

# Irvine Unified School District

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## ***RFP No. 17/18-04IT Digital Copiers***

**June 15, 2018, 12:00 pm**

***Prepared for:***

*Michelle Bennett, Purchasing Department*  
**Irvine Unified School District**  
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***Submitted by:***

*Russell Wood, Government Sales Manager*  
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June 13, 2018

Michelle Bennett, Purchasing Department  
**Irvine Unified School District**  
5050 Barranca Parkway  
Irvine, California 92604

**Re: RFP No. 17/18-04IT Digital Copiers**

Dear Michelle,

Toshiba Business Solutions, a Division of Toshiba America Business Solutions, Inc. (herein referred to as Toshiba), is very pleased to submit our response to the **Irvine Unified School District (IUSD)** in response to **RFP No. 17/18-04IT for Digital Copiers**. We thank you for extending us this opportunity.

As you review this response you will find that Toshiba has one of the most developed, yet flexible programs in the industry. Our offer to IUSD includes a cost-effective vehicle to lease, purchase and maintain our award-winning Toshiba products. In addition, we have recommended several cost-saving options that we consider beneficial to the District, one of which is California's award-winning innovative financing program, **GS \$mart**. This program offers the lowest rates for financing, along with state-approved pre-negotiated terms and conditions that are beneficial to public entities, such as IUSD.

We are a local partner with a team of experienced, tenured professionals ready to provide quality support and client service to the IUSD schools. This team consistently received accolades from our clients, and receive consistent high marks in client satisfaction, based on independent, third-party conducted surveys.

Toshiba's solutions, options and expertise highlight our desire to become a valued strategic partner to the District. We look forward to hearing from you regarding any next steps.

On behalf of the entire Toshiba team, thank you again for the opportunity to participate and we look forward to working with you to design a comprehensive strategy that exceeds all the District's goals and objectives. Please feel welcome to contact Russell Wood at 949-267-4255 or [russell.wood@tbs.toshiba.com](mailto:russell.wood@tbs.toshiba.com) with any questions that you may have.

Best Regards,



R. Steven Turgate  
Vice President, General Manager  
Strategic Business Planning & Supply Chain Management

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**Contractor Information**

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<b>Firm/Contractor Name</b>	Toshiba Business Solutions A division of Toshiba America Business Solutions, Inc.
<b>Primary Contact Name</b>	Russell Wood
<b>Contact Title</b>	Government Sales Manager, Southern California
<b>Contact Email</b>	russell.wood@tbs.toshiba.com
<b>Contact Phone</b>	949-267-4255

## Executive Summary

Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc., (herein referred to as Toshiba) is pleased to respond to the Irvine Unified School District RFP No. 17/18-04IT for Digital Copiers. We are poised to be a partner to the District by providing the right balance of quality products, expedient service, technical expertise, and local, experienced account management to meet your dynamic business needs, now and in the future.

Toshiba has been providing solutions to its clients Orange County and throughout Southern California for over 30 years, with our main office in Lake Forest close to the District schools and offices. Irvine Unified School District (IUSD) will experience Toshiba’s personal touch to our business practices. Further, the K-12 education sector is one of our primary markets, and the Toshiba team has personnel with direct experience implementing programs for many school districts, municipalities and government agencies throughout California.

We understand how educational institutions are expected to provide the very best for their students and community, while at the same time exercising fiscal responsibility. We will deliver the right combination of cost savings; reliable, proven products that meet the needs of IUSD now and into the future; prompt customer satisfaction with our products and service; and an overall document management solution.

### Proposed Models

Our proposal offers IUSD a cost-effective vehicle to lease, purchase and maintain Toshiba products as outlined in the RFP. Our program includes responsive and local service, knowledgeable technical support, online procurement and service requests, effective document management and workflow solutions, fleet management tools, and dedicated account management team.

Est. Initial Number	Copier Band	Minimum Copier Speed (PPM)	Proposed Toshiba Model
13	Volume Band No. 1 – Black Image	50 Meets	Toshiba e-Studio 5008A
36	Volume Band No. 2 – Black Image	70 (exceeds 75PPM)	Toshiba e-Studio 7508A
12	Volume Band No. 3 – Black Image	90 (exception 85PPM)	Toshiba e-Studio 8508A*
47	Volume Band No. 4 – Black & Color	50 Black /50 Color Meets	Toshiba e-Studio 5005AC
7	Volume Band No. 5 – Black & Color	60 Black /60 Color (exceeds 65 Color / 75 Mono)	Toshiba e-Studio 6506AC

### TOSHIBA'S VALUE PROPOSITION TO IRVINE UNIFIED SCHOOL DISTRICT:

- ▶ Newest Generation Multifunction Technology with our exclusive e-BRIDGE technology.
- ▶ Lake Forest-based Account Management Team who will ensure complete customer satisfaction.
- ▶ Unparalleled service and support to ensure your systems are up and running at all times.
- ▶ Automated Asset and Fleet Management to allow complete visibility to your fleet.
- ▶ Advanced Software Tools to help you achieve maximum functionality from your products.
- ▶ Encompass Fleet Assessment and Optimization to drive productivity and cost savings to the next level.
- ▶ Premier hardware and software partnerships that expand Toshiba’s product offerings and strengthens our capabilities.

Est. Initial Number	Copier Band	Minimum Copier Speed (PPM)	Proposed Toshiba Model
1	Volume Band No. 6 – Black & Color	70 Black /70 Color <b>(exceeds 75 Color/85 Mono)</b>	<b>Toshiba e-Studio 7506AC</b>
<b>116</b>	<b>TOTAL</b>	*8508A exceeds all Monthly Volume Requirements. Accepted by Los Angeles Office of Education in Similar Band. Additionally, with Single Pass Dual Sided Scanner (which is the majority of scanning in the education market) the five (5) PPM variance is overcome by enhanced scanning capabilities.	

**Model to Meet 90 PPM Specification (Not Toshiba’s Recommended Model)**

12	Volume Band No. 3 – Black Image	90 <b>Meets</b>	<b>Toshiba e-Studio 907</b>
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**Pricing Assumptions**

*By selecting Toshiba as your trusted business partner, you will receive:*

<b>Hardware Pricing</b>	<p>A competitive pricing proposal for Toshiba’s award-winning ENERGY STAR and EPEAT certified multifunctional products and services that meet the technical specifications outlined and also includes:</p> <ul style="list-style-type: none"> <li>➤ Purchase and Lease Options for Toshiba MFPs</li> <li>➤ HDD Overwrite that exceed DOD Standards</li> <li>➤ Delivery, installation, connectivity</li> <li>➤ Dedicated Account Management Team</li> </ul>
<b>Service Level Guarantees</b>	<p>Extended maintenance that covers on-site service, labor, travel, replacement parts, toner and consumable supplies (excluding paper)</p> <ul style="list-style-type: none"> <li>➤ Daily onsite service 7:00am to 6:00pm, Monday through Friday</li> <li>➤ One (1) hour or less service call acknowledgement</li> <li>➤ Four (4) hours or less on-site response</li> <li>➤ Toll free number and online service and supply requests</li> <li>➤ Toshiba’s Total Quality Commitment for Toshiba MFPs, our guarantee of complete customer satisfaction</li> </ul>
<b>Managed Print Services</b>	<ul style="list-style-type: none"> <li>➤ On-site Break/Fix</li> <li>➤ Multi-brand support</li> <li>➤ Consumables</li> <li>➤ E-Commerce Portal</li> <li>➤ Fleet Monitoring/Alerts</li> <li>➤ Online reporting tool</li> <li>➤ Toner Recycling</li> <li>➤ Secure Device / Data Eradication</li> </ul>

<b>Training Plan</b>	<ul style="list-style-type: none"> <li>➤ End users will receive on-site and online training modules to learn the basic product functions. Advanced Key Operator training will be provided to your identified champions for the term of the program at no additional charge.</li> </ul>
<b>Management and Reporting</b>	<ul style="list-style-type: none"> <li>➤ Automated meter collection of all multifunctional printers/copiers to reduce administrative burden of manually collecting data</li> <li>➤ Monitoring tools to observe trends print volumes on specific products and develop a print policy to reduce printed pages</li> <li>➤ Real-time notification of error conditions, consumable levels and status</li> <li>➤ Automated asset and fleet management, reporting and dispatching</li> <li>➤ Quarterly business reviews and reports</li> </ul>
<b>Included at NO additional Cost</b>	<ul style="list-style-type: none"> <li>➤ Cloud Based Diagnostics</li> <li>➤ Total Quality Commitment Guarantee</li> <li>➤ Auto Toner Replenishment</li> <li>➤ Consumables Recycling</li> <li>➤ SED Hard Drive Security</li> <li>➤ Advanced Encryption</li> <li>➤ Remote Based Diagnostics</li> <li>➤ Sustainability Reporting</li> </ul>

## Why Toshiba?

### Newest Multi-Function Technology

Toshiba is offering Stockton University our newest lineup of full-featured color and monochrome multifunction products, which are designed to help customers operate more efficiently while improving workflow. A more powerful multi-core processor, exceptional color quality, customizable tablet-style user interface (UI), Embedded Application Platform and Dual-Scan Document Feeder highlight the product portfolio.



Toshiba’s advanced e-STUDIO models feature a more durable and reliable engine to maximize uptime and reduce the total cost of ownership. A new sophisticated black matte look completes the new products innovative design while complementing even the most contemporary of business settings.

All multifunction devices are extremely user friendly, easy and convenient to operate and can be used safely and securely. For ease of use and to maintain the same positive user experience, each model performs print, copy, scan and fax the same way across the entire product family. The front panel interface is standardized across all product lines, allowing users once they learn one device to easily use other Toshiba models. This is Toshiba’s philosophy of “**Learn Once, Operate Many**”, making products that are easy to learn and use, regardless of the model number. Users only have to learn once and they are able to use any standard model Toshiba machine.



Prior to implementation, Toshiba will assess your fleet to ensure you are equipped with the product mix and quantities that best fit your needs and are the most economical. If given the opportunity, Toshiba can design a current and future state solution for your print environment using our proven Encompass™ assessment/optimization

service, which combines both electronic and physical assessment (on-site walkthroughs and floor plans) by trained and experienced analysts. This allows us to make an accurate and thorough recommendation as to the mix and quantities of devices based on actual usage, business process and needs while maximizing your return on investment.

### ***Unparalleled Experience and Performance History***

Toshiba has an established program dedicated to the higher education vertical market, which currently supports universities and colleges across the U.S. Under this program Toshiba provides outstanding equipment and services to higher education and government customers, as well as working with cooperative purchasing agreements. Since 2009, Toshiba has provided equipment, service and support to over 770 schools, colleges and universities, states, counties and municipalities. This broad-based experience gives us unique insight into the education environment and will allow us to design a program specific to your unique needs.

### ***Key Alliances***

Strategic hardware & software alliances form a key element of Toshiba's corporate strategy. These relationships help to encourage technological innovations based on exchanges of individual strengths and sharing the risks inherent in developing new technology. In addition to our own hardware product portfolio, we also are authorized resellers of HP, Lexmark, KIP America and Kodak Alaris products which allow us to offer the University a one-stop shop for printers and associated peripherals. Toshiba is a PartnerOne Gold Partner for HP and Business Solutions Dealer (BSD) for Lexmark as well as a premier partner of KIP America for their wide format printers.



Toshiba also has partnerships with software manufacturers such as Nuance, PaperCut, RSA, Adobe, XMedius, Drivve, Prism, Pharos, DocuWare, FlashGrade, PrinterLogic, and others who offer products that enhance the capabilities of our MFDs by combining document imaging, scanning, search and retrieval, variable data printing, reporting, security, cost recovery and document management into a single device.

### ***Seamless Implementation***

Toshiba will take great care and attention to implementing Toshiba's solution at all campus locations. Implementation goals range from mitigating impact on your business to initiating and communicating account specifics, deployment schedules, identifying work flow processes for device configuration and ease of replication across the fleet, overseeing site surveys and network requirements, portal configuration for service and supply requisitioning, establishing print policies and control processes, administering user and key operator training, etc. This includes deploying the correct equipment mix and quantities in accordance with agreed-upon installation schedules for each location.

Toshiba understands that careful planning, clear concise communication and sensitivity to those affected by the changes is an integral part of the change management process. Therefore, we address these needs as part of our implementation strategy by defining the tools and processes to allow your employees to understand the program and effectively embrace the new program.

### Quality at Every Step

Following the Japanese manufacturing principles of “Monozukuri,” Toshiba strives to create products with pride and passion, keeping our customers in mind all the time and everywhere. Our goal is to provide timely products and services with reliable quality and functions as well as high user-friendliness, creating value with our customer in mind through our superior proprietary technology and in collaboration with the world’s best partners.



We provide our customers with safe and reliable products, services and systems, and are working to ensure superior quality as perceived by our customers. By increasing our sensitivity to potential risks and dealing with them swiftly, we strive to eliminate product accidents and provide unrivaled customer satisfaction. Toshiba has several proven quality initiatives such as the ISO 9001 Quality Management System, ISO 14001 Environmental Management System, and Six Sigma to develop, manufacture and provide serviceable high-quality products at competitive prices while, at the same time, eliminate defects in product or services.

### Secure Work Environment

Toshiba recognizes that security is a growing concern for companies of all sizes; therefore, we have employed innovative methods of protecting valuable data to meet these security challenges.



Natively, Toshiba multifunction devices incorporate technologies such as department codes, private print, secure PDF, strong passwords, network authentication, usage limitations, job log email authentication, data overwrite, and advanced encryption. Toshiba’s exclusive Open Platform architecture allow administrators to set and deploy company-wide security rules, settings, defaults and scanning guidelines from one centralized location to their entire fleet of Toshiba’s Open Platform-enabled MFDs, providing improved control, security and efficiency.

Each Toshiba e-BRIDGE system utilizes a **FIPS 140-2** Validated Self Encrypting Drive (SED). FIPS (Federal Information Processing Standard) 140-2 is a U.S. government standard that describes the encryption and related security requirements that IT products should meet. Toshiba’s Data Overwrite Kit, also standard on Toshiba products, overwrites the hard disk drive (HDD) from 1 to 5 times at the end of each copy, print, scan, or fax job or at regular time intervals to prevent storage of private or confidential data. This overwrite process meets the standards established by the U.S. Department of Defense 5220.22M. These outstanding security features have earned Toshiba’s new e-STUDIO series an exceptional Common Criteria Evaluation Assurance Level rating of three (EAL3).

### Environmental Stewardship

Under the global brand “Toshiba Eco Style”, Toshiba seeks to implement long-term sustainability by the greening of processes, products and technology. The **Greening of Process** seeks to reduce our environmental impact from the perspective of climate change mitigation, the efficient use of resources, and the management of chemicals. **Greening of Products** assesses our impact through every step of the product lifecycle – from material procurement to end-of-life disposal – to ensure the highest level of environmental performance for all our products. **Greening by Technology** spurs the creation of innovative approaches to technology that provides stable sources of power to mitigate the effects of global climate change. Toshiba has formulated environmental action plans and managed specific environmental activities and their targets in accordance with these plans.



Environmental values and stewardship are incorporated into all our activities, from product design and manufacturing to end-of-life removal. In the procurement of raw materials and components, reduction of environmental impacts is required in terms of resource consumption. In terms of prevention of global warming, reduction of environmental impacts is required at the product usage stage. Also, we avoid, to the maximum extent practicable, the use of chemical substances that may cause environmental pollution. Toshiba enhances the design of Environmentally Conscious Products (ECPs) while considering 3R-conscious design, energy-saving design, and design for reducing environmental impact substances.

### ***Giving Back to Education***

Toshiba has been the title sponsor of the Toshiba Classic charity golf tournament since 1998. The Toshiba Classic is the largest and most exciting annual event in Orange County. The tournament generates over \$1,000,000 for charity annually, and our 19-year total exceeds \$19 million. Beginning with the 2011 tournament, proceeds have benefited the Mary & Dick Allen Diabetes Center at Hoag. In addition to Hoag, tournament proceeds have also been contributed to more than 45 other charities. The Toshiba Classic Scholarship Program has provided over \$324,000 in scholarships and support to local schools and over \$1,000,000 worth of Toshiba laptops to deserving local high schools and seniors.



Toshiba participates in and supports numerous educational programs to foster creativity and scientific curiosity that can lead to technological progress. One such program, the Toshiba/NSTA ExploraVision Program, encourages K–12 students to imagine what technology might be like in the future and to inspire youth in the fields of STEM (Science, Technology, Engineering and Math). The program has also made vital contributions to the science curricula at many schools throughout the U.S. and Canada. Toshiba annually contributes \$1M, and the program awards up to \$240,000 worth of savings bonds and prizes, including Toshiba laptops and tablets, which students use to communicate their ideas through websites and videos. Since its inception in 1992, over 330,000 students have participated, making it the nations' largest K-12 science competition, helping motivate students to excel and explore science and technological innovation.



### ***Community Involvement***

Toshiba continually demonstrates its commitment to people and the future through contributions, charitable sponsorships, employee volunteer programs, fund raisers, and other worthwhile endeavors that allow us to give back to the communities and help enhance the quality of life for people in communities where we do business.

Toshiba works with many worthwhile organizations at local, regional, and national levels including the Cystic Fibrosis Foundation, United Way, Salvation Army, Easter Seals, Susan G. Komen for the Cure, Habitat for Humanity, National Alliance on Mental Illness (NAMI), Special Olympics, Disabled American Veterans, Harvest for Hunger, and many others, as well as makes significant contributions to disaster relief and recovery efforts worldwide.



In order to provide solutions to and promote development of local communities and continue to remain a business entity that is trusted worldwide as a "Corporate Citizen of Planet Earth," Toshiba Group companies will continue to further develop appropriate activities in their regions with each employee's effort for creative activities and in cooperation with NPOs, citizens' organizations, etc.

**Community Education**

The Tall Ships Festival is the largest gathering of historic sail boats on the West Coast. Hosted by the Ocean Institute, it is a celebration of California's maritime history, with TABS employees and their families participating in the festival by helping the crew of one of the tall ships during the Sail-In Parade.



**Habitat For Humanity®**

In order to help strengthen community pride, TABS and TAIS participated in several "build days." As a Whole House sponsor, Toshiba contributed \$250,000 toward building one of the 27 new homes in San Juan Capistrano as part of the Habitat for Heroes & Foundations for Families™ project.



**Explore the Forest Expedition**

In commemorating Toshiba's 150th anniversary in 2025, Toshiba is engaged in the efforts to plant 1.5 million trees in the world with the aim to curb global warming, conserve biodiversity, and take other environmental action. In addition to tree planting, Toshiba Group broadly support development work related to planting, such as thinning, pruning, clearing, and forest road work, in line with local needs.



**Local clean-up activities**

In order to further clean up local community, Toshiba Group employees voluntarily participate in clean-up activities around the company's premises, nearby roads, parks, etc.



**Pink Ribbon Campaign**

Toshiba Group supports the Pink Ribbon Campaign for early detection, diagnosis, and treatment of breast cancer. Each October, Toshiba Group cosponsors the seminars, produce medical examination guidebooks, exhibit and demonstrate actual mammography equipment in each event hall and encourage employees and their families to take part in the annual walking event.



**Tree Planting**

In support of Toshiba Group's plan to plant 1.5 million trees worldwide by 2025 in commemoration of its 150-year anniversary. Toshiba America began holding tree planting events in May 2008. To date, more than 100,000 trees have been planted in the Americas.





**In Summary...**

As a leading technology corporation, Toshiba is offering Irvine Unified School District our latest “best of breed” multifunction products to best fit your environment. With our headquarters in Lake Forest, we offer local leadership and local decision-making and a responsive service team second to none. With Toshiba, you will get a company who cares for the people, the environment and future of the communities where we work and live. Our strong local presence means we can respond quickly and efficiently to all your equipment and service needs. These are what set Toshiba apart as your vendor of choice for this new contract.

## Part 1. Vendor Experience and Ability to Perform

This section should provide background information that supports Contractor’s ability to provide the requested services effectively and reliably. Please respond to each requirement directly and provide additional documentation as needed to support the Proposal.

### P 1.1 Contractor Background/Qualifications

1.1.1 Provide a brief description of Contractor’s firm(s), as well as any other firms joining with Contractor to provide services. This description should include a history of the firm(s), number of employees and organizational structure of the firm(s).

Toshiba Business Solutions (TBS/Toshiba) will be the prime contractor and provide all products, service and support for equipment installed at the IUSD campuses. With our main office in Lake Forest and branch offices throughout Orange and Los Angeles counties, Toshiba is close to IUSD schools and offices, allowing the District to experience our personal touch and responsive service. The K-12 education sector is one of our primary markets, and the Toshiba Account Team assigned to IUSD has direct experience implementing programs for school districts, municipalities and government agencies throughout California. Nationwide, Toshiba has 2,658 employees and approximately 600 service locations.

TBS is a division of Toshiba America Business Solutions, Inc. that delivers award winning document imaging products and managed print services to help clients’ control productivity, communicate better with end-clients and increase profitability. We manage product planning, marketing, sales, service support and distribution throughout the U.S., Mexico, Brazil, Latin America and the Caribbean. We provide responsive sales and service support locally in your neighborhood, nationwide and internationally through our sister Toshiba companies around the globe.

Our history began in 1875 when Tanaka Engineering Works became a major supplier of telegraphy devices used in long distance communications. We quickly earned the reputation for innovation in developing technologies by inventing the world’s first “double coil bulb” in 1921 – one of the six great inventions in bulb technology, followed by the release of Japan’s

**Committed to People,  
Committed to the Future.**

**One of the World's Largest Corporations**

- > \$50 Billion in Revenue
- > Over 188K Employees
- > Innovative and Diverse Technology Port
- > Tremendous Resources
  - > Over \$5 Billion in Research and Development
  - > One of the Leading Patent Holders in the U.S.
- > Winner of over 200 Industry Awards
- > 169th on Fortune's Global 500 List
- > 8<sup>th</sup> largest integrated manufacturer of Electronic Equipment

first electric washing machine and electric refrigerator in 1930. Then in 1939, Tanaka Engineering Works merged with Tokyo Electric Company to form Toshiba Corporation, which would become a leading pioneer of some of the world's most significant technologies.

Since then, Toshiba has developed numerous original technology products that represented firsts of their kind and is the brains and brawn behind more than 500 major technologies including digital imaging and document management solutions, telegraph machines, MRI technology, air traffic control systems, semiconductors, flat panel displays, disk drives, business telephone systems, and laptop computers.

Today, Toshiba MFDs are used around the globe in more than 180 countries, with direct operations in 24 countries and are continuing to expand our sales and service offerings into other emerging markets. Our products have long been the preferred choice in North America, Europe and Japan, and we boast the #1 market share in China for the past eleven years. Toshiba ranks 5th overall in the industry per Gartner, a leading industry research firm. Toshiba Corporation is ranked 169th on Fortune's Global 500 list for 2016 higher than all of our other competitors.

- 1.1.2 List and describe the State and Federal licenses, certificates, and/or legal authorizations that Contractor and/or individuals employed by Contractor hold which allow the sale and/or lease of equipment and the performance of maintenance and other services requested in this RFP. The Contractor of award may be required to provide the District with copies of the actual licenses and certificates held.

Toshiba America Business Solutions, Inc. holds the following licenses authorizing our company to do business in Irvine and the State of California:

- Copies of State of California Certificate of Good Standing
- City of Irvine Business License

Copies of these certificates can be provided upon award.

- 1.1.3 Provide a list of company contacts, with description of their roles and backgrounds that will be assigned to IUSD's implementation and ongoing support. Provide detailed experience information, including experience statements and resumes for the proposed project manager, primary installation contact, billing contact, and the Contractor's proposed primary contact for ongoing maintenance and support for the District.

The following individuals will be significant contributors on this project. They will collaborate with the appropriate IUSD personnel as these Toshiba team members implement the Toshiba Solution, and provide training and support.

➤ **Mark Downing, President Western Region**

Mark will provide executive leadership and support to all IUSD's objectives throughout the contract term. A graduate from the University of Kentucky, Mr. Downing's career started with Deloitte & Touche in public accounting and consulting. His first position within the Toshiba organization came about when his previous employer, Triple M Business Products Inc. was acquired by Toshiba in 1996. Upon completion of that acquisition, Downing transitioned into the role of vice president of Finance/Administration for Toshiba-Kentucky, and held that

position for four years until being promoted within the organization to serve as president of Toshiba-Michigan. After seven successful years as President of Toshiba-Michigan, he was promoted to Vice President of Operations for the entire Toshiba national organization at its headquarters in Irvine, California. On April 15th, 2009, he was promoted to his current position as President of Toshiba Western Region. Customer engagement and complete satisfaction have always been the driving objectives in his career at Toshiba.

➤ **Kirk Pierson, Vice President/General Manager CA-South**

Kirk will be fully engaged driving TBS' efforts to meet IUSD's objectives. In addition, Kirk will interface with IUSD's key decision makers to validate that TBS's performance exceeds your expectations. Kirk has access to and authority to draw upon our corporate resources in product marketing, operations, accounting, contracting, IT, and service, as well as our technical field staff, as needed to support IUSD's engagements and resolve escalated issues. Kirk started his career in this industry in 1982 in Redwood City, California. He started out as a service technician and was quickly promoted through the ranks to Technical Manager, Service Manager and Branch Manager. After solidifying the foundation for Customer Service and Sales Management, he founded Mission Office Systems in 1985 and built the company into a multi-million-dollar business. He successfully sold the business in 2001 to Wolco and in 2006 Wolco was acquired by Toshiba Business Solutions. Having had a thorough background in Service, Administration and Sales of over 30 years in this industry, makes Kirk a unique and valuable VP/GM for Toshiba Business Solutions.

➤ **Russell Wood, Government Sales Manager - Southern California**

Russell started his career in the Copier Industry with a mid-size dealership in 1985 that was acquired by Konica in the early 1990's. He joined IKON Office Solutions in 1999 as a General Line Sales Representative. He was promoted to Color Specialist, and then Sales Manager. He was chosen to lead the Regional Government Team for IKON in 2002. The team established Piggybackable Contracts used statewide by IKON. In 2009, Russell joined Toshiba as part of a team of top notch professionals and specialists in further expanding Toshiba's presence in the Government, Education & Major Account Sectors in Southern California. Some of his recent accomplishments include:

2013 - Awarded Sole Source contract with Los Angeles Department of Water & Power

2012 - Awarded Sole Source contract with Los Angeles World Airports (LAWA).

2012 - Awarded Sole Source contract with Los Angeles County Office of Education

2012 - Awarded contract with County of Orange (Re-Award)

2011 - Awarded Sole Source contracts with Los Angeles Unified School District

2011 - Awarded Sole Source contract with California State University Los Angeles

2010 - Established ongoing contract with Orange County Sanitation District

Russell's assignment includes Contracts and Sales to large accounts in Los Angeles and Orange County. View Russell's LinkedIn Profile @ <http://www.linkedin.com/in/russellwood>

➤ **Deborah Jo Royer, Major / Government Account Executive OC**

Deborah Jo has exemplary people skills with emphasis on relationship selling and developing a loyal long-term client base. Deborah Jo displays a superior work ethic and a passion for selling. She has a proven ability to adapt to new technologies, with over 30 years of progressive experience as a top sales executive.

