Members of the public may address the City Council on any item shown on the agenda or matter of the Council's authority after completion of "Request to Address the Council Form" available in the lobby of the Council Chambers. This form must be completed 15 minutes prior to the scheduled meeting time. Pursuant to Section 54957.5 of the California Government Code, Any writings (Except for those writings which are exempt from disclosure) which are distributed to all or a majority of the members of the City Council are available for public inspection in the lobby of the City Council Chambers and in the office of the City Clerk during regular business hours.

COMPTON CITY COUNCIL
AGENDA
01/17/2023
5:30 PM

(Closed Session will be held after conclusion of business meeting)

Public Meeting 5:30 P.M.

CITY COUNCIL CHAMBERS
205 SOUTH WILLOWBROOK AVENUE
COMPTON, CALIFORNIA 90220

OPENING

MOMENT OF SILENCE

PLEDGE OF ALLEGIANCE

ROLL CALL

PUBLIC COMMENTS ON CLOSED SESSION AGENDA ITEMS

(Persons wishing to address the City Council on the Closed Session items may do so at this time. Comments are limited to one (1) minute per speaker and shall be limited to Closed Session agenda items)

CLOSED SESSION – 4:30 p.m.

PUBLIC EMPLOYEE PERFORMANCE EVALUATION
TITLE: City Controller
Pursuant to California Government Code Section 54957

CONFERENCE WITH LEGAL COUNSEL - PENDING LITIGATION
Kenneth Fountain, et al. v. City of Compton, LASC Case No. 20STCV11902
Debbie Crisp v. City of Compton, LASC Case No. 20STCV09271
Pursuant to Government Code Section 54956.9(a)

RECESS TO CLOSED SESSION

OPENING

PUBLIC MEETING – 5:30 P.M.

REPORT ON CLOSED SESSION ACTION(S)

CONSENT AGENDA

Consent items are routine and expected to be non-controversial. They will be acted upon by the Council at one time without discussion unless a Council Member requests an item be removed or discussed..

REGULAR AGENDA

REPORTS OF OFFICERS, BOARDS, COMMISSIONS AND COMMITTEES AND CITY COUNCIL

1. APPOINTMENT(S) OF OFFICERS, COUNCIL MEMBERS, BOARDS/COMMISSIONS AND COMMITTEES

   CITY CLERK, APPOINTMENT
   (DISCUSSION/ACTION)

CITY MANAGER'S REPORT

2. POWER POINT PRESENTATION - STREET SIGN REPLACEMENT

NEW BUSINESS

3. A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF COMPTON AUTHORIZING THE CITY MANAGER TO APPROVE AN UPDATE TO THE JOB SPECIFICATIONS AND ESTABLISHING A SALARY INCREASES FOR THE POSITIONS OF SECURITY OFFICER AND SECURITY LEAD OFFICER

4. A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF COMPTON AUTHORIZING THE CITY MANAGER TO ENTER INTO A SERVICE AGREEMENT WITH C3 TECH FOR THE SUPPLY AND MAINTENANCE OF THIRTY (30) MULTIFUNCTIONAL DIGITAL IMAGING SYSTEMS FOR SIXTY (60) MONTHS FOR THE TOTAL AMOUNT ($318,873)

COUNCIL COMMENTS

ADJOURNMENT

NEXT REGULAR MEETING: 1/24/2023 5:30 PM

Visit our website at http://www.comptoncity.org

January 17, 2023

TO: **HONORABLE MAYOR AND COUNCIL MEMBERS**

FROM: **CITY MANAGER'S OFFICE**

SUBJECT: **A RESOULTION OF THE CITY COUNCIL OF THE CITY OF COMPTON AUTHORIZING THE CITY MANAGER TO APPROVE AN AMENDENT TO THE POSITION CLASSIFICATION AND ESTABLISHING A SALARY INCREASE FOR THE POSITIONS OF SECURITY OFFICER AND SECURITY LEAD OFFICER**

SUMMARY

The City Council will consider a resolution amending the job specifications and increasing the salaries for the position Security Officer and Security Lead Officer.

BACKGROUND

The City Manager authorized a review of the City's current job specification and rate of pay for the positions of Security Officer and Security Lead Officer. On October 18, 2022, the City and representatives of the applicable employee bargaining union, Service Employees International Union ("SEIU") Local 721, met, conferred and agreed to amend the Job Specification to include the new proposed salary increases.

STATEMENT OF ISSUE

The primary purpose for amending the job specification and increase the salary rate for the position of Security Officer and Security Lead Officer is to provide a higher level of support with patrol and operational duties of all city facilities and security related functions associated with the division. These revisions will update the existing job specifications.

Classification	Salary Range
Security Officer	81 to 120
Security Lead Officer	86 to 125

FISCAL IMPACT

The City Manager's Community Improvement Fiscal Year 2022-2023 Budget already includes the following:

Already Included in FY 2022/2023 Budget

Positions	Salary Range	Qty	Annual Salary	Total Budget in FY 22/23
Security Officer	81	8	$ 40,152.00	$ 321,216
Lead Parking Control Officer	86	3	$ 45,168.00	$ 135,504
Parking Control Officer	88	8	$ 43,008.00	$ 344,064
Total Salary Savings			**$ 128,328.00**	**$ 800,784**

Proposed Changes #1	Salary Range	Qty	Annual Salary	Total Cost
Security Officer **(proposed)**	120	10	$ 59,004.00	**$ 590,040**
Security Officer **(current)**	81	10	$ 40,152.00	**$ 401,520**
Security Officer Net Cost				**$ 188,520**

Proposed Changes #2	Salary Range	Qty	Annual Salary	Total Cost
Security Lead Officer **(proposed)**	125	1	$ 62,016.00	**$ 62,016**
Security Lead Officer **(current)**	86	1	$ 42,180.00	**$ 42,180**
Security Officer Net Cost				**$ 19,836**

Total Net Cost Increase	Salary Range	Qty	Annual Salary	Total Cost
Security Lead Officer **(proposed)**	125	1	$ 62,016.00	**$ 188,520**
Security Officer **(proposed)**	120	1	$ 59,004.00	**$ 19,836**
Total Net Cost Increase				**$ 208,356**

The funds for salaries are budgeted in the following account codes for Community Improvement Services for all positions in the department

Account #	**Account Name**	**Dollar Amount**
1001-670-000-4101	General Fund	$1,992,180
1004-670-000-4101	Measure P	$ 410,448

Per the comparison of salary saving **($800,784.00)** to propose total net cost increases **($208,356.00)** shown above, there is sufficient budget dollars in FY 2022/2023 to cover the proposed increase in cost.

RECOMMENDATION

It is staff's recommendation that the City Council adopt the attached Resolution.

APPROVED FOR FORWARDING:

THOMAS THOMAS
CITY MANAGER

RESOLUTION NO. ________________

A RESOULTION OF THE CITY COUNCIL OF THE CITY OF COMPTON AUTHORIZING THE CITY MANAGER TO APPROVE AN UPDATE TO THE JOB SPECIFICATIONS AND ESTABLISHING SALARY INCREASE FOR THE POSITIONS OF SECURITY OFFICER AND SECURITY LEAD OFFICER

WHEREAS, the City Council will consider a resolution updating the job specifications and increasing salaries for the positions of Security Officer and Security Lead Officer; and

WHEREAS, the City Manager authorized a review of the City's current job specification Plan and salaries of Security Officer and Security Lead Officer; and

WHEREAS, on October 18, 2022, the City and representatives of the applicable employee bargaining union, Service Employees International Union ("SEIU") Local 721, met, conferred and agreed to increase the salaries and update job specification for the Security Officer and the Security Lead Officer; and

WHEREAS, the primary purpose for updating the Security Officer and Security Lead Officer job specifications duties is to provide a higher level of support with patrol and operational duties of all city facilities and security related functions associated with the division. These revisions will update the job specification to include the new proposed salary increases; and

WHEREAS, City management proposes the salary range change for Security Officer from 81 to 120 and Security Lead Officer from 86 to 125.

WHEREAS, the funds for salaries are budgeted in the following account codes for Community Improvement Services for all positions in the department 1001-670-000-4101 (general fund) and 1004-670-000-4101 (measure p); and

WHEREAS, per the comparison of salary saving **($800,784.00)** to propose total net cost increases **($208,356.00)** shown above, there is sufficient budget dollars in FY 2022/2023 to cover the proposed increase in cost.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF COMPTON DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. That the proposed job specifications and salary increases for Security Officers and Lead Security Officer is hereby accepted.

SECTION 2. That the new updated job specifications of Security Officer and Security Lead Officer are hereby approved and added to the Position Classification Plan of the City of Compton.

SECTION 3. That the salary range for the new classifications shall be as follows: Security Officer 81 to 120 and Security Lead Officer 86 to 125.

SECTION 4. That the salaries for the new classifications are included in the City's 2022-2023 Fiscal Year budget.

SECTION 5. That a certified copy of this Resolution shall be filed in the offices of the City Manager, City Attorney, City Clerk and City Controller.

SECTION 6. That the Mayor shall sign and the City Clerk shall attest to the adoption of this Resolution.

SECTION 7. That a certified copy of this resolution shall be filed in the offices of the City Manager, Code Enforcement, and City Clerk.

ADOPTED this _______ day of __________________, 2023

____
MAYOR OF THE CITY OF COMPTON

ATTEST:

____
CITY CLERK OF THE CITY OF COMPTON

STATE OF CALIFORNIA
COUNTY OF LOS ANGELES
CITY OF COMPTON

It is hereby certified that the foregoing Resolution was adopted by the City Council of the City of Compton, signed by the Mayor and attested, at a regular meeting thereof, held on the __________ day of _____________, 2023.

That said resolution was adopted by the following vote, to wit:

AYES: Council Members-
NOES: Council Members-
ABSENT: Council Members-
ABSTAIN: Council Members-

____
CITY CLERK OF THE CITY OF COMPTON

January 17, 2023

TO: **HONORABLE MAYOR AND CITY COUNCIL MEMBERS**

FROM: **CITY MANAGER**

SUBJECT: **A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF COMPTON AUTHORIZING THE CITY MANAGER TO ENTER INTO A SERVICE AGREEMENT WITH C3 TECH FOR THE SUPPLY AND MAINTENANCE OF THIRTY (30) MULTIFUNCTIONAL DIGITAL IMAGING SYSTEMS FOR SIXTY (60) MONTHS ($318,900)**

SUMMARY

Adoption of this resolution will authorize the City Manager to enter into a 60-month agreement (i.e. January 1, 2023 through December 31, 2027) with C3 Tech for 30 multifunctional digital imaging systems and establish a purchase order in the amount of Sixty-Three Thousand Seven Hundred Eighty Dollars ($63,780).

BACKGROUND

The City of Compton's multifunctional digital imaging systems are aging with the majority of the copiers having been in service over 5 years. In addition to age, the copiers have been deemed inadequate as the costs to maintain the copiers have become costly as parts are becoming harder to find. Each department has at least one copier to produce routine copies, City Council Agendas and Packets, flyers/publications, formal reports, etc. in support of department operations.

The lease has expired on the current copiers and staff reviewed options to procure new copiers. A proposal was provided by the current vendor to replace the copiers and maintenance program for Five Thousand Five Hundred and Seventeen Dollars ($5,517) per month, or Sixty Six Thousand Two Hundred and Four Dollars ($66,204) per year. Staff found the State of California had conducted a formal Request for Proposal process and entered into agreements with various copier vendors. These contracts allow other municipalities to utilize, or "piggyback," their contracts. Staff reached out to local authorized vendors and received additional proposals and determined C3 Tech provided the best proposal for new copiers at $5,315 per month, or $63,780 per year.

C3 Tech is the only Triple-A Platinum Service Dealer in Southern California; as well as 1 of 19 in the entire nation. This allows for the City of Compton to be confident not only in their response time, which averages 2 hours, but also in their technicians being the most qualified and experienced in the industry.

STATEMENT OF ISSUE

The City will utilize the State of California's (State) "Statewide Contract" agreements for Copiers and Managed Print Services (NASPO ValuePoint) – Sharp Electronics Corporation (Contract Number: 7-19-70-46-07), issued by the Department of General Services Procurement Division to purchase the copiers. The State conducted a formal Request for Proposals (RFP) process that identified a number of vendors to provide copiers and managed print services of various types to meet the needs of their departments.

Subsection B "Local Government Agencies" of Section 2. "Contract Usage/Rules" of each agreement contains the following language that allows local government agencies to also utilize their agreements for copier acquisitions:

B. Local Governmental Agencies

- Local governmental agency use of this contract is optional.
- Local government agencies are defined as "any city, county, city and county, district or other governmental body or corporation", per Public Contract Code Chapter 2, Section 10298 (b), empowered to expend public funds for the acquisition of products; this includes the California State Universities (CSU) and University of California (UC) systems, K-12 schools and community colleges. While the State makes this contract available to local governmental agencies, each local governmental agency should determine whether this contract is consistent with its procurement policies and regulations.
- Local governmental agencies shall have the same rights and privileges as the State under the terms of this contract. Any agencies desiring to participate shall be required to adhere to the same responsibilities as do State agencies and have no authority to amend, modify or change any condition of the contract.
- A DGS issued billing code is not required for local governmental agencies to place orders against this contract.

Review of the State's procurement process satisfies the City's procurement requirements; thus, utilizing the State's agreements allows the City to capitalize on pricing and services that would not be available if staff conducted a separate RFP process for the copiers and managed print services.

FISCAL IMPACT

Funds for this expenditure are available in the FY 2022-2023 Budget in the Reproduction Division of the City Manager's Budget in account number 6200-510-000-4236 and will be budgeted in subsequent years.

RECOMMENDATION

Staff recommends adoption of the attached Resolution.

**THOMAS THOMAS
CITY MANAGER**

RESOLUTION NO. ____________

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF COMPTON AUTHORIZING THE CITY MANAGER TO ENTER INTO A SERVICE AGREEMENT WITH C3 TECH FOR THE SUPPLY AND MAINTENANCE OF THIRTY (30) MULTIFUNCTIONAL DIGITAL IMAGING SYSTEMS FOR SIXTY (60) MONTHS ($318,900)

WHEREAS, the City of Compton employees utilize various copiers in the performance of their duties; and

WHEREAS, multifunctional digital imaging systems have reached the end of their useful life as they were leased in 2014 and the cost maintenance is cost prohibitive to maintain; and

WHEREAS, based on existing printing demands, the departments current copiers are inadequate to efficiently allow employees to fulfill their duties to the City and the copiers are at their end of their useful life; thus, staff has checked into leasing newer multifunctional digital imaging systems that better meet the needs of the departments; and

WHEREAS, the State of California's Department of General Services (State) went through a formal Request For Proposal process to solicit vendors to provide multifunctional digital imaging systems to the State in 2022. They executed nine agreements delineated by multifunctional digital imaging systems types: Copiers and Managed Print Services – (Contract Number: 7-19-70-46-07 A through E); and

WHEREAS, the State included a clause (Subsection B "Local Government Agencies" of Section 2. "Contract Usage/Rules") in their agreements that afford local government agencies the opportunity to purchase Copiers and Managed Print Services at the same cost as the State of California; and; and

WHEREAS, review of the State's procurement process satisfies the City's procurement requirements, thus by using the State's pricing, the City will benefit from a state-wide bid process and a better price on the selected copiers and managed print services; therefore, staff recommends acquiring the needed multifunctional digital imaging systems from the authorized vendors at the cost of $63,780 per year for the next 60 months; and

WHEREAS, Funds in the amount of $63,780 are available in the Reproduction Division of the City Manager's Budget in account number 6200-510-000-4236 for Fiscal Year 2022-2023 and will be budgeted in future budgets.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF COMPTON DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. That the proposal from C3 Tech is hereby accepted.

SECTION 2. That a purchase order in the amount of $63,780 is authorized to be established for C3 Tech for thirty (30) multifunctional digital imaging systems.

