

COPIERS FOR JEFFERSON COUNTY SHERIFFS OFFICE BID OPENING DATE 5-6-14	CBS OFFICE TECHNOLOGIES INC	DA-COM CORPORATION	DOCUMENT & NETWORK TECHNOLOGIES INC	GFI DIGITAL		OFFICE SOURCE	PROGRESSIVE BUSINESS EQUIPMENT	RICOH USA INC		SUMMER GROUP INC DBA COPYING CONCEPTS
	1943 LANSEFORD DR EARTH CITY MO 63045	3817 INSIGHTS OF COLUMBIAS DR ST LOUIS MO 63119	2175 CASSENS COURT SUITE 112 FENTON MO 63025	12163 PEARL HARBOR FARM RD ST LOUIS MO 63041		719 BRUDOKER RD FENTON MO 63025	11465 SCHENK DR MARYLAND HEIGHTS MO 63043	18133 SPINDLEY RIDGE RD CHESTERFIELD MO 63017		6691 MANCHESTER AVE ST LOUIS MO 63139
DIGITAL (NEW MODEL, CLOSEOUTS, RECONDITIONED)	NEW	NEW	NEW	NEW	RECONDITIONED	RECONDITIONED		NEW	RECONDITIONED (ISO 9001 Remanufactured Process)	NEW
MAKE /MODEL	SHARP MX-M523N	TOSHIBA E-STUDIO 556	(2) TOSHIBA E-STUDIO 656	RICOH MP 6002	SHARP MX M700N	CANON IR5065	RICOH C650J	RICOH MP6002SP	RICOH MP7000SP	KYOCERA 6501
60 + Copies per Minute Color										
Number per Minute Black/White	62	55	65	60	70	65	65	60	70	65
Comments:			Prints/copies at 65 pages per minute B & W. Scans at 80 pages per minute B & W and 77 pages per minute Color.					88 ppm (simplex) 176 ppm (duplex) for scanning	Please see select series brochure. Ricoh honors same service commitments as new machine.	
Reduction / Enlargement %	25-400%	25-400%	25 to 400%	25-400%	25-400%	25-400%	25-400%	25-400%	25-400%	
Automatic Document Feeder (Y/N)	YES	YES	YES	YES	YES	YES	YES	YES (130 sheet doc feeder)	YES	YES
Duplex (Y/N)	YES	YES	YES	YES (Single Pass)	YES (Single Pass)	YES	YES (2200)	YES	YES	YES
(1) 1500 Sheet Paper Tray (Y/N)	YES	NO	YES	YES (H100)	YES (2000)	YES	YES	YES	YES	YES
Cost:	INCLUDED		\$0.00 (Standard)				INCLUDED	Current standard with one tray that holds 3100	Standard-one tray holds 3100 & 5 x 11	
(2) 500 to 550 Sheet Paper Trays (Y/N)	YES	YES	YES	YES (550)	YES (500)	YES	YES (550)	YES (comes standard with two trays that hold 550)	YES	YES
Comments:	2,000 Sheet Tandem Paper Tray Included	Comes std with 2,500 sheet paper tray	Comes standard with (2) 500-sheet and (1) 2,500 Sheet Paper Drawers.			2-1500 Sheet Paper Trays, 2-550 Sheet Paper Trays		Storage paper capacity @ 4,200	The other two hold 550 sheets each	
Paper Size Invoice-Ledger (Y/N)	YES	YES	YES	YES	YES		YES	YES	YES	YES
Comments:			Acceptable Paper Sizes: Standard (5.5" x 8.5") to Ledger (11" x 17")							
Sorting / Stapler (Y/N)	OPTION	YES	YES	YES	YES	YES	YES	YES	YES	YES
Comments:	Optional Hole Punch \$335.00 (\$7.95 63 Month) Optional Stapling \$1675.00 (\$35.90 63 Lease)		Comes with a 50-Sheet Multi-Position Staple Finisher.					3,000 sheet finisher with 10 sheet stapler	3,000 sheet finisher with 50 sheet stapler	
Stand (Y/N)	YES	NO	YES	YES	YES	NO (Console Unit-No Need)	NO	YES	YES	YES
Two Separate Paper Trays (Y/N)	YES X-3	YES	YES	YES	YES	YES (1 Separate Paper Trays)	YES	NO (The machine will have total capacity of 4,200 sheets. We can add a large capacity tray if needed)	NO (The machine will have total capacity of 4,200 sheets with 3 trays)	
LLD Display (Y/N)	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Cost of Copier (Installed, Delivered)	\$6,872.50 (\$145.68 on 63 Month Lease)	\$6,104.85	\$12,964.00	\$9,654.00 EACH	\$5,995.00	\$4,400.00	\$2995.00 EA	\$9,888.00 per machine	\$5,475.00 per machine	\$6,600.00
Warranty	Added to existing contract or see attached alternatives	Full Warranty with maintenance agreement	30 days and Toshiba's Quality Commitment Guarantee	5 Years With Service	5 Years With Service	6 months-All parts excluding toner, 24 months warranty for drum unit	90 Day Parts + Labor	As soon as the machine is delivered, the maintenance agreement starts	As soon as the machine is delivered the maintenance agreement starts	3 year parts warranty or 600,000 pages (drum, developer, transfer belt) 3 year parts warranty or 300,000 pages (finerline)
Comments:			See included brochure for Toshiba's Quality Commitment Guarantee information.	\$9,654.00 EACH		Warranty covers 6 months or 100,000 pages per unit, whichever occurs first	Fully Covered Under Service Agreement			Labor is excluded
<b>NETWORK PRINTING/FAXING/SCANNING CAPABILITIES</b>										
Compatible with Microsoft Operating Systems Windows 98, 2000, and Windows XP Professional (Y/N)	YES	YES	NO	YES (win 7, win 8)	YES (win 7, win 8)	YES	NO (Drivers for 98 No Longer Available)	YES	YES	YES
Modem Speed (using RJ45 compression) Modem Speed	33.6	33.6	33.6	33.6 KBPS	33.6 Kbps		33.6	33.6 kbps with auto fallback	33.6 kbps with auto fallback	
Multi-Account Operation (Y/N)	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Two Telephone Line Operation (Y/N)	NO	NO	YES	NO	NO	NO	YES (Optional ADD \$375 EA)	YES (added cost of \$130.00)	YES	NO (not include)
Internet Fax Option (Y/N)	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Automatic Inbound Fax Routing To Lotus Notes Email (Y/N)	YES	YES	YES	YES	YES	NO	YES	YES	YES	NO
E-mail/Fax Microsoft Broadcast	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Check and call (Automatically reports Low Toner and Mechanical Problems) using Lotus Notes e-mail (Y/N)	YES	YES	YES			NO	NO	YES	YES	NO
Communication Protocol must be TCP/IP (Y/N)	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Comments:										
Cost of Copier with a 10/100 Ethernet Network Connection, Fusing, and Internet Faxing delivered and installed	\$7,267.50 (\$134.00 on 63 Month Lease)	\$6,104.85	\$13,840.00	\$9,654.00 EACH	\$5,995.00	\$4,400.00	INCLUDED	\$9,888.00 per machine	\$5,865.00 per machine	\$7,800.00
Warranty:	3 Month Parts	Full Warranty with maintenance agreement	30 days and Toshiba's Quality Commitment Guarantee	5 Years With Service	5 Years With Service	6 months or 100,000 pages per unit, whichever occurs first. 24 months warranty for drum unit.		As soon as machine is delivered, maintenance contract starts	As soon as machine is delivered maintenance contract starts	Same as prior
Comments:			See included brochure for Toshiba's Quality Commitment Guarantee information.							
Cost of Repair/Service per hour (ALL INCLUSIVE)	See Current Contract	\$175.00 on h plus parts	0 (Included in maintenance agreement)	\$110.00	\$110.00	\$900/hour (All Labor)	Full Coverage service agreement including all parts, consumables, toner, staples, labor and preventative maintenance. Excludes paper billed at .005 per h/cr click and .04 per color click.	\$5.00/hour Ricoh does a cost per print/copy maintenance agreement. This agreement includes parts, labor, toner & staples. For example: 150K Images @ \$5.00/h = \$750.	\$5.00/hour Ricoh does a cost per image maintenance agreement. This agreement includes parts, labor and toner along with staples. For example: 150K Images/year @ .0095 = \$1425.00/yr	\$120 per hour
COPIER CONSUMABLES										

