City of Garden Grove

RFP No. S-1207

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February 22, 2017

WORK CAN WORK BETTER™

xerox

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

Dear Ms. Segawa:

On behalf of the Xerox team, thank you for the opportunity to provide the services described in your Request for Proposal to Provide Twenty-Seven (27) New and Unused Multi- Function Digital Copiers and Related Supplies, Maintenance and Support Services. We have thoroughly reviewed your requirements and are proposing a comprehensive technology and support services solution to help you achieve your goals.

Xerox recognizes that the City of Garden Grove is a model government entity that takes pride in forming strategic partnerships to strengthen its supply chain and, ultimately, the services you provide to your constituents. .

Bringing structure and control to your environment will drive efficiency, cost savings, and improved performance. To that end, Xerox is proposing to systematically refresh and standardize the City's device fleet and provide a common support model for all office locations. Our proposal provides the latest Xerox has to offer in networked digital devices, along with a single process to manage them.

The highlights of our proposal include:

- **Industry Leading Print Technology** – Comparative tests conducted by independent research laboratories have shown that Xerox devices offer substantial advantages through faster speeds, enhanced security and workflow capabilities, impeccable green credentials, and cost control features that allow your key operators to work smarter, not harder.

- **A Platform for Process Improvement** – The models proposed are built on the Xerox ConnectKey® technology platform that operates on a common user interface and improves productivity by allowing end users to complete multiple workflows simultaneously at the device.

- **A 'One-Stop' Solution** – Our program provides a single process for hardware, consumables, supplies, and service for your environment. Xerox can manage the complete lifecycle of your devices—from the implementation, transition, ongoing support, and replacement or removal.

- **Quality Product Support** – Our end user support model, Xerox Connect Advantage, lends device operators the expertise of our highly trained customer support representatives, most of whom are former technicians themselves. Our ability to provide immediate and thorough diagnostic support allows for minimal service disruption, maximum device uptime, and ease of use for your employees.

Thank you for your consideration and confidence in Xerox. We look forward to the next steps of this RFP process

Regards,

Michael Feeney
Xerox Client Manager

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Executive Summary

Most organizations view their output assets as commodities—simple hardware devices that allow users to perform functions like printing, copying, faxing, and scanning. However, this point of view can constrain productivity and limit your potential for true cost efficiency.

Xerox recommends another approach for the City. To help you adopt it, we have drawn from our award-winning portfolio of small, medium, and high-end multifunction digital print and copy devices to offer the City the best in speed, security, functionality, and flexibility in every environment. We will deliver, install, support and service these devices to keep your fleet operating at peak performance and meet or exceed your service level expectations. The Xerox solution will reduce your overall Total Cost of Ownership (TCO) by allowing you to:

- Reduce costs with more energy-efficient devices, toner, and supplies
- Print faster with increased page-per-minute capability
- Increase device uptime and performance

- Eliminate end user and IT burden
- Improve network security and compliance
- Leverage mobile and cloud applications for enhanced productivity

Xerox Technology Proposal

Our proposed hardware configuration standardizes all the City equipment across the enterprise on several models. Upon award, we will replace your aging devices as they expire or reach end of term, installing the models below to accommodate all user needs in small, medium, and large-sized workgroups.

Xerox Black & White MFP Overview

Xerox Device	Added Functionality
WorkCentre 5945APT2 BW MFP	The ***Xerox® WorkCentre™ 5945 i-Series Multifunction Printers***, enabled by Xerox ConnectKey® Technology, is designed to provide optimal control and energy savings, cloud-based scanning solutions and data security. - Speed up to 45 ppm - BW Copy / Print / Color Scan to Email-File-USB Capabilities - Embedded Fax Kit - 50 Sheet Office Finisher (50 Sheet Stapling Capacity) - (5) Paper Trays (Includes 2 High Capacity Trays) - Total Paper Capacity: 4,700 Sheets - Sizes 3.5 x 3.9 to 11 x 17 inch - i-Series Smart MFP - ConnectKey® Technology enables cost control, security, productivity and mobile solutions.

Xerox Device	Added Functionality
WorkCentre 5865APT2 & 5875APT2 BW MFP	The ***Xerox® WorkCentre™ 5800 i-Series Multifunction Printers***, enabled by Xerox ConnectKey® Technology, is designed to provide optimal control and energy savings, cloud-based scanning solutions and data security. • Speed up to 65 and 75 ppm • BW Copy / Print / Color Scan to Email-File-USB Capabilities • Embedded Fax Kit • 50 Sheet Office Finisher (50 Sheet Stapling Capacity) • (5) Paper Trays • Total Paper Capacity: 4,700 Sheets • Sizes 3.5 x 3.9 to 11 x 17 • i-Series Smart MFP • ConnectKey® Technology enables cost control, security, productivity and mobile solutions.

Xerox Color MFP Overview

WorkCentre 7830P2	The ***WorkCentre^{TM} 7830i series Multifunction Printer*** is powered by the Xerox® ConnectKey® Controller. These simple-to-implement systems give you real, practical solutions that easily streamline how you communicate, process and share important information, simplify complex paper-driven tasks, and drive down costs while keeping your data secure. The WorkCentre 7830i features: • Speed up to 30 ppm • Color Copy / Print / Scan to Email-File-USB Capabilities • Embedded Fax Kit • 50 Sheet Office Finisher (50 Sheet Stapling Capacity) • (5) Paper Trays • Total Paper Capacity: 2,180 Sheets • Sizes 3.5 x 3.9 to 11 x 17 • i-Series Smart MFP • ConnectKey® Technology enables cost control, security, productivity and mobile solutions.

WorkCentre 7970P2	Fast print speeds and a range of finishing options make the Xerox® ***WorkCentre™ 7970i Color Multifunction Printer*** one of the most productive color multifunction printers in its class. With ConnectKey® Technology built in, the ***WorkCentre 7970***i streamlines processes, digitizes workflows, protects data and controls costs. It features: • Speed up to 70 ppm • Color Copy / Print / Scan to Email-File-USB Capabilities • Embedded Fax Kit • BR Finisher (50 Sheet Stapling Capacity / 2-3 Hole Punching) • (5) Paper Trays (Includes 2 High Capacity Trays) • Total Paper Capacity: 3,140 Sheets • Sizes 3.5 x 3.9 to 11 x 17 • i-Series Smart MFP • ConnectKey® Technology enables cost control, security, productivity and mobile solutions.

An Infrastructure for Innovation: Xerox ConnectKey®

For the better part of a century, Xerox has been at the forefront of advanced print technologies—pushing the boundaries of what is possible by bridging the gap between documents, workflows, and processes. Several years ago, we brought to market our innovative ConnectKey® Controller Architecture found today and many of the devices in our Office portfolio. This is the foundation of our technology proposal for the City.

ConnectKey® was designed for one purpose: *to simplify the way work gets done.* It is an intuitive software ecosystem that allows users to improve document workflow across the enterprise. These devices do more than print, scan, fax, and copy; they are mobile and cloud ready, allowing them to integrate with Xerox and third-party software solutions that turn your devices into information 'onramps' into company business processes. Documents can be scanned directly to e-mail recipients or Cloud and enterprise-based content management and document repositories for easy indexing, storage, and retrieval—all done right from the MFD's touch screen.

Easy IT Integration

ConnectKey® MFDs can be managed as a central part of the network, much like servers, for straightforward set-up and service. Troubleshooting and training can be addressed remotely by IT administrators, or self-help can be initiated with online support and videos on the front panel.

True User Productivity

Xerox MFD controllers enable true multi-tasking capabilities by performing image processing, receiving, programming ahead, processing queues, and transmitting functions simultaneously.

Superior Network Security

Multifunction Devices (MFDs) are sophisticated information hubs with operating systems that consume and output potentially sensitive data. The possibilities of a security breach and/or loss of critical intellectual property are always present and cannot be ignored.

Xerox MFDs are the most secure on the market today. We currently boast the broadest portfolio of Common Criteria certified MFDs and security functionality in the industry. *Xerox is the only vendor to certify the complete device*, not just the kits or subsets of functionality. Our models are certified at EAL2—ensuring information is secure in all portals, such as printing, faxing, and scanning, and while residing on the hard drive.

Embedded in our ConnectKey® platform is security software from strategic partners McAfee and Cisco, resulting in the industry's first lineup of multifunction printers that protect themselves from potential outside threats. McAfee's 'whitelisting' ensures only safe, pre-approved files or functions are executed on your devices, eliminating the need to manually update software levels against new security threats. Automatic Cisco TrustSec integration provides comprehensive visibility into which people and what devices are connecting across the entire network infrastructure.

Syncing with the City Systems

ConnectKey® technology allows for automatic document conversion to a searchable PDF, Word, or Excel file, creating digitized files that, with a single touch (i.e., no middleware required), can be routed via the Cloud to repositories such as SharePoint Online, Google Drive, DropBox, Evernote, PaperPort Anywhere, and Salesforce.com.

Applications for Advancing Productivity

In 2016, Xerox introduced an innovative update to our Xerox ConnectKey® multifunction device (MFD) line referred to as our iSeries. These devices feature a customizable App Gallery on the ConnectKey® controller that gives users access to ready-to-use applications, allowing them to get work done in a variety of ways. The Xerox App Gallery is pre-loaded directly on the user interface to give users easy access to a variety of apps from Xerox and partners.

These include:

- **The Xerox Easy Translation Service App:** A first-of-its-kind service that can capture text from a scanned document and translate it into up to 35 languages.

- **The @PrintByXerox App:** A mobile cloud printing solution that allows employees and visitors to securely print from any mobile or network connected device to an MFD by way of a single email address without IT support.

- **The QR Code App:** Lets users connect and pair to a ConnectKey® -enabled MFD with a simple scan of a QR code from their phone or tablet to effortlessly print and scan documents.

