

3. Proposed Solution

- ✓ Description of Approach and Processes
- ✓ Attachment 4
- ✓ Supporting Documentation for Requirements in Attachment 4

Proposal Overview

The proposal set forth by Sharp Electronics Corporation (Sharp) and A.D. Solutions™ includes the following:

- Optimized solution to replace 79 MFDs and 6 Jamex coin ops on a 5-year program **(Price option 1)**
- Additional option to reduce overall costs by right sizing each departmental MFD **(Price option 2)**
- Additional option to add Rules-Based software Papercut including option 1 **(Price option 3)**
- Additional option to add Rules-Based software Papercut including option 2 **(Price option 4)**
- Commitment to exceed current SLA levels currently provided to Lake County
- Identification of a 3rd party software, as needed, which will best address the outlined requirements
- Property Tax included in all pricing options. No Ad Valorem Tax charges.

Further, Sharp and A.D. Solutions certify and guarantee that we will comply with the terms and conditions as outlined in # 21-0444. No attempt has been made or will be made by Sharp or A.D. Solutions to induce any other person or firm to submit or not to submit a proposal.

Scope of Work Acknowledgement

Sharp and A.D. Solutions

- Firmly understand the scope of work and we as an organization make a positive commitment to perform the work/service in a timely manner as required.
- Have the capabilities and assure the performance of work within the present contract.
- Can satisfy all technical issues with factory trained technicians.
- Have the facilities and financial resources to complete the current contract.
- Have not colluded or divulged any information pertaining to the current RFI.
- Are not in arrears with Lake County.
- Are an eligible contractor.
- Do not discriminate on any basis.

Contract Fulfillment

- F.O.B destination, inside delivery.
- Delivery time of the product shall be made during normal business hours and within 30 days of mutual acceptance.
- Installation of the product shall begin according to the implementation plan.
- Operator training shall begin upon award and be continuous over the contract term as requested.

Proposed Solution

Sharp and A.D. Solutions are offering Lake County a high tech offering of Sharp Multifunction Devices with options to implement Papercut MF which will update and refresh Lake County's current Sharp Multifunction Devices and Managed Print Services.

Sharp and A.D. Solutions have carefully reviewed the requirements. Our current proposal is the result of our outlook of the information provided by Lake County. We are confident that Lake County will see the advantage of our hardware, software and services solutions.

Sharp multifunction devices (MFDs) are designed to make device setup easier and faster. These are not your typical all-in-one copier, printing, faxing and scanning devices. Precision engineered to help increase workflow efficiency and provide exceptional image quality, Sharp MFDs are easy to operate, control, monitor, manage and maintain, helping take your business to the next level of productivity and performance. The Sharp MX series included in this solution received the BLI 2020 Award Winner Recognition for Best Performance and Reliability.

PaperCut MF delivers simpler-than-ever printing that protects data, recovers costs, and reduces waste. Harnessing a cross-platform and vendor-neutral approach, it's the industry's go-to tool that just works, regardless of the equipment, operating system, or device.

Once the Sharp MFDs are delivered, and Papercut integrations are completed, employees will be trained, and our award-winning services can be utilized. Our 96% uptime guarantee will keep Lake County productive, as we will provide two to four-hour service response time. Papercut will allow Lake County to print at any device, manage all print jobs for secure printing allowing users to reduce overall paper costs while increasing document workflow capabilities and being more productive. FMAudit and MICAS (Machine Intelligence Call Assistance System) produces document output analysis and robust reporting for all MFD and MPS devices regardless of brand. Discussions regarding specific needs and cost will determine the optimal choice for Lake County.

As the current MFD fleet provider, we have the ability to upgrade models quickly and efficiently with little to no disruption to Lake County. Replicating our 2017 process in which we delivered and installed 77 units within 10 calendar days, we will stage groups of units by department and clone existing Sharp devices to provide maximum delivery output. We document each device and installation with our ERP system, E-Automate, which then allows us to provide Lake County with a implementation tracking sheet. Because we have current IT settings and locations of devices, our technical team is very experienced with Lake County's current environment. This also helps us maximize our install delivery time. Our goal is to match our 2017 success to 10 calendar days for the installation of all 79 MFDs.

Our on-going support and user-friendly units will allow Lake County to conduct business and perform printing operations easily. **78 of the 79 Sharp MFDs proposed utilize the same toners making departments more efficient with toner stock levels and the ability to share supplies regardless of model.**

Sharp and A.D. Solutions will provide Lake County **Monthly, Quarterly and Annual reviews** to ensure that A.D. Solutions' meets and exceeds the requirements of Lake County's Service Level Agreement and overall customer satisfaction. A.D. Solutions and Sharp will install **MICAS and FMAudit software for Lake County to manage all devices on its network at all times.** Lake County will be able to view the same data our Services Team uses to deploy and monitor uptime performance.

A.D. Solutions will provide Lake County a user ID to log into the ADS billing and service system software (E-Automate) LIVE to view all invoices, meter reads, service and supply statuses, shipment updates and dispatch notes. See <https://myadsusa.com/einfo>.

Contract Management

As the dedicated vendor, Original Equipment Manufacturer (OEM) Sharp Electronics is responding directly to the Lake County Bid 21-0444, Multi-Functional Devices (MFDs) and Managed Print Services (MPS) with the full support of A.D. Solutions. All sales, services, implementation, training and ongoing full management support will be handled by A.D. Solutions. All billing and overall contract management responsibility will be held by Sharp. In addition, as outlined above, A.D. Solutions is critical to the successful implementation and ongoing support, providing local support and customer service of an overall Multifunction Print Devices and Managed Print Services Program Management.

A.D. Solutions will be responsible for the day-to-day management of an awarded contract. The combination of manufacturer resources and local authorized dealer support ensures Lake County all-encompassing support and service.

A.D. Solutions and Sharp Electronics have partnered to provide Lake County with a more streamlined approach that will add flexibility to contract management.

Account Management

A.D. Solutions™

Sheryl Sowdon, A.D. Solutions Major Account Manager, will be your primary point of contact and support for every aspect of this contract. Sheryl has years of experience in the office multifunctional products and software industry.

Moody Hamdan, A.D. Solutions CEO, will provide executive leadership and support your objectives at Lake County.

Sharp Electronics Corporation

Nicole Wronsky, Sharp Government and Major Account Manager who resides in Florida, will manage the account from a Sharp Electronics corporate perspective. Nicole has extensive experience in managing large corporate and educational accounts.

Jeff Alexander, Sharp Director of Government and Major Accounts, provides the next level of leadership for issue escalation at the corporate level.

Summary

Together, with Lake County, this strategic solution will foster excellence, staff achievement and economic vitality while enhancing Lake County's facilities and infrastructure.

A.D. Solutions is best suited to provide the local service and support required by Lake County. Their people have backgrounds in technology, sales, and most importantly, in the copier and software business. They are truly customer focused. They understand that in order to grow, they need to do what it takes to satisfy the customer. They can keep the business simple for the customer. They offer solutions the customer deserves and make it easy to understand.

Sharp Electronics has developed many advanced technologies while maintaining simplicity. All models proposed have the same Sharp user interfaces for ease of use. If a larger or smaller unit is added to the fleet, the end user will not be intimidated, nor will there be any need to learn a new or different interface.

We thank Lake County for the opportunity to participate in this RFP and look forward to continuing a long-term, mutually beneficial relationship.

Unlimited All-Inclusive CPC Zero-Base Plan - Cost Per Click







Sharp Electronics and A.D. Solutions have customized a Zero-Base CPC equipment and maintenance plan that enables Lake County to gain a true cost of investing into MFD equipment and maintenance for its fleet. Lake County will be charged a Per Click for each impression for both B/W and Color usage. Click charges commence upon installation and are billed monthly. Per Click charges include the cost of equipment/software, implementation, delivery, installation, training, and all costs associated with deployment from Lake County's networked wall jack to the MFD. Maintenance includes all consumables such as replenishment of toners, freight costs, equipment moves, developers/cartridges, fuser lubricants inclusive of all additional parts required for unit operation. This is a TRUE Unlimited All-Inclusive CPC Zero-Base Plan.

The monthly lease (rental) payments and per click charges for proposed devices will not increase for the duration of the contract term.

A.D. Solutions will manage the usage of each machine and Sharp Electronics will ensure proper and accurate monthly billing. A.D. Solutions will collect all monthly clicks for each device by way of its FMAudit and MICAS reporting systems or collect manually.

Proposed Models

The chart below outlines each of the models being proposed listing speeds, certifications, max monthly impressions, and the type of digital technology each model offers. A more detailed description of each model is provided in the product brochure located in Section 2 – Forms.

PROPOSED MODELS FOR ALL OPTIONS					
					
	Sharp MX-3071	Sharp MX-4071	Sharp MX-5071	Sharp MX-8081N	Sharp MX-7081N
	FULL COLOR	FULL COLOR	FULL COLOR	FULL COLOR	FULL COLOR
OPTION#	1 and 2	2	1	1	2
Speed	30 ppm clr/30 ppm blk	40 ppm clr/40 ppm blk	50 ppm clr/50 ppm blk	80 ppm clr/80 ppm blk	70 ppm clr/75 ppm blk
EPEAT Certified	Yes	Yes	Yes	Yes	Yes
Manufacturing Status	New	New	New	New	New
Max Monthly Duty Cycle	125,000 impressions	175,000 impressions	200,000 impressions	275,000 impressions	250,000 impressions
TYPE	Full-color printer, MF	Full-color printer, MF	Full-color printer, MF	Full-color copier, MF	Full-color copier, MF
Scanner	Digital	Digital	Digital	Digital	Digital
Technology	Laser	Laser	Laser	Laser	Laser
LDAP	Yes	Yes	Yes	Yes	Yes
Operational Panel	Touch Screen/ LCD	Touch Screen/ LCD	Touch Screen/ LCD	Touch Screen/ LCD	Touch Screen/ LCD
Max Output size	12" x 18"	12" x 18"	12" x 18"	13" x 19"	13" x 19"
System Memory (Std/Max)	5-GB RAM, 500-GB HD/5-GB RAM, 500-GB HD	5-GB RAM, 500-GB HD/5-GB RAM, 500-GB HD	5-GB RAM, 500-GB HD/5-GB RAM, 500-GB HD	6-GB RAM, 1-TB HD/6-GB RAM, 1-TB HD	6-GB RAM, 1-TB HD/6-GB RAM, 1-TB HD



MX-3071 / MX-4071 / MX-5071 Networked Digital Color Copier

Sharp's MX-3071/4071/5071 Advanced Series color document systems are built using the latest technology available to deliver the performance, features and reliability needed in today's busy workplace environments. These MFPs are easy to use and offer enhanced productivity, all to provide customers with a seamless, intuitive experience, and the confidence in knowing their jobs will come out right the first time, every time. The color document systems also offer leading-edge security features to help businesses protect their data and personal information.

Sharp's award-winning touchscreen display offers a user-friendly graphical interface with simplified Easy Modes, integrated user guides and quick access to network services. Sharp's MFP Voice feature, available on these models, allows you to interact with the machine with the power of natural language. In addition, these models integrate seamlessly with today's complex network environments and support popular cloud services and mobile technologies. Sharp's Application Portal allows administrators to add new apps or update existing apps right from the MFP.

The MX-3071, MX-4071 and MX-5071 Color Advanced Series offers businesses powerful multitasking features enabling them to quickly execute the ever-changing workflow tasks of today's busy office environments.

Sharp's MX-3071/4071/5071 all take the same toners and parts.

Features at a glance

- ◆ 30 / 40 / 50 PPM Black & White - 30 / 40 / 50 PPM Color Output - **Networked**
- ◆ Paper capacity maximum: 6,300 sheets
 - 650 Standard - One 550 sheet paper drawer and 100 sheet bypass tray
 - Optional Stand with (1) x 550 sheet paper drawer
 - Optional Stand with (2) x 550 sheet paper drawers
 - Optional Stand with (3) x 550 sheet paper drawers
 - Optional Stand with (1) x 550 sheet paper drawer + 2,100 sheet split tandem paper drawers
 - Optional 3,000 sheet large capacity tray
- ◆ Standard security feature erases memory on the hard drive by overwriting data up to ten times
- ◆ Automatic walk-up motion sensor wakes the machine from sleep mode so it's ready within seconds
- ◆ Award-winning 10.1" (diagonally measured) customizable touchscreen display with a clean design enables easy access to features and functions when setting up jobs
- ◆ Standard 150-sheet duplexing single-pass document feeder scans documents at speeds up to 220 images per minute
- ◆ Access popular cloud services, such as Microsoft® OneDrive™ for Business, SharePoint® Online, Google Drive™, Dropbox and more with Sharp's Cloud Connect feature. And with Sharp's Application Portal, administrators can add or update apps right from the MFP.
- ◆ Sharp's MFP Voice feature enables users to control the device with simple verbal commands. Experience a hands-free, voice-first interaction powered by Amazon Alexa. (optional hardware required)
- ◆ Standard wireless networking feature can connect directly to your network or to mobile devices for convenient scanning and printing with the Sharpdesk® Mobile App
- ◆ Full-size retractable keyboard allows quick, easy and accurate data entry
- ◆ 1200 x 1200 dpi printing produces razor-sharp documents
- ◆ Easily convert documents to popular Microsoft® file formats as well as a variety of PDF formats. You can also direct print these file types from thumb drives, cloud applications and more. This function is enabled via Qualcomm® DirectOffice™ technology.
- ◆ Network ready PCL®6 and Adobe® PostScript® 3™ printing systems ensure your documents print with the clarity and formatting you expect
- ◆ Color Consistency System delivers high quality color output and helps maintain optimum image balance and toner density page after page
- ◆ Flexible paper handling system supports media up to 110 lb cover and up to 12" x 18" through the paper trays
- ◆ Dimensions 24" (w) x 26" (d) x 33" (h)
(Measurements for base model without Stand)



MX-4071 shown with optional accessories

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MX-7081 / MX-8081 Networked Digital Color Copier

The Sharp MX-7081 and MX-8081 color document systems are designed using the latest technology available to deliver the performance, features and reliability needed in today's busy workplace. Built for high-volume environments, central reprographics departments and copy rooms, these document systems are complemented by the robust paper handling and productive output capabilities once found only in commercial print facilities. These models also offer leading-edge security features to help businesses protect their data and personal information.

Sharp's next generation Color Consistency System helps ensure brilliant color output, page-after-page and job-after-job, for repeatable, high-quality results. Businesses can rest assured that producing professional-looking color documents in-house can be easier and more economical than ever before.

The MX-7071 and MX-8081 high speed color document systems are also easy to use and offer enhanced productivity, all to provide customers with a seamless, intuitive experience and the confidence in knowing their jobs will come out right the first time, every time.

Features at a glance

- ◆ 75 / 80 PPM Black & White - 70 / 80 PPM Color Output - **Networked**
- ◆ Paper capacity maximum: 8,500 sheets
 - 3,100 Sheets Standard Paper Capacity - Tandem Sheet Drawer: One 1,200 sheet paper tray, One 800 sheet paper tray, Two 500 sheet paper trays and One 100 Sheet Multi-bypass Tray
 - Optional 3,500 sheet letter-size large capacity cassette
 - Optional 3,000 sheet letter / legal / ledger-size large capacity cassette
 - Optional 5,000 sheet letter / legal / ledger / 12" x 18" large capacity 2 drawer tray
- ◆ Full-size retractable keyboard allows quick, easy and accurate data entry
- ◆ Advanced finishing options including a multi-folding unit and multi-position staple and saddle finisher selection
- ◆ A powerful embedded Fiery® Color Print Server is available for environments that require precision color control and job management
- ◆ Supports the Sharp OSA® development platform
- ◆ The available Sharp MFP Voice feature enables users to control the device with simple verbal commands. Experience hands-free, voice-first interaction with Amazon Alexa.
- ◆ The Sharp Color Consistency System with next generation image process control delivers high quality color output and maintains optimum color balance and toner density page after page
- ◆ Quickly scan both sides of a document at once with the standard 300 Sheet Duplexing Single-Pass Feeder
- ◆ Scan preview feature offers on-the-fly page editing with easy fingertip navigation
- ◆ Easily access popular cloud applications, including Microsoft® OneDrive® for Business, SharePoint® Online, Box and Google Drive™, with the Sharp Cloud Connect feature.
- ◆ Triple air-feed paper handling option offers high reliability and is virtually maintenance free
- ◆ 1200 x 1200 dpi printing provides beautiful images and enhanced clarity for fine details such as small text and graphics
- ◆ Scans documents at up to 240 images per minute in both Black and Color
- ◆ Network ready PCL®6/PS3 printing system with direct print function
- ◆ Flexible paper handling system feeds up to 110 lb cover stock through paper trays and through bypass tray
- ◆ Dimensions 33-1/4" (w) x 33-1/4" (d) x 49" (h)



MX-8081 shown with optional accessories

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Jamex 9557B Coin Op

All options include (6) Jamex Coin Ops. Each Coin Op will be installed and connected to payment units. A.D. Solutions will provide installation, configuration and services required for each Jamex unit at no additional charge to Lake County.