COPIERS FOR JEFFERSON COUNTY SHERIFFS OFFICE BID OPENING DATE 5-6-14	CDS OFFICE TECHNOLOGIES INC 13635 LAKEFRONT DR EARTH CITY MO 63045	DA-COM CORPORATION 3117 KNIGHTS OF COLUMBUS DR ST LOUIS MO 63119	DOCUMENT & NETWORK TECHNOLOGIES INC 2375 CASSIUS COURT SUITE 112 FENTON MO 63026	GFI DIGITAL 12101 PRICHARD FARM RD ST LOUIS MO 63043		OFFICE SOURCE 719 RUDDER RD FENTON MO 63028	PROGRESSIVE BUSINESS EQUIPMENT 11466 SICHEN DR MARYLAND HEIGHTS MO 63043	RICOH USA INC 16333 SWINDLEY RIDGE RD CHESTERFIELD MO 63017		SUMMER GROUP INC DBA COPYING CONCEPTS 4691 MANCHESTER AVE ST LOUIS MO 63119
Cost of Toner for this Model										
\$	\$89.49	\$124.80	\$9.09	\$99.90	\$114.24	\$80.00				\$154.00
Yield	83,000	73,900	739,000	43,000	83,000	48,000				70,600
Order #	MD753NT	T8560	T8560	841332	ARG21NTA	GPR24				IT02LFOUSO
Comments:			Included in maintenance agreement			@ 6% coverage		No need, included in maintenance contract.	No need, included in maintenance contract.	
Cost of Staples for this Model										
\$	\$36.47	\$55.00	\$75.00	\$79.82	\$61.68	\$45.00				\$72.00
Yield	15,000	5,000	15,000	3 x 5000	3 X 5000	15,000				5,500
Order #	SFSC11	Staple 700	STAPLE700	410802	SF-SC11	6707A001AA				190INBOUND
Comments:			Box includes 3 cartridges of 5,000 staples. 15,000 total staples include in box.			3-5,000 staples cartridges				
Cost of Drum for this Model										
\$	\$118.85	\$460.00	\$8.00	\$340.72	\$118.90	\$1,500.00				
Yield	300,000	460,000	515,000	1.2 million	300,000	3,000,000				
Comments:	AR620DR		Included in maintenance agreement							See Below
Cost of Developer Unit for this Model										
\$	\$58.49	\$439.48	\$0.00	\$132.44	\$34.36	N/A				
Yield	300,000	\$15,000	\$15,000	350,000	300,000					
Comments:	MX753NV		Included in maintenance agreement	#B0649645	Requires Two Each For Replacement					See Below
Cost of Photo Conductor Unit for this Model										
\$		N/A	\$0.00			N/A				
Yield		N/A	\$15,000							
Comments:	N/A	This is part of the Drum in this model	Included in maintenance agreement	NA, not intended to be replaced	NA, not intended to be replaced	Same As Drum				See Below
Cost of Maintenance Kit for this Model										
\$	\$99.50-Kit #1, \$134.60-Kit #2	\$1,901.94	0.005	\$114.38	\$169.20	N/A				
Yield		Below		300K	300,000					
Specify what is included in Maintenance Kit	MX753KA-KIT#1-Cleaning Blade, (4) Separation Paws, Grid Screen, Toner Reception Seal, Paper Dust Removal Unit, Doctor Cover Unit, Front DV Side Seal, Rear DV Side Seal, Toner Filter, Front Side Seal, Rear Side Seal, & MC Cleaner Unit. MX753KB-KIT#2-Transfer Belt, Transfer Roller, & Transfer Cleaning Roller	MO-KH 8550, MA-KR 8550, FR-KH, 6000, DF-KH 8560 Roll Kit Riest, Yield varies on component	Maintenance agreement includes toner, labor, parts and service. The cost per copy of \$0.005 is locked in for the first (3) years. After year three, the maintenance cost would not exceed a 6% annual increase. Staples and paper aren't included in the maintenance agreement.	Charge wire, grid, cleaner, cleaning blade, cleaning brush, filters.	Drum seals F + R, MC Cleaning Unit, Charge blade, sep paws, grid, toner seals, charge plate, paper dust removal unit, DV seals, F + R, Filter	N/A				600,000 maintenance kit = \$400 includes drum, developer, transfer unit. 300,000 maintenance kit = \$320 includes Riser unit
Duty Cycle for this Model								300K/MO	300K/MO	100,000 per month
Comments:	300,000 monthly	460,000	\$15,000 copies/prints per month	Max Duty Cycle 300,000 per month	Max Duty Cycle 300,000 per month	250,000 Monthly		Ricoh's maintenance contract include all of the above. See previous page.	Ricoh provides a cost per image maintenance cost which includes parts, labor, toner and staples. See previous page.	
AFFIDAVIT COMPLETED	YES	YES	YES	YES	YES	YES	YES	NO	YES	YES
COPY OF INSURANCE PROVIDED	NO	YES	YES	YES	YES	YES	YES	NO	NO	YES
COMMENTS:	See additional price sheet	See additional price sheet	See attached product and pricing information				Page 15 not signed and information is missing. Also, pg. 14 of 15 states: All listed on this page included in service agreement. See attached info.	Pg. 9 of 15 pending ratify.	See Attached Maintenance Agreement	Page 15 not signed and information is missing.



