



A Xerox Company

PROPOSAL PREPARED FOR:

Village of Oak Park

Steven Drazner

PRESENTED BY:

Keith Thurston

Vice President – Education & Government

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Keith Thurston  
COTG – A Xerox Company  
3 Territorial Ct.  
Bolingbrook, IL 60440

Dear Steven Drazner:

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## OUR PROPOSAL TO SUPPLY A DOCUMENT SOLUTION FOR VILLAGE OF OAK PARK

I am honored to enclose COTG – A Xerox Company's proposal to provide Village of Oak Park with a customized print management solution. I have suggested this solution because, I believe that it fully meets your requirements while offering:

- 4 cost-effective configuration options based on RFP requirements.
- All travel, parts, labor, toner, and staples covered under the maintenance agreement.
- Customized MyInfo site for placement and tracking of service and supply orders provided at no cost.
- COTG360 App for automated meter reporting as well as automatic supply replenishment services.
- Quarterly Business Review to address any concerns and review of usage trends.

I am confident that our proposal meets the needs of Village of Oak Park while offering substantial savings over your current contract. In the meantime, if you have any questions or if anything is unclear please contact me.

Sincerely,

Keith Thurston

Cc: Bob Clark, Vice President of Operations; Joe Castelluccio, Director of Education & Government Sales

# COMPANY PROFILE

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## CORPORATE HISTORY

COTG – A Xerox Company was founded in 1982 under Distinctive Business Products (DBP) and ranked #42 on the Inc. 500's "fastest growing private companies in America." Global Imaging Systems, now Xerox Business Solutions, acquired DBP in 1998. In 2003, Column Office Equipment joined DBP to create Chicago Office Technology Group, and in 2004 we completed the acquisition of Image Manufacturing, Inc. In 2007, Chicago Office Technology Group became a wholly owned subsidiary of Xerox Corporation, operating under the name COTG – A Xerox Company.


COTG – A Xerox Company is the Midwest region hub for Xerox Business Solutions. Our Midwest strategy of sales and service covers Illinois, Indiana, Minnesota, Missouri, and Wisconsin. In addition, our affiliation with Xerox Business Solutions and Xerox Corporation provides us opportunity to provide sales and service to all the United States, its territories, and internationally. We employ 480 employees locally throughout the Midwest, and 57,000 globally through Xerox Business Solutions and Xerox Corporation.

Our corporate headquarters resides in Bolingbrook, IL and contains our 55,000 square foot warehouse containing \$2.4 million in parts, \$3.8 million in toner and supplies, and \$7.8 million in new equipment and accessories at any given time. In addition to our corporate headquarters, we maintain several sales offices in the Chicago Loop, Itasca, IL, St. Louis, MO, and Minnetonka MN.

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## PRODUCTS AND SERVICES

As a subsidiary of Xerox Corporation, we offer the full product line of Xerox technology from single function desktop printers and scanners through production laser, LED, and inkjet printing presses. In addition, COTG – A Xerox Company also maintains Platinum Dealer status with HP, providing us the opportunity to offer competitive pricing and support on HP devices.



To supplement our product lines, we offer cost-effective Managed Print Services to our partners. Our Managed Print Services program includes service and supplies for covered devices at a significant cost savings, leveraging our buying power for toner and supplies for many different manufacturers. Our program also includes the option to map your existing device deployments and utilize usage information to suggest options to maximize the usage of your fleet.

Beyond print, COTG – A Xerox Company extends its offerings into software for print management, scan management, and document workflow solutions. We partner with industry leaders such as PaperCut™, Nuance, LRS, EFI, and many others. Our Professional Software Consultants specialize in finding unique and efficient solutions to streamline your business processes.

COTG – A Xerox Company's education partners also benefit from our ability to offer several lines of classroom technology including many brands of Chromebooks, laptops, document cameras, projectors and screens, as well as interactive white boards from SMART Technologies and InFocus. In addition, COTG – A Xerox Company is the only authorized training facility in the state of Illinois for SMART Technologies and has a SMART Certified trainer on staff to assist with any needs from implementation through end-user training and support.

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## MISSION STATEMENT

COTG – A Xerox Company is committed to creating and sustaining our business partnerships by inspiring a unique perspective on solutions while providing each of our clients with world-class service that will optimize their organization's goals and initiatives.

# TECHNICAL SUPPORT

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## SERVICE ORIGATION

COTG – A Xerox Company employs 230 Field Service Engineers that maintain product certifications on the entire fleet of Xerox devices. Our Service Department is maintained out of our Bolingbrook, IL headquarters. All Field Service Engineers carry a stock of consumables such as drums, fusers, feed rollers, and other common maintenance items to ensure timely repair of your fleet. If a technician requires a part not located in their inventory, they may pull the necessary parts from our 55,000 square foot Bolingbrook warehouse containing an extensive two-floor parts department with \$2.4 million in genuine Xerox parts at any given time. In the event we do not have a part in stock, we have access to the supply of parts directly from Xerox Corporation and are able to obtain the necessary parts next day in most circumstances.

