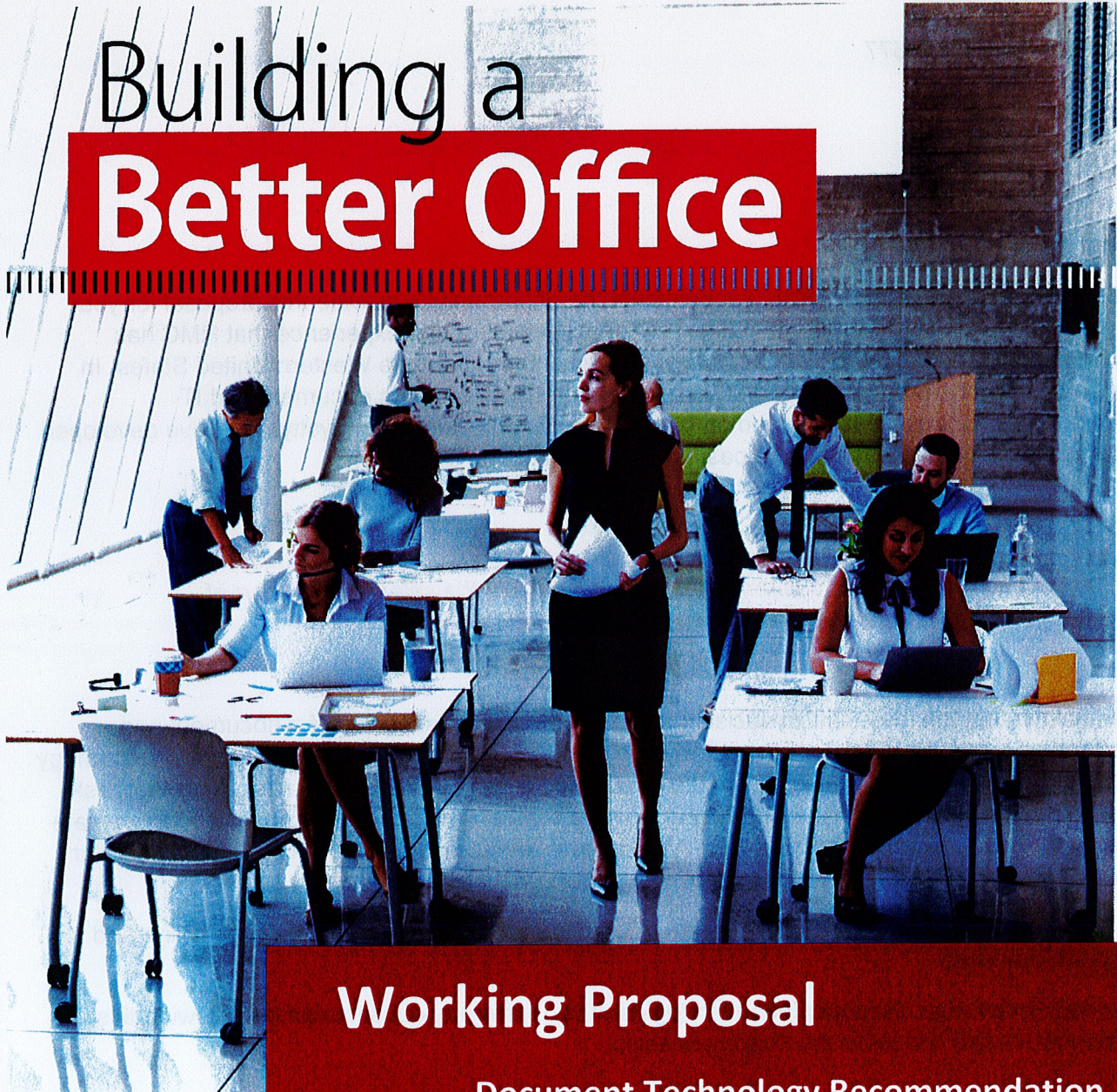# Ray Morgan Company
DOCUMENT TECHNOLOGY SOLUTIONS