**JEFFERSON COUNTY**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
729 MAPLE ST / PO BOX 100  
HILLSBORO MO 63050  
WWW.JEFFCOMO.ORG

**Invitation for Bid: COPIERS FOR JEFFERSON COUNTY**  
**SHERIFFS OFFICE**

**Date Issued: 4-8-14**

**BIDS SHALL BE ACCEPTED UNTIL: TUESDAY, MAY 6, 2014, AT 2:00 P.M. LOCAL TIME.**

**Specification  
Contact:**

**DON ALLEN**  
Department of the Sheriff  
636-797-5585  
[dallen@jeffcomo.org](mailto:dallen@jeffcomo.org)

**Contract  
Contact:**

**VICKIE PRATT**  
Department of Administrative Services  
636-797-5382

**Mail (3) Three  
Complete Copies  
With Vendor And  
Bid Information As  
Shown In Sample:**

**SAMPLE ENVELOPE**

*VENDOR NAME*

*VENDOR ADDRESS*

*CONTACT NUMBER*

**DEPARTMENT OF THE COUNTY CLERK  
JEFFERSON COUNTY MISSOURI**

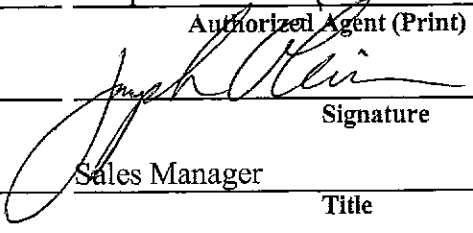
**729 MAPLE ST / PO BOX 100  
HILLSBORO MO 63050-0100**

*SEALED BID: (BID NAME)*

**Contract Term:  
UPON APPROVAL OF THE  
COUNTY COUNCIL AND  
COUNTY EXECUTIVE**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Bid, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful Bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor  
Information:**

CDS Office Technologies, Inc.	Joseph O'Coin	
Company Name	Authorized Agent (Print)	
13625 Lakefront Drive		Signature
Address	Sales Manager	Title
Earth City, MO 63045		
City/State/Zip Code		
314.739.4093 x 1331	05.01.2014	37-1052665
Telephone #	Date	Tax ID #
<a href="mailto:jocoin@cdsot.com">jocoin@cdsot.com</a>		314.739.0040
E-mail		Fax #



**Service Agreement:**

This agreement covers all parts, labor, and supplies except paper and staples.

Machine	Monthly Cost	Included Monochrome	Monochrome Overage
Sharp MX-M623N	\$40.00	10,000	\$.004

Machine	Annual Cost	Included Monochrome	Monochrome Overage
Sharp MX-M623N	\$360.00	90,000	\$.004

Machine	Monthly Cost	Included Monochrome	Monochrome Cost Per Copy
Sharp MX-M623N	Actual Usage	Actual Usage	\$.004

# SHARP



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**729 MAPLE ST / PO BOX 100**

**HILLSBORO MO 63050-0100**

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**Vendor  
Information:**

Da-Com Corporation

Joe R. Boix

Company Name

Authorized Agent (Print)

5317 Knights of Columbus Dr.

Address

Signature

St. Louis, MO 63119

VP of Sales

City/State/Zip Code

Title

314-442-2800

5/5/2014

43-0737942

Telephone #

Date

Tax ID #

mboyle@da-com.com

314-442-2879

E-mail

Fax #

*JB*

# Da-Com Corporation

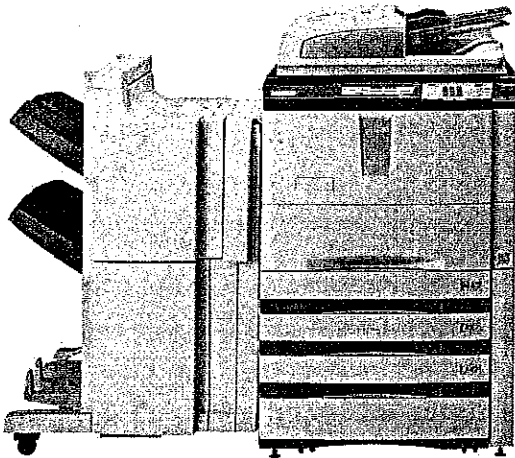
May 6, 2014

## Proposed Product Specifications for: *Jefferson County Sheriff's Department* Option # 1

### *Toshiba e-Studio 556 Digital Copy / Print / Scan/Fax*

#### Base System Features:

- 55 pages per minute – Black & White
- 80 images per minute Black & White scanning
- 77 images per minute *COLOR* scanning
- 1GB RAM Memory / 60GB Hard Drive
- Duplex
- 2 x 500 sheet paper trays
- 1 x 2,500 Tandem Tray
- 100 sheet By-pass tray
- Fax Module
- Print / Scan Enabler
  - Scan to USB
  - Print to USB
- Data-Overwrite Enabler
- Accepts paper size: 5.5" x 8.5" to 11" x 17"
- User friendly LCD interface touch control panel
- Multi- Tray Finisher w/ 50 sheet stapling
- Twain Compatible



**Purchase Price:** \$ 6,104.85

#### Service:

- Monthly B/W base of 12,500 images billed at .005 and overages billed at .005.
- Service includes all parts, labor, toner and maintenance kits.

#### Additional Services Provided:

- Machine to be delivered and installed at no charge.
- Connection to *Jefferson County Sheriff's Department* Network Server at no charge.
- Ongoing training for all *Jefferson County Sheriff's Department* employees at no charge.
- Da-Com's "Why buy from Da-Com" Guarantee.
- Free consultation (*Docutivity Study*) for work flow productivity and cost evaluation for future equipment productivity.

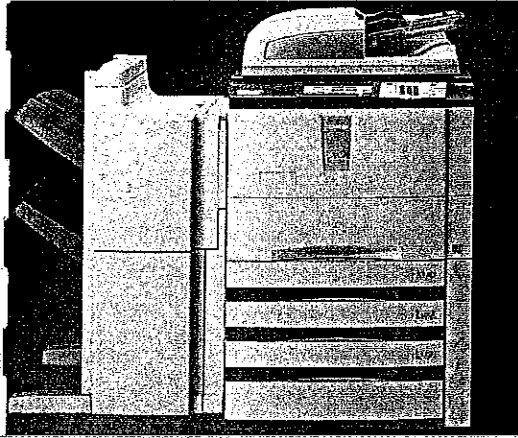
# Da-Com Corporation

May 6, 2014

## Proposed Product Specifications for: *Jefferson County Sheriff's Department* Option # 2

### *Toshiba e-Studio 656 Digital Copy / Print / Scan/Fax*

#### Base System Features:



- 65 pages per minute – Black & White
- 77 images per minute *COLOR* scanning
- 80 images per minute Black & White scanning
- 1GB RAM Memory / 60GB Hard Drive
- 100 sheet Reverse Automatic Document Feeder
- Duplex
- 2 x 500 sheet paper trays
- 1 x 2,500 Tandem Tray
- 100 sheet By-pass tray
- Fax Module
- Print / Scan Enabler
  - Scan to USB
  - Print to USB
- Data-Overwrite Enabler
- Accepts paper size: 5.5" x 8.5" to 11" x 17"
- User friendly LCD interface touch control panel
- Multi- Tray Finisher w/ 50 sheet stapling
- Twain Compatible

**Purchase Price:** \$ 6,728.05

#### **Service:**

- Monthly B/W base of 12,500 images billed at .005 and overages billed at .005.
- Service includes all parts, labor, toner and maintenance kits.

#### **Additional Services Provided:**

- Machine to be delivered and installed at no charge.
- Connection to *Jefferson County Sheriff's Department* Network Server at no charge.
- Ongoing training for all *Jefferson County Sheriff's Department* employees at no charge.
- Da-Com's "Why buy from Da-Com" Guarantee.
- Free consultation (*Docutivity Study*) for work flow productivity and cost evaluation for future equipment productivity.



