

Ricoh USA, Inc.
Response to
Jefferson Parish
Request for Proposal
for Copiers and Services

Bid Number: 50-00117275

Due: September 8, 2016 @ 2:00 PM EST

Jefferson Parish



RICOH
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Jefferson Parish
Request for Proposal
for Copiers and Services

Bid Number: 50-00117275

Jefferson Parish

Melanie Hayman
Sales Manager, Mid-Market Sales
Ricoh USA, Inc.
3900 N. Causeway Blvd.
Suite 1200
Metairie, LA 70002
(504)220-0667
melanie.hayman@ricoh-usa.com

Jesse Stephens
Major Account Executive
Ricoh USA, Inc.
3900 N. Causeway Blvd.
Suite 1200
Metairie, LA 70002
(504)278-0512
jesse.stephens@ricoh-usa.com

David Evola
Managed Services Analyst
Ricoh USA, Inc.
3900 N. Causeway Blvd.
Suite 1200
Metairie, LA 70002
(504)329-4576
david.evola@ricoh-usa.com

Reservation of Rights—In response to your request, we have reviewed and are responding to the terms and conditions in your RFP or invitation. Based on our review of the information provided by you, we are confident that contracts acceptable to us may be reached promptly following any award. Specifically, we recognize your right to negotiate and approve the terms and conditions of any contract following award and respectfully reserve the same right. We acknowledge that all contract terms and conditions must be mutually agreed upon by both of us. Our proposal represents our commitment with respect to pricing, equipment specifications and our proposed solution. Following bid award, we contemplate that we will both negotiate and sign, in the exercise of good faith, customary definitive agreement(s) to govern our relationship, and provide reasonable assurances of our authority to enter into such agreements. In an effort to expedite the finalization of our agreements, we have noted the following topics for our discussion, which are either not addressed in your request or for which we request further clarification:

- To the extent that you lease any equipment, customary terms and conditions related to equipment financing, subject to customary non-appropriation rights;
- Mutually acceptable terms related to the measurement and calculation of service levels, including customary terms related to reporting requirements and remedies;
- Standard industry service termination and default, rights and remedies, including reasonable written notice requirements and cure periods;
- Risk of loss and insurance requirements during possession of provided equipment;
- Assignment rights subject to prior credit approval;
- Standard industry warranties for service and support and the transfer of applicable manufacturer product warranties, as well as customary limitations of implied warranties;
- Mutual indemnification for third party claims arising from acts of misconduct in connection with the performance of services; and
- Mutual liability protections for consequential and similar damages;

As is customary for transactions of this type, any acknowledgements made by each of us are qualified by the right to negotiate mutually acceptable terms. Our proposal is based upon the information provided by you, and the assumptions made by us in preparing our response. Any changes to information or assumptions may, if material, require modification. Upon award, we will be pleased to work with you to promptly finalize mutually acceptable contract terms and, if applicable, provide copies of appropriate contract forms for that purpose.*

Proprietary and Confidential Statement—The enclosed materials are proprietary to Ricoh, and Ricoh reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to Ricoh and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of Ricoh. These materials summarize a proposed equipment and/or services solution. They are intended for informational purposes only to assist you in your evaluation of Ricoh as a potential business partner. These materials do not represent an offer or a binding agreement.

September 8, 2016

Ms. Misty A. Camardelle
Buyer
Jefferson Parish Purchasing Department
200 Derbigny Street
General Government Building, Suite 4400
Gretna, LA 70053

Subject: Request for Proposal – Bid # 50-00117275

Dear Ms. Misty A. Camardelle:

Ricoh USA, Inc. (Ricoh), is pleased to submit the enclosed proposal for the installation and furnishing of 21 copiers with a five year on-site print services contract for the patron/public print services to Jefferson Parish for its library, in response to the August 18, 2016, Request for Proposal No. 50-00117275. Our response includes one (1) original, as required by the RFP.

Ricoh is a global information and technology company and a leader in information mobility for today's changing workforce. With a strong legacy of introducing new technologies into the workplace and a deep expertise in managing and accessing information, Ricoh is changing the way people work today with innovative products and dynamic solutions that harness the power of today's worker in a new world of work.

If you have any questions or require additional information, please do not hesitate to contact me. We look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jesse Stephens', with a long horizontal line extending to the right.

Jesse Stephens
Major Account Executive
Southeast Region
Gulf States Marketplace

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EXECUTIVE SUMMARY

JEFFERSON PARISH GOALS AND OBJECTIVES

Through its August 18, 2016, Request for Proposal (RFP), Jefferson Parish seeks a supplier to provide Copier and Onsite services. As stated in the RFP, Jefferson Parish's objectives are to:

- Work with a supplier who will provide labor, materials, and equipment (21 MFPs).
- Secure a five-year contract for on-site print services contract.

THE RICOH SOLUTION

Ricoh USA, Inc. (Ricoh), has carefully reviewed the requirements of the RFP and all information provided by Jefferson Parish throughout the RFP process. This proposal is the result of our analysis of that information and defines our approach to the requested services. We are confident that the Ricoh advantage will be clearly evident.



EXISTING PARTNERSHIP WITH JEFFERSON PARISH

Since 2005 Ricoh has been a partner with Jefferson Parish through the outstanding performance, adaptability, and flexibility of Barry Jacques and Ricoh's Managed Services methodology, Ricoh Service ExcellenceSM (RSE), which packages Ricoh's expertise, innovative technology, best practices and world-class service into five key areas:

- **Customer Analysis & Solutions:** Building a customized blueprint for success by identifying and translating customer needs into customized solutions
- **Implementation Process:** Making the blueprint a reality through systematic planning and management of the transition process
- **Operations and Best Practices:** Delivering excellence every day, by building on and documenting processes based on nationally validated standards
- **All-Star Employee SystemsSM:** Empowering employees to excel and deliver world-class service by consistently developing and motivating employees
- **Customer Strategy & Communication:** Maintaining a current and effective strategy through alignment with evolving customer business strategies

OUR APPROACH. OUR VISION.

Ricoh believes that the key to transforming the way Jefferson Parish works starts with harnessing the collective imagination of people. This idea, paired with our award-winning technology and services, is how we are breathing new life into established forms of knowledge-sharing—helping Jefferson Parish move beyond paper and beyond the office, so its employees can collaborate like never before. Services-led, technology-enabled and people-driven, Ricoh is committed to helping Jefferson Parish leverage the powerful information and knowledge that already exists throughout its organization—often untamed, untapped and buried—to create the future it wants.