60 YEARS

Building a
Better Office

Working Proposal

Document Technology Recommendation

PREPARED FOR:
City of San Leandro
835 East 14th Street
San Leandro, Ca 94577
Kerry Hocker
Graphics Supervisor

PREPARED BY:
John Propersi
General Manager
Ray Morgan Company – Bay Area
925-400-4162
jpropersi@raymorgan.com

Proposal Submitted: 10/4/18
Proposal Expiration: 10/31/18

City of San Leandro
835 East 14th Street
San Leandro, Ca 94577
Kerry Hocker
Graphics Supervisor

Dear Kerry

The Ray Morgan Company (RMC) appreciates the opportunity to provide this proposal for your organization. It is our intention to share our extensive history and experience that RMC has providing imaging technology and services to clients throughout the Western United States. In fact, we currently manage over 40,000 clients where RMC supports document and IT technologies. Our success is based on a very specific goal: customer loyalty. We have developed a very solid infrastructure over the past 60+ years based on this belief:

"Our mission is to ensure the ongoing trust and loyalty of our clients by providing them with uncommonly great customer service and value in the sales and support of document technology products and services."

We believe that the most critical decision you can make in the selection of a document and technology solutions provider is 'what they can do to help your organization reach your technology goals.' This proven expertise is vital in the vendor you select. When considering a provider, ask yourself this question: "is the vendor trying to sell a copier or is the vendor positioned to integrate that solution into the office of the future." We believe unequivocally that RMC is the only vendor you will interview that will help navigate these future uncharted waters.

Our unique program offers <Client Name> a complete solution that will simplify the billing and support functions.

We look forward to discussing these strategies. If you have any questions after reviewing this proposal, I would be more than happy to assist.

Best Regards,

John Propersi
General Manager
RMC Bay Area Region

Ray Morgan Company
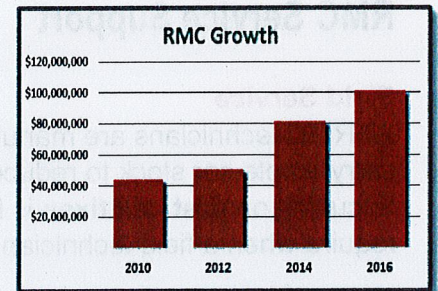DOCUMENT TECHNOLOGY SOLUTIONS

Ray Morgan Company Overview

Experience

Established in 1956, the Ray Morgan Company (RMC) has grown to be one of the largest independent dealers in the United States. With over 60 years providing document technology products and services, RMC is uniquely positioned to be a valued partner for our clients due to the extensive experience and resources:

- 17 Branch Offices
- 450 Dedicated Staff
- 200+ Service Support Personnel

RMC Growth

(Bar chart showing growth from 2010 to 2016 with values ranging up to $120,000,000; bars at 2010, 2012, 2014, 2016)

Financial Strength

It is important to have a provider with the financial strength and continued growth to ensure that long term contracts will be supported. RMC has been on a consistent growth track for many years due to the customer focus approach.

Customers First

Though our revenues have exceeded $100 million, we remain a highly responsive and customer centered organization with dealer principles actively involved in day-to-day operations and who are always "one phone, call away" to respond to any customer. Customer Service is our number one Priority. All clients have the ability to rate our support. Here is how RMC rates amongst the top companies in the U.S.

STELLAR CUSTOMER SERVICE

The Net Promoter Score system is what percentage of your customers would recommend you to others. Below are the scores of some of the top companies in North America.

Company	Score
RAY MORGAN CO.	93
USAA	80
COSTCO	78
NORDSTROM	75
APPLE/IPHONE	70
AMAZON	69
SOUTHWEST	66

Scope of Services

As a leading provider of document technologies, RMC has the ability to recommend the right solution for a specific need. Cloud technologies, out sourced and security are key component in the RMC portfolio.