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DEPARTMENT OF ADMINISTRATIVE SERVICES  
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JEFFERSON COUNTY MISSOURI

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**Vendor  
Information:**

Document & Network Technologies, Inc.

Company Name

Andy Ebert

Authorized Agent (Print)

2275 Cassens Court, Suite 112

Address

*Andy Ebert*

Signature

Fenton, MO 63026

City/State/Zip Code

Government/Major Accounts Representative

Title

(314) 773-6000

Telephone #

4/30/14

Date

43-1886460

Tax ID #

aebert@dntstl.com

E-mail

(314) 771-6344

Fax #



Proposal Prepared For

# Jefferson County Sheriff's Office

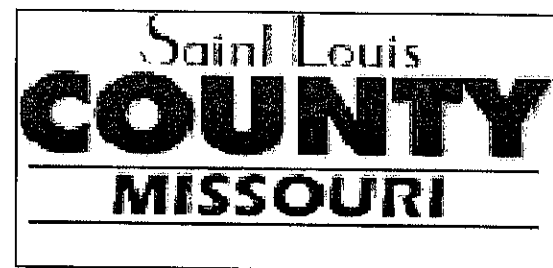


Prepared by:  
Andy Ebert  
May 6, 2014



## Satisfied Government Customers

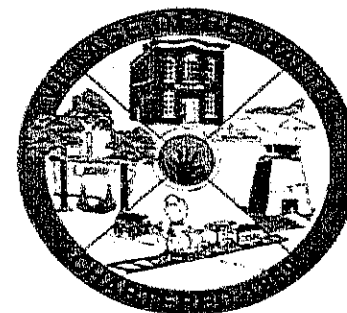
By utilizing our products and services, our customers have achieved their goals of lowering their overall document costs, increased their effectiveness toward their own clients, and helped strengthen employee and customer satisfaction. A handful of those customers are represented below. We would love to add your name to this list!



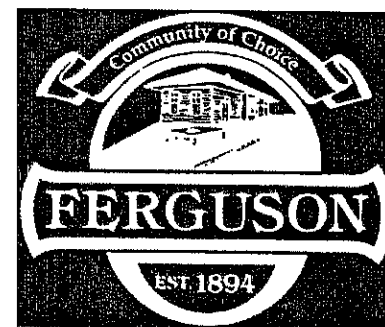
*City of*  
**Edwardsville**



**PONTOON BEACH**  
*Illinois*



**St. Clair County**  
*Illinois*



## **Recommended DNT Solutions**

### **PROPOSED SOLUTIONS**

The following equipment is being proposed as part of our overall recommendation:

Option A: (2) Toshiba e-Studio 656- New (B&W)

### **PROPOSED SERVICES**

The following support is included in our recommendations:

- Maintenance and support on all copier-based MFP equipment.
- Professional services and network connectivity for all units w/ Print/Scan capability.

### **BENEFITS**

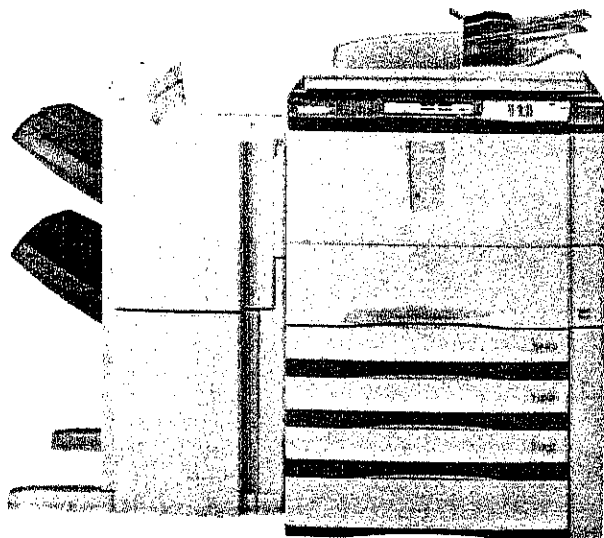
The following is a brief overview of some of the key components of our proposal as they will enhance the document workflow and structure at the Jefferson County Sheriff's Office:

- Ability to Manage Documents Electronically
- Ability to Remotely Monitor Devices and Toner Levels when Networked
- Ability to Scan Documents in Color
- Increased Efficiencies and Reliability
- Reduced Overall Costs
- Our services won't stop with this contract (i.e. Printer Care can be investigated for potential savings)

## Recommended DNT Solution

Equipment Proposal for the Jefferson County Sheriff's Office

### (2) Toshiba e-Studio 656



COPY	PRINT	SCAN	FAX	COLOR
YES	YES	YES	OPTIONAL	NO

*Proposed configuration may be different than that shown in the image above.*

## Technology that's a perfect fit.

### Toshiba's e-STUDIO 656

The Toshiba e-STUDIO 656 multifunction device is an ideal solution for any busy office environment. With a 65 page-per-minute copy speed plus network printing, scanning capabilities, and faxing this device offers a small footprint and impressive capabilities and comes with e-BRIDGE technology built into the core hardware, in addition to a USB-type key.

### Equipment Configuration:

#### Toshiba e-STUDIO 656 Digital MFP Copier

- Reversing Automatic Document Feeder
- Complete Network Printing and Scanning
- Complete Print From and Scan to USB Capabilities
- Color Scanning
- 2 x 500 Sheet Cassettes
- 1 x 2,500 Sheet Tandem Drawer
- 50-Sheet Multi-Position Staple Finisher
- Security Encryption and Hard Drive Overwrite Standard
- Professional Services
- Free Delivery, Installation, Training

#### Features At A Glance

Copy/Print Sped: 65 PPM (B&W)

Scan Speed: 80 SPM (B&W), 77 SPM (Color)

Copy/Print Resolution: 2400 x 600 dpi

Standard Paper Supply: 2 x 500 Sheet Trays, 1 x 2,500 Sheet Tandem Drawer & 1 x 100 Sheet Bypass

Paper Sizes: Up to 11" x 17" (Ledger)

Able to Print Envelopes from the By-Pass Tray

Able to Add Paper on the Fly

Able to Add Toner on the Fly

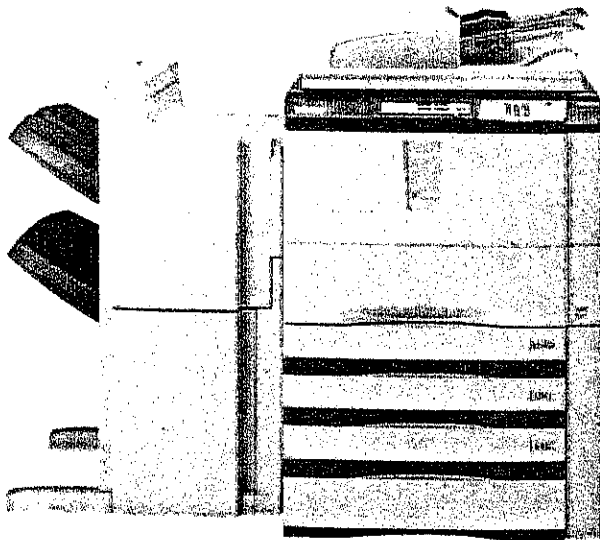
Complete Network Printing and Scanning

Standard Memory: 1 GB RAM, 60 GB HDD

## Recommended DNT Solution

Equipment Proposal for the Jefferson County Sheriff's Office

### (2) Toshiba e-Studio 656



#### Investment Analysis...Option A

*Base price of the copiers including staple finisher, delivery and install*

Purchase Price: **\$12,964.00**

#### Service & Supplies

*Includes all parts, labor, drums, and all toner.*

*B&W copy's/prints billed @ \$.005 per month*

Average Monthly Volume → 25,000 = \$125.00 per month\*

*\*Estimated monthly maintenance payment based on information in bid that each runs 150,000 copies annually*