SECTION 3 That the City Manager, upon the advice and approval of the City Attorney, is hereby authorized to enter into a lease agreement with C3 Tech for the provision of thirty (30) multifunctional digital imaging systems.

SECTION 4. That a copy of this Resolution shall be filed in the offices of the City Clerk, City Manager, City Attorney, and City Controller.

SECTION 5. That the Mayor shall sign and the City Clerk shall attest to the adoption of this Resolution.

ADOPTED this _______day of _____________, 2023.

____
MAYOR OF THE CITY OF COMPTON

ATTEST:

____
CITY CLERK OF THE CITY OF COMPTON

STATE OF CALIFORNIA
COUNTY OF LOS ANGELES
CITY OF COMPTON: ss

It is hereby certified that the foregoing Resolution was adopted by the City Council of the City of Compton, signed by the Mayor and attested, at a regular meeting thereof, held on the __________ day of _____________, 2023.

That said Resolution was adopted by the following vote, to wit:

AYES: **COUNCIL MEMBERS –**
NOES: **COUNCIL MEMBERS –**
ABSTAIN: **COUNCIL MEMBERS –**
ABSENT: **COUNCIL MEMBERS –**

____
CITY CLERK OF THE CITY OF COMPTON

C3 Tech
1536 E Warner Ave.
Santa Ana, Ca, 92705
Office 714.689.1700
Fax 949.251.0982
www.c3tech.com

Proposal Prepared for:

City of Compton

On September 22, 2022

Presented By:

Alex Chairez
alexc@c3tech.com
714-519-2504

Letter of Interest:

Point of Contact: Alex Chairez – alexc@c3tech.com
C3 Tech
1536 E Warner Ave
Santa Ana, CA 92705
Phone: 714-689-1700, Fax: 844-514-0219

Thank you for the opportunity to respond to the City of Compton's RFI

Our team has thoroughly reviewed the information and understands and acknowledges the entire scope of work for the City of Compton. This letter is to acknowledge the receipt of the RFI. C3Tech authorizes to bind the terms of this proposal and for it to be valid for until date of submittal.

C3 Tech is your premier provider for IT and office technology in Southern California! Providing over 25 years of experience, as well as an industry leader in service and support; we are here to not only assist the City of Compton with the items specified in the bid but to also work closely and consistently as a true consultant and partner for the entirety of the contract. C3 Tech is a vendor neutral company, supporting the manufacturers of Sharp Electronics and Canon USA

Our founders began in 1994, with a mission to support local businesses with a commitment to not outsourcing any of our services or employees. We are a certified Woman Business Enterprise (WBE) and Disadvantaged Business Enterprise (DBE). Partnering with local companies like the City of Compton is our passion! Working with real people, who understand the speed of business, overcommunication, and what is mission critical to City of Compton, will prove what makes the C3 Difference!

C3 Tech is the **only Triple-A Platinum Service Dealer** in Southern California; as well as 1 of 19 in the entire nation. This allows for the City of Compton to be confident not only in our response time, which averages 2 hours, but also in our technicians being the most qualified and experienced in the industry. 1st call resolutions, personal phone calls, and fully stocked car inventory, allows for maximum uptime.

We are grateful for the opportunity of partnering with the City of Compton and your consideration in this bid.

Thank you,

Alex Chairez
SLG Specialist at C3 TECH
O: 714.689.1700 D: 949.316.0032

Sharp Platinum Level Press Release:

News Release

SHARP Platinum Level SERVICE PROVIDER | 2021-2022

C3 Tech
(714) 689-1700
info@c3tech.com

FOR IMMEDIATE RELEASE

C3 TECH OF SANTA ANA HONORED BY SHARP AS A TRIPLE-A PLATINUM LEVEL SERVICE DEALER

SANTA ANA CA, 2022 – **C3 TECH** has been recognized by Sharp Imaging and Information Company of America as a 2021 – 2022 Platinum Level Service Dealer. Sharp awards Platinum Level Service status to outstanding dealers that have exceeded performance benchmarks and implemented industry best practices during the past year. **C3 TECH** is among 1 of 19 Triple-A Platinum level dealers in the nation, recognized by Sharp from the hundreds of dealers that sell Sharp's advanced business products and solutions in the U.S.

"The Platinum Level Service award recognizes Sharp dealers such as **C3 TECH** that demonstrate exceptional customer support and the highest level of achievement in critical areas of service delivery," said Greg Gumpright, Director, Services, Sharp Imaging and Information Company of America. "The award is a symbol of meeting Sharp's highest standards which recognizes **C3 TECH** for meeting and exceeding performance benchmarks and implementing industry best practices."

References

Reference 1

Agency Name: City of Santa Ana

Contact Individual: Jack Ciulla – CIO

Address: 20 Civic Center M-10
Santa Ana, CA 92701

Phone Number: (714) 647-5381

Email Address: jciulla@santa-ana.org

Contract Amount: $1,090,145.89

Description of Project: C3 has provided full printer and copier service to the City of Santa Ana for over 10 years, with a twice renewal. We have not only provided negotiated pricing but have consistently provided service and flexibility on all machines throughout the City. In addition, C3 Tech has successfully reduced their over printing cost year over year, through various strategies including reduction of desktop printers and recommended workflow to centralize high volume to more cost-effective multi-function copiers. C3 has also provided extended service to older devices outside of their age to meet creative budgetary requirements, between fiscal years/approvals.

Reference 2

Agency Name: City of Orange

Contact Individual: Wanda Alvarez - Purchasing

Address: 300 E Chapman Ave
Orange CA 92866

Phone Number: (714) 744-2235

Email Address: walvarez@Cityoforange.org

Contract Amount: $383,947.58

Description of Project: C3 Tech began working on the managed print service portion of the City and was able to save the City on average 63% on their printer cost per page and overall of 51.34% savings on overall cost for their printer fleet. In our 2nd phase with the City, we were chosen via RFP to replace and centralize all existing units for the City of Orange. C3 Tech was able to not only consolidate and centralize to a single vendor and invoice but was also able to assess each individual department based on workflow. C3 now provides all printing technology for the entire City with an average resolution time of 1.21 hours.

C3 TECH

Reference 3

Agency Name: City of Seal Beach

Contact Individual: Patrick Gallegos – Assistant City Manager

Address: 211 8th St
Seal Beach CA 90740

Phone Number: (562) 431-2527

Email Address: pgallegos@sealbeachca.gov

Contract Amount: $276,295.69

Description of Project: The City of Seal Beach has entrusted C3 Tech as the technology consultant since 2012. Over the last decade, we have assisted the City in maintaining their budget through cooperative agreements, provide all service and supplies for both printers and copiers Citywide, and provide strategic planning. The City of Seal Beach has renewed with C3 Tech twice for its printing and copier fleet. Their average solution time for service calls is 1.55 hours.

Reference 4

Agency Name: County of Orange, Board of Supervisor

Contact Individual: Chris Wangsaporn Chief of Staff

Address: 1770 N. Broadway
Santa Ana CA 92706

Phone Number: (714) 480-2836

Email Address: chris.wangsaporn@ocgov.com

Contract Amount: $954,233.18

Description of Project: The County of Orange awarded their first contract to C3 Tech in 2012.Due to central purchasing wanting to streamline their contracts in 2014, the parks, libraries, City clerks, and board of supervisor's departments requested a sole source contract to remain with C3 Tech due to exemplary customer service and service technicians. C3 Tech has over 100 remaining units on this sole source contract with the County of Orange.

Reference 5

Agency Name: OC 405

Contact Individual: Jesse Lampon – Subcontractor Manager

Address: 3100 West Lake Center Drive 2nd Floor
Santa Ana CA 92705

Phone Number: 858-251-2277

Email Address: jesse.lampon@oc405.com

Contract Amount: $456,059.06

Description of Project: Through many years of partnerships with different organizations, such as OCTA, Shimmick Construction, and Cal Trans, C3 was recommended to partner with OC 405 Partners. As part of their DBE requirement and supporting local businesses, this was an easy partnership for OC 405 to begin. C3 Tech now provides all their paper, printing, and copier needs for the entire OC 405 project. Their average response time for service calls is 1.08 hours.

C3 TECH

Letters of Recommendation

MAYOR
Miguel A. Pulido
MAYOR PRO TEM
Juan Villegas
COUNCILMEMBERS
Cecilia Iglesias
David Penaloza
Vicente Sarmiento
Jose Solorio
Phil Bacerra

CITY MANAGER
Kristine Ridge
CITY ATTORNEY
Sonia R. Carvalho
CLERK OF THE COUNCIL
Daisy Gomez

CITY OF SANTA ANA
INFORMATION TECHNOLOGY DEPARTMENT

20 Civic Center Plaza • P.O. Box 1988
Santa Ana, California 92702
www.santa-ana.org
714-647-5373

April 8, 2020

C3 Technology
1536 E. Warner Ave,
Santa Ana, CA 92705

To Whom It May Concern,

I am writing this letter of reference for C3 Technology Services (C3), which has been one of the City of Santa Ana's trusted business partners since 2012. We outsource our managed print services to C3 as well as use them for the leasing and purchasing of printers and copiers. They manage 90 multifunction copiers and several hundred printers for the City.

The City has been able to rely on the expertise and assistance of C3 to reduce our printing expenses by transitioning from high-cost, per-page printers to lower-cost, per-page copiers. In addition, C3 has allowed us to extend the life of our fleet of copiers by providing ongoing support and maintenance, redeploying underused devices to higher-need locations, and developing a phased replacement schedule.

Although we haven't had to utilize C3's other technical services, we appreciate knowing that they could be there for us in the future should we need additional assistance.

It is with confidence that I recommend C3 for consideration. I have no doubt that you will also find them to be an excellent business partner for your organization.

Sincerely,

Jack Ciulla
Chief Information Officer

SANTA ANA CITY COUNCIL

Miguel A. Pulido	Juan Villegas	Vicente Sarmiento	David Penaloza	Jose Solorio	Vacant	Cecilia Iglesias
Mayor	Mayor Pro Tem, Ward 5	Ward 1	Ward 2	Ward 3	Ward 4	Ward 6
mpulido@santa-ana.org	jvillegas@santa-ana.org	vsarmiento@santa-ana.org	dpenaloza@santa-ana.org	jsolorio@santa-ana.org	PBacerra@santa-ana.org	ciglesias@santa-ana.org

CITY OF ORANGE

ASSISTANT CITY MANAGER PHONE: (714) 744-2222 www.cityoforange.org FAX: (714) 744-5147

April 15, 2020

DELIVERED VIA E-MAIL

C3 Technology
1536 E. Warner Ave.
Santa Ana, CA 92705

To Whom It May Concern,

I am writing this letter of reference for C3 Technology Services (C3). We have been using C3 since 2017 for managed print services (MPS), after a bad experience with a previous vendor. C3 definitely showed us what we were missing in a solid MPS partner. They are always prompt with service calls, and send us our toner in a timely fashion to ensure that all of our printers never run out.

More recently, we selected C3 to be our copier provider after a competitive bid process. Their excellent service certainly weighed in our decision, and their prices were competitive with others as well. I received rave reviews from departments across the City about their professionalism in delivering the copiers and providing training.

Based on our experiences, I enthusiastically recommend C3 to be a trusted business partner for your organization.

Sincerely,

Will Kolbow
Assistant City Manager

City of Seal Beach

CITY HALL 211 EIGHTH STREET
SEAL BEACH, CALIFORNIA 90740
(562) 431-2527 • www.sealbeachca.gov

Letter of Recommendation for C3 Technology Services - Managed Print Services

The City of Seal Beach has been doing business with C3 Technology Services since 2012. Since that time, C3 has provided a Managed Print Services (MPS) program to fit the City's printing and copying needs. They were also instrumental in setting us up with leases for 13 copiers throughout several City agencies and departments.

As a representative of the City of Seal Beach, I can say that we are very satisfied with the services provided in the MPS program. C3's commitment to the City of Seal Beach is exemplary. When we place a service call, C3's responsiveness is very fast, always calling within 1 hour of the call and they are usually on site within 4 hours.

From the employees that answer the phones to the services techs and to the upper management, C3's entire staff is very knowledgeable of their products and services. With 13 copiers and over 30 printers Citywide, some which are very old, C3's staff never fails to find a solution to any problems that arise.

With competitive pricing, fast responsiveness, knowledgeable staff and their commitment to us as a client, I am happy to recommend C3 Technology Services for your Managed Print Services needs. Feel free to contact me with any questions.

Patrick Gallegos
Assistant City Manager
(562) 431-2527 ext. 1308

I-405 Improvement Design-Build Project
3100 West Lake Center Drive Second Floor, Santa Ana, CA 92704 Phone I (858) 251-2200 Faxl (612)-241-0889
OC 40 5 Partners JV is an Affirmative Action/Equal Opportunity Employer
www.oc405partners.com

CL#:1021106

Samantha Sanchez
Sr. Account Executive
C3 Technology Services
1536 E. Warner Ave.
Santa Ana, CA 92705

Date: March 29, 2021

I-405 Improvement Design-Build Project

Subject: **Recommendation of C3 Technology Services**

OC 405 Partners, JV has been doing business with C3 Technology Services (C3 Tech) since 2018. The organization initially started by renting two (2) printers, and now (3 years later) we have over 15 printers in 6 locations leased from C3 Tech. OC 405 Partners has been satisfied with their product's quality and performance, and above all their stellar service.

C3 Tech staff are very knowledgeable of their products and helpful in troubleshooting the printers when needed. When placing a service call, C3 Tech is very fast to respond and arrive to our Project Site within hours of calling. Throughout the years, C3 Tech has assisted OC 405 Partners in offering different products or services customizing them to our needs.

With competitive pricing, excellent service, knowledgeable staff and commitment to OC 405 Partners as a client, I am delighted to recommend C3 Technology Services to anyone who is in need of printing services. If you have any questions, please do not hesitate to contact me.

Regards,

Jesse Lampón
Subcontract & DBE Manager
OC 405 Partners, JV

C3 TECH

ORANGE COUNTY

OC Community Resources

Our Community. Our Commitment.

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OC COMMUNITY RESOURCES

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HELEN FRIED
COUNTY LIBRARIAN
OC PUBLIC LIBRARIES

Loren Gibel
Deputy Purchasing Agent
OCCR Purchasing
1770 N. Broadway
Santa Ana, CA 92706-2606

Subject: Recommendation of Reprographics Fax Group Inc. dba C3 Technology Services.

I am writing to recommend the service of C3 Technology Services.

OC Community Resources has contracted with C3 for the past 5 years and have been completely satisfied with the goods and service provided. OC Community Resources is currently contracting with C3 for rental of 117 copiers at 67 buildings throughout Orange County.

C3 is consistently reliable. They respond to any questions, concerns, and business matters promptly, physically respond to service calls in a timely manner, and have a thorough knowledge of the copier products and industry to provide optimal solutions to our needs.

OC Community Resources did a comprehensive comparison of OC Master Contract vendors (RCAs) in 2012 when assessing consolidation of various OCCR Programs under 1 vendor. C3 Technology Services pricing was the most favorable.

I'm pleased to recommend the services of C3 Technology Services. If you have any questions, please do not hesitate to contact me.

