



Village of Oak Park
Request for Proposals (RFP)
Copiers, Multi-Function Devices and Printers:
Equipment and Maintenance
Chicago Office Technology Group
Senior Solutions Specialist, Andrea Davis
January 31, 2017



A Xerox Company



A Xerox Company

Andrea Davis
COTG
3 Territorial Ct
Bolingbrook, IL 60440
January 31, 2017

Village of Oak Park
Finance Department
Attn: RFP-COPIER 2017
123 Madison Street
Oak Park, IL 60302

Dear Village of Oak Park:

COTG – A Xerox Company is pleased to offer this response to the Request for Proposal for Copiers, Multi-Function Devices and Printers: Equipment and Maintenance. On behalf of COTG, I would like to thank you for the opportunity to respond to this Invitation to Bid and to highlight the extensive experience COTG's Education & Government Team has in working with clients in the government sector.

In this response, COTG has endeavored to create a collaborative proposal. Our response includes information about our company and solution recommendations based on the criteria provided in the Village of Oak Park Request for Proposal.

Again, we appreciate the opportunity you have given us and look forward to earning the right to do business with you. We understand that we succeed by satisfying you, our customer.

Sincerely,

A handwritten signature in black ink that reads "Andrea Davis".

Andrea Davis
Senior Account Executive
adavis@cotg.com
C: (331)208-8746
P: (630)780-1353
F: (630)771-2601

PROPOSER BACKGROUND

Andrea Davis
Senior Account Executive

Chicago Office Technology Group, Inc. dba COTG

Employees: Over 500

Locations: Bolingbrook, Chicago Loop, and Itasca

President: Dan Tuohy

Address: 3 Territorial Court, Bolingbrook, IL 60440 125,000

Details: sq. foot facility and warehouse fully stocked with parts, equipment, supplies and technology center.

Contact: 630- 771-2600

History:

- **Founded as Distinctive Business Products (1982) and Column Office Equipment (1990)**
- **Acquired by Global Imaging Systems (1999) and named Chicago Office Technology Group**
- **Acquired by Image Manufacturing (2004) and CSC Office Automation (2006)**
- **Rebranded as COTG - A Xerox Company (2012)**

COTG- A Xerox Company is Chicago's largest and most-trusted technology consulting firm specializing in workflow optimization. With our state of the art Xerox devices, managed print services and world class customer service, we will simplify the way you use technology so you can focus on what is most important: your business.



A Xerox Company

PROPOSER BACKGROUND

KEY CONTACTS AT COTG:

ANDREA DAVIS	SENIOR ACCOUNT EXECUTIVE	630-780-1353
NATALIE GARVEY	MPS MANAGER	630-771-8644
BERNARD MORGANO	SALES DIRECTOR	630-780-1383
TONY BENASSI	VICE PRESIDENT OF SALES	630-771-8605
PHIL DINELLA	VICE PRESIDENT OF SERVICE	630-771-8023
DAN MERKLIN	DIRECTOR OF PRODUCT TRAINING	630-771-8685
DAN TOUHY	PRESIDENT	630-201-1354
BOB CLARK	DIRECTOR OF OPERATIONS	630-771-8040
HELP DESK	BOLINGBROOK, IL	630-771-8200
CORPORATE LOCATION	BOLINGBROOK, IL	630-771-2600
CUSTOMER RELATIONS	BOLINGBROOK, IL	630-771-2600



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4.3 Details as to your service levels, response times, number of technicians serving this area, and problem reporting methodologies.

Response Time:

Once a service call is placed, a service technician will communicate with the customer who places the initial call within one hour. The technician will also provide customer with ETA. Our average response time for an on-site fix is four hours.

COTG assigns territories to each of our technicians. Each account is assigned a primary and secondary technician.

Please see escalation flow chart for problem methodology.

