want your equipment and software configured. Then we build a complete solution to those specifications.

**Guaranteed Cost of Ownership:** We understand that this is a significant investment for your business, as well as an integral part of its success. We will ensure that you fully understand your current costs, isolate ways in which we can positively affect them, and work to provide you with all the facts you need to make the best decision.

**Performance Guarantee:** Our Sharp product line is backed by our Performance Guarantee



## Nationwide Support



● Sharp Authorized Dealers (409)  
■ SBS Locations (36)

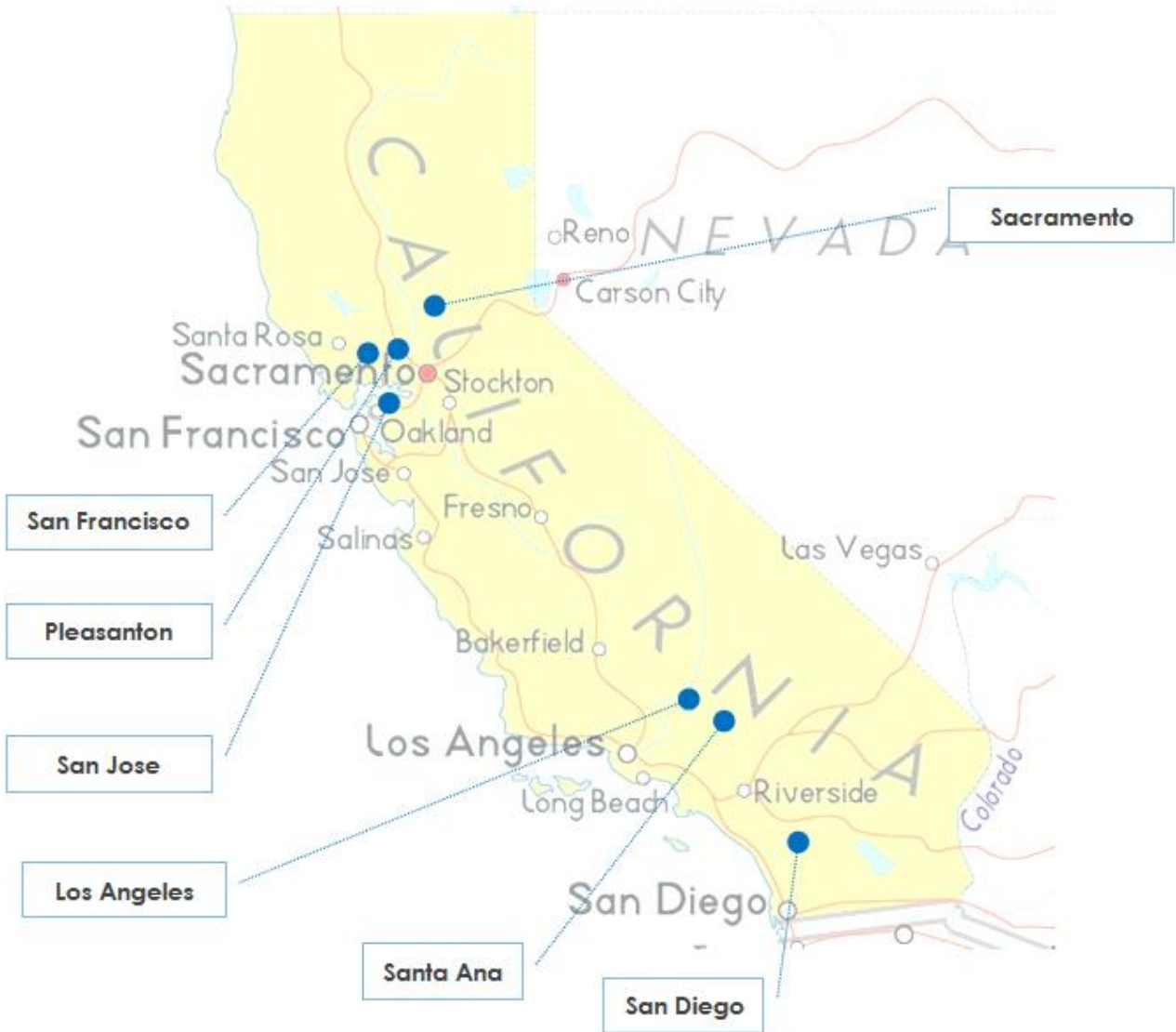
- Winning combination of local management and nationwide support
- 500+ authorized service providers
- State of the art product
- Flexible billing and leasing programs