- **The Mobile Link App:** Now available on iOS and Android, this app lets users create one-touch, automated workflows on their mobile devices to remotely control a Xerox MFD and transmit documents to fax, email and cloud hosted services like Box, Dropbox and Google Drive.

The software integration in our iSeries platform earned Xerox the Buyer's Lab, Inc. (BLI) 2016 Winter Pick for Software Solutions Line of the Year. BLI cited the App Studio's ability to streamline business processes and add productivity as the main factors of the award.

A new line of Xerox hardware products was added to our portfolio in 2016 and will be brought to market in 2017. We refer to these devices collectively as Xerox Next Wave technology. These devices enhance the features available in our existing Xerox ConnectKey® platform by extending the functionality to more device types, bringing innovative new workflow capabilities to more user groups.

Our Future Vision for the City of Garden Grove Reprographics

Most organizations view their output assets as commodities—simple hardware devices that allow users to perform functions like printing, copying, faxing and scanning. However, this point of view can hinder your ability to meet the needs of your administrators and staff and limit the full potential of your City of Garden Groves print needs in order to ensure successful communications.   In order for City of Garden Grove to meet today's objectives, you will need to find a partner that can break down barriers and change your fundamental view of your office equipment. As evidenced by our past meetings and the issuance of your RFP, you acknowledge the same.

To that end, Xerox has prepared a comprehensive solution to address the possibilities that exist in all of your in-scope city locations. We have drawn from our award-winning hardware portfolio to provide the latest technology in single and multi-function networked digital print devices with all the required support services, including *security*, *delivery*, *installation*, *training*, *maintenance* and *supplies* for deployment throughout City of Garden Grove. Our future vision is an enterprise print environment in which City of Garden Grove can:

- **Reduce costs** with more energy-efficient devices, efficient workflows, automation, toners and supplies.
- Print **faster** with increased page-per-minute capability.
- Produce more-impactful **Color** & Black & White (B&W) documents.
- Perform **multiple tasks** simultaneously.
- Maintain **tighter control** and **compliance** with remote and touch screen security capabilities.
- Help **capture additional color applications** (maximize Reprographics color output and provide improved utilization of color asset).
- Look for outside print applications to **better utilize capacity** of City of Garden Grove's production printers (capture additional signs, ID Cards, Window Clings, Labels and Polyester Synthetics, and add impact to your special events with vivid, full color, high image quality signage and communication materials).

Proposed Solutions for the City of Garden Grove Reprographics include:

One (1) Xerox® D-125 Monochrome Printer:

The Xerox D125 Copier/Printer (prints, copies and scans) delivers benchmark black and white prints at resolutions up to 2400 x 2400 dpi at a productive 125ppm. Includes: Simple workflow with an easy-to-use touch screen, excellent features, and walk-up copy/scan capabilities; Bypass Tray that runs up to 250-sheets in sizes small to large (4" x 6"/102 mm x 152 mm to 13" x 19.2"/330 mm x 488 mm); 16lb. bond to 140lb. Index (52 to 253gsm); 4-Tray Sheet Feed Module accommodates various stock weights and capacities: Tray 1: 1,100-sheets (8.5" x 11" / A4); 16lb. bond to 80lb. cover (52 to 216gsm); Tray 2: 1,600-sheets (8.5" x 11" / A4); 16lb. bond to 80lb. cover (52 to 216gsm); Tray 3-4: 550-sheets each 5.5" x 7.2" (140mm x 182mm) to 13.0" x 19.2" (330mm x 488mm / A5 to SRA3); 16lb. bond to 80lb. cover (52 to 216gsm); 250-sheet Single Pass Color Scan Document Feeder copies/scans at up to 200 images per minute (ipm). The proposed D-125 Light Production Printer recommendation includes the following accessories:

- **Oversized High Capacity Feeder:** Enjoy increased productivity with uninterrupted long runs by adding an optional oversized high capacity feeder to accommodate your standard, oversize and custom stock requirements. The one tray Oversized High Capacity Feeder adds 2,000-sheet capacity for media 8" x 10"/B5 to 13" x 19.2" or SRA3; 18lb. to 110lb. (64 to 253gsm) enables use of more approved coated stocks.

- **Xerox Squarefold Trimmer Module:** SquareFold® Trimmer Module creases cover sheets and performs face trimming to ensure a professional finish. Control trim and degree of square fold, creating square spine booklets that can be opened fl at and are easy to handle, stack and store. Features: Attaches to the optional Booklet Maker Finisher, 16lb. bond to 90lb. cover (60gsm to 220gsm). Accepts paper sizes: 8.5" x 11" SEF (216 mm x 279 mm) minimum; 13" x 18" (330 mm x 457 mm) maximum.

- **Booklet Maker Finisher:** The Booklet Maker Finisher delivers large booklets—up to 25-sheets (100 imposed pages)—and offers excellent handling of coated stocks. With saddle-stitch and bi-fold capabilities, it is ideal for booklets and calendars. Key features include: Multi-position single/dual 100-sheet variable length stapling. In-line stapling yields top-quality, stapled sets—saving time and increasing efficiency; 2 and 3 hole punch North America; 2 and 4 hole punch Europe and South America; Hole-punching saves time, costs and space by alleviating the need to store drilled paper or to remember to load drilled paper. It also enables you to hole-punch paper to meet customer specifications; Add full-color covers or inserts (up to 200-sheets) via the standard post-process inserter.

One (1) Xerox® D-110 Printer:

The Xerox® D-110 Light Production Printer Copier/Printer (prints, copies and scans) delivers benchmark black and white prints at resolutions up to 2400 x 2400 dpi at a productive 110 ppm. Includes: Simple workflow with an easy-to-use touch screen, excellent features, and walk-up copy/scan capabilities; Bypass Tray that runs up to 250-sheets in sizes small to large. Copier/Printer (prints, copies and scans) delivers benchmark black and white prints at resolutions up to 2400 x 2400 dpi at a productive 110ppm. Includes: Simple workflow with an easy-to-use touch screen, excellent features, and walk-up copy/scan capabilities; Bypass Tray that runs up to 250-sheets in sizes small to large (4" x 6"/102 mm x 152 mm to 13" x 19.2"/330 mm x 488 mm); 16lb. bond to 140lb. Index (52 to 253gsm); 4-Tray Sheet Feed Module accommodates various stock weights and capacities: Tray 1: 1,100-sheets (8.5" x 11" / A4); 16lb. bond to 80lb. cover (52 to 216gsm);

Tray 2: 1,600-sheets (8.5" x 11" / A4); 16lb. bond to 80lb. cover (52 to 216gsm); Tray 3-4: 550-sheets each 5.5" x 7.2" (140mm x 182mm) to 13.0" x 19.2" (330mm x 488mm / A5 to SRA3); 16lb. bond to 80lb. cover (52 to 216gsm); 250-sheet Single Pass Color Scan Document Feeder copies/scans at up to 200 images per minute (ipm). The proposed D-110 Light Production Printer recommendation includes the following accessories:

- **High Capacity Two (2) Tray Feeder Module:** Enjoy increased productivity with uninterrupted long runs by adding an optional high capacity feeder to accommodate your standard stock requirements. The two tray high capacity feeder adds 4,000 A4 or 8.5" x 11" sheet capacities (up to 2000-sheets per tray) to the system. The trays accept media weights of 16lb. bond to 80lb. cover (52 - 216gsm).

- **Standard Finisher:** The standard finisher is fitted with the 200-sheet Post Process Inserter and provides offset stacking, hole punching, stapling and a bi-directional decurler. Features: Multi-position single/dual 100-sheet variable length stapling. In-line stapling yields top-quality, stapled sets—saving time and increasing efficiency; 2 and 3 hole punch North America; 2 and 4 hole punch Europe and South America; Hole-punching saves time, costs and space by alleviating the need to store drilled paper or to remember to load drilled paper. It also enables you to hole-punch paper to meet customer specifications; Stacker tray output capacity of up to 3,000-sheets – 20lb. (80gsm); Top tray output capacity is up to 500-sheets – 20lb. (80gsm).

Robust Production Capabilities built-into both the Xerox® D-110 & D-125 Monochrome Printers to Maximize the City of Garden Grove Reprographics Efficiencies:

Xerox® D-110 & D-125 Monochrome Light Production Printers offer increased productivity, benchmark quality of 2400 x 2400 professional black and white output, and helps streamline document management output, print costs and maximize results in high-volume environments. As a market leader in production environments, the Xerox D-110 & D-125 Monochrome Light Production Printers deliver robust production solutions with resources and tools to maximize overall workflow efficiencies, performance, and customer satisfaction levels -- providing ease-of-use and value-add productivity throughout the production operation.

- Comprehensive solutions that satisfies the need of light production black and white professional quality output requirements with single-pass duplex black/white and color scanning capabilities (200ipm), by a single vendor.

- The Xerox D-110 & D-125 Monochrome Light Production Printers are backed by Xerox's world-class service organization for proven reliability and uptime.

- Xerox D-110 & D-125 Monochrome Printers includes an upright Xerox D-110 & D-125 Monochrome Printers user interface, providing excellent step-by-step, dynamic instruction for attention required by the operator, i.e., removing misfeeds, replenishment of media supply, etc. Jam recovery instructions on the user interface display are clear and user friendly.

- The Xerox CentreWare Web Interface, designed to emulate the latest Xerox Endeavour/Discover platform, provides powerful Administrator tools, such as the ability to remotely configure the Xerox system(s) while it's in use; folder operability, multiple document retrieval, and a coherent look and feel to all your Xerox systems.

- Easy installable, modular operator-replaceable supply components that make replacing parts such as drums, corotron and fuser fast and simple to maximize uptime, system availability and overall productivity.

- eSMART Kit Technology Solution, provides automatic supply replenishment. Easy to install supply modules will automatically be shipped to City of Garden Grove Reprographics for each Xerox Printer, based on your average monthly volumes. With auto replenishment of supplies, there will be no need for staff to contact Xerox supplies, unless a large job is expected.

