

1. Vendor Profile

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Statement of Interest & Understanding of Project

Sharp Electronics Corporation, in conjunction with A.D. Solutions™, is pleased to present Lake County with our response to Bid # 21-0444, Multi-Functional Devices (MFDs) and Managed Print Services (MPS). It is our objective to provide Lake County with a proposal that will improve office production through SHARP Multi-Functional Devices and A.D. Solutions Service Maintenance and Support. We have built our Services and Support Systems through the years to be scalable, flexible, and transparent. We are confident that our solution will meet or exceed Lake County's needs.

All MFDs shall be on a cost per copy basis to include all equipment, maintenance, consumables freight, property taxes and supplies, excluding paper. All MFDs shall be connected to the Lake County network at the start of the contract. Each device shall be equipped with the software and hardware necessary to provide the functionality and connectivity as outlined in the Scope of Services and Attachment 4.

The county has seventy-nine (79) MFDs in their various government locations with optional PaperCut software. A current Ricoh unit will be replaced with a unit that prints 11X17 and is compatible with the Sharp fleet. Six of the MFD units are compatible with Jamex 6557 and equivalent payment modules.

Exhibit A states that Lake County is also interested in receiving innovative proposals that provide solutions to increase efficiency and decrease copying/print expenses. This includes greater benefits and opportunities to further drive cost savings, improve productivity, document management, energy savings and cost effectiveness with the resultant Contract. As the incumbent, A.D. Solutions is committed to ensuring that Lake County is provided with the best solution possible. We've included additional options to meet this requirement.

Our shared GOAL is to optimize every opportunity for a successful deployment and end user experience.

A.D. Solutions will provide Lake County with new models and each MFD will be replaced with new technology.

This Transition will be seamless as Lake County's existing installation of Sharp MFDs is currently managed by A.D. Solutions. Instead of a time-consuming from "start from scratch" installation, A.D. Solutions can update the existing drivers and clone all existing devices to the new Sharp MFDs making this transition far smoother and a quick replacement. In addition, if Lake County elects to include Papercut, A.D. Solutions can rollout the software throughout the fleet.

The provided response to Lake County's solicitation includes several different options:

Price option 1

Optimized solution to replace 79 MFDs and 6 Jamex coin ops on a 5-year program

Price option 2

Additional option to reduce overall costs by right sizing departmental MFDs

Price option 3

Additional option to add Rules-Based software Papercut including Price option 1

Price option 4

Additional option to add Rules-Based software Papercut including Price option 2

Upon the awarded contract stemming from 21-0444, we will implement our Transition Plan that has been designed to be flexible while reducing the soft cost support associated with transitioning to new MFDs. A.D.

Solutions may take temporary possession of removed equipment to support the remaining end of life process including staging of old equipment for pick up, including device wrapping and shipping preparation as requested. Temporary storage of old equipment will be available at no charge to Lake County. For each removed device, A.D. Solutions may perform the following activities as requested:

- Device removal upon replacement
- Transportation of the old device to our local warehouse and staging area
- Wrapping to support damage free device return
- Work with incumbent vendor for a smooth return of the devices

Firm Profile /Firm History

Sharp Electronics Corporation

Sharp Electronics Corporation (SEC) is a technology leader, globally recognized for our commitment to developing unique products. Since its founding in 1912, Sharp Corporation has innovated and endeavored to pioneer new fields. Sharp's founder, Tokuji Hayakawa, coined the phrase, "Make products that others want to imitate", which the company has lived up to ever since. From the invention of mechanical pencils, the inspiration from which the Sharp name was derived from, to snap belt buckles, long-life laser diodes, the 14" color TFT LCD unit and LCD View cam; Sharp has harnessed originality and creativity in the pursuit of convenience and quality for its consumers.

Sharp Imaging and Information Company of America (SIICA) is the business products division within SEC, contributing a large share of sales and profitability to overall reported US sales. In 2017 a strategic financial alliance between Sharp and Hon Hai Precision Industry (also known as Foxconn), an international Fortune 50 company (#25) was established fortifying our financial resolve. The Japan Times described the relationship as, "Having invested ¥388.8 billion (US \$3.8B) in Sharp, the Hon Hai group is now its top shareholder, with an equity stake of 66 percent in terms of voting rights." With Hon Hai's financial support and manufacturing expertise, Sharp is well positioned to expand our product offering, enabling us to offer unique products like LivMote™.