PROPOSAL HIGHLIGHTS

Our proposed solution includes the following components:

- Summarize equipment solution (e.g., manufacturer, type, models, nos. of devices)
- Identify any proposed technology (Ricoh or otherwise) and its purpose
- Summarize staffing solution (may be site-specific)

PROPOSAL TERM

As requested, Ricoh's proposed pricing is valid for 45 calendar days from the date of its submittal to Jefferson Parish.

ALIGNMENT OF GOALS

Similar to Jefferson Parish's mission to "***provide the services, leadership, and vision to improve the quality of life in Jefferson Parish,***" Ricoh's focus is on providing superior solutions related to document workflow and managed services. Our approach is one of careful, detailed evaluation by exceptional people, using defined best practices and processes, and applying best-in-class technology to determine the optimal solution. Indeed, one of our core values is that we are customer-centric, stated as follows:

Although we are a global company, we must not lose sight of our entrepreneurial spirit to understand each customer's needs from their "eye-level," which brings new value to those we serve.

**OUR COMMITMENT TO THE RFP PROCESS**

Ricoh understands that Jefferson Parish intends to select its supplier as quickly as possible, after careful consideration. We also understand that proposals often raise as many questions as they answer. The success of our consultative approach is based on our commitment to match the most appropriate and cost-effective solution to each customer's specific business needs. Therefore, we look forward to the opportunity to address any questions Jefferson Parish may have and to present our solution.

RICOH BONDS – BID, PERFORMANCE AND FIDELITY

SECTION 1.1: BID BOND

SECTION 1.2: PERFORMANCE BOND

SECTION 1.3: FIDELITY BOND

Ricoh Response:

Bonds are located behind this title page.

SECTION 2.2: TEST PERIOD – MULTI-FUNCTIONAL COPIER/DEVICE

The Library Department is requiring an in-house thirty-day (30) test period of the multi-functional copier/device included in this bid. This test period is needed to confirm the interfacing of the 20-pin level based system with the existing Jamex Vending centers and Pharos Time and Print Management System.

The test period will commence once the low bidder has been determined and the test unit has been delivered to the East Bank regional Library located at 4747 W. Napoleon Avenue, Metairie, Louisiana 70001. At the completion of the thirty (30) day test period if the low bidder has failed to confirm the inter-facing of the 20-pin level based system the Library Department will move forward with the test period with the second low bidder.

Ricoh Response:

Ricoh agrees.

SECTION 2.3: MAINTENANCE – MULTI-FUNCTIONAL COPIER/DEVICE

The Library Department is requiring a five (5) year maintenance service contract on all multi-functional copiers/devices purchased under this contract. This maintenance contract provides for full coverage maintenance including replacement parts, drums, etc.. It also provides all supplies required for copying and/or printing such as toner and staples, excluding paper.

The monthly maintenance cost for all multi-functional copiers/devices will be based on the following pooled allowance:

- | | |
|------------------------|---------|
| • Black & White Copies | 225,000 |
| • Color Copies | 16,500 |

Note – Any black and white or color copy overages will be billed on a quarterly basis.

Ricoh Response:

Ricoh agrees.

SECTION 2.4: TRAINING

This contract will include twenty (20) hours for equipment and MFP software training. This training will include setting configurations and training for all library staff on the use of features and functions.

Ricoh Response:

After contract execution, our account team will initiate the activities that will ensure the successful installation of equipment and training of personnel. Training occurs at the time of deployment. Overall, Ricoh views training as a joint investment to ensure that Jefferson Parish's machines operate properly and that the potential for follow-up service calls is minimized. Our training sessions are evaluated and modified based on customer feedback.

Our intent is to create a cohesive and cooperative process that works best for all parties. Because many service calls that occur during the early period of a deployment are the result of end-user misunderstanding, we believe that a high level of quality training is important to ensure maximum uptime. Moreover, we find that customized training ensures that Jefferson Parish experiences the optimal return-on-investment and productivity gains.

To begin, our training team is introduced to the key contacts at the Jefferson Parish site. After the delivery schedule is defined, this team communicates with the main contact at each individual location to arrange a convenient time to provide training.

Equipment Training Programs

We provide several levels of training, depending on the type of equipment and approach determined with Jefferson Parish.

End-user Training

End-user training usually addresses the common features, functions and benefits of the equipment and accessories used by the local employees. We generally allot 45 minutes to 1 hour for standard fleet/convenience copier training, and 1½ hours for Print Shop production-grade copiers. In addition, we add approximately 30 minutes for each print, scan and fax module. If Jefferson Parish end-users require additional forms of training, we can also provide the following training methods:

- Face-to-face, hands-on training
- Classroom training for groups/departments of end-users
- Printed Quick Reference Guides

If we have an on-site Managed Services presence managing Jefferson Parish's fleet (e.g., in a copy/print center), our on-site staff is also available at all times to assist end-users with any machine or training-related issues.

For particularly large groups it may be necessary to schedule multiple sessions or—in an unstructured environment—a trainer may have to block off a period of time during which he or she is available at the site to provide varying degrees of training. If required, we are willing to set up and schedule training for groups of users in a classroom environment, using a device commonly used. In this event, we recommend that the group be somewhere between 7 to 10 end-users, as smaller or larger groups can reduce the effectiveness of the training (i.e., a small number of end-users may delay the completion of the overall training, and groups that exceed 10 end-users often do not allow each to receive the individual attention he or she may require).

To aid end-users after the training session, we provide a manual for every device for reference purposes. In addition, we offer Quick Reference Guides and 24-hour toll-free end-user technical support for everyday minor troubleshooting.

To effectively migrate print volume from high cost devices to the copier fleet, it is critical to educate end-users on how simple and cost-effective the copiers are to use. Through effective training, users perform their print jobs on the lowest cost and most efficient digital copiers. After they are familiar with this simple procedure, end-users continue to use this approach on an ongoing basis.

A sample Quick Reference Guide follows.

Copy Quick Reference

RICOH

1 Original Settings

Text
Use this setting when your original contains mostly text images.

Text/Photo
Use this setting when your original contains both text and photographs or grayscales.

Photo
Use this setting when your original contains photographs or grayscales.

Pale
Use this setting to darken your copy when you have a low density original or an original that is in pencil.

Generation Copy
Use this setting when you are making a copy of a copy.

Auto Density
Adjusts the image density (darker/lighter) automatically or you can manually adjust the image density by using the arrow keys.

Special Original
Select this setting to choose the [Mixed Sizes] feature when your originals are not all one size.

2 Paper Tray Selection

Use **Auto Paper Select** (default) when your original size is the same exact size as the paper you have loaded in one of your paper trays.