- Xerox's Green World Alliance cartridge return program is a service for Xerox customers. Xerox offers three (3) options to recycle used print cartridges: 1) recycle locally, 2) a pre-paid single item return

label for qualifying Single Item Returns or 3) return your used supply items in multiple quantities using the Eco Box or Pallet Return Process.

- Security features includes data encryption, LDAP/Kerberos/SMB/CAC Authentification, and secure print.

Why Xerox® D-110 & D-125 Monochrome Printers is Unique in the Industry:

- Xerox D-110 & D-125 Monochrome Printers provides professional print/copy quality at benchmark 2400 x 2400dpi and scan/copy resolution up to 600 x 600dpi.

- Expansive media handling (auto duplex of media up to 216gsm for most paper stocks—13"x19.2" / A3 or smaller) and professional finishing options to reduce outsourcing costs. Allows you to bring expensive monochrome print shop applications in-house with efficiency (everything from folded brochures to saddle-stitched 100 page booklets on media up to 13"x18" inches.

- Superior laser technology and Emulsion Aggregation (EA) High Gloss Low Melt Toner, for excellent photos in halftone quality.

- Full Xerox® Extensible Interface Platform™ (EIP), a software platform that allows independent software vendors and developers to easily create personalized and customized document management solutions that you can access right from the MFP touch screen. EIP allows allows your multifunction printer (MFP) to adapt to fit the way you work, not the other way around -- leverage existing infrastructure and databases without added expense.

- True multi-tasking capabilities, concurrent scan/receive, RIP and print processing provide maximum throughput and productivity.

- First-copy-out-time on the Xerox D-110 & D-125 Monochrome Printers is 3.5 seconds or less, optimizing output demands requirements.

- D125 monochrome print/copy speed up to 125ppm; D110 monochrome print/copy speed up to 110ppm.

- Xerox will provide ongoing optimization best practices to make the City of Garden Grove as productive as it can be.

- Xerox D-110 & D-125 Monochrome Printers' standard 250-sheet bypass tray offers ledger and oversize (up to 13"x19.2") media support up to cover stock (253gsm).

- Print drivers are bi-directional, report job and machine status information back to user

- Automatic Document Feeder capacity of 250-sheets

- Xerox's Recycling Programs are free & easy to use when returning cartridges

- Our Print Around feature lets you move your job ahead of stalled documents in the queue.

- Total paper capacity includes four (4) standard paper drawers (3,800-sheets); maximum paper capacity of seven (6) drawers (7,800-sheets); Optional High Capacity Paper Tray includes 2,000-sheets).

One (1) Xerox® Color 70 Printer:

The Xerox® Color 70 Light Production Printer offers increased productivity, benchmark quality of 2400 x 2400 professional color output, and helps streamline document management output, print costs and maximize results in high-volume environments. As a market leader in production environments, the Xerox Color 70 Printer delivers a robust production solution with resources and tools to maximize the overall performance, productivity and customer satisfaction -- providing ease-of-use and value-add efficiencies throughout the workgroup. The proposed Xerox Color 70 Light Production Printer recommendation includes the following accessories:

- **One (1) Tray Oversized High Capacity Feeder:** A single 2,000-sheet capacity tray with paper stabilizer to minimize skew for custom size paper. Blowers help feeding and improve reliability. Includes roller system to prevent misfeeds. Holds paper sizes from 7.2" x 10"/182 x 250 mm/B5 up to 13" x 19.2"/SRA3/ 330 x 488mm with a weight of 64gsm /18lb. bond uncoated up to 300gsm /110lb. cover coated or uncoated. Can auto duplex coated and uncoated up to 256gsm/96lb. cover.

- **Standard Finisher:** The Standard Finisher is fitted with the 200-sheet Post Process Inserter and provides offset stacking, holepunch, stapling and a bi-directional decurler.

    o Handles coated and uncoated stock.
    o Multi-position single/dual 100-sheet variable length stapling. In-line stapling yields top-quality, stapled sets—saving time and increasing efficiency.
    o 2 and 3-hole punch North America; 2 and 4-hole punch Europe and South America; Hole-punching saves time, costs and space by alleviating the need to store drilled paper or to remember to load drilled paper. It also enables you to hole-punch paper to meet customer specifications.
    o Stacker tray output capacity of up to 3,000-sheets – 24lb. (90gsm).
    o Top tray output capacity is up to 500-sheets – 24lb. (90gsm).

Why Xerox® Color 70 Printer's Leading-Edge Automation and Performance Enhancements Are Unique in the Industry:

- Monochrome print/copy speed up to 75ppm, color print/copy speed up to 70ppm.

- Xerox Color 70 Printer provides professional print/copy quality at 2400 x 2400dpi and scan/copy resolution up to 600 x 600dpi.

- Expansive media handling through bypass and oversized high capacity paper trays: Up to 110lb. cover (300gsm) and up to 65lb. cover (176gsm) and 80lb. cover (220gsm) for auto duplexing for standard paper trays, built-in decurler for coated / heavy-weight media handling through Interface Module, and professional finishing options to reduce outsourcing costs.

- Expansive media latitudes allows you to print signs, ID Cards, Window Clings, Labels and Polyester Synthetics, and add impact to your special events with vivid, full color, high image quality signage and communication materials. Our special polyester EA Low Melt Toner fuses the output to polyester using a proprietary chemical bonding methodology, ensuring superior image quality on specialty substrates including polyester and more. Our EA Toner including Premium Never Tear is water, oil, grease and tear resistant. Allows you to bring expensive print shop applications in-house with efficiency--everything from folded brochures to saddle-stitched booklets on media up to 12x18 inches.

- A greener installation and printing solution, the Xerox Color 70 Printer uses a typical office power outlet, 1.58 kW energy, which translates into real energy savings, less than half of comparable printers.

- Simple, efficient and secure workflows and easy-to-use large 10.4" touch screen.

- Xerox® EA toner with Ultra low melt technology. Chemically grown small, consistent particles produce great quality with less toner.

- Load-while-run toner and paper capability. The Xerox Color 70 Printer accommodates two (2) black toner cartridges, effectively doubling it's rated toner yield and maximizes uptime (total of 60,000 impressions).

- Easy installable, modular operator-replaceable supply components that make replacing parts such as drums, corotron and fuser fast and simple to maximize uptime, Printer availability and overall productivity.

- eSMART Kit Technology Solution, provides automatic supply replenishment. Easy to install supply modules will automatically be shipped to City of Garden Grove Reprographics for each Xerox Printer, based on your average monthly volumes. With auto replenishment of supplies, there will be no need for staff to contact Xerox supplies, unless a large job by the Social Sciences staff is expected.

- 4 Internal Trays Standard including a 12"x18"/SRA3 tray, and bypass tray runs up to 250-sheets (4"x6"/100mm x 148mm through 13"x19"/330mm x 288mm); 52 to 300gsm weight. Total paper capacity includes four (5) standard paper drawers (3,260-sheets); maximum paper capacity of seven (7) drawers (7,260-sheets).

- 250-sheet 2-sided Automatic Document Feeder scans/copies up to 50ppm/65ppm (color/monochrome) and accepts originals up to 11"x17"/A3.

- Two-sided printing: up to 110lb. cover/300gsm manual simplex for all stocks from bypass trays and optional Oversized High Capacity Feeder and up to 80lb. / 256gsm duplex.

- Advanced Registration Technology for tighter control with Simple Image Quality Adjustment (SIQA): Front to Back Printing registration specifications for 8.5 x 11" (A4): ±0.7 mm (side 1-2), along the lead edge from Trays 1-4; ±1.2mm (side 1-2) along the side edge from Trays 1-4; skew along Lead Edge from Bypass tray skew is ±1.5mmSIQA - Simple Image Quality Adjustment:
  - Precise adjustment over registration and density uniformity;
  - Combines power and east of use with consistent quality; and
  - Gives accurate color edge to edge, page to page.

- Graphic Arts Certifications and licensed by PANTONE® for spot color matching to the PANTONE MATCHING SYSTEM®, PANTONE Goe™ and PANTONE PLUS and Fogra Certification. IDEAlliance Digtal Press Certified (Gracol).
- Reliably match corporate and industry standard colors is important in satisfying your customers. The Xerox® C60/C70 technology and quality shines.
- Outstanding, Accurate Quality.
- Amazing Detail = Stunning Results.
- Smooth transitions and an offset-like finish 1 Tray Oversized High Capacity Feeder (1 Tray OHCF).

- Being a true production Printer, the Xerox Color 70 Printer allows up to 9,999 copies/prints.

- First Print Out Time: 8.0 seconds Black and White; 9.6 seconds Color to optimize demanding output requirements.

- First Copy Out Time: As fast as 3.7 sec from the Platen; as fast as 7.6 sec. from the Automatic Document Feeder.

- Our Print Around feature lets you move your job ahead of stalled documents in the queue.

- Supported Authentications: Kerberos (UNIX / Windows Server); SMB (Windows Server); LDAP; Xerox Secure Access Unified ID System®; locally on device (internal database); Convenience Authentication via Magstripe, Proximity and Smart Card (CAC / PIV and .NET) readers.

- Standard Security: 256-bit Encryption (FIPS 140-2 compliant), Common Criteria Certification (ISO 15408), Secure Print, Secure Fax, Secure Scan, Secure, Email, Network Authentication, SSL, SNMPv3, Audit Log, Access Controls, User Permissions.

- Xerox® Standard Accounting (Copy, Print, Scan, Fax, Email) tracks usage of Copy, Print, Fax, Scan and Emails. Accounting includes up to 2,497 user accounts (User ID); up to 500 general accounts

(Client); and up to 498 group accounts (Department). Administrator can manage the feature via the Web User Interface or device control panel in tools and has the ability to import or export user accounts, Group Accounts, General Accounts and User limits via an industry standard CSV file.