Industry Recognition

Sharp Imaging and Information Company of America (SIICA) has been recognized by the Industry Leading Keypoint Intelligence – Buyer's Buyer's Lab, a world leader in independent evaluation of document imaging and smart workplace business products, as a key manufacturer with its total of 14 Pick awards for 2020, the most Keypoint Intelligence - Buyers Lab 2020 Pick Awards in the Copier MFP category compared to all other competitors. Every color model, from 26 ppm – 60 ppm, as well as every tested monochrome model within the same speed range, earned top awards.



Keypoint Intelligence analysts determine category winners with an in-depth study of participating manufacturers. They assessed two dozen points of potential differentiation across specific categories: company vision, current offerings, channel approach, go-to-market strategy and industry partnerships.

In addition to the 14 highly coveted Pick awards, Sharp also received a 2020 Outstanding Achievement in Innovation Pick Award for its Synappx™ family of smart office software solutions. Additionally, Sharp is the current holder of the **2018 – 2021 Buyers Lab Most Reliable Monochrome Copier MFP Brand**, which is presented to one manufacturer every three years.

Security for Private Sector and Corporate Organizations

Threats to government infrastructure are rapidly growing and the number of attacks continue to rise. On one hand, information sharing is critical for the efficiency of these organizations. On the other hand,

security management is becoming more challenging for IT managers. Sharp can help your organization meet US and local government information security requirements through ISO 15408/Common Criteria certifications or comprehensive security features such as data encryption, End-of-Lease feature, administrator audit logs and more.

ISO 15408 (International Standard Organization 15408) refers to a set of evaluation standards for security products and systems established by the Common Criteria program. It provides a high level of confidence in the security functions of the products evaluated. Sharp was the first MFP manufacturer to achieve certification against the new Common Criteria Protection Profile for Hardcopy Devices v1.0 (HCD-PP v1.0).

With our history, our product, and most importantly, our people. We have every confidence that we will satisfactorily perform each of the specifications required by Lake County.

A.D. Solutions

A.D. Solutions is a privately held, woman and minority owned small business operating and incorporated in the State of Florida since 2007. We participate in E-Verify, we are proud to offer a Drug Free Workplace and we do not discriminate on any basis. A.D. Solutions has a proven customer service record that has secured us with some of Sharp's highest honors in both sales and service. A.D. Solutions has earned the Sharp Electronics Hyakuman Kai Award for each of the last six years, the Sharp Dealer Excellence award and the very prestigious, AAA Sharp Platinum Level Service Provider designation. Our Headquarters are based in Orlando and our branch offices are in Jacksonville, Deland, and Melbourne.



Aside from our key partnership with Sharp Electronics, A.D. Solutions' greatest strength is its people. We have 47 employees total, **some of which reside right in Lake County**, and each and every day, our people deliver outstanding performance in all aspects of Leadership, Human Resources, Personnel,

Finance, Customer Services, Logistics and Warehouse, Copier Service and Response Times, Inventory and Purchasing Control, and Solutions Development.

Each Executive and Manager bear the responsibility for their individual department's performance, compliance with procedures, and superior customer service. Although we are a relatively young company, our incredible team of leadership, including the executives and management of our most junior staff, share in the company's vision to optimize resources by investing in technological enhancements to support our growth initiatives and improve integrated information-based solutions.

A.D. Solutions will drive the successful implementation by providing local support and customer service of an overall Multifunction Print Devices and Managed Print Services. As the Original Equipment Manufacturer (OEM), Sharp Electronics will manage all billing, financing, and overall contract management responsibility.