As an additional option in order to preserve costs, Lake County can elect to maintain the currently installed Jamex coin ops. The proposed new Sharp MFDs are also compatible with the existing Jamex 9557B Coin Ops currently installed at Lake County. The new Sharp MFDs can be connected to the existing units to help reduce the CPC rate vs. having to order new models.

9550 Series - Network Enabled Solutions with Expanded Payment Methods

MODEL 9557 - MOBILE PAY NETPAD



Model 9557 Mobile Pay NetPad

- Expanded payment method includes cash, credit/debit cards and mobile devices
- Supports EMV (Chip, Tap, Mobile Pay) and mag stripe
- Touchscreen display guides patron workflow, shows prices and job totals
- Prices can be set for Cash vs Credit for all vended functions
- Fully certified P2PE solution eases compliance requirements
- Web based administration portal for credit card transaction review and reporting
- Accepts any combination of nickels, dimes, quarters, dollar coins, \$1, \$5, \$10, \$20 bills and gives change
- Includes bypass key for service/staff copies with enhanced features of time or value limits for no-charge use
- Includes enhanced currency handling and enhanced functionality of the 9557



Dimensions: 17.25" x 31.5" x 10" | Shipping Weight: 60 lbs.

OPTIONS

- High capacity coin changer
- Multiple mounting options
- Extended warranty
- Jamex Software Suite Administrator (meter and event activity email reporting)

9550 SERIES SUPPORT

- Unmatched two-year warranty
- Toll-free technical support
- Warranty parts ship overnight, no charge
- Instructional video library for common service/support items

Cost recovery and workflow offering

Sharp Electronics and A.D. Solutions can assist Lake County in gaining control of printing costs with **fleet-wide enterprise level solutions** such as PaperCut. This solution offers reporting, secure print, rules-based printing, and load balancing while utilizing current authentication methods currently in place by Lake County. For example, a user would be required to scan an ID card to gain MFP access to copy, scan or release securely held print jobs. The same process could be applied to print devices via a print release station device placed next to the printer.

For load balancing or rules-based printing, a print job can be directed to the most appropriate and cost-effective print device based on job attributes. Mobile printing can be tracked and secure as well offering a much more efficient experience for users. Various reports can be generated, providing analytics on printing activities as it applies to departments, devices, and users.

PaperCut Print Management Software

PaperCut is a cost-effective print management solution that leverages the capabilities of your print devices to provide tracking and billing of “off the glass” copying, faxing, and scanning as well as secure release and follow me printing. PaperCut provides integration with Sharp’s MFDs, enabling the tracking and billing of “off the glass” copying, faxing and scanning. The solution uses Sharp’s devices’ built-in touch screen to provide a rich set of application features for walk-up copier, fax and scan usage, including:

- End user authentication including integration with single sign-on environments such as Active Directory, Open Directory, eDirectory, LDAP and others
- Optional proximity card swipe authentication (via standard USB based readers)
- Group-based access control to the device and color copying
- Monitoring and control of photocopying (quotas, charging, allocation and logging)
- Allocation of copying to accounts/departments/cost-centers/projects
- Releasing jobs from a hold/release queue (secure printing)

PaperCut is hardware vendor and operating system agnostic. In other words, it works with most copier and printer hardware and supports all major operating systems. PaperCut integrates well with existing networks by automatically importing user and group information from Active Directory, Novell eDirectory, LDAP, and other domain sources.

PaperCut Offering – Pricing Option # 3 / Pricing Option #4

Our recommendation is to provide an on-premise solution to be installed on the Central site's server using Microsoft SQL server on a dedicated Print Spooler physical or virtual server for each of Lake County sites. The Central Server will require the PaperCut Application Server.

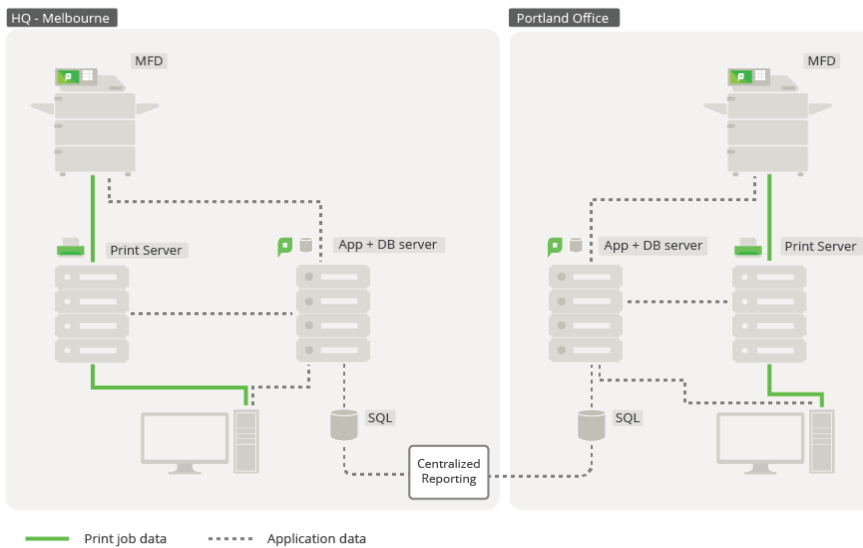
Solution Includes

- Deployment & Configuration of Papercut MF Application Server
- Unlimited Site Servers
- Unlimited Users
- On-site and remote training
- Sharp MFD OSA embedded licenses
- Mobile and BYOD printing (Chromebooks, Android, macOS, iOS, Windows)

- Find-Me Printing and Web Based Printing
- Access Control and Secure Release
- Robust reporting tools
- Support and Maintenance

Implementation

- Installation on a dedicated Application Server physical or virtual server using Microsoft SQL server
- Configuration of all system settings and custom settings to the requirements of Lake County, import AD LDAP and setup Papercut print rules and features.
- Installation of print drivers hosting the Papercut software where the spoolers are located. Install all applications that communicate with Papercut.
- Import existing data into Papercut to transfer user accounts and balance transfers (if applicable).
- Connect single unit rollout to test Papercut communication, authentication, and ensure that all features are operating normally.



Multiple site, multiple print server, multiple Application Servers

Application Servers

PaperCut will be installed at each of the Lake County sites of a multiple site organization as if each site itself were a separate installation of PaperCut. PaperCut has the ability to link separate Application Servers together for reporting purposes. Each individual site then has the ability to function and be administered autonomously, relying only on the links between the sites when there is a need to run a report from the Central Reports

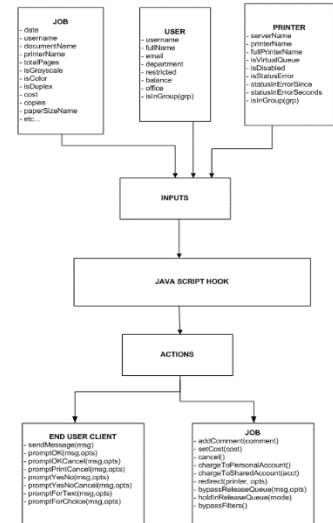
	Benefits	Considerations
Multi site, multi Application Servers	<ul style="list-style-type: none"> ● Doesn't require robust WAN ● Enables decentralized and parallel deployment and setup ● Decentralized administration ● Enables rolling updates ● Consolidated reporting is available 	<ul style="list-style-type: none"> ● Each site requires an independent implementation ● Overall setup for all sites requires more time ● No job roaming across sites (Find-Me)

Rules-Based Scripting

For more advanced customization, PaperCut has in-built filters and restrictions you can leverage Advanced Scripting. To make it easy to get started, advanced scripting comes with dozens of pre-written recipes. Looking at these is a great way to understand their power.

Examples include:

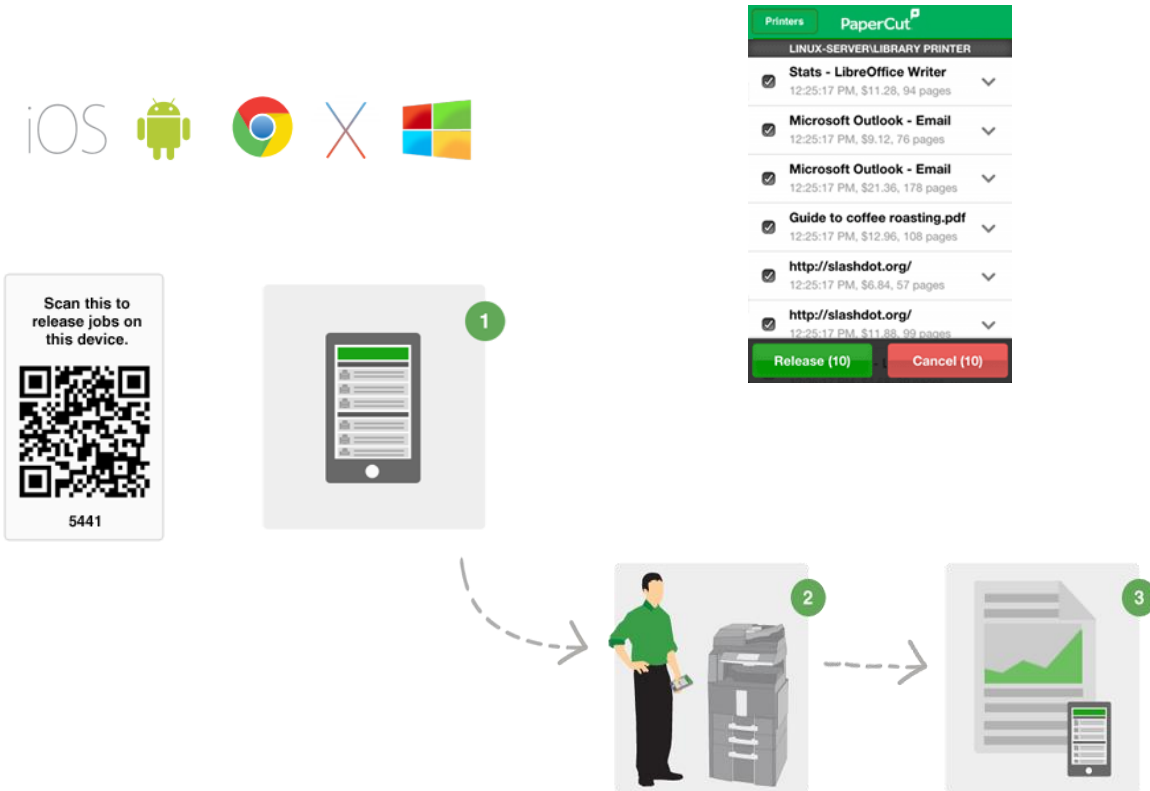
- Display a popup message if a user forgets to select duplex on large jobs.
- Show a dialog displaying environmental impact statistics about their job, such as, the amount of carbon dioxide equivalent greenhouse gases produced.
- Prompt the user to confirm large jobs before printing.
- Automatically route large jobs to more efficient high-volume printers.
- Provide discounts during off-peak times.
- Least-cost routing - suggesting a more cost-effective printer.



Mobile Print Solution

PaperCut Mobility Print

With PaperCut's Mobility Print, Lake County's staff will increase their productivity with automated and simple setup and printing that just works. Employees will send their print jobs to a print server for print job queueing. Using the Mobility Print app, staff can then release their print jobs by logging into their mobile app, selecting their desired print job and simply scan the QR code on the printer with their mobile, which will automatically open the mobile release queue for the scanned printer. They can then release their print job with ease.



While staff can search to locate a device by entering the equipment ID, QR codes provide a mechanism to launch Mobile Print Release directly with the printer automatically selected.

Additionally, the Web Print option gives users easy access to print Microsoft Office, PDF, and image files directly from the browser, even when they are not on site or connected to the local print network. Combine this with Email to Print, and users have the option to email their jobs to an address you create (e.g. printme@organization.net), and their documents will print at an authorized printer within your environment, making guest printing as easy as PaperCut.

Attachment 4 Supporting Documentation

6. MINIMUM SERVICE REQUIREMENTS

- 6.1 Proposed solutions must include MFD and MPS service offerings.
[Sharp and A.D. Solutions comply in full.](#)
- 6.2 The pricing submitted in Attachment 2 must show clear evidence of fair and reasonable pricing and must not involve any minimum production (copy, print and scan) quantities in support of cost-per-copy pricing.
[Sharp and A.D. Solutions comply in full.](#)
- 6.3 The County will not consider payment of a property or Ad valorem tax for any cost-per copy program.
[Sharp and A.D. Solutions comply in full.](#)
- 6.4 The Vendor's proposal must be able to provide evidence of previous successful performance in the provision of MFD equipment and service, and provision of full MPS services.
[Sharp and A.D. Solutions comply in full. See Attachment 3, Vendor Profile.](#)
- 6.5 The vendor will not charge for overnight shipping on toners and waste containers. Toners and consumables shall be interchangeable within models.
[Sharp and A.D. Solutions comply in full.](#)
- 6.6 The vendor will not charge for device relocations throughout the County. This includes removing and reinstalling devices, transportation, testing, and training if needed.
[Sharp and A.D. Solutions comply in full.](#)
- 6.7 Devices will have User Code capability, with optional unique codes for each department, program, or user.
[Sharp and A.D. Solutions comply in full. All Sharp MFDs have user codes capability per department, program or user.](#)
- 6.8 Devices shall have ethernet connectivity. Wireless connectivity is optional but if included, should be WPA2 and WPA2- Enterprise compatible and AirPrint-capable. Devices shall also be SMBv2 and SMBv3 compliant.
[Sharp and A.D. Solutions comply in full. All Sharp MFDs have WiFi, WPA2, WPA-2 Enterprise, Airprint and are SMBv2 and SMBv3 compliant.](#)
- 6.9 Devices shall have fax and scan capabilities. Scanning destinations shall include email and network destinations. Scan and fax shall be no charge to the County.
[Sharp and A.D. Solutions comply in full. All Sharp MFDs have fax and scan capabilities with email and network destinations.](#)
- 6.10 Devices shall be able to scan to multiple file formats such as PDF, PDF/A and TIF. Advanced features such as scan to Word, Excel and OCR capabilities are optional.
[Sharp and A.D. Solutions comply in full. All Sharp MFDs scan in the required formats and each machine come standard with OCR capabilities.](#)
- 6.11 The vendor must be able to respond rapidly and effectively to maintenance and service requirements. Vendors shall clearly detail the maintenance structure and capability associated with the existing contract being proposed for County use, and the vendor's specific plan and capability to provide the required service.
[Sharp and A.D. Solutions comply in full. See MFP and Managed Print Services Maintenance.](#)
- 6.12 The vendor shall provide initial and ongoing training on the equipment in all offices at no additional cost to the County.
[Sharp and A.D. Solutions comply in full. See Training Online and Onsite.](#)
- 6.13 The solutions proposed shall include surge protectors.
[Sharp and A.D. Solutions comply in full.](#)

- 6.14 The Contractor shall keep complete equipment log/records that shall be available to Lake County documenting all programming changes, software installs, upgrades, and trouble fixes, including those done remotely, and provide support to all Lake County sites.
[Sharp and A.D. Solutions comply in full. See Equipment Log/Records, Install Tracking and Service History](#)
- 6.15 The Contractor shall provide printing and document management advisory services based on industry trends and innovation to improve document printing for Lake County.
[Sharp and A.D. Solutions comply in full.](#)
- 6.16 The Contractor shall supply new MFDs, not used or refurbished, at the start of the contract. All equipment shall be new and assembled for the first time from new components by the manufacturer. All equipment performance and reliability standards shall conform to the contract requirements.
[Sharp and A.D. Solutions comply in full.](#)
- 6.17 The Contractor shall provide equipment that supports the County's historical volumes. If the County determines at any time that the supplied equipment is insufficient for the County's needs, the Contractor shall be required to provide equipment that is sufficient.
[Sharp and A.D. Solutions comply in full.](#)
- 6.18 The Contractor shall coordinate with Lake County authorized personnel for the installation and configuration of each device as well as any additions, changes or moves concerning any related goods/services.
[Sharp and A.D. Solutions comply in full. See Implementation Plan](#)
- 6.19 The Contractor shall furnish, install, and maintain all equipment in accordance with the OEM manufacturer's specifications. The County will operate equipment within these parameters.
[Sharp and A.D. Solutions comply in full.](#)
- 6.20 The Contractor shall have in place an inventory and delivery system for parts in quantities sufficient to fulfill the requirements of the contract.
[Sharp and A.D. Solutions comply in full.](#)
- 6.21 The Contractor shall deliver, install and make ready each printing device to the site specified by Lake County within thirty (30) business days following the date of receipt of purchase order. All printing devices shall be delivered, configured, installed and made ready for use prior to the commencement of the agreement. The Contractor shall clean area and properly dispose of all packing materials, boxes, etc. after installation.
[Sharp and A.D. Solutions comply in full.](#)
- 6.22 The Contractor shall be responsible for examining each delivery site to advise and coordinate with Lake County staff of any safety, space or special requirements that are to be met prior to delivery of equipment.
[Sharp and A.D. Solutions comply in full.](#)
- 6.23 Any additional request for equipment by Lake County during the contract period shall result in the equipment being added as additional equipment to the original agreement and shall have no extended contract expiration date.
[Sharp and A.D. Solutions comply in full.](#)
- 6.24 The Contractor, as owner of the equipment, shall bear the responsibility of obtaining insurance against loss or damage or property due to accidents, theft, vandalism, and acts of nature, i.e., earthquakes, fire, floods, lightning, etc. Lake County shall not be required to obtain insurance on any of the equipment furnished by the Contractor.
[Sharp and A.D. Solutions comply in full.](#)