Manually select your copy paper size if your original is a non standard size, doesn't match the paper size loaded in any of your trays or if you are using the reduce/enlarge feature.

When selecting the **bypass** tray, press the **κ** key to specify the paper type for thicker stocks or for OHPs (transparencies).

3 How to Save Paper

Use **1 sided → 2 sided** to have single sided originals copied double sided.

Use **2 sided → 2 sided** to have double sided originals copied double sided.

Use **1 sided → Comb 2 orig** to have 2 single sided originals copied side by side onto one page.

Use **1 sided → Comb 4 orig** to have 4 single sided originals copied onto one side of one page.

4 Finishing Options

Note: Features as shown will vary depending on device configuration.

Select **sort** to have your copies collated into sets.
(1,2,3 / 1,2,3 / 1,2,3)

Select **stack** to have multiple copies of the same original grouped together.
(1,1,1 / 2,2,2 / 3,3,3)

Corner Staple
Select this option to have your copies stapled in the top left corner.

Double Staple
Select this option to have your copies stapled with 2 staples down the left edge.

3 Hole Punch
Select this option to have your copies 3 hole punched on the left edge or along the top edge depending on your original orientation.

Key Operator Training

Key operators complete an additional 30 minutes of key operator training after completing the end-user training. This training is provided free of charge after equipment installation. During this training we provide more detailed maintenance and simple trouble-shooting information (e.g., changing toner), than we cover during the end-user training. After training, each key operator will understand all of the facets of the product, including the paper paths and the paper feed locations, specialty features, all maintenance items, and all pertinent information required when placing service calls.

A summary of the topics covered during this training session follows:

- Overview of all functions of the equipment
- User prompts and conditions
- Originals (e.g., letter, legal, ledger, magazines, paste-up, line erase)
- Paper trays (function and use of all paper trays that accompany the offered equipment)
- Copying, printing, faxing and scanning (e.g., review of control panel, paper sizes, reduction and enlargement)
- Applicable accessories (e.g., function and use of feeder, sorter, auto duplex, editing)
- Supply replenishment, such as toner and oil (developer is added by a service technician)
- Misfeeds (e.g., function and use of the diagnostics center; original, sorter, duplex misfeeds; paper removal)
- Special applications (e.g., image shift, auto duplexing if applicable, book copy, job interrupt, line erase, zoom lens)

- Problem determination and correction procedures
- Ricoh service contacts and service call procedures
- Meter reading procedures

Our training specialists are accessible to key operators after the completion of training.

Sample Customer Education Program for Multifunctional Devices (MFDs)

One training session is included in the service contract for newly installed devices. For training to be effective, it needs to take place at a location where the device is present and can therefore only accommodate a group of up to 10 people.

The following features are only demonstrated if they are included equipment features and Jefferson Parish expresses an interest in having end-users and/or key operators trained on these options:

- **Part 1: General Maintenance**
 - ❖ Loading paper
 - ❖ Replacing consumables
 - ❖ Clearing paper jams
- **Part 2: Basic Operation of the Copy Function**
 - ❖ Original settings
 - ❖ Selecting paper trays
 - ❖ Using the bypass tray for special stocks
 - ❖ Paper weights supported by each tray
 - ❖ Reducing/Enlarging
 - ❖ Duplex copying
 - ❖ Finishing options
 - ❖ Other advanced features (on request only)
- **Part 3: Basic Operation of the Document Server**
 - ❖ Storing files
 - ❖ Selecting and printing stored files
 - ❖ Deleting stored files
- **Part 4: Basic Operation of the Fax Function**
 - ❖ Adjusting original settings
 - ❖ Sending a fax (manual dial vs. using quick dials)
 - ❖ Broadcasting
 - ❖ Transmission modes (memory vs. immediate)
 - ❖ Sending at a specific time (send later)
 - ❖ Cancelling a transmission
 - ❖ Confirming a transmission
 - ❖ Storing fax numbers
- **Part 5: Basic Operation of the Scan Function**
 - ❖ Adjusting scan settings
 - ❖ Selecting the scan destination (email/folder)
 - ❖ Entering file information
- **Part 6: Basic Features of the LAN Fax Driver**
 - ❖ Sending a fax
 - ❖ Attaching a cover sheet
 - ❖ Using/programming the address book

- **Part 7: Basic Features of the Print Driver (if using PCL/PS/RPCS)**
 - ❖ Duplex printing
 - ❖ Finishing options
 - ❖ Using locked print
 - ❖ Printing to the document server
 - ❖ Choosing a paper tray
 - ❖ Fitting to print size
 - ❖ Using the bypass tray
 - ❖ Using watermarks
- **Part 8: Key Operator Information**
 - ❖ Placing service calls and ordering supplies
 - ❖ Submitting meter readings
 - ❖ Calibrating (color models only)
 - ❖ Managing email and fax number entries

Ongoing Training

Ultimately, it is in the best interest of both parties to take training very seriously: first for Jefferson Parish to gain maximum benefit from the solution provided with as limited a learning curve as possible, and second for Ricoh so that the implementation and operation of each product is understood and unnecessary service calls are minimized.

We recognize that events can occur that make additional training necessary (e.g., some staff members unavailable for initial training, key operators changed, devices are relocated, staff needs additional training on specific features). We can therefore provide additional training on an as-needed basis throughout the term of the contract to maintain qualified key operators. We reserve the right to impose a reasonable charge in the event that additional key operator training is necessary. For large-scale deployments or fleet refreshing, we provide a customized Statement of Work (SOW), which includes the training plan and any associated costs. Customized training guides are also available on request for an additional fee.

SECTION 3.0: ON-SITE MANAGED PRINT SERVICES

The successful bidder will provide an on-site representative and vehicle to provide managed print services to fifteen (15) library facilities. These facilities are located on the east and west bank of Jefferson Parish.

Ricoh Response:

Ricoh agrees.

SECTION 3.2: ON-SITE MANAGED SERVICES

Vendor will provide on-site manage services Monday-Friday, 8:30 am through 5:30pm.

Vendor will meet a quarterly average response time (via phone or email) of one (1) hour for all calls received within normal hours of operation.

Ricoh Response:

Standard hours of operation for on-site maintenance support are 8 am to 5 pm, Monday through Friday, excluding Ricoh-recognized major U.S. holidays. Our technicians will contact Jefferson Parish via

telephone within one business hour after receiving the call to provide technical assistance and offer an estimated time of arrival. Our fleet quarterly average response times for metered equipment by product segment are provided in the following table.

