EMPOWERING THE ART OF BUSINESS®

Huron Valley Schools, in partnership with the Michigan Association of Counties (MAC)

RFP # HV-600/985-011821

September 10, 2021

TOSHIBA

COVER LETTER

Contents

Solicitation Terms and Conditions can be found at www.hvs.org/district/purchasinginfo/

Executive Summary

Thank you for the opportunity to participate in the Huron Valley Schools/MAC Consortium bid. Toshiba has prepared the following response for your evaluation.

Toshiba is the manufacturer of the Toshiba copier equipment proposed in this bid.

In addition, we have proposed a selection of printers, scanners, and software to offer the District, and MAC Members, a complete source for all facets of document management and workflow.

Toshiba has been awarded a number of nationally published, audited bids through the Lead Agency process. **We have offered the Huron Valley Schools/MAC consortium equivalent pricing and product selection contained in our other consortium contracts.**   Here are three examples:

- **Sourcewell/NJPA**
- **Omnia Partners (US Communities, NIPA)**
- **HPS**

Toshiba has prepared our bid response with two goals in mind:

1. Prepare pricing on a selection of copiers and printers that is equivalent to the fleet in use by Huron Valley Schools. This section addresses the specific needs of the District, and would be fulfilled by Toshiba Business Solutions from our headquarters in Southfield. Project Management and support will be provided from our local office headed by Karen Hammond, Major Accounts-Education. **See Tab 5 for pricing.**

2. Toshiba has prepared a wider response designed to meet the needs of the MAC Consortium. This pricing is equivalent to other consortium contracts awarded to Toshiba, and contains a much broader selection of products and services than the specific needs of Huron Valley Schools. **Toshiba will audit and accrue a 2% Administrative Fee for all equipment sold from this price deck**. **See Tab 4 for MAC pricing.**