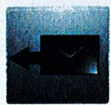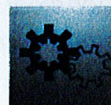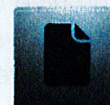|				
Imaging Systems	**Document Management**	**ProCare IT Outsourcing**	**Managed Print Services**	**Facilities Management**
Print & Mail Fulfillment Services	**Business Process Outsourcing**	**Paperless Workflow Solutions**	**Vertical Industry Solutions**	**Secure Output Management Solutions**

Rmc Ray Morgan Company
DOCUMENT TECHNOLOGY SOLUTIONS

We have you covered.

RMC can support all types of document processing, scanning, printing, mailing, electronic document archiving. Also, the network infrastructure used to manage data is supported by the RMC ProCare IT services.

RMC Service Support

Field Service

All RMC technicians are manufacturer trained and certified. They carry ample car stock to reduce the amount of call back visits. Focusing on **first call fixes** is key to maintaining the uptime you require when a field technician is needed.

Preventing Copier Emergencies

Gone are the days of shaking toner cartridges because someone forgot to order replacements on time! With Ray Morgan Company's **Proactive Maintenance and Automatic Replenishment program,** problems are taken care of *before* they become an office emergency. Similar to routine maintenance for your car, Proactive Maintenance keeps equipment in optimal shape and prevents additional service calls, which can reduce copier downtime. And so long as it's connected to the network, Ray Morgan Company's Automatic Replenishment system enables office equipment to take care of itself!

Answering the Call

All calls are handled by a <u>LIVE</u> operator during business hours. Placing a service/supply call is quick and easy since all phone operators are cross-trained, thus eliminating the need for your call to be transferred. Toll Free 866-754-7677 or use **your personal web portal.**

Performance Guarantee

After the technician has contacted the customer with an ETA, the technician arrives and communicates with the key operator or individual that placed the service call to confirm the problem. The technician then services the equipment, resolving the problem(s) and performing all preventative maintenance.

- *If at any time and for a period of up to 5 years from the date of purchase of any Multifunction equipment from us, and as long as such unit is continually covered under an RMC Maintenance Agreement, we will, at your request and for cause, replace the machine in question with another one of same or similar model, age or newer and meter at absolutely no cost to you.*
- *All we ask is that you provide us with a written description of what your equipment complaint is and give us 30 days to resolve the specific technical problem(s) to your satisfaction. Should we fail with a remedy within the stated timeframe we will then promptly exchange the machine in question.*

Peace Of Mind

RMC has the experience, technology, and the most tenured sales and technical staff in the industry. We can support your organization now and in the future.

Ray Morgan Company
DOCUMENT TECHNOLOGY SOLUTIONS

Current Technology Financial Profile:
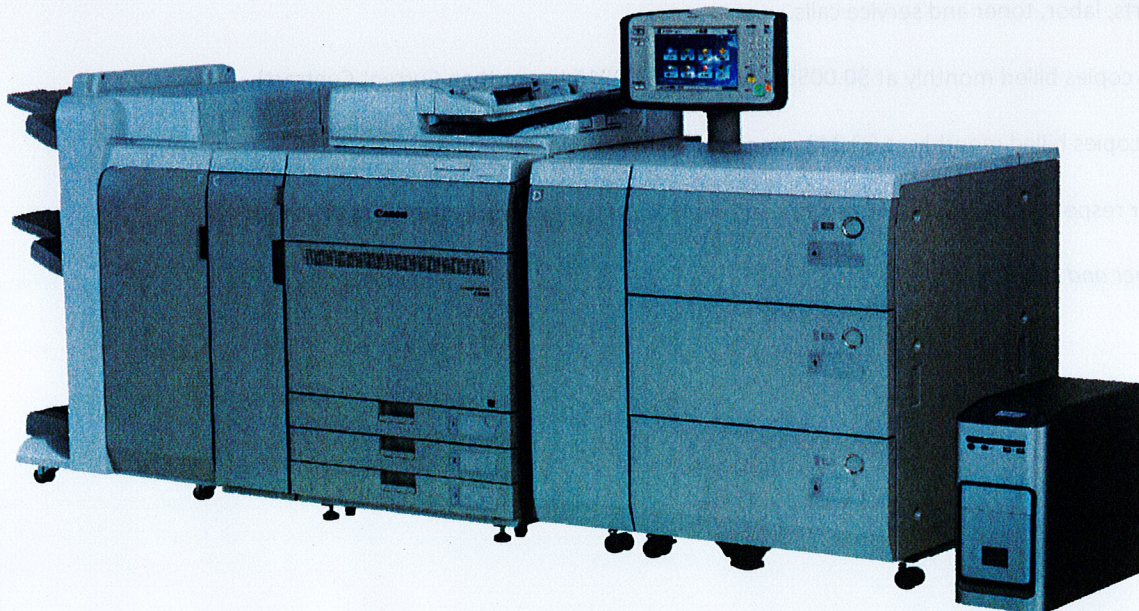
Here is the breakdown of your expenses today:

Monthly Equipment Lease Payment: $1,575.00

Monthly Service Expense: No Minimum Commitment: Monochrome: $.007 Color: $.042

Proposed RMC Solution Overview:

QTY	MODEL	DESCRIPTION
1	Canon C750	Canon Digital Press 75ppm

Ray Morgan Company
DOCUMENT TECHNOLOGY SOLUTIONS

Proposed RMC Solution Overview:

Here is the breakdown of your expenses in the future state: (Machine information on next page)

Equipment Monthly:

Lease Options

PAYMENT	TERM
$1,199.00	60 Months FMV
Monthly Savings over Current Contract	$376.00 Savings
Yearly Savings	$4,888.00 Savings
Contract Term Savings	$24,440.00 Savings

Maintenance and Supplies

The CPP option also includes:

- All parts, labor, toner and service calls.

- mono copies billed monthly at $0.0055 per copy. ($0.0015 Lower than Current Contract)

- color copies billed monthly at $0.042 per copy.

- 4-hour response time in the metro area and next-day service for out-of-town customers.

EXCLUDES: paper and staples.
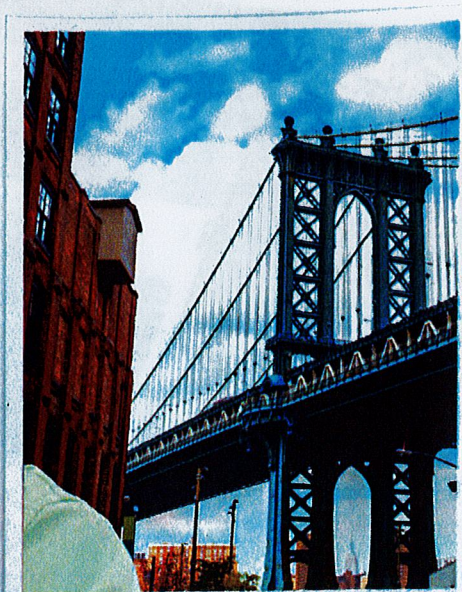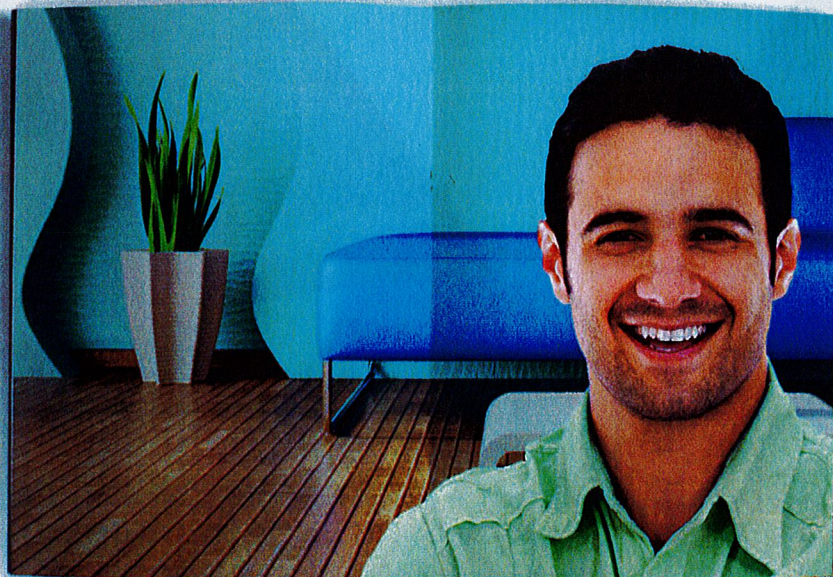
Canon
SEE IMPOSSIBLE