- Adobe PostScript, Adobe PDF Print Engine.

- Xerox ® Global Print Driver®, a truly universal print driver that lets IT administrators install, upgrade and manage Xerox® and non-Xerox devices from a single driver. It provides a consistent, easy-to-use interface for end-users, reducing the number of support calls, and simplifying print services management.

- Xerox Open Printer Architecture (OSA) is included with the Xerox Color 70 Printer, easy integration into any workflow and allows users to leverage existing software and printers more efficiently, i.e., custom scanning workflows that allow one-touch scanning to multiple customer destinations, streamline the process to allow maximum efficiency.

- Xerox® Copier Assistant® (XCA) Software provides a PC-based alternative to the user interface touch screen. Used in conjunction with a customer-supplied PC attached via the USB port, this software supports text-to-speech, screen magnification and easy PC keyboard access to basic and advanced copy features. Section 508 compliant. For more information or to download Xerox® Copier Assistant for free, visit www.xerox.com.

- Excellent step-by-step, dynamic instruction to removing misfeeds with the Xerox Color 70 Printer. Jam recovery instructions on the user interface display are clear and user friendly.

- The Xerox CentreWare Web Interface, designed to emulate the latest Xerox Endeavour/Discover platform, provides powerful Administrator tools, such as the ability to remotely configure the Xerox Printer(s) while it's in use; folder operability, multiple document retrieval, and a coherent look and feel to all your Xerox Printers.

- Xerox's Green World Alliance cartridge return program is a service for Xerox customers. Xerox offers three (3) options to recycle used print cartridges: 1) recycle locally, 2) a pre-paid single item return label for qualifying Single Item Returns or 3) return your used supply items in multiple quantities using the Eco Box or Pallet Return Process.

- A comprehensive solution that satisfies the need of light production black and white and color professional quality output requirements, by a single vendor.

- Xerox will provide ongoing optimization ideas to make the City of Garden Grove Reprographics as productive as it can be.

- Xerox's Recycling Programs are free & easy to use when returning cartridges.

One (1) Xerox EX2 Print Server Powered by Fiery for the Xerox Color 70 Printer:

The XC70 Print Server software is based upon Fiery System Fiery® FS200 Pro80 software along with Command Workstation 5. Get unprecedented productivity with workflow automation and Innovative Fiery technology. This market-leading combination gives you professional-looking finished documents that get noticed and help win new business (Secure Erase and Impose are included). .

Fiery Servers maximize productivity and turnaround times by offering additional features to deliver the highest print quality and engine resolution. The new ES-2000 spectrophotometer calibrates the printer for smoother and consistent gradients throughout all print jobs, machine to machine. Fiery SmartRIP technology throughout when printing Microsoft® Office and Adobe® PDF documents, along with Advanced Job management tools such as Hot Folders and Virtual

Printers, providing operators with the necessary control to advance and schedule jobs, along with reduce setup time, manual tasks, and repetitive workflows. The Fiery Command WorkStation® enables centralized job management, across all Fiery servers on the network, whether they are color or black and white, connecting all printers in your business. You can also use the Command WorkStation with user interface to remotely and easily to manage jobs from both Windows® and Macintosh® clients – The FACI kit (keyboard, mouse and monitor) and stand are options. The proposed solution includes the following accessories:

- Compose License activation
- Graphic Arts Premium Edition
- Efi Color Profiler 4.0
- Fiery Advanced Controller Interface Kit
- FACI Furniture

Why Xerox® EX2 Print Server Powered by Fiery for the Xerox Color 70 Printer is Unique in the Industry:

- Optimized engine and people performance to improve productivity and ROI
- Fiery® FS200 Pro80
- Unique Visual Workflow with WYSIWYG Imposition and make-Ready
- Learn on-the-fly with online Command WorkStation "How-To"
- Accommodate the widest range of customer applications
- Tailor production process to meet customer needs
- Accurate, predictable color reproduction
- Accelerate turnaround time

- Automated job submission

Why Xerox Devices? Superior Print Performance

Comparative tests conducted by independent research laboratories have shown that Xerox devices offer substantial advantages through:

- Faster speeds
- Enhanced security and workflow capabilities
- Impeccable green credentials
- Tightened cost control features

Xerox devices consistently outperform other MFD technology, as tested by Buyer's Lab Inc. (BLI), one of the leading independent authorities in the office equipment industry. For example, BLI concluded that Xerox devices perform more efficiently than those of our competitors—operating at 70 to 80% of their rated speed whereas non-Xerox devices performed at 15 to 30% of their rated speed.

In recognition of our superior device speeds, capabilities, and overall equipment offerings, BLI named Xerox the recipient of its 2015 Document Imaging Solutions Line of the Year in recognition of our originally manufactured devices, software, and imaging solutions.

Our ConnectKey® platform continued Xerox's run in 2016, earning Xerox BLI's "Outstanding Achievement in Innovation" award based on its workflow and productivity enhancements, such as the customizable ConnectKey® app gallery, embedded on the device's touch screen.

> *"Equipment manufacturers need a complete and compelling solutions portfolio to augment their hardware offerings. After careful evaluation of the company's in-house developed and third-party partner offerings, including lab-based testing of its latest products, BLI analysts feel that Xerox's solutions line-up is the most comprehensive based on our judging criteria."*
>
> Jamie Bsales, Senior Editor
> **Buyer's Laboratory, Inc. (BLI)**

End-to-End Support

Delivery and Installation

Xerox will coordinate all delivery and installation of our proposed hardware. We have successfully implemented technology solutions for thousands of clients, and we will leverage our best practices to deliver our products and services with minimal disruption to day-to-day business. The Xerox Project Manager dedicated to the City will work collaboratively with you to co-create a comprehensive Project Implementation Plan that ensures all products and installed on schedule and on budget in every location.

Training

Our proposal includes the training necessary to ensure that the City end-users leverage the features of your new Xerox technology for *maximum efficiency*, *productivity,* and device *uptime*.

Training will be delivered to key operators to help them become proficient with basic tasks like:

- Device operation;
- Troubleshooting;
- Consumable replenishment;
- Clearing paper jams; and
- Installing Customer Replaceable Units (CRUs): toner cartridges, *ink*, staples, etc.

On-site training will be conducted on the device in small groups and provides an opportunity for users to ask questions and program jobs. Brainshark training will be provided through a link, module and access code for each of the proposed models. The City end users will be able to access the training online at any time and from a location that is convenient for them.

Maintenance & Support

Xerox's proposal includes all equipment and supplies agreed upon by Xerox and the City, delivered via Xerox carrier to the City locations.

All Xerox devices installed in the City locations will be covered under a Xerox Full Service Maintenance Agreement (FSMA). The FSMA includes all parts, labor, software updates, and maintenance for your product's operating hardware and software. Standard service coverage hours for the Xerox Help Desk included in the FSMA are from 8 a.m. until 5 p.m., Monday through Friday, excluding designated holidays.

The City will also have benefit from a tiered Remote Solve process through which issues are diagnosed and resolved remotely.

Xerox Remote Solve: Using diagnostics and monitoring technology to monitor devices and proactively pinpoint device issues, Xerox remote support specialists or customer service engineers (CSEs) will diagnose and resolve common device issues remotely by performing troubleshooting tasks with the end user and correcting the issue from a remote location. Our specialists aim to solve your problems quickly and seamlessly and will dispatch a service technician on site if further assistance is required.

The combination of diagnostic technology and highly-skilled experts provides real-time problem resolution of any technical issues and allows for minimal service disruption, maximum device uptime, and ease of use for your employees.

Preventative Maintenance

Preventative maintenance is also included on all service calls. For **Xerox-brand devices**, a Service Technician will handle all preventative maintenance and product reliability processes at the time of service, when all device components are reviewed, cleaned, or replaced as needed. Xerox will make repairs and adjustments as necessary to keep equipment in good working order and operating in accordance with its written specifications (including such repairs or adjustments required during initial installation). Maintenance services cover repairs and adjustments required as a result of normal wear and tear or defects in materials or workmanship.

Total Satisfaction Guarantee

Adding Value: At Xerox, we measure our success by the satisfaction of our customers. To that end, we guarantee the highest quality in every product we sell. This pledge to our customers is evidenced through the Total Satisfaction Guarantee we offer on every Xerox device.

Xerox Total Satisfaction Guarantee: *"If you are not totally satisfied with any Xerox-brand Equipment delivered under this Agreement, Xerox will, at your request, replace it without charge with an identical model or, at Xerox's option, with Xerox Equipment with comparable features and capabilities."*

Solutions for State & Local Government

We know your constituents have high expectations of their local government, despite budgetary constraints, workforce challenges and an aging infrastructure. Our local government services can help deliver what they demand: *fiscal responsibility, timely access to information, responsive service,* and *clear communication.*

Not only is Xerox the undisputed leader in the Managed Print Services marketplace, our track record of service in the Public Sector is unmatched by any of our competitors. In fact, More than 4,200 local government and 1,200 state entities nationwide have chosen Xerox as their trusted partner.

The key to our success is an organization dedicated entirely to the sales and support of our state and public sector partners called the Public Sector Center of Excellence. The Public Sector Center of Excellence is responsible for all aspects of contracting with our public sector clients in all 50 states. This group will oversee all activities for the City agencies using this contract vehicle and provide training to all participating entities while helping you providing efficient, valuable services to your constituents.

Conclusion

By choosing Xerox as the City's partner for single and multi-function device printers, service, and support, you have the opportunity to partner with an industry leader that is financially strong, able to meet your immediate requirements, and will bring new and innovative solutions for continuous improvement and cost savings across your print infrastructure.

We thank you for the invitation to participate in this process. We look forward to the next steps of becoming the ideal partner to the City.