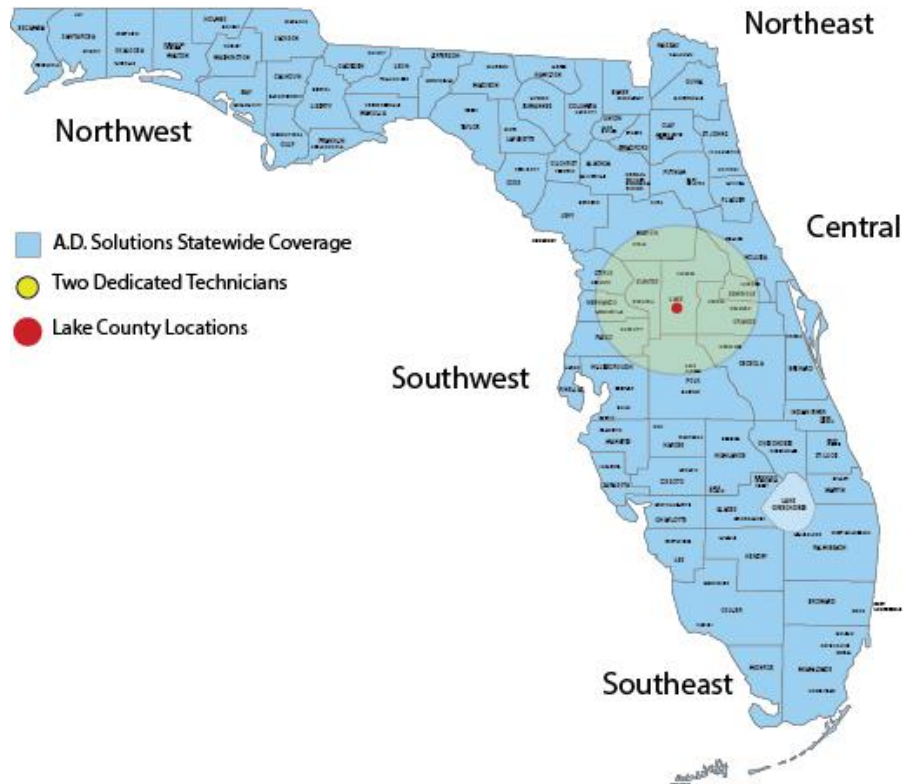
As an elite Sharp Electronics authorized dealer in Lake County, A.D Solutions has proudly offered Sharp business solutions since 2009. We provide aggressive, sustainable, and scalable services to serve and benefit not only small and large businesses, but also K-12 schools (public and private), non-profits, governments, municipalities, and public agencies, in their efforts to manage and develop sophisticated capabilities to handle the entire paper process from creation through duplication, storage, retrieval, and destruction. Spearheaded by our advanced management team and Sharp, we utilize innovative technology, systematic training and our multifaceted sector and industry experience to provide customized solutions for our customers. We have over 1,500 customers, and over 155 of those customers are proportional to the size of Lake County, and 21% are public agency contracts.

At A.D. Solutions, we each share a proven dedication to providing superior service through rapid response times along with value added trained field engineers and information technology experts that set us apart from the rest in our ability to provide the best possible level of service and a rich client experience and satisfaction. The Scope of product and services described in this proposal will be completed by A.D. Solutions highly trained management and staff. A.D. Solutions share the responsibility of supporting and retaining a strong, creative, and proactive workforce. The workforce of our Company is the core element of future success and prosperity, and the parameters outlined in this document have been devised with the goal of acknowledging the value of the employees who devote their professional lives to A.D. Solutions.