### California Support

SBS California Locations

- San Diego
- Los Angeles
- Santa Ana
- Sacramento
- San Francisco
- Pleasanton
- San Jose



## Project Approach Expectations Reporting Procedure

Sharp has proprietary software specifically designed to monitor and manage printer and copier usage. Reports can be generated to identify print trends across numerous locations, departments and users. Various configurations, basic to complex are available to meet your specific business needs. Monitoring usage can positively improve workflow, reduce costs and provide the valuable data necessary to make informed print and copy decisions.

Sharp's reporting software can be as simple as implementing a usage reporting tool or as complex as rules based printing and recovery. Most organizations are unaware of the large per page difference in cost between print devices. This cost discrepancy can be as much as 500 percent. Your company can reduce printing costs by up to 75 percent by monitoring usage trends and utilizing the correct devices.

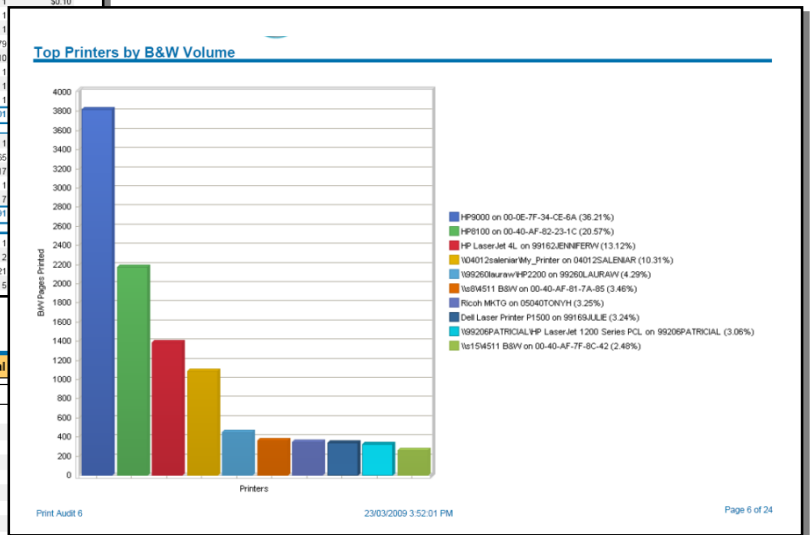
Because we understand every business environment is unique, Sharp partners with several software companies to provide customers with a variety of software choices.

## Remote Diagnostic Sample Reports

**Print Audit 6 - Job Manager Summary Report**

Project Code	Paper Size	Total Pages	Total Jobs	Total Cost
<b>Project Code: 2231-002 - Merrimack</b>				
2231-002 - Merrimack	8 1/2x11	2	2	\$0.20
2231-002 - Merrimack	8.5 x 11" Letter	4	3	\$0.40
2231-002 - Merrimack	A1	1	1	\$0.10
2231-002 - Merrimack	Custom	1	1	\$0.10
2231-002 - Merrimack	Disc (116mm Image)	1	1	
2231-002 - Merrimack	Disc 120mm	4	1	
2231-002 - Merrimack	Letter	1663	79	
2231-002 - Merrimack	Letter [8.5 x 11 in.]	16	10	
2231-002 - Merrimack	Letter 8 1/2 x 11 in	1	1	
2231-002 - Merrimack	Octal A 8.5x11 in	1	1	
2231-002 - Merrimack	Octal A0 841x1189 mm	2	1	
<b>Total For: 2231-002 - Merrimack</b>		<b>1695</b>	<b>101</b>	
<b>Project Code: 2242-001 - Handlon Project</b>				
2242-001 - Handlon Project	8.5 x 11" Letter	2	1	
2242-001 - Handlon Project	Letter	148	65	
2242-001 - Handlon Project	Letter [8.5 x 11 in.]	24	17	
2242-001 - Handlon Project	Letter 8 1/2 x 11 in	1	1	
2242-001 - Handlon Project	Letter 8 1/2 x 11 in	11	7	
<b>Total For: 2242-001 - Handlon Project</b>		<b>186</b>	<b>91</b>	
<b>Project Code: 2271-090 - Johnston Project</b>				
2271-090 - Johnston Project	Disc (116mm Image)	1	1	
2271-090 - Johnston Project	Disc 120mm	3	2	
2271-090 - Johnston Project	Letter	352	21	
2271-090 - Johnston Project	Letter [8.5 x 11 in.]	9	5	