➤ **Mike Holdren, Vice President of Service CA/NV**

Mike will be engaged driving Toshiba's service efforts to meet IUSD's objectives. Mike has over 25 years of experience in the Service industry. Mike joined TBS in October 2008, coming from the most successful independent Toshiba Dealer in the Bay Area. His Service organization was recognized nationally by Toshiba as one of the best, and his focus for TBS is to deliver personal Service backed by corporate strength. Mike has succeeded at every level of Service, from entry level to Senior Management, and as such has a perspective which is invaluable when identifying challenges and opportunities with both internal and external customers. His technical expertise and industry knowledge facilitate clear channels of communication throughout the entire organization. Experience working with small businesses and billion-dollar corporations has led to a well-developed understanding of the value a strong Service organization adds to customer relationships.

➤ **Clint Langham, Director of Service, Southern California**

Clint is responsible for TBS's service performance for customers throughout Southern California. He has been in the Office Equipment and Solutions industry since 1993, with 20 of those years in the role of Service and Operations Management. He has extensive technical experience with multiple manufacturers (Kyocera, Konica, Lexmark, HP, and Toshiba) in both hardware and software solutions. Clint has been on the dealer service advisory council for two different major office equipment manufacturers, and on the dealer solutions advisory council for one of those as well. His philosophy on service delivery and customer satisfaction is founded on the principal that, Service shall be the reason why clients want do business with [us], rather than an excuse not to. Clint holds a B.S. in Business Management, and a Masters of Business Administration.

➤ **Nick Morua, Service Manager**

Nick will be the service manager for IUSD responsible for ensuring the delivery of the highest level of service. Nick has been in the office equipment industry for over 25 years beginning his career as a field technician and has worked his way through the ranks. His expertise makes him a valuable service manager for Toshiba, and his talent in building a unified team approach accomplishes satisfying results. His service goal is to not just meet but to exceed your expectations with his team of courteous and highly skilled service professionals.

➤ **Candace Hipp, Project Manager**  
***Contact for ongoing maintenance and support***

Candace will provide Project Management in our new partnership. As project manager Candace supports the account manager and the Santa Ana Unified School District Team to accomplish the agreed to project objectives. She is another level of customer support to IUSD interfacing with end users to ensure the highest level of satisfaction. Candace is tasked with providing a

higher level of confidence that Toshiba is fully committed to the highest level of customer satisfaction and continuous improvement. Candace has been a Project Manager for Toshiba for the past five years successfully implementing large installations as Los Angeles World Airports and Los Angeles Department of Water and Power. Candace brings 18 years of industry experience to the Santa Ana Unified School District partnership.

- 1.1.4 Provide a brief overview of Contractor’s technical experience, qualifications, and background in providing and maintaining digital copier equipment for similarly sized customers. Indicate the prior experience of Contractor that is relevant to this contract. Include sufficient detail to demonstrate the relevance of such experience. Proposal should evidence the Contractor’s awareness of and support for the unique needs of education clients.

Toshiba is a long-standing partner to school districts throughout Southern California and nationwide. Since 2009, Toshiba has provided equipment, service and support to over 770 schools, colleges, and universities. School district customers in Southern California and nationwide have included:

- o Los Angeles Unified School District, CA
- o Los Angeles County of Education, CA
- o Montebello Unified School District, CA
- o El Monte Unified School District, CA
- o Carlsbad Unified School District, CA
- o Oakland Unified School District, CA
- o Elk Grove Unified School District, CA
- o Conejo Valley Unified School District, CA
- o Solano Beach Unified School District, CA
- o Coronado Unified School District, CA
- o Roseville City School District, CA
- o Vallejo Unified School District, CA
- o Mt. Diablo Unified School District, CA
- o San Ramon Valley Unified School District, CA
- o Pleasanton Unified School District, CA
- o Livermore Unified School District, CA
- o Florence Unified School District, AZ
- o Academy School District 20, CO
- o Adams 12 Five Star Schools, CO
- o Bellingham School District 501, WA
- o Indianapolis Public Schools, IN
- o Springfield Public Schools, MO
- o Independence School District, MO
- o Detroit Public Schools, MI
- o Grosse Pointe Public Schools, MI
- o United Independent School District, TX
- o Fayette County Public Schools, KY
- o Arkansas Department of Education, AR
- o Cecil County Public Schools, MD
- o Upper Merion Area School District, PA
- o Southeast Delco School District, PA
- o Southern Lehigh School District, PA
- o Cherokee County School District, GA
- o Cobb County School District, GA
- o Fulton County School District, GA
- o Douglas County School District, GA

Examples of the positive financial impacts that similar clients have realized as a result of Toshiba’s technology and operational efficiencies include:

- ✓ TBS's UnifiedPrint Program with **Los Angeles Unified School District (LAUSD)** encompasses over 3,000 MFDs (both mono and color devices) and brought over 2,000 Printers into the MPS program. The program involves assessing each district location and optimizing the fleet. Selecting Toshiba as a single source has resulted in a cost savings to LAUSD of over 60%.



- ✓ TBS successfully optimized the entire district fleet at **Adams 12 Five Star Schools** in Colorado, which encompassed 58 schools and approximately 40,000 students. By implementing behavior modification (PaperCut) and performing fleet optimization we enabled the City to not only achieve significant savings but enhance student productivity.


- ✓ TBS conducted an Encompass analysis and fleet optimization for the **City of Minneapolis**, Minnesota, one department at a time and subsequently created and presented an optimized solution for each department. The resulting operational cost savings came in at an astounding 73 percent.


- ✓ Toshiba performed an Encompass Study of both **Cuyahoga County**, Ohio, and State Government offices to assess fleet dynamics and develop and optimization strategy. The final solution included new Toshiba MFD technology to standardize the user interface, reduction of single function printers and automated supply fulfillment to reduce administrative burdens. The project removed over 2,000 printers and saved the county \$900,000.00 per year.


- ✓ TBS performed an assessment for **Hennepin County**, Minnesota and provided a cost effective, secure and green friendly solution managed by an automated management services/integrated information system to restructure the existing office print environment. The optimization eliminated costly devices, reduced waste and operating expenses and saved the County \$3 million annually.


- ✓ Toshiba's MPS engagement with **SunTrust Banks, Inc.** is one of the largest MPS contracts in the industry. The results of Toshiba's optimization process resulted in a managed print solution for SunTrust that has yielded significant cost savings, eliminated single points of failure in the output environment and required no internal asset management.



This broad-based experience gives us unique insight into the education environment and will allow us to design a program specific to your unique needs.

- 1.1.5 Provide evidence of long-term fiscal stability. Artifacts may include fiscal reports or recent audit results that demonstrate consistent and current financial security. Include any third-party finance relationships to furnish the equipment.

Toshiba has the financial stability and capacity to support all the District's requirements under this RFP. We are part of Toshiba Corporation, an international technology leader ranked eighth on Fortune Magazine's list of most admired electronic manufacturers and 169th on its prestigious Global 500 in 2015. Toshiba Corporation has been in business more than 140 years

and is a world leader in high technology products with more than 550 major subsidiaries and affiliates worldwide and annual revenues of over \$52 billion. This gives our customers the confidence that we have the strength and stability to stand behind our products today, tomorrow and in the future.

Toshiba has a long history of first-to-market expertise, innovation, value and financial stability while providing unparalleled access to the latest in document imaging, printing and business communications technologies that few, if any of our competitors can offer.

As evidence of Toshiba’s financial stability, we have provided Annual Reports for 2017 (Year Ended 31 March 2017) and Summary of Consolidated Financial Results for the Six Months Ended March 31, 2018 for parent company Toshiba Tec Corporation in hard copy Original submittal as instructed. These financial statements are also available publicly at:

<https://www.toshibatec.com/company/ir/material/>



1.1.6 Provide customer references for at least five (5) K-12 or government organizations of similar size to IUSD currently serviced by the Contractor. At least two (2) of the references must be for customers that have worked with the proposed project manager. Installations should be similar in scope, timeline and technical design to Contractor’s Proposal for IUSD. Each reference must include the following information:

- Organization/Customer Name
- Name, Title, and Contact Information of an organization contact who has ongoing involvement in installation and maintenance of copier equipment and is knowledgeable about the implementation.
- List of products and services used by the organization and the length of time those products have been in productive use. (References must be from organizations using the same or similar products and services).
- Duration of CURRENT Contract with Organization
- Length of time from contract execution to full implementation for the referenced project.
- Number of devices returned or replaced during the term of the contract.
- Number of devices leased by customer from Contractor under the current contract.
- Number of devices serviced by Contractor under the current contract.

Toshiba is pleased to present references for five current K-12 and government organizations of similar size to IUSD with the information requested.

**Los Angeles Unified School District**

333 S. Beaudry Avenue  
 Los Angeles, CA 90017  
 Customer Contact: Bruce Trenbeth  
 Email: [bruce.trenbeth@lausd.net](mailto:bruce.trenbeth@lausd.net)

Phone: 652-654-9377

Under contract since 2011

Services Provided: Service on over Four Thousand (4,000) Multifunction Devices (MFD) ranging from 25 pages per minute (PPM) to 110 PPM. Fleet includes both Toshiba and Lexmark MFDs. In addition, we have a Managed Print Services Contract that services thousands of printers such as HP, Lexmark, Xerox.

Duration of Current Contract: 7 years

Length of Time from Contract execution to full implementation: 9 months

Number of Devices Returned: None

Number of Devices Leased (current contract): None

Number of Devices Serviced (current contract): 3,000 MFP's

### **Los Angeles County of Education**

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9300 Imperial Highway

Downey, CA 90242

Customer Contact: Kristen Kenton

Email: kenton\_kristen@lacoed.edu

Phone: 562-922-6510

Services Provided: Service on over 161 devices with e-BRIDGE CloudConnect. In addition, we provide toner.

Duration of Current Contract: 8 years

Length of Time from Contract execution to full implementation: 1 month

Number of Devices Returned: None

Number of Devices Leased (current contract): 161 MFP's

Number of Devices Serviced (current contract): 161 MFP's

### **North Orange County Community College District**

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1830 W. Romneya Dr.

Anaheim, CA 92801

Customer Contact: Christine Hoang

Email: choang@nocccd.edu

Phone: 714-808-4773

Services Provided: Service on over 110 devices with e-BRIDGE CloudConnect. In addition, we provide toner.

Duration of Current Contract: 7 years

Length of Time from Contract execution to full implantation: 1 month

Number of Devices Returned: None

Number of Devices Leased (current contract): None

Number of Devices Serviced (current Contract): 110 MFP's

### Orange County Sanitation District

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10844 Ellis Ave.

Fountain Valley, CA 92708

Customer Contact: Warren Sternin

Email: [wsternin@ocsd.com](mailto:wsternin@ocsd.com)

Phone: 714-593-7288

Services Provided: Service on over 80 devices with e-BRIDGE CloudConnect. Papercut with card readers. In addition, we provide toner.

Duration of Current Contract: 10 years

Length of Time from Contract execution to full implementation: 3 weeks

Number of Devices Returned: None

Number of Devices Leased (current contract): None

Number of Devices Serviced (current Contract): 80 MFP's

- 1.1.7 Contractor shall not assign this contract or any part thereof without prior written consent of the District.

As Toshiba is working with our partner USBank to offer a lease thru the GS \$mart program assignment will not be a consideration.

- 1.1.8 Provide evidence to substantiate the Contractor's ability to deliver, upgrade, and replace equipment in response to IUSD's needs. Evidence could include the size and location of Contractor-owned fleet of equipment, availability of replacement components, proactive monitoring of copier downtime and other structures to demonstrate the contractor's capacity.

Toshiba has many contracts where we provide and maintain a footprint similar in size and scope as IUSD. Under such engagements, our services include the management of Toshiba and/or non-Toshiba product, continuous fleet monitoring, automated service/supplies fulfillment, and net-ready hardware. Globally, Toshiba has over 60,000 clients who currently use our products and services. We are a leading provider of award-winning document imaging products and document management and workflow solutions throughout the US, Canada, Mexico, Latin America, and the Caribbean. We operate across multiple industries around the world, ranging from education and government to hospitality, business services, insurance, finance, manufacturing, and retail.

## P 1.2 Subcontractors

1.2.1 Subcontractor Information: Any subcontractors performing services against this agreement must be fully listed and detailed in the Proposal submitted by Contractor. State any work proposed to be provided by a subcontractor, and provide evidence of each subcontractor's capability and willingness to carry out the work. For each proposed subcontractor, include firm name and address, management contact person, and complete description of work to be subcontracted. Include descriptive information concerning subcontractor's organization and abilities. Contractors and Subcontractors listed must include any third-party finance relationships to furnish the equipment.

To service the 54 Kyocera devices the District is going to retain, Toshiba will utilize this company as a subcontractor:

Century Business Services, Inc.  
1675 Scenic Ave., Suite #250  
Costa Mesa, CA 92626  
949.263.8040  
Bill Freeman, Owner, CEO

1.2.2 Subcontractor Oversight/Responsibility: Contractor must agree to bind every subcontractor by the terms and conditions of this agreement, including licensing and experience qualifications, as far as such terms and conditions are applicable to the subcontractor(s) work. If Contractor subcontracts any part of this agreement/contract, Contractor shall be fully responsible to the District for acts and omissions of their subcontractor and of persons either directly or indirectly employed by Contractor. Nothing contained in these contract documents shall create any contractual relation between any subcontractor and the District.

When Toshiba does employ subcontractors, we establish very clear expectations up front, including standards of quality, adherence to service levels, safety, security, and compliance with corporate policies and procedures. In addition, they must adhere to Toshiba's standards for safety, standards of conduct and appearance, and procurement integrity, and evaluate their performance against these standards and objectives. Toshiba's Quality Policy serves as the framework for ensuring consistent quality and reliability throughout our operations by both our employees and subcontractors. The ISO 9000 Quality Management System serves as our quality framework and demonstrates our commitment to quality assurance and continuous improvement in activities.

Throughout the contract, the subcontractor's performance is monitored in same manner as our own employees. That is, Toshiba's local Account Manager will oversee their work to ensure they are fulfilling all their contractual obligations. Toshiba holds their subcontractors to the same high standards of quality, adherence to service levels, safety, security, and compliance with Toshiba policies and procedures. Subcontractors are bound by the terms and conditions of their support agreement. Any third-party provider is required to be authorized and certified on the products or software on which they are assigned.

- 1.2.3 Single Payee: IUSD shall pay only the named Contractor for the lease, purchase and maintenance fees resulting from this contract. Primary contractor (respondent) must be responsible for payments to all subcontractors and third-parties required to execute the services.

As noted in section 1.7.2 Toshiba has the following **Exception**. Toshiba inquired about the use of a Municipal Lease Program during the Q & A Period as it has many advantages for the District. Toshiba recommends the use of this program thru the State of California GS \$mart program. Advantages include -

- A much lower finance cost as the Rates are Bid the State of California using the buying power of the entire State of California.
- The Terms and Conditions are pre-approved thru the GS \$mart program.
- With a GS \$mart \$1.00 lease there are no lease return costs or lease extensions as ownership transfer to the District upon acceptance of the equipment & installation. With this offer if the District elects to extend the use of the equipment there is no lease payment beyond the end of the 60-month payment life.
- Toshiba will remove the equipment at the end of the contract period unless extended by the District. In any event when the District is ready for the equipment to be removed, Toshiba will pick up any and or all of the devices placed under this contact and Toshiba will pay the District \$1.00 to transfer ownership.
- Toshiba will dispose of all devise in an environmentally manor, or recycle where possible.
- EXCEPTION – As the Terms and Conditions of the Municipal Lease are part of the State of California GS \$mart Program we cannot change these Terms, including the billing. Therefore this program will require two invoices per month or quarter. One to US Bank Municipal Lease Financial for the leasing of the Equipment and one to Toshiba for Service & Supplies.
- Toshiba WILL BE RESPONSIBLE for all service-related terms and conditions of the RFP and all associated documents and the leasing portion with US Bank Municipal Lease Financial will NOT include the service-related terms.

**Irvine Unified School District will enter into two contracts: a lease contract with US Bank Municipal Lease Financial per the Terms & Conditions of the State of California GS \$mart program and a Service & Supply- related contract with Toshiba Business Solutions.**

### P 1.3 Implementation

This section should provide detailed plans and timelines for the delivery and installation of the equipment and evidence Contractor's ability to deliver the equipment in the required timelines. Please respond to each requirement directly and provide additional documentation as needed to support the Proposal.

- 1.3.1 Provide a project plan that allows installation of equipment at all sites to be fully completed no later than October 14, 2018. Assume no work may be performed prior to the Board Approval date specified in the Calendar of Events.

Please find the attached Project Plan for Irvine Unified School District under *Part 8. Required Supplementary Materials* of this proposal.

- 1.3.2 Optional: Provide a project plan that includes buyout of the existing fleet. Include specifics about a proposed timeline and financial data. Contractors may refer to Appendix C for details about IUSD's current equipment.

Toshiba wants to be a partner that works with the District. We will work with you to design a program tailored to the District's needs. Some of the options available but not limited to include

- By using the GS Smart Lease we could install the new fleet of MFP's over the summer but start the billing period on September 24th, 2018. This would allow you to save on the Buy-Out amount as you would not receive your first bill until late October or early November.
- With the acceptance of our proposal Toshiba will provide the District a credit of \$50,000 as part of our Technology Optimization Plan 4 Education (Top4Ed Plan). This credit can be used for Purchasing of Additional Toshiba Products including Digital Signage; Buy-Out of Existing Leases; Printers thru our Partners HP & Lexmark; Plotters or Software or Solutions such as Card Readers. Toshiba is open to use on any Technology with the exception of our direct MFP Competitors' Devices.
- We are also open to combining these two offers.

- 1.3.3 Describe Contractor's proposed project approach, including the roles and responsibilities of project team members, required tasks and necessary onsite work. Include a detailed list of District and Contractor responsibilities during the implementation process. Describe how Contractor will work with the existing copier providers to remove current equipment and minimize time between removal and new machine install. Define and explain expectations of IUSD staff, including any requirements related to ordering processes, room readiness, testing and installation.

Toshiba's business model is simple, streamlined and will provide the District with an expert system for managing your copiers as well as the output they generate. To maximize this, Toshiba uses a full continuum of knowledge offerings that enable a complete understanding of the operations infrastructure and highlights ways we can collaboratively enable:

- Product delivery, setup, installation and testing

- Fleet monitoring (for usage, consumables status, automated supplies replenishment)
- Centralized service dispatch and person to person technical support
- Online web portal for efficient service requests and reporting
- Responsive and timely break-fix services
- Expert project management and timely account reviews

Key to success in implementing our business model is communication and technology that lets us be proactive in our delivery of MPS product and services. IUSD staff will enjoy our fast and reliable response to requests, automated fulfillment management, simplified budgeting, invoicing aligned for District A/P processing. State management (IT/Procurement) will benefit from the convenience of one source for service and supply entity for all the campuses and offices.

During the Planning process, we will work in cooperation with the District to arrive at an agreed-upon implementation schedule by device and location. To ensure we do so, we will assign the necessary resources and allocate the appropriate number and mix of devices by the pre-determined dates.

During the planning phase, Toshiba's Account Management Team will develop and execute a multi-phased implementation plan, assisted by our Service Department, IT, Contract Billing & Customer Service and other professionals to ensure our plan aligns with customer priorities and placement schedules. The plan considers our ability to service and support all devices and to ensure there is technical representation in these locations. Various communication links will be set up to facilitate the easy capture and sharing of information and best practices by team members across the spectrum of activities.

Implementation will be under the supervision of our Account Manager for the District, Russell Wood. The District will also find dedicated Engineers and Professional Services staff to assist during the installation process and on-going throughout the contract in the areas of product integration, network and RightFax connectivity, if applicable, and software-related issues at schools and offices. Responsibilities include, but are not limited to:

- Defining customer requirements, front and back end processes
- Project management
- Documenting process and procedures
- Managing internal resources
- Managing project timeline and deliverables
- Ensuring successful operations

Toshiba will work closely with the District to develop a comprehensive communication plan that announces Toshiba as the new vendor, details our transition strategy and schedules, and promotes the features and benefits of our products and services. We will also host sessions to ensure the staff understands how to use the machines and more importantly, the process to ensure prompt service in the event there are any problems. Furthermore, we will be available to help you manage the transition and user training to ensure it is a seamless and positive experience.

- 1.3.4 Describe Contractor’s expectations for the physical condition of the installation areas. In other words, what does the Contractor define as a “room-ready” or acceptable space for the installation of equipment necessary to deliver the services?

Prior to installation, Toshiba will schedule a meeting with District project leaders and IT staff to coordinate pre-installation and networking activities so that all parties are well prepared. Activities will include:

- Verifying all machine locations for proper electrical and space requirements, including ample space and a level floor.
- Ensuring network drops for connected units are installed and phone lines are in place for faxing.
- Coordinating attendance and training dates for users and key operators.
- Inspecting for any physical challenges (elevator size, hallway width, stairways, loading docks, etc.) that may affect installation.
- Addressing pertinent network information.
- Establishing points of contact for billing, service, and administrative questions.

After reviewing pre-installation data and confirming general requirements, an implementation schedule is developed. Our technical personnel will also be engaged with your IT staff to ensure our equipment, as well as any software solutions are compatible with the network. In cooperation with the District staff, technicians will conduct a network site survey and test to ensure equipment and application compatibility with your network.

Services not generally included in a standard Toshiba maintenance agreement but can be priced separately are:

- Rigging services, meaning extraordinary delivery services, such as the use of a crane (too narrow of hallways, requiring entry through a window) and helicopter. Toshiba shall present reasonable charges, and Toshiba agrees to present any charges that cannot be identified upfront, such as rigging expenses, to the District for approval.
- The price for IT networking expenses (re-connecting) necessitated due to changes in networking, electrical surges or otherwise.

- 1.3.5 Identify the electrical requirements for each copier included in Contractor’s response. Contractor must conduct a site survey of each location and identify additional/modified data and electrical needs at least fourteen (14) days in advance of the planned installation date. IUSD will install special electrical receptacles and ensure that the required power supply is available. Electrical requirements are to be no greater than one-hundred twenty (120) volts with twenty (20) Amps on all machine types specified.

Electrical and environmental requirements for Toshiba products are shown below. Requirements vary slightly depending upon the device type and model. Please note that none of the proposed Toshiba equipment requires any special wiring.

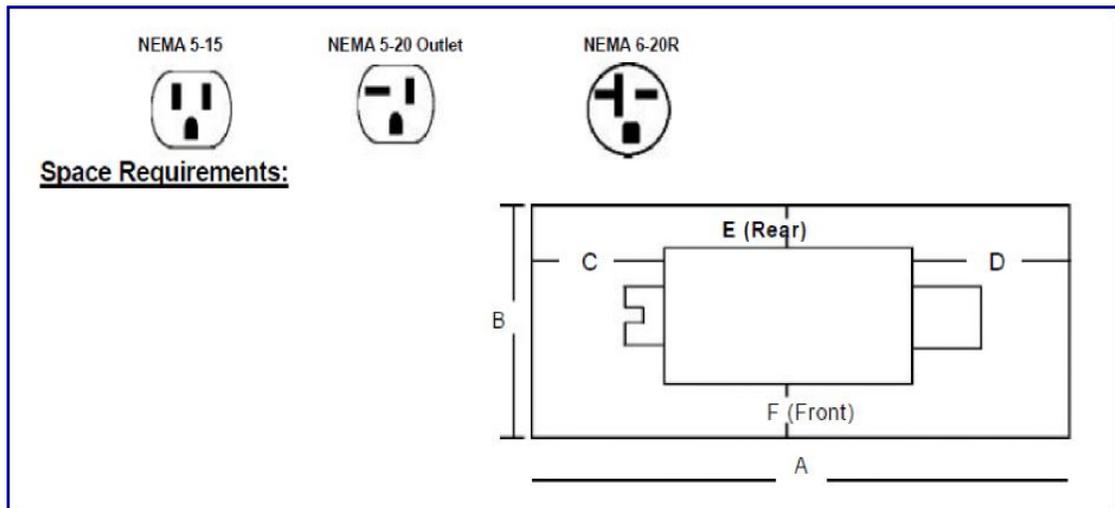
Electrical Requirements

Voltage:                    115 Volt Models: 115VAC / 60Hz  
                                  220 Volt Models: 220-240 VAC / 60Hz

10% Permissible Fluctuation  
 Current: For 115V machines: dedicated 15 or 20A Line depending on model  
 For 220V machines: Dedicated 20 to 40A Line  
 Power Cord: 76" (125" for e-STUDIO907/1057/1207 models)  
 Extension Cord: Not recommended

Environmental Requirements

Temperature: 50° - 86° F  
 Humidity: 20% to 85% Relative Humidity



1.3.6 The new digital copiers shall be installed in locations designated by IUSD project coordinator and tested within one (1) business day of removal of the previous equipment. Should Contractor elect to offer a buy-out option, including summer installation, IUSD may be more flexible on the transition timeline at select locations.

Toshiba has read under will meet this requirement. Toshiba is also offering a summer installation option.

Should the awarded Contractor be a new Contractor, the Contractor shall coordinate with the previous contractor to ensure that delivery of new equipment occurs within one (1) day of removal of old equipment.

1.3.7 Should the awarded Contractor be a new Contractor, the Contractor shall coordinate with the previous contractor to ensure that delivery of new equipment occurs within one (1) day of removal of old equipment.

Toshiba has read, understands and agrees to meet this requirement.

1.3.8 Equipment included in the initial order at existing IUSD sites must be delivered, installed, tested, and ready for staff use no later than October 14, 2018. In the event delays occur exceeding 15 days beyond the scheduled implementation identified in the Contractor’s project plan, the

Contractor may be subject to liquidated damages to reimburse IUSD for the actual damages the District will sustain. If delay is caused or continued by the Contractor, liquidated damages will apply.

Toshiba will adhere to the implementation/project plan agreed to and should any delays occur, Toshiba will ensure campus/site will have loaner MFD of equal or like features awarded delivered and installed per the awarded terms and conditions of this contract.

- 1.3.9 All equipment and supplies delivered during the duration of the Contract shall be F.O.B.-Place of Destination-Freight Prepaid to the designated sites throughout Irvine Unified School District. Delivery will be to sites designated on the agreement/amendment and/or District-approved project documents. Delivery charges, fuel surcharges or any additional costs associated with delivery will not be accepted or paid by the District. Tailgate deliveries will be not be accepted. Actual delivery of the products shall be coordinated with the District or the representative(s) designated by the District in accordance with the contract.

Toshiba understands and will comply.

Prior to delivery, Toshiba service technicians perform testing of each machine upon receipt to verify it is working properly and that it is configured with any associated set-up criteria. In addition, all features are verified to be functional before install. Once the devices pass this quality check, it is then staged for delivery according to the approved installation schedule. The service technician will arrange with you the appropriate date and time for delivery to and placement at your location. Technicians will comply with all building regulations regarding hours, method, and location of delivery as set forth by IUSD.

After the devices has been installed and tested, an authorized District representative will sign a customer acknowledgement (CA) form, verifying product was received and is working properly.