4.4 See Village of Oak Park Pricing Spreadsheet

4.5 Technical Specifications

Xerox 5325

- ✓ 25 pages per minute black & white
- ✓ Print, Scan, Fax, Email, Copy
- ✓ Staple up to 50 pages
- ✓ 3 hole punch
- ✓ Recommended 9,000 pages per month

Xerox 5945

- ✓ 45 pages per minute black & white
- ✓ Print, Scan, Fax, Email, Copy
- ✓ Staple up to 50 pages
- ✓ 3 hole punch
- ✓ Recommended 20,000 pages per month

Xerox 5955

- ✓ 55 pages per minute black & white
- ✓ Print, Scan, Fax, Email, Copy
- ✓ Staple up to 50 pages
- ✓ 3 hole punch
- ✓ Recommended 20,000-75,000 pages per month

Xerox 7830

- ✓ 30 pages per minute black & white and color
- ✓ Print, Scan, Fax, Email, Copy
- ✓ Staple up to 50 pages
- ✓ 3 hole punch
- ✓ Recommended 12,000 pages per month

Xerox 7845

- ✓ 45 pages per minute black & white and color
- ✓ Print, Scan, Fax, Email, Copy
- ✓ Staple up to 50 pages
- ✓ 3 hole punch
- ✓ Recommended 20,000 pages per month

HP LaserJet M4345XM

- ✓ 45 pages per minute black
- ✓ Print, Scan, Fax, Email, Copy
- ✓ Recommended 25,000 pages per month