Print Audit 6



**Printer to User Breakdown**

Name	Network Name	Total
<b>Breakdown for printer \IPRINTSERVER\XeroxPlotter on 192.168.0.14</b>		
Gordon, C	CathyG	
Kewor, J	JohnK	
KimM	KimM	
Ladendorf, C	CindyL	
MarielM	MarielM	
MarioC	MarioC	
Meveneaux A	AgostinoM	
NivianE	NivianE	
RossC	RossC	
Ryder, D	DesmondR	7
Scan Station	Scan Station	1
White, J	JeffW	34
		<b>128</b>
		<b>141</b>
		<b>\$14,100</b>
<b>Breakdown for printer 1st154511 B&amp;W on 192.168.1.4</b>		
Irving, A	airving	1
JoanneK	JoanneK	42
KimM	KimM	2
Kremer, J	JimK	3
MarioC	MarioC	4
SkipH	SkipH	5
Yvette W	ywesten	18
		<b>75</b>
		<b>306</b>
		<b>\$37,200</b>
<b>Breakdown for printer 1st15IDell_1710 on 1st15IDELL_1710</b>		
JoanneK	JoanneK	1
		<b>1</b>
		<b>\$0,100</b>

## Project Approach Expectations Reporting Procedure

### Remote Diagnostic

Sharp Business Systems has our own suite of reporting software that can aid in managing the fleet of copiers as well as manage and report on Usage per User or Device, Document Trends. Basic components are included and additional components can be purchased in a variety of configurations depending on the needs of your organization. This can improve workflow and reduce costs, by analysis printing on the spot. Access to this data can reside locally or via the web based on your security restrictions and needs.

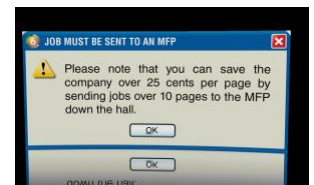
### MICAS & Facilities Manager

Our remote diagnostic software is a powerful, easy to use tool designed to remotely collect usage, automate supplies fulfillment and report service information for managing printer fleets.

The remote diagnostic software has a very small footprint at your location, no hardware installation required and installs onto a single machine at your site. FM allows you to run a multitude of reports or export the data for your own processing.



Sharp's Remote Diagnostic software can be as simple as a reporting tool for device and user usage or can be as complex as rules based printing and recovery



Most organizations are unaware of the large per page difference in cost between print devices. This cost discrepancy can be as much as 500 percent. You can reduce printing costs by up to 75 percent by utilizing the correct devices.



**Project Approach Expectations  
Reporting Procedure**

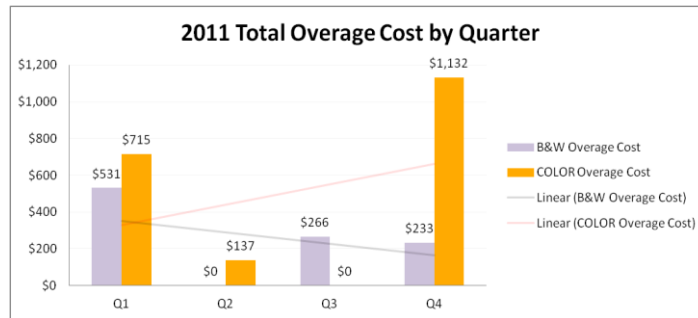
**Quarterly Reviews**

Sharp Business Systems works to help its customers maximize efficiency and cut down on wasteful printing. Additionally, Sharp seeks to keep contracts reflecting true usage volumes.