    a. Not To Exceed Master Pricing
    b. 2% Administrative Fee Paid to MAC
    c. Standardized Maintenance & Supply Pricing
    d. Full Line Toshiba MFP Copier Systems
        i. 20-120 ppm Black
        ii. 20-75 ppm Color
    e. HP, Lexmark, Brother Laser Printers
    f. Fujitsu, Kodak, Brother Scan Systems & Software
    g. Digital Lobby Signage, Content Development, & Installation
    h. Thermal Barcode Printers, Hand-Held Scanners, Label Stock, On Site Service
    i. **Back File Conversion Services**-High Security Back File Conversion Services-Paper to Digital, Microfilm to Digital
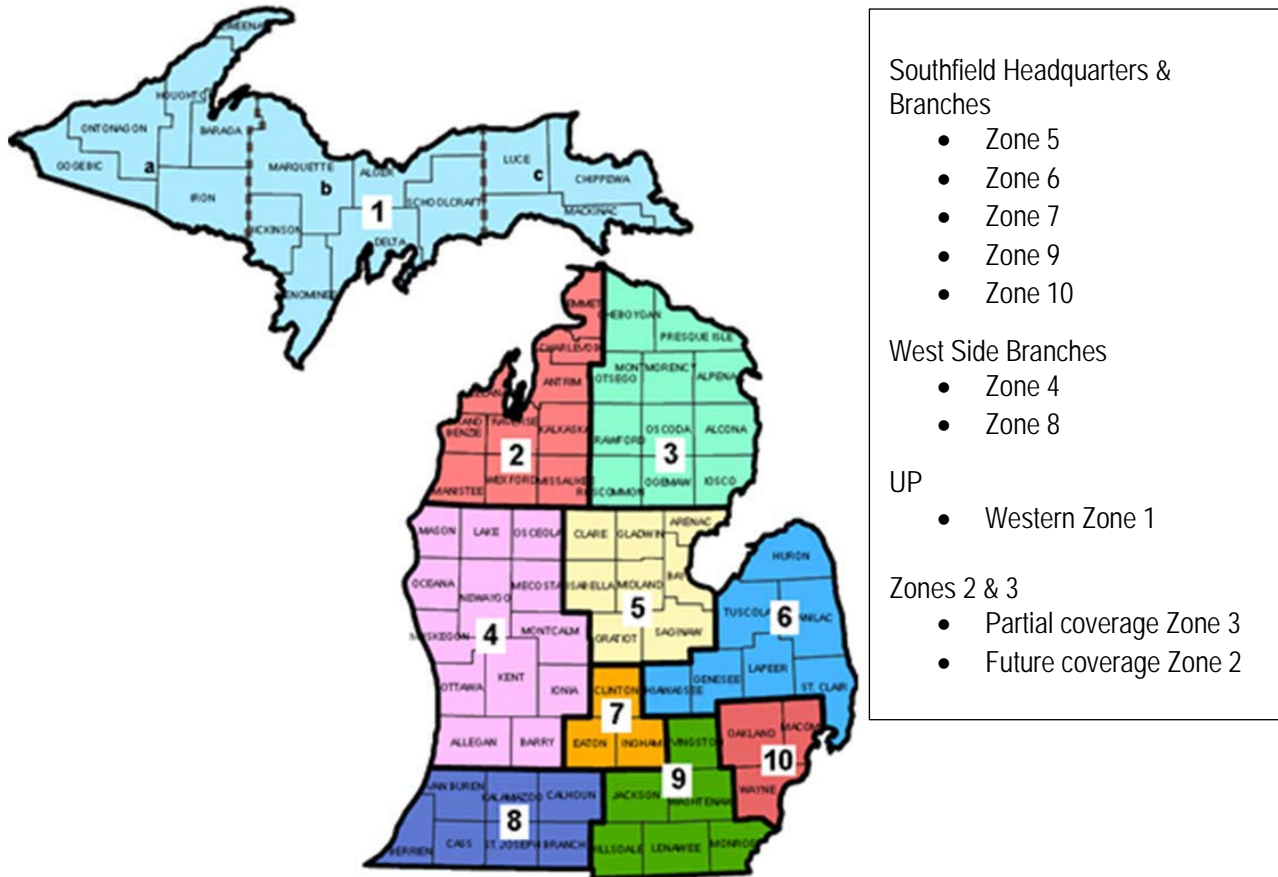
j. **Software**:
   i. PaperCut MF-Access control and analysis software
   ii. Drive Image-Editing tool for converting documents to Word, Excel, PDF A, Searchable PDF
   iii. Xmedius-Cloud Fax Services-Secure Cloud Fax Service
   iv. Send Secure-Securely send files of up to 5 TB in size-Board Packets, Financial Documents, Body Cam, Video Files
   v. Pharos-Enterprise-wide suite of software designed to manage and analyze complex organizations such as a County or State Government unit.
k. **Site Assessment**-Toshiba has developed a division that will assist our Consortium members with a complete assessment of their print and document workflow environment.
   i. Suite of electronic tools to capture and monitor 43 metrics of print usage
   ii. Onsite teams that will visit locations to inventory print devices, document usage patterns, and make recommendations on optimization of the fleet
   iii. Comprehensive report of finding, recommendations, products & services from the MAC Consortium Contract
l. **Workflow**-Toshiba's Workflow group is a multi-discipline group of Network Engineers, workflow engineers, print management specialists, and onsite survey teams
   1. Analysis of existing workflow & processes
   2. Design and programming of digital processes
   3. Backfile conversion for selected processes (Optional)
   4. Onsite scanner capability for day forward paper to digital conversion
   5. Software designed to index and archive documents in a searchable fashion
   6. Xmedius & Send Secure file transfer services to facilitate the movement of large digital files throughout a complex organization, and to entities outside of the organization.
   7.

COVID, Stimulus Funds, Cloud Transition-This bid comes at a unique point in history for County Governments, K12, Colleges, and Non-Profit institutions.
   ii. COVID has forced a shift to remote work, with the security and infrastructure challenges needed to complete that process
   iii. Stimulus Funds-This group has historically had limited budgets to modernize infrastructure, Stimulus funds provide a budget tool to finally accomplish that task
   iv. Cloud Transition-During the next five years, most members will start the transition from on-premises server-based network systems, to cloud based services. Our offering includes:
      1. Software as a Service-All platforms are available in a Cloud based version, or an On Premises for server based clients
      2. Managed Print as a Service-Maintenance, onsite repair, and toner programs for client's existing laser printer fleets. Toshiba provided service for HP, Lexmark, Brother, and 26 other brands of printer.

3. Digital Conversion & Indexing as a Service-Toshiba's service is designed to meet the high security needs of Government clients. Toshiba will provide comprehensive backfile conversion based on a flat fee per Banker's Box. Clients can convert one box, pallets, or entire file repositories. Conversion from Microfilm is also available.

4. Workflow Development as a Service-Toshiba's Workflow Engineers will assist your clients with the development, implementation, and training for digital workflow processes.   Pricing is based on a simple per hour assistance fee.

5. Digital Communication as a Service-Digital Information Kiosks, Digital Lobby TV's, Digital content players. More importantly, Toshiba has a content development department that will provide high quality computer graphics and animation for your lobby TV systems. Large Scale digital signage & content is available for your County governments that have Convention Centers.

6. Wide Format Printers-KIP and HP Wide Format printers for your County Road Commission, Building Department, and K12 Facilities. We are an authorized partner for maintenance of existing printers, as well as a reseller of new devices. Pricing for HP and KIP included.