COPY	PRINT	SCAN	FAX	COLOR
YES	YES	YES	OPTIONAL	NO

*Proposed configuration may be different than that shown in the image above.*

## Technology that's a perfect fit.

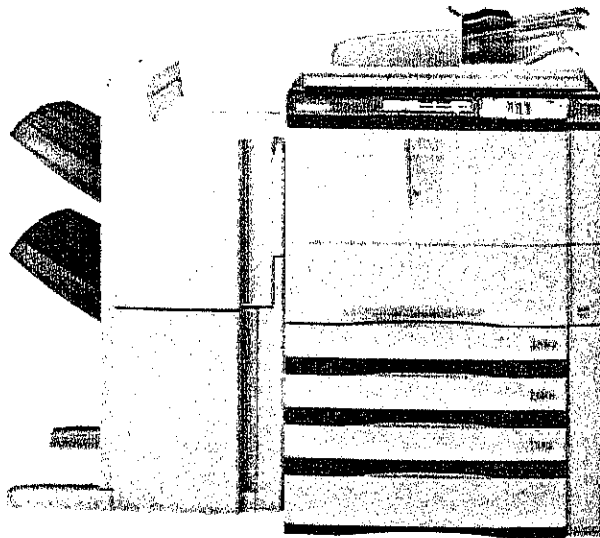
### Toshiba's e-STUDIO 656

The Toshiba e-STUDIO 656 multifunction device is an ideal solution for any busy office environment. With a 65 page-per-minute copy speed plus network printing, scanning capabilities, and faxing this device offers a small footprint and impressive capabilities and comes with e-BRIDGE technology built into the core hardware, in addition to a USB-type key.

## Recommended DNT Solution

Equipment Proposal for the Jefferson County Sheriff's Office

### (2) Toshiba e-Studio 656



#### Investment Analysis...Option B

*Price of copiers with faxing, delivery, install and network printing setup.*

Purchase Price (including fax and network printing capabilities): **\$13,214.00**

#### Service & Supplies

*Includes all parts, labor, drums, and all toner.*

B&W copy's/prints billed @ \$.005 per month

Average Monthly Volume → 25,000 = \$125.00 per month\*

*\*Estimated monthly maintenance payment based on information in bid that each runs 150,000 copies annually*

COPY	PRINT	SCAN	FAX	COLOR
YES	YES	YES	OPTIONAL	NO

*Proposed configuration may be different than that shown in the image above.*

## Technology that's a perfect fit.

### Toshiba's e-STUDIO 656

The Toshiba e-STUDIO 656 multifunction device is an ideal solution for any busy office environment. With a 65 page-per-minute copy speed plus network printing, scanning capabilities, and faxing this device offers a small footprint and impressive capabilities and comes with e-BRIDGE technology built into the core hardware, in addition to a USB-type key.



**Multifunctional Copiers**

**Production Printers**

**Color**

**Professional Services**

**Document Workflow Software**

**Scanning**

**Electronic Document Management**

**Outsourcing**

**Supplies**

**Total Quality Service**

**Printer Care**

**“DNT’s document management solution saved our district nearly \$2,000,000.”**

*-- Dan O'Donnell, Superintendent  
Francis Howell School District*

**What will you do with the time and money you will save with DNT's Document Management Solutions?**

**Call today for a free consultation.**

**Andy Ebert**  
Government/Major Accounts Representative  
Document & Network Technologies Inc.  
2275 Cassens Ct.  
Suite 112  
Fenton, MO 63026  
Office: (314) 773-6000  
Fax: (314) 771-6344  
Email: [AEbert@DNTSTL.COM](mailto:AEbert@DNTSTL.COM)  
Web: <http://www.dntstl.com>

DNT Imaging - St. Louis  
10 South Broadway, Suite 325  
St. Louis, MO 63102  
(314) 446-0901



JEFFERSON COUNTY  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
729 MAPLE ST / PO BOX 100  
HILLSBORO MO 63050  
WWW.JEFFCOMO.ORG

Invitation for Bid: **COPIERS FOR JEFFERSON COUNTY  
SHERIFF'S OFFICE**

Date Issued: **4-8-14**

BIDS SHALL BE ACCEPTED UNTIL: TUESDAY, MAY 6, 2014, AT 2:00 P.M. LOCAL TIME.

**Specification  
Contact:**

DON ALLEN  
Department of the Sheriff  
636-797-5585  
dallen@jeffcomo.org

**Contract  
Contact:**

VICKIE PRATT  
Department of Administrative Services  
636-797-5382

**Mail (3) Three  
Complete Copies  
With Vendor And  
Bid Information As  
Shown In Sample:**

SAMPLE ENVELOPE

VENDOR NAME

VENDOR ADDRESS

CONTACT NUMBER

DEPARTMENT OF THE COUNTY CLERK

JEFFERSON COUNTY MISSOURI

729 MAPLE ST / PO BOX 100

HILLSBORO MO 63050-0100

SEALED BID: (BID NAME)

**Contract Term:**  
UPON APPROVAL OF THE  
COUNTY COUNCIL AND  
COUNTY EXECUTIVE

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Bid, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful Bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor  
Information:**

Progressive Business Equipment, Inc. Pamela F. Clark

Company Name

Authorized Agent (Print)

11466 Schenk Drive

Address

*Pamela F. Clark*  
Signature

Maryland Heights, MO 63043

City/State/Zip Code

President

Title

314-298-2887

Telephone #

May 1, 2014

Date

43-1559423

Tax ID #

pclark@progressivebusinessequipment.com 314-298-9070

E-mail

Fax #



# GUARANTEED MAINTENANCE AGREEMENT

Dates of Contract: Beginning \_\_\_\_\_ 20 \_\_\_\_ Through \_\_\_\_\_ 20 \_\_\_\_

Meter Contact Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

Make	Model	ID#	Serial	B/W	Color	Description
Ricoh	MPC6501					
					Minimum Annual <del>Annual</del> Monthly Base Charge	\$0

# Color Counts included in <sup>MONTHLY</sup> Annual Charge \_\_\_\_\_ 0 \_\_\_\_\_ Cost per \_\_\_\_\_ .04  
 # B/W Counts included in <sup>MONTHLY</sup> Annual Charge \_\_\_\_\_ 0 \_\_\_\_\_ Cost per \_\_\_\_\_ .005  
 Overage to be billed: Monthly QTR Yearly  
 Color Overage rate per \_\_\_\_\_ .04 B/W Overage rate per \_\_\_\_\_ .005

THIS AGREEMENT DOES NOT INCLUDE FIERY.