7. PREVENTATIVE MAINTENANCE AND SERVICE REQUIREMENTS

- 7.1. The Contractor shall provide preventive and remedial maintenance service during the County's normal business hours to keep the equipment in good working order. Business hours for most locations are Monday-Friday, 8am-5pm.
[Sharp and A.D. Solutions comply in full.](#)

- 7.2. The Contractor shall provide non-critical equipment on-site service within eight (8) business hours of being notified.
[Sharp and A.D. Solutions comply in full.](#)
- 7.3. For identified critical equipment, the Contractor shall provide on-site service repairs within four (4) hours of being notified. These requests shall be given higher priority.
[Sharp and A.D. Solutions comply in full.](#)
- 7.4. Response time shall not include any period outside Lake County's normal business hours or any actual time required by the service technician to repair the equipment after arrival.
[Sharp and A.D. Solutions comply in full.](#)
- 7.5. Preventive scheduled maintenance shall be provided in accordance with the manufacturer's specifications.
[Sharp and A.D. Solutions comply in full. See Preventative Maintenance](#)
- 7.6. The Contractor shall supply the MFDs, scheduled routine maintenance, repairs, all parts including drums, rollers and all consumables (except paper) including staples. In addition, all MFDs supplied at the time of initial installation shall be current models of modern technology using dry toner and/or solid ink, and not having been out of production for more than one year.
[Sharp and A.D. Solutions comply in full. See MFP and Managed Print Services Maintenance.](#)
- 7.7. All parts and components supplied by the Contractor in the process of maintaining and servicing the new equipment for the duration of the contract shall be new Original Equipment Manufacturer (OEM), or rebuilt OEM parts by the manufacturer of the equipment. Rebuilt parts and components shall be guaranteed to perform so the product specifications are met.
[Sharp and A.D. Solutions comply in full. See Same Day OEM Parts and Supplies.](#)
- 7.8. The Contractor shall provide replacement and back-up printing equipment. Replacement MFs are defined as printing equipment that shall be installed to replace a malfunctioning printing device and shall remain on-site for the term of the contract. Replacement MFDs shall be guaranteed to perform and be subject to the same service requirements and maintenance as the original devices. Back-up printing equipment (loaners) are defined as MFDs that shall be installed on a temporary basis while the malfunctioning printer device is repaired or until a replacement device is installed. Back-up equipment (loaners) shall be required for printing devices which have been down for sixteen (16) consecutive hours. Back-up printing equipment (loaners) shall be of the same category or higher than that of the device being replaced and be subject to the same service requirements and maintenance as the original device.
[Sharp and A.D. Solutions comply in full. See Loaner Copiers and Repair and Replacement of Malfunctioning Units.](#)
- 7.9. Technical support shall be provided on the same day a service call is placed, unless call is placed after 3:00 pm.
[Sharp and A.D. Solutions comply in full. See MFP and Managed Print Services Maintenance.](#)
- 7.10. Service calls may be placed online or by phone.
[Sharp and A.D. Solutions comply in full. See MFP and Managed Print Services Maintenance.](#)
- 7.11. Only fully trained and qualified technicians shall perform preventative maintenance repairs on equipment.
[Sharp and A.D. Solutions comply in full. See Preventative Maintenance.](#)
- 7.12. All efforts should be made to prevent repeated service calls for recurring problems on the same device. If the Contractor's service technician fails to successfully repair a recurring problem, Lake County may, at its sole discretion, require replacement equipment. If Lake County elects to have the equipment immediately replaced with an equivalent, the following provisions shall apply:
- i. Replacement shall meet the approval of Lake County's Project Manager
 - ii. Contractor shall bear the cost for the removal of the original equipment and the cost for delivery of the replacement.
 - iii. Period of contract shall remain the same as on the original equipment.
 - iv. The standard or per-copy cost of the replacement shall not exceed the current contract price.
- [Sharp and A.D. Solutions comply in full. See Repair and Replacement of Malfunctioning Units](#)

- 7.13 The County requires 6 (six) coin operated full-size MFDs to be installed and connected with payment units. Payment units and interface cables will be supplied by County Library Services. These MFDs shall print in color and have the capability to copy, print and scan (for email attachments). These units are not required to hole punch, staple, or collate. Each MFD should be compatible with Jamex 6557 or equivalent payment modules. The money in the MFDs and servicing of the payment modules will be managed and retained by County Library Services.
[Sharp and A.D. Solutions comply in full. See Proposed Solution.](#)
- 7.14 The Contractor shall be required to provide up-time on all devices of at least 96% during every calendar month. Down-time is calculated from the time Lake County places the service call and ends when the machine is up and running correctly. If the machine does not meet the 96% requirement during the month, the Contractor shall be required to provide a credit to Lake County against the invoice for the machine equal to the amount of downtime as calculated against projected monthly usage.
[Sharp and A.D. Solutions comply in full.](#)
- 8. LAKE COUNTY PERSONNEL EQUIPMENT TRAINING**
- 8.1 At a mutually agreed upon date and time, the Contractor shall provide training to Lake County personnel at each designated site following the delivery of equipment.
[Sharp and A.D. Solutions comply in full. See Training Online and Onsite.](#)
- 8.2 Training shall include instructions on the proper use of equipment and features, briefing on the safety precautions, how to load paper, toner, clear paper jams and other how to's that are unique to the specific equipment.
[Sharp and A.D. Solutions comply in full. See Training Online and Onsite.](#)
- 9 REPORTING AND INVOICING REQUIREMENTS**
- 9.1 No minimum volume allowances or overage rates on any print device is allowed. All cost per copy charges are to be billed on actual usage. MFD rates stated in the pricing sheet must be an all-inclusive rate which includes equipment, supply costs, transportation, delivery, installation, repair, maintenance, consumables, overhead and profit.
[Sharp and A.D. Solutions comply in full. See Proposed Solution.](#)
- 9.2 The Contractor shall submit a monthly invoice and supporting documents which may include the following fields, but is not limited to:
- i. Description of make and model
 - ii. Serial number
 - iii. Location of device
 - iv. Equipment identifier or asset tag
 - v. Print volumes based on black & white and color usage
 - vi. Per-copy cost total per device
 - vii. User code cost total
- [Sharp and A.D. Solutions comply in full.](#)
- 10 ADDITIONAL EVALUATION CRITERIA**
- 10.1 Describe how your firm uses print management tools to support effective printing practices and provide specific example, using the information provided, where Lake County would benefit from utilizing your firms proposed solution.
[Sharp and A.D. Solutions comply in full. See Suggested Rule-Based Printing](#)
- 10.2 Describe the firm's ability to seek greater benefits and look for opportunities to driver further cost savings, improve productivity, energy savings and cost effectiveness as described in the Scope of Work.
[Sharp and A.D. Solutions comply in full. See Cost Savings Productivity](#)
- 10.3 Describe your firms recycling program for equipment and toner and how your firm determines equipment end of life.
[Sharp and A.D. Solutions comply in full. See Sustainability and Recycling Plan](#)
- 10.4 Is the cost for a 8.5 x 11 printed page (or larger) count as one page or two?
[Sharp and A.D. Solutions comply in full. 8.5 x 11 and 8.5 x 14 count as one. 11x17 count as two.](#)

- 10.5 Describe how your firm prioritizes routine service calls, preventative maintenance, delivery, equipment installation and configuration.
[Sharp and A.D. Solutions comply in full. See MFP and Managed Print Services Maintenance.](#)
- 10.6 Describe your firms philosophy and practice of delivering customer service.
[Sharp and A.D. Solutions comply in full. See MFP and Managed Print Services Maintenance.](#)
- 10.7 Describe how your firm provides productivity and automation tools that would benefit Lake County.
[Sharp and A.D. Solutions comply in full. See MFP and Managed Print Services Maintenance.](#)
- 10.8 Describe how your firm will provide technical support for your firm's proposed managed print services.
[Sharp and A.D. Solutions comply in full. See MFP and Managed Print Services Maintenance.](#)
- 10.9 Describe how your firm maintains inventory parts to service equipment to adequately meet Lake County's needs.
[Sharp and A.D. Solutions comply in full. See MFP and Managed Print Services Maintenance.](#)
- 10.10 Discuss the availability and accessibility of the proposed key personnel and support staff that will be assigned to this project.
[Sharp and A.D. Solutions comply in full. See Roles and Responsibilities.](#)
- 10.11 Describe your process used in the destruction of data stored on hard drives contained on printing devices at end of life?
[Sharp and A.D. Solutions comply in full. See End of Life Device Management.](#)
- 10.12 Describe your firms approach to ensuring effective coordination between your firm's point of contact and Lake County during the equipment delivery, pre-installation, installation, and equipment training as part of the implementation process for each location.
[Sharp and A.D. Solutions comply in full. See Implementation Plan.](#)
- 10.13 Lake County may require a device to be moved to a different location within the County. How is this handled?
[Sharp and A.D. Solutions comply in full. All new and existing installations and moves are handled the same way as new installations. See Implementation Plan.](#)
- 10.14 Describe how your firm uses print management tools to support effective printing practices and provide specific example, using the information provided, where Lake County would benefit from utilizing your firms proposed solution.
[Sharp and A.D. Solutions comply in full. DUPLICATE \(10.1\)](#)
- 10.15 Describe the firm's ability to seek greater benefits and look for opportunities to driver further cost savings, improve productivity, energy savings and cost effectiveness as described in the Scope of Work.
[Sharp and A.D. Solutions comply in full. DUPLICATE \(10.2\)](#)
- 10.16 Describe your firms recycling program for equipment and toner and how your firm determines equipment end of life.
[Sharp and A.D. Solutions comply in full. DUPLICATE \(10.3\)](#)

Responses to the following questions are stated below:

- 6.11** *The vendor must be able to respond rapidly and effectively to maintenance and service requirements. Vendors shall clearly detail the maintenance structure and capability associated with the existing contract being proposed for County use, and the vendor's specific plan and capability to provide the required service.*
- 7.1** *The Contractor shall provide preventive and remedial maintenance service during the County's normal business hours to keep the equipment in good working order. Business hours for most locations are Monday-Friday, 8am-5pm.*
- 7.6** *The Contractor shall supply the MFDs, scheduled routine maintenance, repairs, all parts including drums, rollers and all consumables (except paper) including staples. In addition, all MFDs supplied at the time of initial installation shall be current models of modern technology using dry toner and/or solid ink, and not having been out of production for more than one year.*
- 7.9** *Technical support shall be provided on the same day a service call is placed, unless call is placed after 3:00 pm.*
- 7.10** *Service calls may be placed online or by phone.*
- 10.6** *Describe your firm's philosophy and practice of delivering customer service.*
- 10.7** *Describe how your firm provides productivity and automation tools that would benefit Lake County.*
- 10.8** *Describe how your firm will provide technical support for your firm's proposed managed print services.*

MFP and Managed Print Services Maintenance

A.D. Solutions will implement a strong preventative maintenance program. This program will have a robust capacity to monitor devices to troubleshoot device problems or anticipate the need to replace consumable products such as toner, drums and fuser units using FMAudit and MICAS embedded software. Lake County employees will be able to easily report device problems and failures to knowledgeable and helpful customer service representatives and technicians via, direct 800 telephone number or via MFD Automated Response. Responses to calls for service needs will occur within Service Tier time limits and will be directed to onsite technicians. Repairs and maintenance will be performed according to SLA guidelines to maximize device availability.

A.D. Solutions recognizes that meeting customer expected service levels ensures high customer satisfaction and continuity. A.D. Solutions has established a strong training program requiring factory certification and ongoing on-line training for all technicians, for each model that they service. A.D. Solutions maintains a dedicated service site (available 24/7) which enables technicians to access Drivers, firmware, Service Bulletins, Training Videos and more. This site includes a "Search Tool" which aids the service technician to pinpoint available service information and training tools.

A.D. Solutions Technology Integration Managers will have both extensive product specific training and have achieved A+ Certification. Having A+ certification provides our technicians a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking. For full networking support, A.D. Solutions employ dedicated network support specialists to support connectivity issues with our products and for liaison with your IT staff as the need arises.



One strategy A.D. Solutions used for other districts of similar size is assigning dedicated field technicians. For this requirement, A.D. Solutions will provide 2 dedicated technicians that will manage Lake County locations. All technicians are factory trained on the latest equipment and software with ongoing training every quarter.

A.D. Solutions utilizes a specialized and internally integrated system to manage our field service technicians called Datablaze. Datablaze utilizes geotagging, best route guidance and a sophisticated parts management system to ensure that your service needs are met. In addition to 2 dedicated service technicians, our Service Manager will manage the 2 dedicated technicians and will provide overlapping coverage in cases of call escalation, high call volumes or any surge needs.

A.D. Solutions will actively manage the fleet of multifunction devices and the selected rules-based software (Papercut) over the term of the contract. Proper management requires initiative, creativity, and responsiveness in seeking optimization of MFD and software deployment. Additionally, A.D. Solutions will provide comprehensive training, ongoing monitoring and analysis of device usage patterns.

MPS 365/24/7 Service with FMAUDIT and MICAS

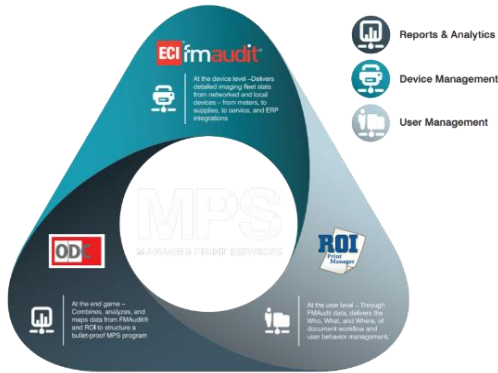
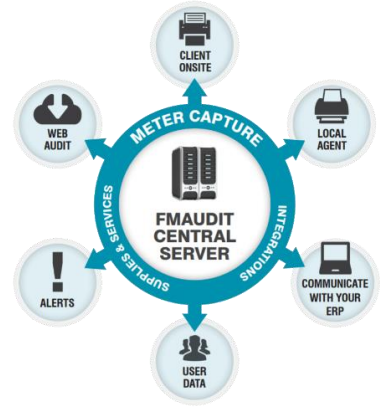
A.D. Solutions provides 365/24/7 service with our real-time device MFD and print devices monitoring software. A.D. Solutions utilizes both software's to execute robust, round the clock critical service and device monitoring functions such as:

- Meter collection- for accurate and timely billing
- Toner status- low toner alerts automate toner shipment requests
- Service alerts- automates and accelerates service requests in real time
- Access to audit histories- current and historical service and supply status
- Reports- can run on a preset schedule and will provide data on command
- Errors and alerts- provides technical information to your dedicated service technicians

FMAudit Central and FMAudit Onsite

FMAudit Central is a data repository and customer portal. It's used for the collection of automated meters, toner status, and service alerts from FMAudit Onsite. This eliminates time consuming onsite visits while increasing the accuracy and timely delivery of information. Alternatively, the WebAudit module allows customers with access to Central, to access their account, initiate the meter collection, view audit histories, generate reports (scale reports by department, location, group, or other criteria) and other useful features.

Data from FMAudit Onsite (customer site) is received on a pre-scheduled date/time via XML and consolidated into a SQL database. Additionally, on-site sends meters details, consumables information, and service errors from customer's print devices. Useful Reports Secure logins let authorized users generate reports on your printer/MFD assets through an intuitive web browser interface. In addition to a wide variety of customizable reports, there are many predefined searches to help you with data mining for identifying useful information.



Bi-Directional Sync with E-Automate enables our system to generate invoices upon alerts automatically. i.e., a low toner alert is sent, E-Automate then creates a toner order automatically for that device using its serial number and location listed in our database. Bi-directional meter synchronization helps ensure accuracy, so invoices sail through customer approval with ease, resulting in quicker response time.