Toshiba's coverage area comprises more than 95% of the population of the State:

Southfield Headquarters &
Branches
- Zone 5
- Zone 6
- Zone 7
- Zone 9
- Zone 10

West Side Branches
- Zone 4
- Zone 8

UP
- Western Zone 1

Zones 2 & 3
- Partial coverage Zone 3
- Future coverage Zone 2

Toshiba can drop ship supplies, toner, scanners, and provide software to all Zones.

Summary

Toshiba is a nationwide organization, with more than two decades of experience successfully managing cooperative contracts covering the U. S. and Canada. We look forward to meeting with the MAC Team and forging a contract that will be a value to your members as you re-define work in the Post COVID era.

Thank you for the opportunity to participate.

SECTION 1.0 – BIDDER RESPONSES TO SCOPE OF WORK AND PRICING

1.1 Minimum Mandatory Requirements

All Bids will be reviewed for compliance with the mandatory requirements. Bids deemed non-responsive will be eliminated from further consideration.

1. Proposer must have three (3) years' experience, within the last five (5) years, providing single and multi-function copier equipment, supplies, and maintenance equivalent or similar to that being requested by Huron Valley Schools as described herein.

Toshiba Corporation has been in business for 150 years and has been producing copiers since 1967. We are a world leader in technology products with more than 550 major subsidiaries and affiliates worldwide and annual revenues of $34 billion. Toshiba America Business Solutions, Inc. (TABS) was incorporated in 1999 as a subsidiary of Toshiba America, Inc. and Toshiba TEC Corporation under the Toshiba Corporation umbrella. Before 1999, TABS was a division of Toshiba America Information Systems.

Toshiba has over 60,000 customers globally. We have an established program designed to meet the complex needs of State, County Governments, K12 Districts, Colleges, and Municipal organizations.

2. Provide pricing to Huron Valley Schools for your product list of single and multi-function copier equipment, new and refurbished. These items will be purchased over the three to five years by the school district. Price should include delivery.

Toshiba acknowledges. We have provided a comprehensive product and pricing list as Attachment 1-Tab 4.

3. Please include with your proposal a detailed timeline from the purchase of single and multi-functioncopier equipment through delivery.

Task Name	Start Date	End Date	Duration in Business Days
Device Delivery and installation- less than 10 MFPs			12
Initiate	9/13/2021	9/16/2021	3
Purchase Order Received	09/12/21	09/13/21	1
Client Engagement	09/13/21	09/14/21	2
On-site Meetings	9/14/2021	9/15/2021	1
Contract Finalization	9/14/2021	9/15/2021	1
Establish final Asset List	9/14/2021	9/15/2021	1
Gather requirements needed to implement	9/14/2021	9/15/2021	1
Determine Department Contacts	9/14/2021	9/15/2021	1
Formalize Billing Requirements	9/14/2021	9/15/2021	1
Orders Received / Contract Approval	9/15/2021	9/16/2021	1
Plan	09/17/21	9/25/2021	8
On-site delivery and network assessment	09/20/21	9/21/2021	1
Stairway, electrical and network	09/20/21	9/21/2021	1
Collect current IP addresses	09/20/21	9/21/2021	1
MFDs Ordered and Built to Client	09/17/21	9/24/2021	7
Equipment Pre-configured at Toshiba	09/17/21	9/24/2021	7
Network Information pre loaded	09/17/21	9/24/2021	7
Quality Test run on each MFD	09/17/21	9/24/2021	7
Execute	09/24/21	9/25/2021	1
Full Fleet Deployment by	09/24/21	9/25/2021	1
Onsite Network Connectivity as needed	09/24/21	9/25/2021	1
Removal and Return of Existing Equipment	09/24/21	9/25/2021	1
Initial End User Training by Department	09/24/21	9/25/2021	1
Control			On going
Quarterly Business Reviews			On going
Follow up Training by Request			On going

4. Provide pricing to Huron Valley Schools/MAC cooperative members on a wide range of single and multi-function copier equipment solutions.

Toshiba acknowledges. We have provided a comprehensive product and pricing list as Attachment 1-Tab 4.

5. If awarded, proposer will be required to present all product information in electronic catalogs.

Agreed.

Proposer Response: Please enter your responses in the "Proposer Response" text boxes provided. There is norequirement or limitation on the number of words for your responses.

Answers to each statement/question supplied above.