4.6 See Village of Oak Park Pricing Spreadsheet

Village of Oak Park Pricing																
Device	Make	Model	Serial Number	IP	building	Floor	Department	Location	Avg. BW Monthly	Avg. Color Monthly	Replacement	36 Month Lease	CPC BW	CPC Color	Monthly Lease & Maintenance Agreement	Annual Lease & Maintenance Agreement
BW Multifunction	Toshiba	eStudio 556	SCGAD20098	172.16.10.213	Village Hall	1	Finance	Mail Room by Finance Department	13000	0	Xerox 5955 with office finisher	\$125.86	\$0.0030		\$164.86	\$1,978.32
Color Multifunction	Toshiba	eStudio 4555C	SC7CD51248	172.16.10.108	Village Hall	1	Finance	Mail Room by Finance Department	1100	6020	Xerox 7845 with office finisher	\$157.19	\$0.0030	\$0.0350	\$371.19	\$4,454.28
BW Multifunction	Toshiba	eStudio 556	SCGAD20106	172.16.10.210	Village Hall	1	Finance	Mail Room by Finance Department	13000	0	Xerox 5955 with office finisher	\$125.86	\$0.0030		\$164.86	\$1,978.32
BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1YQ	Local*	Village Hall	2	Neighborhood	Cederic Melton. Office	Not available	Not available	HP LaserJet M4345XM	free	\$0.0085			
BW Multifunction	Toshiba	eStudio 306	SC2LC16234	192.168.10.237	Village Hall	1	Parking/Health	Outside Office 102	3700	0	Xerox 5945 with office finisher	\$110.12	\$0.0030		\$121.22	\$1,454.64
BW Multifunction	Toshiba	eStudio456	SC2LC15594	172.16.10.26	Village Hall	1	Neighborhood	Neighborhood Services	4800	600	Xerox 5945 with office finisher	\$110.12	\$0.0030		\$124.52	\$1,494.24
BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q21Y	172.16.10.33	Village Hall	1	HR	Augustine Hill office	Not available	Not available	HP LaserJet M4345XM	free	\$0.0085			
BW Multifunction	Toshiba	eStudio556	SCGAD20120	172.16.10.25	Village Hall	1	Administration	Village Management Print Area	11000	0	Xerox 5955 with office finisher	\$125.86	\$0.0030		\$158.86	\$1,906.32
Color Multifunction	Toshiba	eStudio3055C	SC7AD43828	172.16.10.211	Village Hall	2	BPS	BPS & Planning Workgroup Device	7000	0	Xerox 7830 with office finisher	\$108.81	\$0.0030	\$0.0350	\$129.81	\$1,557.72
BW Multifunction	Toshiba	eStudio456	SC2LC15567	172.16.10.254	Village Hall	2	Public Health	Office 208-Pam Rumoro-HIPPA Compliance	1300	0	Xerox 5945 with office finisher	\$110.12	\$0.0030		\$114.02	\$1,368.24
BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1BH	172.16.10.109	Village Hall	2	C. Chambers	Room 201	4500	0	HP LaserJet M4345XM	free	\$0.0085		\$38.25	\$459.00
BW Multifunction	Toshiba	eStudio306	SC2LC16217	192.168.2.114	Village Hall/Police Dept.	Lower	Police Department	Report Room Print Area	8500	0	Xerox 5330 with office finisher	\$99.92	\$0.0030		\$125.42	\$1,505.04
BW Multifunction	Toshiba	eStudio456	SC2LC15585	192.168.2.93	Village Hall/Police Dept.	Lower	Police Department	PD Records Department	10000	0	Xerox 5945 with office finisher	\$110.12	\$0.0030		\$140.12	\$1,681.44
BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1T6	Local*	Village Hall/Police Dept.	Lower	Police Department	Evidence Room	840	0	HP LaserJet M4345XM	free	\$0.0085		\$7.14	\$85.68
BW Multifunction	Toshiba	eStudio306	SC2LC16193	192.168.2.194	Village Hall/Police Dept.	Lower	Police Department	PD Investigation	5950	0	Xerox 5330 with office finisher	\$99.92	\$0.0030		\$117.77	\$1,413.24
BW Multifunction	Toshiba	eStudio456	SC2LC15719	192.168.2.236	Village Hall/Police Dept.	Lower	Police Department	PD Front Desk	3100	0	Xerox 5945 with office finisher	\$110.12	\$0.0030		\$119.42	\$1,433.04
BW Multifunction	Toshiba	eStudio456	SC2LC15739	192.168.2.60	Village Hall/Police Dept.	Lower	Police Department	PD w hallway by Rita D.	4750	0	Xerox 5945 with office finisher	\$110.12	\$0.0030		\$124.37	\$1,492.44
Color Multifunction							Police Department	Extra Copier		0	Xerox 7830 with office finisher	\$108.81	\$0.0030	\$0.0350	\$108.81	\$1,305.72
BW Multifunction	Toshiba	eStudio 257	SCEGD26267		Village Hall/Police Dept.	Lower	Police Department/States Atty			0	Xerox 5325 with office finisher	\$85.84	\$0.0030		\$85.84	\$1,030.08
BW Multifunction	HP	HP M425DN LJ Pro	CND8FCX4S4	Local*	Village Hall/Police Dept.	Lower	Police Department	PD Investigation	520	0	HP LaserJet M4345XM	free	\$0.0085		\$4.42	\$53.04
BW Multifunction	Toshiba	eStudio 556	SCGAD20128	192.168.15.186	Public Works	2	Public Works	Room 207- Copy Room	7500	0	Xerox 5955 with office finisher	\$125.86	\$0.0030		\$148.36	\$1,780.32
Color Multifunction	Toshiba	eStudio3055C	SC7AD43787	192.168.15.191	Public Works	2	Public Works	Room 207- Copy Room	80	870	Xerox 7830 with office finisher	\$108.81	\$0.0030	\$0.0350	\$139.50	\$1,674.00
BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q22W	192.168.15.182	Public Works	1	Public Works	Room 143-Fleet Service Parts Department	1380	0	HP LaserJet M4345XM	free	\$0.0085		\$11.73	\$140.76
BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1G4	192.168.12.167	Pump Station	1	Pump Station	Central Pump Station	350	0	HP LaserJet M4345XM	free	\$0.0085		\$2.98	\$35.76
BW Multifunction	Toshiba	eStudio306	SC2LC16259	192.168.2.209	Fire Station	1	Fire Department	FD Main Conference room		0	Xerox 5330 with office finisher	\$99.92	\$0.0030		\$99.92	\$1,199.04
BW Multifunction	HP	HP M425DN LJ Pro	CNF8G1Q1QM	192.168.2.212	Fire Station	1	Fire Department	FD Batt. Chief Office		0	HP LaserJet M4345XM	free	\$0.0085			
															\$2,033	\$2,623.39
																\$31,480.68

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Denotes that we cannot provide accurate pricing on maintenance since we do not have average volumes.

COTG is providing Village of Oak Park with free HP Multifunction Printers. These devices will be owned by the village and do not need to be returned at the end of the lease.