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## TOTAL CALL PROCESS

All Field Service Engineers employ a “Total Call Process”. The Total Call Process ensures that Field Service Engineers are inspecting all facets of the device operation, not just addressing the reason for the service call. At each call, technicians will perform a thorough cleaning of the device optics, remove paper dust and debris from the paper path, clean or replace rollers as needed, inspect or replace drums and fusers, and replace any worn components as necessary. This ensures problems are resolved proactively to maximize fleet uptime and reduces repeat service visits.

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## TOTAL SATISFACTION GUARANTEE

COTG – A Xerox Company provides a Total Satisfaction Guarantee for devices that are under lease that are deemed unrepairable or with excessive maintenance and downtime. We will provide a comparable device with comparable features and meter.

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## ESCALATION PROCESS

For issues that are not resolved on first visit, our technicians are able to utilize the support services of the Field Service Supervisors, Managers, and the internal Service Learning & Development team. Supervisors, Managers, and Learning & Development Specialists may visit the device with the Field Service Engineer to assist with diagnosis and resolution of the issue. In the event this escalation has not resolved the issue, the problem can be escalated directly to Xerox for their assistance.

In the event a malfunction requires the device to be removed for repair or is down for greater than 48 hours from the time a service call was placed, loaner devices comparable to the malfunctioning device can be obtained through a request from the service management team. Loaner devices are typically delivered within 24 hours of the request and can be kept until your device is repaired, returned, and installed. Loaner devices are provided at no additional costs in these circumstances.

Our 3-In-30 Escalation Process helps ensure maximum uptime of your fleet by automatically escalating service issues to our Service Management team when a device has been visited 3 times in 30 days or less. The service management team will perform a full review of the device any and all areas requiring attention to ensure complete resolution of the call.

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## HELPDESK SUPPORT SERVICES

COTG – A Xerox Company employs an IT Helpdesk service of five Engineers that provide remote phone and email support for common device, network, and configuration issues. The Engineers also provide guidance and support for print driver issues, as well as assistance with software integrations such as PaperCut™. Our IT Helpdesk service is provided free of charge for equipment covered under the maintenance agreement to supplement the efforts of the Field Service Engineers.

# IMPLEMENTATION

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## STATEMENT OF WORK

A Statement of Work has been prepared for Village of Oak Park outlining the plan for implementation of new equipment and PaperCut™ MF software. Please see the Statement of Work section of the proposal for the complete draft implementation plan.

# SERVICE LEVEL AGREEMENT

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## SERVICE LEVEL AGREEMENT

COTG – A Xerox company has prepared a Service Level Agreement (SLA) for Village of Oak Park. Please see the Service Level Agreement section of the proposal for the complete draft SLA.

# PAPER AND PRINT WASTE REDUCTION

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## PAPERCUT IMPLEMENTATION APPROACH

COTG – A Xerox Company offers a tiered PaperCut™ MF implementation approach for waste and cost reduction associated with print. This methodology allows for capture of data, analysis of trends and creation of group restrictions, and implementation of restrictions while allowing users to become familiar with the software.

Most education environments either have no idea what their expenditure for print related costs are or have no way of identifying and minimizing waste. Research has shown that printing and related costs is often within the top 10 highest line items on a District's budget. PaperCut™ MF is a valuable tool that can help identify and remove waste while achieving the goal of reducing cost.

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## DATA CAPTURE

The first step in our process to reduce cost is to gather baseline data. Within 6 months to a year of PaperCut™ implementation trending data can be analyzed through PaperCut's canned or customizable reports. Most schools prefer to benchmark data by grade level or job role to identify usage trends. These reports will easily identify users that are well outside the norm for printing and immediately identify users that may be abusing print privileges.

While collecting this baseline data, users are becoming accustomed to the new process flow that PaperCut™ has introduced, including FollowMe printing and secure release. The secure release feature alone will bring significant cost savings and waste reduction to the District, even before proceeding to adding any system restrictions.

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## DATA ANALYSIS

After the baseline data has been collected, the District will decide on how and when to begin creating restrictions. Average volumes for different levels of faculty and staff are identified and a strategy for implementing restrictions is devised.

PaperCut™ allows the district to set restrictions at a user level or group level, apply them by page count or dollar amount, restrict color printing and copying by user or group, and automatically apply and reset created restrictions at District defined intervals.