Product Segment	On-site Response Time* (in hours)
B&W Copier Segment 1 and 2	6
B&W Copier Segment 3 and 4	4
B&W Copier Segment 5	3
B&W Copier Segment 6	2
Office Color	4
Production Color	2
Desktop Printers	Next Day
Workgroup Printers	4
Enterprise Printers	2
Facsimile Equipment	6

**Response time is defined as the total number of consecutive contractual coverage business hours that have elapsed from receipt of a service request from the customer by Ricoh (via web, email, fax, phone) until arrival of the service technician on-site.*

** Response times apply to any metered equipment installed and operated consistent with the manufacturers' specifications, within a 35-mile radius of a Ricoh U.S. service facility.*

On-site maintenance support during nonstandard hours of operation may also be included in the Jefferson Parish contract for an additional fee. Specifics regarding nonstandard hours of operational support and availability are discussed during contract negotiations.

During the above Hours of Operation, Vendor will perform level-one maintenance on multi-functional copiers/MFDs and Pharos Serviced Equipment identified in Attachment A.

Ricoh Response:

Ricoh agrees.

Vendor will provide level-one support (troubleshoot, clear jams, check device connections) on Jamax Coin Towers and Value Add Stations. Customer agrees to maintain 3rd Party maintenance on all customer owned equipment. Vendor will escalate service calls as necessary on all customers owned equipment.

Ricoh Response:

Ricoh agrees.

Vendor will contact equipment provider to schedule all service calls during customer hours of operation.

Ricoh Response:

Ricoh agrees.

Vendor will document all service and supply calls on all equipment in an onsite service/supply log agreed to by both parties.

Ricoh Response:

Yes.

Vendor will provide to Jefferson Parish monthly reports (MOR) supporting equipment. Report(s) will be mutually agreed to by Vendor and Jefferson Parish. Monthly reports will include device volume activity and trends as well as device uptime. In addition, Pharos will supply vendor with activity reports to include in Monthly Reports (MOR).

Ricoh Response:

We can provide a variety of reports in either hard or soft copy via email attachment. For example, these reports may include install base reports, summaries and graphs. Reporting periods are in monthly increments, giving us the ability to produce monthly, quarterly or semiannual reports. These reports are produced after month-end processing and after our personnel have validated all customer information.

Available reports may include:

- **Equipment Performance Reports**
 - ❖ Equipment Performance Detail
 - ❖ Model Performance Summary
 - ❖ Location Performance Summary
 - ❖ Area Performance Summary
 - ❖ Performance Exception Reports
- **Performance Summary Graphs by Model**
 - ❖ Uptime Percentage
 - ❖ Response Time
 - ❖ Copies between Failures
 - ❖ Critical Service Calls
- **Performance Summary Graphs by Location**
 - ❖ Uptime Percentage
 - ❖ Response Time
 - ❖ Copies between Failures
 - ❖ Critical Service Calls
- **Equipment Inventory Reports**
 - ❖ Install Base Detail
 - ❖ Install Base Summary
 - ❖ New Installations

We will work with Jefferson Parish during contract negotiations to define the specific reports to be provided.

Vendor will order all supplies for copiers/MFDs located in library branches per Attachment A. Appropriate inventory par levels will be established by volume trends.

Ricoh Response:

Ricoh agrees.

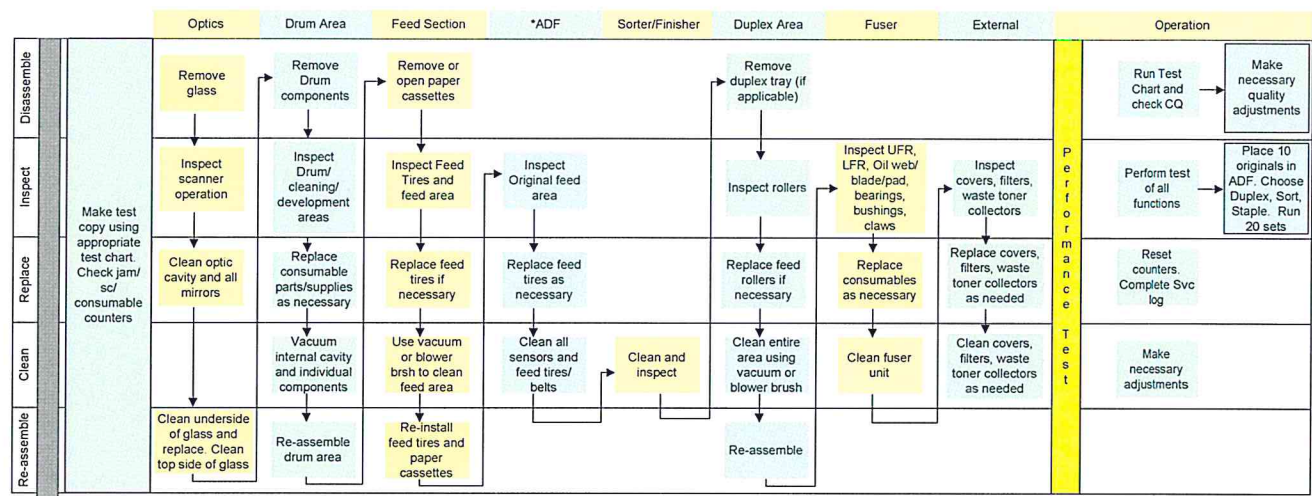
Vendor will schedule preventative maintenance on all copiers/MFDs consistent with manufacturer's recommendations.

Ricoh Response:

Total Quality Call Procedure

Our customer service technicians (CSTs) apply the following Total Quality Call (TQC) procedure, which requires them to service the entire machine during all customer-initiated service calls—not just the part requiring repair. TQC is an extremely effective method of increasing equipment performance, by ensuring full functionality on every service request.

The following diagram illustrates the TQC procedure.



For equipment that does not receive a customer-initiated service call, we provide preventive maintenance, based on the manufacturer's recommendations for the device and its usage.

Vendor will work with equipment provider to train end-users to maximize equipment performance. If initial end user training cannot be provided by Vendor on site staff, Vendor will contact additional support to provide follow up training as necessary.

Ricoh Response:

We recognize that events can occur that make additional training necessary (e.g., some staff members unavailable for initial training, key operators changed, devices are relocated, staff needs additional training on specific features). We can therefore provide additional training on an as-needed basis throughout the term of the contract to maintain qualified key operators. We reserve the right to impose a reasonable charge in the event that additional key operator training is necessary. For large-scale deployments or fleet refreshing, we provide a customized Statement of Work (SOW), which includes the training plan and any associated costs. Customized training guides are also available on request for an additional fee.