1.2   Product and Service Categories

Huron Valley Schools is seeking a Single and Multi-function Copier Equipment provider that has the depth, breadth and quality of resources necessary to provide single and multi-function copier equipment in the categories below. Vendor must identify minimum specifications and feature sets for each piece of equipment such as ppg per minute, data/job retention tracking and metering capabilities, networking (wired and wireless) protocol/standards, print management solutions, etc. available with enterprise equipment that is capable of integrating with existing software and hardware. Huron Valley Schools is also interested in the introduction of products that will offer Huron Valley Schools/MAC cooperative members a wide range of solutions.

The following product and service categories are included in this RFP:

- The purchase, lease to purchase, lease, and rental of single and multi-functional copier equipment, new and refurbished
- The purchase of single and multi-function copier equipment supplies
- An optional output evaluation of a public entity's current environment, output work-flow and requirements
- A recommendation of output solutions
- Implementation of output solution
- Ongoing maintenance and support, with technology refresh

As part of our submission, Toshiba has offered our full product line of award-winning Toshiba Digital MFP Copy systems.

- 20-120 ppm Black & White Systems
- 20-75 ppm Full Color Systems
- Desktop BW & Color Systems
- HP, Lexmark, Brother printer systems

Toshiba will offer the following lease and purchase options:

- 24, 36, 48, 60-month FMV and $1.00 TELP lease purchase
- Cash Purchase Pricing-Fixed for 12 months

Please see Attachment 1-Tab 4 for details

Toshiba will offer maintenance and supply options for your member's consideration:

Toshiba Copier-Full-Service Maintenance-An all-inclusive agreement covering all parts, labor, drums, developer, firmware updates, security updates, PM Kits, Black & Color Toner. Optional Staple Pricing.

Laser Printer Maintenance Options-Toshiba offers three cost per impression programs to service and supply member's legacy printer fleet. Toshiba services HP, Lexmark, and Brother devices:

- Toner Only
- Toner, Image Kits, Parts, Labor
- Care Pack Depot service

HP and KIP Wide Format On-Site Printer/Plotter/Copier Service & Supplies

Toshiba and Zebra Thermal Barcode On-Site Printer Service and Supplies

Encompass Workflow & Site Survey Consultation

To ensure a smooth installation process, Toshiba will schedule a meeting with project leaders to synchronize pre-installation activities so that all parties are well prepared and there is no interruption to business. Toshiba will confirm the following, which will eliminate any problems on the actual delivery date:

- Verifying all machine locations for proper electrical and space requirements, including ample space and a level floor
- Ensuring network drops for connected units are installed and phone lines are in place for faxing
- Coordinating attendance and training dates for users and key operators
- Inspecting for any physical challenges (elevator size, hallway width, stairways, loading docks, etc.) that may affect installation
- Establishing points of contact for billing, service, and administrative questions

Our technical personnel will engage with your IT staff to ensure our equipment, as well as any software solutions are compatible with the network. In cooperation with City staff, technicians will conduct a network site survey and test to ensure equipment and application compatibility with your network.

After reviewing pre-installation data and confirming general requirements, an implementation schedule is developed. The Implementation Team coordinates, with the incumbent and user, the removal of equipment by the exiting vendor.

Implementation

Toshiba is one of the few providers of Print Technology that offers software integration by our own staff of certified solutions engineers. Unlike many companies that rely on third party installation, members may contract for professional installation services from our certified staff engineers.

Toshiba's comprehensive approach allows members to contract for services from start to finish of a project:

- Initial Meetings, Site Evaluation, Strategic Goals Discussion, and Budget Planning
- Purchase & Lease options to fit any budget
- Fleet Optimization
- Professional Delivery & Installation Services
- Software Integration by Toshiba Engineers

- Ongoing Strategic Review Process

Toshiba is offering a suite of valued added software products that can drive greater visibility, accountability, productivity, security, sustainability, and cost savings throughout organizations while enhancing your business capabilities. We describe each of these proprietary and third-party solutions in the following paragraphs.

For all solutions, Toshiba's Professional Solutions team are available to scope your project and recommend the best integration solution for your needs. These individuals have extensive industry expertise and certifications and can help assess and identify areas for document and workflow improvements and recommend ways to expand the utility of MFDs and printers and help you to capture, manage, deliver, and secure your documents more efficiently.

PaperCut

For advanced print management, Toshiba is offering PaperCut MF, a cost-effective solution that interfaces directly with Toshiba MFDs to provide tracking and billing of "off the glass" copying, faxing and scanning as well as secure release and follow me printing. PaperCut uses the Toshiba 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
- Releasing jobs from a hold/release queue (secure printing)
- 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
- Secure Release – Seamless Mobile Printing
- Optional proximity card swipe authentication (via standard USB-based readers)

As PaperCut's only direct OEM partner worldwide, we are the driving proponent of PaperCut MF because of its strong feature set and ability to manage large, complex printing environments. PaperCut would become the backbone engine to track all usage, output, in addition to managing/deploying print drivers on all installed print devices throughout the enterprise.