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## RESTRICTION IMPLEMENTATION

Once the baseline data has been established and the restriction strategy has been identified, PaperCut™ can be configured to prepare for restriction implementation. This set involves the creation of user groups within PaperCut™ or Active Directory that will be used to enforce different levels of restrictions.

Once all groups are created and populated with the applicable users, restrictions can be applied to the groups or users to limit page counts, dollar expenditures and color utilization during a specified time interval.

When users exceed the restriction threshold, or do not have access to features such as color printing, jobs are denied until the user is reset, or the restriction is overridden by an administrator. District's will often see dramatic reduction in costs once restrictions are implemented, as users are very conscious of their needs to utilize color or quantity of pages.

Additional reporting options are typically created at this stage to allow users to view their usage and allow administrators to monitor trends.

# SUSTAINABILITY

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## OUR COMMITMENT TO SUSTAINABILITY

COTG – A Xerox Company cares about the environment. We strive every day to do our part to ensure that we recycle as many items as possible. Whether it is the plastic from a used toner bottle or the cardboard box that your equipment is shipped in, we know that sustainability is the key to a greener future.

On average per year COTG – A Xerox Company recycles over 200,000 pounds of cardboard, 13,000 pounds of plastic, 10,000 pounds of Styrofoam, and 4,000 pounds of paper.

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## CPO PROGRAM

COTG – A Xerox Company implemented a Certified Pre-Owned (CPO) program several years ago. This program offers a unique option for businesses to take advantage of recycled devices at a reduced cost.

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## HELPING YOUR DISTRICT ACHIEVE SUSTAINABILITY

We have implemented multiple programs, which will assist Hinsdale Public Library in creating a more sustainable workplace:

**Best-in-Class Product Offerings:** Our alignment with Xerox and HP ensures we can provide energy-star rated and low carbon emitting printing technologies.

**Multi-Layered Recycling Services:** Staying green with Zero Landfill recycling cartridges

**Managed Print Services:** The goal of any Managed Print Services program is to gain transparency and control printing.

**Document Management Software:** Eliminating paper waste through streamlining your document workflow electronically.

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## AREAS OF FOCUS

Xerox aligns its environmental sustainability goals around four commitment areas where we can make a significant impact across our entire value chain of products and services:

**Climate Protection:** We invest in technologies that reduce the carbon footprint of our operations and the document management solutions we offer to our customers. Our aim is to be carbon-neutral and through our products and services, we help you achieve your goals too.

**Preserving Biodiversity and the World's Forests:** We work with our customers, suppliers, and other stakeholders to support the development of a sustainable paper cycle through paper-sourcing guidelines and environmentally sound paper offerings, as well as products and services that decrease offices' dependency on paper. Our workflow solutions help reduce consumption through business process improvement tools.

**Preserving Clean Air and Water:** We strive to eliminate the use of persistent, bio-accumulative and toxic materials throughout our supply chain.

**Preventing and Managing Waste:** Our goal is to produce waste-free products in water-free facilities that promote waste-free customer workplaces. All our major manufacturing sites were certified to ISO 14001 in 1997, within one year of the standard's development.

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## OUR ENVIRONMENTAL PROGRAM

Xerox's comprehensive approach to environmental sustainability balances the social, environmental, and economic needs of our business today without compromising the ability of future generations to meet theirs.

Today, we honor this heritage by turning investments in innovation into products and services that help our customers be more productive, profitable and sustainable. We are helping define the future of work and enabling printing beyond paper with new technologies that will disrupt the market and change the way we think about workflows and information processes. This is our contribution to a more sustainable world.



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## MEASURING OUR EFFORTS

Progress is measured against actual data to the extent possible. Where direct measurements are not available, we employ engineering calculations or estimates. We continue to strive to increase the accuracy of the data we report.

For more detailed information regarding efforts impact, please visit [www.xerox.com/en-us/](http://www.xerox.com/en-us/) to view our 2018 Corporate Social Responsibility Report.

# PRICING

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## COMMITMENT

This proposal has been provided in response to the request for proposal. This proposal does not constitute a commitment for Village of Oak Park to purchase any or all the recommendations provided by COTG – A Xerox Company. All pricing is valid through May 30, 2020.

COTG – A Xerox Company has provided pricing based on a 60-month Fair Market Value lease through Xerox Financial Services. As COTG – A Xerox Company is a wholly owned subsidiary of Xerox Corporation, the leasing agreement is internally sourced.

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## NEW EQUIPMENT

All equipment quoted in this proposal is newly manufactured. Equipment delivered upon contract award will have a meter of 500 impressions or less at the time of delivery.

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## INCURRED EXPENSES

COTG – A Xerox Company has included all costs for purchase, delivery, installation, networking, and training in our proposal. Any obligations documented in the RFP that were not included in the quoted price will be the responsibility of COTG – A Xerox Company.