Drum Coverage? ☒ Yes ☐ No Include Supplies? ☒ Yes ☐ No Manufactures suggested yields apply

Supply Quantities Included are

Blk Qty. included Color Qty. included Staples Qty. included Developer Qty. included MnKit Qty. included

Software/hardware service calls on non-contract equipment are not included and maybe subject to additional charges. \_\_\_\_\_

Additional Charges and/or Limitations:

Jefferson County Sheriff's Office

- The term of this agreement is for a minimum of one year from date specified (or from expiration of warranty) and from year to year thereafter. This agreement will automatically renew upon its anniversary date unless terminated by either party, by written notice to the other, at least thirty (30) days prior to the end of the term. Prices are subject to annual review and increase within multi-year contract periods. Prices are subject to all applicable taxes. Contract payments are due in advance of service. Customer may be withheld of service if accounts owed are delinquent.
- Service calls under this agreement will be made during normal business hours at the installation address shown on the reverse side of this agreement. Travel and labor time for service calls after normal hours, if available, will be charged at overtime rates. If equipment is moved to a new zone, Progressive Business Equipment, Inc. (hereafter Progressive) shall have the option to charge, and the customer agrees to pay, the difference in maintenance charges between the current zone and the new zone. Transfer of covered equipment to locations outside of Progressive's normal service area will exclude the equipment from this agreement.
- Service provided is based on the specific performance standard needs of individual products as determined by Progressive. These needs include preventative and remedial maintenance including adjustments, lubrication, parts, replacement and labor. Progressive agrees to install, on current equipment, replacement parts made necessary by normal wear and tear. Parts for discontinued equipment will be provided as available. Parts made unserviceable due to negligence, misuse, external forces, power fluctuation or improper maintenance are not covered. Circuit boards are specifically excluded from this agreement.
- If, in the opinion of Progressive, at the end of the first year or thereafter, individual items can no longer be properly or economically maintained to Progressive's standards of performance on site, Progressive will provide the Customer with an estimate of reconditioning charges for such equipment. Should the Customer decline to pay for reconditioning charges, Progressive shall not be responsible for equipment failure directly attributable to the need for reconditioning.
- Progressive strives to furnish the best quality service including copy papers, toners, masters and other items which offer the best value to the customer. Customers who use other than Progressive supply items, and if such supply items are, in Progressive's technician's opinion, defective or not acceptable for use on the equipment covered under this maintenance agreement, and cause unnecessary service calls or service problems, will be charged for the service call. It is not a condition of this agreement, however, that the customer use only Progressive authorized supplies.
- Progressive strives to furnish the best quality service including copy papers, toners, masters and other items which offer the best value to the customer. Customers who use other than Progressive supply items, and if such supply items are, in Progressive's technician's opinion, defective or not acceptable for use on the equipment covered under this maintenance agreement, and cause unnecessary service calls or service problems, will be charged for the service call. It is not a condition of this agreement, however, that the customer use only Progressive authorized supplies.
- PROGRESSIVE DISCLAIMS ALL WARRANTIES (other than the obligation set forth herein) EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR MERCHANTABILITY, FITNESS FOR USE, OR FITNESS FOR A PARTICULAR PURPOSE. PROGRESSIVE WILL NOT BE RESPONSIBLE FOR DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, DAMAGES ARISING OUT OF THE USE OR PERFORMANCE OF THE EQUIPMENT OR THE LOSS OF USE OF THE EQUIPMENT.



JEFFERSON COUNTY  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
729 MAPLE ST / PO BOX 100  
HILLSBORO MO 63050  
WWW.JEFFCOMO.ORG

Invitation for Bid: **COPIERS FOR JEFFERSON COUNTY  
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**DON ALLEN**  
Department of the Sheriff  
636-797-5585  
dallen@jeffcomo.org

**Contract**

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**VICKIE PRATT**  
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VENDOR NAME  
VENDOR ADDRESS  
CONTACT NUMBER DEPARTMENT OF THE COUNTY CLERK  
JEFFERSON COUNTY MISSOURI  
729 MAPLE ST / PO BOX 100  
HILLSBORO MO 63050-0100  
SEALED BID: (BID NAME)

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UPON APPROVAL OF THE  
COUNTY COUNCIL AND  
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**Vendor  
Information:**

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<u>RICOH USA INC</u>	<u>[Signature]</u>
Company Name	Authorized Agent (Print)
<u>110253 SWIMBLEY RIDGE RD</u>	
Address	Signature
<u>CHESTERFIELD MO 63017</u>	<u>DIRECTOR OF SALES</u>
City/State/Zip Code	Title
<u>636-736-1000</u>	<u>5/6/14</u>
Telephone #	Date
	<u>23-0334400</u>
	Tax ID #
	<u>636-736-1020</u>
E-mail	Fax #



**U.S. COMMUNITIES**  
**EQUIPMENT SALE AND MAINTENANCE AGREEMENT**  
**(EQUIPMENT SALES, BREAK-FIX SERVICES WITH NO ON-SITE LABOR)**

CUSTOMER INFORMATION				
Legal Name				
Bill To Address				
City		State		Zip Code

This Equipment Sale and Maintenance Agreement ("Maintenance Agreement") sets forth the terms pursuant to which Customer may acquire equipment, software, and/or hardware products and maintenance services identified on an Order (defined below) from Ricoh USA, Inc. ("Ricoh"). This Maintenance Agreement is executed pursuant to the contract by and between Ricoh Americas Corporation and Fairfax County (the "County") on behalf of the U.S. Communities Government Purchasing Alliance and all public agencies, non-profits and higher education entities ("Participating Public Agencies"), having a Contract ID number of 4400003732 and the contract period is from February 11, 2013 to June 30, 2016, with the option to renew for no more than six (6) years (the "Contract Period"), one year at a time, or any combination thereof (the "Contract"). Notwithstanding the foregoing, any Maintenance Agreement and Order entered into during the Contract Period shall continue in full force and effect for the entire term set forth in the Order. To the extent that Customer purchases or leases Equipment from Ricoh under the Contract and also desires for Ricoh to provide maintenance services for such Equipment under the order (the "Order"), then the terms and conditions of this Maintenance Agreement shall apply. This Maintenance Agreement shall consist of the terms and conditions of the Contract and this Maintenance Agreement. As it pertains to this Maintenance Agreement, the order of precedence of the component parts of the Maintenance Agreement shall be as follows: (a) the terms and conditions of this Maintenance Agreement and (b) the terms and conditions of the Contract. The foregoing order of precedence shall govern the interpretation of this Maintenance Agreement in cases of conflict or inconsistency therein.

**1. MAINTENANCE SERVICES COVERAGE.** Ricoh shall provide to Customer maintenance services under an Order, during Ricoh business hours, 8:00am to 5:00pm Monday through Friday excluding holidays ((i) New Year's Day; (ii) Memorial Day; (iii) 4th of July; (iv) Labor Day; (v) Thanksgiving; (vi) Day after Thanksgiving; and (vii) Christmas Day) ("Normal Business Hours"), as follows (collectively, the "Maintenance Services"):

(a) During the term of the Order, Ricoh will provide the Maintenance Services necessary to keep the covered Equipment in, or restore the covered Equipment to, good working order. Maintenance Services will include lubrication, cleaning, adjustments and replacement of maintenance parts deemed necessary by Ricoh due to normal usage (other than consumable parts). In the event the Equipment becomes unserviceable as a result of normal usage, replacement parts will be furnished and installed on an exchange basis and will be new OEM; provided, however, if such OEM part is not available and in order to restore the functionality of the Equipment, Ricoh shall be permitted to use a reconditioned or used part until such time as the new OEM part becomes available and is installed in the Equipment. All parts removed due to replacement will become the property of Ricoh. The provision of Maintenance Services does not assure uninterrupted operation of the covered Equipment.