Sincerely,

Loren Gibel
Deputy Purchasing Agent
Purchasing & Contract Services | Headquarters
1770 N. Broadway, Santa Ana, CA 92706
ph 714.480.2836 | fax 714.480.2819

OFFICE OF THE DIRECTOR
1770 NORTH BROADWAY
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PHONE: 714.480.2788
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Project Plan

*Assumptions based on estimated timeline; upon awarding of the contract, C3 Tech will do deep dive

Item	Location(s)	Estimated Competition
1	Bid Due Date	9/22
2 a.	Final Interview with C3 Tech and demonstration of key devices	TBD
2 b.	Set up loaner devices for machines that are not working, as well as schedule an in-person demonstration for the reprographics and high-volume machines.	TBD
3	Bid Awarded – Scheduled meeting with all stakeholders to establish next steps And department walkthroughs	TBD
4	Finalize business license, insurance, and vendor registration with City of Compton	TBD
5	Department(s) workflow analysis, analyze of existing needs and requirements, right-sizing if needed for any devices. Goal to yield right solution for each department as well as net cost savings for the City, based on more efficient workflows, potential rightsizing/down-sizing of underutilized machines, etc.	TBD
6	Provide findings and feedback to all stakeholders. Presented updated pricing and recommendations as needed to gain final approval by City.	TBD
7	City of Compton to approve final contract and present to City Council for Final approval	TBD
8	Present C3 Tech with authorized paperwork and timeline of implementation	TBD
9	Finalize contracts and begin order processing – Allowing additional time for any potential backorder, supply chain lead time for amble amount of time for delivery	TBD
10	Schedule pre-installation call with IT department to discuss network needs, driver deployments, an network site survey (sample attached following this table)	TBD
11	Schedule design and review meeting to discuss: • Toner shipment rollout – Does the City prefer a centralized model controlled by a single department for deployment? Or does each department want to be handled independently? • Placement of service calls – Centralized, department by department, or by individual users? Does the City prefer to have users utilize customer C3 Web Portal, call, or via e-mail? Does the City have a preference for service tickets to integrate with an internal ticketing system? • Default settings for copiers – Does the City want certain machines or devices defaulted to black and white only at the copier and/or driver level? • Address book entries – Does the City wish to provide a csv file to proactively create the address books to all devices? Ability to also integrate via LDAP for easy integration and utilization of Active Directory? • Scanning functions • One-touch buttons – Based on our department walkthroughs • Based on all items above, C3 Tech will provide a custom on-boarding packet that will include, a customized portal for service and supply orders, a custom online training portal for all features on the copier for all devices, access to your full onboarding and implementation team, and a who to call for anything else. C3 can additionally provide this document for the City to add to its existing SOP's	TBD
12	Gain final approval from all stakeholders on training guide, tools and resources for	TBD

	City staff, and any additional changed or feedback from your team	
13	Provide any consulting, additional resources required to cancel all existing agreements with current provider and leasing company. C3 wants to ensure that the City is able to meet the minimum requirements from their current provider(s) on the end of term notice and preventing any auto-renewal. Typically, you want to provide a 30-day letter of intent to cancel. Based on this information, the City can work to obtain final invoice for these providers to prevent an overlap of payment.	TBD
14 a.	Schedule pre-installation call with key personnel to develop a training plan for each department. Training day of delivery, as well as consistent on-going training is essential for the mutual success of this partnership. It is essential that C3 Tech educates all staff members on the new technology, the tools available, and how to use the technology to help become more efficient and/or standardize processes. • Day of delivery (confirm drivers working with all accessories) – For departments larger than 5 persons, recommendation for the City to do multiple group trainings for the most impactful and hands-on training. • Dedicated one-on-one trainings with power users or departments head i.e. C3 will provide consistent training with these users to help with transition. • 2-week post-delivery training – Check in all at all locations for follow up on-site training • 1-month check in with stakeholders to schedule follow up training • Quarterly business reviews – Communication and consistent business reviews are a minimum requirement for our City partners. We put a huge amount of stake into these reviews, as this is where we can review what the previous months trends were, overall spend and usage, any department changes and or/new members to the team. Additionally, we use these as a constant check and balance for our agreed upon process including service calls, toner, overall customer satisfaction by means of our survey's and a realignment of any expectations and roles. This allows for a true dynamic partnership, that will help Compton continue to thrive and better serve its residents and staff.	TBD
14 b.	Final deployment schedule released with project manager for all equipment • Clarify process for picking up/relocating existing copiers and adding equipment records and return date/location • C3 Tech's onboarding team will work with department head to put on a calendar of trainings that is agreed on	TBD
14 c.	Day of delivery continued: • C3 will pick up and supply final meter count to Compton for their current provider • C3 will relocated existing machines for remaining 2-weeks to our warehouse. We will assist the City in returning all equipment and accessories back to the leasing company at no additional cost. C3 will assist, if necessary, in obtaining the return authorization form (equivalent to the pink slip of a car and a requirement when returning the assets back to leasing company) in a timely manner to help prevent any additional fees from current provider. • C3 will provide documented Schedule A of all devices which will include the serial number, make and model of the device, and final meter reads for their records	TBD
15	Return equipment back to leasing company and provide the City with proof of acceptance	TBD
16	Schedule 1-month account review • Review contracts and invoices • Make revisions if needed • Schedule quarterly account reviews	TBD
17	Scheduled Quarterly Business Review	TBD

Contractor Key Plan – Service and Support Plan

C3 Tech's maintenance goes into three primary segments:

- Preventative
- On-going
- Software and Analysis

Preventative Maintenance: Preventative and proactive maintenance are key to maximizing the overall uptime for the City, as well as the overall reliability and life of the devices. C3 Tech uses a variety of tools to consistently provide preventative support.

- Scheduled PM (preventative maintenance calls) for the entire fleet. Similar to taking your car to get a once over every 30,000 miles. Additionally, we would take note of each departments peak time, if applicable, so that we can schedule PM calls prior to these jobs to allow for peak performance of the devices.

- On-Going: In addition to preventative maintenance, C3 is always available, even for emergencies and holidays, to service your devices. Our dedicated service technicians will become integrated with your different locations/departments and going forward it will be like our technicians are part of the City. Continued and on-going service will allow for the City's staff to continue to do their jobs and have the copiers be the last thing they have to worry about.

- Software and analysis: C3 utilizes a few different software systems to allow for redundancy, transparency, and overall increasing of 1st call resolution and fixes. With the assistance of your IT, to load 2 non-invasive tools onto the network, FM Audit and MICAS, C3 can proactively monitor toner, service call, and usage of all your network devices. All of our software's are paired with real people, that use this information to serve the City in the best manner possible.

    - FM Audit – is a tool that allows us to pull meter reads real time. This allows for the most accurate billing as well as allowing for our staff to bill without having to ask your staff for monthly meter counts. In addition, we can look at and proactively monitor all your toner yields and provide toner at a 25 – 35% alerting to when toner will run to help prevent down time. Departments such as Reprographics will always have multiple toners on hand due to their high-volume jobs consistently.
        - Note: Data collection consists of page counts, device description (configuration) and device status and is collected via SNMP (Simple Network Management Protocol) and ICMP (Internet Control Message Protocol). Standalone workstation is not needed to run the Printer DCA monitoring service and discreetly runs in the background for end-users' convenience.

    - MICAS – Sharp's integrate cloud-based software that allows for our technicians to remote into the device and do a full diagnostic to see for example: what the error code is, what parts to bring, and overall easy maintenance that increase the 1st call fix and resolution time for all service calls.
        - Key components: Indication of MFP health, provides parts required in advance, generate call logs and reports for analysis, provides our technicians with virtual library of how-to guides, and redundancy for reporting meter reads

Sample FM Audit Report

Manufacturer SHARP
Model MX-5071
Serial Number 9514317700
IP Address 10.4.53.149

Description J2-ADMIN-MX5071
ERP ID SA80554
Asset Number
Location J2-ADMIN
Device Group(s)

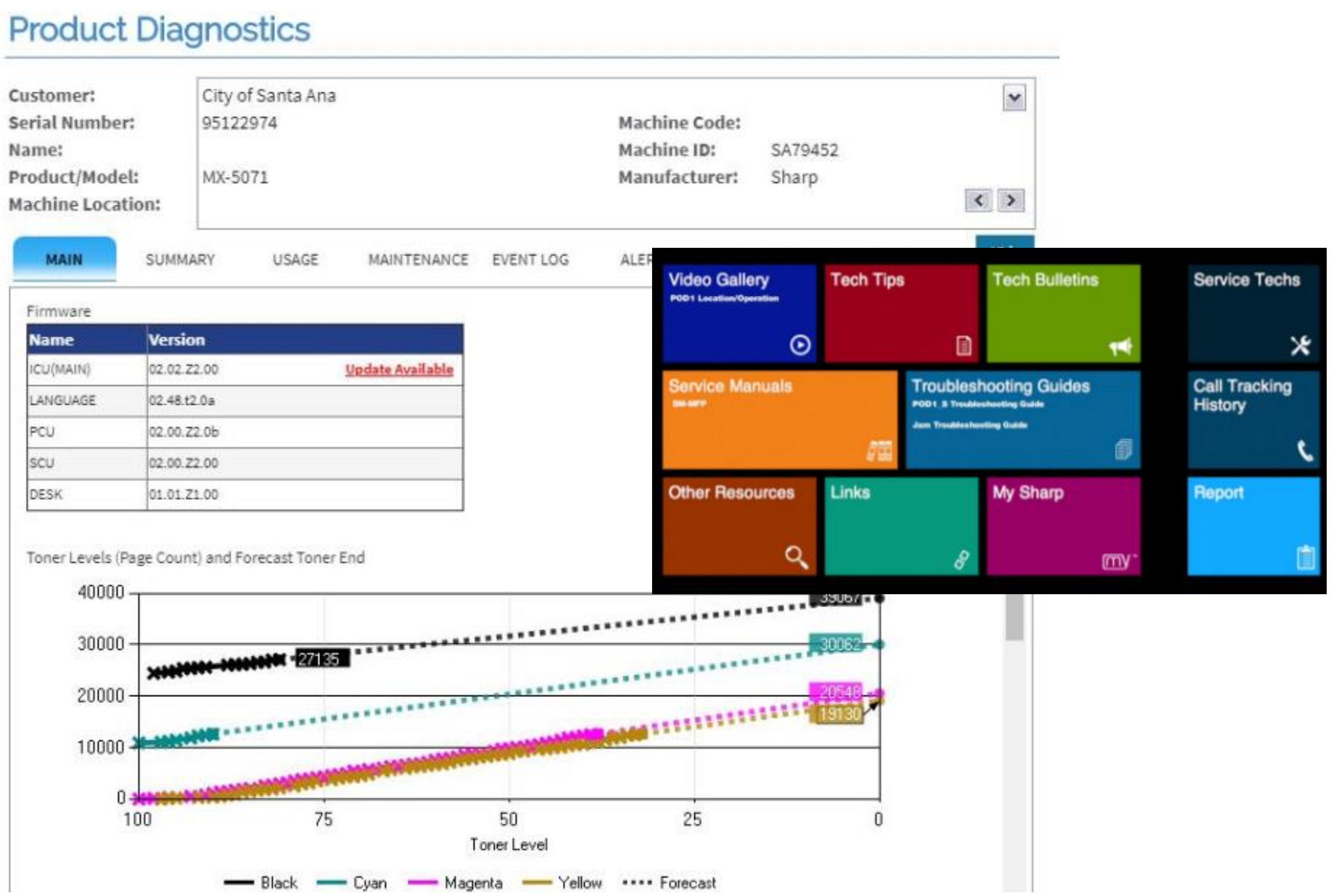
First Audit Date 28-Jun-2021
Last Audit Date 14-Feb-2022
Total AMV 7,557
Mono AMV 7,393
Color AMV 164

Meters | Supplies | Service | Floor Plan | Notes

Current | Historical

Supply Name	Level	Part #	Yield	Coverage	Printed	Est. Empty Date	First Reported
Black Toner	76.0%	N/A			6,566	5/14/2022	1/17/2022
Cyan Toner	60.0%	N/A			1,215	7/30/2025	6/28/2021
Magenta Toner	62.0%	N/A			1,215	1/19/2026	6/28/2021
Yellow Toner	58.0%	N/A			1,215	10/18/2025	6/28/2021

Sample Reporting MICAS – Sharp Software

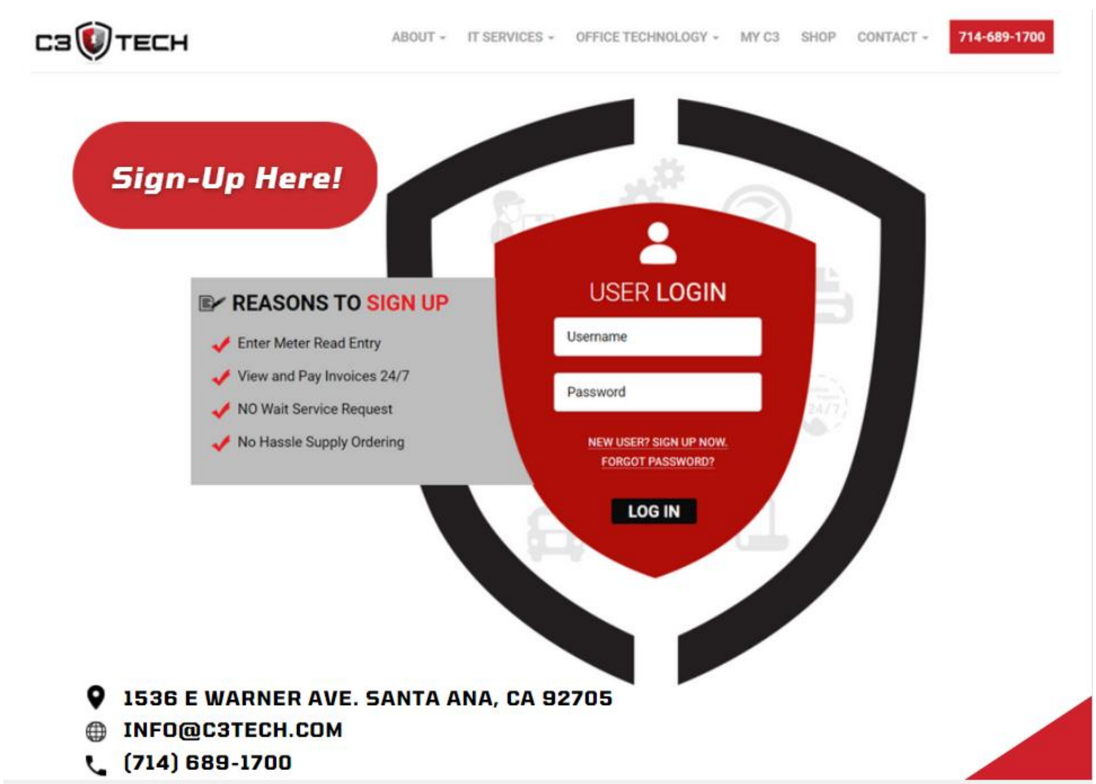


www.c3tech.com info@c3tech.com (714) 689-1700 1536 E Warner
SAnta Ana, CA 92705

How to Place a Service Call

Service calls can be placed via the following:

- Customized online portal for My C3
  - Set up is simple, and can give various permission levels based on what the end user needs to see
  - Can specify which location and machine, with the portal automatically entering the make and model of the device
  - Allows for fleet management for the power users who can view many or all machines in the fleet
  - Allow for vendor management, toner tracking and management and overall transparency for the City



- Via E-Mail – Your team can submit service tickets anytime to our service@c3tech.com e-mail
- Via Phone – You will always reach a live person when calling in for service or supplies and we can always be reached at (714) 689–1700

Either way, when you call or e-mail us just follow the steps below:

Your name and company
The address where the machine is located
The machine ID number located on the C3 Asset Tag sticker
Describe the service needed as best as possible and if your machine is up, meaning it

can still function or if it is fully down

Sample Asset Tag

C3 has dedicated customer service representatives in our office, and you will always get a live person when you call us. We believe in a personal touch when handling customer requests, and The City will not be subjected to choosing voice recorded options, interacting with an automated phone system, or be transferred overseas for customer service. Once the call is received, our CSR's will dispatch the call to the nearest technician with the details of the ticket. The assigned technician immediately receives the service work order on their smart phone and is required to call the customer within an hour with an ETA. The technician will be on site within 2 business hours. If the 2-hour response falls after hours, technician will arrive first thing the next morning based on the customer's hours of operation.