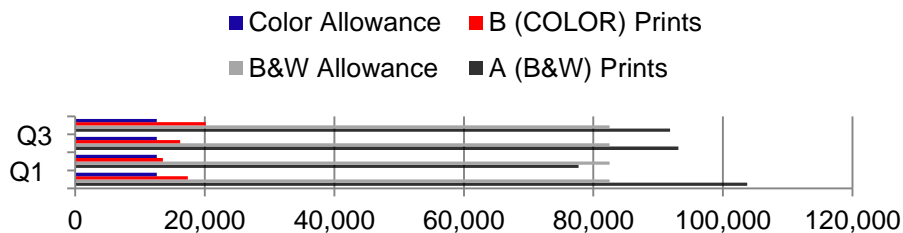
With these goals in mind, the Sharp MPS program offers a targeted review of high print and copier volumes as a part of the Quarterly Review system. Sharp Quarterly Reviews allow customers to better understand their printing environment and to address exceptionally high volumes.

Quarterly Review analysis includes, but is not limited to, highest volumes by *machine* or *location* for *monochrome*, *color*, or *both*; and machines with highest overages.

Below are a few snapshots from past reviews:



**2014 Quarterly Usage & Allowance**



### Supplies Management & Webstore

SHARP partners with your company to provide three convenient methods to order supplies for your fleet.

Ordering supplies is easy.  
You can conveniently call, email or order online.

You can conveniently **phone**, order **online** or by **email**

Please have **EQUIPMENT ID** number(s) ready

To order by **phone** please call SHARP Supplies desk 877-686-5277

To order by **email**: <mailto:sbs-sdservice@sharpsec.com>

To order **online** visit: [sbsecom.sharpsec.com](http://sbsecom.sharpsec.com)

- Log in with username/password  
*(To obtain credentials please request and submit an e-comm user request form)*
- Click on **Order Supplies** in the *Supply Order Box* (lower left)
- Click on the desired line item or search by equipment ID – (choose COMP) input qty of supplies, add to cart and proceed to checkout

Customer webstore powered by SHARP is available 24 hours per day, seven days per week – supply orders placed prior to 3:00pm any business day (excluding SHARP holidays) will be scheduled to be delivered the following business day.

Service and Supplies ordered for unmanaged devices will not be available until added to the MPS contract via the Change Management Form.

**SHARP RECYCLE PROGRAM** for details visit: [www.sharpusa.com/recycle](http://www.sharpusa.com/recycle)



### Company Structure: Staff Biographies

Below is a brief background of the key individuals who would be associated with managing and servicing your account.

#### Executive Staff

**Dale Wedge, President**

[dale.wedge@sharpusa.com](mailto:dale.wedge@sharpusa.com)

With over 30 years of industry experience with the same company, Dale has served as President of Sharp Business Systems – Dale understands the business needs of our customers and focuses on positioning SBS as a top value-added solutions provider.

**Jerry Jackson, VP of Service & Operations**

[jerry.jackson@sharpusa.com](mailto:jerry.jackson@sharpusa.com)

With over 30 years of industry experience, Jerry focuses on understanding our clients' businesses so he can apply the latest technology and services to provide innovative and cost-effective document solutions.

**Greg Murdock, Southern CA Director of Sales**

[gregory.murdock@sharpusa.com](mailto:gregory.murdock@sharpusa.com)

As the Director of Sales with over 33 year of industry experience, Greg makes ensuring a positive customer experience his number one priority. Greg has been with Sharp since 1994 and coordinates all MFP, MPS, ProAV and software activities relating to Southern California's largest businesses.

#### Sales & Support Staff

**Sarah Razi, Major Account Manager**

[sarah.razi@sharpusa.com](mailto:sarah.razi@sharpusa.com)

Sarah has more than a decade of experience in major accounts and managed print service experience, with specific expertise in customer service, execution and major account management, enabling her to lead her clients as they focus on constantly improving their cost savings, IT services and office technology. Sarah has been extremely valuable to Sharp's team and helped develop focused professional partnerships with leading corporations and a variety of clients in Southern California as a major account executive.

**Cherie Wright, Logistics Manager**

[cherie.wright@sharpusa.com](mailto:cherie.wright@sharpusa.com)

Cherie has been with Sharp Business Systems for over 15 years and manages all logistics and overseeing operations. As far as day-to-day operations go, there is no one in the industry that is more efficient and effective at making sure the customer's needs are met with the highest level of customer satisfaction.