Pharos Blueprint/Uniprint

Blueprint® Enterprise/Uniprint from Pharos Systems is a print management software that modifies user printing behavior and provides information that companies need to optimize and consolidate their equipment fleet. Blueprint Enterprise accomplishes this through:

- Hardware independence and compatibility with virtually all manufacturers' makes and models of printing equipment
- Automated discovery of all devices that users print to and real-time analysis of print parameters
- Comprehensive print/copy tracking and accounting to the user level
- Waste reduction, printing security, and convenience with Secure Release Here®
- Cost control and greener printing through printing policy deployment with Policy Print™
- With the Secure Release Here confidential printing, users print documents to the device most convenient for them regardless of where they are located.

PrinterLogic

Our partnership with PrinterLogic, a leading Enterprise Print Management solution, allows Toshiba to offer their server-less enterprise print management solution. PrinterLogic's enterprise print management solution delivers centrally managed IP printing and empowers end users to install their own printers, enhance security, reduce waste and optimize efficiency. PrinterLogic will deliver comprehensive print management solutions that solve critical issues faced by IT, while reducing cost and complexity.

XMedius

Toshiba is partnering with XMedius Solutions, Inc., to offer their secure, reliable and efficient fax over IP solution, XMediusFAX®. This fax software solution is crafted to fit any enterprise looking for a software-based fax server solution that is reliable, highly scalable, easy-to-integrate and connects to any existing Voice over IP (VoIP) or other telecommunication environment.

XMediusFAX provides secure fax server solutions (FoIP) to many industries that must adhere to strict compliance and regulatory mandates. In doing so, it helps organizations optimize and secure their document workflows. Because of its scalability and flexible licensing models, XMediusFAX has been deployed by thousands of companies globally including small businesses, enterprise-class organizations, service providers and everything in between. Their customer base spans across a wide variety of vertical markets: government, education, healthcare, finance, legal and many more.

As part of the proposal response, bidders are to include the following:

- Indicate areas of the State where you provide service (See Exhibit A).

Toshiba provides delivery and service in areas:

- Full Coverage: 4, 5, 6, 7, 8, 9, 10
- Partial Coverage: 1 & 3

- Provide Manufacturer Name, Model Name, and Model Number of each copier being offered, new and refurbished.

Toshiba Digital MFP=20-120 ppm BW, 20-75 ppm Color

HP, Lexmark-Wide selection of single, multi-function, black and color systems

- Equipment features of each copier (ppg per minute, data/job retention tracking and metering capabilities, networking (wired and wireless) protocol/standards, print management solutions, capability of integrating/interfacing with existing software and hardware, etc.).

We have included side by side specification and options as Attachment 2-Tab 6.

- For each product and service category, provide the equipment cost, toner cost (black & white, color), maintenance agreement costs/fees, charge for each black & white and color for prints, copies, faxes, and scans. Indicate if maintenance costs/fees include cost of toner. Provide a narrative on what maintenance costs/fees include.

To simplify billing and to be more cost efficient, the proposed "cost per click" (CPC) includes the cost of toner.

Your monthly maintenance CPC includes the following:

- Toner
- Onsite service requests
- Preventative maintenance, Drums, Developer
- Firmware Updates, Security Updates
- 8-hour response time within Metro Area, 24-hour response time outstate locations

- For each product and service category, provide manufacturer's list price and discounts available (percentage discounts, quick payment discounts, volume discounts, rebates, etc.).

We have provided a comprehensive product and pricing list as Attachment 1-Tab 4.

- For each product and service category, describe high volume pricing levels being offered.

We have provided a comprehensive product and pricing list as Attachment 1- Tab 4.

- Large District Wide Projects, or County Wide Projects will be evaluated individually, if pricing below the Top Stop contract is warranted, Toshiba will negotiate individually.

- Any additional information regarding installation, delivery, and service.

Please refer to implementation details included on page

- Provide Manufacturer Information on any **Additional Vendor "Value-Added"** services or Warrantyfor each Manufacturer/line with your proposal.
  - Free Assessments for Fleet Rightsizing, Software Solutions & Fleetwide Security Analysis-pg.
  - Cloud Based Diagnostics
  - SED Hard Drive Security and Advanced Encryption
  - Sustainability Reporting

- Refer to Attachment A for general information pertaining to products, service, warranties, submission of electronic price lists, etc.

Toshiba acknowledges.

Proposer Response:
Specifications and catalogs must be submitted. Please use the space below to provide comments regarding the Single and Multi-function Copier Equipment lines being offered.

Please refer to Attachment 2-Tab 6 for side-by-side comparison.