Upon completion of work, the technician will close out the call and log any reschedules or issue a follow up appointment as needed outside of 1st call fixes. Service reports are reviewed by the service manager and then issued to the customer as a summary report. We are fully transparent with our customers from the time of the call to the arrival and service time. We also share the technician's remarks with the City to review and hold us accountable.

Service calls outside of the 1st call protocol will be placed on immediate attention. When the technician inputs the part numbers needed for the repair, our warehouse manager will start preparing the parts available. The technician can return to the warehouse (in Santa Ana) to pick it up and continue the call or reschedule at the City's earliest availability.

For all service calls, the end-users will also receive service notifications so that they can be updated real-time the status of their service calls. Once a service call has been placed, our technician(s) will call the end-user to confirm receipt of the call as well as provide them with an eta for their arrival. In addition, they will receive service ticket notifications to their e-mail for the following:

- Ticket has been created
- Technician has been dispatched
- Technician has arrived
- Service call has been completed and closed
- Customer satisfaction survey sent after all completed calls

Sample Service Ticket Notification

Address:	60 Civic Center Plaza Homicide Santa Ana
PO/Ticket#:	
Model/Equipment#:	MX-3640N /SA71907
Serial#:	25138660
Status:	Pending
CallType:	Error Code
Caller:	Matt Lemmon -- 714-245-8363 --
Description:	Service code F2-42. Machine located in Homicide
Call Remarks:	
Estimated Arrival Time:	Apr 9 2020 12:30PM
CallNotes:	

Call#	Model	Serial Number	Opened	Address	City	Technician	PO Number	Caller	Problem Reported
SC47842	MX-3640N	25138660	4/9/2020 8:30:32 AM	60 Civic Center Plaza Homicide	Santa Ana	Robert Moreno		Matt Lemmon -- 714-245-8363 --	Service code F2-42. Machine located in Homicide

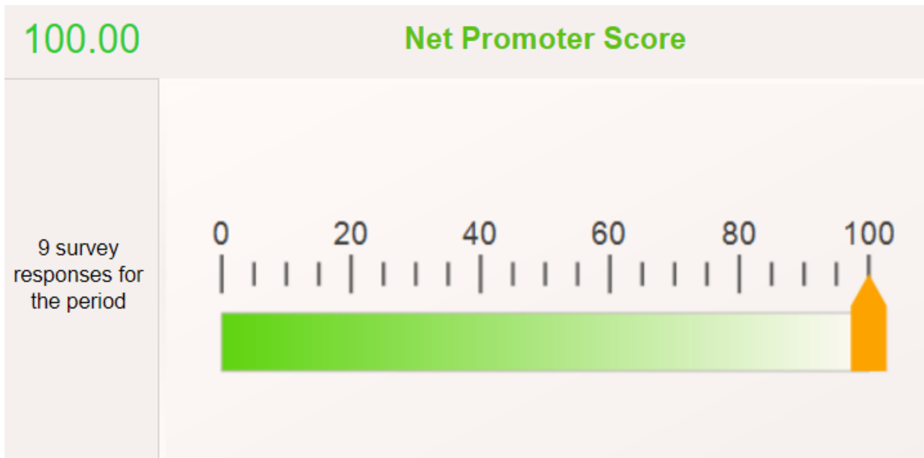
Sample Survey for End User Satisfaction

*C3 Tech values all customer input and responses to continue to evolve and provide the best customer service possible. All scores are added to the City's Net Promoter Score

Survey Sent To:	Name: John Lopez Email: jlopez25@santa-ana.org Ph: 714-647-3358		Santa Ana, CA 92701
Equipment:	SA71878	**Call Opened:**	4/7/2020 1:03 PM
Model:	SHARP MX-M264N	**Call Closed:**	4/7/2020 3:16 PM
Technician:	Dennis McCabe	**Dispatched:**	4/7/2020 1:34 PM
Tech Mgr:	Bill Murphy	**Arrival Date:**	4/7/2020 2:01 PM
Dispatcher:		**Departed Date:**	4/7/2020 3:16 PM
Call Type:	Error Code		
Call Description:	Copier is not printing from any computer. Papers are getting stuck in the scanner. Error code US-05 John's cell 714-420-9226		

Question	Target	Score	Scale
Rate our dispatch overall. (Ease of placing a service call, professionalism, etc.)	6	**10 of 10**	Scale 0-10
Communication to keep me informed.	0	**10 of 10**	Scale 0-10
The technician left the equipment repaired to your satisfaction.	0	**10 of 10**	Scale 0-10
The technician explained the problem, resolution, and provided training if needed.	0	**10 of 10**	Scale 0-10
Rate our technician overall. ***Dennis is an outstanding employee and should be training all new employees. What an asset to your company!***	6	**10 of 10**	Scale 0-10

Sample Net Promoter Score – (Only shown on Quarterly Account Reviews)



Ordering of Supplies

The process for ordering toner proactively is the same process as a service call. You have the option of the following:

- C3 Portal
- E-mail us at supplies@c3tech.com
- Call us at (714)-689-1700

Based on the pre-installation call and preference of the City, C3 will help the City to enforce their existing polices around toner ordering and supply program.

C3 Tech's Environmental Initiative

C3 Tech has a companywide environmental initiative in place across our business platform. Our goal and commitment for working towards creating long-term approaches for sustainability of the environment, while balancing our business goals, environmental responsibility, and the growth of our business. C3 Tech provides all technicians with hybrid vehicles to minimize environmental impact while performing their daily duties C3 is also a leader in toner recycling programs, in conjunction with our vendors for supplies offer a toner pick up recycling program.

C3 can provide 2 options for the toner recycling program. Option 1 – C3 will provide boxes with pre-labeled returns for the City, to which end-users have the flexibility to return at their own convenience. We recommend sending 6+ cartridges back at a time to reduce carbon footprint.

Option 2 – Storage of used toners, and C3 will provide pick up of all toners to be recycled and sent back. Technician's will have schedule delivery City-wide once a month, and anytime they are onsite for a service call, they will pick up any on hand and return the back to our warehouse to then be recycled.

Key People to Support City of Compton

Tricia Sanchez – CEO
(949) 316-0000
tricia@c3tech.com

City of Compton will be engaged by one of C3's Principals – Tricia Sanchez. Tricia has 35 years of experience handling accounts the size and scope of City of Compton. She received her bachelor's degree in Communications from the University of Southern California. She maintained a successful sales career with Xerox for over 12 years, before her and her husband, Tony Sanchez broke apart to open their own business. Tricia's experience as a business owner gives her the special talent of truly understanding an organization's businesses needs and requirements. Understanding that budgets and personnel are important in all decisions. She wanted to create a company that gave good old fashion "local" customer service while providing cutting edge technology. C3 Tech is the result of her vision.

Scott Sanchez – Sales Manager
(949) 316-0032
samanthal@c3tech.com

Scott's role will be to manage and coordinate your transition into C3 Tech. He will act as the Project Manager for pre-installation, installation, post-installation. Scott has experience implementing projects with Cities and Major Accounts and has an attention to detail and over communication to make transitioning as seamless as possible. Every customer has unique requirements and Scott is excellent at finding more productive tools to help staff improve workflow. He will also provide in depth training to all staff members to ease into new technology. Scott has 10+ years in Customer Service and Operations. He has been with C3 Tech for 3 years.

Davis Tran- VP of Operations
(949) 316-0001
davist@c3tech.com

Davis has been with C3 for over 10 years and has grown from our Lead Trainer to our Technical Specialist to our Implementation Manager to our Operations Manager, and to our VP of Operations. Davis helps provide solutions as well as develop and test new technology to create ease of use for our customers, as well as increase efficiencies for the business. He will assist in this transition to coordinate our order processing team, delivery team, and contracts are all working together to make a successful onboarding for the company. Davis graduate from University of San Diego and continues to grow his education in his spare time.

Alex Chairez – Implementation Specialist
(714) 519-2504
alexc@c3tech.com
Alex's will be the implementation specialist for this project. Alex's role will be to ensure a seamless transition and onboarding for City of Compton, with the guidance of Samantha. Alex has over 4 years of Project Management, Alex has coordinated and led numerous jobs to successful completion. As part of the implementation team, client success and customer satisfaction, scheduling quarterly account reviews, update training, and any other needs are his top priority.

Dennis McCabe – Service Manager
(714) 454-0169
dennism@c3tech.com
Dennis is the go-to respected team leader, who provides direction to meet C3's Service Level Agreements and objectives. Dennis has been a part of the C3 team for over 6 years and continues to mentor and lead all of the service team, focusing on on-going training, accountability, and daily metrics to continue C3's reputation of excellent customer service. He can always be found with a smile on his face. Dennis tops our metrics month after month in number of completed calls, 1^{st} time response calls, and customer satisfaction lead by his hard-work ethic.

Liz Correa – Administration Manager
(657) 383-4576
lizc@c3tech.com
Liz has been with our company since 2001. Liz will oversee many of the needs in the office to provide City of Compton with excellent support. Her knowledge and versatility allow her to provide solutions to meet our customers' needs. Liz has extensive knowledge of our operations; she can act as backup to virtually any role. Liz oversees the customer service and billing team.

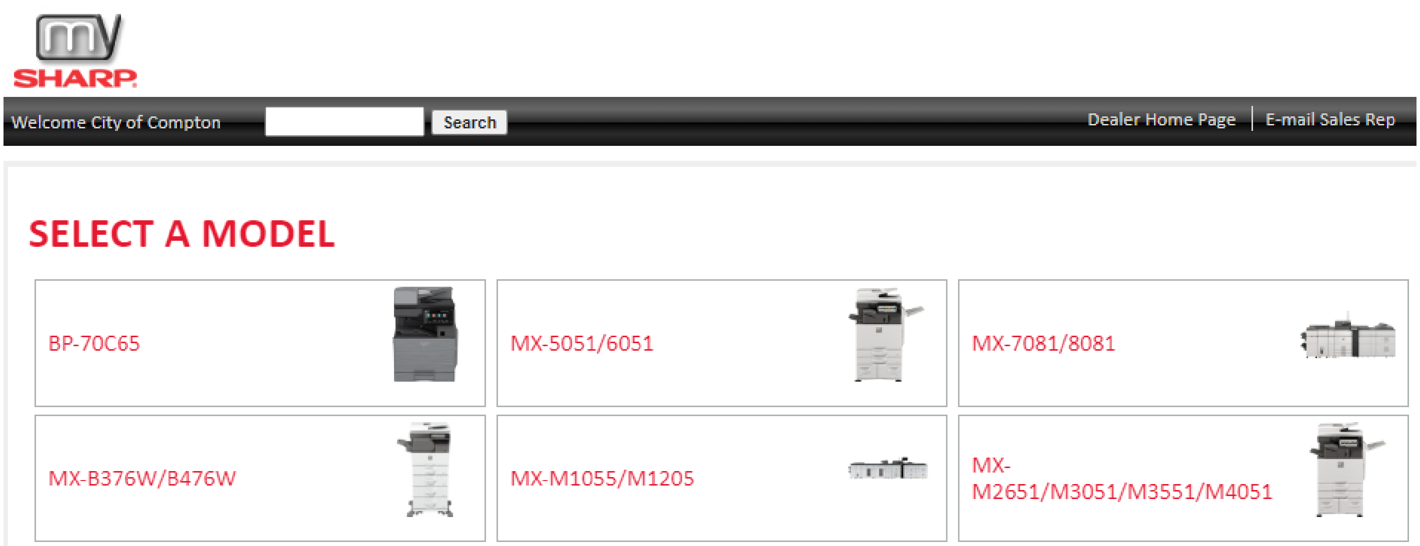
Sandra Magazzu – Billing Specialist
(657) 383-4565
sandram@c3tech.com
Her focus for City of Compton will be to support the team with accurate billing and provide direction for her staff. Sandra has over 25 years of accounting and billing experience. She previously held a management role at Toshiba, heading a team of over 15 people. Her many years of industry experience has made her an incredible asset to our Operations Team. Sandra has been a part of C3 for over 5 years.

Jenny Le – Operations Analyst
(949) 316-0031
jennyl@c3tech.com
Jenny has many years in the industry working for many vendors large and small. Specializing in contract management and implementation. She will ensure all equipment is scheduled, ordered, and implemented according to the schedule. Jenny specializes in working with Wells Fargo and De Lage Landen leasing companies and always has a smile on her face!

Dedicated Onboarding and Training Team
(714) 689-1700
service@c3tech.com
Their role is to ensure City of Compton has a seamless transition into the C3 Family. Having a fully local support team through Kamren, Charlie, and Samantha, allows for our training team to be ready for all the company's needs. Think of them as your personal C3 concierge. This team has a wealth of knowledge and can help from the simplest to most complex request and their job is to ensure the City of Compton has 100% satisfaction. They also will help with online resources such as the customized portal for your fleet.

Customized Training Portal for City

https://my.sharpamericas.com/sites/CityofCompton1

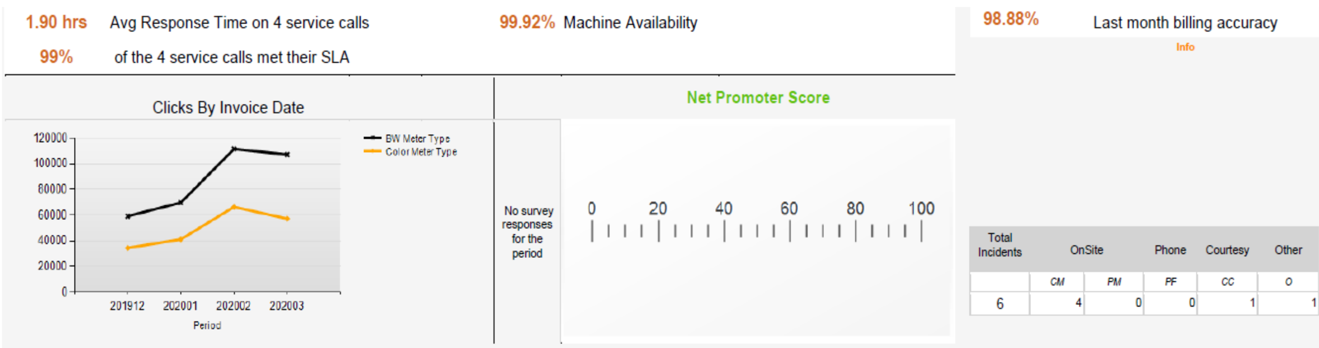


Knowledge and Technical Competence

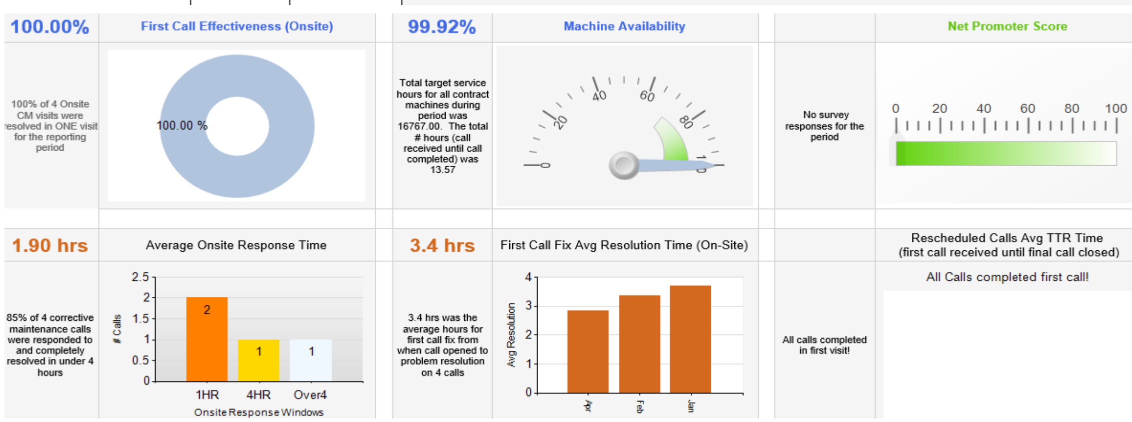
Understanding of Project Components

- C3 Tech will meet with all departments for further understanding of equipment requirements and workflows, to ensure all the City's needs are being met. As part of our training and onboarding, we will simplify the copier screen for only items that the departments need to create a simplified process and ease of use for the end-users.
- C3 will provide all maintenance and repair for all devices. Additionally, we will schedule preventative maintenance on equipment to ensure maximum uptimes for all devices. Maintenance shall be performed on-site at the City location of each unit in accordance with manufacturer's specifications and recommendations for each respective unit
- C3 can provide customized billing to reflect customizable fields per device for department codes, contact person, and device location. All billing will be done accurately and C3 agrees to not estimate any meters for the term of the contract. C3 agrees to bill at no more that 2% in errors on billing and all itemized errors that may occur will be remediated within 20-calendar days after the end of the following month. Quarterly meter reports are available at the request of City; C3 can provide customer reports by location or department.
- C3 will supply all consumables for devices, including toner cartridges, developer, and maintenance kits for all new devices. Additionally, we will proactively monitor Equipment and provide for the automatic shipment and replenishment of toner supplies for all devices when levels reach 25%
- C3 will provide emergency loaner units for any Equipment that cannot be repaired within 48-72 working hours
- C3 will provide quarterly and annual reviews to monitor Equipment performance and City satisfaction and serviceability. C3 will provide dedicated inside customer service personnel to manage City account; see sample account review reports below