- 1.3.10 Upon award of the RFP, Contractor shall keep sufficient stocks of products, supplies and service material to insure prompt delivery, installation, and advance replacement for all newly installed copy machines and those already in IUSD's possession. Prompt delivery shall be determined by the District, but shall not exceed two (2) weeks. There shall be no minimum quantities required in order for the District to place orders for needed items. All items must be delivered and installed in accordance with the timeframes outlined in the Vendor Experience and Ability to Perform section of this RFP.

Toshiba understands and will comply.

Toshiba will schedule pre-installation meetings with the District and incumbent contractor, if possible, so that all parties are well prepared. After reviewing pre-installation data, conducting site inspections and confirming general requirements, a detailed installation schedule will be established that synchronizes the installation of Toshiba devices with the pickup and removal of existing devices by the exiting vendor.

For parts and supplies, Toshiba maintains a minimum three months' supply of inventory at their local facility and, depending on your end-user requirements, a limited stock on site at your location. In the event a critical part is needed, the service technician will place an order with our main parts warehouse and the order is usually shipped within 24 hours of the order being processed.

Prior to attending to a maintenance or service call, the technician will pre-stock their truck with the parts and supplies based on the information he or she receives from the Dispatch Center, i.e., detailed description of the problem, general condition of equipment, error codes, etc. This approach greatly reduces downtime and eliminating the need for the technician to retrieve parts from the warehouse, thereby reducing “windshield time” and work order backlog.

- 1.3.11 The selected Contractor shall furnish and deliver the quantities designated by the agreement/amendment. All materials, supplies or services furnished under the agreement/amendment shall be in accordance with the District specifications or the sample furnished by Contractor and accepted by the District. Materials or supplies that, in the opinion of the District are not in accordance and conformity with the specifications or equal to the submitted sample, shall be rejected and promptly removed from the District premises at Contractor’s expense. When a sample is taken from a shipment and sent to a laboratory for test and the test shows that the sample does not comply with the specifications in this RFP and the resulting agreement/amendment(s), Contractor shall pay the cost of such test.

Toshiba understands and will comply.

- 1.3.12 All supplies and products delivered to the District shall be in good condition at the time of delivery and are subject to inspection and rejection by the District. The District may return at Contractor’s expense any supplies or equipment which fail to meet the conditions of the RFP or fail to perform properly. Such supplies and/ or equipment shall be considered as rejected and shall be promptly replaced by Contractor. No payment shall be required until replacement is complete. Any merchandise damaged in shipment may be refused by the District and may be returned at Contractor’s expense. Contractor shall trace any merchandise lost in shipment. Contractor has no more than thirty (30) days to remedy defective or damaged equipment or services that do not meet the requirements outlined in this RFP.

Toshiba understands and will comply.

When the devices are received at the local Toshiba facility, they review the packing slip and verify that all parts are in place. Any rejected shipments due to damage, shortages, or other discrepancies are handled directly by Toshiba.

- 1.3.13 Contractor shall provide the IUSD project coordinator a signed delivery receipt showing the model, serial number, site location, and date of delivery within three (3) working days of delivery and installation.

Toshiba understands and will comply.

- 1.3.14 Contractor shall provide a full amount of consumable supplies (excluding paper) for all newly installed copy machines and those already in possession of IUSD that are included in the maintenance/Service plan.

Toshiba understands and will comply.

- 1.3.15 Contractor shall provide a minimum of one (1) hour training at each copier location. Locations are listed in Appendix A.

Toshiba understands and will comply.

- 1.3.16 Contractor's delivery and maintenance employees shall wear distinctive company clothing and display company/employee identification, including the employee photograph and name. All employees who will be on site must have received Department of Justice clearance. All Contractor employees must check in at the administration office of each site prior to any delivery or site work.

Toshiba understands and will comply.

- 1.3.17 Contractor shall own its own fleet of digital copiers and shall have additional equipment of the same make and models, with all features and specifications of the equipment quoted by Contractor, available in the event that District requires new or replacement copiers.

Toshiba understands and will comply.

- 1.3.18 Contractor must agree to contract language allowing mutual contract termination in whole or in part, in the event that IUSD does not allocate funding for the continuation of this contract or any portion thereof. Both parties shall be held without fault and there shall be no financial consequences assessed as a penalty on either party.

Toshiba acknowledges and agrees.

## P 1.4 Support and Maintenance

This section should provide detailed commitments related to the support and maintenance of the copier fleet. Contractor must provide evidence of its ability to perform maintenance and replenish supplies in the required timelines. Contractor must demonstrate reliability of the equipment and responsiveness of support.

- 1.4.1 Provide a copy of Contractor's standard Maintenance Agreement (MA) and any additional items necessary to illustrate Contractor's ability to provide the requested services. The MA and supporting documentation must minimally include: the Contractor's staffed service hours and Service Level Agreement (SLA).

[Toshiba has included as an attachment our sample maintenance agreement.](#)

- 1.4.2 Contractor shall confirm it will minimally provide maintenance service availability during IUSD working hours, 7:00am to 6:00pm, Monday through Friday, excluding holidays. No overtime charges will be allowed unless authorized by the project coordinator prior to the service being rendered.

[Toshiba confirms we can support these hours.](#)

- 1.4.3 Describe the process for submitting service requests. Explain how service requests are tracked. Describe how the original requestor as well as centralized District support personnel (IT contact and contract administrator) can view service request history by site, by machine, and by model of machine.

[District users can place their service calls through Toshiba's centralized Dispatch Center via the web, toll-free telephone number, email or fax. Professional and courteous dispatch personnel, using Toshiba's electronic trouble ticket and tracking system, quickly and efficiently manage all aspects of service requests. Upon receipt of the request, they will:](#)

- [1. Log in the date, time, and location of the call and assign a confirmation number for tracking.](#)
- [2. Obtain the model and serial number of the product, customer location, the customer's contact person and phone number a description of the problem and, if applicable, any error codes displayed on the machine.](#)
- [3. Dispatch the call to the local service technician.](#)
- [4. Track call to ensure that work is completed and the problem resolved in required timeframe.](#)
- [5. Follow up to ensure the customer is satisfied.](#)

[The first available local service technician will contact the requestor immediately upon receipt of the dispatch call. He or she will attempt to resolve the customer issue over the telephone. If remote resolution is not achieved, the technician will attend to the repairs on site.](#)

[Service history and metrics are posted online at Toshiba's Global Services Portal \(GSP\) for viewing by District users. Information, by model and location, includes system uptime; response times; time to completion; mean copies between failures \(MCBF\), mean time between failures](#)

(MTBF); multiple calls for the same problem; callbacks; machine service history; and other meaningful service-related data. During regularly scheduled account reviews, Russell Wood, Toshiba's Account Manager, will review our performance to ensure mutually identified goals are being met and/or exceeded.

1.4.4 Describe how incoming service requests are classified and prioritized. For each classification of requests, provide guaranteed response times, including initial response/acknowledgement of the request, assignment to a team/technician, on-site response time where needed, and other support milestones. Describe the process for accessing support for high-priority requests after hours. Minimum expectations are as follows:

- Acknowledge all maintenance request calls from any IUSD staff by responding back to the person requesting service within no more than one (1) hour.
- Maximum allowable on-site response time is four (4) hours after responding back to the person requesting service.

All service requests are received by Toshiba's Centralized Dispatch Center. The technician is immediately notified of the service call. The field-technician will call the customer immediately to confirm the call, provide an estimated time of arrival and, if possible, resolve the problem over the phone. Priority will be given to any call that is an emergency or if the down machine is affecting a critical operation of your business.

Toshiba agrees to provide a service call acknowledgement to IUSD staff in one (1) hour or less and provide on-site response to service calls in four (4) hours or less during regular business hours, excluding weekends and recognized holidays.

1.4.5 Describe issue escalation procedures. List any automated triggers to escalate open issues or emergency support calls. Identify procedure for IUSD to escalate issues through key contacts.

Generally, most service issues are worked through and resolved at the technician level. When further escalation is needed, the University can reach out to your Account Manager, Russell Wood, at any time. Russell will escalate the issue to our in-house Service Department who will take the following general steps to correct reported instances of compromised service:

1. Meet with local staff responsible for service delivery.
2. Review the problem.
3. Assign internal engineering resources as needed.
4. Determine a solution that is appropriate and acceptable to the University.
5. Arrange for expedited replacement parts or loaner equipment, if necessary.
6. Document the occurrence and resolution.
7. Formulate an action plan to avoid a recurrence.
8. Review the issue during the next scheduled account review with the University.

During regular account reviews, issues raised by the District and any recommended product and process improvements are tracked for closure. Internally, the Service Manager leads team meetings to discuss and respond to product and service issues and customer complaints. Actions are prioritized and assigned to the appropriate department or team for implementation.

- 1.4.6 Describe the process for replacing a copier that, through IUSD's determination,
- Has experienced excessive outages or service interruptions (copier is unavailable for more time than the guaranteed uptime in the proposed maintenance agreement);
  - Has required frequent repairs or manual intervention from staff (e.g., frequent paper jams), but outages do not yet violate the terms of the maintenance agreement; or
  - Is experiencing slowness or maintenance issues that may be attributable to the machine being undersized for the site's copier needs.

Toshiba backs each of its products with its Total Quality Commitment (TQC) Program. This is our guarantee that your product will perform to specifications during the term of the lease or the product will be replaced. Terms of our TQC Program are:

**FREE LOANER.** If your Toshiba MFD is out-of-service more than two (2) consecutive business days after notifying your Authorized Service Provider or requires off-site service, a loaner MFD will be provided by the authorized Toshiba service provider at no additional charge, including no charge for delivery, installation and removal of the loaner.

**FREE REPLACEMENT.** If your Toshiba MFD does not operate within product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specifications, Toshiba will replace the MFD or accessory at no charge (including delivery, installation and removal) with a model of equal or better features and specifications.

- 1.4.7 Contractor shall confirm that it will replace a copier that is out of continued service for more than three (3) workdays during a thirty (30) day period with a temporary loaner or permanent replacement machine of the same or better make and model at no cost to District. For clarification, a copier that is not operational shall be considered out of service, even if a required part has been ordered. Additionally, a copier that suffers from repeated, intermittent outages that significantly impact site operations for more than three (3) days in a thirty (30) day window shall be considered out of service. The replacement machine shall be installed and operational within five (5) working days from the original maintenance request call (consecutive non-operational days) or the of third outage (non-consecutive non-operational days). Equipment information concerning both old and new machines shall be forwarded to the IUSD project coordinator within three (3) working days of the exchange.

Toshiba backs each of its products with its Total Quality Commitment (TQC) Program described above.

- 1.4.8 Contractor shall confirm that it will permanently replace any individual copy machine with repeated service calls that does not perform to the satisfaction of IUSD at no cost to the District, and such replacement equipment shall be equal to or better than the original furnished copier. The make and model of the replacement machine shall be subject to the approval of the IUSD project coordinator. The replacement copier must be newly manufactured equipment of the model specified in the RFP or newer unless approved by the IUSD project coordinator. Equipment information concerning both old and new machines shall be forwarded to the IUSD project coordinator within three (3) working days of the exchange.

Toshiba backs each of its products with its Total Quality Commitment (TQC) Program described above.

- 1.4.9 Permanently replace any band of copy machine with repeated service calls that does not perform to the satisfaction of IUSD with a different model of copy machine that can produce the required volumes of copies in a more reliable manner at no cost to the District.

Toshiba backs each of its products with its Total Quality Commitment (TQC) Program described above.

- 1.4.10 Describe Contractor’s tools and processes for proactively monitoring, maintaining and responding to issues with the fleet. Identify data collected automatically or manually for each copier. Identify what information shall be visible to or provided to IUSD personnel. Provide response time information for typical issues and low supplies. Provide information on defined triggers/thresholds for copier replacement or removal from service for extensive repair.

There are several fleet monitoring, management and reporting tools available to IUSD at no cost. These tools are valuable enterprise-level fleet management tools that leverage SNMP communication in alerting low supplies as well as more critical errors. These tools will allow IUSD’s IT administrators to monitor as well as manage device settings, deploy firmware and embedded machine applications. We have listed them here, and would select one, based upon the hardware option chosen by IUSD.

**e-BRIDGE Fleet Management System**

Toshiba’s eFMS is a no-cost software solution providing customers complete centralized monitoring, management, and administration of their networked Toshiba’s MFPs. Key features include:

- Instantly gather information from networked systems throughout your company.
- Monitor meter readings, machine availability, as well as toner and paper supply status
- Define grouped devices by model, cost center, department, or location.
- View detailed device data including errors, consumables levels, status alerts, and current usage and history,
- Develop customized reports covering groups of devices which can be defined as templates.
- Configure multiple MFPs at the same time (address books, templates, network configuration).

Administrators using eFMS can monitor all networked Toshiba MFPs through one common, intuitive user interface. They also can receive status reports on jams or service issues and other device information updates via pop-up or e-mail. In the case of more severe technical difficulties where service is required, an e-mail notification can be directly sent to the service provider to speed response times and increase machine availability and user productivity. Administrators also can deploy and manage device settings and configurations, all directly from the desktop.

### **FM Audit**

FMAudit, an integrated software platform, is a data collection agent (DCA) for reporting across the fleet regardless of make, model or manufacturer. Information is captured by MIB via SNMP. It collects information related to meter reads, device alerts consumable levels, etc across the entire fleet.

FMAudit can identify fields such as manufacturer, model, serial number, and IP address of each system. FMAudit will also capture meters; totals as well as monochrome and color meters. This will also be a tool used to track toner levels. FMAudit captures all of this information regardless of the type of system or manufacturer of each system. FMAudit is firewall friendly and non-intrusive that requires no manual intervention by the customer to pull data from all devices on the network.

### **Global Services Portal (GSP)**

An integral component of our program is the customized Global Services Portal (GSP) that we have developed and implemented for IUSD. It is a multi-level online resource that offers full visibility and access to a user-friendly, self-service website – 24 hours a day, seven days a week. The website is a secure, convenient and easily-navigable way to streamline IUSD’s asset management functions, review usage and service history, contract information and request service and supplies. Through GSP, customer reports can be created allowing IUSD (or our on-site team) to better manage your fleet by monitoring such things as uptime, response time and TCO.

### **e-BRIDGE CloudConnect**

As a value-added service, we will utilize our exclusive e-BRIDGE CloudConnect, an innovative cloud-based application that allows our technical staff to remotely update firmware, push down service codes and find error history within products to help with diagnostics and proactive maintenance of your fleet. Since introduction, this tool has significantly improved our customers’ working environment by increasing uptime, reducing workload and optimizing device management.

CloudConnect works behind the scenes for you in managing your devices remotely by gathering information about your machine via the cloud. That means you can spend less time managing your devices and free up your resources with remote meter reads, firmware updates, and toner alerts to trigger automatic supplies deliveries. It’s easy to set up too, with no software installation required—simply install as a firmware update.

- 1.4.11 Describe tools available to IUSD school site and centralized personnel to view actual monthly and annual impressions by copier against recommended volume for that model device.

Usage reports from Toshiba’s Global Services Portal (GSP) will help you better manage product population by having the ability to see total usage volume. You will be able to view usage volume by product type, manufacturer, model or location.

**Sample Report – Overall**

Search by time range, manufacturer or model

USAGE REPORTS

BY MODEL | BY LOCATION | Last 12 Months | All Manufacturers | All Models

LAST 12 MONTHS View by machine type

COPIERS

	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Apr 06
Asset Count	27	27	27	27	21	21	21	21	19	19	19	19
Monthly Volume (Mono)	715,243	720,651	724,987	782,143	645,875	698,231	719,632	586,342	898,621	745,654	763,093	689,323
Monthly Volume (Color)	25,389	28,764	26,754	22,191	21,032	20,897	23,194	31,021	26,752	32,891	19,854	25,823
Monthly Volume Total	740,632	749,415	751,741	804,334	666,907	719,128	742,826	617,363	925,373	778,545	782,947	715,146

PRINTERS

	May 05	Jun 05	Jul 05	Aug 05	Sep 05	Oct 05	Nov 05	Dec 05	Jan 06	Feb 06	Mar 06	Apr 06
Asset Count	8	8	8	8	8	8	7	7	7	7	7	7
Monthly Volume (Mono)	125,389	128,764	126,754	122,191	121,032	120,897	123,194	131,021	126,752	132,891	119,854	125,823
Monthly Volume (Color)	25,389	28,764	26,754	22,191	21,032	20,897	23,194	31,021	26,752	32,891	19,854	25,823
Monthly Volume Total	150,778	157,528	153,508	144,382	142,064	141,794	146,388	162,042	153,504	165,782	139,708	151,646

**Sample Report – By Model**

USAGE REPORTS

BY MODEL | BY LOCATION | Last 12 Months | All Models

Last 12 Months > COPIERS > TOSHIBA

TOSHIBA MODELS

ESTUDIO2500C

	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	Jun 2008
Asset Count	7	7	7	7	7	7	7	7	7	7	7	7
Monthly Volume (Mono)	13340	15954	9861	7904	12317	19753		7466	6640	9349	8993	
Monthly Volume (Color)	36560	48312	40670	45310	38110	36683		41652	28376	46315	45990	
Monthly Volume Total	49900	64266	50531	53214	50427	56436	0	49118	35016	55664	54983	0

ESTUDIO3100C

	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	Jun 2008
Asset Count	3	3	3	3	3	3	3	3	3	3	3	3
Monthly Volume (Mono)	4500	4500	4500	4500	4500	4500		4500	4500	4500	4500	
Monthly Volume (Color)	13500	13500	13500	13500	13500	13500		13500	13500	13500	13500	
Monthly Volume Total	18000	18000	18000	18000	18000	18000	0	18000	18000	18000	18000	0

**Sample Report – By Function**

USAGE REPORTS

BY MODEL | BY LOCATION | Last 12 Months

Last 12 Months > COPIERS > TOSHIBA > ESTUDIO720 > CRA500061

S/N: CRA500061  
IRVINE, CA 92618

Printer Counter	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	Jun 2008
Copy	54096	55220	57039	57587	59512	60363	61276	62290	62673	63509	64215	65120
Print	108520	110853	114753	116007	121072	124225	127982	132769	134508	138381	142510	144303
Fax												
List	36	36	36	36	36	36	36	36	36	37	37	37
<b>Total</b>	<b>162652</b>	<b>166109</b>	<b>171828</b>	<b>173630</b>	<b>180620</b>	<b>184624</b>	<b>189294</b>	<b>195095</b>	<b>197217</b>	<b>201927</b>	<b>206762</b>	<b>209460</b>

Other Counters

	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	Jun 2008
Scan	40812	41603	43377	43718	45383	46416	47773	49821	50086	50932	51511	52071

### Sample Report – By Location

USAGE REPORTS												
BY MODEL		BY LOCATION		Last 12 Months		All States		All Cities		All Zip Codes		
Last 12 Months												EXPORT TO EXCEL
All States												
CA												
COPIERS	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	Jun 2008
Asset Count	33	33	33	34	34	34	34	34	34	34	34	34
Monthly Volume (Mono)	294029	183595	187287	169230	209559	200906		183595	198760	199185	175122	
Monthly Volume (Color)	67504	78190	70342	73410	70534	66269		73458	62498	77606	76530	
Monthly Volume Total	361533	261785	257629	242640	280093	267175	0	257053	261258	276791	251652	0

1.4.12 Contractor must confirm that its proposal includes full maintenance service and preventative maintenance service for all leased and District-owned copy machines and their components, including, but not limited to drums, belts, process rollers, brushes, filler bags, wiper bags, staples, toner and all labor.

Toshiba confirms.

1.4.13 Contractor shall not charge the District for copies metered during service calls conducted by the Contractor.

Toshiba understands and agrees.

1.4.14 Contractor shall not charge for the delivery, installation, and supplies for initially contracted and additional copiers (those included in the original agreement between Contractor and the District and those added at a later date).

Toshiba understands and agrees.

1.4.15 Contractor shall relocate or remove, upon notification from the project coordinator or designee, an existing copier. The change shall be accomplished by the Responding Contractor within three (3) working days and at no charge to IUSD.

Toshiba has read, understands and agrees to this requirement.

1.4.16 In the event that, during the contract period, the model supplied becomes unavailable from the manufacturer due to a model change, Contractor shall furnish a model equal to or better than the original model procured, and apply all terms of this RFP to the new model.

Toshiba understands and agrees.

1.4.17 Contractor agrees that excessive service calls or continually slow service response times may be deemed default and grounds for contract termination.

Toshiba has read, understands and agrees to this requirement. We have had this type of Guaranty for over a decade with our Total Quality Commitment Program.

## P 1.5 Penalty for Non-Performance

1.5.1 The Contractor will supply machines that will regularly and reliably produce, as a minimum, the stated number of copies in Section 5.2, subsection 2.15 of this RFP without excessive malfunctions, breakdowns, or service calls. A high incidence of such problems may result in:

- (1) Temporary replacement of machines that cannot be repaired within three (3) working days.
- (2) Permanent replacement of all individual machines with repeated maintenance calls.
- (3) Permanent replacement of all units of a model with repeated service calls with another model that can produce the required volumes of copies in a more reliable manner.
- (4) The determination that the Contractor is in default and resulting termination of the contract.

Toshiba backs each of its products with its Total Quality Commitment (TQC) Program. This is our guarantee that your product will perform to specifications during the term of the lease or the product will be replaced. Terms of our TQC Program are:

**FREE LOANER.** If your Toshiba MFD is out-of-service more than two (2) consecutive business days after notifying your Authorized Service Provider or requires off-site service, a loaner MFD will be provided by the authorized Toshiba service provider at no additional charge, including no charge for delivery, installation and removal of the loaner.

**FREE REPLACEMENT.** If your Toshiba MFD does not operate within product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specifications, Toshiba will replace the MFD or accessory at no charge (including delivery, installation and removal) with a model of equal or better features and specifications.

1.5.2 If equipment is inoperable for more than three (3) business days, IUSD shall deduct from Contractor's invoice a penalty of One Hundred Dollars (\$100.00) per day for each item of inoperable equipment. For clarification, a copier that is not operational shall be considered inoperable, even if a required part has been ordered. It is understood that these penalties will be assessed in the interest of assuring that IUSD has working equipment at all times. If equipment has been temporarily or permanently replaced with functioning equipment within the three (3) day period no penalties shall be assessed.

Toshiba backs each of its products with its Total Quality Commitment (TQC) Program described above.

## P 1.6 Administration

This section should evidence Contractor's ability to meet District's need on an administrative level. Please respond to each requirement directly and provide additional documentation as needed to support the Proposal.

- 1.6.1 Provide evidence that the Contractor is an authorized dealer and maintains a qualified staff of technicians that are manufacturer certified, and have a local repair facility within twenty-five (25) miles of IUSD with an inventory of parts at that facility.

Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc. is the manufacturer. Our U.S. Corporate Headquarters is located in Lake Forest, CA. As the manufacturer TBS maintains a team of factory trained and certified technicians and has a local repair facility within twenty-five miles of IUSD with an inventory of parts and supplies.

- 1.6.2 Provide the location of the nearest local support center that would be responsible for onsite repairs in the event of an outage or other issue. Confirm that all support personnel have been background checked and cleared.

25530 Commercentre Drive  
Lake Forest, CA 92630

All technicians have Department of Justice (DOJ) clearances.

- 1.6.3 Provide a local, dedicated person who will work exclusively with IUSD staff to manage IUSD's copier fleet including, but not limited to, equipment moves, removals, new equipment order, maintenance requests, replacement models, invoices and reports, placements, record keeping, report submissions, service and supply issues. This person should have a local cell phone number that is dedicated to IUSD allowing IUSD project staff to reach him or her immediately and who understands IUSD's business and document needs. He or she should be available within twenty-five (25) miles of IUSD during IUSD's business hours to handle such calls.

Candace "Candy" Hipp will be the assigned Project Manager to Irvine USD.

- 1.6.4 Contractor designee shall attend in-person meetings to discuss installation progress, service/equipment issues, usage, changes to copier placements, new orders, billing, recommendations for resizing/replacing units, and any additional needs of IUSD staff. Meetings will occur at least:

- a. Weekly: From the award of the contract until two (2) weeks after the initial phase of installation is complete

Toshiba acknowledges and agrees to attend weekly meeting requirement.

- b. Monthly: For six (6) months following the initial installations.

Toshiba acknowledges and agrees to attend monthly meeting requirement.

- c. Quarterly: Thereafter for the duration of the contract.

Toshiba acknowledges and agrees to attend quarterly meeting requirement.

- 1.6.5 Contractor shall be responsible for removing all copiers within the final month of the contract as scheduled by the project coordinator, in coordination with the installation of equipment associated with the successor contract at no charge to IUSD.

Toshiba has read, understands and agrees to this requirement.

- 1.6.6 New Sites (newly opened schools/offices due to District growth during the term of the contract) and Additional Equipment for Existing Sites: Outline the process for adding Copiers for new sites to the contract and bringing them online after the initial implementation of IUSD's existing sites, as well as adding additional equipment to existing sites. IUSD anticipates purchasing new equipment for new sites, and adding such new equipment to the service/maintenance agreement with Contractor. IUSD expects that additional sites shall be added as an addendum, and the terms and pricing of the addenda shall be consistent/coterminous with parent agreement. Be specific about the notification requirements and expected timelines. If a site-inspection is required prior to completing the work, include timelines from room-ready site inspection to delivery of the equipment.

New Devices will be added conterminously using the "Purchase Price" listed in the RFP and the then current State of California approved GS Smart Rate for the balance of the term. By that if there are 41 months left in the contract we will use the current 41-month GS Smart Rate. Terms less than 12-months are not allowed under the GS Smart program so we will provide rentals at the 24-month rate for any placements less then 12-months.

- 1.6.7 In the event of site closure, program reduction or declining enrollment at a specific school, IUSD may terminate the lease(s) for copiers located at the impacted site under this clause without penalty. No termination charges shall be charged (including fees for service termination, remaining monthly charges, or any other cost associated with termination). Contractor agrees to remove or relocate the subject equipment at no cost to IUSD. Payment shall be made up to the end of the current month of the cancellation.

Toshiba has read, understands and agrees to meet this requirement. We do request that if an alternative location within the District becomes available we have the option to relocate the unit to the alternative location.

- 1.6.8 In the event of re-organization or the temporary or permanent relocation of programs and departments within IUSD, IUSD may terminate the lease(s) of or have Contractor relocate the copiers associated with the affected programs and departments without penalty or any additional costs. Contractor agrees to remove or relocate the subject equipment at no cost to IUSD. Payment shall be made up to the end of the current month of the cancellation.

Toshiba has read, understands and agrees to meet this requirement. We do request that if an alternative location within the District becomes available we have the option to relocate the unit to the alternative location.

- 1.6.9 During the period of the contract, IUSD may add additional copiers, reduce the number of copiers, or upgrade/downgrade copiers to a different performance band in response to changes to program needs. These changes will be made at no additional cost to the District. The District will be charged only the new monthly rate for the selected replacement equipment and associated impressions per the RFP Pricing Form. Any limitations to changes, such as minimum or maximum quantities, must be specified on the Responding Contractor's Pricing Form response.

Toshiba has read, understands and agrees to meet this requirement. We do request that if such a request is made we are provide an opportunity to suggest "Right Sizing" as an alternative location within the District.

## P 1.7 Billing

This section should evidence Contractor's ability to meet District's specialized invoicing requirements, including monthly reports regarding usage for each machine. Please respond to each requirement directly and provide additional documentation as needed to support the Proposal.