Vendor will perform key operator functions on library copiers weekly. Load paper, toner, clean glass and exterior of machine.

Ricoh Response:

Ricoh agrees.

SECTION 3.3: COLLECTION OF FUNDS

The on-site representative will collect the funds from all library facilities weekly. This collection will include all funds from the coin towers and add value stations. These funds will be counted in front of the library facility representative. The library facility representative will sign off on a receipt. The on-site representative will prepare the funds for deposit and deliver to the business office weekly. Funds collected will be placed in a secure bag.

Ricoh Response:

The collection of funds is considered a High Risk/Non-Core service. In order for Ricoh to accept the responsibility of collecting funds, Jefferson Parish should have in place clear and concise processes to safeguard Ricoh and Jefferson Parish. Accounting, reconciliation, and chain of custody needs to be flushed out and included in the Master Services Agreement/Statement of Work.

SECTION 4.0: PRICES

The prices quoted will include all items listed in this bid, such as vehicle needed for on-site representative, labor as required, bonding, permits, and miscellaneous things associated with this five (5) year public/patron on-site managed print services contract.

Ricoh Response:

Please see Ricoh's pricing on the following pages.

BID FORM

The completed Bid Form follows this title page.

DATE: 8/10/2016

Page: 5

BID NO.: 50-00117275

BID FORM

Non Public Works

All Public Work Projects are required to use the Louisiana Uniform Public Work Bid Form

All prices must be held firm unless an escalation provision is requested in this bid. Jefferson Parish will allow one escalation during the term of the contract, which may not exceed the U.S. Bureau of Labor Statistics National Index for all Urban Consumers, unadjusted 12 month figure. The most recently published figure issued at the time an adjustment is requested will be used. A request must be made in writing by the vendor, and the escalation will only be applied to purchases made after the request is made.

Are you requesting an escalation provision?

YES _____ NO ☒MAXIMUM ESCALATION PERCENTAGE REQUESTED 0 %INITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF November 8, 2016

For the purposes of comparison of bids when an escalation provision is requested, Jefferson Parish will apply the maximum escalation percentage quoted by the bidder to the period to which it is applied in the bid. The initial price and the escalation will be used to calculate the total bid price. It will be assumed, for comparison of prices only, that an equal amount of material or labor is purchased each month throughout the entire contract.

DELIVERY: FOB JEFFERSON PARISH

INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES

10 days after award execution.

LOUISIANA CONTRACTOR'S LICENSE NO.: (if applicable) _____

THIS SECTION MUST BE COMPLETED BY BIDDER:FIRM NAME: Ricoh USA Inc.ADDRESS: 3900 N. Causeway Blvd Suite 1200CITY, STATE: Metairie, LA ZIP: 70002TELEPHONE: (504) 278-0512 FAX: (504) 648-4001EMAIL ADDRESS: Jesse.Stephens@RicoH-usa.com

In the event that addenda are issued with this bid, bidders MUST acknowledge all addenda on the bid form. Bidder must acknowledge receipt of an addendum on the bid form as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

Acknowledge Receipt of Addenda: NUMBER: 1NUMBER: 2NUMBER: 3

NUMBER: _____

TOTAL PRICE OF ALL BID ITEMS: \$ _____

AUTHORIZED SIGNATURE: Carla HumarTITLE: Vice President of SalesCarla Humar
Printed Name

SIGNING INDICATES YOU HAVE READ AND COMPLY WITH THE INSTRUCTIONS AND CONDITIONS.

NOTE: All bids should be returned with the BID NUMBER and BID OPENING DATE indicated on the outside of the envelope submitted to the Purchasing Department.

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
1	4.00	EA	<p>PROVIDE LABOR, MATERIALS, AND EQUIPMENT NECESSARY TO FURNISH AND INSTALL TWENTY-ONE (21) COPIERS WITH A FIVE (5) YEAR ON-SITE PRINT SERVICES CONTRACT FOR THE PATRON/PUBLIC PRINT SERVICES FOR LIBRARY</p> <p>0001 - Purchase of Ricoh Copier MP C3503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The RICOH@ MP C3503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH@ MP C3503 boosts productivity and provides intuitive controls as a single solution for smarter printing, copying, scanning, measurable eco-performance and lower operating costs.</p> <p>Key Features</p> <p>35 RPM Black/White and Color Scanning speed <110 images/minute Recommended Volume: 7,000 - 20,000 (max) impressions/month Letter, Legal, New up to 12' x 18" sized paper Full-Color, tiltalbe operation panel ADOBE Postscript network print 20-PIN Interface included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper Capacity; New thicker paper stocks <300 gsm/110 lb cover 1000 sheet finisher and sorter 2GB RAM + 250GB HDD; New 1200 x 1200 dpi Airprint compatible; optional HotSpot mobile device printing 100 Sheet Auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD Card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Delivery Address is as follows:</p> <p>East Bank Regional Library 4747 West Napoleon Avenue</p>	\$6,858.35	\$27,433.40

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
2	2.00	EA	Metairie, Louisiana 70001		
			0002 - Purchase of Ricoh Copier MP C3503 - Color Multifunctional Device, or equal The RICOH@ MP C3503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH@ MP C3503 boosts productivity and provides intuitive controls as a single solution for smarter printing, copying, scanning, measurable eco-performance and lower operating costs. Key Features 35 RPM Black/White and Color Scanning speed <110 images/minute Recommended Volume: 7,000 - 20,000 (max) impressions/month Letter, Legal, New up to 12' x 18" sized paper Full-Color, tiltalbe operation panel ADOBE Postscript network print 20-PIN Interface included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper Capacity; New thicker paper stocks <300 gsm/110 lb cover 1000 sheet finisher and sorter 2GB RAM + 250GB HDD; New 1200 x 1200 dpi Airprint compatible; optional HotSpot mobile device printing 100 Sheet Auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD Card Also Includes: Installation (including Pharos Setup), set-up and training included in total purchase price. Delivery Address is as follows: West Bank Regional Library 2751 Manhattan Blvd. Harvey, Louisiana 70058	\$6,858.35	\$13,716.70
3	1.00	EA	0003 - Purchase of Ricoh Copier MP C3503 - Color Multifunctional	\$6,858.35	\$6,858.35