MICAS Monitoring, (Embedded on each device-no software required)

The MICAS Service (“MICAS”) is a cloud-based service application and real-time monitoring agent (“MICAS Agent”) which collects and reports information on MFD device status, usage counts, supply levels, errors and alerts and provides a library of support resources to assist Sharp and A.D. Solutions field service technicians.

- Automatic collection of meter data
- Optimized device uptime for customer convenience
- Real-time device status notifications to Sharp and A.D. Solutions
- Compatible with Sharp and other OEM devices



MICAS AGENT - Optional

The MICAS Agent automatically collects real-time data using SNMP and transmits updates to the MICAS server using HTTP web services. The MICAS Agent also provides device information, troubleshooting and an end-user dashboard for Lake County. MICAS utilizes request signing for web service calls.

MICAS Reporting

A.D. Solutions uses MICAS, a powerful business intelligence software for performance and data reporting and quarterly business reviews. Account data is compiled to create reporting on service trends, volume trends, device utilization, optimization recommendations, billing history and fleet overviews. Customized dashboards are created and allow for engagement and future planning.

Dashboard

Selected Customer: [Dropdown] | Select

REPORTS | METERS | TONER | ALERTS | AGENTS | REPORTS

Unreported: 182 | RED Key Reported: 25 | Unreported: 14 | Never Reported: 12 | Occurrence: 0 | Damaged: 0

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CUSTOMER	PRODUCT	MODEL	MANUFACTURER	SERIAL #	MACHINE CODE	LOCATION	# ADDRESS	MSNO	COLOR	TOTAL	FIRST REPORTED	LAST REPORTED
01188	MX-6500N/7500N	MX-6500N	Sharp	25000001	01188	MX-6500N/7500N	1000	1000	0	1000	10/10/2018	10/10/2018
01189	MX-6500N/7500N	MX-6500N	Sharp	25000002	01189	MX-6500N/7500N	1000	1000	0	1000	10/10/2018	10/10/2018
02226	MX-6500N/7500N	MX-6500N	Sharp	25000003	02226	MX-6500N/7500N	1000	1000	0	1000	10/10/2018	10/10/2018
02226	MX-6500N/7500N	MX-6500N	Sharp	25000004	02226	MX-6500N/7500N	1000	1000	0	1000	10/10/2018	10/10/2018
02226	MX-6500N/7500N	MX-6500N	Sharp	25000005	02226	MX-6500N/7500N	1000	1000	0	1000	10/10/2018	10/10/2018

MICAS Maintenance Reports and Trends

- Customer Reports
 - Maintenance Report
 - Transaction Log Report
 - Copy Counts Report
 - Toner Levels Report
 - Trouble Codes Report
 - R.E.D.
- Export Counters
- ROI Calculator

Maintenance Report

02226 Back

ORL-THING1 (Serial: 55002007)

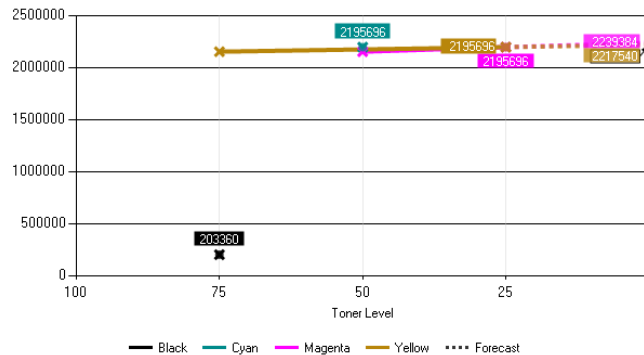
Product/Model: MX-6500/7500N / MX-6500N
Machine Code: ADS-02226

Machine ID: 02226

[Open in MICAS](#)

Counts	
Black/White	Color
229750	2566592

Toner Levels (Page Count) and Forecast Toner End



Current Toner Levels

	Level	Date	Pages	Forecast Toner End (Pages)	Forecast Toner End (Date)	Toner SKU
Black	75%	9/18/2018	203360	N/A	N/A	MX62NTBA
Cyan	50%	9/18/2018	2195696	N/A	N/A	MX75NTCA
Magenta	25%	9/18/2018	2195696	2239384	10/5/2018	MX75NTMA
Yellow	25%	9/18/2018	2195696	2217540	9/26/2018	MX75NTYA

MICAS Maintenance Task Reporting on when parts need to be replaced

Maintenance Tasks

Maintenance Required: TK1 (Primary Transfer Belt 300K) (Immediate)

Replacement of the Primary Transfer Belt is required. (300K).

Action

Remove and dis-assemble the Primary Transfer Unit .

Thoroughly clean the unit and check for any excess wear or damage.

Replace the Primary Transfer Belt Kit, Primary Transfer Blade Kit, and the Pre-Transfer Corona (PTC)Kit.

Re-assemble to complete the Maintenance Procedure.

Refer to the Primary Transfer Unit Maintenance Video for the complete Maintenance Procedure or See Section 10-57 of the Service Manual for the Procedure as well.

Conditions

Primary Section Print Counter \geq 300000

(Maintenance Transfer Counter)

Parts

Part Code	Name	Quantity
MX-620CU	PTC Kit	1
MX-620B1	Primary Transfer Belt Kit	1
MX-620TL	Primary Transfer Blade	1

MPS Service Tiers

As part of our MPS program, Lake County will benefit from our highly trained Service Technicians that will keep the fleet running in the best condition possible. We have identified a tiered system to highlight defined criteria such as level of urgency, resource allocation, and response times.



Service Tiers & Escalation

City of Orlando Managed Print Services

SHARP

Priority Level	Response Time	Criteria/ Definition	Urgency Level	Resources
Routine	<ul style="list-style-type: none"> (4) Four- hour Response. Automated or Live Response. 	<ul style="list-style-type: none"> Routine Priority Devices Individual, small group impact, or non-critical business tasks impact. Business efficiency may be temporarily affected. 	<ul style="list-style-type: none"> Timely resolution Required within two days or less. 	<ul style="list-style-type: none"> Dedicated Service Technician Availability Access to spare parts or loaner devices within 1 day.
Elevated	<ul style="list-style-type: none"> (2) Two-hour Response. Automated or Live response. 	<ul style="list-style-type: none"> Elevated Priority Devices have department wide impact. There are no workarounds and mission critical operations are impacted. 	<ul style="list-style-type: none"> Expeditious resolution required. one day or less. 	<ul style="list-style-type: none"> Dedicated Service Technician Availability Access to spare parts or loaner devices within 1 day.
Critical	<ul style="list-style-type: none"> 1 hour response- may be automated or live response 	<ul style="list-style-type: none"> Critical Priority Devices have organization wide impact. There are no workarounds and mission critical operations are impacted. 	<ul style="list-style-type: none"> Immediate resolution Required within two hours or less. 	<ul style="list-style-type: none"> Dedicated Service Technician Availability On-site availability of spare parts or equipment and loaner devices

Response to the following questions is stated below:

6.14 The Contractor shall keep complete equipment log/records that shall be available to Lake County documenting all programming changes, software installs, upgrades, and trouble tickets, including those done remotely, and provide support to all Lake County sites.

Equipment Log/Records, Install Tracking and Service History

A.D. Solutions will provide Lake County a user ID to log into the ADS billing and service system software (E-Automate) LIVE to view all invoices, meter reads, service and supply statuses, shipment updates and dispatch notes. See <https://myadsusa.com/einfo>.

<p>Service Summary</p> <ul style="list-style-type: none"> • View pending calls • View scheduled calls • View dispatched calls • Request service calls • Search previous service calls <p>Equipment Summary</p> <ul style="list-style-type: none"> • View equipment on record • View equipment tied to a contract • View non-contract equipment <p>Meter Summary</p> <ul style="list-style-type: none"> • Record meters • View due meters • View meter history 	<p>Order Summary</p> <ul style="list-style-type: none"> • Submit new orders • View new orders • View picked orders • View shipped orders • View items on back order • View cancelled order <p>Account Summary</p> <ul style="list-style-type: none"> • View invoice history • View account status • View credit status • View credit limit • View aging report
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Performance Review and Service Evaluation







Sharp has a formal process for submitting design requests, design flaws, and any service issue requiring escalation. Frequently logged issues usually result in firmware updates and design changes to improve serviceability, product performance and customer satisfaction. There is both an online and manual system for managing the process.

Throughout the course of the agreement, A.D. Solutions will conduct regular meetings to discuss performance reviews, KPIs for service and uptime levels, device usage, supply usage, and print volume. Information about usage trends in device usage, print volume, b/w versus color, and other functions such as copy, scan and fax usage will be available and utilized to conduct analysis that will support and inform an efficient and effective program. We will produce, review and publish the Performance Scorecard and standards. Challenges or undesirable outcomes will be remedied through additional program and device training each quarter (or upon request during the County's critical times), load balancing review, right sizing reviews, and device optimization including print rules policy review and modifications.




Reporting and analytics will be instrumental toward discovering KPIs and trends. Not only will Sharp and A.D. Solutions have access to this information on demand and through automatic reporting, but these resources will remain available to Lake County and decision makers.

The following table of Standards of Performance Scorecard statistics are based on our current services and support as the incumbent for the 2017-2021 contract on existing Sharp MFDs.

Standards of Performance Scorecard

Performance Criteria	Standards of Performance	Current Performance	Performance Trend	Key Metrics/ Action Steps Taken
Average Break/ Fix Response Time 4 Hours	The average amount of time between the client initiated call and the arrival of the service technician on site.	100%		286 out of 368 service calls
Equipment UpTime 98%	The percentage that the equipment is available for use within the contracted period of coverage.	100%		274 Break/Fix incidents
First Call Fix 85%	The average number of times a device was successfully repaired during the initial call.	100%		253 out of 274 service incidents resolved on 1 st call
Hardware Recommendation	5 business days	100%		4 New device recommendations in 2017, average response time – 4 days
Hardware Delivery	10 Business days - standard configuration 20 business days for non-standard configuration,	100%		2017 – 77 devices installed within 10 calendar days for Lake County
Hardware Relocation/ Removal	5 business days	100%		2017 – All devices were removed within 5 business days

Performance Trend levels

-  Green box- Exceeds standards
-  Yellow box - Meets standards
-  Red box - requires attention



Responses to the following questions are stated below:

- 7.2** *The Contractor shall provide non-critical equipment on-site service within eight (8) business hours of being notified.*
- 7.3** *For identified critical equipment, the Contractor shall provide on-site service repairs within four (4) hours of being notified. These requests shall be given higher priority.*
- 7.9** *Technical support shall be provided on the same day a service call is placed, unless call is placed after 3:00 pm.*

Technical Support

Technical Support will be rendered on the same day a service call is placed. For the purposes of this agreement, *Technical Support* is generally defined as a request for support to fix a defect in an existing device or a request for support that involves functionality of the stated device. Technical Support is inclusive within the contract with no further cost. This support is provided by the appropriate A.D. Solutions help desk when it receives the Support Request from Lake County or by way of FMAudit or MICAS monitoring. This represents generalist support. If this level of support cannot resolve the problem, the Support Request is passed to A.D. Solution's Level-2 support, then to the support specialists.

Support Requests are taken by the Help Desk through email, online submission, phone call or automated response as follows:

8:00 a.m. – 5:00 p.m., EST, Monday – Friday
(After hours, leave a voice message for a return call the following business day.)

- (8) Eight hour service response time for non-emergency calls. (7.2 - Attachment 4)
- (4) Four hour service response time for emergency calls. (7.3 - Attachment 4)

During critical processing periods, support will be extended to after-hours for agreed-upon periods of support requested by Lake County contacting A.D. Solutions. Lake County shall notify the dedicated support team 48 hours in advance by phone or email.

Critical Service Response (Emergency)

During critical or emergency response for urgent situations, Lake County shall notify the dedicated support team by phone or email with a description of the emergency and a call will be dispatched to a live technician in an attempt to immediately repair via phone. If a repair cannot be completed via phone, the live technician will then escalate the service request for the next site visit.

Emergency supply requests will be delivered within 120 minutes of urgent request.

Service Response Time

Utilizing dedicated service technicians, A.D. Solutions service response time is guaranteed within four (4) working hours after receiving a break/fix request for service. A.D. Solutions will encourage and train Lake County staff on the procedures to place service requests for faster response times.

First Time Fix

The First Time Fix average rate shall be a monthly average of 85%+ for all service calls or better. First Time Fix is defined as the monthly percentage that devices were operable after the initial technician service call response. Device uptime levels are 96% or above.

Responses to the following question is stated below:

7.7 *All parts and components supplied by the Contractor in the process of maintaining and servicing the new equipment for the duration of the contract shall be new Original Equipment Manufacturer (OEM), or rebuilt OEM parts by the manufacturer of the equipment. Rebuilt parts and components shall be guaranteed to perform so the product specifications are met.*

Same Day OEM Parts and Supplies

Sharp Electronics certifies OEM replacement parts are available for (7) seven years from the installation date. And A.D Solutions certifies that repair parts will be stocked at our two Orlando warehouses. Our technicians will also be equipped with vehicle car stock inventory tailored to the Lake County device fleet, during the agreement term and/or extension. Replacement parts will be new. All consumable supplies/parts shall be received by the Key Device Contact (KDC) and delivered the same day if placed by 2 p.m. est or next day. With FM Audit installed, our services team will be able to proactively ship supplies via the automated system. Each Sharp MFD contacts FM Audit when supplies are low or about to expire enabling faster shipment with appropriate stock levels for each department. Consumable supplies and parts include replacement parts such as but not limited to the following: toner, waste container kit, developer, drums, blades, organic photoconductors, safety retrofits, rollers, belts, corona wires, platen, sensors, lenses, lubricants, PM kits, software, programming, emergency calls, and staples are to be supplied by A.D. Solutions.

Responses to the following question is stated below:

7.8 *The Contractor shall provide replacement and back-up printing equipment. Replacement MFDs are defined as printing equipment that shall be installed to replace a malfunctioning printing device and shall remain on-site for the term of the contract. Replacement MFDs shall be guaranteed to perform and be subject to the same service requirements and maintenance as the original devices. Back-up printing equipment (loaners) are defined as MFDs that shall be installed on a temporary basis while the malfunctioning printer device is repaired or until a replacement device is installed. Back-up equipment (loaners) shall be required for printing devices which have been down for sixteen (16) consecutive hours. Back-up printing equipment (loaners) shall be of the same category or higher than that of the device being replaced and be subject to the same service requirements and maintenance as the original device.*

Repair and replacement of malfunctioning units

At Lake County's discretion, any individual unit that experiences more than five (5) device related malfunctions (service calls), on five (5) separate dates within a sixty (60)-day period, A.D. Solutions shall replace the device with the same or equivalent model within 10 days for the remaining term of the contract and at no additional cost to Lake County.

Any system that abnormally functions within the first 90 days from installation requiring repeated service calls, A.D. Solutions shall replace said equipment with a new system with equal features and equal value. Replacement requirements and justification for replacement will be determined solely by Lake County. If equipment does not operate properly or cannot be maintained to the satisfaction of Lake County, A.D. Solutions agrees to replace the equipment with identical equipment or comparable quality equipment.

Loaner Copiers

At no cost, A.D. Solutions will furnish a "loaner" unit of similar speed and capabilities if the machine is inoperable for a period in excess of 1 day. A.D. Solutions will be responsible for loading device address book to loaner device and coordinating with the County IT staff to ensure all departmental staff are networked to the loaner device and the reinstalled permanent device and that billing is correct.

Responses to the following questions are stated below:

7.5 *Preventive scheduled maintenance shall be provided in accordance with the manufacturer's specifications.*

7.11 *Only fully trained and qualified technicians shall perform preventative maintenance repairs on equipment.*

Preventative Maintenance

Sharp's Preventive Maintenance (PM) program is based on the specific need of the individual machines installed as determined by Sharp. A.D. Solutions will schedule regular preventive maintenance service calls in advance with Lake County departments involved. The PM calls shall include, but are not limited to routine cleaning, lubrication, necessary adjustments, and replacement of unserviceable parts. Preventive/Scheduled maintenance shall be performed in accordance with Sharp's recommendation. In addition to Sharp's preventive maintenance policy, every emergency call includes a preventive maintenance check as follows:

- Complete operations check of the copier and its accessories
- Inspect the copier system to ensure all retrofits are installed
- Repair or replace any part that might be worn
- Review any questions with the key operator and train if necessary
- Check all connected units to ensure all operating systems are functioning

As stated, A.D. Solutions will schedule preventive maintenance with the Key Operator at a time convenient with the participating office to avoid disrupting operation at peak hours. Preventative maintenance shall be performed on a quarterly basis or based on monthly usage for each equipment or when MICAS notifies us. A.D. Solutions will deliver needed supplies to Lake County by next business day if notification is received by 2:00 p.m. Sharp equipment will be installed with a MICAS system that will digitally transmit via email all PM counts and meter readings from every device, including the current health, and will update the Call Tracking Program (E-Automate). The Call Tracking Program will capture this information and digitally dispatch any necessary PM calls directly to the dedicated technician(s) for Lake County. All parts and supplies will be OEM.