- 1.7.1 Contractor shall provide an invoice with a summary of all charges, broken out by school site and copier model/serial number. All charges must be itemized with a clear description, including, but not limited to monthly costs for lease of equipment, monthly per copy charges broken down by Black and White and Color, overage charges, and one-time lease costs. Invoices must be provided by the 15th of each month and on the 10th in July. (Sample billing form included in Appendix A).

Toshiba has read, understands and agrees to meet this requirement.

- 1.7.2 Contractor shall manage billing and create invoices in-house. Contractor shall not out-source invoicing to a financial institution or other representative.

**Exception.** Toshiba inquired about the use of a Municipal Lease Program during the Q & A Period as it has many advantages for the District. Toshiba recommends the use of this program thru the State of California GS \$mart program. Advantages include –

- A much lower finance cost as the Rates are Bid the State of California using the buying power of the entire State of California.
- The Terms and Conditions are pre-approved thru the GS \$mart program.
- With a GS \$mart \$1.00 lease there are no lease return costs or lease extensions as ownership transfer to the District upon acceptance of the equipment & installation. With this offer if the District elects to extend the use of the equipment there is no lease payment beyond the end of the 60-month payment life.
- Toshiba will remove the equipment at the end of the contract period unless extended by the District. In any event when the District is ready for the equipment to be removed, Toshiba will pick up any and or all of the devices placed under this contact and Toshiba will pay the District \$1.00 to transfer ownership.
- Toshiba will dispose of all devise in an environmentally manor, or recycle where possible.
- EXCEPTION – As the Terms and Conditions of the Municipal Lease are part of the State of California GS \$mart Program we cannot change these Terms, including the billing. Therefore this program will require two invoices per month or quarter. One from US Bank Municipal Lease Financial for the leasing of the Equipment and one from Toshiba for Service & Supplies.
- Toshiba WILL BE RESPONSIBLE for all service-related terms and conditions of the RFP and all associated documents and the leasing portion with US Bank Municipal Lease Financial will NOT include the service-related terms.

**Irvine Unified School District will enter into two contracts: a lease contract with US Bank Municipal Lease Financial per the Terms & Conditions of the State of California GS \$mart program and a Service & Supply- related contract Toshiba Business Solutions.**

- 1.7.3 Contractor shall collect meter reads on a monthly basis and include reads in monthly reports showing actual equipment use (number and type of impressions), compared to recommended machine utilization, and District averages for similar sites and equipment. Report must be disaggregated to site, machine, and access code level. Report must be in Excel and in a format that supports use to assess chargebacks for contracted amounts, excessive use, and/or a proportional share of overages. Reports must be provided by the 15th of the month following the meter read and on the 10th in July. A sample is provided for reference in Appendix A.

[Toshiba has read, understands and agrees to this requirement.](#)

- 1.7.4 If monthly reports are not received by IUSD by the 15th of the month following the meter read, IUSD shall deduct from Contractor's invoice a penalty of One Hundred Dollars (\$100.00) per day until the report is received. It is understood that these penalties will be assessed in the interest of assuring that IUSD has necessary information available to administer chargebacks to school sites in a timely manner.

[Toshiba has read, understands and agrees to this requirement.](#)

- 1.7.5 IUSD centrally manages the copier contract and charges each site or program for lease costs and per-impression costs. Sites and programs provide a specific account code to IUSD fiscal staff to facilitate monthly chargebacks. Provide sample usage reports and invoices to demonstrate how Contractor can support IUSD accounting and chargeback needs.

[Toshiba has read, understands and agrees to this requirement.](#)

- 1.7.6 Provide sample reports that would be available to IUSD technical staff and school site contacts to monitor machine supplies, usage and outages/service interruptions.

[Toshiba also will utilize \*\*Tableau\*\*, a powerful business intelligence software, on the City's account for performance and data reporting and for Quarterly Business Reviews. This secure online resource integrates with our fleet management software to provide you instant visibility into information on all of your assets in North America. All account data is combined to create reporting on service trends, volume trends, device utilization, optimization recommendations, billing history and fleet overviews \(by dates, locations and departments\). Customized Tableau Dashboards are created and allow for interactive client engagement during the reviews. Relevant data can be sorted and viewed by an almost infinite number of variables, capable of providing high overview reports while still drilling down to the asset level. These reports can be shared with the District on demand or during our business reviews.](#)

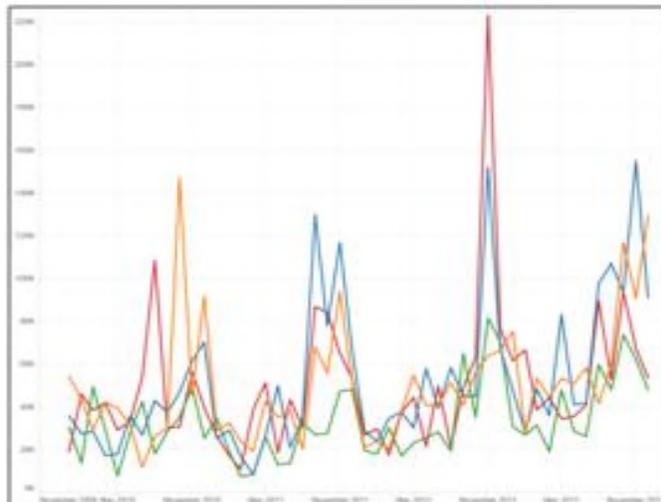
A few of the available Tableau dashboard reports are illustrated here.

**Smart Dashboards**

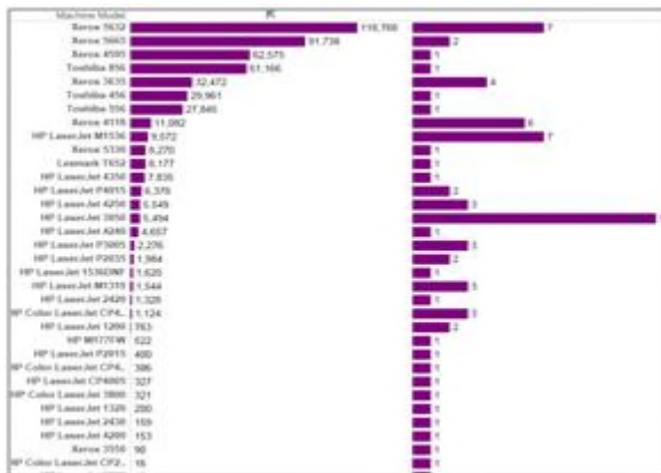
Combine multiple views of data to get richer insight. Best practices of data visualization are baked right in.



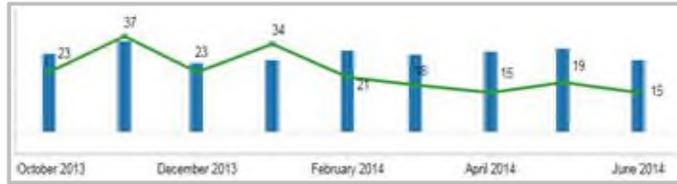
**Volume Trends**



**Device Utilization**



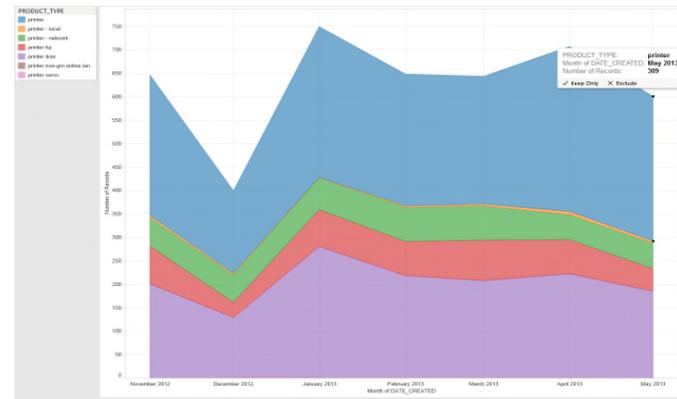
**Service History**



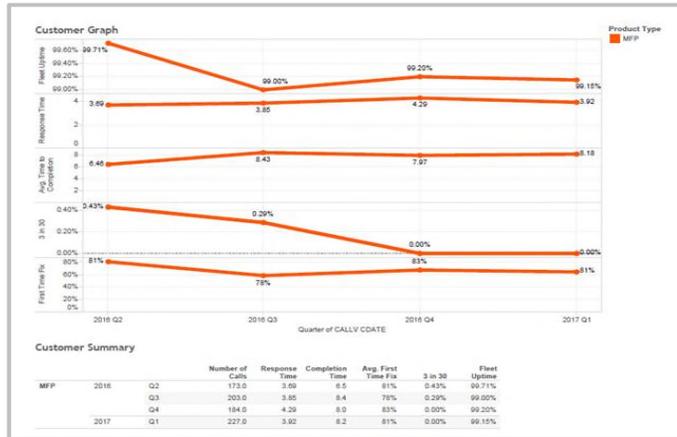
**Service Calls by Location**

Location	Date	2014	Q2	April
FAMILY MEDICINE AT ...				4
OB/GYN AT RIDGEWAY				3
Social Work				3
WEST MAIN OB/GYN				3
FAMILY MEDICINE AT P.				3
CHEMICAL DEPENDAN.				3
CONSULTANT AREA - P.				3
IN-PATIENT PSYCHIAT.				2
PARK RIDGE CHILD CA.				2
PRCD - INPATIENT UNI.				2
EVELYN BRANDON HE.				2
Faculty Partners				2
HAMLET				2
DIETARY - FOOD & NU.				2
PRLC Cottage #3				2
PRLC Cottage #2				2

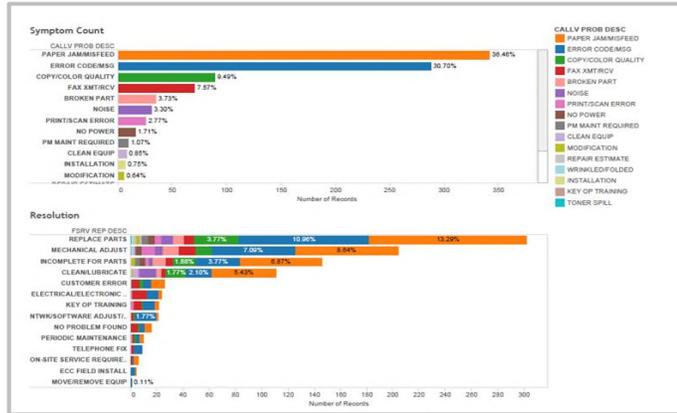
**Service Tickets Type**



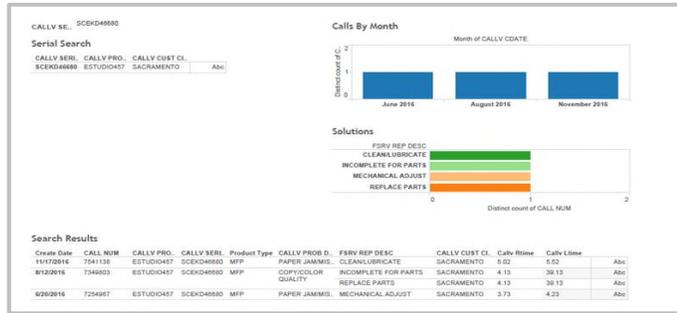
**Service Level Summary**



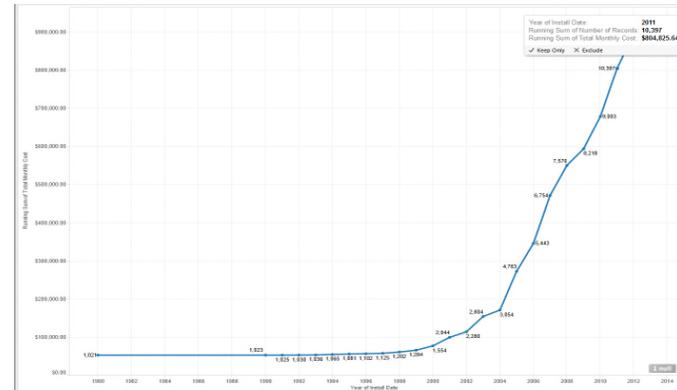
**Symptom Count and Resolution**



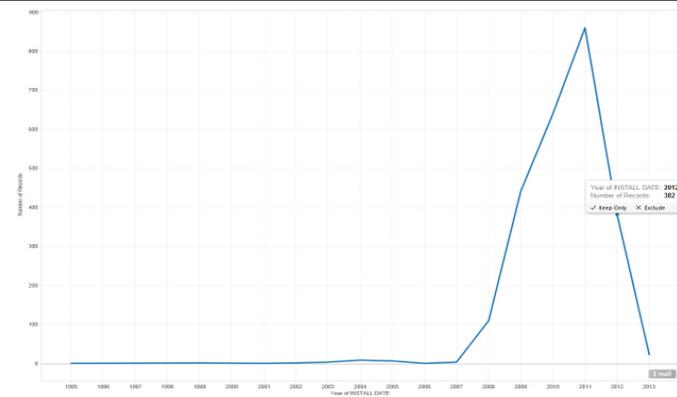
**Calls by Month**

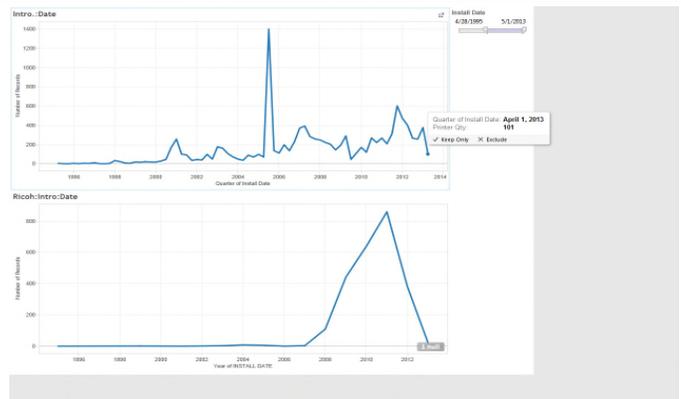


**Quantity Cost: Run**



**Install Dates**





To ensure the ongoing success of your Managed Print Services program, once our solution is in place we will conduct regularly scheduled business reviews that, in general, include ongoing evaluations of your device deployments to ensure that your equipment and technology implemented remain aligned with the City objectives. During these reviews, we can provide standardized reports that analyze printing and document workflow patterns and detect trends regarding specific devices or departments. By monitoring changes in volumes, supply shipments, service errors and calls on a regular basis, Toshiba can isolate issues quickly and propose solutions that address current requirements and help determine future document management needs. Some areas of discussion during our meetings with the District may include:

- Changes in organizational objectives or priorities.
- Trends affecting customer industries and markets.
- Increases in print output or changes in printing requirements.
- Addition or expansion of services required.
- Customer satisfaction feedback.
- Consolidation of tasks through use of multifunctional devices.
- Service/performance issues (i.e., problem machines with excessive service calls or downtime).
- Legacy equipment obsolescence.
- Over- or under-utilized equipment.

In addition, Toshiba will discuss specific recommendations for upgrades, enhancements or substitutions of equipment and technology for use in future on-site operations. These recommendations include a breakdown of cost benefits and potential efficiencies of operations.

Using fleet monitoring tools, uptime and utilization will be continually monitored and measured to look for opportunities for workflow and hardware utilization improvements. Regular status reports on device performance, usage and costs will reveal ways for ongoing improvements to efficiency and sustainability. Further improvements in critical, paper-based processes include analyzing current workflow and document management approaches.

During regularly scheduled meetings, the Account Management Team also will review utilization and costs of individual assets and efficiencies for each department or location. We can jointly evaluate your current products and future expansion in print volumes or store locations and determine the appropriate course

of action. Toshiba can frame a contract that will allow you to replace your current product with new technology or add new products by simply refreshing your existing contract. The service also gives you the flexibility to acquire additional technology at the same time as this refresh.

Toshiba uses not only formal channels of communication but also encourages our managers to develop close working relationships with our clients so they are comfortable calling or e-mailing whenever they have a question or encounter a problem. We also encourage our service providers and technicians to establish a rapport with Irvine USD administrators and users of our services, which includes impromptu, informal discussions.

## Part 2. Technology Requirements

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This section should evidence Contractor's ability to meet all technical compliance requirements of the RFP. All equipment and associated services must comply with general requirements and expectations outlined throughout these RFP documents, any subsequent amendments, and posted RFI responses. Equipment proposed in response to each "Performance Band" must be listed in the Pricing Form in Appendix C, and must meet or exceed all specifications outlined in this section except for items listed in the Options section. If items listed in the Options section are not included on the base models of proposed equipment, Contractors must include the cost to supplement the base models of proposed equipment with the necessary equipment to meet the standards list in the Options section. Please respond to each requirement directly and provide additional documentation as needed to support the Proposal.

- 2.1 Equipment quoted by Contractor must be under one (1) brand (a single manufacturer/company). A single manufacturer/brand shall provide for lower overall training costs and streamlined integration and deployment efforts for IUSD staff.

*Toshiba is proposing our award-winning Toshiba manufactured e-Studio MFD products to meet the requirements as set forth by IUSD under this initiative.*

- 2.2 Contractor shall provide copiers that are the manufacturer's newest, most recent series or "generation." Acceptable copiers shall be all "New Equipment" or "Newly Manufactured Equipment." In the event that one (1) of the incumbent contractors is awarded the contract, the existing equipment shall be replaced with new equipment at the commencement of the new contract term.

*Toshiba is proposing its newest and most recent series or generation. All proposed equipment is "New".*

- 2.3 Contractor shall not provide "Remanufactured Equipment," i.e. equipment that has been factory disassembled to a predetermined standard, then reassembled by using new parts and some used or recycled components. IUSD shall be the first user of the equipment. All items furnished under this RFP shall consist of new and original components.

*All proposed Toshiba products are "New" and consist of new and original components.*

- 2.4 All proposed equipment must run the same version of required software, which must be the most recent version of software available.

*All proposed Toshiba products run the same version of required software which is the most recent version of software available.*

- 2.5 Contractor shall submit warranty for each proposed model of equipment. Manufacturer or their agent shall maintain a guarantee that all items delivered under this contract are protected against imperfections of materials and or workmanship during the period of the contract.

*All proposed Toshiba products are guaranteed to perform to specifications. Our Toshiba "Total Quality Commitment" (TQC) guarantees your satisfaction and performance of all installed Toshiba products.*

2.6 Contractor must ensure that the proposed equipment and setup will be able to adapt and integrate with IUSD’s existing technology/telecommunications infrastructure and within bandwidth constraints at no additional charge. Describe any assumptions related to technical integration, including network bandwidth and configuration requirements.

No Assumptions. TBS will comply with this request

2.7 Provide an overview of Contractor’s proposed management software solution. Software should minimally include management tool(s) with the following administrative functions: device Identification, device status, administrative reporting, device organization using SNMP community names, remote troubleshooting and installation.

Toshiba offers our exclusive e-BRIDGE CloudConnect which monitors the devices from the cloud and includes all functionality listed above.

e-BRIDGE CloudConnect is an innovative cloud-based application that allows our technical staff to remotely update firmware, push down service codes and find error history within products to help with diagnostics and proactive maintenance of your fleet. Since introduction, this tool has significantly improved our customers’ working environment by increasing uptime, reducing workload and optimizing device management.



CloudConnect enables our service staff to provide better service in the following areas:

- **Increased Uptime**
  - Real-time alerts go to the service technician to update the status of MFDs
  - Service technicians can set policies that make adjustments to internal MFD codes to control copy, scan, and other configuration settings
  - Using the data sent from the MFDs, service staff will be better prepared for onsite service calls with correct parts and action plan for faster resolution
- **Reduced Customer Workload**
  - Alerts are sent directly to the technician, helping reduce your IT burden
  - Meter data updated daily is automatically transferred to various back-end systems
  - Toner alerts can be monitored to provide automated supplies delivery
- **Keeping Customer MFDs Up-to-date**
  - Firmware can be updated automatically
  - Remote Data Backup and Restore
  - MFD configuration data/templates/settings/contacts can be maintained, stored, restored from the CloudConnect server.

CloudConnect works behind the scenes for you in managing your devices remotely by gathering information about your machine via the cloud. That means you can spend less time managing your devices and free up your resources with remote meter reads, firmware updates, and toner alerts to trigger automatic supplies deliveries. It's easy to set up too, with no software installation required—simply install as a firmware update.

- 2.8 Proposed print solution must support maintaining an access code list where identified by sites as needed. A school site designee must be able to make simultaneous changes, additions, and/or deletions to the codes on all machines from one (1) remote server/networked computer within the District or provide service to change, add and/or delete access codes to/from all machines within twenty-four (24) hours from IUSD's request. Describe the process for creating and modifying access code lists.

Toshiba has included an upgrade to PaperCut MF. If the embedded licenses are utilized, the above functions can be completed through the Admin Console. If the embedded licenses are not utilized, Toshiba Cloud Connect can push down a policy to review a machines settings and globally adjust the other systems to match those settings.

- 2.9 All data must be erased from each copier upon the completion or termination of service before leaving any IUSD facility. All data erasures must meet DOD 5220.22-M HDD data overwrite compliance.

Toshiba's exclusive Open Platform architecture allow administrators to set and deploy company-wide security rules, settings, defaults and scanning guidelines from one centralized location to their entire fleet of Toshiba's Open Platform-enabled MFDs, providing improved control, security and efficiency.

Each Toshiba e-BRIDGE system utilizes a FIPS 140-2 Validated Self Encrypting Drive (SED). FIPS (Federal Information Processing Standard) 140-2 is a U.S. government standard that describes the encryption and related security requirements that IT products should meet. Toshiba's Data Overwrite system, also standard on Toshiba products, overwrites the hard disk drive at the end of each copy, print, scan, or fax job or at regular time intervals to prevent storage of private or confidential data. This overwrite process meets the standards established by the U.S. Department of Defense 5220.22M. These outstanding security features have earned Toshiba's e-STUDIO series an exceptional Common Criteria Evaluation Assurance Level rating of three (EAL3).

- 2.10 Proposed copiers must support web-based printing from Chromebooks, iPads and approved guest devices on the IUSD network. Describe the level of support and integration with G-Suite/Chromebooks and any additional web-based printing solutions.

Toshiba's proposed solution includes upgrading the current PaperCut NG Environment to PaperCut MF which allows printing with Chomebooks and other web base printing solutions.

Toshiba has included an upgrade of the District's PaperCut NG to PapercutMF at no charge in our offer. We have 392 different PaperCut Solutions as part of our NASPO contract. While we do not know today which, if any of these solutions will be selected by IUSD, we do state that we

will offer any and all of these solutions at or below the NASPO awarded contract price as part of this offer.

- 2.11 Describe the level of the product integration with Papercut and Contractor’s experience with Papercut deployments.

Toshiba is one of PaperCut’s largest resellers and has been installing and supporting this product for approximately 10 years.

- 2.12 Confirm that all copiers can be configured to print a banner page (cover page) to identify print jobs at large sites if desired. The banner page shall minimally include the document name, username of the individual requesting the print job and the number of copies. Confirm that banner pages can be configured to pull banner paper from a different drawer than the print job. Pulling colored paper for the banner page for print jobs allows large sites to easily identify the start of each separate print job.

Toshiba can accomplish all minimum requirements as stated but would request further information/clarification as it applies to “number of copies”.

- 2.13 Describe available features to reduce print volume. Features may include individual account management, options to require a code entered at the machine to start printing from the queue, solutions to identify duplicated print jobs or other features included in the devices, management software or through Papercut integration.

The largest areas to reduce print volume are as follows:

1. Abandoned Job Deletion-Time tables are able to be set so that a print job not released at the MFP after a programmable amount of time will be auto deleted from the queue. In addition, PaperCut tracks the amount of deleted jobs and translates it into Paper, CO2, Water, and trees that are saved by this process.
2. Jobs mistakenly sent- Often times, jobs are sent in error or changes need to be made and the job resent. This results in costly prints and full recycle bins. By using a release queue, mistaken jobs can be either manually deleted or time table deleted (see above) resulting in a reduction of print volume.

- 2.14 Describe document management capabilities, including options to scan directly to Sharepoint (Office 365 and On-Premise), File servers, Office 365 (OneDrive) and G-Suite (Google Drive). Identify any services for reading and categorizing documents electronically to support document management. Include pricing of third-party software or equipment if required.

Toshiba has both embedded applications on the control panel and 3rd party software that allows scanning to the listed above areas. In addition, images can be indexed at the control panel to insure quick ingestion into a document management system.

- 2.15 The following table provides a high level overview of the base requirements for each Performance Band. Listed copier models are provided for informational purposes only. These are meant to aid Contractors in determining the “best fit” model for the identified Performance Band. Contractors are encouraged to submit their independent recommendation for the

manufacturer, make, and model of equipment to meet the District needs. All proposed products must be the current model of the manufacturer’s product line in that Performance Band.

Any copier class the Contractor chooses not to include in its Proposal is to be noted on the Proposal and Agreement as “No Proposal.” In this case, the District reserves the right to substitute pricing for a higher Performance Band model proposed for the purposes of calculating total RFP cost.

The Estimated Number of Initial Leased Devices per Band is provided for reference only. The District makes no warranties that it will lease or purchase the number of machines listed within this RFP. Due to enrollment growth and program changes, the District requires the ability to add on services/equipment during the life of the contract by coterminous addendums to the original agreement. Quantity additions or deletions shall be made at the option of IUSD.

Contractor must respond to this section by:

**(1) Listing the proposed copier make and model for each performance band,**

**Band 1**

**Toshiba e-Studio5008A**

**Band 2**

**Toshiba e-Studio7508A**

**Band 3**

**Toshiba e-Studio907**

**Toshiba e-Studio8508A**

**Band 4**

**Toshiba e-Studio5005AC**

**Band 5**

**Toshiba e-Studio6506ACT**

**Band 6**

**Toshiba e-Studio7506ACT**

**(2) Affirming that the proposed copier model meets or exceeds all standards listed,**

At Toshiba we always ask ourselves what would we do if we were the customer? This prospective allows us to be the vendor for both Los Angeles Unified School District (since 2011) and Los Angeles County Office of Education. Because of that we have an exception.

Toshiba meet all requirements except for Band 6. We are recommending the Toshiba e-Studio 8508A, 85 pages per Minute MFP rated to do up to 720,000 pages per month. By substituting the

8508A the District will save over \$60,000. Toshiba Southern California has two of these units in a District that have over 5,000,000 pages to date.

We are providing pricing on the Toshiba e-Studio 907 to be compliant, but we strongly recommend the District accept the Toshiba e-Studio 8508A.

We have attached a Pricing Pages with the Toshiba e-Studio 907 as well as information that compares both Toshiba as well as the other units in this Band the District Listed. Please note that both our Devices have a higher rating then any of the competitor's devices.