**Jim George II, Solutions Integration Specialist**

[jim.georgeii@sharpusa.com](mailto:jim.georgeii@sharpusa.com)

Jim has been with Sharp Business Systems for over 14 years. He currently manages the ECM department architecting large solutions integrations and installations such as PaperCut, Drive and other environments with 3<sup>rd</sup> party solutions and paperless admitting systems

## PROPOSED MANPOWER ANALYSIS

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### **Anne Beck, Analyst, MPS Specialist**

[anne.beck@sharpusa.com](mailto:anne.beck@sharpusa.com)

Anne is part of the Major Accounts Team specializing in overall customer care, marketing, Managed Print Services account management, research, reporting and analysis. Her integral role involves managing internal processes, services and customer support. Anne has been with SBS for 5 years and formerly worked as an MPS specialist for HP.

### **Ken Lyons, Production Color Specialist**

[ken.lyons@sharpusa.com](mailto:ken.lyons@sharpusa.com)

Ken has 32 years of experience in the copy/print industry, including 8 years as a production systems analyst. His expertise includes production print workflow, design, color management and software solutions. His certifications include IDEAlliance Color Management Professional Master and EFI Fiery Certified Professional.

### **Jennifer Villa, Integration Specialist & Training Coordinator**

[jennifer.villa@sharpusa.com](mailto:jennifer.villa@sharpusa.com)

Jennifer Villa has been working for Sharp Business Systems as our corporate trainer for the past 5 years. Jennifer has extensive product knowledge on our full line of MFP's. She specializes in product training from individuals to large groups and provides customer support throughout the life of the equipment.

## **Service & Operations Team**

### **Tosha Holmes, Contracts Manager**

[tosha.holmes@sharpusa.com](mailto:tosha.holmes@sharpusa.com)

Tosha has been with Sharp Business Systems for over 16 years and is a pillar to Sharp's service team. She manages all service and supply billing and contracts. Tosha is admired for her flexible, creative thinking and her ability to consistently provide excellent performance.

### **Travis Reagan, Network Technician**

[travis.reagan@sharpusa.com](mailto:travis.reagan@sharpusa.com)

Travis has been with Sharp Business Systems for 19 years. His extensive experience in the industry delivers a seasoned professional. His ability to address complex issues in a variety of IT environments while relating well with both technical and non-technical users provides the highest level of support our customers need and are ultimately looking for to integrate into their environment.

### **Todd Hermanson, Network Technician**

[todd.hermanson@sharpusa.com](mailto:todd.hermanson@sharpusa.com)

Todd has been with Sharp Business Systems for 22 years. Todd provides both hardware & software support for the entire Sharp product line. Todd's tenure at Sharp has shaped his ability to exceed customer expectations. His dedication combined with his broad knowledge in the field ensures results our customers can count on.

### **Ryan Erlandson, Lead Technician**

[ryan.erlandson@sharpusa.com](mailto:ryan.erlandson@sharpusa.com)

Ryan has been a lead technician with Sharp Business Systems since 2007. He is a wonderful leader and has an intimate knowledge of the entire Sharp product line. Ryan excels at helping our team solve the most challenging issues the first time, ensuring our customers always have minimal down time.

# PROPOSED MANPOWER ANALYSIS

## Tony Velarde, Lead Technician

[tony.velarde@sharpusa.com](mailto:tony.velarde@sharpusa.com)

Tony has been a lead technician with Sharp Business Systems for 11 years. He is a wonderful leader and has an intimate knowledge of the entire Sharp product line. Tony excels at helping our team solve the most challenging issues the first time, ensuring that our customers always have minimal down time.

## Exsiquio Ramos, Lead Technician

[exsiquio.ramos@sharpusa.com](mailto:exsiquio.ramos@sharpusa.com)