COLOR DIGITAL PRESS

imagePRESS C750

The Canon imagePRESS C750 Color Digital Press Light configuration is dedicated to delivering professional image quality and color consistency to demanding office users.

COMBINING DURABILITY, PRODUCTIVITY, AND VERSATILITY WITH AFFORDABILITY

Engine shown with optional accessories.

AT-A-GLANCE

KEEP JOBS IN-HOUSE

- Production speeds of up to 75 ipm (color and B/W)
- Maintains rated speed on uncoated stocks up to 80 lb. Cover
- Automatic duplexing on 110 lb. Cover and validated heavier stocks up to 130 lb. Cover (350 gsm)
- 7,650-sheet feeding capacity with up to six different sources
- Supports a variety of media types including coated, textured, tabs, labels, envelopes, as well as long sheets up to 30" in length

PRINT QUALITY

- Vibrant and consistent image quality on a wide variety of media
- 2400 x 2400 dpi print resolution
- Precise, front-to-back registration
- Gloss Optimization
- Simple calibration procedure to help maximize color consistency

ENVIRONMENT

- Meets ENERGY STAR® standards
- Rated EPEAT Gold
- Compliant with RoHS
- Recyclable toner bottles
- No VOCs in consumables

* For a list of validated stocks between 110 lb. Cover and 130 lb. Cover (301 gsm to 350 gsm), please consult the imagePRESS C850/C750/C650/C65 Series Specialty Media Handling Guide. Engine cassettes support up to 80 lb. Cover (220 gsm).

SAVE ON COSTS AND TURNAROUND TIME BY PRINTING HIGH QUALITY OFFICE AND MARKETING JOBS IN-HOUSE ON ONE ENGINE

## OUTSTANDING PRINT QUALITY

Achieve consistent, vivid color output on a wide range of media, without compromising productivity. The answer for demanding users, the imagePRESS C750 delivers stunning image quality at up to 75 impressions per minute. The results are consistent reproductions of corporate colors, precise 2400-dpi resolution, and highly accurate, front-to-back registration.

Broad media flexibility with auto-duplexing of heavy and coated medias combined with in-line finishing capabilities provide for high-value, in-house printing such as brochures on coated paper, stapled and/or punched presentation handouts, business cards on heavier stock, corporate invitations on specialty media, letters and envelopes that can be both custom-designed and printed in-house for targeted mailings.

ENVIRONMENTAL CONSIDERATION

Consistent with Canon's long-term commitment, this press offers thoughtful, eco-conscious solutions. It not only meets ENERGY STAR® standards, but it's also rated EPEAT Gold and is RoHS compliant. The imagePRESS C750 can help you reduce your organization's environmental impact and decrease energy costs.
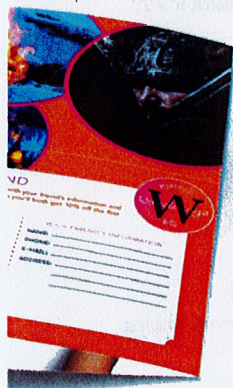
A CHOICE OF CONTROLLERS WITH EXCEPTIONAL EASE OF USE

imagePRESS Printer Kit

EMBEDDED CONTROLLER FOR DEMANDING ENTERPRISE ENVIRONMENTS

Designed for operations that use a printer driver workflow and don't require job or queue management tools, the imagePRESS PrinterKit is a cost-efficient choice for a genuine Adobe® PostScript® controller.