**(3) Provide proposed specifications for each category listed, and**

**Band 1**

**Toshiba e-Studio5008A**

50PPM Digital Copier

MR3031 100-sheet RADF

MJ1042 - Inner Finisher

KD1059LT - 2000 Sheet Large Capacity Feeder

PWRFLTER-D113Z6T - Surge 120/15 Standalone

STAND5005 – Stand

**Band 2**

**Toshiba e-Studio7508A**

75PPM Digital Copier w/DSCF

MP2502 – 2500 Sheet Large Capacity Feeder

MJ1111 – 50 Sheet Stapling

KN1103 – Finisher Rail

PWRFLTER-D114Z6T – Surge 120/20 Standalone

**Band 3**

**Toshiba e-Studio907**

90PPM Digital Copier

MX-MFX1 - Bypass Tray for Main Unit

MX-LC12 – A4 LCC

MX-RB16 – Relay Unit for LCT

MX-RB13 – Relay Unit  
MX-FN21 – 100 Staple Finisher  
MX-PN13B – Punch Unit for MX-FN21/22  
MX-FN24 – 50 Staple Finisher  
MX-FN25 – 50 Staple Saddle Stitch Finisher  
PWRFLTER – Power Filter 208V-20Amps

**Toshiba e-Studio8508A**

85PPM Digital Copier w/DSDF  
MP2502 – 2500 Sheet Large Capacity Feeder  
MJ1111 – 50 Sheet Stapling  
KN1103 – Finisher Rail  
PWRFLTER-D114Z6T – Surge 120/20 Standalone

**Band 4**

**Toshiba e-Studio5005AC**

50 PPM Color Copier  
MR3031 - RADF  
MJ1042 - Inner Finisher  
KD1059LT - 2000 Sheet Large Capacity Feeder  
PWRFLTER-D113Z6T – Surge 120/15 Standalone  
STAND5005 – Stand

**Band 5**

**Toshiba e-Studio6506ACT**

65PPM Color 75 BK MFP w/DSDF 4 Drawer  
MP2502 - 2500 Sheet Large Capacity Feeder  
MJ1111 - 50 Sheet Stapling Finisher  
KN1103 - Finisher Rail  
PWRFLTER-D114Z6T - Surge 120/20 Standalone

**Band 6**

**Toshiba e-Studio7506ACT**

75PPM Color 85 BK MFP w/DSDF Tandem Drawer

MP2502 - 2500 Sheet Large Capacity Feeder

MJ1111 - 50 Sheet Stapling Finisher

KN1103 - Finisher Rail

PWRFLTER-D114Z6T - Surge 120/20 Standalone

- (4) Affirming that the copier can perform consistently and reliably at the high-end of the provided Monthly Print Volume Range for the life of the contract.**

Toshiba affirms that the proposed copiers can perform consistently and reliably at the high-end of the provided monthly print volume ranges for the life of the contract.

## Part 3: Price

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Contractors must complete the Pricing Form (Appendix C). The scope of this project includes the installation, delivery and maintenance of digital copiers to all of the District's sites. All costs, including anticipated delivery, installation, preventative maintenance, parts, labor, taxes, including property taxes, surcharges, and all supplies including staples and toner, but not to include copy paper, must be accounted for. Any cost passed on to IUSD must be included in the price within Contractor's Proposal. All permits and all costs over the course of the contract shall be amortized over the cumulative pricing. Contractors must provide a narrative explanation of their pricing proposal.

3.1 Complete Appendix C: Pricing Form.

[Please see our completed Appendix C under Part 7: Pricing Form](#)

3.2 Contractors may assume either a four (4) year or a five (5) year term for services for existing sites. Contractors shall complete the Pricing Form (Appendix C) for both a four (4) year term option, and a five (5) year term option. Additional copiers may be added throughout the contract. The maintenance associated with those additions is expected to be coterminous with the original term.

[Toshiba has read, understands and agrees to this requirement. We have provided the requested Pricing](#)

3.3 Quantities described in the scope of work and hypothetical project are estimated usage for the RFP period. The District reserves the right to lease and purchase more or less of the units specified at the unit cost RFP. Responding Contractor must list any minimum requirements that affect shipments of quantities ordered by the District. Requirements noted by the Responding Contractor, or exceptions to terms contained in this RFP, deemed excessive or restrictive by the District, shall be cause for rejection.

[Toshiba has read, understands and agrees to this requirement.](#)

3.4 Provide a narrative explanation of the pricing proposal. Describe in detail any limitations of (e.g., length of term, service quantities) that apply to the proposed pricing. Note, limitations or terms that are unfavorable to the District may be cause for rejection of the Proposal.

[As noted in section 1.7.2 Toshiba has the following \*\*Exception\*\*. Toshiba inquired about the use of a Municipal Lease Program during the Q & A Period as it has many advantages for the District. Toshiba recommends the use of this program thru the State of California GS \\$mart program. Advantages include -](#)

- [• A much lower finance cost as the Rates are Bid the State of California using the buying power of the entire State of California.](#)
- [• The Terms and Conditions are pre-approved thru the GS \\$mart program.](#)
- [• With a GS \\$mart \\$1.00 lease there are no lease return costs or lease extensions as ownership transfer to the District upon acceptance of the equipment & installation. With this offer if the District elects to extend the use of the equipment there is no lease payment beyond the end of the 60-month payment life.](#)

- Toshiba will remove the equipment at the end of the contract period unless extended by the District. In any event when the District is ready for the equipment to be removed, Toshiba will pick up any and or all of the devices placed under this contact and Toshiba will pay the District \$1.00 to transfer ownership.
- Toshiba will dispose of all device in an environmentally manor, or recycle where possible.
- EXCEPTION – As the Terms and Conditions of the Municipal Lease are part of the State of California GS \$mart Program we cannot change these Terms, including the billing. Therefore this program will require two invoices per month or quarter. One to US Bank Municipal Lease Financial for the leasing of the Equipment and one to Toshiba for Service & Supplies.
- Toshiba WILL BE RESPONSIBLE for all service-related terms and conditions of the RFP and all associated documents and the leasing portion with US Bank Municipal Lease Financial will NOT include the service-related terms.

**Irvine Unified School District will enter into two contracts: a lease contract with US Bank Municipal Lease Financial per the Terms & Conditions of the State of California GS \$mart program and a Service & Supply- related contract Toshiba Business Solutions.**

- 3.5 The District will select the solution that is deemed most beneficial to District. Responding Contractors should minimize or eliminate overage charges through (1) a consistent per-impression charge, and/or (2) flexibility to adjust impression allocations throughout the life of the contract.

Toshiba only bills in arrears for actual copies/prints. With this program, the District will never pay for unused copies.

- 3.6 Confirm that all costs, including, but not limited to delivery, installation, required equipment, services, parts, labor, maintenance fees, supplies (including staples and toner, but excluding paper), taxes, surcharges and any other anticipated costs to the District have been included on the completed Appendix C: Pricing Form. Taxes may be listed separately as an approximate percentage where appropriate. Costs not identified by the Contractor shall be borne by the Contractor and will not alter the requirements identified in this solicitation.

Toshiba has read, understands and agrees to this requirement.

- 3.7 Sites may be added during the period of performance of this project. All new installations made during the term of the agreement shall terminate, at no additional cost to the District, upon expiration or termination of the agreement resulting from this RFP.

Toshiba has read, understands and agrees to this requirement.

- 3.8 There shall be no termination charges for closed or relocated sites as defined in Section 5.2, Part 1.

Toshiba has read, understands and agrees to this requirement.

- 3.9 During the period of delivery under a contract resulting from this RFP, if the price of an item decreases, IUSD shall receive a corresponding decrease in prices on the balance of the deliveries

for as long as the lower prices are in effect. At no time shall the prices charged to IUSD exceed the prices under which the RFP was awarded. IUSD shall be given the benefit of any lower prices which may, for comparable quality and delivery, be given by the Contractor to any other school district or any other state, county, municipal or local government agency in Orange County or other California Counties for the materials/equipment listed on the RFP.

[Toshiba has read, understands and agrees to this requirement.](#)

- 3.10 Billing for each digital copier will only begin after the machine is tested and accepted by the District.

[Toshiba has read, understands and agrees to this requirement.](#)

- 3.11 Should a new, replacement model of copier become available during the contract term, IUSD and Contractor may agree to substitute the new model for all additional and replaced copiers in that Performance Band for the remainder of the agreement.

[Toshiba has read, understands and agrees to this requirement.](#)

## Part 4: Exceptions

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Describe any exceptions to the RFP content, general expectations, specific requirements, and/or the District's standard agreement. For each exception, propose acceptable alternative language and/or provide rationale to support the exception. Exceptions that are contrary to the District's best interests, do not meet the needs of IUSD staff and students, or conflict with regulations related to public contracts and procurement will not be accepted by the District and may be cause for rejection of the Proposal.

As noted in sections 1.7.2 & 3.4 Toshiba has the following **Exception**. Toshiba inquired about the use of a Municipal Lease Program during the Q & A Period as it has many advantages for the District. Toshiba recommends the use of this program thru the State of California GS \$mart program. Advantages include

- A much lower finance cost as the Rates are Bid the State of California using the buying power of the entire State of California.
- The Terms and Conditions are pre-approved thru the GS \$mart program.
- With a GS \$mart \$1.00 lease there are no lease return costs or lease extensions as ownership transfer to the District upon acceptance of the equipment & installation. With this offer if the District elects to extend the use of the equipment there is no lease payment beyond the end of the 60-month payment life.
- Toshiba will remove the equipment at the end of the contract period unless extended by the District. In any event when the District is ready for the equipment to be removed, Toshiba will pick up any and or all of the devices placed under this contact and Toshiba will pay the District \$1.00 to transfer ownership.
- Toshiba will dispose of all devise in an environmentally manor, or recycle where possible.
- EXCEPTION – As the Terms and Conditions of the Municipal Lease are part of the State of California GS \$mart Program we cannot change these Terms, including the billing. Therefore this program will require two invoices per month or quarter. One to US Bank Municipal Lease Financial for the leasing of the Equipment and one to Toshiba for Service & Supplies.
- Toshiba WILL BE RESPONCEABLE for all service-related terms and conditions of the RFP and all associated documents and the leasing portion with US Bank Municipal Lease Financial will NOT include the service-related terms.

**Irvine Unified School District will enter into two contracts: a lease contract with US Bank Municipal Lease Financial per the Terms & Conditions of the State of California GS \$mart program and a Service & Supply- related contract Toshiba Business Solutions.**

## Part 5: Required Forms (Appendix B)

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All required forms must be submitted as part of the Contractor's complete proposal on or before the Proposal Deadline specified in the calendar of events. Required Forms are included in Appendix B of this document and listed below.

- Proposal Submission Checklist
- Purchase Agreement
- Acknowledgment of Amendments to RFP
- Contractor Representation and Certification
- Non-collusion Declaration
- Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters
- Certification on Restrictions on Lobbying
- Piggyback Clause

## **Appendix B: Required Forms**

### **PROPOSAL SUBMISSION CHECKLIST**

- Cover Page: Company Name, Contact Information
- Part 1: Vendor Experience and Ability to Perform
- Part 2: Technology Requirements
- Part 3: Price
- Part 4: Exceptions
- Part 5: Required Forms (Appendix B)
  - Proposal Submission Checklist
  - Purchase Agreement
  - Acknowledgment of Amendments to RFP
  - Contractor Representation and Certification
  - Noncollusion Declaration
  - Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters
  - Certification on Restrictions on Lobbying
  - Piggyback Clause
- Part 6: Pricing Form (Appendix C)
- Part 7: Required Supplementary Materials
  - Installation Plan
  - Sample Contract for Lease terms and Service & Maintenance
  - Additional Resources that Support the Proposal
  - Optional: Buy-Out Option Pricing and Installation Plan
- Part 9: Optional Forms (Appendix D) - *Required of Selected Contractor within ten (10) days of Notice of Intent to Award*
  - Workers' Compensation Certificate
  - Drug Free Workplace Certification
  - Tobacco Use Policy
  - Notice to Contractors Regarding Criminal Records Check
  - Criminal Records Check Certification by Contractor
  - W-9
  - Certificate of Liability Insurance, including an Additional Insured Endorsement

**PURCHASE AGREEMENT**

Upon notification of selection and Board Approval, the undersigned hereby promises and agrees to furnish all articles or services within the dates specified, in the manner and form and at the prices herein stated in strict accordance with the advertisement, specifications, proposals and general conditions all which are made a part of the purchase agreement.

Name under which business is conducted Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.

Business Street Address 25530 Commercentre Drive Tel: 949-267-4201

<u>Lake Forest</u>	<u>CA</u>	<u>92630</u>
City	State	Zip Code

**IF SOLE OWNER**, sign here:

I sign as sole owner of the business named above.

\_\_\_\_\_

**IF PARTNERSHIP**, sign here:

The undersigned certify that we are partners in the business named above and that we sign this purchase agreement with full authority so to do. (One (1) or more partners sign)

\_\_\_\_\_

**IF CORPORATION**, execute here:

The undersigned certify that they sign this purchase agreement with full and proper authorization so to do.

Corporate Name

Toshiba America Business Solutions, Inc.

Signed  R. Steven Tungate Title Vice President, General Manager

R. Steven Tungate Strategic Business Planning & Supply Chain Management

Signed  Walter Hploman Title Vice President, Enterprise Administration

Walter Hploman

Incorporated under the laws of the State of California

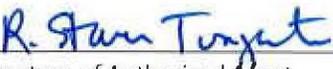
**ACKNOWLEDGEMENT OF AMENDMENTS TO RFP**

CONTRACTOR HEREBY ACKNOWLEDGES RECEIPT OF ANY AND ALL AMENDMENTS TO THE RFP.

If Contractor has no knowledge of any amendments to the RFP having been issued to, or received by, Contractor, please check following box:

Amendments

Amendment No.	Date Published	Date Received
<a href="#">Addendum No. 1</a>	<a href="#">June 4, 2018</a>	<a href="#">June 4, 2018</a>
<a href="#">Addendum No. 2</a>	<a href="#">June 5, 2018</a>	<a href="#">June 5, 2018</a>
<a href="#">RFI No. 1</a>	<a href="#">May 29, 2018</a>	<a href="#">May 29, 2018</a>
<a href="#">RFI No. 2</a>	<a href="#">May 31, 2018</a>	<a href="#">May 31, 2018</a>
<a href="#">RFI No. 3</a>	<a href="#">June 5, 2018</a>	<a href="#">June 7, 2018</a>

By: X  Date: June 14, 2018  
 Signature of Authorized Agent

Name and Title of Authorized Agent: [R. Steven Tungate, Vice President, General Manager Strategic Business Planning & Supply Chain Management](#)

Name of Contractor: [Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.](#)

## Addendum No. I

### Bid 17/18-04IT: Digital Copiers

June 4, 2018

This addendum forms a part of the contract and modifies the original Request for Proposal documents. This addendum shall supersede all previously issued specifications, addenda and any other written or verbal direction. The modifications within this addendum shall be made part of the contract documents and shall be subject to all requirements thereto. **Contractors shall modify the following items wherever appearing in any portion of the Request for Proposal documents.** Contractor shall acknowledge receipt of Addendum No. I in the space provided on this form. Failure to do so may subject Contractor to disqualification.

### Changes and/or Additions to Request for Proposal Documents

#### Section 5.2, Parts 6 - 9 are hereby Amended as Follows:

##### **Part 6: District Rules and General Terms**

Acknowledge and agree to all District rules and terms.

##### **Part 7: Pricing Form (Appendix C)**

Complete the Pricing Forms in Appendix C and insert into Response as Part 7.

##### **Part 8. Required Supplementary Materials**

All required forms must be submitted as part of the Contractor's complete proposal on or before the Proposal Deadline specified in the calendar of events. Required Supplementary Materials are listed below.

- Installation Plan
- Sample Contract for Lease terms and Service & Maintenance
- Additional Resources that Support the Proposal
- Optional: Buy-Out Option Pricing and Installation Plan

##### **Part 9: Optional Forms (Appendix D)**

Optional Forms are not required to be submitted with the Contractor's proposal. However, Optional Forms listed below must be submitted by the selected Contractor within ten (10) days of the notification of the District's Intent to Award. Optional Forms are included in Appendix D of this document and listed below.

- Workers' Compensation Certificate
- Drug Free Workplace Certification
- Tobacco Use Policy
- Notice to Contractors Regarding Criminal Records Check
- Criminal Records Check Certification by Contractor
- W-9

- Certificate of Liability Insurance, including an Additional Insured Endorsement
- District Standard Agreement (provided in Appendix A)

**Section 5.2, Part 5 is hereby Amended as Follows:**

## **Appendix B: Required Forms**

### **PROPOSAL SUBMISSION CHECKLIST**

- Cover Page: Company Name, Contact Information
- Part 1: Vendor Experience and Ability to Perform
- Part 2: Technology Requirements
- Part 3: Price
- Part 4: Exceptions
- Part 5: Required Forms (Appendix B)
  - Proposal Submission Checklist
  - Purchase Agreement
  - Acknowledgment of Amendments to RFP
  - Contractor Representation and Certification
  - Noncollusion Declaration
  - Certification of Primary Participant Regarding Debarment, Suspension, and Other Responsibility Matters
  - Certification on Restrictions on Lobbying
  - Piggyback Clause
- Part 6: District Rules and General Terms
- Part 7: Pricing Form (Appendix C)
- Part 8: Required Supplementary Materials
  - Installation Plan
  - Sample Contract for Lease terms and Service & Maintenance
  - Additional Resources that Support the Proposal
  - Optional: Buy-Out Option Pricing and Installation Plan
- Part 9: Optional Forms (Appendix D) - *Required of Selected Contractor within ten (10) days of Notice of Intent to Award*
  - Workers' Compensation Certificate
  - Drug Free Workplace Certification
  - Tobacco Use Policy
  - Notice to Contractors Regarding Criminal Records Check
  - Criminal Records Check Certification by Contractor
  - W-9

- Certificate of Liability Insurance, including an Additional Insured Endorsement

ALL OTHER PROVISIONS of the Request for Proposal Documents shall remain unchanged. This Addendum is hereby made a part of the Request for Proposal Documents to the same extent as those provisions contained in the original documents and all itemized listings thereof.

**NOTE:** The failure or omission of any Contractor to receive or examine any Request for Proposal documents, forms, instruments, addendums, specifications, or other documents, shall by no means relieve any Contractor from any obligation with respect to its Proposal or to the contract.

**SIGN AND RETURN ONE COPY OF THIS ADDENDUM WITH YOUR PROPOSAL.**

**Proposal Due Date: June 15, 2018 at 12:00 pm.**

Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.

Company Name

R. Steven Tungate, Vice President, General Manager Strategic Business Planning and Supply  
Print Name and Title Chain Management

X R. Steven Tungate

Signature

June 14, 2018

Date

**Addendum No. II**

**Bid 17/18-04IT: Digital Copiers**

*June 5, 2018*

This addendum forms a part of the contract and modifies the original Request for Proposal documents. This addendum shall supersede all previously issued specifications, addenda and any other written or verbal direction. The modifications within this addendum shall be made part of the contract documents and shall be subject to all requirements thereto. **Contractors shall modify the following items wherever appearing in any portion of the Request for Proposal documents.** Contractor shall acknowledge receipt of Addendum No. II in the space provided on this form. Failure to do so may subject Contractor to disqualification.

**Changes and/or Additions to Request for Proposal Documents**

Section 5.2

Part 1.3.5 Identify the electrical requirements for each copier included in Contractor's response. Contractor must conduct a site survey of each location and identify additional/modified data and electrical needs at least fourteen (14) days in advance of the planned installation date. IUSD will install special electrical receptacles and ensure that the required power supply is available. Electrical requirements are to be no greater than two-hundred and forty (240) volts with twenty (20) Amps on all machine types specified. Any additional infrastructure costs to IUSD may be calculated into the total cost of Contractor's proposal.

ALL OTHER PROVISIONS of the Request for Proposal Documents shall remain unchanged. This Addendum is hereby made a part of the Request for Proposal Documents to the same extent as those provisions contained in the original documents and all itemized listings thereof.

**NOTE:** The failure or omission of any Contractor to receive or examine any Request for Proposal documents, forms, instruments, addendums, specifications, or other documents, shall by no means relieve any Contractor from any obligation with respect to its Proposal or to the contract.

**SIGN AND RETURN ONE COPY OF THIS ADDENDUM WITH YOUR PROPOSAL.**

**Proposal Due Date: June 15, 2018 at 12:00 pm.**

Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.

Company Name

R. Steven Tungate, Vice President, General Manager Strategic Business Planning & Supply

Print Name and Title Chain Management

X R. Steven Tungate

Signature

June 14, 2018

Date

**CONTRACTOR REPRESENTATION AND CERTIFICATION**

The undersigned hereby acknowledges and affirms that:

- He/she is a duly authorized agent of the Contractor with the authority to submit a Proposal on behalf of the Contractor (corporate or other authorization confirmation may be requested prior to final contract execution).
- He/she has read the complete RFP documents and all amendments issued pursuant thereto.
- The Proposal complies with State conflict of interest laws. The Contractor certifies that no employee of its firm has discussed, or compared the Proposal with any other Contractor or District employee, and has not colluded with any other Contractor or District employee.
- If the Contractor's Proposal is accepted by the District, the Contractor will enter into a contract with the District to provide the Services, Systems and Equipment described by the Proposal on the terms mutually acceptable to the District and the Contractor.
- The District reserves the right to reject any or all proposals.

I hereby certify that I am submitting the attached Proposal on behalf of [**Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.**].

I understand that, by virtue of executing and returning this required response form with the Proposal, I further certify, that the Contractor understands and does not dispute any of the contents of the proposal requirements (except as may be noted in the response).

Contractor Name: Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.

Address: 25530 Commercentre Drive Lake Forest, CA 92630 Telephone: 949-267-4255

FAX: 949-453-3966

E-Mail: Russell.Wood@tbs.toshiba.com

By:  

Date: June 14, 2018

Manual signature of Authorized Agent

Printed Name and Title of Authorized Agent:

R. Steven Tungate, Vice President, General Manager  
Strategic Business Planning & Supply Chain Management

NOTE: If Joint Venture, each member of the joint venture must provide a completed certificate form.

**NONCOLLUSION DECLARATION**

TO BE EXECUTED BY CONTRACTOR AND SUBMITTED WITH PROPOSAL  
(Public Contract Code section 7106) The undersigned declares:

I am the Vice President, General Manager Strategic Business Planning & Supply Chain Management of Toshiba America Business Solutions, Inc., the party making the foregoing proposal.

The proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The proposal is genuine and not collusive or sham. The Contractor has not directly or indirectly induced or solicited any other Contractor to put in a false or sham proposal. The Contractor has not directly or indirectly colluded, conspired, connived, or agreed with any Contractor or anyone else to put in a sham proposal, or to refrain from responding. The Contractor has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the Contractor or any other Contractor, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other Contractor. All statements contained in the proposal are true. The Contractor has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof, to effectuate a collusive or sham proposal, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a Contractor that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the Contractor.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on June 14, 2018 [date], at Lake Forest[city], California [state].

x R. Steven Tungate  
Signature

R. Steven Tungate  
Print Name

**CERTIFICATION OF PRIMARY PARTICIPANT REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS**

The Vice President, General Manager Strategic Business Planning & Chain Management (title) of Toshiba America Business Solutions, Inc. (Contractor/Firm Name)

Certifies to the best of its knowledge and belief that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local), with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this proposal had one (1) or more public transactions (federal, state or local) terminated for cause or default.

If unable to certify to any of the statements in this certification, the participant shall attach an expiration to this certification.

I HEREBY CERTIFY OR AFFIRM THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET SEQ. ARE APPLICABLE THERETO.

R. Steven Tungate

Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.

THE PRIMARY PARTICIPANT

Firm Name/Principal

x R. Steven Tungate  
Vice President, General Manager Strategic  
Business Planning & Supply Chain Management

June 14, 2018

Date

Signature and Title of Authorized Official

**CERTIFICATION OF RESTRICTIONS ON LOBBYING**

I, R. Steven Tungate, hereby certify on behalf (name of offeror) of

Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc. that: (Firm name)

1. No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds, other than Federal appropriated funds, have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit the attached, Standard Form-LLL, "Disclosure of Lobbying Activities", in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in all subcontracts, and that all subcontractors shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Executed this 14th day of June, 2018

By x R. Steven Tungate (Signature of authorized official)

Vice President, General Manager Strategic Business Planning & Supply Chain Management  
(Title of authorized official)

**PIGGYBACK CLAUSE**

Pursuant to Public Contract Code section 20118, other school districts and public agencies in the State of California may purchase identical items under the price, terms and conditions of this RFP for the term specified by the Irvine Unified School District.

OPTION GRANTED:

OPTION NOT GRANTED:

- Only applicable to public school districts and public community college districts in the state of California
- Only applicable to Toshiba Products & Related Software Solutions Pricing and awarded service rates for Toshiba Multifunction Devices
- Not applicable to any special offerings (ie: Technology Upgrade, etc.)
- No Liquidated Damages will apply

By: x   
Manual signature of Authorized Agent

Date: June 14, 2018

Printed Name and Title of Authorized Agent: R. Steven Tungate, Vice President, General Manager  
Strategic Business Planning & Supply Chain Management

## Part 7: Pricing Form (Appendix C)

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Complete the Pricing Forms in Appendix C and insert into Response as Part 7.

Please see our completed Pricing Forms on the following pages.

**PRICING FORM PART 1: PRIMARY LEASE, 48 Month Option**
*Costs associated with a forty-eight (48) month lease of the specified equipment.*
**MACHINE AND PER MACHINE IMPRESSION COSTS**

Performance Band	Model Name and Number	Monthly Base Price Per Copier	Cost per Copy Price include various pricing for bw and color copy, print and scan	
Performance Band 1	e-STUDIO5008 A50 PPM Digital Copier	\$84.06		\$0.003
Performance Band 2	e-STUDIO7508 A75 PPM Digital Copier w/ DSDF	\$127.45		\$0.003
Performance Band 3	e-STUDIO8508 A85 PPM Digital Copier w/ DSDF	\$159.81		\$0.003
Performance Band 4	e-STUDIO5005 AC50 PPM Color Copier	\$108.62	Black	\$0.003
			Color	\$0.035
Performance Band 5	e-STUDIO6506ACT 65PPM Color 75 BK MFP with DSDF Tandem Drawer	\$132.08	Black	\$0.003
			Color	\$0.035
Performance Band 6	e-STUDIO7506ACT 75PPM Color 85 BK MFP with DSDF Tandem Drawer	\$147.77	Black	\$0.003
			Color	\$0.035

Note: If Contractor charges for impressions only, enter \$0 for the machine costs.

**OPTIONAL/ADDITIONAL COSTS PER COPIER**

Enter costs per month, assuming a forty-eight (48) month term.