Preventive Maintenance is truly that (preventative), A.D. Solutions takes pride in assuming a proactive position as it relates to service. Our approach of a total machine examination, repairing suspect areas, in addition to normal PM functions, keeps Sharp copiers the highly reliable products they have become within the Office Products industry.

Service Tiers & Escalation

As part of our Maintenance program, Lake County will benefit from A.D.Solution's highly trained Service Technicians that will keep the fleet running in the best condition possible. We have identified a tiered system to highlight defined criteria such as level of urgency, resource allocation, and response times.



Service Tiers & Escalation

#21-0444, Multi-Functional Devices (MFDs) and Managed Print Services (MPS)



Priority Level	Response Time	Criteria/ Definition	Urgency Level	Resources
Routine	<ul style="list-style-type: none"> (4) Four-hour Response. Automated or Live Response. 	<ul style="list-style-type: none"> Routine Priority Devices. Individual, small group impact, or non-critical business task impact. Business efficiency may be temporarily affected. 	<ul style="list-style-type: none"> Timely resolution. Required within two days or less. 	<ul style="list-style-type: none"> Dedicated Service Technician Availability. Access to spare parts or loaner devices within (1) one day.
Elevated	<ul style="list-style-type: none"> (2) Two-hour Response. Automated or Live Response. 	<ul style="list-style-type: none"> Elevated Priority Devices have department Wide impact. There are no workarounds and mission critical operations are impacted. 	<ul style="list-style-type: none"> Expeditious resolution required. (1) One day or less. 	<ul style="list-style-type: none"> Dedicated Service Technician Availability. Access to spare parts or loaner devices within (1) one day.
Critical	<ul style="list-style-type: none"> (1) One-hour response. Automated or Live Response. 	<ul style="list-style-type: none"> Critical Priority Devices have organization wide impact. There are no workarounds and mission critical operations are impacted. 	<ul style="list-style-type: none"> Immediate Resolution. Required within two hours or less. 	

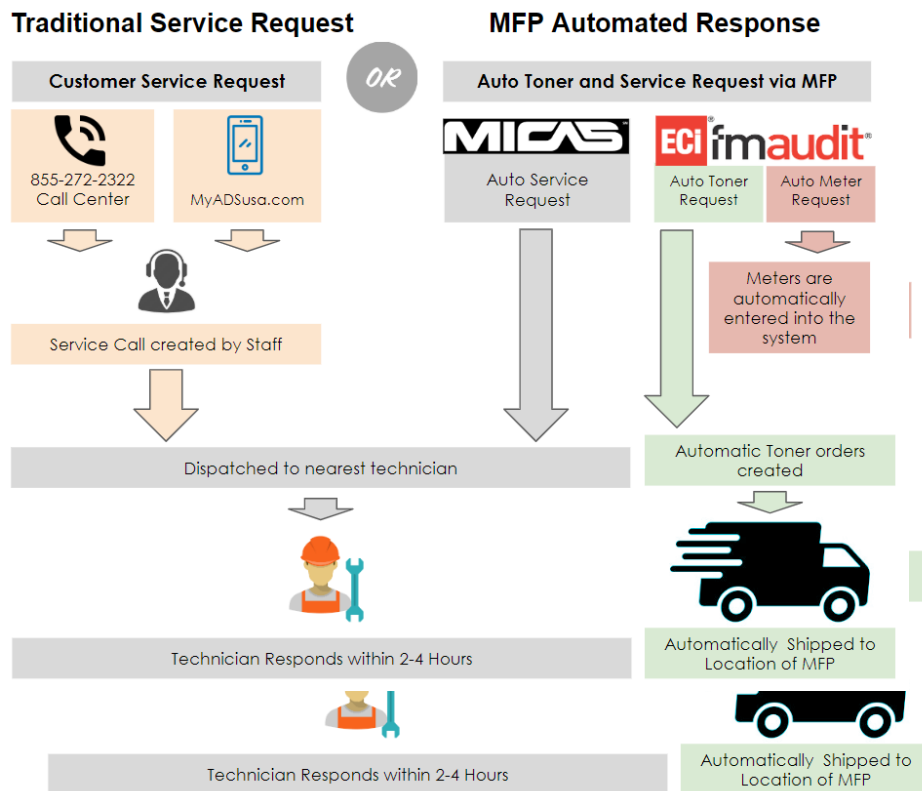
Response to the following question is stated below:

7.10 Service calls may be placed online or by phone.

National Customer Call Center and Service Call Workflows

A.D. Solutions launched an automated system to enhance customer response time and increase productivity. Powered by The A.D. Solutions national and local call center teams monitor all toner alerts, service requests and meter readings electronically without user interaction. The Sharp MFD notifies A.D. Solutions with a low toner alert. These alerts are then captured electronically by our supply & dispatch system, the toner request is generated immediately and held in queue to be pulled from inventory to be shipped the same day. The same process applies for service alerts such as error codes. Our national Call Center technical staff receives the alert electronically and immediately begins to diagnose the issue and provides a solution for repair. If a field technician is required onsite, our technical staff sends an electronic service ticket to the nearest dedicated technician of the installed equipment to begin an onsite repair.

- Automated Response via MFD
- Dedicated Management Software for Lake County IT - MICAS
- Self Service Options
- Convenient options to request services and supplies
- Service Calls may be placed online, phone or email



Responses to the following questions are stated below:

- 6.12** *The vendor shall provide initial and ongoing training on the equipment in all offices at no additional cost to the County.*
- 8.1** *At a mutually agreed upon date and time, the Contractor shall provide training to Lake County personnel at each designated site following the delivery of equipment.*
- 8.2** *Training shall include instructions on the proper use of equipment and features, briefing on the safety precautions, how to load paper, toner, clear paper jams and other how to's that are unique to the specific equipment.*

Training - Online and On-site



Training and customer support will be required to assist Lake County to encourage usage of the multifunctional devices in ways that will improve productivity through cost savings, increased operational efficiencies and user behavior. Training and education must be directed to all levels of the organization to support and promote effective device usage and full awareness of device capabilities. In addition to providing user-friendly and easy to access online training tools, there will be periodic comprehensive training reviews of all levels of participants and other forms of communication. This will ensure that new staff are properly trained and know where to go for resources while providing refresher training for all users. Additionally, any new features or software introductions should be the basis for Lake County training review.

Another key component of customer service is device maintenance and repair. Devices must meet a high level of machine availability on all available functions, i.e. copy, scan, fax and print. To maximize device availability, A.D. Solutions will implement a strong preventative maintenance program that will tie with Lake County requirements. This program will have a robust capacity to monitor devices in order to troubleshoot device problems or anticipate the need to replace consumable products such as toner, drums and fuser units using FMAudit and MICAS embedded software. The County employees will be able to easily report device problems and failures to knowledgeable and helpful customer service representatives and technicians via our support website, direct 800 telephone number or via MFD Automated Response. Responses to calls for service needs will occur within 2 – 4 hour time limits and will be directed to dedicated technicians. Repairs and maintenance will be performed according to SLA guidelines to maximize device availability. A.D. Solutions will provide Lake County with dedicated Toll-Free Numbers that will engage a dedicated Lake County services team.

A.D. Solution's Lake County Deployment Solutions Team will be responsible for a user training program that will be informative, yet practical, while cultivating user engagement and success. Initial training will begin before installation and ongoing training will be provided for the life of the relationship as requested. Our

approach has shown success with aligning user needs with device functionality, improving workflows, efficiency, cost savings, but most importantly, successful implementation and use of our solution.

End User and IT Training

Our initial training will begin with key operators in each department in a face to face, hands on, interactive session. This training is comprehensive and covers device functionality, and key features based on the environment and most common Lake County needs. Users will be able to display effective device use and will possess full awareness of device capabilities. Since training will be face to face and interactive, users will be able to ask questions and request information on any configuration or feature sets. Last, users will enjoy a tour of the My SHARP website and the MFD control Panel. Both provide easy access and quick training support on features and software on demand!

Our ongoing training will begin after deployment and will be available throughout the life of the contract as requested by Lake County. If there are new features or software introductions, we will provide a training review. Ongoing training is directed to all levels of the organization with the goal of providing refreshers for existing users and initial training for new users in the organization. This training will cover important elements for device functionality and key features, improved workflow strategies, efficiency, and troubleshooting techniques. A.D. Solutions will provide Lake County with dedicated Toll-free numbers that will engage the dedicated Lake County training team.



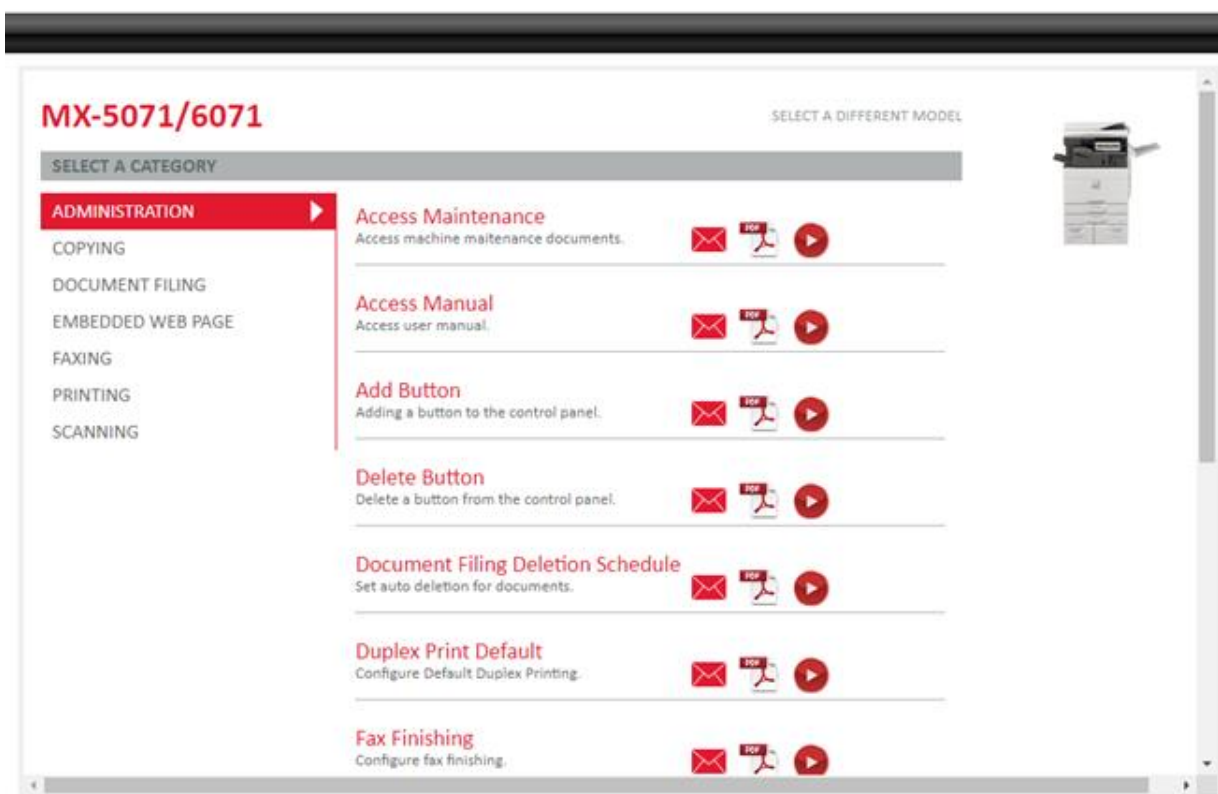
Whether it is through our face-to-face training sessions or our online training, Lake County will enjoy the confidence that their users are able to navigate our devices and technology with a thorough understanding of device capabilities and special features. After our training, users will consistently yield desired results that sustain excellence and promote departmental success. Whether it is the initial training, refresher training or ongoing training, there is no additional charge to Lake County throughout the length of the contract.

Additional Training Resources Via MySHARP website and on MFD Panel

Get Training Help 24/7

When your users have questions or need training, the My Sharp™ website is available 24/7 to provide them with the answers they need to be more productive. The My Sharp website features helpful demonstrations about using the scan, copy, print, and fax capabilities found on your specific Sharp products, as well as using related software solutions and ordering replacement supplies. And as your business needs evolve, the My Sharp website provides the flexibility to grow with you into the future.

Custom website: [Lake County - \(mySharp website\)](#)




Users will be able to conveniently access this site through the Sharp device panel. Key Operators and all users appreciate Sharp's Quick Start Guides which can be accessed from the MySharp website and viewed on your computer, mobile device, or Sharp MFD display.

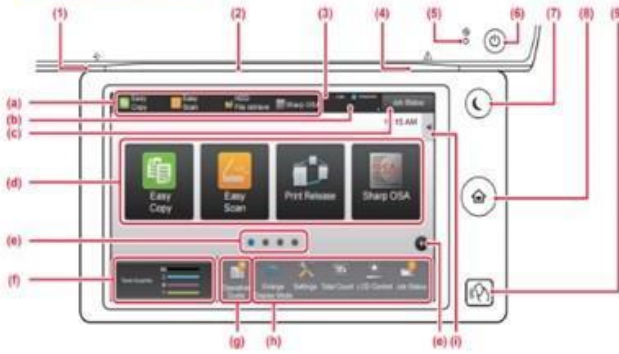
Furthermore, User Manual and resources can be downloaded right from the MFD device or viewed on any internet enabled device. IT Units welcome the detailed operating procedures in our Cloud Connect Guide, Software Setup Guide and Web Page Settings manual. The following pages will provide more information on how Sharp can add to Lake County's user experience.

Additional Training Materials and End User Reference & Links

- Quick Reference Guide
At time of installation, Key Device Contacts are furnished with a Lake County branded Quick Start Guide which is customized to the device.



QUICK START GUIDE



(1) Data notification indicator -Blinks during information transmission

(2) Communication indicator -Illuminates such as when the power to the machine is turned on and when a user logs in to the machine.

(3) Touch Panel - Messages and keys appear on the touch panel display.

- (a) Tap to change modes (Copy, Print, Fax, Scan)
- (b) Machine Status
- (c) Displays job in progress
- (d) Shortcut keys/ functions
- (e) Switch display pages
- (f) Toner Quantity
- (g) Display Operation Guide
- (h) Select Functions
- (i) Select Functions for respective modes

(4) Error indicator Lights solidly or blinks to indicate the status of the error.

(5) Main power indicator

(6) [Power] button Use this button to turn the machine's power on and off

(7) [Power Save] button/indicator Use this button

COPY MODE

- Place the original(s) face up in the Document Feeder, or face down on the platen glass.
- Select the COPY.
- Select QUANTITY, PAPER SIZE, and any SPECIAL FUNCTIONS.
- Select START.

PRINT MODE

- Key Device Operator Training Checklist and KDC contact sheet
To ensure that our trainees receive consistent and thorough training on device functionality, usage and best practices, our trainers complete our KDC Operator Training Checklist.

KEY OPERATOR / TRAINING CHECK LIST

Date: _____
Machine ID#: _____

Client: _____
Address: _____
City, State, Zip: _____
Account Exec: _____

MFP Operation

- Copy
- Print
- Scan
- Fax
- Duplex (2 Sided)
- Stapling
- Hole Punch
- Special Modes
- Document Filing
- How to Load/ Replace Pap
- Bypass Tray
- Motion Sensor
- Cloud Applications
- Software

Maintenance

- Toner
- Waste Container
- Glass/ Platen
- Paper Clearance
- Meter Read
- Staples

Key Device Contact (primary)

Name: _____
Email: _____
Phone: _____

Key Device Contact (secondary)

Name: _____
Email: _____
Phone: _____

Notes:

Service / Supplies
1. Call toll free # 855-272-2322 or via printsmart.purchasing@fl.edu
2. Provide Model & ID#
3. Reason for the Call

Sharp Electronics Corporation Solicitation 21-0444 Multi-Function Devices and Managed Print Services
Additional Support: PrintSmart Account Manager- Sheryl Sowdon
email: ssowdon@myadsusa.com

- **User Manuals - Online**

MX-3071 User's Manual

MX-4071 User's Manual

MX-5071 User's Manual

MX-8081 User's Manual

IT Staff Resources:

- IT Reference - [IT Reference Guide](#)
- Connecting to the Cloud - [Cloud Connection manual](#)
- Print Release - [Print Release Manual](#)



IT Reference Guide

Information Technology professionals are faced with a unique set of challenges that pull them in many different and often conflicting directions. For example, many are forced to do more with less—supporting disparate assets throughout the sprawling enterprise with maximum interoperability and minimal resources. Internal policies and government regulations impose strict requirements on protecting the confidentiality of information. Many also aspire to reduce the impact of your operations on the environment through reduced energy consumption and recycling. [Download Sharp's IT Reference Guide](#)

Responses to the following questions are stated below:

9.1 *No minimum volume allowances or overage rates on any print device is allowed. All cost per copy charges are to be billed on actual usage. MFD rates stated in the pricing sheet must be an all-inclusive rate which includes equipment, supply costs, transportation, delivery, installation, repair, maintenance, consumables, overhead and profit.*

9.2 *The Contractor shall submit a monthly invoice and supporting documents which may include the following fields, but is not limited to:*

- i. Description of make and model*
- ii. Serial number*
- iii. Location of device*
- iv. Equipment identifier or asset tag*
- v. Print volumes based on black & white and color usage*
- vi. Per-copy cost total per device*
- vii. User code cost total*

Billing and Reporting

A.D. Solutions will designate a dedicated Program Manager to assist in all activities associated with the service and maintenance of the account. This person shall be a dedicated resource for Lake County and Lake County will be able to provide feedback on the selection. Program Manager will be available during normal business hours of every business day from 8:00 a.m. to 5:00 p.m., except Saturdays, Sundays, and Holidays. The Program Manager is:

Sheryl Sowdon
Phone [855-272-2322](tel:855-272-2322)
Direct [407-342-2677](tel:407-342-2677)
Email ssowdon@myadsusa.com
Fax 407-412-6926

Order Methods- Orders will be accepted via an online ordering systems/forms, electronic mail, fax, and telephone. Sharp and A.D. Solutions will seek approval from Lake County for all authentication, authorization, and control mechanisms for ordering systems in advance. Our ordering system allows us to accept orders 24 hours each day via our online ordering system.