Proposal Requirements

A. Proposal Letter/ Certificate of Acceptance

Proposal Letter/Certificate of Acceptance (Pages 12-13) completed and executed by an authorized representative of the Proposer.

Proposal Letter/Certificate of Acceptance

Company Name:

Xerox Corporation

Sandra Segawa, Purchasing Agent

City Of Garden Grove 11222 Acacia Parkway

Garden Grove, California 92840

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

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

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

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

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

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

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

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

Addenda No. 1-12

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

David Farrell	Finance Manager	585 423 4135
(Name)	(Title)	(Phone)

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

By: _____   585 423 4135
     (Signature)   (Phone Number)

David Farrell
(Type or Print Name)

_____
(Title)

David.Farrell@xerox.com
(Email Address)

B. Bidder/ Contractor Statement

Bidder/Contractor Statement (Page 14) this must be submitted with your proposal for your proposal to be considered complete.

Bidder/Contractor Statement

Regarding Insurance Coverage (Submit With IFB/RFP Package)

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

Bidder/contractor hereby certifies that he/she has reviewed and understands the insurance coverage requirements specified as in the attached Insurance Requirements Checklist.

Should we/I be awarded the contract, we/I certify that we/I can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agree to name the City/Successor Agency/Sanitary District and other additional insureds as per the agreement for the work specified And we/I will comply with the provisions of Section 3700 of the Labor Code, which require every employer to be insured against liability for worker's compensation or to undertake self-insurance in accordance with the provisions of that code, before commencing the performance of the work specified.

_____

Please Print (Person, Firm, or Corporation)

_____

Signature of Authorized Representative

_____

Please Print (Name & Title of Authorized Representative)

February 22, 2017	585 423 4153	David.Farrell@xerox.com
Date	Phone Number	Email

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

Insurance Certificates and Endorsements can also be mailed to:

City of Garden Grove

Attention: Sandra Segawa:

Purchasing Division

11222 Acacia Parkway

Garden Grove, CA 92840

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

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C. Proposal Pricing

Proposal Form (Pages 15-19) EXHIBIT "B" The Proposal shall be valid for 120 calendar days from the date stipulated in the RFP for receipt of Proposals. If this offer is accepted within that time period, the Proposer agrees to furnish all services and items as stipulated in the RFP and any accompanying addenda. The Proposer shall submit a Firm Fixed Price for performing all Work specified in the Scope of Work. All lines of the Proposal Form must be complete or your proposal may be deemed as non-responsive.

Proposal Pricing – Exhibit B

RFP No. S-1207

Multi-Function Copiers

"Exhibit B"

The Honorable Mayor and City Council

City Of Garden Grove 11222 Acacia Parkway

Garden Grove, California 92840

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

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

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

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

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

By: _____   585 423 4153
    (Signature)   (Phone Number)

David Farrell _____
(Type or Print Name)

_____

(Title)

David.Farrell@xerox.com _____

(Email Address)

Proposed Equipment and Pricing Options

Location	Current Equipment	Proposer's Recommended Equipment				Monthly Base Lease Payment 60 month lease (Option A)	Monthly Base Lease Payment 60 month lease (Option B)	Fair Market Trade In Value
	Model Name and Number	Model Name and Number	PPM	Monthly Volume Rating				
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP 1357EX	Xerox D125 Light Production Printer	Monochrome: 125PPM (Simplex and Duplex)	Recommended Average Monthly Volume: 70,000-700,000 pages / Maximum Monthly Duty Cycle: Up to 2,000,000 pages		$521.88 **BW CPC Rate:** .0056 each	$521.88 **BW CPC Rate:** .0056 each	$3,539
City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	**Ricoh MP C651**	Xerox C70 Color Light Production Printer with External efi Fiery Print Server	Monochrome: up to 75PPM / Color: up to 70PPM	Recommended Average Monthly Volume: 15,000-60,000 pages / Maximum Monthly Duty Cycle: Up to 300,000 pages		$840.97 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0550 each	$840.97 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0544 each	$3,500

City Hall-Reprographics 2nd Floor 11222 Acacia Parkway	Ricoh MP 1107EX	Xerox D110 Light Production Printer	Monochrome: 110PPM (Simplex and Duplex)	Recommended Average Monthly Volume: 70,000-700,000 pages	$310.36 **BW CPC Rate:** .0056 each	$310.36 **BW CPC Rate:** .0056 each	$3,539
City Hall-Personnel 2nd Floor 11222 Acacia Parkway	**Ricoh MP C5502A**	Xerox W7970P2	70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 300,000 Pages	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
City Hall-City Clerk 2nd Floor 11222 Acacia Parkway	Ricoh MP 6001SP	Xerox 5865APT2(A) W7970P2 (B)	65 PPM (BW) 70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 250,000/ 300,000 Pages	$127.03 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
City Hall-Econ Dev 3rd Floor 11222 Acacia Parkway	**Ricoh MP C5502A**	Xerox W7970P2	70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 300,000 Pages	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
City Hall-City Manager 3rd Floor 11222 Acacia Parkway	Ricoh MP 6001SP	Xerox 5865APT2(A) W7970P2 (B)	65 PPM (BW) 70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 250,000/ 300,000 Pages	$127.03 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000

Location	Current Equipment	Proposer's Recommended Equipment			Monthly Base Lease Payment 60 month lease (Option A)	Monthly Base Lease Payment 60 month lease (Option B)	Fair Market Trade In Value
	Model Name and Number	Model Name and Number	PPM	Monthly Volume Rating			
City Hall-Water 1st Floor 11222 Acacia Parkway	Ricoh MP 601SP	Xerox 5865APT2(A) W7970P2 (B)	65 PPM (BW) 70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 250,000/ 300,000 Pages	$127.03 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
City Hall-Engineering 1st Floor 11222 Acacia Parkway	**Ricoh MP C5502A**	Xerox W7970P2	70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 300,000 Pages	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
Community Meeting Center 11300 Stanford Avenue	Ricoh MP 6001SP	Xerox 5865APT2(A) W7970P2 (B)	65 PPM (BW) 70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 250,000/ 300,000 Pages	$127.03 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
Juvenile Justice Center 11301 Acacia Parkway	Ricoh MP 6001SP	Xerox 5865APT2(A) W7970P2 (B)	65 PPM (BW) 70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 250,000/ 300,000 Pages	$127.03 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each	$1,000

						Color CPC Rate: .0506 each	
Fire Department 11301 Acacia Parkway	**Ricoh MP C5502A**	Xerox W7970P2	70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 300,000 Pages	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
Central Stores 13802 Newhope Street	Ricoh MP 6001SP	Xerox 5865APT2(A) W7970P2 (B)	65 PPM (BW) 70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 250,000/ 300,000 Pages	$127.03 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
Police Department (Gang Unit) 11301 Acacia Parkway	Ricoh MP 6001SP	Xerox 5865APT2(A) W7970P2 (B)	65 PPM (BW) 70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 250,000/ 300,000 Pages	$127.03 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000

Location	Current Equipment	Proposer's Recommended Equipment				Monthly Base Lease Payment 60 month lease (Option A)	Monthly Base Lease Payment 60 month lease (Option B)	Fair Market Trade In Value
	Model Name and Number	Model Name and Number	PPM	Monthly Volume Rating				
Public Works Main Office 13802 Newhope Street	**Ricoh MP C5502A**	Xerox W7970P2	70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 300,000 Pages		$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
Public Works Portable 13802 Newhope Street	Ricoh MP 6001SP	Xerox 5865APT2(A) W7970P2 (B)	65 PPM (BW) 70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 250,000/ 300,000 Pages		$127.03 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
Police Department (Records) 11301 Acacia Parkway	Ricoh MP 7001SP	Xerox 5875APT2	75 PPM (BW)	Maximum Monthly Duty Cycle: Up to 300,000 Pages		$127.03 **BW CPC Rate:** .0056 each	$127.03 **BW CPC Rate:** .0056 each	$1,000
Police Department (Records) 11301 Acacia Parkway	Ricoh MP 7001SP	Xerox 5875APT2	75 PPM (BW)	Maximum Monthly Duty Cycle: Up to 300,000 Pages		$127.03 **BW CPC Rate:** .0056 each	$127.03 **BW CPC Rate:** .0056 each	$1,000
Police Department (2nd Floor 11301 Acacia Parkway	**Ricoh MP C5502A**	Xerox W7970P2	70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to		$115.44 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each	$1,000

				300,000 Pages	**Color CPC Rate:** .0506 each	**Color CPC Rate:** .0506 each	
Police Department (1st Floor Report Writing) 11301 Acacia Parkway	Ricoh MP6504SP	Xerox 5865APT2(A) W7970P2 (B)	65 PPM (BW) 70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 250,000/ 300,000 Pages	$127.03 **BW CPC Rate:** .0056 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
Housing Authority 11277 Garden Grove Blvd	**Ricoh MP C3002**	Xerox W7830P2	30 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 90,000 Pages	$83.93 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$83.93 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000

Location	Current Equipment	Proposer's Recommended Equipment			Monthly Base Lease Payment 60 month lease (Option A)	Monthly Base Lease Payment 60 month lease (Option B)	Fair Market Trade In Value
	Model Name and Number	Model Name and Number	PPM	Monthly Volume Rating			
Housing Authority 12966 Euclid St. Suite 150	Canon iR-2830	Xerox 5945APT2(A) W7830P2(B)	45 PPM (BW) 30 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 175,000 and 90,000 Pages	$109.76 **BW CPC Rate:** .0056 each	$83.93 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$500
Cable TV Production 11277 Garden Grove Blvd	Ricoh MP 2852	Xerox 5945APT2(A) W7830P2(B)	45 PPM (BW) 30 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 175,000 and 90,000 Pages	$109.76 **BW CPC Rate:** .0056 each	$83.93 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$500
Magnolia Family Resource Center 11402 Magnolia Street	Ricoh MP 2852	Xerox 5945APT2(A) W7830P2(B)	45 PPM (BW) 30 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 175,000 and 90,000 Pages	$109.76 **BW CPC Rate:** .0056 each	$83.93 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$500
Buena Clinton Family Resource Center	Ricoh MP2550SPF	Xerox 5945APT2(A) W7830P2(B)	45 PPM (BW) 30 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 175,000 and 90,000 Pages	$109.76 **BW CPC Rate:** .0056 each	$83.93 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$500

Public Works Water Services 13802 Newhope Street	**Ricoh C5501**	Xerox W7970P2	70 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 300,000 Pages	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$115.44 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000
Senior Center 11300 Stanford Avenue	**Ricoh C2550**	Xerox W7830P2	30 PPM (BW/Color)	Maximum Monthly Duty Cycle: Up to 90,000 Pages	$83.93 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$83.93 **BW CPC Rate:** .0056 each **Color CPC Rate:** .0506 each	$1,000

- **Listed lease price is net price regardless of the FMV Trade In Value.**
- **Listed pricing doesn't factor in contract buyout.**

D. References

Please provide five (5) references for the same type of services, preferably government agencies, for a minimum of five (5) consecutive years. Please include the clients name, project description, project/contract dates (starting and ending), client project manager name, email address and telephone number. Please make sure that the information provided for your references is current and accurate. References will not be considered if information provided is inaccurate. Please Do Not use the City of Garden Grove as a reference.