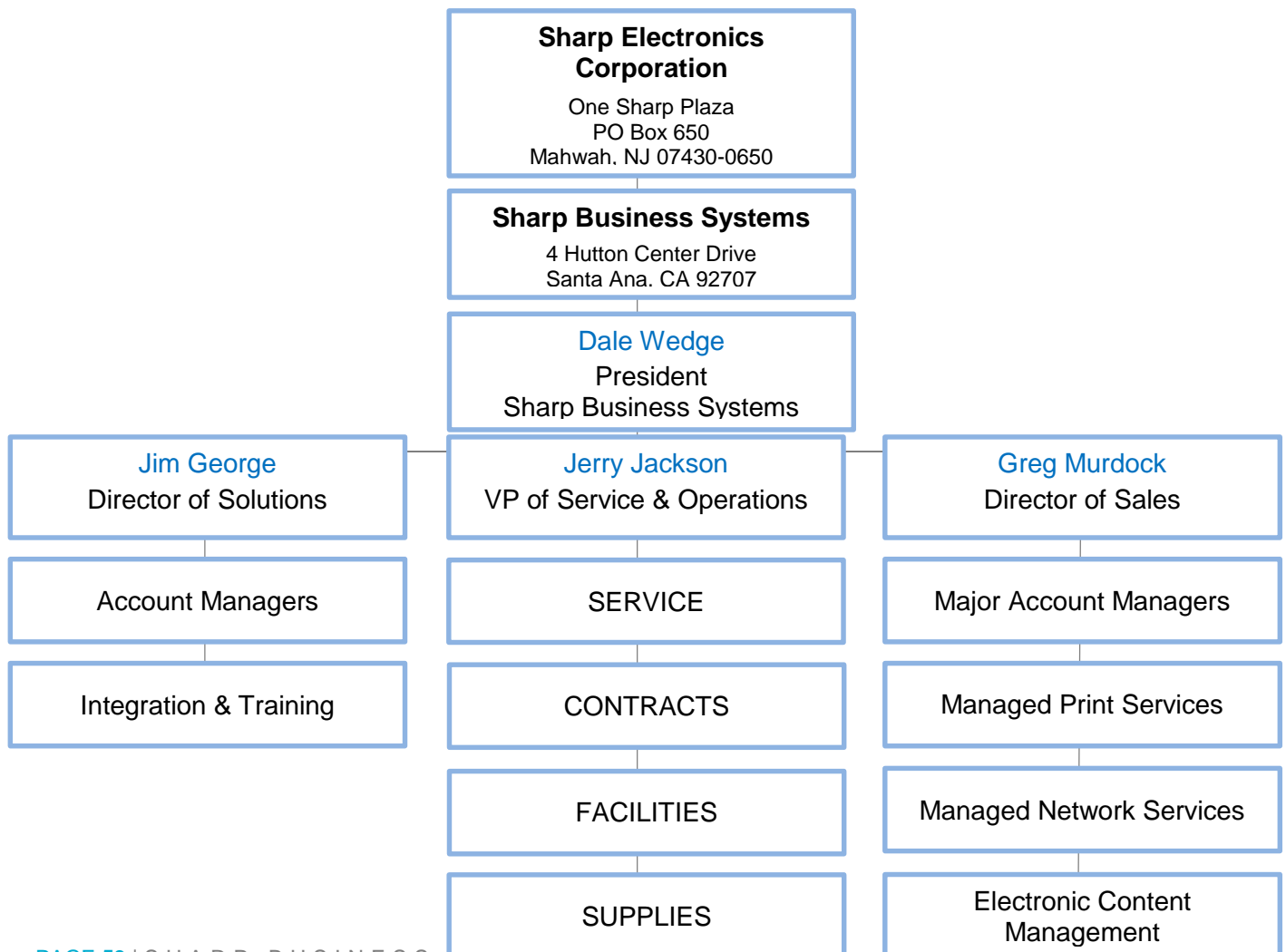
Exsiquio has over 11 years technical field service experience with Sharp and manages field operations for North LA County. He also is a field troubleshooter and manages and trains his own team.

## Dwayne Rosette, Delivery Driver

[dwayne.rosette@sharpusa.com](mailto:dwayne.rosette@sharpusa.com)

Dwayne has been with Sharp Business Systems for 8 years. He is a dedicated delivery driver for the Los Angeles area. His intimate knowledge of the territory and friendly demeanor ensures great relations and customer support. Sharp Business Systems is one of a few companies that own their own fleet of trucks and employ delivery drivers.