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			<p>Device, or equal</p> <p>The RICOH@ MP C3503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or or other mobile device. The RICOH@ MP C3503 boosts productivity and provides intuitive controls as a single solution for smarter printing, copying, scanning, measurable eco-performance and lower operating costs.</p> <p>Key Features</p> <p>35 RPM Black/White and Color Scanning speed <110 images/minute Recommended Volume: 7,000 - 20,000 (max) impressions/month Letter, Legal, New up to 12' x 18" sized paper Full-Color, tiltalbe operation panel ADOBE Postscript network print 20-PIN Interface included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper Capacity; New thicker paper stocks <300 gsm/110 lb cover 1000 sheet finisher and sorter 2GB RAM + 250GB HDD; New 1200 x 1200 dpi Airprint compatible; optional HotSpot mobile device printing 100 Sheet Auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD Card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Delivery Address is as follows:</p> <p>North Kenner Library 630 West Esplanade Kenner, Louisiana 70065</p>		
4	1.00	EA	<p>0004 - Purchase of Ricoh Copier MP C3503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The RICOH@ MP C3503 system combines</p>	\$6,858.35	\$6,858.35

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			<p>high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH@ MP C3503 boosts productivity and provides intuitive controls as a single solution for smarter printing, copying, scanning, measurable eco-performance and lower operating costs.</p> <p>Key Features</p> <p>35 RPM Black/White and Color Scanning speed <110 images/minute Recommended Volume: 7,000 - 20,000 (max) impressions/month Letter, Legal, New up to 12' x 18" sized paper Full-Color, tiltalbe operation panel ADOBE Postscript network print 20-PIN Interface included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper Capacity; New thicker paper stocks <300 gsm/110 lb cover 1000 sheet finisher and sorter 2GB RAM + 250GB HDD; New 1200 x 1200 dpi Airprint compatible; optional HotSpot mobile device printing 100 Sheet Auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD Card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Delivery Address is as follows:</p> <p>Westwego Library 635 Fourth Street Westwego, Louisiana 70094</p>		
5	1.00	EA	<p>0005 - Purchase of Ricoh Copier MP C3503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The RICOH@ MP C3503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from</p>	\$6,858.35	\$6,858.35

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			<p>your smartphone, tablet or other mobile device. The RICOH@ MP C3503 boosts productivity and provides intuitive controls as a single solution for smarter printing, copying, scanning, measurable eco-performance and lower operating costs.</p> <p>Key Features</p> <p>35 RPM Black/White and Color Scanning speed <110 images/minute Recommended Volume: 7,000 - 20,000 (max) impressions/month Letter, Legal, New up to 12' x 18" sized paper Full-Color, tiltalbe operation panel ADOBE Postscript network print 20-PIN Interface included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper Capacity; New thicker paper stocks <300 gsm/110 lb cover 1000 sheet finisher and sorter 2GB RAM + 250GB HDD; New 1200 x 1200 dpi Airprint compatible; optional HotSpot mobile device printing 100 Sheet Auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD Card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Delivery Address is as follows:</p> <p>Old Metairie Library 2350 Metairie Road Metairie, Louisiana 70001</p>		
6	2.00	EA	<p>0006 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH@ MP2503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH@ MP 2503 allows you to customize workflows to streamline</p>	\$4,280.97	\$8,561.94

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			<p>everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>East Bank Regional Library 4747 West Napoleon Avenue Metairie, Louisiana 70001</p>		
7	1.00	EA	<p>0007 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH® MP2503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH® MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features</p>	\$4,280.97	\$4,280.97

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			<p>25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>West Bank Regional Library 2751 Manhattan Blvd. Harvey, Louisiana 70058</p>		
8	1.00	EA	<p>0008 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional Device, or equal</p> <p>The versatile and compact RICOH® MP2503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile</p>	\$4,280.97	\$4,280.97

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			<p>device. The RICOH@ MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>Belle Terre Library 5550 Belle Terre Road Marrero, Louisiana 70072</p>		
9	1.00	EA	<p>0009 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH@ MP2503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH@ MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p>	\$4,280.97	\$4,280.97

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			<p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>Gretna Library 102 Willow Drive Gretna, Louisiana 70053</p>		
10	1.00	EA	<p>0010 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH@ MP2503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH@ MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm</p>	\$4,280.97	\$4,280.97

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			<p>Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>Harahan Library 219 Soniat Avenue Harahan, Louisiana 70123</p>		
11	1.00	EA	<p>0011 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH® MP2503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH® MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel</p>	\$4,280.97	\$4,280.97

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
12	1.00	EA	<p>ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>Lafitte Library 4917 City Park Drive, Suite B Lafitte, Louisiana 70067</p>	\$4,280.97	\$4,280.97
			<p>0012 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH® MP2503 system combines high-quality, full- color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH® MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker</p>		

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
13	1.00	EA	<p>paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>Lakeshore Library 1100 W. Esplanade Avenue Metairie, Louisiana 70005</p> <p>0013 - Purchase of Ricoh Copier t MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH® MP2503 system combines high-quality, full- color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH® MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi</p>	\$4,280.97	\$4,280.97

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
14	1.00	EA	<p>mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>Live Oak Library 125 Acadia Drive Waggaman, Louisiana 70094</p>		
			<p>0014 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH® MP2503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH® MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included</p>	\$4,280.97	\$4,280.97

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
15	1.00	EA	<p>Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>Rosedale Library 4036 Jefferson Highway Old Jefferson, Louisiana 70121</p> <p>0015 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH® MP2503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH® MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup),</p>	\$4,280.97	\$4,280.97

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
16	1.00	EA	<p>set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p> <p>Terrytown Library 680 Heritage Avenue Terrytown, Louisiana 70056</p> <p>0016 - Purchase of Ricoh Copier MP C2503 - Color Multifunctional</p> <p>Device, or equal</p> <p>The versatile and compact RICOH® MP2503 system combines high-quality, full-color output and is packed with advanced versatility so you can transform your MFP into an information portal to the cloud from your smartphone, tablet or other mobile device. The RICOH® MP 2503 allows you to customize workflows to streamline everyday tasks and protect user and document information, all while lowering costs.</p> <p>Key Features 25 RPM Black/White and Color 100-Sheet Automatic Reversing Document Feeder (ARDF); Scanning speed <54 ipm Recommended monthly volume: 4,000 to 10,000 Letter, Legal, NEW: up to 12" x 18" sized paper Full-color, titable operation panel ADOBE Postscript Enabled network print 20-Pin Interface Included for 3rd party Key Card Devices (for Jamex and Pharos compatibility) 2,300 sheet paper capacity; NEW Thicker paper stocks <300 gsm/110 lb. cover Optional finishing and hole punch 2GB RAM + 250GB HDD; NEW: 1200 x 1200 dpi Airprint compatible; optional Hotspot mobile device printing 100-sheet auto Reverse Document Feeder Retrieve numbers and addresses from LDAP-registered directories Data Overwrite Security (DOSS) included Scan to and Print from USB/SD card</p> <p>Also Includes:</p> <p>Installation (including Pharos Setup), set-up and training included in total purchase price.</p> <p>Deliver Address is as follows:</p>	\$4,280.97	\$4,280.97