Invoicing/Central Billing - Sharp will submit all invoices to the central billing address for Lake County for approvals by device. Sharp will provide detailed monthly invoices that will be submitted in electronic form (CXML), containing sufficient detail for each equipment placement. Invoices will be submitted no later than the 30 calendar days after receiving the meter readings.

Our invoices contain the following information:

- Department/location
- Department ID
- Type of device, (MFD, work group printer, desktop printer)
- Serial number and equipment ID
- Model for each device
- Beginning meter reading and date by device,
- Ending meter reading and date by device, (less service *reported* impressions)
- Number and type of impressions and made by device (Black & White /Color)
- Price per cost impression by device (Black & White / Color)
- Dollar amount owed by device (black & White / Color) for billing period
- Total dollar amount by department/location
- User code cost total

SAMPLE INVOICE



INVOICE 001 of 001

INVOICE DATE:
 INVOICE NO:
 DUE DATE:
 PERIOD COVERED:

Bill to location
 ↓
BILL TO:

Ship to location → **EQUIPMENT LOCATION:**

Contract Number	Customer PO	Sharp's Federal ID#	Sharp's DUNS #		
Customer Contract	Customer PO	Customer Requisition	Sharp TIN	Sharp DUNS	Cage Code
		SHARP COPIER		001818012-1251	

Sharp Contract No: 101-0017221-000

Item - Clin No	Volume Band	Model	Description	Serial No	Monthly Amount
		MX3071	30 CPM COLOR MFP		
			B&W USAGE		
			COLOR USAGE		

Description
 B&W = Black & White Meter
 Color = Color Meter

Start Date = Start Date of Meter Count
 End Date = End Date of Meter Count
 Start Read = the last meter billed from previous cover period
 End Read = the last meter received for the current coverage period
 Usage = End Meter less Begin Meter or number of images produced for coverage period

Billable images
 CPC Rate = the servicing rate for the images.
 CPC Charge = total charged for copies

CLIN NO	DESCRIPTION	START DATE	END DATE	START READ	END READ	USAGE	ALLOWANCE	BILLABLE	CPC RATE	CPC CHARGE
	B&W USAGE	09/30/2020	10/31/2020	0	0	0			0	
	COLOR USAGE	09/30/2020	10/31/2020	0	0	0			0	

EFFECTIVE IMMEDIATELY, ALL PAYMENTS RECEIVED WILL BE POSTED TO YOUR OLDEST INVOICES OUTSTANDING.

For information regarding your account, please contact Allison Terry at 201-529-8527 or terrya@sharpsec.com
 For credit card payment please contact Tamarie Tedeschi at 201-512-2161 or tedeschit@sharpsec.com
 Monday - Friday 9:00AM to 5:00PM EST

CONTRACT NO:
 INVOICE DATE:
 INVOICE NO:
 DUE DATE:
 PERIOD COVERED:

Return this portion with check payable to:

SHARP ELECTRONICS CORPORATION
 DEPT. CH 14272
 PALATINE, IL 60055-4272

TOTAL DUE:

Business Review Meetings- To maintain a strong partnership between Lake County and A.D. Solutions, we will conduct quarterly business reviews with the Lake County Manager and IT. Meetings will review the following topics:

- Review device additions, removals, or relocations
- SLA's and program metrics
- Vendor performance
- Review of reporting
- Industry news and updates
- New model introduction
- Sustainability

Reporting- All reporting will be in Electronic Format such as in Excel®, to be provided Quarterly through automated CEO Juice reporting agent. The Reporting Period will utilize Lake County standard fiscal quarters. Reports will include, but not limited to:

- Detailed invoice level history usage with the following fields:
 - Invoice Number
 - Invoice Date
 - location of device Manufacturer
 - Manufacturer ID
 - Serial Number
 - Model Number
 - MFD Type (Good, Better, Best multifunctional devices.)
 - Workgroup Printer Type (Better, Best)
 - Copy / Printer Volume
 - Ordered By Department
 - Order Date
 - Delivery Date
 - Other Organizations; Total of orders
 - Machine down times
- Customized reports requested by Lake County

Responses to the following questions are stated below:

10.1 Describe how your firm uses print management tools to support effective printing practices

10.14 and provide specific example, using the information provided, where Lake County would benefit from utilizing your firm's proposed solution.

Suggested Rule-Based Printing for Lake County

Printing costs are often an overlooked aspect of an organization's overhead. By implementing rules-based printing, the result is consequential savings. The savings can be accounted for in hard dollars, as well as time and environmental benefits. Ideally, the rules that are put in place have little impact on the day-to-day activities of Lake County staff members.

As a result of our assessment of Lake County's current print output environment, we have identified and are recommending the following top print output rules to reduce costs:

#1 Rule Type: Color print jobs require user confirmation

- Color printing is expensive. Lake County users should be encouraged to print in grayscale whenever they print in color. This rule will require user confirmation before a Lake County user prints in color.

#2 Rule Type: Print Policy Enforcement

- Enforce Lake County's print policy designed to reduce toner and save paper by discouraging bad habits. This policy script reminds Lake County users to print double-sided and not print emails and web pages in color. This can be setup by the user and or department.

#3 Rule Type: "Go Green" with environmental warnings

- If a Lake County user attempts to print a large job, we will educate them with the organization's "Go Green" initiative. The message displayed adapts to the job's duplex setting.

#4 Rule Type: Route the job to the most economical compatible printer (least-cost routing)

- Lake County currently has a fleet of compatible printers, each with different operating costs. This recipe calculates the cost of the job on the Lake County candidate printers and redirects the job to the most economical with the Lake County user's confirmation.

#5 Rule Type: Re-direct large jobs with confirmation

- A Lake County user printing a large job is requested to redirect the job to a printer dedicated for large batch printing. Lake County Users will be asked to confirm the redirection via the client software.

#6 Rule Type: Inform user when printer is in error

- If a Lake County user sends a print job to a printer that is in error (e.g. offline, paper jam, out of paper) they will be informed via the client tool and given the opportunity to cancel and print to another printer.

#7 Rule Type: Prevent overuse of lab printers (rate limiting)

- By placing a reasonable rate limit on printers during lab times (a rate large enough to support printing of lab work only), you will ensure resources are available to all users.

#8 Rule Type: Restrict jobs to a subnet

- Jobs sent from workstations in a specified subnet are allowed, other jobs are canceled. This script demonstrates network level restrictions per department.

Responses to the following questions are stated below:

- 6.18** *The Contractor shall coordinate with Lake County authorized personnel for the installation and configuration of each device as well as any additions, changes or moves concerning any related goods/services.*
- 10.10** *Discuss the availability and accessibility of the proposed key personnel and support staff that will be assigned to this project.*
- 10.12** *Describe your firm's approach to ensuring effective coordination between your firm's point of contact and Lake County during the equipment delivery, pre-installation, installation, and equipment training as part of the implementation process for each location.*

Implementation Plan

A.D. Solutions and Sharp make a positive commitment to assist Lake County in reviewing and assessing its current and anticipated MFD and software needs throughout the duration of the contract through Right Sizing. We will assist Lake County in data driven decision making in order to Right size the fleet with innovative equipment and a technology solution inclusive of all connectivity, professional services, and network fees. Department Device requests will include an interactive questionnaire that will define make/model/serial number of the existing unit; anticipated volume and total meter count of existing unit; workflow requirements; footprint requirements or constraints; specific location; required and desired accessories to provide the best right sized recommendation. The Account Manager will confirm the device recommendation and necessary approvals, followed by order placement, scheduling, and training activities.

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 on the initial order and any subsequent orders. Each MFD and related equipment will be replaced with an updated model, providing newer technology.

This Transition will be seamless as A.D. Solutions already has software and drivers pre-installed from our existing installation of Sharp MFDs that Lake County currently uses. Instead of time consuming from an “from scratch” installation, A.D. Solutions can update the existing drivers and clone all existing devices to the new Sharp MFDs making this transition a lot smoother and a quick replacement. With the addition of Papercut, if chosen, A.D. Solutions can rollout the software globally using its tools.

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 costs 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, Sharp/ 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

Transition Plan Responsibilities

Task Listing	Sharp	ADS	IT Unit	End User
Pre Planning				
Establish Points of Contact	•	•	•	•
Establish Implementation Schedule	•	•	•	•
Escalation Process	•	•	•	•
Implementation (Order, Delivery & Installation)				
Submit Initial "authorized" Departmental hardware request	•	•		•
Review hardware selection w/ Department contact		•		•
Order Hardware/ Equipment	•	•		
Coordinate Delivery Date & Time		•	•	•
Verify Network Site Survey (IP Address, OS, etc.)		•	•	
Verify Site Survey (space, electrical)		•		•
Device Delivery/ Install		•	•	•
Network/ Print Driver Installation		•	•	
SRDM/ MICAS/ FM Audit monitoring software installation		•	•	
Handoff to Account Manager		•		
Training				
Schedule Initial Training		•		•
Provide Training Materials		•		•
Perform Initial Training with UF Staff		•		•
Provide Follow Up Training as requested		•		•
Provide IT Staff with periodic training per bid		•	•	
Service/ Support				
Hardware Break/ Fix service response		•		
IT/ Network service response		•	•	
Reporting				
Monitor & Manage all reporting applications	•	•		•
Provide reporting to UF staff on the PrintSmart program	•	•		•
Equipment Removal				
Removal request submission		•		•
Establish a removal date w/ Departmental contact		•		•
Perform End of Lease - Hard Drive Erase		•	•	•
Provide Departmental contact with EOL verification		•	•	•
Legend:				
• Notified				
• Primary				

Transition Plan

Pre-Planning

- **Lake County**
 - Identify A.D. Solutions as the prime vendor that will be responsible for Devices.
 - Initiate and finalize contract.
 - Select optional Software for rules-based printing (Papercut).
 - Coordinate access and transfer of existing software credentials to A.D. Solutions, if applicable.
 - Identify and band Lake County's Project Team.
 - Identify individual(s) authorized to work on Lake County's behalf in matters regarding the SOW and to whom all resources, communications and deliverables which are relative to service requests.
 - Designate a resource responsible for defining the user experience requirements, workflows, end user acceptance testing and solution implementation (AKA roll out or deployment).
 - Designate a technical lead to perform the responsibilities of the Administrator, which may include the following for the Optional Rules Based Software
 - Install, configure, and manage the optional software
 - During project phase, serve as primary liaison to obtain information or decisions from customer technical team(s)
 - Support testing, integration and deployment activities for Dev/Test and Production environments
 - Provide ongoing day to day system administration to the customer deployed Solution such as installing service pack updates, software upgrades, or performing move/add/changes
 - Provide 2nd and 3rd level technical support for issues regarding the customer deployed Solution

- **Lake County Personnel**
 - IT Personnel completes device site surveys
 - Be present for all on site meetings or phone conferences and assist with department coordination required to finalize device set ups. Minimum meeting requirements during this stage will include initial walk through, knowledge transfer regarding the current state of the fleet and other program details.

- **A.D. Solutions**
 - Work in partnership with Lake County to provide quality equipment, maintenance, supplies, software, services, and solutions at the best value and with excellent service.
 - Execute finalized contract.
 - Facilitate and lead all project activities, including the creation and tracking of the project schedule.
 - Procure the necessary hardware and optional software.
 - Prepare local warehouses for receipt and staging of Lake County fleet devices and for staging of the outgoing fleet.
 - Coordinate and be present for all on site meetings or phone conferences. Minimum meeting requirements during this stage will include initial walk through to review site requirements or site details; Outgoing fleet review including a confirmation of outgoing MFD inventory details, and a review of completed site surveys and address any questions that affect deployment or implementation.
 - Identify and Assign Program Staff including Program Manager and Dedicated Service Technicians. Provide initial and ongoing training for all assigned personnel on contract terms, conditions, requirements, and definitions necessary to execute a successful contract.

- Provide access to the online portals for tutorials and reference materials for Lake County fleet, device fliers, FAQs, service and supply requests, feedback and survey forms, Key Operator contact information forms.
- Coordinate with optional Software provider's (Papercut) Services Coordinator to:
 - Review SOW and Software provider's roles and responsibilities
 - Establish and maintain project communications
 - Administer the Project Change Control Process
 - Provide input on the project schedule
 - Coordinate the technical activities of software assigned personnel

Implementation

- **Lake County**

- Be responsive to Lake County Personnel requests IT support, including reserving a new IP address and assigning DNS name for new devices.

- **Lake County Personnel**

- Submit new device requests per contract requirements.
- Submit service requests as appropriate.
- Submit network services requests.
- Advise A.D. Solutions when the site is ready for deployment and provide the reserved IP address when available.
- Once new equipment is delivered, tested, power requirements met, and connected to the Network based on Lake County's standard configuration, a unique admin password is established based on the department scheme
- Assist with setup, scan and fax settings as required.
- Create Print Queue on the Print Server and Print driver mappings on client devices.
- Technical lead acting as Software Administrator will support the following software installation activities
 - Install, configure, and manage the optional software
 - During project phase, serve as primary liaison to obtain information or decisions from customer technical team(s)
 - Support testing, integration and deployment activities for Dev/Test and Production environments
 - Provide ongoing day to day system administration to the customer deployed Solution such as installing service pack updates, software upgrades, or performing move/add/changes
 - Provide 2nd and 3rd level technical support for issues regarding the customer deployed Solution
- Complete and furnish all installation documents to A.D. Solutions including IP address, dept id, address/location information such as room and key device contact for contract and billing set up.
- Inform A.D. Solutions if additional training is needed or requested by providing this information to the scheduler or Program Manager.
- Ensure and support remote monitoring requirements as needed.
- Sanitize outgoing machines by executing Sharp's End of Life Erase feature in accordance with Lake County Policy.

- **A.D. Solutions**

- Receive new device requests for review by the Program Manager. Within 48 hours, the Program Manager will acknowledge the request and will either 1) confirm device recommendation (based on questionnaire), 2) provide an alternative device recommendation, or 3) request additional information to provide confirmation or alternative device.
- When providing or confirming device recommendation, Program Manager will furnish the following to the appropriate actors: a device brochure on the recommended device, a review of any minimum or

included volume (if applicable), highlights the primary and requested features, and quick start guide including useful links to reference on MySharp webpage.

- Place equipment order and when available, provide new device details such as serial number, ID number, model number, mac address and potential delivery dates.
- Build and set up equipment including all accessories, optional card readers, optional software installation, and most up to date firmware.
- Deliver, test (including workflow testing), connect to power, assist with network connection if required, ensure standard configuration including DHCP, SNMPv3 standard password, and unique password using department scheme.
- Upon installation, provide quick start user training to Key Device Contact and back up, that will include basic device use training, supply and service requests overview, a tour of the unit's display, a device poster that outlines basic information such as quick steps to copy, print, fax, secure print and also a review of useful links to reference on MySharp webpage.
- After Lake County (central or department) IT has completed sanitation of the old devices per the Lake County Media Sanitation Policy, 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.
- Program Manager supports issue resolution and escalates matters requiring additional support to the responsible party- Central IT, Department IT, Software representative, Sharp, etc. as appropriate.