Toshiba is offering purchase and lease pricing for new, industry-leading, multifunction, print, copy and scanner products to meet the requirements of all state and local governments and other eligible customers participating under this contract.

Toshiba is offering our newest lineup of full-featured color and monochrome multifunction products, which are designed to help customers operate more efficiently while improving workflow. A more powerful multi-core processor, exceptional color quality, customizable tablet-style user interface (UI), Embedded Application Platform and Dual-Scan Document Feeder highlight the product portfolio.

Toshiba's advanced e-STUDIO models feature a more durable and reliable engine to maximize uptime and reduce the total cost of ownership. A new sophisticated black matte look completes the new products innovative design while complementing even the most contemporary of business settings.

All multifunction devices are extremely user friendly, easy and convenient to operate and can be used safely and securely. For ease of use and to maintain the same positive user experience, each model performs print, copy, scan and fax the same way across the entire product family. The front panel interface is standardized across all product lines, allowing users once they learn one device to easily use other Toshiba models. This is Toshiba's philosophy of "Learn Once, Operate Many", making products that are easy to learn and use, regardless of the model number. Users only learn once and they are able to use any standard model Toshiba machine.

1.3   Product and Service Offerings

Huron Valley Schools intends to offer its participating members a wide range of products and services. Huron Valley Schools is seeking a supplier that can support the entire lifecycle of a product with technology, operational support, and consulting support.

This contract is for equipment, both single and multi-function devices, along with support services. All equipment supplied shall be by national and international manufacturers and re-labeler manufacturers, sold as new equipment (realizing that manufacturers recycle many components). Only machines remanufactured by the original equipment manufacturer (OEM) will be considered for award. All equipment sold must have new serial numbers. This contract will be for purchase, rental, lease, and/or lease purchase. However, equipment under lease may be purchased at the end of the lease or if the price is listed in this proposal and if both parties agree. Equipment under rental agreements may also be purchased at the end of each 12-month renewal if the price is listed in this response and if both parties agree.

Toshiba has read and agrees.

1.3.1   Leases
Equipment may be leased in increments of 24, 36, 48, and 60 months. Leases will allow for fiscal funding clauses annually. The equipment may be purchased during and at the end of the lease at the Huron Valley Schools participating entity's discretion. If the vendor wishes to offer this, they will include the depreciation schedule with their proposal to Huron Valley Schools. Proposers should explain their lease options, the analysis they provide to Huron Valley Schools participating entities to assist in determining the most cost-effective lease, and their lease payment terms (Huron Valley Schools prefers Net 30). Note: For evaluation purposes, Huron Valley Schools will

use a **four (4)-year leasing model.**

1.3.1 Proposer Response (please include identification of any leasing companies proposed):

Toshiba has read and agrees. All Lease options will include standard Non-Appropriation of Funds Fiscal Funding amendment.

We have provided lease options for 36-, 48- and 60-month terms with Fair Market Value (FMV) and end of term $1 purchase options. An annual non-appropriations of funds would be included in the lease terms. We would utilize our leasing partners, USB, Wells Fargo, CIT, and DLL.

1.3.2   Maintenance
Maintenance of equipment is required. The following terms are related to maintenance:

1. Any maintenance contract is between the buyer (Huron Valley Schools and/or any MAC cooperative member) and the contractor and must be signed by the ordering agency and the contractor. There will be no automatic maintenance contracts.

Toshiba agrees.

2. Maintenance contracts shall include all parts, labor, travel, service, and preventative maintenance. Supplies (consumables) may be offered if more cost effective.

Toshiba agrees. Our cost per click page cost includes the cost of toner. Staples and paper are NOT included in the cost.

3. If a vendor is offering equipment that has software or upgradeable ROM chips as a part of the unit, vendor will certify that the most current OEM software or ROM microchips are installed with the unit at time of delivery. OEM upgrades released during the first year of operation are to be installed within 45-days of release at no cost to the buyer; upgrades of software and ROMs after the first year must be available as part of any maintenance agreement within 45-days of release and installed at no additional cost to the buyer.

Toshiba agrees.

4. Any and all contracts for maintenance shall be at the discretion of the ordering agency.

Toshiba agrees.

5. Technician response time will be within eight (8) working hours in the metropolitan areas and next day in other areas of the State, if called in by 9:00 A.M. of the previous day. Preventative Maintenance (PMs) will be scheduled, as needed.

Toshiba agrees.

6. Contractor must agree to provide maintenance to keep the equipment in top operating condition and provide service during normal business hours (8:00 a.m. -5:00 p.m., excluding legal holidays, Saturdays and Sundays).

Toshiba agrees.