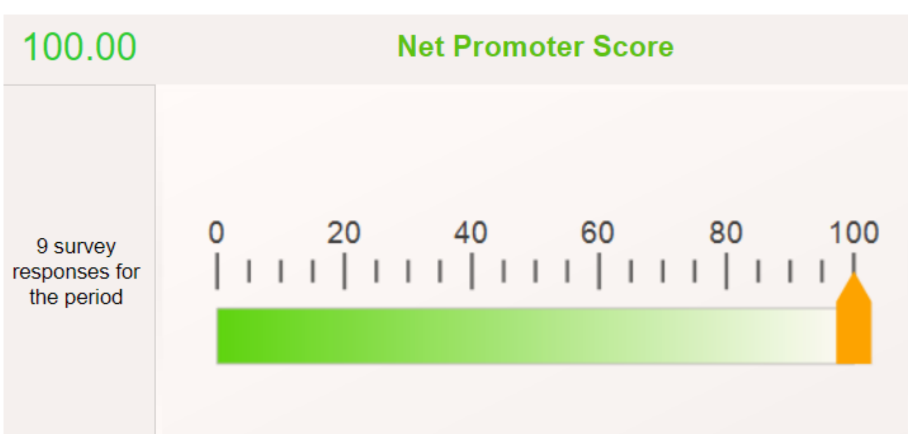
Sample Quarterly Reports



Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# 80596 [SHARP/MX-6580N] 300 E Chapman, Orange	35331	5886
ID# 80581 [SHARP/MX-6051] 230 E Chapman Ave., Orange	34049	5673
ID# 80584 [SHARP/MX-5051] 1107 N Batavia St, Orange	27632	4603
ID# 80590 [SHARP/MX-5051] 1107 N Batavia St, Orange	24204	4032
ID# 80600 [SHARP/MX-5051] 300 E Chapman, Orange	22548	3756



Many companies claim that they have the "Best service in the business" but few even have a way to measure how happy customers are. Here at C3 Tech. we have a system that allows us to capture feedback after every service call. We use the Net Promoter Score system. This allows for our customers to give us real time feedback so that we can always improve our customer service and client satisfaction. Our current Net Promoter Score is 94.75



Network and IT Integration

- All Sharp devices are trusted devices on the network and will integrate with City's network. The copiers provide significant and robust control over information access, transmission, and tracking to facilitate compliance (HIPAA, GLB, SOC) with stringent mandates, helping to reduce risk. All copiers include:
    - Automatic 256-bit encryption
    - Up to 7 times overwrite
    - End of lease hard drive erase
- C3 will configure Equipment for the appropriate network or PC environments based upon the network discovery performed and the recommendations from the IT department
- C3 will work with City IT staff member on server setup and configuration as well as provide any additional support as needed
- C3 will work with City IT staff member on workstation printer setup and configuration
- C3 will generate server and workstation printer test pages
- C3 will coordinate with IT to ensure security wipe of the existing hard drive has been completed, as well as return device to leasing company at no additional cost
- Encryption scanning is integrated into the device to allow for additional security as well as secure print release for releasing sensitive jobs at the copier
- LDAP
    - Scanning systems for each copier supports common network user authentication and LDAP and native active directory are integrated into the devices
    - E-mail addresses can also be pulled via LDAP and Active Directory or configured remotely
    - Shared folders are able to be setup to either a shared folder on the server, or direct to desktop.
    - Can be set up using UNC format (\\server-name\share-name) or for desktop share the UNC path of (\\computer-name/share-name) and then authenticate

Ease of Use

Sharp's interface is the same for all black and white and color machines ranging from 30 Pages-Per-Minute up to 80 Pages-Per-Minute. This allows for a simplified interface that each user can use and know all technology throughout the City. In addition, Sharp has received the BLI award for Ease of Use for the last 4 years.

The Sharp interface mimics the look of an iPad or tablet, that allows for a familiar look and touch that end users are already comfortable with using. You can also customize the screen very easily to simplify the end user's options to only what they require. In addition, the Sharp system always has the toner listed in the bottom left corner, so the end user can easily track toner usage. Below is a sample of what the interface.

In addition to the simplified screen, C3 can create favorite buttons on the copier that allows for more complex workflows or workflows that have multiple steps to be created into a one-touch button that saves these features. This one touch can also be done at the driver level to allow for job builds and one-touch buttons when printing.

BLI Awards

Machine Configurations:

SHARP

MX-M4051

WIDTH	DEPTH	HEIGHT	REQUIRED WIDTH	REQUIRED DEPTH	REQUIRED HEIGHT
24.27 inches	26 inches	48.75 inches	24.27 inches	26 inches	68.75 inches

1 x NEMA 5-15R

COLOR	B/W	PAPER SIZE	MAX PAPER CAPACITY (80g/m²)
	40	12" x 18"	2300

OPTION LIST

Name	Item No.	Quantity
Main Body		1
Stand/3 x 550 Paper Drawers - MX-DE27N	MX-DE27N	1

Name	Item No.	Quantity
Inner Finisher - MX-FN27N	MX-FN27N	1

C3 TECH

SHARP

MX-8081

WIDTH	DEPTH	HEIGHT
121.14 inches	31.13 inches	64.5 inches

REQUIRED WIDTH	REQUIRED DEPTH	REQUIRED HEIGHT
121.72 inches	31.13 inches	84.5 inches

1 x NEMA 6-20R   2 x NEMA 5-15R

COLOR	B/W	PAPER SIZE	MAX PAPER CAPACITY ($80g/m^2$)
80	80	13" X 19"	8000

OPTION LIST

Name	Item No.	Quantity
Main Body		1
Large Capacity Tray (2 Drawers; Ledger) - MX-LC13N	MX-LC13N	1
Paper Pass Unit - MX-RB14	MX-RB14	1

Name	Item No.	Quantity
Finisher 4K (100-sheet staple) - MX-FN21	MX-FN21	1
Paper Pass Unit - MX-RB12N	MX-RB12N	1
Curl Correction Unit - MX-RB27	MX-RB27	1

C3 TECH

SHARP

MX-M1206

WIDTH	DEPTH	HEIGHT
79.12 inches	31.12 inches	60.25 inches

REQUIRED WIDTH	REQUIRED DEPTH	REQUIRED HEIGHT
79.12 inches	31.12 inches	60.25 inches

1 x NEMA 6-20R 1 x NEMA 5-15R

COLOR	B/W	PAPER SIZE	MAX PAPER CAPACITY ($80g/m^2$)
	120	12" x 18"	3000

OPTION LIST

Name	Item No.	Quantity
Main Body		1
100-Sheet Multi Bypass Tray - MX-MFX1 - MX-MFX1	MX-MFX1	1
Finisher 4K (100-sheet staple) - MX-FN21	MX-FN21	1
Curl Correction Unit - MX-RB18	MX-RB18	1
Application integration module - Sharp-AIM - MX-AMX1	MX-AMX1	1
Application Communication Module - MX-AMX2	MX-AMX2	1

C3 TECH

SHARP

MX-M6051

WIDTH	DEPTH	HEIGHT	REQUIRED WIDTH	REQUIRED DEPTH	REQUIRED HEIGHT
24.27 inches	26 inches	48.75 inches	24.27 inches	26 inches	68.75 inches

1 x NEMA 5-15R

COLOR	B/W	PAPER SIZE	MAX PAPER CAPACITY ($80 g/m^2$)
	60	12" x 18"	3300

OPTION LIST

Name	Item No.	Quantity
Main Body		1
Stand/550 + 2,100 Split Tandem Paper Drawers - MX-DE28N	MX-DE28N	1

Name	Item No.	Quantity
Inner Finisher - MX-FN27N	MX-FN27N	1

C3 TECH

SHARP

BP-70C65

WIDTH	DEPTH	HEIGHT	REQUIRED WIDTH	REQUIRED DEPTH	REQUIRED HEIGHT
24 inches	30 inches	55 inches	24 inches	30 inches	55 inches

1 x NEMA 5-20R

COLOR	B/W	PAPER SIZE	MAX PAPER CAPACITY ($80g/m^2$)
65	65	12" x 18"	1200

OPTION LIST

Name	Item No.	Quantity
Main Body		1
Stand/1 x 550 Paper Drawer - BP-DE12 - BP-DE12	BP-DE12	1

Name	Item No.	Quantity
Staple Inner Finisher - BP-FN11 - BP-FN11		1

MX-B376WH

	WIDTH	DEPTH	HEIGHT
	19.38 inches	20.37 inches	23.25 inches

REQUIRED WIDTH	REQUIRED DEPTH	REQUIRED HEIGHT
19.38 inches	20.37 inches	38.25 inches

1 x NEMA 5-15R

COLOR	B/W	PAPER SIZE	MAX PAPER CAPACITY (80g/m²)
	37	8½" x 14"	550

OPTION LIST

Name	Item No.	Quantity
Main Body		1

Datasheet

HP Latex 335 Print and Cut Solution

Work two times faster for the same cost of a solvent printer/cutter device[1]

The HP solution—best in its class[3]

- Print more applications, full bleed stickers don't shrink or curl; reach more indoor spaces.
- Enjoy accurate high-speed cutting and cut throughs; LAN connectivity and HP media basket add convenience.
- Optimized workflow management from a single point—includes unique software with barcode integration.
- Design applications in 3 simple steps—no design skills are needed with HP Signage Suite in box.[2]

True print AND cut

- Print AND cut at the same time—versus print OR cut with solvent—with this reliable, dual-device solution.
- Avoid solvent wait time—prints come out dry, cut/laminate right away with no degas time, and deliver same day.
- Avoid lamination for short-term applications—scratch resistance is comparable to hard-solvent inks.[4]

Easy, reliable workflow

- Print and cut in 5 simple steps—add cut lines from the RIP, predefined cutting presets, easy user interface.
- Efficient job recognition and reliable, error-free cutting—Optical Positioning System (OPOS) and HP Barcode.
- Avoid the complexity of other dual-devices—this complete HP solution is designed to work as one.

For more information, please visit http://www.hp.com/go/latex335printandcut

Join the community, find tools, and talk to experts. Visit the HP Latex Knowledge Center at https://hplatexknowledgecenter.com/

Solution Provided For:

City of Compton

TOTAL CORPORATE SOLUTIONS

Prepared by:

Richard Gomez
CEO
– Imaging Division

October 12, 2022

Total Corporate Solutions Inc.,20335 S Western Ave. Torrance CA 90501

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TOTAL CORPORATE SOLUTIONS

Expect the Best

Executive Summary

In reference to your "Request for Price" Total Corporate Solutions is pleased to present this proposal to The City of Compton for a World-class workflow and Multi-Function and Document Management Product solution. TCS is California's number one and most respected consulting firm specializing in workflow optimization. We are specifically positioned to help companies understand asset deployment, usage patterns and understanding exact cost breakdown. This will result in a tangible process that meets your corporate objectives and initiatives.

Our proposal is based off your request for proposal and Total Corporate Solutions discussions with key personnel. From these conversations we have been able to develop a proposed solution that addresses your hardware and service support requirements.

Deploying our proposed Sharp Systems will create immediate improvements in productivity, as well as implementing the TCS Account Management Process, ensuring maximum uptime and end user satisfaction. For the great majority of organizations, the benefits derived from implementing Sharp Technology will be some combination of the following:

- Improved MFP reliability
- Improved Partner Accountability
- Technology that can advance and grow as your Organization changes
- Improved document security/integrity
- Improved document workflow for storage and retrieval

For the TCS installation to achieve its full potential, a mutually committed business partnership must exist. Total Corporate Solutions is committed to building a long-term business relationship with The City of Compton. We believe that, after you have read this proposal, you will agree that Total Corporate Solutions will be excellent business partners for this project, and other document based projects that The City of Compton may wish to deploy.

Sincerely,

____

TOTAL CORPORATE SOLUTIONS

Richard Gomez | IMAGING DIVISION

20335 S Western Ave. Torrance, CA 90501

Direct: **310-436-8601** | Office: 310.436.8600 | Fax: 310.436.1594

Why Us?

Locally Owned & Operated

TCS is local Minority Certified business located in Torrance. Being locally owned & operated puts more emphasis on Local accountability. Our resources afford us the ability to provide scale able solutions while making local decisions that impact our customers.

Proven Processes

Our Total Assessment measures specific corporate objectives and includes a process to address these objectives while Co-Authoring solutions with our clients. Our ability to provide "Total Corporate Solutions" is one area that makes TCS a unique business partner.

A Few Notable Clients

Here is a snapshot of organizations currently benefitting from our Service:

AltaMed QUALITY CARE WITHOUT EXCEPTION™

Fisher & Paykel HEALTHCARE

THE DOMINGUEZ FIRM

COUNTY OF RIVERSIDE Riverside County, California

LERETA extraordinary service

TRC

SoFi Stadium

Turner

TOTAL CORPORATE SOLUTIONS

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Assessment Process

TCS - Total Assessment is a revolutionary assessment methodology. It is a multi-source approach that delivers a comprehensive snapshot, providing clear visibility into the core areas of your business. Our Total Assessment includes an integrated reporting tool that delivers actionable guidelines for complete alignment of all technology and business processes.

We start by understanding company culture, strategic direction and corporate objectives. We Identify these with an analysis into the core areas required to achieve true optimization. We Measure each one of these to ensure they align with the overall company culture. We do a physical walk through that helps us create a snap shot of the current environment providing you with a complete visual of your operation. We Analyze by capturing situation data for all technology and assets using a non-invasive collection tool that captures data from both networked and non-networked assets. We create blueprints on how information flows and we identify any bottlenecks or inefficiencies to Improve the existing infrastructure. As a result, we Co-author solutions that sustain business processes and support these initiatives through on-going evaluations.