Performance Band	Fax Device	Fax to Email/ Folder Included with Fax	Wireless (a/b/g/n ) Connectivity	Three-Hole Punch Finisher	Extra Tray *4 Trays Standard on all Toshiba MFPs	Access to Cloud Services (Google Drive, Sharepoint, etc)	Saddle -Stitch Finisher
Performance Band 1	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$1,495.00
	(M) \$6.61	(M) N/A	(M) \$4.37	(M) \$6.61	(M) \$7.82	(M)	(M) \$33.50
Performance Band 2	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$695.00
	(M) \$6.61	(M) N/A	(M) \$4.37	(M) \$6.61	(M) \$7.82	(M)	(M) \$15.57
Performance Band 3	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$695.00
	(M) \$6.61	(M) N/A	(M) \$4.37	(M) \$6.61	(M) \$7.82	(M)	(M) \$15.57
Performance Band 4	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$1,495.00
	(M) \$6.61	(M) N/A	(M) \$4.37	(M) \$6.61	(M) \$7.82	(M)	(M) \$33.50
Performance Band 5	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$695.00
	(M) \$6.61	(M) N/A	(M) \$4.37	(M) \$6.61	(M) \$7.82	(M)	(M) \$15.57
Performance Band 6	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$695.00
	(M) \$6.61	(M) N/A	(M) \$4.37	(M) \$6.61	(M) \$7.82	(M)	(M) \$15.57

(P) Purchase price of equipment

(M) Monthly Lease Price of equipment

**OVERAGES**
 Contractor does not charge overages of any kind.

 Overages apply Under the following circumstances: Impressions at the individual site/copier level

Other (Please Describe):

Toshiba does not have minimums, Irvine USD will only pay for actual impressions, in arrears.  
With our program you will never pay for unused impressions.

**BUY – OUT**
 At the conclusion of the forty-eight (48) month term, the District may buy-out the equipment for \$1.00

**PRICING FORM PART 1: PRIMARY LEASE, 60 Month Option**
*PRICING FORM PART 2: PRIMARY LEASE, 60 Month Option*
**Costs associated with a sixty (60) month lease of the specified equipment.**

Performance Band	Model Name and Number	Monthly Base Price Per Copier	Cost per Copy Price include various pricing for bw and color copy, print and scan	
Performance Band 1	e-STUDIO5008 A50 PPM Digital Copier	\$68.64		\$0.003
Performance Band 2	e-STUDIO7508 A75 PPM Digital Copier w/ DSDF	\$104.07		\$0.003
Performance Band 3	e-STUDIO8508 A85 PPM Digital Copier w/ DSDF	\$130.50		\$0.003
Performance Band 4	e-STUDIO5005 AC50 PPM Color Copier	\$88.70	Black	\$0.003
			Color	\$0.035
Performance Band 5	e-STUDIO6506ACT 65PPM Color 75 BK MFP with DSDF Tandem Drawer	\$107.86	Black	\$0.003
			Color	\$0.035
Performance Band 6	e-STUDIO7506ACT 75PPM Color 85 BK MFP with DSDF Tandem Drawer	\$120.67	Black	\$0.003
			Color	\$0.035

Note: If Contractor charges for impressions only, enter \$0 for the machine costs.

**OPTIONAL/ADDITIONAL COSTS PER COPIER**

Enter costs per month, assuming a sixty (60) month term.

Performance Band	Fax Device	Fax to Email/ Folder Included with Fax Device	Wireless (a/b/g/n ) Connectivity	Three-Hole Punch Finisher	Extra Tray	Access to Cloud Services (Google Drive, Sharepoint, etc)	Saddle -Stitch Finisher
Performance Band 1	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$1,495.00
	(M) \$5.40	(M) N/A	(M) \$3.57	(M) \$5.40	(M) \$6.39	(M)	(M) \$27.36
Performance Band 2	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$695.00
	(M) \$5.40	(M) N/A	(M) \$3.57	(M) \$5.40	(M) \$6.39	(M)	(M) \$12.72
Performance Band 3	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$695.00
	(M) \$5.40	(M) N/A	(M) \$3.57	(M) \$5.40	(M) \$6.39	(M)	(M) \$12.72
Performance Band 4	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$1,495.00
	(M) \$5.40	(M) N/A	(M) \$3.57	(M) \$5.40	(M) \$6.39	(M)	(M) \$27.36
Performance Band 5	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$695.00
	(M) \$5.40	(M) N/A	(M) \$3.57	(M) \$5.40	(M) \$6.39	(M)	(M) \$12.72
Performance Band 6	(P) \$295.00	(P) N/A	(P) \$195.00	(P) \$295.00	(P) \$349.00	(P) Included	(P) \$695.00
	(M) \$5.40	(M) N/A	(M) \$3.57	(M) \$5.40	(M) \$6.39	(M)	(M) \$12.72

(P) Purchase price of equipment

(M) Monthly Lease Price of equipment

**OVERAGES**

- Contractor does not charge overages of any kind.
  - Overages apply Under the following circumstances: Impressions at the individual site/copier level
- Other (Please Describe):

Toshiba does not have minimums, Irvine USD will only pay for actual impressions, in arrears.  
With our program you will never pay for unused impressions.

**BUY – OUT**

- At the conclusion of the sixty (60) month term, the District may buy-out the equipment for \$1.00

**PRICING FORM PART 3: LEASE ADJUSTMENTS**

*Provide detailed terms and costs for additions, upgrades, downgrades, removal, and/or relocation of copiers during the lease term.*

**GENERAL TERMS**

The District may add, eliminate, upgrade, downgrade, and relocate an unlimited amount of machines without penalty (only cost adjustment will be the new pricing for the associated equipment listed above).

The District may add, eliminate, upgrade, downgrade, and relocate machines without penalty, with the following limitations:

Toshiba has read, understands and agrees to meet this requirement in part. For Leased Equipment, the District would be required to follow the GS Smart Guidelines. We do request that alternative alternate locations within the District be explored as part of the District Right Sizing Program. Toshiba will do NO CHARGE Moves.

The District cannot add, eliminate, upgrade, downgrade, and relocate machines, OR penalties apply when these actions are taken. Please explain:

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**LEASE ADJUSTMENTS, 48 MONTH TERM**

If different rates apply to copiers added after the initiation of the lease, include those on the document below. If Pricing is the same as that listed in Part 1: Primary Lease, please indicate that by writing "N/A" in the table below. Enter costs per month, assuming a forty-eight (48) month term.

Performance Band	Model Name and Number	Monthly Base Price Per Copier		
		Begin After 12 Mo.	Begin After 24 Mo.	Begin After 36 Mo.
Performance Band 1	e-STUDIO5008 A50 PPM Digital Copier	\$99.06	\$114.06	\$129.06
Performance Band 2	e-STUDIO7508 A75 PPM Digital Copier w/ DSDF	\$147.45	\$167.45	\$187.45
Performance Band 3	e-STUDIO8508 A85 PPM Digital Copier w/ DSDF	\$184.81	\$209.81	\$234.81
Performance Band 4	e-STUDIO5005 AC50 PPM Color Copier	\$123.62	\$138.62	\$153.62
Performance Band 5	e-STUDIO6506ACT 65PPM Color 75 BK MFP with DSDF Tandem Drawer	\$152.08	\$172.08	\$192.08
Performance Band 6	e-STUDIO7506ACT 75PPM Color 85 BK MFP with DSDF Tandem Drawer	\$172.77	\$197.77	\$222.77

**LEASE ADJUSTMENTS, 60 MONTH TERM**

If different rates apply to copiers added after the initiation of the lease, include those on the document below. If Pricing is the same as that listed in Part 1: Primary Lease, please indicate that by writing "N/A" in the table below. Enter costs per month, assuming a sixty (60) month term.

Performance Band	Model Name and Number	Monthly Base Price Per Copier			
		Begin After 12 Mo.	Begin After 24 Mo.	Begin After 36 Mo.	Begin After 48 Mo.
Performance Band 1	e-STUDIO5008 A50 PPM Digital Copier	\$84.06	\$99.06	\$114.06	\$129.06
Performance Band 2	e-STUDIO7508 A75 PPM Digital Copier w/ DSDF	\$127.45	\$147.45	\$167.45	\$187.45
Performance Band 3	e-STUDIO8508 A85 PPM Digital Copier w/ DSDF	\$159.81	\$184.81	\$209.81	\$234.81
Performance Band 4	e-STUDIO5005 AC50 PPM Color Copier	\$108.62	\$123.62	\$138.62	\$153.62
Performance Band 5	e-STUDIO6506ACT 65PPM Color 75 BK MFP with DSDF Tandem Drawer	\$132.08	\$152.08	\$172.08	\$192.08
Performance Band 6	e-STUDIO7506ACT 75PPM Color 85 BK MFP with DSDF Tandem Drawer	\$147.77	\$172.77	\$197.77	\$222.77

### PRICING FORM PART 4: PURCHASE AND MAINTENANCE

*Costs associated with copiers PURCHASED from Contractor by the District during the term of the Contract, and maintained by the Contractor (including all consumables other than paper).*

#### MACHINE AND PER MACHINE IMPRESSION COSTS

Performance Band	Model Name and Number	Purchase Price	Monthly Maintenance Fee	Additional Cost per Copy Price	
Performance Band 1	e-STUDIO5008 A50 PPM Digital Copier	\$3,751.00	No Minimum, Billing is in arrears for actual impressions produced	\$0.003	
Performance Band 2	e-STUDIO7508 A75 PPM Digital Copier w/ DSDF	\$5,687.00	No Minimum, Billing is in arrears for actual impressions produced	\$0.003	
Performance Band 3	e-STUDIO8508 A85 PPM Digital Copier w/ DSDF	\$7,131.00	No Minimum, Billing is in arrears for actual impressions produced	\$0.003	
Performance Band 4	e-STUDIO5005 AC50 PPM Color Copier	\$4,847.00	No Minimum, Billing is in arrears for actual impressions produced	Black	\$0.003
				Color	\$0.035
Performance Band 5	e-STUDIO6506ACT 65PPM Color 75 BK MFP with DSDF Tandem Drawer	\$5,894.00	No Minimum, Billing is in arrears for actual impressions produced	Black	\$0.003
				Color	\$0.035
Performance Band 6	e-STUDIO7506ACT 75PPM Color 85 BK MFP with DSDF Tandem Drawer	\$6,594.00	No Minimum, Billing is in arrears for actual impressions produced	Black	\$0.035
				Color	\$0.035

**OPTIONAL/ADDITIONAL COSTS PER PURCHASED COPIER**

Enter Purchase Price for optional features (P) and any additional monthly maintenance costs (M).

Performance Band	Fax Device		Fax to Email/ Folder		Wireless (a/b/g/n ) Connectivity		Three-Hole Punch Finisher		Extra Tray		Access to Cloud Services (Google Drive, Sharepoint, etc)		Saddle -Stitch Finisher	
	(P)	(M)	(P)	(M)	(P)	(M)	(P)	(M)	(P)	(M)	(P)	(M)	(P)	(M)
<b>Performance Band 1</b>	\$295.00				\$195.00		\$295.00		\$349.00		Included		\$1,495.00	
	N/A				N/A		N/A		N/A		N/A		N/A	
<b>Performance Band 2</b>	\$295.00				\$195.00		\$295.00		\$349.00		Included		\$695.00	
	N/A				N/A		N/A		N/A		N/A		N/A	
<b>Performance Band 3</b>	\$295.00				\$195.00		\$295.00		\$349.00		Included		\$695.00	
	N/A				N/A		N/A		N/A		N/A		N/A	
<b>Performance Band 4</b>	\$295.00				\$195.00		\$295.00		\$349.00		Included		\$1,495.00	
	N/A				N/A		N/A		N/A		N/A		N/A	
<b>Performance Band 5</b>	\$295.00				\$195.00		\$295.00		\$349.00		Included		\$695.00	
	N/A				N/A		N/A		N/A		N/A		N/A	
<b>Performance Band 6</b>	\$295.00				\$195.00		\$295.00		\$349.00		Included		\$695.00	
	N/A				N/A		N/A		N/A		N/A		N/A	

(P) Purchase price of equipment

(M) Monthly Lease Price of equipment

**OVERAGES**
 Contractor does not charge overages of any kind.

 Overages apply Under the following circumstances: Impressions at the individual site/copier level

Other (Please Describe):

Toshiba includes service on all of these listed Options in our Device Cost Per Impression listed on Page 76 and elsewhere.

**PRICING FORM PART 5: MAINTENANCE ONLY**

Costs associated with copiers PREVIOUSLY PURCHASED by the District or LEASED OUTSIDE of the Image 2000 Contract, and maintained by the Contractor (including all consumables other than paper).

**MACHINE AND PER MACHINE IMPRESSION COSTS**

Model Name and Number	Number Owned/Leased By District	Monthly Maintenance Fee - No Impressions Included	Additional Cost per Copy Price	Additional Cost per Print Price	Additional Cost per Scan Price	Additional Cost per Fax Price
Kyocera CS 4501i (Purchased)	20	\$10.00	\$0.0037	\$0.0037	None	None
Kyocera CS 5002i (Purchased)	7	\$10.00	\$0.0037	\$0.0037	None	None
Sharp MX-M904 (Purchased)	1	\$10.00	\$0.0037	\$0.0037	None	None
Kyocera CS 5052ci (Purchased)	1	\$10.00	Black \$0.0037	Black \$0.0037	Black None	None
			Color \$0.0040	Color \$0.0040	Color None	None
Kyocera CS 4551ci (Purchased)	23	\$10.00	Black \$0.0037	Black \$0.0037	Black None	None
			Color \$0.0040	Color \$0.0040	Color None	None
Kyocera FS-1135 (Leased Outside Contract)	3	\$10.00	\$0.0037	\$0.0037	None	None
Kyocera CS 3540idn (Purchased)	1	\$10.00	\$0.0037	\$0.0037	None	None
Xerox CQ8700X3 (Leased Outside Contract)	1	Declined, we are unable to provide Service on this device				
Canon IR 6055 (Leased Outside Contract)	1	\$10.00	\$0.0037	\$0.0037	None	None
Canon IR 8295 (Leased Outside Contract)	1	\$10.00	\$0.0037	\$0.0037	None	None
Canon IR 8095 (Purchased)	1	\$10.00	\$0.0037	\$0.0037	None	None

Note: IUSD may choose to contract for maintenance on all, some or none of the above listed contractors, depending on remaining months under contract, favorability of the Contractor's proposal and the expected usable life of the listed machine.

**OPTIONAL/ADDITIONAL COSTS PER COPIER**

Enter Purchase Price for optional features (P) and any additional monthly maintenance costs (M).

Performance Band	Fax Device		Fax to Email/ Folder		Wireless (a/b/g/n) Connectivity		Three- Hole Punch Finisher		Extra Tray		Access to Cloud Services (Google Drive, Sharepoint, etc)		Saddle-Stitch Finisher	
<b>Kyocera CS 4501i</b>	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A
	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included
<b>Kyocera CS 5002i</b>	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A
	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included
<b>Sharp MX-M904</b>	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A
	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included
<b>Kyocera CS 4501i</b>	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A
	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included
<b>Kyocera CS 5052ci</b>	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A
	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included
<b>Kyocera FS-1135</b>	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A
	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included
<b>Kyocera CS 3540idn</b>	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A
	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included
<b>Xerox CQ8700X3</b>	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A	(P)	N/A
	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included	(M)	Included

**OVERAGES**

- Contractor does not charge overages of any kind.
- Overages apply Under the following circumstances: Impressions at the individual site/copier level

Other (Please Describe):

Toshiba does not charge extra to service any of the listed Options. We do not sell these devices therefore we did not list a Purchase Price for these Options.

## Part 8. Required Supplementary Materials

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All required forms must be submitted as part of the Contractor's complete proposal on or before the Proposal Deadline specified in the calendar of events. Required Supplementary Materials are listed below.

- Installation Plan
- Sample Contract for Lease terms and Service & Maintenance
- Additional Resources that Support the Proposal
- Optional: Buy-Out Option Pricing and Installation Plan

## Installation Plan

Toshiba takes great care to ensure a smooth and seamless implementation across all the locations. Implementation goals range from mitigating impact on your business to initiating and communicating account specifics, deployment schedules, identifying work flow processes for device configuration and ease of replication across the fleet, overseeing site surveys and network requirements, portal configuration for service and supply requisitioning, establishing print policies and control processes, overseeing knowledge transfer for training schedules, deployment of training tools, etc. This will include equipment mix with projected installation timelines for each location. The initial planning phase will include identifying key locations which IUSD would like to focus and may be prioritized by a variety of characteristics, such as operational expense of fleet, age of fleet, location, usage trends, device to employee ratios, scheduling to limit disruption on work productivity, etc.

Toshiba's implementation process for IUSD will be a collaborative effort designed specifically to integrate our new devices seamlessly into your current environment. We realize the implementation process is an important concern, and we will work to effect a smooth and seamless transition across all designated sites.

Throughout the process, Toshiba will work closely with IUSD to manage any unanticipated developments that may affect installation. We will document significant changes to ensure the entire IUSD/Toshiba team is synchronized. In the end, our goal is to work with you to ensure a successful project implementation that exceeds your expectations.

Toshiba recognizes that all good plans must be flexible. Throughout the planning and implementation process, Toshiba will work closely with IUSD to manage any unanticipated developments that may affect installation. We will document significant changes to ensure the entire IUSD/Toshiba team is synchronized. In the end, our goal is to work with you to ensure the project is successfully implemented and exceeds your expectations.

Contract Award triggers the implementation. There are four (4) core elements to Implementation:

- ❖ **INITIATE**
- ❖ **PLAN**
- ❖ **EXECUTE**
- ❖ **CONTROL**

Toshiba begins the implementation by initiating meetings with internal Toshiba groups and IUSD to define requirements. This planning enables IUSD to experience firsthand, the translation of requirements by establishing processes, as well as roles and responsibilities. Execution takes the established plan and moves it into action. Lastly, control enables Toshiba to benchmark and review progress of the project with IUSD until the project is complete.



Once requirements are defined and a master project plan is in place, IUSD would be ready for implementation. Implementation consists of three (3) phases: Planning, Transition, and Steady State. Each phase would be characterized by unique teams, activities and deliverables, data requirements, and key success factors.

Phase 1 Planning	Phase 2 Transition	Phase 3 Steady State
<ul style="list-style-type: none"> <li>• Client change management</li> <li>• Monitoring software</li> <li>• Device certification</li> <li>• Assessment</li> <li>• Policies &amp; Procedures</li> <li>• Print Policy</li> <li>• Service &amp; supplies</li> <li>• Billing format</li> <li>• Network requirements</li> <li>• SharePoint portal</li> </ul>	<ul style="list-style-type: none"> <li>• Hardware installation</li> <li>• Asset tagging</li> <li>• Consumables ordering</li> <li>• Output management</li> <li>• Weekly reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Break/fix</li> <li>• Supplies</li> <li>• Billing</li> <li>• Reporting</li> <li>• Account Management</li> </ul>

**INITIATE**

After Contract Award, the first phase of Implementation begins. Toshiba begins the initiate phase by conducting a Toshiba internal meeting with teams assigned to the IUSD contract. During internal preparations, a Client Engagement would be conducted to establish the following, as a minimum:

- Toshiba would request a project Champion(s) from IUSD and/or by site
- Toshiba works with IUSD' assigned project team
- Toshiba schedules weekly meetings with IUSD
- Toshiba works with IUSD to define their needs and requirements
- Toshiba assesses IUSD ' current situation by the following:
  - Understanding equipment mix
  - Understanding machine removal
  - Establishing installation timeframe (e.g., Deployment based upon expiration of assets)
  - Establishing ordering process
  - Understanding network requirements and set ups, including device testing and certification, etc.
  - Understanding billing requirements
  - Understanding Moves, Adds, Changes, Disposals (MACD) requirements
- Toshiba assigns a Customer Care team

As part of the start-up process, Toshiba will make recommendations regarding product disposition: retention, removal, movement or replacement. Thereafter, we will review your current fleet and, depending upon your current business requirements, we can discuss a plan for refreshing some of the devices in your fleet. Our goal is to ensure you are equipment with the latest, most cost effective technology and solutions available on the market.

## PLAN

After the Initiate phase, Toshiba begins the Planning phase within the Implementation process. In defining the requirements of the contract, activities may include the following:

### ➤ Internal Meetings

Toshiba meets with our internal teams to ensure IUSD' requirements are met.

- Service – Machine requirements and specifications
- IT – System support
- Operations – Billing and installation follow-up
- Product Marketing – Product allocation and forecasting

### ➤ Project Management Plan

The Project Management Plan breaks down the bird's eye view into specific tasks Toshiba would need to perform to complete Implementation.

- Toshiba breaks down locations defined by IUSD .
- The defined breakdown of locations would be used as part of the roll out schedule.
- The projected equipment roll out date would be determined between Toshiba and the District.
- A sample project timeline is shown later in this section.

### ➤ SharePoint Portal

Toshiba creates a Microsoft SharePoint portal to place documents, requirements, agendas, and planning materials within a centralized workspace for both internal and external parties to collaborate. The following below shows a sample snapshot of the SharePoint portal.

### ➤ Forecasting

Forecasting provides the District with a bird's eye view of how and when Implementation would be accomplished.

- Toshiba allocates devices to be installed from start to end of the Implementation period based on the data IUSD provides during Client engagement. During the planning process, this figure may change.
- Toshiba works closely with IUSD to determine the equipment mix and projected installation timeline in order to allocate enough equipment for roll out.

### ➤ Toshiba Proposed Roll-Out Schedule

- Based upon contract negotiations and award, Toshiba estimates the implementation process and equipment roll-out start date.

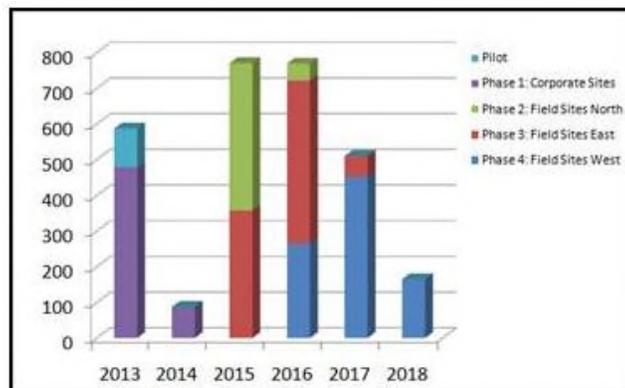
- With the use of calculated assumptions, Toshiba would determine an appropriate roll-out timeline and output, determined by IUSD ' requirements.
- The following table shows a sample snapshot of a Toshiba proposed roll-out schedule.

Client	Asset ID	Current Make	Current Model	Current Serial Number (If any)	Current IP	AMR Color	Address 1	City	St	Zip	Location Contact	Location Contact Phone	Location Contact Email	Installing Location	Installing Dealer	Installing Dealer Service Manager Contact Information	Model	Model Serial #	Model Order #	Shipping Status (Shipped, Partially Shipped, Not Shipped)	If Partially Shipped, Provide Part Numbers and ETA on BG	Projected Order Date	Projected Shipping Date	Projected Install Date	Actual Install Date	Install Status
1	402	BP	BPImage	762771	612123	40200	1740000000	Irvine	CA	92614	new/low	40200		TOSHIBA BUSINESS SOLUTIONS	TOSHIBA BUSINESS SOLUTIONS		TOSHIBA ESTN	402000001	402000	SHIPPED				3/2015		Final
2	402	BP	BPImage	762774	612123	30200	1740000000	Irvine	CA					TOSHIBA BUSINESS SOLUTIONS	TOSHIBA BUSINESS SOLUTIONS		TOSHIBA ESTN	402000002	402000	SHIPPED				3/2015	3/2015	Final
3	402	BP	BPImage	762775	612123	20200	1740000000	Irvine	CA					TOSHIBA BUSINESS SOLUTIONS	TOSHIBA BUSINESS SOLUTIONS		TOSHIBA ESTN	402000003	402000	SHIPPED				3/2015	3/2015	Final
4	404	BP	BPImage	762776	612123	40200	1740000000	Irvine	CA	92614	new/low	40200		TOSHIBA BUSINESS SOLUTIONS	TOSHIBA BUSINESS SOLUTIONS		TOSHIBA ESTN	402000004	402000	SHIPPED				3/2015	3/2015	Final

**SAMPLE**

- Toshiba could define the roll-out schedule in different ways. Below shows an example of breaking out a roll-out schedule by phases, in which we would start with a Pilot, and then phase into corporate locations, then field locations, etc.

Phase	2013	2014	2015	2016	2017	2018	Total
Pilot	108	0	0	0	0	0	108
Phase 1: Corporate Sites	479	87	0	0	0	0	566
Phase 2: Field Sites North	0	0	412	47	0	0	459
Phase 3: Field Sites East	0	0	358	457	58	0	873
Phase 4: Field Sites West	0	0	0	265	452	165	882
<b>Total</b>	<b>587</b>	<b>87</b>	<b>770</b>	<b>769</b>	<b>510</b>	<b>165</b>	<b>2,888</b>



➤ **Program Implementation Plan**

The Program Implementation Plan serves as an Implementation playbook that defines project methodology used to implement the program. Toshiba works with IUSD to produce the Program Implementation Plan. Project methodologies could include, but are not limited to the following topics:

- Assessment
- Service & Supplies Requirements
- MACD Process
- Break/Fix
- Supplies Management
- Account Management

➤ **Certification and Testing**

Toshiba gathers network requirements from IUSD and prepares for installing fleet monitoring tool, device testing and certification, etc.

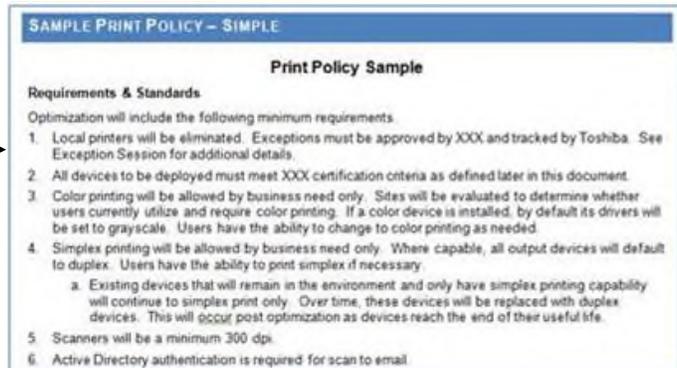
➤ **Service Break/Fix and Supplies**

Users can place their service and supplies requests with Toshiba’s Dispatch Center using Global Services Portal or by calling our toll-Free number.

➤ **Client Change Management**

Toshiba recommends to IUSD communication templates for enterprise environment change. The following would be key focal points we aim to achieve while planning Client Change Management:

- Executive sponsorship
  - Why you are doing it
  - What to expect
- Policies document
  - **Print Policy** →
- Communicate at every key phase
  - Assessment
  - Device install / removals
- Brand the initiative
  - Cost savings
  - Green initiative
- Celebrate successes
  - Savings
  - Testimonials



➤ **Service Provider Instructions**

For hardware installations, Toshiba works with IUSD to gather requirements to prepare an instructions document to provide to Service Providers. The Service Provider Instructions would include the following:

- Network Installation Procedures
- Firmware Customization
- Driver Customization

➤ **Billing**

- Toshiba works with IUSD on billing, payment details and format.
- Monthly invoice would consist of a summary invoice and device details

**EXECUTE**

After planning, the next phase is the Execute phase. Toshiba executes the plan developed with the collaboration of IUSD. Following are capabilities which may be adjusted to fit each agencies environment.

➤ **Hardware Installation**

Toshiba performs the following actions while implementing hardware installations.

- Communicates installation schedule to IUSD
- Communicates Installation Instructions to service providers
  - Installation Instructions would provide detailed information to service providers for:
    - Machine configuration
    - Network settings
    - Training materials (i.e., Equipment Training Checklist)
- Contacts service providers for installation update
- Verifies device(s) installed successfully
- Escalates issues immediately
- Contacts IUSD for post-install verification

➤ **Legacy Print Support (if applicable)**

Toshiba works with IUSD to transition legacy print devices onto the Toshiba program. Toshiba could provide the following in line with the transition.