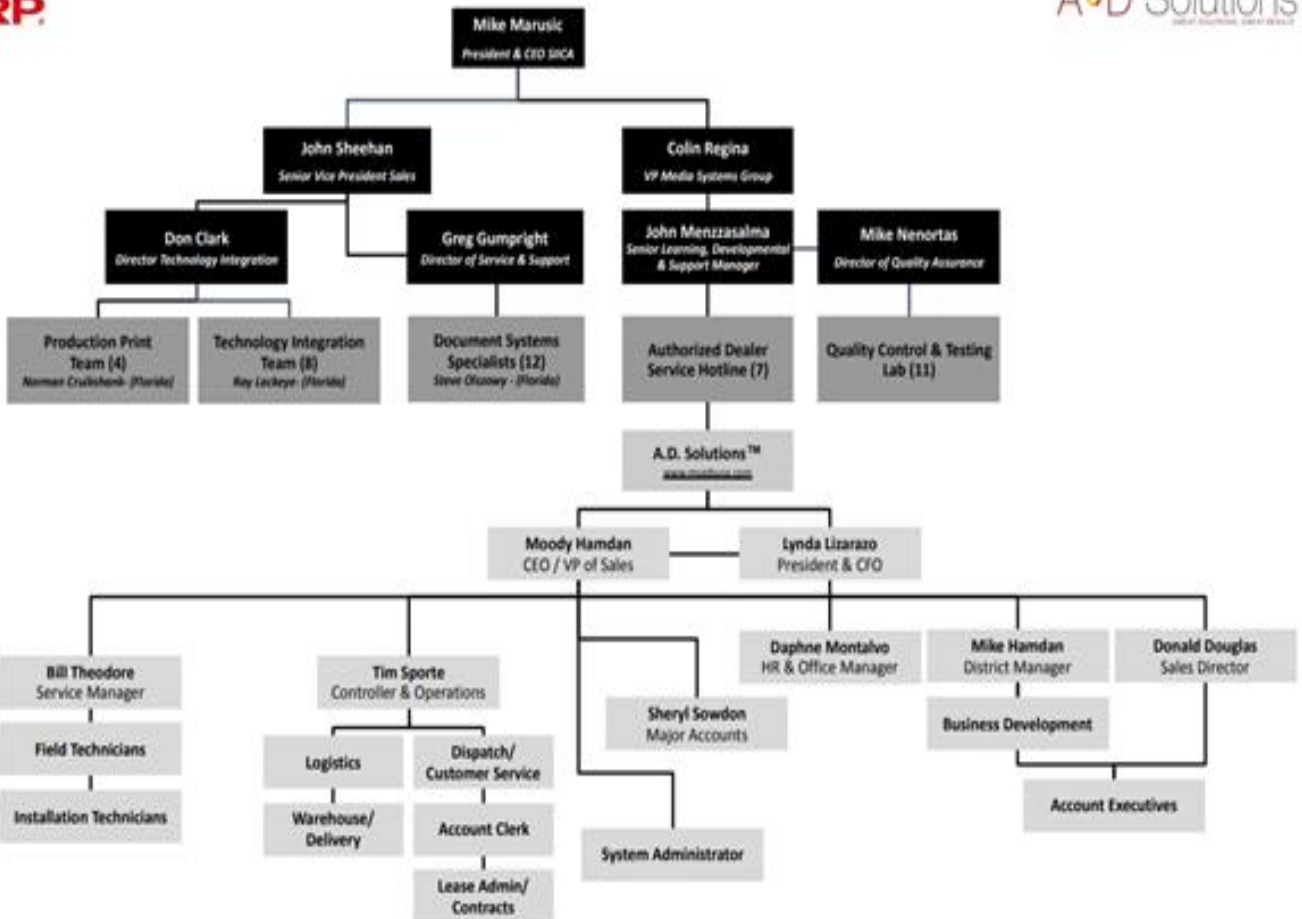
A.D. Solutions enjoy several advantages that further set us apart from our competitors in the industry, namely, not only do we provide our clients with great, value added benefits, but also the priceless peace of mind that our competitors fail or inconsistently offer. For example:

- ◆ Service response time from 2 hour to 4 hours, Monday through Friday, 8:00am to 5:00pm with *extensions available upon 48 hours' notice*
- ◆ Fast and reliable repairs resulting from our inventory strategy that requires that we have at least 95% of all parts on hand and in our warehouses
- ◆ Complimentary On-Site and Online group Trainings
- ◆ Networking and Information Technology Support by knowledgeable Staff
- ◆ Up to 5-year extended warranty on equipment serviced by A.D. Solutions
- ◆ Remote login Support for Customers
- ◆ Online Service request and Account Management
- ◆ 24 Hour Loaner Support
- ◆ Remote equipment supplies and parts monitoring via FMAudit and MICAS
- ◆ Increased response times using remote service software

- ◆ **Four (4) offices in Florida with headquarters in Orlando and branch offices in Jacksonville, Deland, and Melbourne. SHARP's global presence allows us to provide equipment and service worldwide.**
- ◆ Two permanent Warehouses located in Florida that will receive, stage, and execute major accounts' Deployment Solutions.
- ◆ A.D. Solutions website: www.myadsusa.com



A critical differentiator between us and our competition is our people. A.D. Solutions prides itself on employing some of the best specialists in the industry. Since we stand above the competition, we require the best professionals in the industry to help grow our organization. We conduct in depth interviews with several follow up meetings prior to hiring sales professionals. All employees of A.D. Solutions also receive specific job and department training to prepare them for the tasks ahead. Managers and staff alike also are required to participate in ongoing training. We believe this investment in our people lends to our competitive edge.



List no more than five projects which best illustrate qualifications relevant to the Solicitation. References must be less than five years old. LIST no more than two LAKE COUNTY GOVERNMENT PROJECTS (past, current, prime, and subcontractor) FIRST.