Data Acquisition

- Locate Devices
    - Locate all devices with a walk through and mark on floor plans
    - Take manual meter reads on all devices
    - Scan all network devices with Data Collection Agent
- Review needs and challenges with users where possible
- Gather all cost information – recent invoices for toner, maintenance kits, Service calls
    - Agree on what estimate defaults to be used
    - Identify any equipment repairs that need to be made
- Workflow Assessment
    - Conduct user interviews
- Take second meter readings

Device and Workflow Optimization

- Analyze optimized environment
    - User workflow needs
    - Optimum cost/efficiency ratio
    - Support sustainability effort

Financial Analysis

- Compile and analyze all information
- Validate key information and current costs

Opportunities and Recommendations

- Present team with results of assessment, cost savings opportunities, workflow improvements and recommended implementation

Implementation

- Propose implementation schedule

Customized Program Components

The City of Compton will receive the following:

- **Simplified Billing** – one vendor / one invoice for print environment
- **Fleet Monitoring** – real-time data collection and analysis to optimize print environment
- **Proactive Supplies Fulfillment** – automated ordering by device usage patterns
- **Professional Service** – proactive and reactive onsite service with loaner equipment options
- **Satisfaction Guarantee** – all consumables include a full replacement guarantee
- **Recycling Program** – simply pack and we'll pick up your used print cartridges
- **Ongoing Print / Account Management** – continuous reviews of your print environment to ensure your strategy is providing maximum cost visibility, cost predictability, productivity and positive user experience
- **Executive Reporting** – Monthly updates and Quarterly reviews to ensure the success of the program:
    - Fleet overview of output devices
    - Supplies usage visibly
    - Power consumption reporting – by fleet and device
    - Usage reports – volume of color and black/white by device
    - Executive device summary
    - Recommendations / Opportunities

Solution Overview / Project Goals and Objectives

Current Situation

- 28 Sharp Copiers located in City Hall in Compton CA
- All-inclusive agreement for all on a cost per copy program
- Current printer fleet has unknown and unpredictable per page cost's
- Unmanageable documents for storage and retrieval requirements.

Proposed Solution Benefits with TCS

Below is an outline of the objectives and overview of work to be accomplished.

- New state of the art technology.
- We proactively monitor your supplies levels & automatically send out replacement consumables. No more ad hoc purchasing from personnel
- New Sharp technology providing an output efficiency increase of 23%
- New Sharp technology providing a scanning efficiency increase of 36%
- Fully customizable touch screen allows for seamless workflow integration
- Reduce Man-hours and increase profitability with document retrieval process
- Quarterly Account Reviews that discuss the equipment performance and uptime percentages
- MPS Program providing fixed predicable cost for printer fleet
- Predictable Monthly / Annual Expense
- Improved Productivity

A business partner that has great expertise in other areas of Corporate Services

Solution Pricing and Terms

(16) New Sharp MX-M4051 40 PPM Monochrome Workgroup Document Systems includes 10.1" W-SVGA Color Touch Panel, 1.4 GHz multitasking controller, 500 GB hard drive with document filing system, PCL 6 / PostScript® 3 network printing, Scan² single-pass dual-sided color scanning, network scanning, 100-sheet double-sided single-pass feeder, auto duplexing, Four 500-sheet paper drawers, 100-sheet bypass tray and Stapling Finisher.

(1) New Sharp MX-8081, 80 PPM B&W / Color - High Speed Color Document System includes, 10.1 W-SVGA Color Touch Panel, multi-processor controller, 150-sheet DSPF, 3000-sheet paper Capacity, (2000-sheet tandem tray/two 500-sheet trays), 1 x 5,000 sheet LCT, 1 TB hard disk drive with document filing system, PCL6/Adobe® 3™, network printing, scanning, web browser, retractable keyboard and 4,000 sheet finisher with 100 sheet staple capacity.

(2) New Sharp MX-M1206, 120 PPM High Speed Monochrome Document System includes, 15.4" control panel, 300-sheet/150-business card DSPF, 3,000-sheet paper capacity (2,000-sheet tandem drawer/2 x 500-sheet drawers), swing out keyboard, 1TB hard disk drive, PCL 6/Adobe PostScript 3 network printing, color network scanning, and Sharp OSA® technology (Cloud Ready) - Application Communication and External Accounting modules. Standard security with End-of-Lease data erase feature.

(5) New Sharp MX-M6051, 60 PPM Monochrome Workgroup Document System's includes, 10.1" Color Display, Standard Copying, PCL®6 Network Printing, Network Color Scanning, Document Filing System, 150-sheet DSPF, Auto Duplex, 2000-sheet Tandem Paper Drawer (letter), 2 x 500-sheet Paper Drawers, 100-sheet Bypass Tray, 500 GB Hard Drive and Stapling Finisher.

(3) New Sharp BP-70C65, 65 PPM B&W / 65 PPM Full-Color Workgroup Document System includes walk-up motion sensor, wireless connectivity, multitasking controller, retractable keyboard, Sharp OSA® technology (Cloud Ready) - Application Communication and External Accounting modules, 256 GB SSD with document filing system, PCL 6 and Adobe® PostScript® 3™ network printing systems, network scanning, 300-sheet DSPF, auto duplexing, 550-sheet paper drawer and 100-sheet bypass tray.

(1) New HP Latex L335 Printer & Separate 62.2" Cutter

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Full Service Solution Pricing and Terms

Equipment Cost

Term: 60 months FMV

Monthly Cost: $4,215.95 *Sales tax Included

Monthly Maintenance Cost All-Inclusive:

Customer Care Program Includes **all** labor, parts, travel and supplies less paper/staples. Simplified line item invoicing with total TCS accountability and our Total Account Management allows you to focus on your core business. *Includes delivery, training and network installation. Plus, we include a print monitoring system that automatically captures volume.

Black Image Cost: $0.006 /print

Color Image Cost: $0.045 /print

Estimated Maintenance Monthly Cost*: $1,455.00/month

*Estimates based on previous 5 years average monthly usage. 130,000 B&W and 15,000 Color

TOTAL CORPORATE SOLUTIONS

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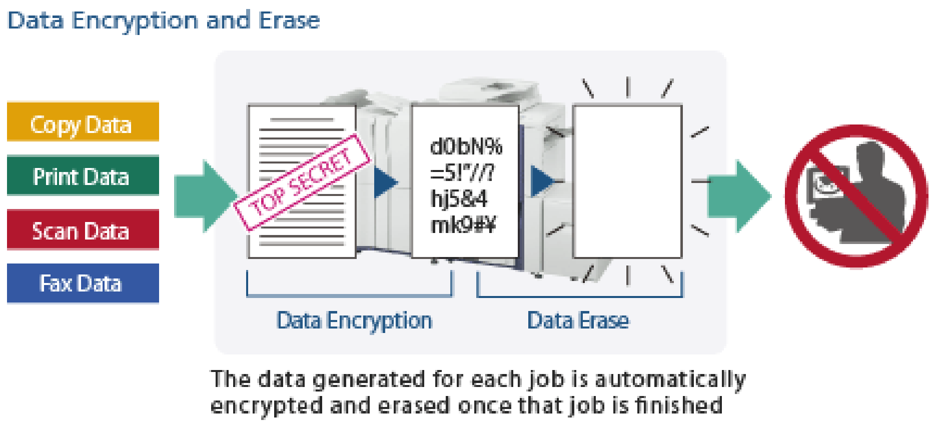
Data-Security Kit



Benefits:

- Sensitive data does not remain on the print/copy device
- Helps companies conform to Data Privacy legislation
- Helps reduce your exposure to liability due to data leak

Features:

- Encrypts data prior to being stored in Memory
- Encrypts all data stored in the HD file cabinet
- All memory cleared after copy, scan and print use
- Runs automatically without user initiation

TOTAL CORPORATE SOLUTIONS

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Performance Guarantee

Maintenance

Full coverage maintenance including all service calls, parts, labor and preventative maintenance.

Supplies

All supplies required for imaging creation less paper and staples.

Document Volume Flexibility

If at any time after six months of system installation, the actual monthly document output volume varies from the guaranteed minimum monthly document output volume, either upward or downward, you may request an adjustment in your minimum monthly document output volume. Adjustments cannot be made above or below manufacturers recommended volume range.

Uptime Guarantee

We designed our service procedures to average up to a 97% uptime, but in the event the mainframe provided is not operational (excluding preventative maintenance and operator preventable calls) during any 60 day period, TCS will provide a loaner of similar and upgraded features at no additional cost until your mainframe is repaired.

Service Loaner

If the mainframe is deemed inoperable and TCS is unable to correct the problem, we will provide a loaner of similar or upgraded features at no additional cost until your mainframe is repaired.

Replacement Guarantee

Should the mainframe fail to perform as outlined above, you must notify TCS at its corporate address in the care of the Director of Service. TCS will have 30 working days to repair your mainframe to factory specifications or, if unable to do so, replace it with a device of equal or greater capacity, capabilities and features, at no additional cost to you.

Department of General Services - Procurement Division (DGS-PD)

APPROVED AUTHORIZED RESELLERS

Participating Addendum: 7-19-70-46-07
Title: Copiers & Managed Print Services
Contractor Name: Sharp Electronics Corporation
Revision Date: 7/23/2021

The following table identfies State-approved Authorized Resellers for the Participating Addendum referenced above.
Refer to the Cooperative Agreement User Instructions posted at the link above for additional information and usage rules.

Authorized Reseller Name	Ordering Address	Ordering Fax	Ordering Email	Sales and Customer Service Phone	Sales Contact (if applicable)	California Certification # (SB/DVBE)	Contract ID *(For Fi$Cal purposes only)*
Advanced Copy Systems, Inc.	571 E Redlands Blvd, San Bernardino, CA 92408	909-889-3602	ACS.Walter@verizon.net	909-889-4006	Walter Ferguson	SB# 41454	7-19-70-46-07.01
Advanced Office Automation, Inc.	1520 Goodyear Avenue, Suite B, Ventura, CA 93003	805-658-7537	aoainc@earthlink.net	805-644-1900	Joseph Silva	SB# 16912	7-19-70-46-07.02
AM Copiers, Inc.	301 Wake Avenue, Ste 313, El Centro, CA 92243	760-352-7871	marrujo_andres@hotmail.com	760-352-6007	Andres Marrujo	SB# 1754969	7-19-70-46-07.03
Business Machines Consultants, Inc.	6735 Odessa Ave, Van Nuys, CA 91406	818-782-4599	Bitzy@bmcinc.biz	818-787-2622	Barach Eichenbaum	SB# 1005603	7-19-70-46-07.04
C3 Office Solutions LLC	1536 E Warner Ave, Santa Ana, CA 92705	714-641-2717	tricias@c3os.com	714-689-1700	Tricia Sanchez		7-19-70-46-07.05
Choice Technical Services, Inc.	17517 Fabrica Way, Ste B, Cerritos, CA 90703	714-522-8558	RUDY@CTSCHOICE.COM	714-522-8123	Rudy Reisender	SB/DVBE# 22893	7-19-70-46-07.06
Coastal Business Systems, Inc.	336 1st St. Eureka, CA 95501	707-445-8743	mdminick@coastal-business.com	707-445-3095	Michael Dominick		7-19-70-46-07.07
Copy Link, Inc.	3441 Main St, Suite 100, Chula Vista, CA 91911	619-863-5624	kevin@copylink.net	619-424-8000	Kevin Marshall		7-19-70-46-07.08
LDICA, LLC	6704 Valjean Avenue, Van Nuys, CA 91406	818-787-5470	dvos@myldi.com	818-781-8110	Doug Vos		7-19-70-46-07.09
Pacific Business Technologies, LLC	2341 W 205th St, Suite 116, Torrance, CA 90501	310-787-8875	PBTECHNOLOGIES@YAHOO.COM	310-787-8300	Edward Kambe	SB/DVBE #1358480	7-19-70-46-07.10
Select Business Systems, Inc.	4545 N Marty Ave, Fresno, CA 93722	559-446-0193	tmumma@1select1.com	559-446-0118	Todd Mumma	SB# 18562	7-19-70-46-07.11
Smile Business Products, Inc.	4525 Auburn Boulevard, Sacramento, CA 95841	916-483-7695	bbollinger@smilebpi.com	800-790-7701	Betty Bollinger		7-19-70-46-07.12
Total Corporate Solutions, Inc.	20335 South Western Ave, Torrance, CA 90501	310-436-1594	RGOMEZ@TEAMTCS.COM	310-436-8600	Richard Gomez		7-19-70-46-07.13
Valley Office Equipment	36-665 Bankside Drive #B, Cathedral City, CA 92234	760-321-5907	tom@valleyoffice.net	760-321-1560	Thomas H. Day	SB# 42803	7-19-70-46-07.14
Velocity Imaging Products, Inc.	8139 Center St, La Mesa, CA 91942	619-433-8001	JOHN@VELOCITYSD.COM	619-433-8000	John Stavola		7-19-70-46-07.15
Young Systems Corporation	13125 Midway Place, Cerritos, CA 90703	800-829-0292	ylee@nuworldinc.com	800-729-8320	Young H. Lee		7-19-70-46-07.16

STATE OF CALIFORNIA
PARTICIPATING ADDENDUM NUMBER 7-19-70-46-07
AMENDMENT 2

Copiers and Managed Print Services
Colorado NASPO ValuePoint Master Agreement Number 140603
Sharp Electronics Corporation (Contractor)

The parties mutually agree to amend Participating Addendum 7-19-70-46-07 as follows:

1) Agreement is extended from December 31, 2022 to July 31, 2024. **Section 2. TERM, subparagraph A** is revised to read as follows:

   A. The term of this Participating Addendum shall begin upon signature approval by the State and will end July 31, 2024, or upon termination by the State, whichever occurs first.

2) **Section 21. EXECUTIVE ORDER N-6-22 – RUSSIA SANCTIONS** is hereby added to read as follows:

   21. EXECUTIVE ORDER N-6-22 – RUSSIA SANCTIONS

   On March 4, 2022, Governor Gavin Newsom issued Executive Order N-6-22 (the EO) regarding Economic Sanctions against Russia and Russian entities and individuals. “Economic Sanctions” refers to sanctions imposed by the U.S. government in response to Russia’s actions in Ukraine, as well as any sanctions imposed under state law. The EO directs state agencies to terminate contracts with, and to refrain from entering any new contracts with, individuals or entities that are determined to be a target of Economic Sanctions. Accordingly, should the State determine Contractor is a target of Economic Sanctions or is conducting prohibited transactions with sanctioned individuals or entities, that shall be grounds for termination of this Participating Addendum. The State shall provide Contractor advance written notice of such termination, allowing Contractor at least thirty (30) calendar days to provide a written response. Termination shall be at the sole discretion of the State.

All other terms and conditions of the Participating Addendum shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the date of execution by both parties below.

STATE OF CALIFORNIA		**CONTRACTOR**	
Department of General Services		Sharp Electronics Corporation	
Agency Name		*Contractor Name*	
	11/29/2022		11/2/2022
Authorized Signature	*Date Signed*	*Authorized Signature*	*Date Signed*
Julie Matthews, MAU2 Supervisor		Mike Marusic/ President & CEO	
Printed Name/Title of Person Signing		*Printed Name/Title of Person Signing*	
707 Third Street West Sacramento, CA 95605		100 Paragon Drive Montvale, NJ 07645	
Address		*Address*	

PROCUREMENT DIVISION
707 Third Street, 2nd Floor
West Sacramento, CA 95605-2811

COOPERATIVE AGREEMENT USER INSTRUCTIONS

NON-MANDATORY

Supplement 4

(Incorporates Supplements 1 – 3)

Effective Date: 6/13/2022

TITLE:	*DESCRIPTION*
TITLE/DESCRIPTION:	Copiers and Managed Print Services (NASPO ValuePoint)
CONTRACT NUMBERS:	7-19-70-46-01 Canon U.S.A., Inc. 7-19-70-46-02 HP Inc. dba HP Computing and Printing Inc. 7-19-70-46-03 Konica Minolta Business Solutions U.S.A., Inc. 7-19-70-46-04 Kyocera Document Solutions America, Inc. 7-19-70-46-05 Lexmark International, Inc. 7-19-70-46-06 Ricoh USA, Inc. 7-19-70-46-07 Sharp Electronics Corporation 7-19-70-46-08 Toshiba America Business Solutions, Inc. 7-19-70-46-09 Xerox Corporation
CONTRACT TERM:	Various through 12/31/2022 (Refer to Attachment A)
CONTRACT CATEGORY:	IT Goods IT Services
MAXIMUM ORDER LIMIT:	State Agencies: $1,500,000 (Refer to Section 6.B) Local Agencies: Unlimited
FOR USE BY:	State and Local Governmental Agencies (Refer to Section 2)
STATE CONTRACT ADMINISTRATOR:	Yolanda Tutt (279) 946-8401 Yolanda.Tutt@dgs.ca.gov

Ordering Agencies are instructed to carefully review these User Instructions in their entirety. For questions, please contact the State Contract Administrator and reference the “Title/Description” and/or Contract Number listed above. Changes to this document will be issued through a User Instructions Supplement.