- On-site break/fix
- On-site technician
- Supplies
- Cost-per-page

➤ **Technology Refresh**

Toshiba could perform a technology refresh. A technology refresh could consist of the following actions:

- Fleet assessment
- Asset tagging
- Move devices
- Device installation

➤ **Output Management Software**

Software solutions, if selected, would be configured to meet the specific needs of IUSD .

- Print Anywhere or Follow me Printing
- Document Security and Identification
- TCO reduction
- Sustainability
- Document storage and retrieval
- Mobile printing

➤ **Optimization**

Optimization transitions existing equipment to an optimized state according to the established policies, procedures, Document Output Management philosophy, and approved roadmap

**CONTROL**

This phase takes place simultaneously when the execute phase begins. Toshiba places key control methodologies throughout the execution process to ensure Implementation moves into a steady state.

➤ **Key Control Methodologies**

- Conducting status meetings with the account management team until installs complete.
- Reporting key metrics to benchmark or status a process. Below shows sample reports.
  - Hardware Installation: Review key metric reports with account management team

Region	Account Name	Account Type	Order Status	Order #	Device #	Device Model	Order Date	Install Date	Start Date	End Date	
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853149	1853149	eStude162D	SCJL514680	05/22/06	05/23/06	06/08/06	06/22/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1852998	1852998	eStude452	SCDE16214	05/22/06	05/23/06	06/08/06	06/24/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853152	1853152	eStude162D	SCJL515990	05/22/06	05/23/06	06/08/06	06/22/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853147	1853147	eStude162D	SCJL514774	05/22/06	05/23/06	06/08/06	06/22/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853142	1853142	eStude162D	SCJL514749	05/22/06	05/23/06	06/08/06	06/22/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853056	1853056	eStude352	SCGE18417	05/22/06	05/23/06	06/08/06	06/24/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853145	1853145	eStude162D	SCJL514871	05/22/06	05/23/06	06/08/06	06/22/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853065	1853065	eStude352	SCGE18426	05/22/06	05/23/06	06/08/06	06/24/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1852959	1852959	eStude452	SCDE18015	05/22/06	05/23/06	06/08/06	06/24/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1854971	1854971	eStude452	SCDE18006	05/22/06	05/23/06	06/13/06	06/24/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1854970	1854970	eStude352	SCGE18434	05/22/06	05/23/06	06/13/06	06/24/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853186	1853186	eStude162D	SCJL514769	05/22/06	05/23/06	06/08/06	06/22/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853218	1853218	eStude352	SCGE18419	05/22/06	05/23/06	06/08/06	06/24/06
Midwest	Toshiba Business Solutions - IL	LSE	CA Received	1853217	1853217	eStude162D	SCJL514689	05/22/06	05/23/06	06/08/06	06/22/06

- Sending surveys to end users 30 days after installation (optional)
- Ensuring billing accuracy by reviewing the first-generation invoice.
- Utilizing asset management tools
  - Allows IUSD the ability to monitor and view their ATR devices
  - Allows IUSD the ability can check for toner status, i.e. toner level, estimated replenishment date, shipping tracking info, etc.

➤ **Client Support Team**

The Client Support team consists of a Project Manager and an Account Specialist throughout the implementation. Their roles would be defined, but not limited, to the following:

- A Project Manager manages the overall implementation and deployment and is responsible for the final outcome of a deployment.
  - The Project Manager would have the following responsibilities:
    - Defining IUSD’ requirements, front and back end processes
    - Project management
    - Documenting process & procedures
    - Managing internal resources
    - Ensuring successful operations
- An Account Specialist manages the day to day operations and communications.
  - The TABS Account Specialist would have the following responsibilities for Toshiba Devices:
    - Order processing and status
    - Communicating to service providers
- Coordinating installation requirements and instructions

Toshiba takes great care to ensure a smooth and seamless implementation. Implementation goals range from mitigating impact on your business to initiating and communicating account specifics, deployment schedules, identifying work flow processes for device configuration and ease of replication across the fleet, overseeing site surveys and network requirements, portal configuration for service and supply requisitioning, establishing print policies and control processes, overseeing knowledge transfer for training schedules, deployment of training tools, etc. This will include equipment mix with projected

installation timelines for each location. The initial planning phase will include identifying key locations which IUSD would like to focus and may be prioritized by a variety of characteristics, such as operational expense of fleet, age of fleet, location, usage trends, device to employee ratios, scheduling to limit or have no disruption on work productivity, cultural aspects, etc.

A sample timeline is presented below. A customized project timeline that mirrors the actual product mix and installation dates for each campus location will be developed during the planning phase of implementation.

Task Name	Start Date	End Date	Assigned To
<b>IUSD PROJECT PLAN</b>	TBD	10/14/18	Toshiba/IUSD
<b>KEY MILESTONES</b>			
Contract Finalization			Toshiba/IUSD
Automated Meter Collection Setup			Toshiba/IUSD
Establish Asset List with Trade-In Offer			Toshiba/IUSD
Device Certification			Toshiba/IUSD
<b>PLANNING &amp; ANALYSIS</b>			
<b>Meter Collection Planning &amp; Set-up</b>			
Gather requirements to implement meter collection			Toshiba/IUSD
Document Meter Collection Configuration process flow			Toshiba
Setup automated meter collection			IUSD
Provide Subnet to Physical Address Mapping			IUSD
Validate results with known fleets			Toshiba/IUSD
<b>Global Services Portal Set-up</b>			
Gather service and supplies requirements			Toshiba/IUSD
Develop Service and Supplies Instructions			Toshiba
Build Global Services Portal			Toshiba
<b>Equipment Roll-out Schedule Plan</b>			
Device Certification			IUSD
Develop Process flow for Equipment Deployment			Toshiba/IUSD
Create a Roll-out schedule			Toshiba
Forecast for new device orders			Toshiba
<b>Develop Communication Plan</b>			
Establish communication strategy and timeline			IUSD /Toshiba
Provide District Initiative Letter to end users			IUSD /Toshiba
Provide Service and Supplies Instructions to end users			Toshiba/IUSD
<b>Training Plan</b>			
Gather training requirements			Toshiba/IUSD
Develop training plan and checklist			Toshiba/IUSD
<b>Billing Requirements</b>			
Gather billing requirements			Toshiba/IUSD
Create billing format design Document			Toshiba/IUSD
Formalize billing format and sign-off with Customer			Toshiba/IUSD

Task Name	Start Date	End Date	Assigned To
<b>Planning Phase Completed</b>			
<b>EQUIPMENT PLACEMENT MANAGEMENT</b>			Toshiba/IUSD
<b>Install new equipment according to roll-out schedule</b>			
Ship Equipment to Toshiba			Toshiba
Toshiba stages and sets up equipment			Toshiba
Toshiba installs new equipment and trains users			Toshiba

## Sample Contract for Lease terms and Service & Maintenance

Toshiba is offering Irvine USD a 48 and 60-month \$1.00 Buy Out Lease.

Toshiba has proposed that the City of Riverside utilize the GS \$Mart Program. GS \$Mart is California's award-winning, innovative concept for government financing. This financial marketplace is designed to facilitate State of California government installment or lease purchases, and meets all requirements of a competitively bid process.

With the GS \$Mart Lease, no property taxes are required. Under the GS \$mart Program's terms and conditions, the Lessee has title to the equipment, Lessor has a security interest that expires when the last payment is made. Since equipment "owned" by the Lessee is not subject to personal property tax there is no property tax liability.

U.S. Bancorp Government Leasing and Finance, Inc. agrees to bill only 48 or 60 monthly payments on a 48 or 60-month lease.

### Documentation:

Included in this proposal.



State of California GS \$Mart Program details can also be found at this URL:

[http://www.dgs.ca.gov/pd/Programs/StateFinancialMarketplace/GS\\$Mart.aspx](http://www.dgs.ca.gov/pd/Programs/StateFinancialMarketplace/GS$Mart.aspx)

### End of Lease Terms:

With GS \$Mart Lease equipment will be owned by the City. If the City would like to keep the equipment in place for additional years, Toshiba will only charge for service and supplies. When the City desires for equipment to be removed Toshiba will pick any equipment place under this contract for \$1.00.

## Additional Resources that Support the Proposal

Proposed Toshiba Product Brochures have been submitted in this section in hard copy and uploaded to electronic file as separate pdf's.

Toshiba would like to present some of our valued added solutions, many at no cost that can drive greater visibility, accountability, productivity, security, sustainability, and cost savings while enhancing your business capabilities. The following value-added programs distinguish TBS from our competitors and establish ourselves as a market leader.

### **CLOUD BASED DIAGNOSTICS.....INCLUDED AT NO CHARGE**

To optimize the operation and functionality of our customers' print fleet, Toshiba recently unveiled its e-BRIDGE CloudConnect, a cloud-based application to enhance service and support for our service providers and customers. This state-of-the-art support app will allow us to remotely update firmware, push down service codes and find error history within products to help with diagnostics and the proactive maintenance of your fleet. This new proactive cloud service will allow for fewer service calls, faster response times, and improved operation of your fleet.

#### **Benefits of e-BRIDGE CloudConnect:**

- ✓ Real time alerts to device error conditions
- ✓ Monitor and maintain device settings
- ✓ Remote firmware updates
- ✓ Change service code settings remotely
- ✓ Download service files for problem diagnosis
- ✓ Secure log-in through the Toshiba extranet
- ✓ Reduced workload

With the Cloud, our IT Help Desk can check function lists and download the information for future installations or to create backups of the product to prevent downtime if a product has a fatal error. The future of our meter capturing is also within the Cloud. Instead of having to load meter software at your locations, it will be pulled directly from the product through the Cloud and imported into our databases. Finally, once a product is ready to be returned, the Cloud has the ability to decommission the product, clearing your information and disabling functions before it is turned over to the leasing company or disposed. This ensures your information is protected once the product leaves your premises.

### **TOTAL QUALITY COMMITMENT.....INCLUDED AT NO CHARGE**

Toshiba offers the best "Equipment Performance Guarantee" in the industry and here is why: Many independent dealers and manufacturers offer to replace a machine if it has numerous failures but the guarantee is to replace it with a "like-for-like" machine. This means that if you have a three-year old MFD you will receive a machine of similar age. Toshiba offers a New machine of the newest model available at NO cost to the customer.

Toshiba stands squarely behind our promise with the assurance of complete satisfaction. Everything we do contributes to that goal—from setting the industry standard for research and development, to providing instant access to Toshiba support personnel.

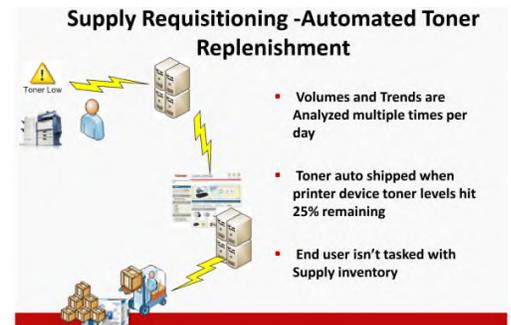


**FREE REPLACEMENT:** If your Toshiba copier or its accessories do not operate within TABS’ product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specification, TABS will replace the copier, facsimile, printer or accessory at no charge with a model of equal or better features and specifications.

**FREE LOANER:** If your copier is out of service for more than two (2) consecutive days after notifying your Authorized Servicing Dealer or requires off-site service, a loaner copier, facsimile or printer will be provided by the Authorized Servicing Toshiba Dealer at no additional charge.

**AUTO TONER REPLENISHMENT.....INCLUDED AT NO CHARGE**

For your Toshiba MFDs and laser printers, you will receive our Replenishment (ATR) System that eliminates any intervention by the user. Toshiba’s monitoring tool will look at product usage, toner level, order history, cartridge yield and other factors to predict days of toner remaining. When it hits the threshold determined for the specific product, the toner will automatically be shipped to the designated location, with a label clearly depicting the correlating serial number, intended recipient and product location. The end user will never need to worry about ordering toner! Routine delivery is typically 1 business day.



Using Toshiba’s e-remote monitoring tools, key operator can remotely monitor the status of all Toshiba MFDs including consumable levels situations such as consumable and paper levels, paper jams, or service related conditions.

**CONSUMABLES RECYCLING.....INCLUDED AT NO CHARGE**

Toshiba is again extending our exclusive “Close the Loop” recycling program for disposing of your spent consumable supplies such as toner and fax cartridges, drum units and waste bottles/toner bags for both Toshiba and other products offered or maintained by Toshiba.



Under this program, we provide clients with everything they need, including recyclable collection boxes and supplies, freight, transportation, and recycling services for Toshiba-supplied toner bottles, laser cartridges, drum units, toner bags, and other bulk imaging consumables. These supplies are picked up and processed using four different processes to yield the maximum amount of reusable materials. Hard-to-process mixed plastics, toner powder, inks, and sponges are used in the company’s patented composite eLumber, thereby reusing previously unusable materials, preventing them from ending up in landfills or being incinerated. This results in 100% reuse of collected Toshiba consumable imaging products.

Recyclable items do not even need to be repackaged. You would simply place the cartridge in the collection box. Once the box is full, you remove the bag from the collection box, tie off and leave in the pre-arranged collection point or return via UPS.

Made from 100% Recycled polystyrene and related styrenic plastics, eLumber is jet black, weatherproof, tough, and environmentally favorable. It can be used as outdoor furniture, fences, garden edging, sound

barriers, and other applications. It has almost the same characteristics as natural hardwood in terms of look and feel, as well as density and structure and can be worked, shaped, and handcrafted like timber using woodworking tools. In comparison to commercial hardwoods and other plastic alternatives, eLumber has unique advantages in terms of durability and versatility. It is UV retardant, non-porous and resistant to bacteria growth and insect attack.

**SED HARD DRIVE SECURITY.....INCLUDED AT NO CHARGE**

Another patented Toshiba security feature, the newest TOSHIBA SED 320gb hard drives employ a self destruct algorithm that if taken out of the host device, and connected to any foreign device to extract data, the hard drive data and drive become unusable. In addition to this feature, Toshiba can upon customer request provide a hard drive swap and provide the hard drive to the customer. This service occurs on site locations, supervised by your IT staff. This Toshiba manufactured and patented SED Hard Drive meets the ultra-stringent U.S. Federal Information Processing Standard 140-2.

When the HDD is removed or stolen from the MFD and installed into another device, the HDD data is invalidated automatically

If the HDD is returned to the MFD without being installed into another device, data will not be invalidated and is accessible

When a MFD is at the end of its lease or end of life, data can be instantly invalidated by the service technician



**ADVANCED ENCRYPTION.....INCLUDED AT NO CHARGE**

In order to protect the confidentiality and integrity of your data, we continually develop comprehensive security measures for Toshiba devices. Our Advanced Encryption functionality provides on-the-fly encryption and decryption of data written to the device’s hard drive. The Data Overwrite Kit ensures that all data is erased after every fax, copy, scan and print job in order to prevent the latent storage of valuable data on the device. IPv6 ensures IP security with a larger IP address range, protection from scanning and attacks, and support for authentication and confidentiality as part of our optional IPsec©. Secure Sockets Layer (SSL)© employs encryption technology to protect all data traveling to and from the MFD, while IP Filtering acts like a firewall to protect your internal network from intruders. Also, SMB Signing adds a

digital signature to verify that data is received from authenticated sources and ensures the integrity of all communications.

**REMOTE DIAGNOSTIC TOOLS.....INCLUDED AT NO CHARGE**

Toshiba will provide client-based tools such as our e-BRIDGE Fleet Management System (eFMS) that provide centralized management, maintenance, auditing, and support capabilities for networked Toshiba MFDs. This software allows network administrators to remotely deploy and manage device settings and configurations, allowing administrators to group devices by location, department, cost center and other categories. Administrators can receive first tier alerts and other status updates via a pop-up message at their workstation or e-mail. In the case of more severe technical difficulties where service is required, a second tier e-mail alert can be sent directly to a Toshiba service technician, helping to speed up response times.

At the device level, Top Access offers real-time device management and displays jobs status from any network computer. As soon as any event occurs, such as when paper or toner runs out, or whenever maintenance is required, it will instantly alert the user. In addition, it also displays the job status, allows for templates registration and address book setup. Administrators can also use Top Access to configure the device/network settings, set counter information or limit and control usage via authentication settings.

**SUSTAINABILITY REPORTING.....INCLUDED AT NO CHARGE**

In the managed print services arena, more and more customers are asking us to help them meet their corporate green initiatives. This can involve measuring and improving such areas as electricity use, paper waste, CO2 generation and solid waste recycling. As your Multifunctional Copier provider, TBS not only cares about boosting your productivity and cutting your printing costs, but also cares about your environmental sustainability. With TBS, reducing your environmental impact and operational costs is easier than you think.



Toshiba’s Encompass Green Report is an enhancement to our Encompass Document Analysis program that provides customers an accurate measurement of energy consumption, carbon emissions, paper usage and solid waste of their print devices.

During an Encompass assessment, we gather detailed asset information including locations, product models and types, equipment specs, and usage. Using this data, we can measure the environmental impact and costs using power costs by region and CO2 emissions by state. From this, we can pinpoint areas where we can lower environmental impacts on paper use, power consumption; the emission of dust, carbon, ozone and other substances; and the volumes of solid and water waste produced.

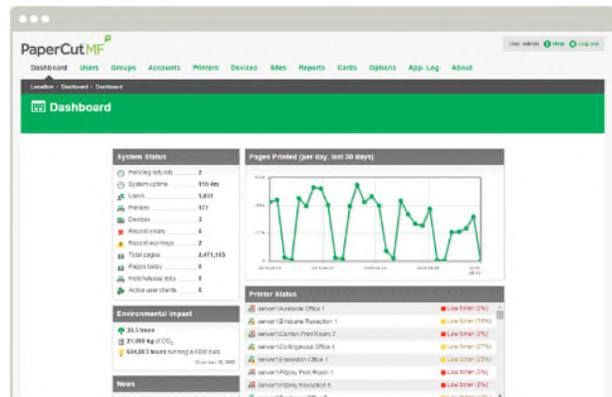
The Green Report compares both Current and Recommended State:

- Paper Consumption

- Electrical Consumption
- CO2 Emissions Natural Resource and Solid Waste Impact
- Environmental and Economic Costs

**PRINT ENABLEMENT / FOLLOW ME PRINTING.....PRICING PROVIDED AS OPTIONAL**

PaperCut MF is a cost-effective print management solution that leverages the capabilities of your print devices to provide tracking and billing of “off the glass” copying, faxing and scanning as well as secure release and follow me printing. PaperCut MF provides integration with Toshiba MFDs, enabling the tracking and billing of “off the glass” copying, faxing and scanning. The solution uses Toshiba devices’ built-in touch screen to provide a rich set of application features for walk-up copier, fax and scan usage, including:

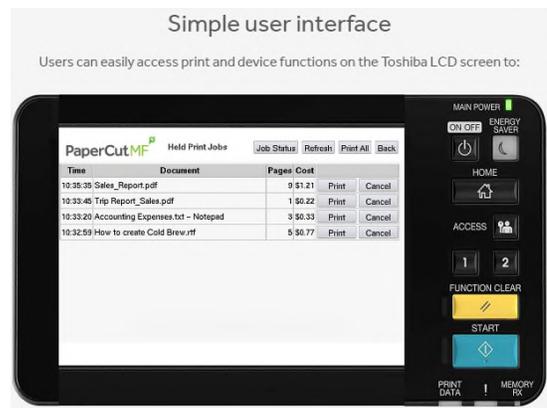


- End user authentication including integration with single sign-on environments such as Active Directory, Open Directory, eDirectory, LDAP and others
- Optional proximity card swipe authentication (via standard USB based readers)
- Group-based access control to the device and color copying)
- Monitoring and control of photocopying (quotas, charging, allocation and logging)
- Allocation of copying to accounts/departments/cost-centers/projects
- Releasing jobs from a hold/release queue (secure printing)

PaperCut integrates well with existing networks by automatically importing user and group information from Active Directory, Novell eDirectory, LDAP, and other domain sources.

**Print Release and Follow-Me Printing**

Follow me printing, often referred to as “pull” or “find me” printing, solves the problem of finding the closest printer from a long list of available printers. It is a roaming print service that allows print jobs to find users based on their physical location. This is an excellent solution for large sites operating a common printer fleet. Users simply print to a single global virtual queue, then go to a device and release their print job. PaperCut knows to print to the closest printer on your network.



PaperCut offers hold/release queue as a core feature supporting all device types. The Toshiba embedded solution provides print release directly from the touch screen. Release methods include:

- Automatic release on log in
- Release from list
- Secure release

This feature ensures the user collects his or her own job and other users won't “accidentally” collect their document.

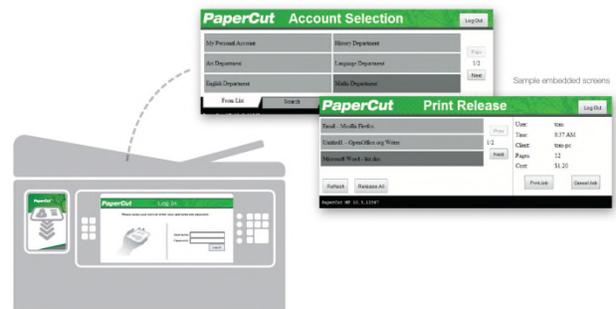
### Authentication

PaperCut is a single integrated solution where copier usage is managed together with network printing all in one system. Users have a single account and administrators have the same level of administration for all services. You can leverage your existing single sign-on infrastructure by allowing users to log in with the same username and password used elsewhere on the network. There is no need to remember and maintain multiple logins.

- Integrates with Microsoft Active Directory, Apple Open Directory, Novell eDirectory, and other LDAP, NIS or POSIX environments
- Optionally authenticates using swipe cards, proximity cards or ID numbers and optional PINs for extra security.
- Displays instructions and your organization’s own custom logo on the login screen.

### Device Access

Using PaperCut, you can protect your valuable MFDs from usage by unauthorized staff or visitors or limit expensive color copying to selected members of your organization. Group memberships in your user directory can serve as a basis for granular access control.



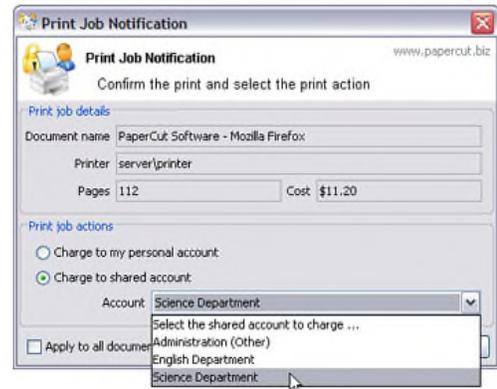
### Track and Control Copying, Faxing and Scanning

- Charge different types of copying at different rates
- Restrict access to color copying
- All usage reported centrally in the PaperCut logs
- Optionally apply quotas to limit what users can copy/fax/scan

### Shared Accounts

The Toshiba embedded solution offers the same level of tracking for copying as PaperCut does for printing. Jobs may be allocated to a shared account that represents a department, project, or client.

- Shared accounts are optional - some users can have a simplified interface while others get access to search and select accounts.
- Shared account access is easily controlled using Active Directory/LDAP groups.
- Real-time account and user level reporting.



If enabled, shared accounts can be accessed using a number of on-screen convenient methods:

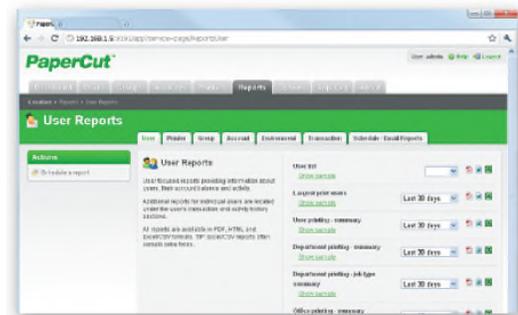
- Selection from list
- Quick entry via code/PIN
- Search by keyword

Users are configured once and are provided with a consistent experience for both network printing and off- the-glass MFP use.

### Consolidated Reporting and Management

PaperCut offers more than 50 standard reports. Reports can include detail copying, printing or consolidated view:

- By device (printers & copiers)
- By user
- By shared account (client, department, faculty)
- By location
- By date and time / period
- By environmental impact





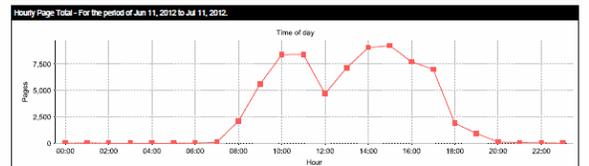
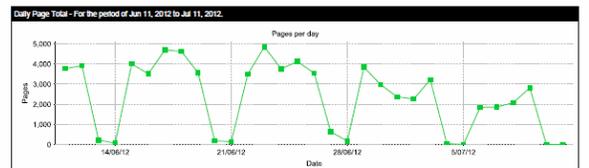
User list

Username	Full Name	Balance	Restricted	Total Pages	Total Jobs	Email
andrea	Andrea Smith	\$32.60	Yes	1,974	26	
bill	Bill Harris	\$44.30	Yes	1,657	17	
bob	Bob Jones	\$19.20	Yes	1,908	21	
cathy	Cathy Taylor	\$30.40	Yes	1,596	19	
charles	Charles Kavanagh	\$43.50	Yes	2,465	30	
chris	Chris Shaw	\$105.00	Yes	2,150	22	
claire	Claire Anderson	\$58.10	Yes	2,019	26	
harry	Harry Stone	\$11.40	Yes	2,186	26	
ian	Ian Case	\$19.40	Yes	2,806	25	
james	James Albert	\$62.10	Yes	1,479	20	
jason	Jason Chubb	\$49.10	Yes	2,309	25	
jess	Jess Fane	\$37.70	Yes	1,323	16	
jim	Jim Knox	\$27.20	Yes	1,428	19	
joe	Joe Swift	\$45.40	Yes	1,246	19	
john	John Steele	\$45.70	Yes	843	11	
kate	Kate Frances	\$49.00	Yes	1,710	26	
kelly	Kelly Annon	\$31.50	Yes	1,685	24	
lucy	Lucy Fuleton	\$34.50	Yes	1,755	17	
luke	Luke Astor	\$55.30	Yes	1,247	22	
mark	Mark Kendall	\$40.10	Yes	1,599	19	
mary	Mary Carter	\$74.90	Yes	551	12	



Executive summary  
For the period of Jun 11, 2012 to Jul 11, 2012

General Statistics		Top Printers		Pages		%Total		Environmental Impact	
Days in period	31	server1\History Lab 3	5,375	7.86%	Trees Consumed	88.98%	of a tree		
Active Users	518	server1\Chemistry Reception 2	4,416	6.15%	CO2 Produced	616.0 kg			
Active Printers	96	server1\Lab/Chemistry Print Room 1	4,177	5.76%	Equivalent Bulb Hours	20,296.0 hours			
Total Pages	72,472	server1\High Print Room 2	4,142	5.72%					
Total Sheets	71,533	server1\IMU/Media Main 1	4,072	5.62%					
Total Jobs	21,319	server1\Chemistry Lab 2	3,558	4.94%					
Pages per day	2,337	server1\Media/Supply Staff Room 1	3,010	4.15%					
Sheets per day	2,310	server1\Physica Lab 1	2,785	3.82%					
		server1\Physica Office 2	2,375	3.28%					
		server1\Library Library 2	2,067	2.85%					
<b>Color Composition</b>		<b>Top Users</b>		<b>Pages</b>		<b>%Total</b>		<b>Top Printer Groups</b>	
Grayscale	53,867	74.33%	server1\Media	2,242	3.09%				
Color	18,605	25.67%	server1\Media/Book	1,926	2.66%				
<b>Duplex Composition</b>		<b>Pages</b>		<b>%Total</b>					
Duplex	1,636	2.26%	server1\Media/Book	1,834	2.53%				
Simplex	70,836	97.74%	server1\Media/Book	1,428	1.97%				
			server1\Media/Book	1,412	1.95%				
			server1\Media/Book	1,393	1.94%				
			server1\Media/Book	1,281	1.74%				
			server1\Media/Book	1,245	1.72%				
			server1\Media/Book	1,017	1.40%				
			server1\Media/Book	941	1.30%				



Rules Based Printing

You can set up filters that allow you to place limits or restrictions on jobs on a per-printer basis. Users are then sent a customizable message why their job has been denied and this may include a suggestion to use an alternate printer.