Intended to provide the ease you need in today's demanding business operations, the interface boasts many customizable, streamlined features. And with Canon's innovative MEAP® platform, you can incorporate advanced scanning applications, cost recovery, document distribution, follow-me printing, and other customized applications.

imagePRESS Server G200

FIERY TECHNOLOGY HELPS IMPROVE EFFICIENCY AND PERFORMANCE

The imagePRESS Server G200 has an intuitive print management interface for Fiery servers. the Command WorkStation® centralizes and helps simplify job management. Operators can monitor and direct jobs, automate workflows, and preview and adjust documents.

The powerful spot color and color management utilities help remove the guesswork from color matching, offering a simple interface that makes it fast and easy to modify colors.
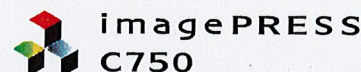
MARKING ENGINE

Technology:	32-beam R-VCSEL Laser Technology
Resolution:	Up to 2400 x 2400 dpi
Halftones:	256-level Grayscale

Print Speed:

8.5" x 11":	Up to 75 ipm
11" x 17":	Up to 37 ipm
12" x 18":	Up to 35 ipm
13" x 19":	Up to 33 ipm

Paper Size:	3.94" x 5.83" to 13" x 19.2"

Paper Feeding

Standard:	1,650 Sheets**
Maximum:	7,650 Sheets**
Paper Weight:	14 lb. Bond to 110 lb. Cover (52 gsm to 300 gsm) Validated Heavier Stocks Supported*
Envelopes:♦	#10 Business, Monarch, 6" x 9", 9" x 12", 10" x 13"
Duplexing/Perfecting:	Automatic Duplex/Perfect Any Supported Stock
Dimensions (H x W x D):	56.1" x 76.9" x 36.8" Includes Operator Panel

imagePRESS Server G200

Fiery System Software:	Fiery FS300
CPU:	Intel Pentium G850 Processor (3.3 GHz)
RAM:	4 GB
Hard Disk Drive (HDD):	500 GB
Standard:	Spot-On Hot Folders Virtual Printers Tab Printing
Option:	Fiery Productivity Package Fiery Impose Fiery Compose

imagePRESS Printer Kit-D1

PDL Support:	UFRII, PCL, 5e, PCL 6, PostScript 3
Resident Fonts:	PS: 136 Scalable fonts, 2 OCR fonts, and 10 Bitmap fonts PCL: 93 Scalable fonts

Universal Send Specification

Sending Method:	Email, File Server (FTP, SMB, WebDAV), Mailbox
Communication Protocol:	File: FTP, SMB, WebDAV Email/I-Fax: SMTP, POP3, I-Fax
File Format:	Standard: TIFF, JPEG, PDF, PDF (Compact), PDF(Apply Policy), PDF (Optimize for Web), PDF/A-1b, XPS, XPS (Compact)
Optional:	PDF (Trace & Smooth), PDF (Encrypted), PDF/XPS(OCR), PDF/XPS (Device Signature), PDF/XPS (User Signature), OOXML (.pptx and .docx)

Store Specification

Mail Box (Number Supported):	100 User Inboxes, 1 Memory RX Inbox, 50 Confidential Fax Inboxes
Memory Media:	Standard: USB Memory
Optional:	SD, SDHC, CompactFlash, Memory Stick, Microdrive

Duplex Color Image Reader-K1***

Document Size:	Statement to 11" x 17"	
Resolution:	Up to 600 x 600 dpi	
Scan Speed	Up to 300 dpi	Up to 600 dpi
BW (duplex):	Up to 200	Up to 120
Color (duplex):	Up to 140	Up to 70

INPUT ACCESSORIES††

Multi-Drawer Paper Deck-C1

Paper Capacity:	6,000 Sheets (20 lb. Bond)
Paper Size:	5.5" x 7.2" to 13" x 19.2"
Paper Weight:	14 lb. Bond to 110 lb. Cover (52 gsm to 300 gsm) Validated Heavier Stocks Supported*
Dimensions (H x W x D):	40.9" x 37.4" x 31.4"