ORIGINAL ON FILE

Yolanda Tutt, State Contract Administrator

SUMMARY OF CHANGES

All changes to most recent Supplement are in ***bold red italic***. Additions are enclosed in asterisks; deletions are enclosed in brackets. To obtain copies of previous User Instructions, please contact the State Contract Administrator listed in Section 4 (Contract Administrator).

Supplement Number	Description/Sections	Supplement Effective Date
****4****	****Supplement 4 replaces and supersedes previous User Instructions version. Revisions include:*** • ***Section 3.A (Contract Term) – Updated year.*** • ***Attachment A (Contractor Information) – Updated 7-19-70-46-05 (Lexmark International, Inc.) Contract Administrator Contact Information.****	****6/13/2022****
3	Supplement 3 replaces and supersedes previous User Instructions version. Revisions include: • <u>Cover Page and Attachment A</u> – Agreement expiration date revised to 12/31/2022 for the following contractors: ○ 7-19-70-46-04 (Kyocera Document Solutions America, Inc.) ○ 7-19-70-46-07 (Sharp Electronics Corporation) ○ 7-19-70-46-08 (Toshiba America Business Solutions, Inc.)	12/23/2021

<table>
<tr><th>Supplement Number</th><th>Description/Sections</th><th>Supplement Effective Date</th></tr>
<tr><td>2</td><td>Supplement 2 replaces and supersedes previous User Instructions version. Revisions include:
<u>Cover Page and Section 4 (Contract Administrator)</u> – State Contract Administrator phone number revised to (279) 946-8401.
<u>Cover Page and Attachment A</u> – Agreement expiration date revised to 12/31/2022 for the following contractors:
7-19-70-46-01 (Canon U.S.A., Inc.)
7-19-70-46-02 (HP Computing and Printing Inc.)
7-19-70-46-05 (Lexmark International, Inc.)
7-19-70-46-06 (Ricoh USA, Inc.)
7-19-70-46-09 (Xerox Corporation)
<u>Attachment A</u> – Konica Minolta contract administrator contact information revised.</td><td>11/29/2021</td></tr>
<tr><td>1</td><td>Supplement 1 replaces and supersedes previous User Instructions version. Revisions include:
Page 1 - Contract Numbers section is revised to add Cooperative Agreement No. 7-19-70-46-05 with Lexmark International, Inc.
Page 1 - Contract Term section is corrected to reflect December 31, 2021 expiration date.
Section 5. D. Restricted/Disallowed Products and Services (State Agencies Only) is revised to add subpart 3) regarding compliance with Management Memo 19-03 titled State Agency Printing Operations.
Attachment A is revised to add Cooperative Agreement No. 7-19-70-46-05 with Lexmark International, Inc.</td><td>1/30/20</td></tr>
</table>

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USER INSTRUCTIONS

1. SCOPE AND OVERVIEW

A. The Department of General Services, Procurement Division (DGS-PD) has established a California Participating Addendum (hereafter referred to as "California Cooperative Agreement" or "Cooperative Agreement") with individual Contractors (as noted on page 1) for use of the Copiers and Managed Print Services Master Agreements executed by the State of Colorado.

B. These Cooperative Agreements provide state and local governmental agencies the opportunity to acquire products and services in accordance with the instructions provided herein and the terms and conditions outlined in the individual Cooperative Agreements. Attachment A identifies specific Cooperative Agreement information for each Contractor.

C. User Instructions incorporate information contained in the lead state master agreements posted on the NASPO ValuePoint website. Ordering Agencies are encouraged to review these agreements in detail prior to processing transactions under this portfolio.

D. Note: Unless otherwise specified within this document, the term "Ordering Agencies" will refer to all state agencies and local governmental agencies eligible to utilize these agreements. Ordering and usage instructions exclusive to state or local governmental agencies shall be identified within each section.

2. CONTRACT AVAILABILITY

A. State Agencies

1) Use of these agreements is non-mandatory for California state agencies.

2) Refer to Section 5.D (Restricted/Disallowed Products and Services) for more information.

B. Local Governmental Agencies

1) Use of these agreements is optional for local governmental agencies.

2) Local governmental is defined as any city, county, city and county, district, or other local governmental body, school district or corporation empowered to expend public funds.

3) While the DGS-PD makes this contract available to local governmental agencies, each local governmental agency shall determine whether use of these agreements is consistent with its procurement policies and regulations.

3. CONTRACT TERM

A. The term of these California Cooperative Agreements is from the date of the State's approval through December 31, ***2022* [~~2021~~]**, or upon termination by the State, whichever occurs first. Refer to Attachment A for individual agreement term dates.

B. Order placement and execution shall be on or before the expiration of the California Cooperative Agreement. However, delivery of products or completion of services may be after the California Cooperative Agreement expiration date.

4. CONTRACT ADMINISTRATOR

A. DGS-PD and the Contractor(s) have assigned contract administrators as single points of contact for problem resolution and related contract issues.

B. The State Contract Administrator for these agreements is:

Administrator Information	State Contract Administrator
Name:	Yolanda Tutt
Telephone:	(279) 946-8401
Email:	Yolanda.Tutt@dgs.ca.gov
Address:	DGS, Procurement Division 707 Third Street, 2nd Floor, MS 2-202 West Sacramento, CA 95605

C. Contractor Contract Administrator contact information is outlined in Attachment A.

5. CONTRACT INFORMATION

A. Lead State Master Agreements (NASPO ValuePoint Base Contracts)

California Cooperative Agreements are based on some or all of the products, services, and prices from the NASPO ValuePoint Copiers and Managed Print Services Master Agreements issued by the State of Colorado. State of Colorado master agreements and Contractor price lists are posted on the NASPO ValuePoint Portfolio website (https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/)

B. California Cooperative Agreements (Participating Addendum Documents)

California Cooperative Agreements and related documents are posted in Cal eProcure (https://caleprocure.ca.gov/pages/LPASearch/lpa-search.aspx). Direct links to each agreement in Cal eProcure are found in Attachment A.

C. Available Products and Services

1) These Cooperative Agreements provide for the procurement of A3 Multifunction Devices (MFD's), A4 MFD's, Production Equipment, Single-function Printers, Large/Wide Format Equipment, Scanners, Software, Supplies, Managed Print Services, Maintenance and other Products and Services. **Section 4. Statement of Work** contained in each lead state master agreement includes a detailed description of available products and services.

2) Available equipment is grouped as follows:

Group	Device
A	A3 MFD's (Black and White [B&W] and Color/B&W)
B	A4 MFD's (B&W and Color/B&W)
C	Production Equipment (B&W and Color/B&W)
D	Single-function Printers (B&W and Color/B&W)
E	Large/Wide Format Equipment (B&W and Color/B&W)
F	Scanners

3) Attachment A identifies product and service categories awarded to each Contractor.

D. Restricted/Disallowed Products and Services (State Agencies Only)

1) The following products or services are prohibited for purchase by state agencies under this Participating Addendum. These restrictions do not apply to local governmental entities.

   a) Leasing and Rental Options

   b) Products:
      i) Remanufactured Equipment
      ii) Imaging equipment that does not meet or exceed Electronic Product Environmental Assessment Tool (EPEAT) Silver
      iii) Imaging equipment that is not Energy Star certified
      iv) Software containing "click wrap" Agreements
      v) Not Specifically Priced (NSP) items not listed or priced in NVP Price Lists

   c) Services:
      i) Mail Room Services
      ii) Network and Data Security
      iii) Records Management

2) Product and service categories available on mandatory California statewide contracts cannot be purchased from this Participating Addendum by State agencies without an exemption. State agencies are responsible for obtaining an exemption from DGS prior to issuing a purchase order. This restriction is not applicable to local governments.

3) Pursuant to Management Memo 19-03 (https://www.dgs.ca.gov/-/media/Divisions/OSPPR/Memos/MM19-03.pdf?la=en&hash=542A8AFADAE40F3D840DBCC33B3EDFDFCB842A9E) titled State Agency Printing Operations, state agencies are required to obtain Office of State Publishing approval prior to acquiring a piece of printing equipment valued in excess of $50,000.

E. Contractor Pricing

1) Copier pricing is based on a discount off manufacturer's retail price (MSRP).

2) Managed Print Services pricing is based on a click charge.

3) Contractor price lists are posted on NASPO ValuePoint Copier and Managed Print Services website (https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/).

4) Contractors may offer greater discounts and/or lower prices than those published in their price list.

F. Small Business/Disabled Veteran Business Enterprise Participation

1) State agencies are able to claim credit towards their Small Business (SB) or Disabled Veteran Business Enterprise (DVBE) goals whenever a commercially useful function is performed by a certified SB or DVBE.

2) Any California SB and or DVBE certifications possessed by the Prime Contractor are shown in Attachment A.

3) State agencies must verify certifications on Cal eProcure (https://caleprocure.ca.gov/pages/PublicSearch/supplier-search.aspx).

4) When utilizing a SB or DVBE, state agencies must review the activities to be performed to assure that the firm performs a "commercially useful function" as defined by Title 2 CCR section 1896.71(b).

5) If issuing an order to a DVBE firm, state agencies must obtain a Disabled Veteran Business Enterprise Declaration (STD. 843).

G. DGS Administrative Fee

Ordering Agencies will not be charged the DGS Administrative fee nor will they be invoiced by the Contractor(s) for use of these agreements.

6. CONTRACT USAGE/RULES

A. Adherence to Applicable Laws (State Agencies Only)

State agencies must adhere to all applicable state laws, regulations, policies, best practices, and purchase authority requirements (e.g., California Codes, Code of Regulations, State Administrative Manual, Management Memos, and State Contracting Manual).

B. Purchasing Authority (State Agencies Only)

1) The leveraged procurement agreement acquisition method and type for these agreements are:

Acquisition Method	Acquisition Type
Cooperative Agreements (requiring further competition within the category)	IT Goods IT Services

2) Prior to executing orders, state agencies must have been granted purchasing authority by DGS-PD for the use of the acquisition method and type listed above. For more information, contact the DGS-PD Purchasing Authority Management Section at pams@dgs.ca.gov.

C. Order Limits/Dollar Thresholds (State Agencies Only)

State agencies may execute orders, including amendments, up to the maximum order limit listed on page 1, unless otherwise specified by their approved delegated purchasing authority. Each state agency's purchasing authority is listed by acquisition method and type on their Purchasing Authority Approval Letter (PAAL).

D. Environmentally Preferred Purchasing (State Agencies Only)

1) Pursuant to Department of Technology State's Low Power Computing Guidelines identified in Technology Letter 12-03, all imaging equipment procured by state ordering agencies shall meet or exceed Electronic Product Environmental Assessment Tool (EPEAT) level Silver. Equipment will be deemed as meeting this requirement if the equipment is found on the EPEAT registry (https://www.epeat.net/?category=imaging&country=United+States) and identified as EPEAT Silver.

2) Pursuant to Executive Order B-18-12 and its companion Green Building Action Plan, state ordering agencies shall purchase, install, and operate

Environmental Protection Agency (EPA) Energy Star certified imaging equipment. Equipment will be deemed as meeting this requirement if the equipment is found on the USEPA Energy Star database (https://www.energystar.gov/productfinder/product/certified-imaging-equipment/results) and identified as Energy Star.

E. State Agency Buy Recycled Campaign (State Agencies Only)

1) State agencies are required to report purchases made within eleven product categories in the California Department of Resources Recycling and Recovery's State Agency Buy Recycled Campaign (SABRC) per Public Contract Code Sections 12200-12217.

2) Contractor will be required to complete and return a Recycled-Content Certification form (https://www.calrecycle.ca.gov/contracts/forms) upon request by the State agency.

F. California Seller's Permit (State Agencies Only)

1) California Seller's Permit information for each Contractor is identified in Attachment A. Prior to placing orders under these agreements, state agencies should verify that permits are currently valid on California Department of Tax and Fee Administration (CDTFA) website (www.cdtfa.ca.gov/). State ordering agencies must adhere to the file documentation required in the State Contracting Manual Volume, as applicable.

2) When issuing an order to an authorized reseller per Section 7.B, it is the state agency's responsibility to ensure that the reseller holds a valid California Seller's Permit.

G. Civil Rights Certification (orders ≥ $100,000) (State Agencies Only)

1) Contractors have a signed California Civil Rights Laws Attachment on file with DGS-PD.

2) When issuing an order to an authorized reseller listed on the Approved Authorized Reseller listing, it is the state agency's responsibility to ensure that the reseller provides a California Civil Rights Laws Attachment.

H. Iran Contracting Act Certification (orders over $1 million) (State Agencies Only)

1) Contractors have a signed Iran Contracting Act Certification on file with the DGS-PD. Prior to award, state agency must check the "Entities Prohibited from Contracting with Public Entities in California per the Iranian Contracting Act, 2010 List" posted by DGS to confirm firm is not listed as an ineligible business.

2) When issuing an order to an authorized reseller listed on the Approved Authorized Reseller listing, it is the state agency's responsibility to ensure that the reseller provides an Iran Contracting Act Certification.

I. Darfur Contracting Act Certification (State Agencies Only)

1) Contractors have a signed Darfur Contracting Act Certification on file with DGS-PD.

2) When issuing an order to an authorized reseller listed on the Approved Authorized Reseller listing, it is the state agency's responsibility to ensure that the reseller provides a Darfur Contracting Act Certification.

7. ORDERING PROCEDURES

A. Contractor Selection Process

1) State Agencies

State agencies electing to use these agreements must select a Contractor using the Best Value Request for Offer (RFO) process outlined below:

a) *Develop RFO* – Ordering Agency will develop a RFO which includes the following information, at a minimum:

- All relevant Ordering Agency contact information necessary for the Contractor to respond to the RFO
- A detailed Statement of Work listing the product/services requested
- Bidder Declaration (GSPD 05-105)
- Compliance with Environmentally Preferred Purchasing policies outlined in Section 6.D Environmentally Preferred Purchasing, as applicable
- Current Cost Analysis, as applicable

b) *Solicit Offers* – Ordering Agency shall solicit offers from a minimum of three Contractors.

- If multiple Contractors are solicited and less than three offers are received, the Ordering Agency must document their file with the reasons why the other Contractors solicited did not respond with an offer.

- Orders valued less than $10,000 may be executed without obtaining multiple offers if fair and reasonable pricing has been established and documented within the procurement file.

c) *Determine Best Value* – Ordering Agency will review all responsive offers and select a Contractor based on best value, with cost as one of the criteria.

d) *Document Results* – Ordering Agency must document the results of the best value RFO process within the procurement file including, but not limited to, Contractors that were contacted, recap of their offers, how the selection was made and criteria for determining “best value”. Ordering Agencies have the option to use the Best Value Determination Worksheet (available in the State Contracting Manual) or the agency’s own form to document the results.

e) *Issue Purchase Order or Service Contract*– Ordering Agency will issue purchase order or service contract to the selected Contractor in accordance with Section 7.C Purchase Order Form and Execution (Purchasing Goods) and 7.D Service Contract Form and Execution (Purchasing Services).