SHARP/ A.D. SOLUTIONS

PROJECT NAME: **Lake County Government - Multi-Functional Devices**

Agency: **Lake County Government**

Address: **315 W. Main Street**

City, State, Zip code: **Tavares, Florida 32778**

Contact Person: **Diane Magrum**

Title: **Document Services Manager**

Email: DMagrum@lakecountyfl.gov

Telephone: **352-343-9860**

Project Cost: **\$640,000.00**

Contract Start and End Dates: **Nov 2017 to current**

SCOPE of Project (list tasks, outlines, or descriptions of items):

A.D. Solutions installed 72 units in 10 days. Delivery time given was 30 days. A. D. Solutions picked up and returned Ricoh equipment within 45 days

PROJECT NAME: **Lynx Bus Lines-Orlando**

Agency: **Lynx Bus Lines-Orlando**

Address: **455 N. Garland Ave**

City, State, Zip code: **Orlando, FL 32801**

Contact Person: **Nathan Adams**

Title: **Advanced Procurement, Facilities, and Real Estate Manager**

Email: nadams@golynx.com

Telephone: **(407) 619-4999**

Project Cost: **\$700,000.00**

Contract Start and End Dates: **2020 - Current**

SCOPE of Project (list tasks, outlines, or descriptions of items): **5-year agreement with A.D.**

Solutions to provide 21 units and Papercut software for high performance equipment.

PROJECT NAME: **Greensburg Salem School District**

Agency: **Greensburg Salem School District**

Address: **1 Academy Hill Place**

City, State, Zip code: **Greensburg, PA 15601**

Contact Person: **Dr Gary Peiffer**

Title: **Superintendent**

Email: gary.peiffer@gslions.net

Telephone: **724-832-2900**

Project Cost: **\$500,000.00**

Contract Start and End Dates: **2019-Current**

SCOPE of Project (list tasks, outlines, or descriptions of items): **800 MFD's including the In-house Print shop outfitted with Sharp equipment.**

PROJECT NAME: The School District of Palm Beach County

Agency: The School District of Palm Beach County

Address: 3300 Forest Hill Blvd.

City, State, Zip code: West Palm Beach, FL 33406

Contact Person: Nixon Marc

Title: IT Specialist, Endpoint Administration, Printer Logic Admin, Papercut Admin, IT-Technical Operations

Email: Nixon.Marci@palmbeachschools.org

Telephone: 561-357-5911

Project Cost: \$4,480,000

Contract Start and End Dates: May 10th 2016 – May 10th 2022

SCOPE of Project (list tasks, outlines or descriptions of items): 5-year agreement with over 3,200 Sharp multi-function devices covering over 200 locations. Installed in 41 Business days (see reference letter)

PROJECT NAME: University of Houston

Agency: University of Houston

Address: 4800 Calhoun Rd

City, State, Zip code: Houston, TX 770004

Contact Person: Karin Livingston

Title: Assistant Vice President for Finance and Controller

Email: KLivingston@uh.edu

Telephone: 713-743-2255

Project Cost: \$3,000,000.00

Contract Start and End Dates: Aug. 1st 2021 to Current

SCOPE of Project (list tasks, outlines, or descriptions of items): Installed over 400 Sharp multi-function devices in a 90-day period



THE SCHOOL DISTRICT
OF PALM BEACH COUNTY, FLORIDA

DARCI GARBACZ
DIRECTOR

MICHAEL J. BURKE
CHIEF FINANCIAL OFFICER

Purchasing Department
3300 Forest Hill Boulevard, Suite A-323
West Palm Beach, FL 33406-5813
Phone: (561) 434-8214 Fax: (561) 963-3823
www.palmbeachschools.org/purchasing

August 3, 2017

To: Shaun LaGrega
Major Account Executive
Sharp Electronics Corporation

In 41 work days your team has delivered and installed approximately 3,000 copiers to over 200 locations.

I am VERY impressed and want to say "Thank You" to my entire Sharp Team.

Every bump in the road has been dealt with in a professional manner and confirmed my confidence in your company.

This is no small project and the teamwork has been above great. I know as we move forward for the next 5 years this will continue to be an awesome group and I look forward to working with you all.

This is just the beginning but wow what a perfect way to start this 5-year contract!

Shaun, you have impressed me and made this the smoothest copier replacement transition I have had over the past 20 years. Anyone in the industry can appreciate your accomplishment.

Again, Thank you!