POD Deck Lite-C1

Paper Capacity:	3,500 Sheets**
Paper Size:	5.5" x 5.83" to 13" x 19.2"
Paper Weight:	14 lb. Bond to 110 lb. Cover (52 gsm to 300 gsm)
Envelopes:♦	#10 Business, Monarch, 6" x 9", 9" x 12", 10" x 13"
Dimensions (H x W x D):	22.5" x 28.2" x 27.0"

POD Deck Lite XL-A1

Paper Capacity:	3,500 Sheets** (Up to 13" x 19.2") 1,000 Sheets** (Larger than 13" x 19.2")
Paper Size:	5.5" x 5.83" to 13" x 30"
Paper Weight:	14 lb. Bond to 110 lb. Cover♦♦ (52 gsm to 300 gsm) Validated Heavier Stocks Supported*
Envelopes:♦	#10 Business, Monarch, 6" x 9", 9" x 12", 10" x 13"
Dimensions (H x W x D):	22.6" x 43.5" x 27"

Stack Bypass-B1

Paper Capacity:	100 Sheets**
Paper Size:	3.94" x 5.83" to 13" x 19.2" (Long Sheet up to 30"*)†
Paper Weight:	14 lb. Bond to 110 lb. Cover (52 gsm to 300 gsm) Validated Heavier Stocks Supported*
Envelopes:	#10 Business, Monarch, 6" x 9", 9" x 12", 10" x 13"

OUTPUT ACCESSORIES††

Staple Finisher-T1/Booklet Finisher-T1

Tray Capacity

Escape Tray:	250 Sheets**
Top Tray:	1,300 Sheets**
Lower Tray:	2,450 Sheets**
Saddle-Stitch Tray:	Up to 25 Booklets
Staple Positions:	Corner Stapling, Double Stapling

Paper Weight

Top/Lower Trays:	Same as Main Engine
Escape Tray:	14 lb. Bond to 140 lb. Index (52 to 256 gsm)

Paper Size

Stapling:	Executive, Letter-R, Letter, Legal, 11" x 17"
Saddle-Stitching:	Letter-R, Legal, 11" x 17", 12" x 18"
Stapling Capacity:	Up to 50 Sheets**
Booklet Stapling Capacity:	Up to 16 Sheets**
Dimensions (H x W x D):	44.1" x 30.0" x 25.8"

External 2/3-Hole Puncher-C1

Punch Types:	2 Holes: Legal, Letter-R 3 Holes: 11" x 17", Letter
Paper Weight:	14 lb. Bond to 140 lb. Index (52 gsm to 256 gsm)
Dimensions (H x W x D):	32.5" x 4.2" x 24.2"

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* For a list of validated stocks between 110 lb. Cover and 130 lb. Cover (301 gsm to 350 gsm), please consult the imagePRESS C850/ C750/ C650/C65 Series Specialty Media Handling Guide. Engine cassettes support up to 80 lb. Cover (220 gsm).

** Based on 20 lb. Bond.

♦ Requires Envelope Attachment Kit.

♦♦ Stocks longer than 19.2" in size support up to 110 lb. Cover (300 gsm).

† With optional Stack Bypass-B1, Stack Bypass Tray-C2, and Long Sheet Tray-B1. Paper sizes longer than 19.2" can be fed one sheet at a time.

†† Optional.