Training

- **Lake County**
 - Inform A.D. Solutions of training opportunities such as new hire orientation, Central IT staff changes, and Department IT staff changes.
- **Lake County Personnel**
 - Attend On-site training immediately after the system is installed and ongoing training.
 - Request additional or refresher training as needed .
 - IT Staff may request annual training sessions including an A.D. Solutions hosted lunch and learn.
- **A.D. Solutions**
 - Brand and customize all training material according to the new device requirements, including quick start guides for each area of responsibility (device user guide, mobile/touch free printing, software set up and implementation, configurations, how to place repair or supply requests). Disseminate hard copies as required and indicate where this information can also be found (device display, MySharp website, etc.).
 - Update MySharp website with easy to access and convenient training guides, illustrations, videos, and helpful manufacturer resources. Provide website tours to maximize user familiarity with the website, promote program adoption and adherence.
 - Provide detailed or advanced user training upon request within 2 weeks of installation.
 - Facilitate and provide initial implementation and ongoing (software) rules training for Central IT and Unit ITs for monitoring, positive user behavior support, and best use of data driven decision-making resources.

Reporting

- **Lake County**
 - Submit requests for customized reports and identify recipients.
 - Ensure all devices are installed and maintained on the Lake County network for device reporting and monitoring including supply levels and meter reads.
- **Lake County Personnel**
 - Submit requests for customized reports and identify recipients.
- **A.D. Solutions**
 - Enable automated system reporting including customized reports including requirements listed in 21-0444 and all other customized reporting requirements requested by Lake County.

Equipment Removal

- **Lake County Personnel**
 - Receive any End of Life or Lake County owned data upon device sanitation as mandated by Lake County Requirements.
- **A.D. Solutions**
 - Determine how removed device(s) will be utilized
 - Suitable for redeployment
 - Cannibalized for salvaged for parts
 - Resold
 - Recycled or any combination thereof
 - Complete and Verify Device Sanitization as required by Lake County
 - Returned back to the leasing company

Response to the following question is stated below:

10.10 *Discuss the availability and accessibility of the proposed key personnel and support staff that will be assigned to this project.*

Roles and Responsibilities

Sharp will provide a single point of contact to coordinate all activities related to a Lake County award. Sharp Government & Major Account Manager, Nicole Wronsky will work closely with A.D. Solutions, Sharp's Finance Administration Team and Sharp Management to ensure that all requirements outlined in our proposal meet the objectives of Lake County # 21-0444.

Through a coordinated program, A.D. Solutions will be responsible for the installation, training and service of devices in this proposal.



Customer Service Team Structure

The Account Team for the Lake County contract is structured with a close working relationship that enables all levels to communicate and resolve concerns easily within our Senior Management Escalation Process.

Structure as follows:

Deepak Yadav, AVP: Business Plan Operations & Supply Chain	(201) 529-3422
Fran McNicholas, Manager – Finance Administration	(201) 529-8601
Jessica Gerhold, Associate Manager: Business Operations	(201) 529-9557
Allison Terry: Finance Administration Analyst	(201) 529-8824

Customer Service / Account Management

- Professional dedicated individuals within the Customer Service Department have a solid background in customer service and experience working with Fortune 500 companies as well as Federal and State Governmental agencies.
- Cradle to grave accountability for resolution of issues via electronic issues resolution progress log managed by job ticket
- Sharp Customer Service and the internal Sharp Departments have a close working relationship, with one another, that fosters a team approach in order to satisfy the customer

Sharp Finance Administration

A Dedicated Finance Administration Analyst (Allison Terry) will be assigned to Lake County. Responsibilities will include, and not be limited to:

- Order Processing
 - End to end accountability for all aspects of the order flow, from order entry to product shipping
 - Order maintenance and prompt resolution of exceptions
- Inventory Control and Management
 - Tracking inventory flow for Lake County orders to ensure they are fulfilled quickly and completely
 - Manage adjustments to orders, including re-ships, to expedite the installation process
- Order Staging
 - Large orders or orders with multiple locations are assigned to A.D. Solutions team who is accountable for a smooth order to install process
 - All Sharp Government and Major Account orders are tracked in SAP, on asset level detail also capturing historical status dates
 - All aspects of each order are monitored from order entry to install (or funding) status, to ensure accurate and timely resolution
 - Coordination with inventory and logistics to meet Lake County's shipping and/or install instructions
 - Coordination and communications with A.D. Solutions on status changes and follow-up on install process
 - Resolve changes to original order, including customer modifications, reships, damages, upgrades and downgrades
 - Provide update reports on the most current status, challenges or results to Sharp management, A.D. Solutions and Lake County

Mitch Cooper, Sharp Electronics Corporation, Regional Service Manager

Mitch Cooper is the frontline liaison between A.D.Solutions and Sharp. Mitch is responsible for ensuring Sharp support and resources are available to the Major Account and the dealer in support of the Major Account. This includes obtaining approved strategic pricing to meet Major Account needs, product sourcing and availability within the supply chain, and advanced support. Mitch will be along the way ensuring a seamless ordering process from the first order placed through each subsequent order.

Jeff Alexander, Sharp Electronics, Director of Government Sales

Jeff has responsibility for sales to State, Local and Educational buyers across all of the SIICA family of products. With over 20 years in the Office Imaging Industry, Jeff has a proven track record of building successful teams and driving sales. Prior to joining Sharp, Jeff was in Wholesale Distribution as a Director of Sales for Digitek Computer Products. While at Digitek, Jeff was responsible for all Public Sector business, led commercial and Government sales teams in Ohio, Virginia and helped train and onboard new sales people in Digitek's Philippine Call Center. Previously, Jeff held positions with GCC/Media Sciences, Wincor Nixdorf, and Danka Office Imaging (now Konica Minolta). Jeff began his career at Danka where he held many positions including Director of Sales and Marketing for Consumable Products and managed sales for Danka's Call Centers in Tampa, Dallas and Norfolk. Jeff is also on the Board of Directors for the Imaging Technology Council.

Nicole Wronsky, Sharp Electronics, Florida Government and Major Account Manager.

Nicole Wronsky joined SIICA in September 2018. Nicole has responsibility for sales to State, Local and Educational buyers across all of the SIICA family of products. With over 20 years in Business Development, Nicole has been successful at understanding needs & initiatives, concept development, customer relations, and fostering successful partnerships in all business sectors. Prior to joining Sharp, Nicole was in National Accounts Business Development with Grainger Industrial Supply. In this role Nicole's main responsibilities were to target and develop new profitable business through identifying key stakeholders, budget holders and decision makers who would drive compliance to position core value propositions across multi-site locations. Negotiation and Implementation of these National and Global Programs were critical. Previously, Nicole lived in Central NY and worked in the Office Supply Industry. Originally for a locally owned company for almost 12 years and then with Staples Business Advantage for over 7 years. Nicole worked with her teams to implement large market business across NY State as well as National and International extensions of those Corporations. Today Nicole resides in Florida and covers the Southeast for SIICA.

Norman Cruikshank, Sharp Electronics Corporation

Norman Cruikshank is the Senior Production Print Manager at Sharp Electronics and is responsible for providing pre-sale and post-sale support for Major Accounts, product education, demonstrations and application support. Norman will support advanced product training for Key Operators.

Moody Hamdan, A.D. Solutions, Chief Executive Officer

Moody Hamdan, as the Chief Executive Officer, is authorized through Power of Attorney to negotiate on behalf of A.D. Solutions and shall be responsible for the management of any potential contract that may result from this procurement process. Mr. Hamdan has worked closely with Sharp Electronics in the development of the proposed Lake County Multifunction Devices and Managed Print Services Program.

Sheryl Sowdon, Account Manager (onsite Program Manager)

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 A.D. Solutions' Program Manager will oversee the Lake County device strategy defined in this proposal, support program development including savings models and execution of the device implementation plan including moves, adds, and changes (MACs). Our Program Manager is a one stop shop and main contact for all resources and activities relating to the Lake County bid.

William Theodore, Service Manager

The A.D. Solutions Service Manager is responsible for managing the 2 (minimum) dedicated technicians assigned to the Lake County bid. Bill Theodore is an industry veteran with over 30 years experience and a Sharp Certified Factory Trainer. He is authorized to train and certify Sharp Technicians from all across the country on each of the devices proposed in our solution and as well as other machines in the Sharp Business Equipment Fleet. Bill Theodore manages our team of technicians, provides escalated support, and ongoing mentoring for our (service) technical staff. Bill and his team have earned the honor of and are designated as AAA Platinum Level Service Provider by Sharp.

Dedicated Service Technicians

A.D. Solutions must have factory-trained technicians on staff in order to sell Sharp MFPs and peripherals. Technicians must attend and successfully complete a 5-day hardware service class in order to obtain certification. In addition, A.D. Solutions service personnel are required to pass up to 5 prerequisite classes – depending on the product. Each engine series has its own instructor led class; additional training is available and covers print controllers and networking. Technicians must meet all prerequisites established by Sharp prior to course enrollment and Sharp reserves the right to test entering students on subject matter contained in all pre-course documents. Testing is mandatory upon completion of training to ensure personnel are qualified. All technicians have access to Sharp's

database of Product and Service information, as well as all parts and supplies to complete a service call.

Daphne Montalvo, General Human Resources Manager and Executive Assistant to Mr. Hamdan

Daphne Montalvo is a customer service professional with over 20 years' experience in customer service and management. Daphne is the company's Human Resources Manager; she is responsible for the full cycle of A.D. Solutions Human Resources functions including recording. In her capacity as Mr. Hamdan's direct support, she will be responsible for and available to address any issues not addressed by the departments below.

Eddie Stafford, Logistics Supervisor

Eddie Stafford is a logistics supervisor with over 8 years' experience in logistics and warehouse management. As Logistics supervisor, Eddie is responsible for overseeing the shipping, receiving, storing and delivery of equipment, accessories, parts and supplies. Eddie runs the day-to-day operations of our two Orlando warehouses.

Tim Spote, Controller

Tim Spote has over a decade of experience leading the financial and operational functions of both large and small corporations. At A.D. Solutions, Tim is the financial controller managing the accounting and finance teams.

Mike Hamdan, Sales Manager and Trainer

Mike Hamdan is a Sales Manager and trainer with over ten years' experience on Sharp MFPs and with A.D. Solutions. Mike and his team will support the Program Manager (Sheryl Sowdon) with completing key operator and user training from initial deployment and ongoing throughout the term of the Lake County fleet upgrade.

Response to the following question is stated below:

10.2 Describe the firm's ability to seek greater benefits and look for opportunities to driver further cost savings, improve productivity, energy savings and cost effectiveness as described in the Scope of Work.

Cost Saving Productivity

Built-In Walk Up Motion Sensor

Automatically detects approaching users and immediately wakes the machine, making it ready to use within seconds. This feature helps reduce energy consumption as the device sleeps until the sensor is triggered by a user.



Automatic Toner Cartridge Eject Function

This function expels completely empty cartridges in preparation for replacement. The cartridge is replaced only after all the toner has been consumed, thereby ensuring efficient use of toner. Because you can tell at a glance when cartridges are empty, they are fast and easy to replace. Sharp uses the same toner for different models in order to simplify supply inventory and product codes.

Stapleless Stapler

To make paper recycling easy and to save on stapler costs, a staple-free stapler crimps the corners of paper to keep up to 5 sheets securely bound.



MTBF (Meant Time Between Failures) outlines how long it takes for any of the proposed Sharp MFDs to misfeed. I.e. it takes 150,000 copies/prints before the MX-3071 fails. With the high rate of MTBF, this increases productivity within departments which in turn helps reduce downtime and cost for Lake County.

MFD's	Level	Manufacturer	Warranty	MTBF (BLI Test Results)*	Life Cycle (impressions)
MX-3071	2	Sharp	Full	150k / 1 Misfeed / 0 Failures*	1,500,000
MX-4071	3	Sharp	Full	150k / 1 Misfeed / 0 Failures*	2,100,000
MX-5071	4	Sharp	Full	200k / 0 Misfeed / 0 Failures*	2,400,000
MX-7081	5	Sharp	Full	275k / 2 Misfeeds / 0 Failures*	3,000,000
MX-8081	5	Sharp	Full	275k / 1 Misfeeds / 0 Failures*	3,300,000

*Buyers Laboratory Independent and Sharp Electronics

- MX-3071 completed a 150,000 impression durability test with 1 misfeed and 0 failures.
- MX-4071 completed a 150,000 impression durability test with 1 misfeed and 0 failures.
- MX-5071 completed a 200,000 impression durability test with 0 misfeeds and 0 failures.
- MX-7081 completed a 275,000 impression durability test with 0 misfeeds and 0 failures.
- MX-8081 completed a 275,000 impression durability test with 1 misfeed and 1 failure.
- Life Cycle is based on the Manufacturer's recommended monthly volume over a standard 5 year term

Responses to the following questions are stated below:

10.3 Describe your firm's recycling program for equipment and toner and how your firm

10.16 determines equipment end of life.

Sustainability and Recycling Plan

Sharp's Corporate Environment Philosophy

Sharp is deeply committed to its corporate sustainability plan and promotes an overall company strategy for protecting the global environment. Critical policies, strategies, and measures relating to environmental sustainability management are implemented across the entire Sharp Corporation. Specifically, Sharp Corporation's Environmental Department in charge of Environmental Affairs serves as the chair of the semiannual General Global Environmental Conferences, where general managers responsible for environmental affairs from each division and overseas base become thoroughly familiar with Sharp Corporation's environmental policies and discuss environmental policies, objectives and measures for each division.

Sharp also holds Company-Wide GP (Green Product) and GF (Green Factory) Conferences in Japan and regional environmental conferences to ensure that Sharp Corporation's environmental policies are thoroughly disseminated and to discuss environmental policies and measures for each department and site.

Sharp also works closely with members of environmental departments at each site in Japan and worldwide through various committees, project activities, and Eco Best Practice Forums, while promoting various environmental initiatives across the entire Sharp Group.

Sharp is taking active measures to curb greenhouse gas emissions resulting from its business activities by reducing CO₂ emissions through the introduction of cogeneration systems and energy-efficient equipment, the installation of solar power generation systems, and the meticulous implementation of energy-saving activities at plants and offices. At the same time, Sharp is also reducing emissions of greenhouse gases such as PFCs (perfluorocarbons) by installing abatement systems and adopting replacement gases with lower global warming potential.

In addition to implementing energy-saving measures, Sharp will continue its efforts to curb Greenhouse Gas Emissions by studying the adoption of gases with lower impact on global warming as replacements for PFCs, which have a higher impact on global warming.

To support these environmental initiatives, Sharp introduced its long-term Eco Vision 2050 which sets forth two key goals to reach by 2050: to create more clean energy than the total amount of energy consumed in Sharp's entire supply chain and to achieve net zero CO₂ emission in Sharp's business activities.

Sharp and the Environment

At Sharp, we are very passionate about environmental conservation. Our environmentally friendly LCD television manufacturing facility in Kameyama, Japan, features one of the world's largest roof-mounted solar systems. Our appliances and business products are among the industry's most energy efficient. We've long been a world leader in solar cell production. Furthermore, all Sharp factories are working to eliminate waste and greenhouse gases, and achieve other environmental targets in 21 key areas.

Saving Energy. Saving Resources. Maximizing Recycling. Minimizing Hazardous Materials. That's the Sharp commitment to the environment. Visit the [Sharp & the Environment](#) section on www.Sharpusa.com to learn more about our policies, innovations, awards, and programs.



Sharp's Environmental Policy and "Green" Initiatives

Sharp's Environmental Initiatives and dedication to developing energy efficient document systems set a high standard in the industry. Most Sharp MFDs utilize Sharp's advanced micro-fine toner technology, which offers a lower consumption rate and produces less waste than conventional toners, resulting in longer replacement intervals. Long-life consumable parts help minimize service intervals and down time, resulting in lower operating costs and all Sharp MFD supplies are packaged using fully recyclable materials. With two different energy saving modes, power can be reduced or shut off at set intervals. Additionally, all Sharp document systems are ENERGY STAR® certified, and RoHS compliant to restrict the use of hazardous substances.

As Sharp strives for sustainable product design, it considers environmental friendliness a key factor in all stages of a product's life cycle, from design to manufacture to disposal. To this end, Sharp provides extensive recycling programs for its products and supplies.

Recycling Programs

Toner/Ink Recycling Program:

As part of its commitment to helping preserve the environment, Sharp offers customers free, zero waste to landfill recycling for all Sharp consumables, including cartridges, bottles, toner collection containers and drum units. Sharp encourages customers to recycle their used Sharp toner cartridges in bulk, to reduce our carbon footprint, by providing all collection and shipping materials with a pre-paid recycling kit for their return to our recycling facility. Visit www.sharpusa.com/recycle for more information.



End-of-Life Product Recycling:

As part of Sharp's Super Green Strategy, Sharp provides our customers a recycling option for Sharp MFDs which have reached their end of life.

All Sharp MFDs, with authorizing documentation, can be shipped to one of three regional Sharp recycling centers. Sharp will be responsible for all disposition and Zero-Waste-to-Landfill recycling costs associated with the disposition of Sharp equipment.