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00117275

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
			Wagner Library 6646 Riverside Drive Metairie, Louisiana 70003		
17	1.00	EA	0017 - Cost per Black & White copy over the monthly base	\$0.0039	\$0.0039
18	1.00	EA	0018 - Cost per color copy over the monthly base	\$0.045	\$0.045
19	60.00	MO	0019 - Monthly Maintenance Fee (21 Public/Patron Copiers)	\$1,620.00	\$97,200.00
20	60.00	MO	0020 - On-site Managed Services	\$6,100.00	\$366,000.00
21	20.00	HR	0021 - Training - Twenty Hours for equipment and MFP software training. This training will include setting configurations and training for all Library staff on the use of features and functions.	\$0	\$0

CORPORATE RESOLUTION

The completed Corporate Resolution form follows this title page.



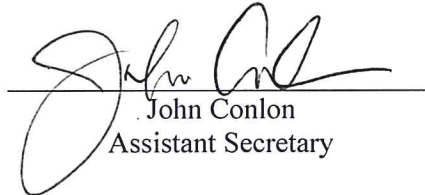
CERTIFICATE

I, John Conlon, duly designated Assistant Secretary of Ricoh USA, Inc., an Ohio corporation ("RicoH"), do hereby certify that, as of the date hereof, the persons whose names and titles are set forth below are duly appointed and qualified signatories of Ricoh and hold the titles set forth opposite their names.

Carla Freeman - Vice President - Sales, Gulf States Marketplace

I further certify that such persons are authorized to execute documents on Ricoh's behalf and on behalf of Ricoh, to enter into, execute and deliver or to designate such other person or persons to enter into, execute and deliver, without limitation, any instruments, contracts, agreements, real estate leases, equipment or vehicle leases, bills of sale, purchase orders, or any other documents and any amendments or addenda thereto, relating to Ricoh.

IN WITNESS WHEREOF, I have hereunto set my hand this 26th day of August, 2016.


John Conlon
Assistant Secretary

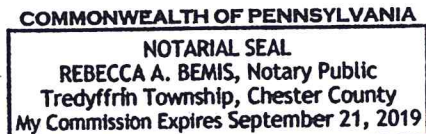
Commonwealth of Pennsylvania }
 } SS:
County of Chester }

On this, the 26th day of August, 2016, before me, Rebecca A. Bemis, a notary public, the undersigned officer, personally appeared John Conlon, Assistant Secretary of Ricoh USA, Inc., known to me to be the person whose name is subscribed to the within instrument, and acknowledged that he executed the same for the purposes therein contained.

In witness hereof, I hereunto set my hand and official seal.



Rebecca A. Bemis, Notary Public
My commission expires September 21, 2019



NON-PUBLIC WORKS BID AFFIDAVIT

Please see the following page.

Non-Public Works Bid

AFFIDAVIT

STATE OF MississippiPARISH/COUNTY OF Rankin

BEFORE ME, the undersigned authority, personally came and appeared: Carla
Freeman, (Affiant) who after being by me duly sworn, deposed and said that
he/she is the fully authorized signer of RicoH USA Inc. (Entity),
VP of Sales
the party who submitted a bid in response to Bid Number 50-00117275 to the Parish of
Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required
attachment):

Choice A _____ Attached hereto is a list of all campaign contributions, including
the date and amount of each contribution, made to current or
former elected officials of the Parish of Jefferson by Entity,
Affiant, and/or officers, directors and owners, including
employees, owning 25% or more of the Entity during the two-year
period immediately preceding the date of this affidavit or the
current term of the elected official, whichever is greater. Further,
Entity, Affiant, and/or Entity Owners have not made any
contributions to or in support of current or former members of the
Jefferson Parish Council or the Jefferson Parish President through
or in the name of another person or legal entity, either directly or
indirectly.

Choice B ☒ there are **NO** campaign contributions made which would require
disclosure under Choice A of this section.

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

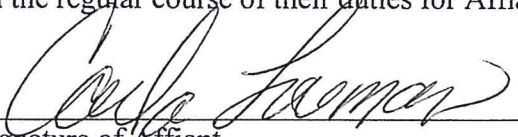
Choice B ☒ There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

[The remainder of this page is intentionally left blank.]

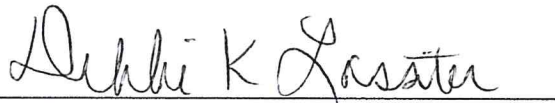
That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.


Signature of Affiant

CYNTHIA FREEMAN
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 1ST DAY OF Sept, 2016.


Notary Public

Debbie K. Lassiter
Printed Name of Notary

ID#110603
Notary/Bar Roll Number

My commission expires 4-23-2019.



RICOH INSURANCE COVERAGE

Ricoh's insurance coverage is as follows:

Insurance Coverage	Policy Description	Limit
✓ Commercial General Liability (CGL) <i>Carrier –Travelers Property and Casualty</i>	✓ <i>Coverage for third party bodily injury and property damage. Coverage includes products/completed operations liability, personal injury and contractual liability.</i>	\$1,000,000 per occurrence \$2,000,000 in the aggregate
✓ Business Automobile Liability (AL) <i>Carrier –Travelers Property and Casualty</i>	✓ <i>Coverage for third party bodily injury and property damage resulting from use of owned, hired/ leased and non-owned vehicles.</i>	\$1,000,000 CSL (Bodily Injury & Property Damage) per occurrence
✓ Workers Compensation (WC) & Employers Liability (EL) <i>Carrier – AIG</i>	✓ <i>Coverage for employees work related injuries (Statutory limits) or Employers Liability not provided by mandatory benefits under states workers compensation laws.</i>	WC – Statutory EL - \$1,000,000 per occurrence
✓ Umbrella Liability <i>Carrier -Tokio Marine</i>	✓ <i>Coverage for liability above primary insurance for CGL, AL and EL, where applicable.</i>	\$5,000,000 per occurrence
✓ Professional Liability <i>Carrier – Lloyds of London</i>	✓ <i>Coverage for any error, act or omission, neglect, breach of duty, etc., actually or allegedly committed or attempted by Ricoh in performance of professional services, as defined, for which Ricoh becomes legally obligated to pay.</i>	\$1,000,000
✓ Crime Insurance <i>Carrier – Chubb Insurance</i>	✓ <i>Coverage for loss of money, securities or other property caused by theft or forgery by an employee</i>	\$1,000,000

Certificates of Insurance provided upon awarding of business otherwise "Evidence of Insurance" available evidencing required insurance called for in bid, agreement or contract.