(b) If available, Maintenance Services requested and performed outside Normal Business Hours will be charged to Customer at applicable time and material rates set forth in the Contract.

(c) The Maintenance Services provided by Ricoh will not include the following: (i) Repairs resulting from misuse (including without limitation to improper voltage or the use of supplies that do not conform to Ricoh's specifications); (ii) Repairs made necessary by service performed by persons other than authorized Ricoh representatives; (iii) Replacement of consumable parts which are consumed in normal Equipment operation, unless specifically included in the Order; (iv) Removable cassette, copy cabinet, exit trays, or any item not related to the mechanical or electrical operation of the Equipment; (v) Unless

# RICOH

otherwise agreed, consumable supplies such as toner, developer, paper, staples or supplies that are consumed in the normal operation of the Equipment; (vi) Repairs and/or service calls resulting from attachments or accessories not acquired from Ricoh; (vii) Any Software, system support or related connectivity unless otherwise agreed in the Order; (viii) Electrical work external to the Equipment, including problems resulting from overloaded or improper circuits; (ix) Charges for installation of the Equipment or de-installation and/or movement of the Equipment from one location to another; or (x) Repair of damage or increase in service time caused by: accident, disaster (which shall include but not be limited to fire, flood, water, wind and lightning), transportation, neglect, power transients, abuse or misuse, failure of the Customer to follow Ricoh's published operating instructions, and unauthorized modifications or repair of Equipment by persons other than authorized representatives of Ricoh.

(d) In the absence of a separate maintenance agreement for any software, if Ricoh is engaged to provide software support under an Order, during Normal Business Hours, Ricoh will provide advice by telephone, email or via the Ricoh or developer's website following receipt of a request from Customer to diagnose faults in the software and advice to rectify such faults. Such support may be provided remotely.

(e) Damage to the Equipment or its parts arising out of, or other causes beyond, the control of Ricoh are not covered by an Order and may subject Customer to a surcharge or to cancellation of the Maintenance Services by Ricoh. In addition, Ricoh may terminate an Order if the Equipment is modified, damaged, altered or serviced by personnel other than those employed by Ricoh or are authorized by Ricoh to provide service and maintenance for the Equipment.

(f) Service necessitated as a result of inadequate key operator involvement, operator caused damage, lack of recommended service, or use of inadequate or incompatible supplies may result in service being rendered on a time-and-material basis in addition to the Maintenance Charges (as defined in Section 5).

**2. MAINTENANCE SERVICE CALLS.** Maintenance service calls under an Order will be made during Normal Business Hours at the installation address shown on the Order. Travel and labor-time for the service calls after Normal Business Hours, on weekends and on holidays, if and when available, will be charged at overtime rates in effect at the time the service call is made. Ricoh representatives will not handle, disconnect or repair unauthorized attachments or components. Customer is responsible for disconnecting and re-connecting unauthorized attachments or components. Customer hereby indemnifies and holds Ricoh and its employees and representatives harmless for claims for damages to any unauthorized parts, components or accessories resulting from service performed on Equipment covered by an Order.

**3. RECONDITIONING.** Rebuilding, reconditioning or major overhauls necessitated by usage not in accordance with manufacturer's published specifications, which shall be provided upon Customer's request, are not covered by an Order. In addition, if Ricoh determines that a reconditioning is necessary as a result of normal wear and tear of materials and age factors caused by normal usage in order to keep the Equipment in working condition, Ricoh will submit to Customer an estimate of the needed repairs and the cost for such repairs (which costs will be in addition to the charges payable under this Maintenance Agreement). If the Customer does not authorize such reconditioning, Ricoh may, at its option: (a) discontinue service of the Equipment under an Order and refund any unused portion of the Maintenance Charges, or (b) refuse to renew an Order upon its expiration. After any such termination, Ricoh will make service available on a "Time and Material Rate" basis at Ricoh's then prevailing rates at the time of service.

**4. TERM.** Each Order shall become effective on the delivery and Customer acceptance of the Equipment and/or solution and shall continue for the term specified therein (the "Initial Term") so long as no ongoing default exists on Customer's part. At the expiration of the Initial Term or any renewal term, unless Customer provides written notice of its intention not to renew within thirty (30) days of the expiration of the Initial Term or any renewal term, the Order shall automatically renew on a month-to-month basis. In addition to any other rights or remedies which either party may have under this Maintenance Agreement or at law or equity, either party shall have the right to cancel the Services provided under this Maintenance Agreement immediately: (i) if the other party fails to pay any fees or charges or any other payments required under this Maintenance Agreement when due and payable, and

such failure continues for a period of thirty (30) days after being notified in writing of such failure; or (ii) if the other party fails to perform or observe any other material covenant or condition of this Maintenance Agreement, and such failure or breach shall continue un-remedied for a period of thirty (30) days after such party is notified in writing of such failure or breach.

**5. MAINTENANCE CHARGES.**

(a) Maintenance service charges ("Maintenance Charges") will be payable by the Customer in accordance with the terms set forth in the Order.

(b) Customer acknowledges and agrees that: (i) the transfer of the Equipment from the location indicated on the face hereof may result in an increase of Maintenance Charges or the termination of an Order; (ii) if an Order includes toner, toner usage is based on manufacturer supply consumption rates. Ricoh will determine and deliver supplies in accordance with agreed upon usage. Consumption of covered supply products varying significantly from expected usage may result in additional charges for supplies, or as otherwise agreed to by the parties. Maintenance Charges are based on standard 8.5x11 images. Ricoh reserves the right to assess additional images charges for non-standard images, including 11x17 images.

**6. USE OF RICOH RECOMMENDED SUPPLIES.** Ricoh products are designed to give excellent performance with Ricoh recommended supplies, including paper, developer, toner, and fuser oil. If the Customer uses other than Ricoh recommended supplies, and if such supplies are defective or not acceptable for use with the Equipment and cause abnormally frequent service calls or service problems, then Ricoh may, at its option, assess a surcharge or terminate an Order. If so terminated, Customer will be offered service on a time and materials basis at Ricoh's then prevailing rates. It is not a condition of an Order that the Customer use only Ricoh brand supplies.

**7. METER READINGS.** As part of its Services, Ricoh may, at its discretion and dependent upon device capabilities, provide remote meter reading and equipment monitoring services using its @Remote solution. If @Remote is not selected by the Customer, Customer shall be responsible and agrees to provide Ricoh true and accurate meter readings monthly and in any reasonable manner requested by Ricoh. If accurate meter readings are not provided, Ricoh reserves the right to estimate the meter readings from previous meter readings.