Reference One

Client Name: Eastern Municipal Water District	
Project Description	64 MFP's, 45 Networked Printers currently being managed under a Xerox Managed Print Services Contract.
Project/Contract Dates (Starting and Ending)	2011 to 2021 (Past and existing contracts)
Client Project Manager Name	Elizabeth Grace
E-mail address	gracee@emwd.org
Telephone Number	951-928-3777 ext. 6268

Reference Two

Client Name: Orange County Auditor-Controller	
Project Description	14 MFP's under a Xerox Rental Contract
Project/Contract Dates (Starting and Ending)	2008 to 2019 (Past and existing contracts)
Client Project Manager Name	Albert Zavala
E-mail address	Albert.zavala@ac.ocgov.com
Telephone Number	714-834-3504

Reference Three

Client Name: Orange County Public Defender	
Project Description	8 MFP's under a Xerox Rental Contract
Project/Contract Dates (Starting and Ending)	2008 to 2019 (Past and existing contracts)
Client Project Manager Name	Jerry Sakelaris
E-mail address	Jerry.sakelaris@pubdef.ocgov.com
Telephone Number	714-363-1333

Reference Four

Client Name: Orange County Assessor	
Project Description	16 MFP's under a Xerox Manage Print Services Contract
Project/Contract Dates (Starting and Ending)	2005 to 2018 (Past and existing contracts)
Client Project Manager Name	Yvonne Herrell
E-mail address	yherrell@asr.ocgov.com
Telephone Number	714-834-2735

Reference Five

Client Name: Orange County Social Services Agency	
Project Description	130 MFP's under a Xerox Rental Contract
Project/Contract Dates (Starting and Ending)	2008 to 2019 (Past and existing contracts)
Client Project Manager Name	Betty Castellon
E-mail address	Beatriz.castellon@ssa.ocgov.com
Telephone Number	714-541-7757

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E. Qualification Statement

A qualifications statement indicating general work experience specifically relevant to the Scope of Work as required in the Scope of Work. List any major projects in which your firm has participated (either in a lead or support role and state the degree of involvement). Qualification statements shall be submitted for the Proposer, Subcontractors and Joint Venture partners.

Attachment "A" - Scope of Work

Provide Twenty-Seven (27) New and Unused Multi-Function Digital Copiers and Related Supplies, Maintenance and Support Services for Various Departments for the City of Garden Grove

1. **(Minimum Requirements of all Copiers) All digital copiers shall be capable of the following**

    a. producing double-sided prints/copies.

    b. automatic stapling system and capable of stapling a minimum of 25 sheets of 8-1/2 X 11 paper.

    c. stacking and finishing capabilities.

    d. auto document feeder capable of feeding a minimum amount of 50 sheets of paper.

    e. enlarging up to 200%.

    f. reducing down to 64%.

    g. paper capacity

        i. 8-'/ x 11- minimum of 1,000 sheets of 201b paper.

        ii. 11 x 17-minimum of 250 sheets of 20 lb paper.

    h. adjustable trays needed.

    i. ppm of 50 or greater.

    j. scanning capability to network drive or email.

    k. integrated LAN interface, can be used as a network printer.

    l. integrated fax capability (send and receive faxes).

    m. inbound fax to email routing (can be turned off/on).

    n. ability to review inbound queued faxes on computer, then email, print, or delete.

    o. per user accounting of color copies/prints on color machines. The City currently uses 6-digit codes to track color usage by user and perform internal chargebacks at cost. Color codes should be able to be stored in the print driver.

    > Xerox understands and complies.

2. **Maintenance and Support, Warranty**

    a. Proposal shall state the warranty period, which shall include parts and labor.

    > **Total Satisfaction Guarantee*.** If you are not totally satisfied with any Xerox-brand Equipment delivered under this Agreement, Xerox will, at your request, replace it without charge with an identical model or, at Xerox's option, with Xerox Equipment with comparable features and capabilities. This Guarantee applies only to Xerox-brand Equipment that has been continuously maintained by Xerox under this Agreement or a Xerox maintenance agreement. For "Previously Installed" Equipment, this Guarantee will be effective for one (1) year after installation. For all other Equipment, this Guarantee will be effective for three (3) years after installation unless the Equipment is being financed under this Agreement

for more than three (3) years, in which event it will expire at the end of the initial Term of this Agreement.

b. The warranty period shall commence from the date of installation and acceptance of the equipment by the City of Garden Grove.

Xerox understands and complies.

c. The maintenance and service agreement shall commence upon expiration of the warranty period.

Xerox understands and complies.

A Xerox Full Service Maintenance Agreement (FSMA) maximizes your product's productivity and ensures your investment in technology pays off. Standard service coverage hours are from 8 A.M. until 5 P.M., Monday through Friday, excluding designated holidays.

A Xerox FSMA includes all parts, labor, maintenance and travel for your product's operating hardware and software. An operating system hotline, support for software problem resolution, access to on-site System Analyst support, software version updates, hardware retrofits and all diagnostic licenses are also included. If Xerox cannot repair your product to full working order, Xerox, at your request, will replace it with an identical product or another product of equal or greater capabilities—that's our Total Satisfaction Guarantee.

d. Vendor shall provide telephone and website support that is available Monday through Friday from 8:00am to 5:00pm.

Xerox understands and complies.

Calls can be placed toll free 24-business hours per day, 7 days per week, and 365 days a year. During standard business hours (8 A.M. to 5 P.M., Monday thru Friday), all service calls will be directed to our Service Welcome Center where our service personnel will attempt to resolve the issue over the phone through on-line diagnostics.

e. Vendor shall respond within two hours of receiving a service call to establish an estimated time of arrival.

Xerox understands and complies.

Xerox measures onsite service response time as the time between your initial call to the North American Customer Support Center requesting service and the time when the Customer Service Engineer arrives at your site to repair your equipment. Response time is calculated based on contracted hours of coverage.

Xerox has developed a national service coverage planning model to optimize the size, location and skills of our workforce with the level and quality of service we commit to our customers. For onsite Customer Service Engineer response time, products are planned in the following general categories:

- **Office and Fax:** 4 hours (4 hour average response time based on a rolling average over a 90 day period under standard SLAs. Response time is from service dispatch to onsite arrival to service equipment.)
- **Production and Continuous Feed:** 4 hours

The above timeframes represent the average onsite response time for these classes of products. There may be exceptions within categories, based on product maturity, geographic considerations, like rural or remote customer sites, or service provided through authorized

service delivery partners. Your Xerox Sales contact will provide response time delivery specifications based on the product mix of interest, your business locations, and specific service level requirements.

f. Vendor shall provide comparable loaner equipment to the City at no charge, if the problem cannot be resolved in five (5) business days.

Xerox understands and complies.

Xerox has a number of methods by which our customers can be supported, including equipment hot swaps and provision of replacement products with similar features/functions. Xerox personnel will use hot swap devices to quickly replace a non-working device, enabling end-users to resume normal work activities while the device is repaired off-line. In addition, many consumables are produced in multiple locations which provides continuity of production in the event one location experiences difficulties.

Device Hot Swaps and Cloning
"Always on" printing infrastructure

"Hot Swap" – When a device is experiencing problems or is in need of service, the device settings can be cloned to another device (the hot swap) to keep processing moving.

The new device uses the configuration parameters and network settings to mimic the old device. Users can print again immediately with no reconfiguration needed on the part of users or IT.

"Device Cloning" – Devices have cloning potential to make unit exchanges more productive.

3. Training

a. Proposer shall accept as trade-ins the current inventory of existing equipment at fair market value.

Xerox understands and complies.

To remove a device, Xerox will coordinate with you a mutually agreed-upon date and time. If special circumstances or requirements exist, they are identified prior to removal and handled accordingly.

The Xerox process for installation and removal of devices is a well-executed and efficient experience that is designed to minimize disruption our customer's environment.

b. The existing equipment will be transferred as is/where is with the Proposer responsible for pick up.

Xerox understands and complies.

c. Proposer shall document the fair market value of each individual unit and submit the pricing with the proposal (Exhibit B).

Xerox understands and complies.

d. Those attend the Pre-proposal meeting will be allowed to attend a site walk following the pre-proposal meeting to inspect the existing equipment which is located in City Hall. Existing

equipment that is located in other locations of the City will be available for inspection by appointment only.

Xerox understands and complies

4. **Network Technical Requirements**

a. Standard 10/100 Base-TX Ethernet interface for LAN connection.

b. TCP/IP protocol support.