7. All defective or unserviceable worn parts shall be replaced with parts approved by the manufacturer for replacement and carry the manufacturer's standard warranty. Any claim by the contractor that equipment breakdown is the result of the use of independent copier

supplies must be supported by written documentation from the manufacturer and/or the servicing technician that clearly states the direct cause of the breakdown. Use of independent copier supplies shall not void warranty or service maintenance agreements.

Toshiba OEM parts and supplies are required.

8. PMs shall include all cleaning, lubrication, adjustments, and parts replacements as recommended by the manufacturer, and using the manufacturer's timetable for preventative maintenance. Using agency may purchase supplies used in PMs from the contractor, but are not required to do so.

Toshiba agrees.

9. Guarantees and warrantees are required.

Toshiba provides

10. Any total satisfaction guarantee must permit the user to decide if the copier needs to be replaced during any replacement period offered by the vendor.

The only cure for machine default would be covered under the original manufacturer's terms and conditions.

Toshiba backs each of its products with the best Equipment Performance Warranty in the industry: our Total Quality Commitment (TQC) Program. This is our guarantee that your equipment will perform to specifications during the term of the lease, or it will be replaced. This performance guarantee covers:

FREE REPLACEMENT: If your Toshiba MFD or accessories do not operate within Toshiba's product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specification, Toshiba will replace the MFD or accessory at no charge with a model of equal or better features and specifications.

FREE LOANER: If your Toshiba MFD is out of service for more than two (2) consecutive days after notifying us or requires offsite service, a loaner MFD will be provided by Toshiba at no additional charge.

Toshiba stands squarely behind our promise with the assurance of complete satisfaction. Everything we do contributes to that goal—from setting the industry standard for research and development, to providing instant access to Toshiba support personnel.

11. Proposal responses should address the option of separating maintenance contracts from service contracts, whether maintenance contracts are pre-paid, and the initial term of coverage for new copiers.

Toshiba can provide and bill service contracts separately based on each organization's needs. Maintenance would be billed monthly in arrears based agreed upon minimums/overages or on actual usage reported.

1.3.2 Proposer Response:

We have addressed each item above.

1.3.3   Supplies

Contractor may be required to provide supplies, toner and chemicals to meet equipment needs. The Huron Valley Schools/MAC cooperative member will install replacement toner, chemical and supplies in these devices as necessary. Supplies and consumables may be ordered through a

vendor-supplied toll-free phone number or website. For devices that require technical expertise or special handling for supply, toner and chemical replacement, vendor shall provide and install supplies, toner and chemicals to meet equipment needs. Describe your supply programs and your maintenance programs that include supplies.

1.3.3 Proposer Response:

Toshiba has read and agrees.

Toshiba offers a variety of options to replenish toner. These options include:

Toll-free number- Toner and supplies can be ordered Monday-Friday, 8:00am-5:00pm by calling the toll-free number shown on the front of your printing device. A live customer service representative will assist you.

*Automated Toner Replenishment (ATR)-*Toshiba utilizes an automated supply replenishment program that is slightly different than the printer industry standard. Instead of shipping toner blindly when an alert occurs, our system generates an email to the user for validation and approval. Our ATR includes just-in-time delivery of our OEM and Encompass toner cartridges direct to the device, for the optimal level of quality and performance. Toshiba's fully managed ATR program gives you and your users full control and visibility of your copier and printer supply needs.

Web Portal- To ensure adequate and timely consumables at all times, you can utilize our secure web portal, Encompass View, for reordering consumables or our toll-free number. In addition, when fleet monitoring tools are installed on your networked device, a low toner alert from the machine can trigger an email to the primary user associated with a given device. The email will indicate the issue (i.e., low toner), the device and location and will provide a link for the user to confirm the order. (May incur an additional cost)

1.3.4   Rentals
If the Vendor wishes to offer a rental option, the rates for this must be included with their proposal. Many agencies have expressed a desire for renting equipment on a monthly and annual basis rather than executing a lease arrangement.

1.3.4 Proposer Response:
Toshiba is not proposing rental options. If renting is needed, we would consider each independently.

1.3.5   Information Technology Consulting Services
Bidders must have the ability to analyze and document the current work-flow, technologies and processes surrounding product placement within an organization or enterprise and make recommendations on how changes could improve productivity and reduce cost.

1.3.5 Proposer Response:

For Huron Valley/MAC and participating members to optimize, manage and innovate, you must first know what you don't know. Toshiba's Encompass software and site data collection process quickly and comprehensively locates and catalogs where all the known and unknown current devices reside – by agency, make, model, user, connectivity (network or desktop) and more importantly monthly usage. To determine the real cost of operation (RCO), customers will need to provide actual lease expirations, current device

service and supplies agreements – transparency, careful planning and analysis, we will develop a plan of action that will be credible and sustainable.