**8. CUSTOMER OBLIGATIONS.** Customer agrees to provide a proper place for the use of the Equipment, including electric service as specified by the manufacturer. Customer will provide adequate facilities (at no charge) for use by Ricoh representatives in connection with the maintenance of the Equipment hereunder within a reasonable distance of the Equipment. Customer agrees to provide "360 degree" service access to the Equipment, subject to Customer's usual security procedures. Customer will provide a key operator for the Equipment and will make operators available for instruction in use and care of the Equipment. All supplies for use with the Equipment will be provided by the Customer and will meet manufacturer specifications. It is the responsibility of the Customer to have the supplies available "on site" for servicing. Customer agrees that any systems utilizing similar supplies must be covered under similar inclusive maintenance programs. If any software, system support or related connectivity services are included as part of the Order as determined by Ricoh, Ricoh shall provide any such services at Customer's location set forth in the Order as applicable, or on a remote basis. Customer shall provide Ricoh with such access to Customer's facilities, networks and systems as may be reasonably necessary for Ricoh to perform such services.

**9. WARRANTY DISCLAIMER.** OTHER THAN THE OBLIGATIONS SET FORTH EXPRESSLY IN THIS MAINTENANCE AGREEMENT, RICOH DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR USE, OR FITNESS FOR A PARTICULAR PURPOSE. RICOH SHALL NOT BE RESPONSIBLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES ARISING OUT OF THE USE OR PERFORMANCE OF THE EQUIPMENT OR THE LOSS OF USE OF THE EQUIPMENT. RICOH'S TOTAL AGGREGATE LIABILITY TO CUSTOMER UNDER THE MAINTENANCE AGREEMENT, IF ANY, SHALL IN NO EVENT EXCEED THE TOTAL OF THE FEES PAID TO RICOH IN CONNECTION WITH THE

## MAINTENANCE SERVICES.

### 10. SERVICE LEVELS.

(a) Response Time. Ricoh will provide a one hour (1) phone response to service calls measured from receipt of the Customer's call. Ricoh service technicians will meet a four (4) business hour response time for all Customer service calls located within a major metropolitan area and eight (8) hour average response time for all Customer service calls located fifty (50) miles or greater from a Ricoh service center. Response time is measured in aggregate for all Equipment covered by the Order.

(b) Uptime. Ricoh will service the Equipment provided under an Order to be operational with a quarterly uptime average of 95% (based on manufacturer's performance standards and an 8-hour day, during Normal Business Hours), excluding preventative and interim maintenance time. Downtime will begin at the time Customer places a service call to Ricoh. Customer agrees to make the Equipment available to Ricoh for scheduled preventative and interim maintenance. Customer further agrees to give Ricoh advance notice of any critical and specific uptime needs Customer may have so that Ricoh can schedule with Customer interim and preventative maintenance in advance of such needs.

(c) Replacement of Equipment. Should a unit of Equipment or an accessory not be able to be maintained in conformance with manufacturer's specifications, Ricoh shall, at its own expense, replace such Equipment with another unit of the same product designation as that Equipment and Ricoh shall bear all installation, transportation, removal and rigging charges in connection with the installation of such replacement unit; provided, however that (a) the replacement unit may be a reconditioned or otherwise used unit rather than a new unit; and (b) if a replacement unit of the same product designation as the unit of Equipment it replaces is not available, the replacement unit may be a product of substantially similar or greater capabilities.

**11. DATA MANAGEMENT SERVICES.** The parties acknowledge and agree that Ricoh shall have no obligation to remove, delete, preserve, maintain or otherwise safeguard any information, images or content retained by or resident in any Equipment serviced and maintained by Ricoh, whether through a digital storage device, hard drive or other electronic medium ("Data Management Services"). If desired, Customer may engage Ricoh to perform Data Management Services at then-prevailing Contract rates. Customer acknowledges that Customer is responsible for ensuring its own compliance with legal requirements in connection with data retention and protection and that Ricoh does not provide legal advice or represent that the Equipment and Services will guarantee compliance with such requirements. The selection, use and design of any Data Management Services, and any decisions arising with respect to the deletion or storage of data, as well as the loss of any data resulting therefrom, shall be the sole and exclusive responsibility of Customer. If desired, Customer may engage Ricoh to perform the following Data Management Services, and the parties shall enter into a written work order setting the details of any such engagement:

- **Hard Drive Surrender Service.** Under this option, a Ricoh service technician can remove the hard drive from the applicable equipment (set forth on a work order) and provide Customer with custody of the hard drive before the equipment is removed from the Customer's location, moved to another department or any other disposition of the equipment. The cost for the Hard Drive Surrender Services shall be as set forth in the Contract.
- **DataOverwriteSecurity System (DOSS).** DOSS is a Ricoh product designed to overwrite the sector of the hard drive used for data processing to prevent recovery. Additionally, DOSS also offers the option of overwriting the entire hard drive up to nine (9) times.

**12. PURCHASES OF EQUIPMENT FOR CASH.** In the event that Customer desires to purchase equipment or products from Ricoh from time to time, it may do so by issuing a Purchase Order/Sales Order to Ricoh for that purpose. In connection with any equipment purchase from Ricoh, Ricoh shall transfer to Customer any equipment warranties made by the equipment manufacturer, to the extent transferable and without recourse. Customer agrees to confirm delivery and acceptance of all equipment purchased under this Agreement within ten (10) business days after any equipment is delivered and installed (if installation has been agreed to by the parties) by signing a delivery and acceptance certificate

(in a form to be provided by Ricoh) or written delivery acknowledgement. Ricoh reserves the right to make equipment deliveries in installments. All claims for damaged equipment shall be deemed waived unless made in writing, delivered to Ricoh within ten (10) business days after delivery of equipment to Customer; provided, however, Ricoh shall not be responsible for damage to equipment caused by the Customer, its employees, agents or contractors. Ricoh warrants to Customer that at the time of delivery and for a period of ninety (90) days thereafter the Ricoh-manufactured equipment will be free from any defects in material and workmanship; provided, however, the foregoing warranty shall not apply in the event (i) the Ricoh-manufactured equipment is installed, wired, modified, altered, moved or serviced by anyone other than Ricoh, (ii) the Ricoh-manufactured equipment is installed, stored and utilized and/or maintained in a manner not consistent with Ricoh specifications, (iii) a defective or improper non-Ricoh accessory or supply or part is attached to or used in the Ricoh-manufactured equipment. Except to the extent of any applicable and validated exemption, Customer agrees to pay any applicable taxes that are levied on or payable as a result of the use, sale, possession or ownership of the equipment purchased hereunder, other than income taxes of Ricoh.

**13. MISCELLANEOUS.** This Maintenance Agreement shall be governed by the laws of the State where the Customer's principal place of business or residence is located both as to interpretation and performance, without regard to its choice of law requirements. This Maintenance Agreement may be executed in two or more counterparts, each of which shall be deemed to be an original. In order to expedite the ordering and delivery process, and for the convenience of the Customer, this Maintenance Agreement establishes the terms and conditions between the parties governing all services. Any documents issued by Customer to procure services at any time for any reason, even if they do not expressly reference or incorporate this Maintenance Agreement, will not modify or affect this Maintenance Agreement notwithstanding the inclusion of any additional or different terms or conditions in any such ordering document and shall serve only the purpose of identifying the services ordered and shall be subject to the terms and conditions of this Maintenance Agreement.

IN WITNESS WHEREOF, the parties have executed this Maintenance Agreement as of the date first written above.

**CUSTOMER**

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

**RICOH USA, INC.**

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_