**Printer Details: papercut40ppm Colour Copier in Finance**

Summary | Advanced Charging | **Filters & Restrictions** | Scripting | Job Log | Statistics

**Actions**

- Reset Counts
- Copy settings to other printers
- Rename this printer
- Delete this printer
- View charging rules
- View filter rules
- View job log
- View statistics

**Filter Scope**  
Specify how filters should be applied to users.

Only apply filters to restricted users

**Group Restriction**  
Specify which groups should have access to this printer.

Only allow the following groups to print

**Groups With Color Access**  
Specify which groups should have access to color printing.

Only allow the following groups to print

**Maximum Cost**  
Filter by document cost. This filter is used to prevent users from accidentally using an excessive amount of their allowance in a single document.

Deny print jobs based on documents cost

Maximum: £0.000

**Page Count**  
Filter by the number of pages within a document. This filter may help accomplish tasks such as preventing large documents on slow printers or small documents on oversized both volume printers.

Deny print jobs based on number of pages

Minimum: 1

**Color Mode**  
Filter documents by their color/grayscale mode. This filter, used in conjunction with system access permissions, can be used to prevent selected users from printing in color.

Deny print jobs based on color mode

Allow grayscale documents only

**Document Name**  
Filter jobs by their document title and/or file extension. Note: This option is not a "security feature" and can be easily bypassed by renaming documents. It's useful to stop accidental printing of known problem documents such as the company's large "accounts.xlsx" spreadsheet.

Deny print jobs based on document name or extension

\*.xls  
(comma separated document names or extensions)

To use a Regex, enclose the pattern in forward slashes. For example: /.\*.pdf/ (This option may not be available on all hardware)

**Paper Size**  
Filter by the document's paper size. This filter may help prevent jams and ensure best quality by ensuring the document's paper size matches the loaded paper.

Only allow the following paper sizes:

Select sizes (1 selected)

**Spool Size**  
Filter by the document's spool file size. This filter can help avoid overloading a printer by denying excessively large print jobs.

Deny print jobs with a spool size larger than:

KB

**Duplicate Documents**  
Filter out duplicate or "double submitted" jobs. Some applications print two documents when the shortcut icon is accidentally double-clicked. This filter will automatically delete duplicate documents issued within a set time.

Deny duplicate documents submitted within:

seconds

## Customer specific Scripts

**Snippets**

Click insert to insert a code snippet at the cursor position.

**Common**

- Print job hook stub (starting point) **import**
- Check that job analysis is complete **import**

**Tests**

Click import to replace the current script with the selected one.

- Color print jobs require user confirmation **import**  
Color printing is expensive so users should be encouraged to print in grayscale whenever they print in color. No confirmation is required for grayscale jobs.
- Print Policy Enforcement **import**  
Enforce a company/corporate print policy designed to reduce toner and save paper by discouraging bad habits. The policy script reminds users to print double-sided and not print emails and web pages in color. This recipe also demonstrates advanced HTML dialog layout.
- "Go Green" with environmental warnings **import**  
If a user attempts to print a large job, educate them with the organization's "Go Green" initiative. The message displayed adapts to the job's duplex setting.
- Confirm jobs with a high number of pages **import**  
Users printing jobs with many pages are asked via the client tool whether they meant to print such a large document, giving them the opportunity to cancel. This can be useful for users who forget to enter a page range when printing and instead send the whole document.
- Route the job to the cheapest compatible printer (least-cost routing) **import**  
An organization has a fleet of compatible printers, each with different operating costs. This recipe calculates the cost of the job on the candidate printers and redirects the job to the cheapest with the user's confirmation.
- Redirect color jobs to black & white printer with confirmation **import**  
Color printing is expensive so users should be encouraged to print in grayscale. When a job is color prompt the user to send the job to a grayscale print queue.

## Pop-Ups and Alerts

These widgets allow end-users to see the impact their printing behaviors have from both a cost and environmental perspective, which is key in changing behaviors and creating significant savings.

**Print Information**  
Microsoft Word - Annual Report.docx

**Printing Policy Alert**  
Please use double-sided printing!

Did you know that this job will produce 2,496 grams of CO<sub>2</sub> equivalent? This is equivalent to leaving a 60W bulb on for 157.2 hours!

You could halve this impact by printing double-sided.

Please consider canceling this job and printing again in duplex.

Actions: **Cancel Printing**

**Print Job Notification**  
Confirm the print

Print job details

Document name: Sales - OpenOffice.org Writer

Printer: 2017/01/17/18/19 MFP

Pages: 77 (Grayscale) Cost: \$5.14

Apply to all documents in queue (Job: 1)

**5,375 BULB HOURS**  
Since 22 Jan, 2014

**MY SHEETS THIS WEEK** 0

**MY SHEETS THIS MONTH** 1

**MY COST THIS MONTH** \$1.00

My Environmental Impact  
Since 22 Jan, 2014

- 0.2% OF A TREE
- 715 G OF CO<sub>2</sub>
- 45.0 BULB HOURS

**USAGE THIS MONTH**

130  
120  
90  
60  
30  
0

3 Weeks Ago 2 Weeks Ago 1 Week Ago This Week

Org. Average in Pages My Usage in Pages

**Payment Gateways**

Give end users the ability to make payments into their PaperCut account using payment gateways. Payment gateways allow third party systems to connect to PaperCut in a supported manner. Common gateways include leading providers like

- PayPal
- Authorize.Net

*Campus card systems*

- Blackboard
- Card Smith
- CBORD
- Heartland Campus solutions
- My Student Account
- PayEx

Hardware gateways are available to support a range of cash loaders, self service kiosks bill and coin boxes.

The image shows two screenshots of the PaperCut web interface. The left screenshot displays the 'Add credit using PayPal' form with fields for Username (tom), Current Balance (\$0.16), and Amount to add (\$5.00). The right screenshot shows the 'Print Management Service' dashboard for the University of Kent, featuring a summary table and a 'Balance History for tom' line graph. Below the screenshots is a diagram illustrating payment methods: '3rd Party Systems Closed Payments' (connected to a cloud), 'Top-Up Cards Internal Payments' (connected to a user icon), and 'Hardware Kiosk Cash' (connected to a kiosk icon).

**Bring Your Own Device (BYOD)**

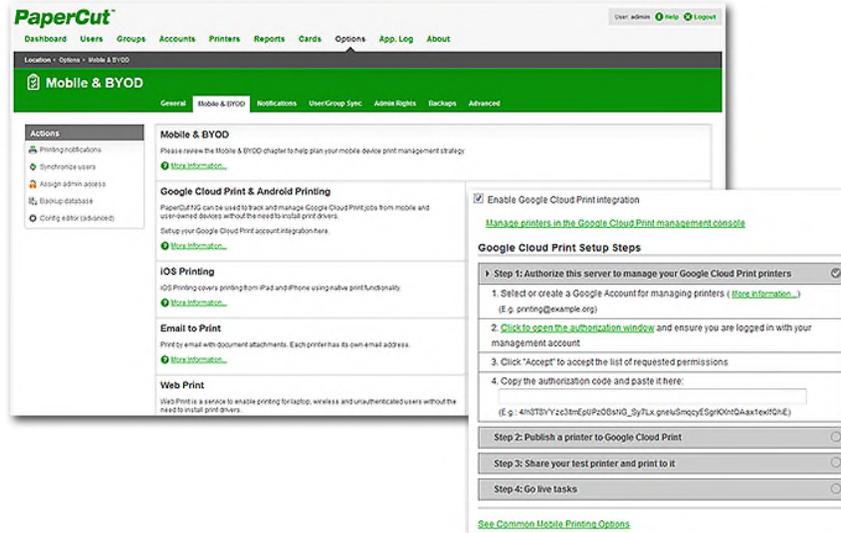
**PaperCut offers a variety of simple solutions for mobile and BYOD printing.**

Planning for, and facilitating mobile print solutions using your existing print infrastructure is made easier with PaperCut's Mobile and "Bring Your Own Device" (BYOD) features.



The "Mobile & BYOD" configuration options made available with the latest release of PaperCut consolidates and centralizes each of these solutions all in one place.

With comprehensive yet easy-to-follow instructions, setting up and executing your plan for your network's mobile device print strategy has never been easier!



Whether you need to track and control printing from iPads, iPhones or other iOS devices using PaperCut's iOS Printing or need to set up a general management solution for all devices using PaperCut's Email to Print or Web Print, you may tailor PaperCut's Mobile & BYOD configuration to suit your network's needs. Platforms supported include:

- Apple iOS Devices- iPads, iPhones, iPods
- Android Phones, Tablets and devices running Chrome OS
- Windows 8 Pones, Surface Tablets and RT devices
- Email to Print- A complete cross platform BYOD Solution

## OTHER VALUE ADDED PRODUCTS & SERVICES

### DIGITAL SIGNAGE SERVICES

*Pricing is available upon request*

Toshiba brand Ellumina Digital Signage Services are fully managed content and communication solutions that deliver your message to a targeted audience at the right place and at the right time. This comprehensive program includes indoor and outdoor digital displays, video walls, interactive touch panels, QSR menu boards and custom-designed interactive experiences – all supported by powerful end-to-end technology platforms for managing content and best-in-breed product.



From a site assessment to content creation, design and implementation, our team works hand-in-hand with you to ensure complete satisfaction every step of the way. Once an installation is complete, we offer on-going content management services ensuring your messages are adapting to your needs and staying current.

In addition to our custom LED display offerings, Ellumina Digital Signage Services consists of two more media platforms: Virtuoso and Experience Manager. Each offers a unique experience your clients will not soon forget. Do you need to reach hundreds or thousands of people at once? Experience Manager offers the media tools and visual delivery system to grab attention and provide the call to action you are looking for to increase your sales. Looking for a more intimate interactive experience for a smaller audience? Virtuoso offers a dynamic touch screen as easy to navigate as a tablet and large enough to deliver a presentation to the board of directors.

Every client is unique and each project is the foundation for a long-term business relationship. The value we offer you is content expertise, professional design, worry-free implementation and operation, a single point-of-accountability and technology maintenance. Toshiba's digital signage experts will collaborate with you to ensure you receive an impactful and cost-effective solution that will engage your target audience and achieve your business objectives.

### POINT OF SALE (POS) SYSTEMS

*PRICING IS AVAILABLE UPON REQUEST*

Toshiba designs, manufactures and sells a full range of Point of Sale (POS) systems, kiosks and displays to fulfill the needs for POS solutions in demanding environments worldwide. Toshiba offers hardware that has straightforward maintenance, modular components and energy-saving performance to ensure a low cost of ownership while maintaining the ability to grow with the organization.

Toshiba thermal barcode printers are the perfect solution for companies with business-critical labeling applications. They are



specially designed to produce high quality accurate barcode labels and tickets to maximize efficiency in today's highly automated society.

Applications include:

- Industrial / Manufacturing- Product, carton, pallet, process tracking labels
- Retail (In-Store and Distribution Centers) - Shelf marking, price tag / label, markdown label
- Transportation / Logistics - Shipping, route sorting, bin labels
- Healthcare - wristband, specimen, prescription bottle labels
- Commercial Service - Event ticket, receipt, inspection label / tag
- Additional- Asset label, compliance label, mobile / remote label / tag

## Optional: Buy-Out Option Pricing and Installation Plan

Toshiba wants to be a partner that works with the District. We will work with you to design a program tailored to the District's needs. Some of the options available but not limited to include -

- By using the GS Smart Lease we could install the new fleet of MFP's over the summer but start the billing period on September 24th, 2018. This would allow you to save on the Buy-Out amount as you would not receive your first bill until late October or early November.
- With the acceptance of our proposal Toshiba will provide the District a credit of \$50,000 as part of our Technology Optimization Plan 4 Education (Top4Ed Plan). This credit can be used for Purchasing of Additional Toshiba Products including Digital Signage; Buy-Out of Existing Leases; Printers thru our Partners HP & Lexmark; Plotters or Software or Solutions such as Card Readers. Toshiba is open to use on any Technology with the exception our direct MFP Competitors Devices.
- We are also open to combine these two offers.

## Part 9: Optional Forms (Appendix D)

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Optional Forms are not required to be submitted with the Contractor's proposal. However, Optional Forms listed below must be submitted by the selected Contractor within ten (10) days of the notification of the District's Intent to Award. Optional Forms are included in Appendix D of this document and listed below.

- Workers' Compensation Certificate
- Drug Free Workplace Certification
- Tobacco Use Policy
- Notice to Contractors Regarding Criminal Records Check
- Criminal Records Check Certification by Contractor
- W-9
- Certificate of Liability Insurance, including an Additional Insured Endorsement
- District Standard Agreement (provided in Appendix A)

Toshiba will execute required forms upon notification of intent to award as stipulated in RFP.



**AIMS MAINTENANCE CONTRACT**

**MS-1.0.0**

CUSTOMER NUMBER	DATE

Sales Representative: Tanya Brickman

Customer agrees to purchase and Toshiba Business Solutions agrees to provide parts, labor, ink, toner, and toner collection containers (the "Maintenance Services") for the equipment listed below in accordance with the terms and conditions of this contract. The Maintenance Services exclude paper, staples and all other parts and services listed under the Exclusion section on page two of the contract. A Connectivity & Security Options Agreement must be attached and executed for Network Integration Support.

**CUSTOMER INFORMATION**

Customer Name:	Bill to Number:		
Billing Address:	Phone #:	Ext.:	Fax #:
Address 2:	Contact:		Customer PO #:
City:	State:	Zip:	eMail:

**DEVICE DETAILS**

**LOCATION INFORMATION**

Ship to Name:	Ship to Number:		
Shipping Address:	Phone #:	Ext.:	
City:	State:	Zip:	
Contact:	email:	Delivery Date:	Ship:

EQUIPMENT				PRODUCT NUMBER	ID #	SERIAL NUMBER	
TYPE	START METER	INCLUDES	UNITS	MINIMUM PAYMENT	PAYMENT FREQUENCY	EXCESS CHARGE	EXCESS BILLING FREQUENCY

See attached Maintenance Contract Schedule for additional covered devices

**INVOICE / METER COLLECTION INFORMATION**

Meter Collection:	Electronic Invoicing:	Invoice Location:
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**DECLINATION**

<input type="checkbox"/> Customer is declining maintenance on the equipment listed above.		
Printed Name:	Signature:	
Title:	Date:	

**ACCEPTANCE**

**THE TERMS AND CONDITIONS HEREOF ARE PART OF THIS SERVICE AGREEMENT. BY SIGNING THIS CONTRACT, THE CUSTOMER ACKNOWLEDGES THAT THEY HAVE READ AND UNDERSTAND THESE TERMS.**

Customer agrees to pay the Minimum Payment per transaction terms, plus any Excess Per Click Charges for the term of this Contract. When this Contract is signed by Customer and TBS, it shall constitute a binding contract and is non-cancelable. This Contract will begin on the date signed by TBS below. You hereby acknowledge and agree that your electronic signature below shall constitute an enforceable and original signature for all purposes.

Customer:	<b>Toshiba Business Solutions</b>		
Printed Name:	Tanya Brickman		
Signature:			
Title:	Date:	Title: CSR TBS WEST	Effective Date:

**1. ACCEPTANCE.** This Contract shall not be effective unless signed by the authorized TBS representative (Effective Date) within 30 days from the Customer's signing of this Contract.

**2. TERM.** This Contract will remain in force for one (1) year from the Effective Date (Renewal Date) and will then be automatically renewed for annual period(s) unless either party provides notice of termination not less than thirty (30) days prior to the Renewal Date. For each piece of equipment under this Contract there will be a Start Date & Start Meter which is shown on the face of this Contract. Service for each piece of equipment will be provided from the Start Date & Start Meter until this Contract is terminated or the equipment is withdrawn from the service.

Customer may withdraw individual equipment by providing thirty (30) day written notice prior to the Renewal Date. Customer is responsible for all remaining Minimum Payments if Customer is in default or if equipment is withdrawn prior to Renewal Date.

**3. SERVICE AVAILABILITY.** TBS will provide service during TBS's normal service hours while the equipment is located within TBS's designated service area. Service outside TBS's designated area, if available and accepted by TBS is subject to a Trip Charge, which shall be based on reasonable travel expense for TBS's personnel. It is the responsibility of the Customer to notify TBS prior to relocating equipment.

The service to keep the equipment in or restore the equipment to good working order includes Emergency Service Calls and Periodic Maintenance (PM's). PM's may be performed during the course of an Emergency Service Call and are based upon the specific needs of the individual equipment as determined by TBS. Maintenance will include lubrication, adjustments and replacement of maintenance parts deemed necessary by TBS. Maintenance parts will normally be either new or equivalent to new in performance when installed in the equipment. Maintenance parts will be furnished on an exchange basis and the replaced parts become the property of TBS. Service provided under this Contract does not assure the uninterrupted operation of the equipment.

If the Customer requests service to be performed at a time outside TBS's normal service hours, there will be no additional charge for maintenance parts, however, the service, if available, will be furnished at TBS's applicable hourly rates and terms then in effect. Nothing herein shall be construed to require TBS to provide service outside its normal service hours and TBS hereby reserves the right to accept or reject such requests.

In the event there is a substantial increase in the cost of fuel, Customer agrees to pay a fuel surcharge. "Substantial" shall be defined as a 10% or more change over a six month period in the average national fuel cost as reported by the United States Energy Information Administration. If there is a substantial decline in the cost of fuel, the fuel surcharge, if applied by TBS pursuant to this provision, may be decreased accordingly. The benchmark will be the national average fuel cost as reported by the United States Energy Information Administration on the Effective Date of this Agreement.

**4. NETWORK INTEGRATION SUPPORT.** Support of print controllers and print/scan enablers that permit the integration of the device onto a Customer's network is covered under the terms of a properly executed Connectivity & Security Options Agreement. The Connectivity & Security Options Agreement is an amendment to this contract and must be attached and/or on file for this optional service support.

**5. INVOICING - LATE CHARGES.** The first Minimum Payment is due upon receipt of an invoice. Thereafter, Minimum Payments will be due on the same date each month during the Term of this Contract whether or not Customer receives an invoice. Customer's obligation to pay the Minimum Payment is unconditional and is not subject to any reduction, set-off, defense, or counterclaim for any reason whatsoever. Excess Click Charge, if applicable, will be invoiced based on the billing period selected on the face of this contract.

If any part of a payment is not made by the Customer when due, Customer agrees to pay TBS a Late Charge of the higher of \$25 or two percent (2%) of each such late payment, but not more than permitted by law. Customer agrees to pay TBS the Late Charge not later than one (1) month following the date of the original Minimum Payment.

**6. USAGE.** In return for the Minimum Payment, Customer is entitled to use the Minimum Number of Clicks each billing period. If Customer uses more than the Minimum Number of Clicks in any billing period, Customer will pay an additional amount equal to the number of metered clicks exceeding the agreed Minimum Number of Clicks times the Excess Click Charge as shown on the face of this Contract. In no event shall the Customer be entitled to any refund or rebate of the Minimum Payment if metered clicks result in less than the Minimum Number of Clicks in any billing period.

Customer will provide meter readings via an automated website when requested by TBS. TBS may estimate the number of clicks used if requested Meter Readings are not received before a new billing period begins. TBS will adjust the estimated charge for Excess Clicks upon receipt of actual Meter Readings. Notwithstanding any adjustment, the Customer will never pay less than the Minimum Payment. TBS may charge a fee to recover the cost of meter collections if meters are not submitted through the automated website.

The Minimum Payment, and Excess Click Charge are subject to increase each year during the Term of this Contract by an amount not to exceed fifteen percent (15%) of the Minimum Payment and Excess Click Charge in effect at the end of the prior annual period, or the maximum percentage permitted by law, whichever is lower.

**7. CONSUMABLE SUPPLIES.** TBS agrees to furnish consumable supplies (ink, toner and toner collection containers) for the Term of the Contract. Customer is responsible for ordering supplies to assure ample time for delivery. TBS may charge you a supply freight fee to cover our cost of shipping supplies to you. TBS will determine the number of supplies to be shipped based on the Minimum Number of Clicks and Excess Clicks metered. If TBS determines that the Customer has used more than fifteen percent (15%) supplies than normal for the number of metered clicks, based on yields published by the manufacturer, Customer agrees to pay TBS's customary charges for all excess supplies.

All supplies delivered as part of this Contract remain the property of TBS until and unless they are consumed by the equipment in the performance of this Contract. Any supplies not consumed as specified and not surrendered to TBS upon expiration or termination of this Contract will be invoiced to the Customer at TBS's then current prices. Customer agrees to provide insurance coverage for supplies in case of loss under any circumstances. Notwithstanding the foregoing, the risk of loss of the consumable supplies shall be transferred from TBS to Customer if such consumable supplies are stored at Customer's facility.

**8. TAXES.** In addition to the charges due under this Contract, the Customer agrees to pay amounts equal to any taxes resulting from this Contract, or any activities hereunder, exclusive of taxes based upon net income.

**9. INSTALLATION AND ACCESS TO EQUIPMENT.** Customer agrees to provide adequate space, environment and appropriate electrical requirements including, if required, a dedicated 120 volt or 220 volt electrical line, as published in the Operator and Service Manuals for the operation and maintenance of the equipment. If TBS has installed a power filter/surge protector on the equipment, it must at all times remain continuously installed. If it is removed Customer agrees to purchase a replacement from TBS immediately. TBS shall have full and free access to the equipment to provide service thereon.

If persons other than TBS representatives install conversions, feature additions, accessories or perform service on equipment and as a result further repair by TBS is required, such repairs shall be made at TBS's applicable Time and Material rates and terms then in effect. If such additional repair is required, TBS may immediately withdraw the equipment from this Contract.

**10. KEY OPERATOR - END-USER TRAINING.** Customer agrees to designate a Key Operator for training on the use, applications and features of the equipment. The Key Operator will be responsible for normal Key Operator activities as detailed in the Operators Manual and for training additional end-users. If the Key Operator assignment changes Customer agrees to designate a new Key Operator immediately. TBS agrees to provide training for the designated Key Operator and to provide initial training for end-users on the use, applications and features of the equipment. Additional training requested by Customer after thirty (30) days from Installation will be at TBS normal hourly rates.

**11. EXCLUSIONS.** Service under this Contract does not include:

(a) Furnishing paper, staples, replacement print heads or any of the following:

(b) Service of equipment if moved outside of TBS's designated service area;

(c) Repair of damage or increase in service time caused by accident, misuse, negligence, abuse or disaster;

(d) Service of accessories, attachments or click control devices other than those of the same manufacturer as the equipment;

(e) Painting or refinishing of the equipment;

(f) Making specification changes;

(g) overhaul: when TBS determines an overhaul is necessary because normal repair and parts replacement cannot keep the equipment in satisfactory operating condition, TBS will submit a cost estimate to Customer and TBS will not commence work until Customer has approved cost;

(h) Performing key operator functions as described in the operator manual;

(i) Moving equipment, repair of damage or increase in service time caused by the use of the equipment for other than the ordinary use for which designed;

(j) Repair of damage caused by electrical surges or lightning strikes, if equipment is connected to a TBS supplied power filter/surge protector repairs will be included;

(k) Repair of damage or increase in service time caused by failure to continually provide a suitable installation environment as defined by the manufacturer, with all the facilities prescribed by TBS including, but not limited to, adequate space, electrical power, air conditioning or humidity control.

(l) Repair of equipment that has been designated as obsolete by the manufacturer and genuine OEM parts are no longer available.

(m) Repair of damage or increase of service time caused by Customer's use of media outside the specifications as described in the operator manual.

**12. INDEMNITY AND DISCLAIMER.** TBS shall not be responsible for any injuries, damages, penalties, claims or losses including legal expenses incurred by Customer or any other person caused by the installation, selection, ownership, possession, maintenance, condition or use of the Equipment. Customer agrees to reimburse TBS for and to defend TBS against any claims for such losses, damages, penalties, claims, injuries or expenses. This indemnity shall continue even after this Contract has expired.

**IN NO EVENT WILL TBS BE LIABLE FOR LOST PROFITS, CONSEQUENTIAL, EXPECTANCY OR INDIRECT DAMAGES EVEN IF TBS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

**EXCEPT AS OTHERWISE SET FORTH HEREIN, TBS DOES NOT MAKE ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, REPRESENTATION OR WARRANTY ARISING OUT OF USAGE AND TRADE, COURSE OR DEALING OR COURSE OR PERFORMANCE. EXCEPT AS PROVIDED HEREIN, THE PARTS AND SERVICES ARE PROVIDED "AS IS."**

**13. GENERAL.** Subject to the terms of the following paragraph, TBS may modify the terms and conditions of this Contract effective on the Renewal Date by providing the Customer with prior written notice.

Any such modification will apply unless the Customer withdraws the equipment affected by such modification from this Contract. Otherwise this Contract can only be modified by a written agreement duly signed by persons authorized to sign contracts on behalf of the Customer and of TBS. Variance from the terms and conditions of this Contract in any Customer order or other written modification will be of no effect.

The Customer represents that the Customer is the owner of the equipment under this Contract, or, if not the owner, is the lessee or renter of the equipment. Customer will execute a maintenance agreement for the equipment with a Toshiba authorized dealer or Customer will waive certain rights under Toshiba's manufacturer's warranty.

This Contract is not assignable, its right, duties and obligations may not be assigned or transferred by the Customer without the prior written consent of TBS. Any attempt to assign or transfer any of the rights, duties or obligations of this Contract without such consent is void.

TBS's service provided outside the scope of this Contract will be furnished at TBS's applicable time and material rates and terms then in effect.

TBS is not responsible for failure to render service due to causes beyond its control.

This Contract will be governed by the laws of the state where the Customer executed this Contract. If either party fails to comply with the terms and conditions of this Contract, the non-breaching party shall notify the breaching party in writing using certified mail to the address on the face of this Contract. The breaching party shall have thirty (30) days to cure any breach of this Contract prior to the non-breaching party taking the legal action. No action, regardless of form, arising out of this Contract may be brought by either party more than one year after the cause of action has arisen, or, in the case of non-payment, more than two years from the date of the last payment.