Karen L. Adducci
Karen L. Adducci
Purchasing Agent III
School District of Palm Beach County

Cc: John Wollitz
Anthony Sci

Program Manager

Lake County's Program Manager works as a point of contact for all activities relating to the transition of a new device from the A.D. Solutions Development Team to Lake County's support team and the decommissioning of supported devices. A.D. Solutions will provide a Program Manager that will manage the diverse MFD fleet, optimize the print environment, and reduce document spend by having balanced deployment of devices and the best rules-based policies that maximize program goals. The Program Manager will oversee the county's device strategy defined in this proposal, support program development including savings models and execution of the device implementation plan for the County including moves, adds, and changes. Our Program Manager is the main contact for all resources and activities relating to Lake County. Reporting to Lake County's Management, the Program Manager is responsible for planning, coordinating, and overseeing the transition of a new devices into support. **(For our full Deployment Team see Section 10.10 - Roles and Responsibilities)**

Sheryl Sowdon (Program Manager)

Sheryl has 20 years of experience in Major Accounts and Customer Relationship Management. Her industry experience provides customers customized solutions in document management, right-sizing equipment needs and interactive displays for meeting and learning environments. She has been involved in coordinating all activities relating to her customers transitioning to a Sharp Document Services Program.



Direct Line: 407-377-0579
Business Line: 407-412-6929 Ext. 124
ssowdon@myadsusa.com

As a Government and Major Account Specialist, Sheryl manages public sector, education, non-profit and major account partnerships. Sheryl is responsible for researching and reviewing bid opportunities and creating responses to RFPs, RFNs, RFQs, RFIs, and ITNs. Sheryl is responsible for developing plans and solutions to fulfill account needs. She works as a point of contact for all activities relating to Maintenance and repair service and ensures every customer is able to maximize their document output capabilities by strategizing the best solution for that agency. Sheryl is involved in the operations and strategic solutions for Orange County, LYNX, Orlando Housing Authority, and schools in Osceola and Seminole counties, and will be a key contact and Program Manager for Lake County. Managing all activities related to these organizations, the Program Manager is responsible for planning, coordinating, and overseeing software and services.

Coordination activity between Orange County, LYNX, Orlando Housing Authority, and schools in Osceola and Seminole counties and the A.D. Solutions team and project managers include:

- Liaising with the references' user departments
- Ensuring all required documentation, information, and knowledge capital has been prepared as per transition checklist and turned over prior to the start of support for a new application.
- Managing all activities relating to transition:
 - Identifying resource requirements
 - Identifying all access requirements
 - Meeting with the A.D. Solutions dedicated support team to set up timeline and develop transition/deployment plans
 - Reviewing training plans for Key Operators and users
 - Handling billable services to A.D. Solutions
 - Ensuring that performance targets are met (coordinating all activities to ensure all tasks are performed in a consistent manner and on schedule)
 - Ensuring all work is performed according to the agreed-upon work methods and standards that are in effect.
 - Acting as point of escalation for issues beyond usual scope
 - Participating directly in the production of the associated deliverables.

2019 – Present

Government and Major Account Specialist

Develops partnerships with public sector and private sector major accounts to introduce A.D. Solutions and SHARP's collection of technology office equipment solutions. Researches, reviews and writes responses to bid opportunities. Submits proper documentation for vendor registration to organizations and departments of Purchasing and Supply Chain Management.

Legacy Financial Advisors

2017-2019

Marketing and Client Service Manager

Spearheaded new CRM system integrations with the database, with the ability to sync with Marketing and email marketing programs. Instituted the update of the website and SEO. Handle confidential materials with discretion and diplomacy. Complete projects and special assignments by establishing objectives, determining priorities, and gaining cooperation from departments and vendors.

Heartland Payment Systems

2016-2017

Senior Product Advisor

Present payroll solutions for businesses with 1-100 employees. Identify opportunities to refer to Heartland's POS divisions.

OUTFRONT Media

2014 -2016

Account Executive

Managed relationships with existing clients to generate new opportunities and grow business. Consult with clients on their marketing goals and current strategies. Project management on advertising campaigns from creative development to final execution.

Kelly Services

2007-2013

Branch Manager and Business Development

Set up processes for Recruiters to use in sourcing for new candidates for District accounts. Pursue new major accounts in Central Florida. Initiate the assignment of employees for various accounts to include advertising, recruiting, interviewing, testing, certifications and background checks. Review RFP's and submit responses to earn the award of business.