### Corporate Organizational Chart



## PROPOSED MANPOWER ANALYSIS

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### Company Structure: Key Contacts

<b>Sales &amp; Support</b>	888-258-2802
Sarah Razi – Manager, Major Accounts	x 1822
Gregory Murdock – Director of Sales Los Angeles & Orange County	x 1181
Anne Beck – Analyst Enterprise Business Group	x 1163
Jennifer Villa - Trainer Enterprise Business Group	X1158

<b>Service &amp; Operations</b>	800.655.4705
Jerry Jackson - VP Service & Operations	x 1118
Ashley McNutt - Customer Service Supervisor	x 1117
Tosha Holmes – Contracts Manager	x 1116
Ken Lyons – AV Specialist	x 1140

<b>Service &amp; Supplies Desk</b>	800.655.4705
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Sharp Business Systems

800-655-4705

[www.sbs-socal.com](http://www.sbs-socal.com)

## VALUE ADDED SERVICES

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### North American and International Installation, Integration Service Support

Enhance  
Your  
Business &  
Magnify your  
Success



#### THE SHARP ADVANTAGE

A better way to make a big impression. From boardroom to conference room, training session to lecture hall, a Sharp big-screen interactive display system can magnify your success. Motivate your audience. Improve your image. Give your message the impact it deserves. With Sharp on your presentation team, the possibilities are endless ... and every moment is right for a magnificent performance.

#### KEY CLIENTS:

- California State University- Fullerton
- City of Hope Hospital
- City of Lomita
- Torrance Memorial Hospital
- Qualcomm
- Shea Homes
- Sizzler
- Scripps University Hospital
- San Diego State University
- Sharp Healthcare

#### PRODUCTS

- Crestron Panels and Controllers
- AMX Panels
- Bi-amp Controllers
- Video Room Units
- Sharp Professional Display Suite



## Aquos Board Feature Overview

Open Architecture Approach  
Built to fit customer needs



- Use simply by connecting with users' PC or the new Shuttle rear-mounted Compact PC.
- Touch pen with 3 function buttons is available as an optional accessory
- Includes CD with Sharp Pen Software 3.0 and Touch Display Link 2 software



**Simultaneous Writing**  
Up to 4 persons

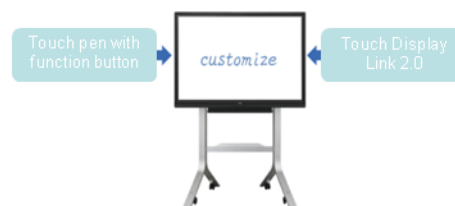


**Rich Interfaces**  
Two series of I/Os are available at the bottom and on the side of the display.  
2 x USB ports for touch signal is also available.



**New protection glass**  
reduces fingerprints and reflection

**Front facing speakers**  
**Change settings by touch operation**  
Touch menu is displayed by pressing the "Touch Menu Button" on the bottom-left of the display. Input and volume are easily changeable right from the display screen and without the need of the remote control.



### Aquos Board Feature Overview



- Two variations of each size class (60 & 70")
- Basic (B model) – requires external PC

#### Key Features

- 10-Point Multi-Touch
- Multi-User – up to 4-simultaneous users
- 1.4x faster touch refresh rate – provides smoother writing
- Improved resistance against fingerprint, scratch & glare
- More natural writing feel
- On-screen touch menu for selecting input & volume
- Expanded digital interfaces – no expansion board needed
- Front facing speakers with 43% more powerful stereo audio
- Pressure sensitive pen (option for B models – Summer 2014)
- Web cam mount - detachable
- Black, brushed aluminum style bezel
- New Pen Software 3.0 – Easier UI / Touch Display Link 2

## Seamless Multi-Screen Video Wall Displays



- The **World's slimmest bezel 60"** LCD monitor\*, the new standard for multi-screen Video Wall Displays
- Bring **display possibilities** to shopping malls, airports, museums, stadiums, control centers and more
- Create high impact video walls in **almost any size and format**
- Full array **LED backlighting** and virtually **seamless borders**
- New Pen Software 3.0 – Easier UI / Touch Display Link 2