Canon SEE IMPOSSIBLE

Canon

Canon Canon imagePRESS C750

<u>**Model**</u>

Canon imagePRESS C750
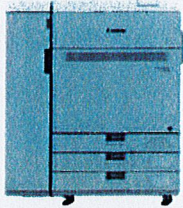
Product name	Canon imagePRESS C750
Net component size W (inch)	34.72
Net component size D (inch)	36.77
Net component size H (inch)	41.42
Tray-open size W (inch)	34.72
Tray-open size D (inch)	36.77
Tray-open size H (inch)	41.42
Weight (lb)	677.60
Additional Power Supply	208V/20A/NEMA6-20

The imagePRESS C750 Licence is needed to set the speed of the engine. This licence will allow the engine to print at a maximum of 75 ppm

<u>**Main Unit**</u>

imagePRESS C850 Series Main Engine

Product name	imagePRESS C850 Series Main Engine
Net component size W (inch)	-
Net component size D (inch)	-
Net component size H (inch)	-
Tray-open size W (inch)	-
Tray-open size D (inch)	-
Tray-open size H (inch)	-
Weight (lb)	-
Additional Power Supply	n

A powerful and versatile color light production press, the innovative imagePRESS C850 delivers new levels of quality and productivity across a huge range of media and a wide choice of finishers. It can run at maximum speed on heavy stock up to 220gsm and quickly and effortlessly produce duplex print jobs on 300 gsm media. Preinstalled auto gradation sensor enables you to perform auto gradation calibration without using the image reader.
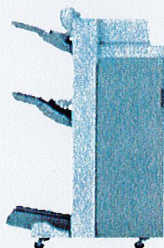
Canon

Hardware Accessories

Booklet Finisher-W1

Product name	Booklet Finisher-W1
Net component size W (inch)	31.50
Net component size D (inch)	31.18
Net component size H (inch)	48.78
Tray-open size W (inch)	41.73
Tray-open size D (inch)	31.18
Tray-open size H (inch)	48.78
Weight (lb)	396.00
Additional Power Supply	120V/15A/NEMA5-15

The booklet finisher carries out all the functions of the finisher with the added ability to produce saddle-stitched booklets of up to 25 sheets/100 pages (80 gsm).

Duplex Color Image Reader Unit-K1

Product name	Duplex Color Image Reader Unit-K1
Net component size W (inch)	24.92
Net component size D (inch)	23.15
Net component size H (inch)	7.05
Tray-open size W (inch)	24.92
Tray-open size D (inch)	23.15
Tray-open size H (inch)	7.05
Weight (lb)	61.60
Additional Power Supply	From the main unit

Optional color flatbed scan unit and 300-sheet duplex automatic document feeder (Single-Pass Duplex Scan)

Multi-Drawer Paper Deck-C1 Set
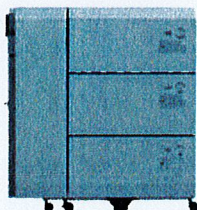
Product name	Multi-Drawer Paper Deck-C1 Set
Net component size W (inch)	37.40
Net component size D (inch)	31.38
Net component size H (inch)	40.94
Tray-open size W (inch)	37.40
Tray-open size D (inch)	31.38
Tray-open size H (inch)	40.94
Weight (lb)	341.00
Additional Power Supply	120V/15A/NEMA5-15

The new Multi-Drawer paper deck features three paper drawers for a total capacity of up to 6,000 sheets (80gsm).
Paper Weight: 52 to 350gsm
Ships with double feed paper detection kit.
*Validated heavier stocks between 110lb.Cover and 130lb. Cover (301 – 350gsm) supported.

Canon

iPR Server H300 V2.0 Set Item

Product name	iPR Server H300 V2.0 Set Item
Net component size W (inch)	9.25
Net component size D (inch)	18.39
Net component size H (inch)	20.75
Tray-open size W (inch)	9.25
Tray-open size D (inch)	18.39
Tray-open size H (inch)	20.75
Weight (lb)	36.30
Additional Power Supply	120V/15A/NEMA5-15

An external EFI Fiery-based color controller offering advanced productivity and professional level color management tools for graphically intensive environments. Supports Adobe PS3 (no PCL driver support/ PCL interpreter is available.)
Fiery QuickTouch: Improved UI on the server hardware itself that displays various device settings including installation and setup, job status, job cancel, quick launch menu, and system restore and backup
Ships with upright control panel of main engine, X-Rite i1Pro 2 Spectrophotometer with Spot-on license.