Electronic Manufacturers Recycling Management Company (MRM):

MRM is a recycling company created as a joint venture of Sharp, Panasonic, and Toshiba. It provides national voluntary takeback services for those three companies, as well as for Vizio and Mitsubishi. MRM also works with other manufacturers in states which have take-back laws, to help these companies meet their obligations.

MRM's vendor requirements show a strong policy of responsible recycling, including rules that do not allow the export of e-waste (whole units) to developing countries. MRM uses only environmentally responsible recyclers who comply with all applicable laws. All MRM recyclers are Third-Party Certified by either e-Stewards or R2. MRM contracts with recyclers require adequate record keeping, tracking, and reporting the markets for recycled material and ultimate disposition of the key recycled materials, performance audits and inspections,

provisions for safe reuse or refurbishment, and significant insurance requirements. The MRM program has expanded nationwide to offer recycling opportunities at approximately 1,800 collection points.

Sharp's Electronics Corporation Environmental Leadership

As a testament to its commitment to the environment, Sharp is a three-time winner of the ENERGY STAR annual Excellence in Energy Proficiency Product Design and a four-time winner of the U.S. Environment Protection Agency's (EPA) SmartWay® Excellence Award, which recognizes companies for conserving energy and lowering greenhouse gas emissions in logistics and transportation. These awards recognize environmentally responsible businesses and their efforts on recycling, waste reduction and affirmative procurement practices.



Sharp Business Products are EPEAT® Registered

EPEAT (Electronic Product Environmental Assessment Tool) is a third-party global rating system for greener electronics that requires ongoing independent verification of manufacturer claims. Customers can use EPEAT as the environmental benchmark to help them make informed purchasing decisions. By using EPEAT standards to purchase greener electronics, customers are assured their organization's environmental sustainability goals are met and will help to preserve our natural resources. All products being proposed are EPEAT registered.

ISO Certifications

The International Standards Organization (ISO) establishes performance objectives and environmental management systems to prevent pollution, ensure compliance with regulations and achieve continual improvement.

In 1995, Sharp Corporation in Japan, began the process of acquiring ISO environmental management system certification for its production facilities. Currently, all Sharp plants worldwide are ISO 14001 certified. Further, in 2002, Sharp introduced its own Environmental Management System, which adds 49 additional control points for all our plants to supplement those specified by ISO standards, which is maintained today.

EPA's Plug-In to eCycling Program

The U.S. EPA's "Plug-In to eCycling" program has been a voluntary partnership with electronics manufacturers, retailers, recyclers, and government agencies to reduce the environmental impact of electronic products during production, use, transport, recycling and disposal. Sharp is an inaugural participant and proud supporter of the EPA's e-cycling initiative and its Sustainable Materials Management Electronics Challenge Program.

Sharp and Green Paper

As part of our shared commitment to sustainability practices, our equipment can handle high quality copy paper with recycled content as well as a tree free paper product under the brand name TreeZero. We have tested TreeZero and are satisfied with the results.

Local Sustainability Practices

Our Service Technicians utilize tablets to receive service tickets and record service information to provide ongoing information on accounts. The tablet combines all of it into one simple data transfer without burdening overcrowded landfills with extra paper and production waste.

Technicians use energy efficient vehicles to save on gas consumption. Gases, like carbon dioxide, carbon monoxide, nitrogen oxide, hydrocarbons, and particulate matter are let out by all cars. These gases are harmful to us as well as our environment. Fuel-efficient cars help in reducing pollution and smog by at least 50%.

Toner Recycling Program consists of A.D. Solutions taking all used toner cartridges and sending them to a recycling center. The toner cartridges are not placed in trash to add to landfills but sent to the recycling center where the material is repurposed into other products.

Sharp Security Guide

Organizations of all sizes rely on a vast array of technologies to help make daily activities and communication more efficient. Adoption of new platforms such as mobile and cloud, can increase the frequency and complexity of security challenges. The more open and intricate these platforms become, the more corporations and organizations face constant threats that could put sensitive information and business continuity at risk. However, implementing new technology is essential to keep up with the speed of business. Learn how the Sharp Security Suite can help safeguard your business. [Download Sharp's Security Guide](#)

Sharp Technology

Utilizing **Sharp's Universal Print Driver** and common User Interface for printing, copying, scanning and workflow execution will create a much more consistent user experience. Scanning formats include: TIFF, JPEG, PDF, PDF/A, Compact PDF, Encrypted PDF, XPS, Searchable PDF, DOCX, XLSX, PPTX, TXT, and RTF. PDF format is supported when utilizing MultiCrop intelligent batch scan to send multiple pdf files such as individual receipts placed on original glass to a common destination via single scan.

Sharp supports **True Adobe PS** as well as an embedded Adobe Embedded Print engine which increases speed when direct printing pdf files (from USB devices, cloud storage, etc)

Sharp Remote Device Manager (SRDM) is an ideal tool for IT administrators to centrally manage, monitor and configure their Sharp MFD and printer fleets to optimize device uptime. SRDM also helps maintain optimal MFD and printer security. Using SRDM, IT administrators and security officers can create and centrally force a security policy to devices on their network. If security settings are altered, SRDM will notify administrator(s) or client incident management systems for them to immediately respond to potential security risks. SRDM can also intelligently reset security settings to the defined security policy when changes are detected.

The **Firmware Attack Prevention and Self Recovery feature** on select Sharp MFDs helps protect the main unit firmware system files from malicious attacks. The machine stores a backup copy of the main unit firmware in a hidden partition of the MFD hard disk drive. Each time the MFD is turned on, or wakes from auto-off mode, the main unit firmware running in the machine is compared to the backup copy stored on the hard disk drive using a hash value. If the two hash values do not match, the machine will be halted and display a message prompting the user to turn off the power and turn it back on. This action triggers the machine to restore the main unit firmware running in the machine with the backup copy stored on the hard disk drive. This event is recorded in the machine real-time event log and can also be sent to the administrator via email, as well as included in the customer's syslog server.

Application Integration

Sharp natively supports **cloud integration** with G-Suite, Sharepoint, Dropbox, Box as well as Airprint, Mobile printing. Third party software integrations via Sharp Open Systems Architecture (OSA).

Additionally, Sharp supports **Single Sign-on (SSO)** to Network and Cloud Resources. Select Sharp MFDs offer options for single sign-on to add operational convenience while validating user access to the device and network. When an MFD joins a domain, the MFD establishes trusted relationships with network resources. IT administrators can provide secure Kerberos token based SSO to network and home folders as well as Microsoft® exchange server. For Google Drive™ online storage service, Gmail™ webmail service and select cloud services, an OAuth token is used to establish SSO. Single sign-on supported resources: Network folders

and home folders, Exchange server, Gmail webmail service, Cloud services (such as Box™, Google Drive™, OneDrive® and SharePoint® Online), Sharp OSA® applications.

Destination Control

Administrators can apply **Active Directory® Group Policy** to the device, which offers centralized configuration and control for select security and user resource access.

Cloud Connect natively supported platforms

- OneDrive® for Business
- SharePoint® Online
- Google Drive™
- Box Connector (Available through the Sharp Application Portal)
- Dropbox Connector (Available through the Sharp Application Portal)

Email Connect

- Exchange Server
- Exchange Online/Office 365
- Gmail™ Webmail

Mobile print/scan

Sharp's mobile applications are designed to give users powerful, cutting-edge solutions that integrate their iPhone®, iPad®, or Android™ device with Sharp's award-winning MFDs. SharpDesk Mobile provides users with an innovative mobile print and scan solution for Smartphones and Tablets. In addition, Sharp MFDs support "Access Point" mode which allows mobile users to connect via Wi-Fi for printing from and scanning to their mobile devices – without having to connect through the corporate network. The Access Point mode prevents data exchange between Wi-Fi and wired interfaces.



Remote Front Panel for Help Desk/training support

Sharp Remote Front Panel is a powerful tool that enables support staff to remotely view and control the MFD's operation panel from anywhere via a network. IT managers can see the same exact screen that the end user is viewing, allowing them to quickly understand issues and take the appropriate actions to solve them. Since IT managers can control the device remotely and at a real-time session, this capability helps eliminate a trip to the device, thereby reducing users' wait time.



Data Security Kit - End of Lease

Sharp's Data Security Kit protects and controls the major MFD systems and subsystems (print, copy, scan, fax jobs, network settings, memory components and local user interface). The Sharp data encryption method uses the Advanced Encryption Standard (AES) algorithm 256-bit* on all data before it is written to RAM and the hard disk drive. It also can provide up to 10 times data overwriting routines to minimize information leakage. Select Sharp MFDs support DoD 5220.22-M data overwrite for optimal data security.

In addition, when the device is retired, it is important that the data retained within the device be rendered in an unreadable format. Sharp document systems offer standard End-of-Lease features to ensure that all confidential data is overwritten before the device leaves the facility. When the End-of-Lease feature is executed the data is overwritten up to 10 times. While data is being erased, the data deletion progress will be displayed. After erasing is completed, the MFD will be rebooted automatically. The data erase completion report will then be printed out for record keeping.

Common Criteria

Sharp has always aimed to achieve a secure and productive office environment through the development of our digital MFDs. Meeting evolving security standards, such as Common Criteria, is important to ensure organizations confidently handle the most sensitive data on Sharp devices. Sharp the CC certification against the latest Protection Profile for Hardcopy Devices v1.0 (HCD-PP v1.0).

Sharp Supplies...Ease of Use, Ease of Recycling

Sharp uses the same toner for different models in order to simplify supply inventory and product codes.

As a part of our commitment to the environment, Sharp Electronics offers our customers FREE zero-waste toner recycling for all Sharp consumables, including: cartridges, bottles, toner collection containers and drum units.

- It's free & easy to ship your recyclables in bulk
- Sharp provides all collection and shipping materials
- Sharp provides all shipping and recycling costs
- Sharp further reduces our carbon footprint by more efficiently shipping in bulk (box fits up to 10 cartridges)
- All consumables are 100% recycled with ZERO waste to a landfill

Active Directory integration

The sharp A3 devices are not dumb devices on the network. IT will be able to control security and AD policies directly from their desk. With LDAP that is not possible. IT will be able to manage the A3 devices just like they currently manage the laptops and computers.

Pantone printing and licensing

All A3 color devices will be able to print documents with Pantone colors for no additional charge. This is a huge benefit when printing PDF documents. The only way to achieve this on any of the competitive devices would be to buy a Fiery device which could easily cost \$3,500 dollars or more per A3 unit.

Sharp Application Portal

If Lake County allows different departments to use SharePoint, OneDrive, Google Drive, Gmail, exchange 365, drop box, all upgrades to the software applications will work just like the apps on your phone. See that an update is available and select to upgrade to the newest software.



Multi-crop scan

Place up to 40 documents on the glass of the device. Select scan, email or a cloud application and select start. You do not have to put down the cover. This will send 40 separate files to the destination selected in the format and resolution requested. This is great for scanning expense reports or pictures etc.

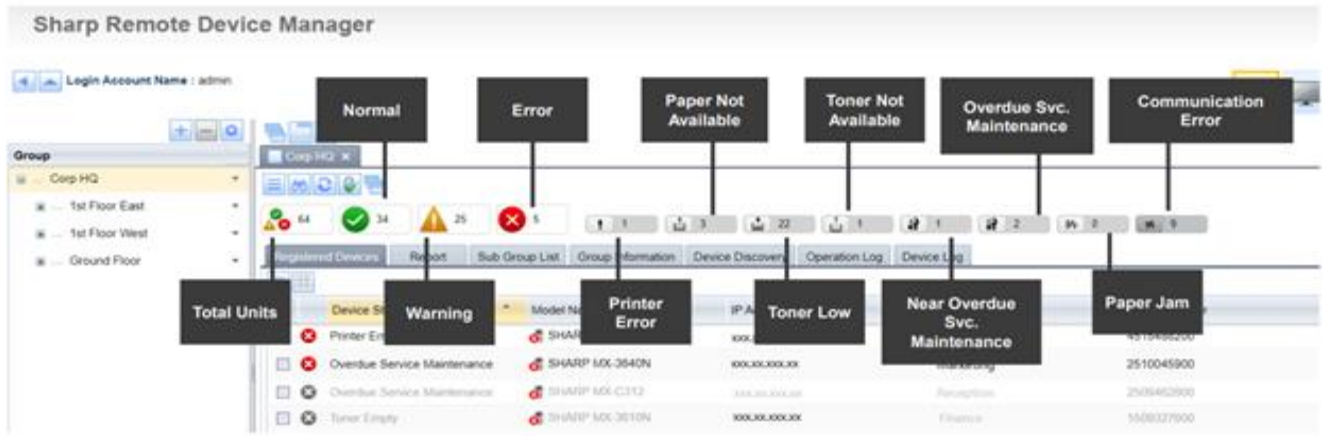
Multi-Layered security

Firmware prevention and self-recovery. White lists. Active Directory security settings. Monitors attacks and will load the latest firmware automatically. Supports AD policies.

Sharp Remote Device Manager (SRDM)

Sharp Remote Device Manager (SRDM) is an ideal tool for IT administrators to centrally manage, monitor and configure their Sharp MFD and printer fleets to optimize device uptime. SRDM also helps maintain optimal MFD and printer security. Using SRDM, IT administrators and security officers can create and centrally force a security policy to devices on their network. If security settings are altered, SRDM will notify administrator(s) or client incident management systems for them to immediately respond to potential security risks. SRDM can also intelligently reset security settings to the defined security policy when changes are detected.

SRDM quickly tells you how many devices are in what state in a **snapshot view**.



Response to the following question is stated below:

10.11 Describe your Process used in Destruction of data stored on hard drives contained on printing devices at the end of life?

End of Life Device Management

Data Security at End-of-Lease When the device is retired, it is important that the data retained within the device be removed or rendered in an unreadable format. Sharp document systems offer standard End-of-Lease features to ensure that all confidential data is overwritten before the device leaves the facility.

- How is the data erased? When the End-of-Lease feature is executed the data is overwritten up to 10 times. With Sharps standard MFD security feature enabled, the data is overwritten with random numbers. The amount of times the data overwrite occurs and custom overwrite methods can be configured.
- What happens at the completion of End-of-Lease data erase? While data is being erased, the data deletion progress will be displayed. After erasing is completed, the MFD will be rebooted automatically. The data erase completion report will then be printed out.
- **A.D. Solutions will implement the End-of-Lease option on all the existing Sharp machines that are picked up and scheduled to be returned to the leasing company.**

The following data will be erased using End-of-Lease data overwrite feature:

Setting Values	Job Image	User Input Data	System Data
<ul style="list-style-type: none"> • System Settings/Web Settings • Admin Password • Network Settings • Soft Switch 	<ul style="list-style-type: none"> • Job (image) Data on Each Mode • Unprinted Fax/Internet Fax/Direct SMTP Data • Document Filing Data • Data Stored in NAS Area • Image Data in Memory Box • Print Release Job Data 	<ul style="list-style-type: none"> • Address Book • User Information (including User Index/User Count) • Job Program • Organization/Group List/Page Limit Group List/ Authority Group List/ Favorite Operation Group List • Billing Codes • Words Registered in Software Keyboard • Scanner Default Sender • Scanner Default Destination • Fax/1-Fax Forwarding Destination/ Sender/ Allow/Reject Sender 	<ul style="list-style-type: none"> • Polling Protection Number • Dial-in Number • Auto Forward Table • Destination for Document Admin • Fixed Phrase (Text/Image Printing/ Subject/File Name/Body Text/Email Footer/Tracking Information) • Metadata Set • Custom Links • Sharp OSA Embedded Application • Custom Stamp/Custom Watermark • Color Profile • Download Font
			<ul style="list-style-type: none"> • Job Status Completion Queue Data • Job Log • Encrypted Communication Control Information • Keyboard Input Character Translation Information

SHARP®

3 YEAR PERFORMANCE GUARANTEE



Acquire Sharp MFD with confidence and peace of mind!

The performance and operation of any Sharp Multi-functional Device acquired referencing a Sharp awarded contract is guaranteed for 3 years from the date of installation.



Guaranteed to perform... or else

If your Multi-functional Device is not performing within the machine's design specifications and cannot be repaired by the Authorized Sharp Dealer and Sharp Service Technician, Sharp will replace your equipment with a like model with comparable features ... FREE.



Well maintained with genuine parts and supplies

The 3-Year Performance Guarantee begins at the date of installation. All equipment must be maintained under a full Service Maintenance Agreement with a Sharp Authorized Dealer and operated using only genuine Sharp supplies and parts. Guarantee is not applicable to equipment that has been damaged by accident or misuse, including improper voltage.

If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the 3-Year Performance Guarantee will no longer be valid.



Customer Assurance

The 3-Year Performance Guarantee is provided for your assurance that Sharp Products, the Sharp Authorized Dealer network, and the Sharp National & Government Account Division are committed to your total satisfaction.