The majority of Xerox MFDs include 10/100/1000Base-TX Ethernet with available High Speed 2.0 direct print. Network Protocols supported (dependent on product configuration):

TCP/IPv4/IPv6.

LPR/LPD.

Raw IP (Port 9100).

NetBios SMB.

IPX/SPX.

AppleTalk/EtherTalk.

c. Driver support for Windows (7/10/2012 server) and Red Hat Linux.

Xerox devices work with multiple operating system platforms. The MFPs proposed to the City work with the following client operating systems:

- Windows Vista x86/X64
- Windows 7 x86/x64
- Windows 8/8.1 x86/X64
- Windows 10 x86/x64
- Windows Server 2012
- Mac OS X 10.x
- Linux
- Sun Solaris
- Unix
- IBM 0S/2

Windows XP drivers are also currently available on Xerox.com. Any previous released Xerox Global Printer Drivers with Windows XP support will continue to work for most print devices with basic functionality.

Due to Microsoft's end-of-support announcement for Windows XP, Xerox strongly recommends all customers migrate to a vendor supported operating system for continued security and support from all hardware and software vendors. The MFDs themselves will operate similarly regardless of server operating system. The drivers and configuration experience will vary based on the operating system and the way in which it interacts with its applications.

d. PCLSe/PCL6 required

e. Adobe Postscript 3 required on certain copiers noted in the Appendix A.

Xerox understands and complies.

5. **Pricing Option A (like kind replacement)**

   a. Lease Options

   b. Trade In Value-current inventory for fair market value

      i. Applied as a credit towards purchase price of new equipment

      ii. Itemized for each machine

   c. Buy Out of Remaining Lease term of Existing Equipment

   d. Per copy price for black/white and color above specified amount

   e. Delivery Cost

   f. **All proposers must submit a proposal for Option A and Option B or the proposal may be deemed at non-responsive. The evaluation process will be based on the option that the City selects.**

      Xerox understands and complies.

6. **Pricing Option B (all color)**

   a. Provide a second pricing option with the same details as Option A, but replacing all black and white copiers with color copiers EXCEPT:

      i. Two police records copiers

      ii. Black and White production copiers in Reprographics

   b. **All proposers must submit a proposal for Option A and Option B or the proposal may be deemed at non-responsive. The evaluation process will be based on the option that the City selects.**

      Xerox understands and complies.

7. **Installation Plan**

   a. Time line.

      To help understand all the activities that must occur for delivery, installation, and training, we have included a sample Implementation Plan template below. This sample Implementation Plan identifies the implementation task, owner responsible for the completion of the task, and target completion date for each task within the plan.

      Implementation Project Plan

Project Tasks Owner(s)	Owner(s)	Target Date
Project Start-Up (After Contract Award)		
Contract Award	The City	TBD
Finalize the implementation requirements Conduct beta testing – gain compliance approvals	The City and Xerox	TBD
Develop cultural change management strategy and communications plan for customer and Xerox employees	The City and Xerox	TBD
Communicate Xerox Project Team responsibilities	Xerox	TBD
Define and communicate Xerox services to team	Xerox	TBD
Locations		
Confirm individual locations	The City and Xerox	TBD

Project Tasks Owner(s)	Owner(s)	Target Date
Identify Principals and Key Contacts	The City	TBD
Identify key users	The City and Xerox	TBD
Identify MFD requirements and configurations	Xerox	TBD
Introduce Local Project Team Members	Xerox	TBD
Define and document unique requirements	The City	TBD
Project Start Up Phase Complete		
Installation		
Plan and Design	Xerox	TBD
Validate fleet equipment recommendations and location	The City and Xerox	TBD
Allocate space for equipment removal (if required)	The City	TBD
Confirm delivery requirements	Xerox	TBD
Provide access to loading dock required for Installation Team	The City	TBD
Validate network drop and power requirements	Xerox	TBD
Provide a communication plan during implementation of 'who to call'	Xerox	TBD
Check electric, power, install network drops, fax lines as required	Xerox	TBD
Conduct final Inspection and check to ensure compliance	Xerox	TBD
Order Xerox equipment and software	Xerox	TBD
Deliver Xerox equipment and software	Xerox	6/1/17 to 7/1/17
Deploy Xerox equipment and software	Xerox	6/1/17 to 7/1/17
Deliver Customer Welcome Kit (if applicable)	Xerox	6/1/17 to 7/1/17
Remove existing equipment (if traded)	Xerox	6/1/17 to 7/1/17
Install Xerox equipment (delivery carrier or CSE)	Xerox	6/1/17 to 7/1/17
Connect Xerox equipment to LAN	The City and Xerox	6/1/17 to 7/1/17
Test equipment and confirm install	The City and Xerox	6/1/17 to 7/1/17
Test network devices	The City and Xerox	6/1/17 to 7/1/17
Create Print Queues on customer's server	The City and Xerox	6/1/17 to 7/1/17
Install Xerox Print Drivers on customer's PCs	The City and Xerox	6/1/17 to 7/1/17
Change Print Default to closest Xerox device	The City and Xerox	6/1/17 to 7/1/17
Training		
Identify and clarify training requirements for each Location	The City	6/1/17 to 7/1/17
Schedule and arrange training – by location	Xerox	6/1/17 to 7/1/17
Communicate training schedule to customer staff	The City	6/1/17 to 7/1/17
Engage training support, as required	Xerox	6/1/17 to 7/1/17
Communicate training schedule to training staff	Xerox	6/1/17 to 7/1/17
Schedule classroom sessions, if required	Xerox	6/1/17 to 7/1/17
Provide end-user product CD-ROM	Xerox	6/1/17 to 7/1/17
Identify additional special training requirements	The City	6/1/17 to 7/1/17
Supplies		
Place Initial Xerox supply order	Xerox	6/1/17 to 7/1/17

Project Tasks Owner(s)	Owner(s)	Target Date
Order back-up Smart Kits for new devices	Xerox	6/1/17 to 7/1/17
Provide supplies reorder list to customer employees	Xerox	6/1/17 to 7/1/17
Return old equipment supplies (if required) obtain vendor credit	The City	6/1/17 to 7/1/17
Xerox supplies received and validated	Xerox	6/1/17 to 7/1/17
Business Processes		
Finalize and communicate billing and reporting process	Xerox	6/1/17 to 7/1/17
Develop Invoice Template	Xerox	6/1/17 to 7/1/17
Account Management Strategy Developed	Xerox	6/1/17 to 7/1/17
Schedule follow-up installation meeting	Xerox	6/1/17 to 7/1/17
Develop account review schedule	Xerox	6/1/17 to 7/1/17
Develop, test, and train Reporting Processes	The City and Xerox	6/1/17 to 7/1/17

b. Install New.

c. To be delivered to each location.

Delivery & Installation: Upon receipt of the Purchase Order and successful processing of the order in our System, Xerox equipment delivery timeframe is within 2 - 4 weeks except during times of product constraint. Installation is coordinated with the delivery of equipment. The Installer will meet the Carrier at the installation site and installation is typically completed within the same day.

Xerox will inform the City if a constraint condition exists and will provide a revised delivery date. If the revised target delivery date is unacceptable, the City can cancel the uninstalled equipment order without penalty to either party.

d. Uninstall and remove old copiers/MFCs.

To remove a device, Xerox will coordinate with you a mutually agreed-upon date and time. If special circumstances or requirements exist, they are identified prior to removal and handled accordingly.

The Xerox process for installation and removal of devices is a well-executed and efficient experience that is designed to minimize disruption our customer's environment.

e. Power Issues to be addressed (for any copiers that require non-standard power outlets, amperage, or voltage).

We launch the same products globally, with the only difference being voltage - 110 V (volts)/60 Hz (Hertz) or 220V /50Hz. All of our operating companies in all channels are part of the standardization process.

Electrical Requirements

- Xerox WC 5945 - Voltage: 110-127 VAC, Frequency 50/60Hz 15 Amp
- Xerox WC 5865/5875 - Voltage: 110-127 VAC, Frequency 50/60Hz 20 Amp
- Xerox WC 7830 - Voltage: 110-127 VAC, Frequency 50/60Hz 15 Amp
- Xerox WC 7970 - Voltage: 110-127 VAC, Frequency 50/60Hz 20 Amp
- Xerox C70 - Voltage: 110-127 VAC, Frequency 50/60Hz 20 Amp
- Xerox C70 EFI Print Server - Voltage: 100-240 VAC, Frequency 50/60Hz 6 Amp
- Xerox D110/D125 – Voltage: 208-240 VAC, Frequency 50/60Hz 15 Amp

8. **Optional wireless printing from mobile devices (except Reprographics production machines)**

    a. Ability to print wirelessly from a nearby mobile device, tablet, or phone.

    b. Ability to print from Android, IOS (apple), and Windows mobile devices.

    c. Ideally, this would be a walk up feature using WiFi or Bluetooth wireless technology. However, a web/cloud based solution is acceptable depending on cost.

    d. Ability to restrict color printing from mobile devices by requiring an additional code or password.

    e. This is a need at several locations, but may not be needed at all locations.

    Xerox understands and complies.

    All proposed MFP's include **@PrintByXerox® Mobile Print** capabilities. We recognize that work is no longer confined to the office. Our **@PrintByXerox® Mobile Print** solution will provide your mobile workers convenient and secure print access to all City devices from any wireless smartphone, tablet, or laptop device, while complying with security regulations and protocols.

    The **@PrintByXerox Mobile Print** app will enable your end users to leverage their existing e-mail infrastructure to print specific e-mails or attachments from their handheld device to a Xerox or non-Xerox printer of their choice, where the documents are securely held until accessed with a secure PIN code.

9. **NSI version 6+ Autostore feature required for several PD copiers**

    a. PD currently uses NSI/Nuance Autostore on 3 copiers to allow scanning to specific network folders, saved with specific file names. These files are then imported into the Spillman PD application by another process.

    b. Configuration and installation of Autostore must be done as part of the installation process for these copiers.