## VALUE ADDED SERVICES

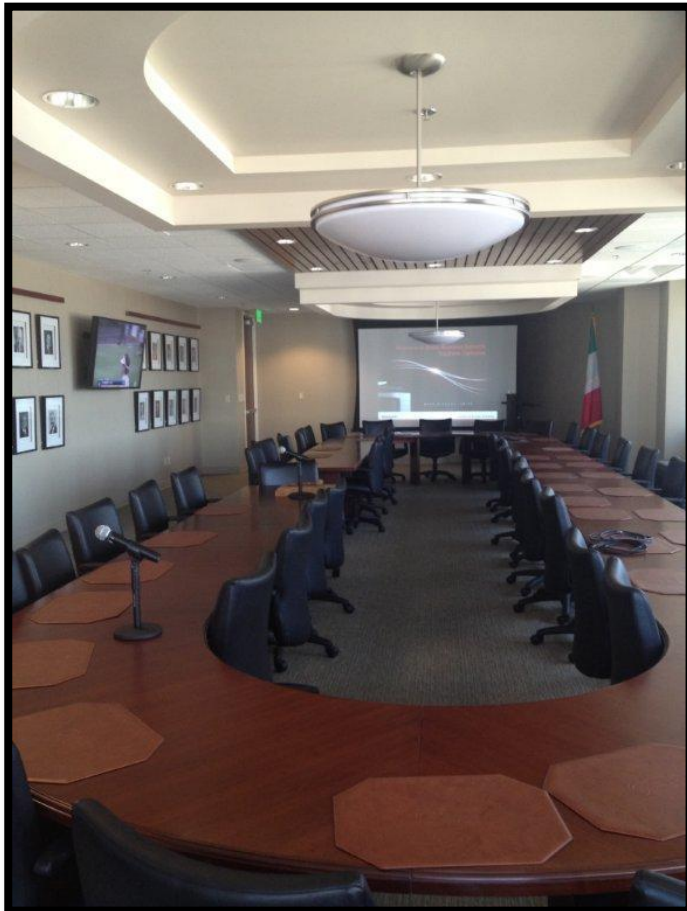
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### Conference Room Solutions



Interactive conference room installed at Chamber of Commerce in downtown

Custom Boardroom solution for the San Diego Regional Chamber of Commerce in downtown San Diego.





## VALUE ADDED SERVICES

### Digital Signage Display



Digital Menu Board installed to modernize Sizzler Restaurants nationwide



Digital Signage Solutions



Interactive touch screen display for Shea Homes throughout California.



**Supplies Management & Webstore**



Think Green.

As a part of our commitment to the environment, Sharp Electronics offers our customers a zero waste toner recycling for all Sharp consumables, including: cartridges, bottles, toner collection containers and drum units.

**STOP, DROP, RECYCLE RECYCLING PROGRAM**

- It's free & easy to ship your recyclables in bulk
- We provide all collection and shipping materials
- We provide all shipping and recycling costs
- We further reduce our carbon footprint by more efficiently shipping in bulk (box fits up to 10 cartridges)
- All consumables are 100% recycled with ZERO waste to a landfill

High Volume Recycling	Low Volume Option
<ul style="list-style-type: none"> <li>• 3 Pre-Addressed, Pre-Paid Sharp Cartridge Collection / Shipping Boxes</li> <li>• 3 Clear plastic liners</li> <li>• 3 Zip ties</li> </ul> <p><b>Fed Ex Pick up:</b> use existing service or call <b>1-800-GO-FEDEX (3399)</b> and say "ground pick-up"</p>	<ul style="list-style-type: none"> <li>• Drop off at any Staples location, Staples will take care of recycling the cartridge at no cost to you. Visit: <a href="http://storelocator.staples.com">storelocator.staples.com</a> to find a location near you.</li> <li>• Contact your Sharp Dealer for more information about their toner consolidation procedure</li> </ul>
<p>Customer Service: 866-265-6906 or email questions to: <a href="mailto:sharptonerrecycling@sharpusa.com">sharptonerrecycling@sharpusa.com</a></p>	

## LETTER OF THANKS

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Dear City of Garden Grove,

In closing, thank you again to the entire City of Garden Grove and the Information Technology Team for welcoming Sharp Business Systems to potentially partner with your institution and allowing us to be a part of the Managed Print Services Project. Sharp is very much looking forward to the future prospect of working with your wonderful organization and the many exciting projects to follow.

We look forward to the possibility of working with you now and into the future!

Sincerely,

*Greg Murdock & Sarah Razi*

Greg Murdock  
Director of Sales  
**Sharp Business Systems**

Sarah Razi  
Major Account Executive  
**Sharp Business Systems**