Insurance Carriers are generally at least A VIII in most recent edition of A.M.Best Rating Guide.



JEFFERSON PARISH

Department of Purchasing

Michael S. Yenni
Parish President

Brenda J. Campos
Director

August 15, 2016

ADDENDUM # 1

Bid No.: 50-00117275

Bid Opening Date: September 8, 2016

For: Provide All Labor, Materials, and Equipment Necessary to Furnish and Install Twenty-One (21) Copiers with a Five (5) Year On-Site Print Services Contract for the Patron/Public Print Services for the Jefferson Parish Library Department

CLARIFICATIONS.

Question: Your requirement states that:

"The successful bidder will provide an on-site representative and vehicle to provide managed print services to fifteen (15) library facilities. These facilities are located on the east and west bank of Jefferson Parish."

We usually access the printers remotely and get the meter count and provide all the necessary toner for all the copiers. But we are unable to provide a full-time person & vehicle to be there on the premises. Can you please tell us more details about this requirement?

Answer: The bid instructions on the FTE should be in the bid. This is for a full time vendor employee to perform level 1 maintenance on the fleet of copiers including picking up funds for all copier and pharos integrated equipment.

Question: Can you verify if Jeff Parish is using full MFP integration with card swipe or are they using an external keypad/terminal for PIN/Card swipe authentication? According to bid specs it looks as though VEND connection is being used. Just want to be certain.

Answer: The library is using two foreign interface devices.

1. Pharos Omega Copy Controller.
2. Jamex coin tower.

We do not use the embedded Pharos iMFP software for the copiers.



JEFFERSON PARISH

Department of Purchasing

Michael S. Yenni
Parish President

Brenda J. Campos
Director

Sincerely,

Misty A. Camardelle

Misty A. Camardelle, Buyer II
Jefferson Parish Purchasing Department

Bidders must acknowledge all addenda on the bid form. Bidder acknowledges receipt of this addendum on the bid form as indicated. Failure to do so will result in bid rejection.

This addendum is a part of the contract documents and modifies the original bidding documents and specifications. The contents of this addendum shall be included in the contract documents. Changes made by this addendum shall take precedence over the documents of earlier date.

- Ricoh agrees.

Jesse Stephens



JEFFERSON PARISH

Department of Purchasing

Michael S. Yenni
Parish President

Brenda J. Campos
Director

August 19, 2016

ADDENDUM # 2

Bid No.: 50-00117275

Bid Opening Date: September 8, 2016

For: Provide All Labor, Materials, and Equipment Necessary to Furnish and Install Twenty-One (21) Copiers with a Five (5) Year On-Site Print Services Contract for the Patron/Public Print Services for the Jefferson Parish Library Department

CLARIFICATIONS.

Question: Would it be possible to separate out the collection and transportation of funds for the on-site labor duties?

Answer: It's not possible to separate out the duties because the vendor FTE is an essential part of the overall copier project. They must be able to perform all duties for the project as a whole. We want one vendor responsible for the project.

Sincerely,

Misty A. Camardelle

Misty A. Camardelle, Buyer II
Jefferson Parish Purchasing Department

Bidders must acknowledge all addenda on the bid form. Bidder acknowledges receipt of this addendum on the bid form as indicated. Failure to do so will result in bid rejection.

This addendum is a part of the contract documents and modifies the original bidding documents and specifications. The contents of this addendum shall be included in the contract documents. Changes made by this addendum shall take precedence over the documents of earlier date.

Ricoh agrees.

Jesse Stephens



JEFFERSON PARISH

Department of Purchasing

Michael S. Yenni
Parish President

Brenda J. Campos
Director

August 31, 2016

ADDENDUM # 3

Bid No.: 50-00117275

Bid Opening Date: September 8, 2016

For: Provide All Labor, Materials, and Equipment Necessary to Furnish and Install Twenty-One (21) Copiers with a Five (5) Year On-Site Print Services Contract for the Patron/Public Print Services for the Jefferson Parish Library Department

CLARIFICATIONS.

Updated clarification for Section 3.3 Collection of Funds:

The on-site vendor representative will collect the funds from all library facilities. Collection of funds will be daily. The on-site vendor representative will collect the funds with a library facility representative. The on-site vendor representative will have one key and the library facility representative will have one key. Two keys are required to open the equipment. This collection will include all funds from coin towers and add value stations. The funds will be counted in front of a library facility representative. The library facility representative will sign off on the receipt of funds. The on-site representative will prepare the funds for deposit to be delivered to the business office weekly. Funds collected will be placed in a secure locked bag provided by library and turned over the library representative. Both the on-site vendor representative and library staff representative will sign the fund tracking log.

Question: Is the performance bond an annual bond based on the annual amount, or is it based on full term of agreement?

Answer: The full term of the agreement.

Sincerely,

Misty A. Camardelle

Misty A. Camardelle, Buyer II
Jefferson Parish Purchasing Department

Bidders must acknowledge all addenda on the bid form. Bidder acknowledges receipt of this addendum on the bid form as indicated. Failure to do so will result in bid rejection.

This addendum is a part of the contract documents and modifies the original bidding documents and specifications. The contents of this addendum shall be included in the contract documents. Changes made by this addendum shall take precedence over the documents of earlier date.

Ricoh agrees.

Jesse Stephens

**Request for Taxpayer
Identification Number and Certification**

Give Form to the
requestor. Do not
send to the IRS.

Print or type
See specific instructions on page 2.

Name (as shown on your income tax return) RICOH USA, Inc	
Business name/disregarded entity name, if different from above dba RICOH Management Services	
Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) > <input checked="" type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) >	
Address (number, street, and apt. or suite no.) PO Box 534777	
City, state, and ZIP code Atlanta, GA 30353-4777	
List account number(s) here (optional) # 32562	
Requester's name and address (optional)	

Taxpayer Identification Number (TIN)	
Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.	
Social security number [] [] [] - [] [] [] - [] [] []	
Employer identification number [2] [3] - [0] [3] [4] [4] [0] [0]	
Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.	

Certification	
Under penalties of perjury, I certify that:	
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and	
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and	
3. I am a U.S. citizen or other U.S. person (defined below).	
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.	
Sign Here	Signature of U.S. person > <i>Haem Kempster</i> Date > <i>4/1/12</i>

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note: If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.