    Xerox understands and complies.

    Listed below is Nuance maintenance and support pricing / MFP for NSI version 6+ Autostore on (3) MFP's.

AutoStore Device License Maintenance - tiered	License	Part Number	MSRP
AS Express device license (25 to 49 tier) Maintenance 1 yr	Device License	07AS034M3M1	$146.40

10. **In addition to the requirements in number 1 above, the two copiers in Police Records shall be capable of the following:**

    a. ppm of 75 or greater, black/white only

    b. extended 8-1/2 x 11 and 11x17 paper capacity of 2,000 sheets

    Xerox understands and complies.

11. **In addition to the requirements in number 1 above, the B/W**

    a. copier in Reprographics shall be capable of the following minimum requirements:

    b. ppm of 120 or greater

    c. extended 8-1/2 x 11 and 11x17 paper capacity of 5,000 sheets

    d. special paper handling: NCR, up to 110lb. Cover

    e.   finishing: folding, booklet trimmer

    f.   no fax capability

    Xerox understands and complies.

12. In addition to the requirements in number 1 above, the second

    a.   B/W copier in Reprographics shall be capable of the following minimum requirements:

    b.   ppm of 110 or greater

    c.   extended 8-1/2 x 11 paper capacity of 5,000 sheets

    d.   special paper handling: NCR, up to 1101b. cover, 801b. gloss coat, Kromekote plus cover long 8pt,

    e.   no fax capability

    Xerox understands and complies.

13. In addition to the requirements in number 1 above, the full color copier in Reprographics shall be capable of the following minimum requirements:

    a.   ppm of 65 or greater

    b.   extended 8-1/2 x 11 paper capacity of 5,000 sheets

    c.   special paper handling: NCR, up to 1101b. cover, 801b. gloss coat, Kromekote plus cover long 8pt.

    d.   finishing: folding, booklet trimmer

    e.   no fax capability

    f.   highly desired but not required feature would be the ability to use colors beyond CMYK, for example, gold, silver, white, clear.

        Xerox understands and complies

14. Trade-In of Existing Photocopiers

    a.   Proposer shall accept as trade-ins the current inventory of existing equipment at fair market value.

        Xerox understands and complies.

    b.   The existing equipment will be transferred as is/where is with the Proposer responsible for pick up.

        Xerox understands and complies.

    c.   Proposer shall document the fair market value of each individual unit and submit the pricing with the proposal (Exhibit B).

        Xerox understands and complies.

    d.   Those attend the Pre-proposal meeting will be allowed to attend a site walk following the pre-proposal meeting to inspect the existing equipment which is located in City Hall. Existing

Xerox understands and complies.

e. Proposer shall de-install and remove the existing equipment at the time of the installation of the new equipment.

To remove a device, Xerox will coordinate with you a mutually agreed-upon date and time. If special circumstances or requirements exist, they are identified prior to removal and handled accordingly.

The Xerox process for installation and removal of devices is a well-executed and efficient experience that is designed to minimize disruption our customer's environment.

15. City's Contract/Terms of Agreement

This RFP document contains a sample City contract (Pages 20-25). This is the contractor that the successful proposer will be required to agree to and sign. Complying with all terms of this RFP is part of the scoring process, however if your company is unable to sign the City's contract, please include a sample of the contract that you would like to the City to review. The City will review the agreement but cannot guarantee that the contactor's agreement will be acceptable or be signed by the City. The City reserves the right to accept or reject the contractor's proposed agreement.

See Xerox Clarifications to City of Garden Grove RFP S-1207 (Appendices)

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F. Work Plan/Technical Description

The proposal shall include a Work Plan which would delineate the approach Proposer would utilize to complete the Work. The plan shall demonstrate the Proposer's understanding of the scope of services. As stated previously, it should refine and/or expand scope of services to reflect how Proposer would complete the Work. Subcontractors may not be used for these services.

Xerox understands and complies.

Implementation Project Plan

Project Tasks Owner(s)	Owner(s)	Target Date
Project Start-Up (After Contract Award)		
Contract Award	The City	TBD
Finalize the implementation requirements Conduct beta testing – gain compliance approvals	The City and Xerox	TBD
Develop cultural change management strategy and communications plan for customer and Xerox employees	The City and Xerox	TBD
Communicate Xerox Project Team responsibilities	Xerox	TBD
Define and communicate Xerox services to team	Xerox	TBD
Locations		
Confirm individual locations	The City and Xerox	TBD
Identify Principals and Key Contacts	The City	TBD
Identify key users	The City and Xerox	TBD
Identify MFD requirements and configurations	Xerox	TBD
Introduce Local Project Team Members	Xerox	TBD
Define and document unique requirements	The City	TBD
Project Start Up Phase Complete		
Installation		
Plan and Design	Xerox	TBD
Validate fleet equipment recommendations and location	The City and Xerox	TBD
Allocate space for equipment removal (if required)	The City	TBD
Confirm delivery requirements	Xerox	TBD
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Engage training support, as required	Xerox	6/1/17 to 7/1/17
Communicate training schedule to training staff	Xerox	6/1/17 to 7/1/17
Schedule classroom sessions, if required	Xerox	6/1/17 to 7/1/17
Provide end-user product CD-ROM	Xerox	6/1/17 to 7/1/17
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Maintenance and Service/Support Plan

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Service calls can be placed toll free 24-business hours per day, 7 days per week, and 365 days a year. During standard business hours (8 A.M. to 5 P.M., Monday thru Friday), all service calls will be directed to our Service Welcome Center where our service personnel will attempt to resolve the issue over the phone through on-line diagnostics.

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- **Production and Continuous Feed:** 4 hours

The above timeframes represent the average onsite response time for these classes of products. There may be exceptions within categories, based on product maturity, geographic considerations, like rural or remote customer sites, or service provided through authorized service delivery partners. Your Xerox Sales contact will provide response time delivery specifications based on the product mix of interest, your business locations, and specific service level requirements.

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G. Proposed Manpower Analysis

The Manpower Analysis shall include information regarding proposed person hours broken down by tasks that key staff is expected to devote to the Work. The plan should incorporate resumes of one page or less of the designated Project Manager and key project personnel including education, background, related experience, accomplishments and other pertinent information, and no more than two pages for the remaining information. Proposal should include an analysis of other commitments and availability for key staff.

Xerox understands and complies.

Below are the resumes/bios of the Xerox State and Local Team that will be supporting City of Garden Grove.

Key Personnel			
Name:	**Mike Feeney**	Title:	**Xerox State and Local Client Manager**
Responsibilities		Qualifications/Experience/Certifications	
Manages customers in State and Local Sales Operations. Responsible for ensuring that Service Level Agreements and customer satisfaction is 100% met. Facilitates account strategy meetings and engages key resources to support client goals. Develops key relationship management, provides problem resolutions and escalation of inquiries. Subject matter expert (SME) for Xerox technology and services solutions.		12 years with Xerox Corporation Xerox Client Manager BA Communications, University of the Pacific 	

Key Personnel			
Name:	**Ardie Hood**	Title:	**Production Sales Specialist**
Responsibilities		Qualifications/Experience/Certifications	
Responsible for client engagements, interfacing with C-Level executives and Directors of State and Local government agencies, Universities, Fortune 500 companies and K-12 school districts. Strong aptitude in understanding client goals, developing solution sets which accomplish expressed requirements and expectations, maximizing efficiencies, while achieving mutually beneficial client relationships.		30 Years Professional Sales and Management Experience / 17 years with Xerox Corporation Graduate, MBA, Marketing and Entrepreneurship University of Southern CA. 	

Key Personnel	
Name: **Michelle Yoshino**	**Title:** **Xerox State and Local Account General Manager**
Responsibilities	Qualifications/Experience/Certifications
Responsible for developing Xerox's strategies and support requirements for Xerox new services opportunities for State and Local Government Entities in California and Nevada. Escalation that requires immediate resolution of services and support. Orchestrated and engaged many Xerox resources to provide key implementations and support to our customers. Continue to focus and managed relationships with key Executives.	27 years with Xerox Corporation experience in Sales and Services. Led many new services opportunities and strategies focusing on innovation and savings to our customers. Certified Green Belt Lean Six Sigma

Key Personnel	
Name: **Bryan Stall**	**Title:** **Xerox State and Local Regional Sales Manager**
Responsibilities	Qualifications/Experience/Certifications
Current Responsibilities include Customer Satisfaction and Loyalty, Developing Strategy for Growth of Public Sector Clients in the Greater Los Angeles Region Management responsibility for a team of Client Managers dedicated to State and Local government throughout Southern California and Nevada.	27 years with Xerox Corporation Extensive skills and experience in understanding business process, process improvement, determining specifications of enabling technology and implementation management. Bachelor of Science, Marketing, California State University, Northridge MCSE, CNE, In Process of Lean Six Sigma Green Belt Certification

Key Personnel			
Name:	**Kathy Hardy**	Title:	**Production Analyst**
Responsibilities		Qualifications/Experience/Certifications	
Primary role is to assist sales team with providing technical input, testing and support during sales cycle. Provides Implementation Planning and Operator Training for all Xerox Production Systems and Solutions. Delivers additional scope of services, including needs assessments, workflow analysis, color management, application design and development.		29 years with Xerox Corporation 23 years supporting Public Sector Accounts Business Management Degree Pepperdine University	

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Appendices

1. Xerox Clarifications to City of Garden Grove RFP S-1207
2. Xerox WorkCentre 5945 Brochure
3. Xerox WorkCentre 5865/75 Brochure
4. Xerox WorkCentre 7830 Brochure
5. Xerox WorkCentre 7970 Brochure
6. Xerox D110/D125 Brochure
7. Xerox XC70 Brochure

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