## EQUIPMENT PRICING

COTG – A Xerox Company has prepared four configuration options for Village of Oak Park. Each option fully meets the requirements from the RFP, based on the desire of the Village to meet demand while reducing cost.

**The option below represents the like for like configuration for Village of Oak Park:**

	Qty	CASH PRICE	36 month lease
B7035H2 – OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	3	12,816.00	\$343.08
B8045H2- OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	6	\$42,030.00	\$1125.14
B8055H2- OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	4	\$26,820.00	\$717.97
C8030T2 – OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	4	\$23,692.00	\$672.60
HP M725DN	8	\$25,200.00	\$674.60
		<b>\$130,558.00</b>	<b>\$3533.39</b>

Maintenance on all copiers proposed is billed on a cost per page at \$.003 per black and white page and \$.030 per color page. Maintenance is inclusive of all parts, labor, travel, toner, and staples.

Maintenance on all printers proposed is billed on a cost per page at \$.0085 per black and white page. Maintenance is inclusive of all parts, labor, travel, toner, and staples.

Pick up and disposition of copiers \$100.00 ea

Pick up and disposition of printers \$50.00 ea

Harddrive service \$45.00 / certificate of destruction will be provided.

The Option below represents the 30PPM per bid request configuration for Village of Oak Park:

	Qty	CASH PRICE	36 month lease
B7035H2 – OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	13	\$55,536.00	\$1486.70
C7030T2 – OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	4	\$12,292.00	\$329.06
HP M725DN	8	\$25,200.00	\$674.60
		<b>\$93,028.00</b>	<b>\$2490.36</b>

The Option below represents the 30PPM per recommendation configuration for Village of Oak Park:

	Qty	CASH PRICE	36 month lease
B7035H2 – OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	10	42,720.00	\$1143.61
B8045H2- OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	3	\$20,115.00	\$538.48
C8030T2 – OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	4	\$24,292.00	\$650.30
HP M725DN	8	\$25,200.00	\$674.60
		<b>\$112,327.00</b>	<b>\$3006.99</b>

The Option below represents the recommendation of A VARIATION OF OLDER equipment MODELS configurations for Village of Oak Park:

	Qty	CASH PRICE	36 month lease
B7035H2 – OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	5	21,360.00	\$571.81
C7030T2- OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	4	\$12,292.00	\$329.06
5955APT2 – OFFICE FINISHER – ENVELOPE KIT, 3 HOLE	4	\$30,056.00	\$804.60
HP M725DN	8	\$25,200.00	\$674.60
		<b>\$88,908.00</b>	<b>\$2380.07</b>

## PAPER CUT:

	Qty	CASH PRICE	36 month lease
Embedded Licenses – PCMF-E-Xerox-10	17	\$7321.39	
PR-AMSPPlus-1	1	1,997.00	
Papercut Additional Print Release Station – PCMF-ARS	8	\$1040.00	
T4DT-FB2WXX-PXUS	17	\$2,805.00	
COTG Onsite Support		\$800.00	
		<b>\$13,963.39</b>	<b>\$373.80</b> <b>additional cost</b> <b>added to lease</b>

## VALUE ADDED SERVICES

### COTG<sup>360</sup> APP

Our COTG<sup>360</sup> App increases productivity by automatically reporting meter data to us. The program collects meter information from SNMP enabled printers and copiers. The COTG<sup>360</sup> App can also be enabled for our Auto-Replenishment program to automatically report low toner and consumable levels to our supply team. This proactively allows us to deliver replacement consumables before they are empty.

COTG<sup>360</sup> App is safe and secure and does not collect or report any information from pc's laptops or servers on your network. The app does not grant remote management capability to a device that is installed on, or any other devices on your network. The COTG<sup>360</sup> App is also HIPPA and HITECH compliant provided at **no additional cost**.


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### MYINFO SITE

The MyInfo Site is used for placement and tracking of service and supply orders and history through a customized web portal. You can view a list of all your assets, view and report meter readings, place and track service calls, view service history, place and track supply orders, view supply history, and initiate move requests as necessary provided at **no additional cost**.

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### QUARTERLY BUSINESS REVIEW



COTG – A Xerox Company will meet with Village of Oak Park on a quarterly basis to review the operation and productivity of your solution. The business review provides data on usage trends, utilization, and service history for the fleet. Recommendations for changes to equipment locations based on usage trends, identify opportunities for training, address any concerns, and provided at **no additional cost.**

# REFERENCES

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## ROCHELLE ZELL JEWISH HIGH SCHOOL

Inez Trasen

Director of Building and Admin

847-470-6700

ltrasen@rzjhs.org

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## SD 149 - DOLTON

Dr Young

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## SD 308 OSWEGO

Allen Clasen

Director of Technology

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