2) Managed Print Services - Current Cost Analysis

a) Prior to developing an RFO for Managed Print Services, determine the current annual cost to operate all multifunctional copier/printer equipment by conducting a cost analysis. Refer to Attachment B – Sample Cost Analysis Worksheet. Below is a list of suggested determining factors:
   i. Total number of output devices by manufacturer (i.e., printers, multifunctional printers, fax machines, copiers, and scanners)
   ii. Average number of annual impressions
   iii. Useful life of device
   iv. Useful life remaining
   v. Initial cost of each device
   vi. Average annual cost for supplies (excluding paper and staples)
   vii. Average annual cost for maintenance (service, maintenance kits, rollers, labor internal help desk)

3) Local Governmental Agencies

Local governmental agencies may use the contractor selection process described in Section 7.A.1 above or other process in accordance with their procurement policies and regulations.

B. Authorized Resellers

1) State-approved Authorized Resellers accept purchase orders and payment from Ordering Agencies for products and associated services offered under the specific Contractor’s California Cooperative Agreement.

2) Ordering Agencies may only use State-approved Authorized Resellers for soliciting offers and order execution when:

   a) Attachment A indicates Authorized Resellers are available for use under the specific California Cooperative Agreement; and

   b) The firm is identified on the most current Approved Authorized Reseller listing posted on the State's Cal eProcure website.

3) When soliciting offers from Authorized Resellers, state agencies must retain a copy of the Approved Authorized Reseller listing in the procurement file.

4) All orders to Authorized Resellers must contain the California Cooperative Agreement number and the Prime Contractor's name as instructed in Attachment A.

C. Purchase Order Form and Execution (Purchasing Goods)

All Ordering Agency purchase order documents executed under these agreements must contain the applicable California Cooperative Agreement number as shown in Attachment A.

1) State Agencies

   a) *STD 65 Purchase Documents* – State agencies not transacting in FI$Cal must use the Purchasing Authority Purchase Order (STD 65) for purchase execution. An electronic version of the STD 65 is available at the DGS-PD website (https://www.dgs.ca.gov/PD/Forms).

   b) *FI$Cal Purchase Documents* – State agencies transacting in FI$Cal will follow the FI$Cal procurement and contracting procedures.

2) Local Governmental Agencies

   Local governmental agencies may use their own purchase order document in lieu of the State's purchase order form.

D. Service Contract Form and Execution (Purchasing Services)

1) State agencies must execute a STD 213 – Standard Agreement and complete a STD 215 – Agreement Summary for each service contract processed under this Cooperative Agreement. Local governmental agencies shall use an equivalent contract form.

2) All transactions executed under this agreement shall contain the following statement. Refer to Attachment A to complete the statement:

"This service contract is subject to the provisions contained in California Cooperative Agreement Contract Number: [insert appropriate number]."

8. INVOICING AND PAYMENT

A. Payment Terms

Payment terms for these agreements are net forty-five (45) days. Payment will be made in accordance with the provisions of the California Prompt Payment Act, Government Code Section 927, et seq. Unless expressly exempted by statute, the Act requires State agencies to pay properly submitted, undisputed invoices not more than forty-five (45) days after the date of acceptance of goods, performance of services, or receipt of an undisputed invoice, whichever is later.

B. Payee Data Record

State agencies not transacting in FI$Cal, must obtain a copy of the Payee Data Record (STD 204) to process payments. State agencies forward a copy of the STD 204 to their accounting office(s). Without the STD 204, payment may be unnecessarily delayed.

C. CAL-Card

1) Ordering Agencies may use the CAL-Card for the payment of invoices if accepted by the Contractor. Use of the CAL-Card requires the execution of a purchase order document as referenced in Section 7.C (Purchase Order Form) and must include all required documentation applicable to the purchase.

2) CAL-Card is a payment mechanism, not a procurement approach and, therefore, does not relieve state agencies from adhering to all procurement laws, regulations, policies, procedures, and best practices, including those discussed in the State Contracting Manual. This includes but is not limited to the application of all sales and use tax laws, rules, and policies as applicable to the purchase.

D. Golden State Financial Marketplace (GS $Mart)

Ordering Agencies may utilize financing available through DGS-PD GS $Mart program. Program information is available on the DGS-PD State Financial Marketplace website (https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Acquisitions/State-Financial-Marketplace).

9. DELIVERY AND ACCEPTANCE CERTIFICATE

Ordering Agencies will confirm delivery, installation, and acceptance of all products by signing a Delivery and Acceptance Certificate. A sample Delivery and Acceptance Certificate is posted on each Contractor's Cal eProcure page.

10. PROBLEM RESOLUTION/CONTRACTOR PERFORMANCE

Ordering Agencies should first attempt to resolve complaints, issues, or disputes informally with the Contractor. If the issue or dispute cannot be resolved by the Ordering Agency, the issue may be elevated to the DGS-PD State Contract Administrator.

ATTACHMENT A – Contractor Information

Item	Agreement Detail
Cooperative Agreement	7-19-70-46-01
Contractor Name	Canon U.S.A., Inc.
Contract Term	12/20/2019 through 12/31/2022
Link to Cal eProcure	Cal eProcure 7-19-70-46-01 webpage
Lead State Agreement	140595
Product/Service Categories	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
Seller's Permit Number	30625725 (Refer to Section 6.F)
CAL-Card Accepted	Yes (Refer to Section 8.C)
SB/DVBE Certification	None
Contract Administrator Contact Information	Dave Rothauser Phone: (631) 330-5443 Email: isgbidadmin@cusa.canon.com
Ordering Address	Refer to Authorized Resellers
Ordering Email	Refer to Authorized Resellers
Ordering Fax	Refer to Authorized Resellers
Ordering Contact	Refer to Authorized Resellers
Authorized Resellers (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on Cal eProcure 7-19-70-46-01 webpage. **FI$Cal Agencies**: Use "FI$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI$Cal. **Non-FI$Cal Agencies**: All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows: *(Prime Contractor Name) c/o <Authorized Reseller Name>* *<Reseller Address>*

ATTACHMENT A – Contractor Information

Item	Agreement Detail
Cooperative Agreement	7-19-70-46-02
Contractor Name	HP Inc. dba HP Computing and Printing Inc.
Contract Term	12/20/2019 through 12/31/2022
Link to Cal eProcure	Cal eProcure 7-19-70-46-02 webpage
Lead State Agreement	140596
Product/Service Categories	Group A (A3 MFD's) Group B (A4 MFD's) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
Seller's Permit Number	098039144 (Refer to Section 6.F)
CAL-Card Accepted	Yes (Refer to Section 8.C)
SB/DVBE Certification	None
Contract Administrator Contact Information	Debra Lee Phone: (847) 537-0344 Email: Debra.lee@hp.com
Ordering Address	HP Inc. dba HP Computing and Printing Inc. Attn: Public Sector 3800 Quick Hill Rd., Bldg. 2, Suite 100 Austin, TX 78728
Ordering Email	psorderprocessing@hp.com (Hardware) CMPS-US-AnalystTeam@hp.com (Services)
Ordering Fax	(800) 825-2329
Authorized Resellers (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on Cal eProcure 7-19-70-46-02 webpage. **FI$Cal Agencies**: Use "FI$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI$Cal. **Non-FI$Cal Agencies**: All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows: *(Prime Contractor Name) c/o <Authorized Reseller Name> <Reseller Address>*

ATTACHMENT A – Contractor Information

Item	Agreement Detail
Cooperative Agreement	7-19-70-46-03
Contractor Name	Konica Minolta Business Solutions U.S.A., Inc.
Contract Term	12/20/2019 through 12/31/2022
Link to Cal eProcure	Cal eProcure 7-19-70-46-03 webpage
Lead State Agreement	140597
Product/Service Categories	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
Seller's Permit Number	011609084 (Refer to Section 6.F)
CAL-Card Accepted	Yes (Refer to Section 8.C)
SB/DVBE Certification	None
Contract Administrator Contact Information	Valarie Rock Phone: (703) 637-1516 Email: vrock@kmbs.konicaminolta.us
Ordering Address	Konica Minolta Business Solutions U.S.A., Inc. Attn: Corporate Orders 100 Williams Drive Ramsey, NJ 07446
Ordering Email	corporateorders@kmbs.konicaminolta.us
Authorized Resellers (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on Cal eProcure 7-19-70-46-03 webpage. **FI$Cal Agencies**: Use "FI$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI$Cal. **Non-FI$Cal Agencies**: All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows: *(Prime Contractor Name) c/o <Authorized Reseller Name>* *<Reseller Address>*

ATTACHMENT A – Contractor Information

Item	Agreement Detail
Cooperative Agreement	7-19-70-46-04
Contractor Name	Kyocera Document Solutions America, Inc.
Contract Term	12/20/2019 through 12/31/2022
Link to Cal eProcure	Cal eProcure 7-19-70-46-04 webpage
Lead State Agreement	140599
Product/Service Categories	Group A (A3 MFD's) Group B (A4 MFD's) Group D (Single-function Printers) Managed Print Services may be provided on Groups A – D, and Groups E and F, if the Ordering Agency owns the equipment
Seller's Permit Number	011650409 (Refer to Section 6.F)
CAL-Card Accepted	Yes (Refer to Section 8.C)
SB/DVBE Certification	None
Contract Administrator Contact Information	Joseph Dolce Phone: (973) 882-6085 Email: joseph.dolce@da.kyocera.com
Ordering Address	Kyocera Document Solutions America, Inc. Attn: National Accounts Order Entry 225 Sand Road Fairfield, NJ 07004
Ordering Email	natcontracts@da.kyocera.com
Ordering Fax	(973) 882-4411
Authorized Resellers (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on Cal eProcure 7-19-70-46-04 webpage. **FI$Cal Agencies**: Use "FI$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI$Cal. **Non-FI$Cal Agencies**: All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows: *(Prime Contractor Name) c/o <Authorized Reseller Name> <Reseller Address>*

ATTACHMENT A – Contractor Information

Item	Agreement Detail
Cooperative Agreement	7-19-70-46-05
Contractor Name	Lexmark International, Inc.
Term	01/28/2020 through 12/31/2022
Link to Cal eProcure	Cal eProcure 7-19-70-46-05 webpage
Lead State Agreement	140601
Product/Service Categories	Group B (A4 MFD's) Group D (Single-function Printers) Managed Print Services may be provided on Groups A – D, and Groups E and F, if the Ordering Agency owns the equipment.
Seller's Permit Number	100964874 (Refer to Section 6.D)
CAL-Card Accepted	Yes (Refer to Section 8.C)
SB/DVBE Certification	None
Contract Administrator Contact Information	***Mary Beth Carter* [~~Kenneth Vandre~~]** Phone: ***(859) 232-2116* [~~(916) 250-7596~~]** Email: ***Marybeth.carter@lexmark.com*** (~~Kenneth.vandre@lexmark.com~~)
Ordering Address	Lexmark International, Inc. Attn: Kenneth Vandre 3142 Sceptre Drive Rocklin, CA 95765
Ordering Email	Kenneth.vandre@lexmark.com
Ordering Contact	Kenneth Vandre; (916) 250-7596
Authorized Resellers (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on Cal eProcure 7-19-70-46-05 webpage. **FI$Cal Agencies**: Use "FI$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI$Cal. **Non-FI$Cal Agencies**: All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows: *(Prime Contractor Name) c/o <Authorized Reseller Name>* *<Reseller Address>*

ATTACHMENT A – Contractor Information

Item	Agreement Detail
Cooperative Agreement	7-19-70-46-06
Contractor Name	Ricoh USA, Inc.
Contract Term	12/20/2019 through 12/31/2022
Link to Cal eProcure	Cal eProcure 7-19-70-46-06 webpage
Lead State Agreement	140602
Product/Service Categories	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
Seller's Permit Number	97149153 (Refer to Section 6.F)
CAL-Card Accepted	Yes (Refer to Section 8.C)
SB/DVBE Certification	None
Contract Administrator Contact Information	Todd Marron Phone: (971) 217-3421 Email: todd.marron@ricoh-usa.com
Ordering Address	Ricoh USA, Inc. Attn: SLG Sales 300 Eagleview Blvd., Suite 200 Exton, PA 19341
Ordering Email	slgtargetedwestordersupport@ricoh-usa.com
Authorized Resellers (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on Cal eProcure 7-19-70-46-06 webpage. **FI$Cal Agencies**: Use "FI$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI$Cal. **Non-FI$Cal Agencies**: All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows: *(Prime Contractor Name) c/o <Authorized Reseller Name>* *<Reseller Address>*

ATTACHMENT A – Contractor Information

Item	Agreement Detail
Cooperative Agreement	7-19-70-46-07
Contractor Name	Sharp Electronics Corporation
Contract Term	12/30/2019 through 12/31/2022
Link to Cal eProcure	Cal eProcure 7-19-70-46-07 webpage
Lead State Agreement	140603
Product/Service Categories	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group F (Scanners) Managed Print Services may be provided on Groups A, B, C, D and F and Group E if the Ordering Agency owns the equipment
Seller's Permit Number	11607572 (Refer to Section 6.F)
CAL-Card Accepted	Yes (Refer to Section 8.C)
SB/DVBE Certification	None
Contract Administrator Contact Information	Laurie Williams Phone: (714) 371-8214 Email: WilliamsLau@sharpsec.com
Ordering Address	Sharp Electronics Corporation Attn: Danica Bialosuknia 100 Paragon Drive Montvale, NJ 07645
Ordering Email	snapcustomerservice@sharpsec.com
Ordering Fax	(800) 445-5805
Authorized Resellers (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on Cal eProcure 7-19-70-46-07 webpage **FI$Cal Agencies**: Use "FI$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI$Cal. **Non-FI$Cal Agencies**: All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows: *(Prime Contractor Name) c/o <Authorized Reseller Name>* *<Reseller Address>*

ATTACHMENT A – Contractor Information

Item	Agreement Detail
Cooperative Agreement	7-19-70-46-08
Contractor Name	Toshiba America Business Solutions, Inc.
Contract Term	12/20/2019 through 12/31/2022
Link to Cal eProcure	Cal eProcure 7-19-70-46-08 webpage
Lead State Agreement	140604
Product/Service Categories	Group A (A3 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Wide/Large Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
Seller's Permit Number	97600084 (Refer to Section 6.F)
CAL-Card Accepted	Yes (Refer to Section 8.C)
SB/DVBE Certification	None
Contract Administrator Contact Information	Christina Fisher Phone: (949) 462-6325 Email: Christina.fisher@tabs.toshiba.com
Ordering Address	Toshiba America Business Solutions, Inc. Attn: Jacqueline Busa 25530 Commercentre Drive Lake Forest, CA 92630
Ordering Email	Naspo.orders@tabs.toshiba.com
Authorized Resellers (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on Cal eProcure 7-19-70-46-08 webpage **FI$Cal Agencies**: Use "FI$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI$Cal. **Non-FI$Cal Agencies**: All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows: *(Prime Contractor Name) c/o <Authorized Reseller Name>* *<Reseller Address>*

ATTACHMENT A – Contractor Information

Item	Agreement Detail
Cooperative Agreement	7-19-70-46-09
Contractor Name	Xerox Corporation
Contract Term	12/20/2019 through 12/31/2022
Link to Cal eProcure	Cal eProcure 7-19-70-46-09 webpage
Lead State Agreement	140606
Product/Service Categories	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Managed Print Service may be provided on Groups A – E and Group F, if the Ordering Agency owns the equipment
Seller's Permit Number	98040852 (Refer to Section 6.F)
CAL-Card Accepted	Yes (Refer to Section 8.C)
SB/DVBE Certification	None
Contract Administrator Contact Information	Michelle Yoshino Phone: (714) 262-8854 Email: michelle.yoshino@xerox.com
Ordering Information	Refer to **"Xerox Contact List for Ordering Service and Support.xlsx"** posted on Cal eProcure
Authorized Resellers (Refer to Section 7.B)	N/A

ATTACHMENT B – Sample Cost Analysis Worksheet

Sample Cost Analysis Worksheet described in Section 7 (Ordering Procedures) is posted on each Contractor Cal eProcure page.