Eco Assessment

Toshiba supports green initiatives. Our solutions can involve measuring electricity use, paper waste, CO_2 generation and solid waste generation.

Security Assessment

Under Toshiba's Security Vulnerability Assessment Program, our Professional Services Team can analyze key areas: current product security, unauthorized user document access, content management security and product end-of-life security. The resulting Security Assessment Report identifies document-related security risks, provides a security rating for each networked printer or MFD and outlines a strategy to cost-effectively fortify document output processes.

Ongoing Fleet Assessments

Optimization is not just a one-time opportunity for improvement but an ongoing component of our document management program. Our Account Management Team commits to review your account continuously to ensure that the right number and type of products supporting contracting entities, departments and employees is meeting their specific print management objectives.

1.3.6 Centralized Production Products and Services

Bidders must reflect the ability to provide a wide range of products and services intended to support an organization's data center, print shop, quick copy, production mail, and fulfillment centers. This may include products and services such as printing equipment, high-speed laser printers, high-speed duplicators, production mailing equipment and finishing equipment.

1.3.6 Proposer Response:

The most effective managed print service provider is one who can not only manage all brands of machines but can also help organizations optimize their fleet now and for the future. Partnerships with Lexmark, Brother, HP. Kodak Alaris, and KIP America allow us to offer best-in-class products at significant cost savings. Incorporating their powerful print and scanning solutions with Toshiba's robust line of multifunction products further positions Toshiba as a complete one-stop document management resource for customers.

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1.3.7   Document Storage and Retrieval Products and Services

Bidders must be able to provide a wide range of products and services intended to support the needs of an organization to store, manage and retrieve critical documents. This may include products and services such as scanners, imaging systems, and software designed for this purpose.

1.3.7 Proposer Response:

DocuWare

Toshiba is partnering with DocuWare Corporation to offer DocuWare, their award-winning document management software. The DocuWare platform is the perfect bridge from your current paper-based systems to electronic document imaging and processing and provides an efficient and effective method for users to file, retrieve and manage their document workflows more efficiently and reduce the physical storage needed.

DocuWare is a proven digital Document Management System capable of processing, storing, and retrieving millions of documents. With over 11,000 DocuWare installations totaling over 400,000 users in over 50 countries, DocuWare is the best Document Management Systems in the world. DocuWare, a Microsoft Gold Solutions Partner, is easy to implement and use. Solution simplicity and ease-of-use are critical goals towards obtaining user acceptance and adoption of new technology. Therefore, one of our primary goals is to automate but not alter the way users go about their daily work.

Docufree

Toshiba is partnering with Docufree to offer customers backfile conversion services. Docufree's unique position of providing on-site, off-site, BPO, scanning services, and document management solutions to our clients truly positions Docufree as a company without competition. This strategic positioning has helped in working closely with clients to help drive down overall cost and stay focused on two goals Process Improvement and Customer Satisfaction. Docufree's security protocols are among the strongest in the country. Docufree is the only SaaS vendor to accept total accountability for the chain of custody from the time a document enters the mail room until your staff or systems accesses it programmatically. Docufree's full-time, onsite Security & Compliance Director oversees and monitors the ongoing implementation of all security protocols. Docufree's security program is centered around three primary areas of vulnerability—physical, technology, and human assets.

Drivve

For robust advanced scanning software, Toshiba's solutions portfolio includes optional Drivve | Image capture and routing software. This platform optimizes business processes by intelligent capture, processing and distribution. This multi-use platform will interact with your staff at the MFD, allowing them to select image options, destinations and authentication types. Workflow and routing rules in the powerful processing engine will complete image correction, de-skew lighten, darken and support a variety of output types. Drivve will also address any complex scan to network, email and ftp locations that may be desired.

Drivve SSO is a software solution that offers SSO together with image capture, OCR scan-to-email as well as apps for mobile devices. It combines the advanced scanning, print management and cost recovery capabilities of Drivve's award-winning technology into one fully secure, continuous SSO solution for MFPs.

Drivve | Print Mobility Manager is a driverless print solution for users of mobile devices such as smart phones, iPads, netbooks and laptops. With no need for print drivers, users can simply send their documents

by email, by uploading them to the web, or even directly from their smart phone using the Drivve | Print smart phone app. Once submitted documents can be printed directly to a specific connected MFP or printer or routed onto an existing print management or cost recovery solution with all the appropriate user credentials for secure release at the device.

1.4 Product Specifications

1.4.1 Reservation of Rights

Huron Valley Schools will evaluate the merits of all bids submitted and reserves the right, in its sole and absolute discretion, to accept or reject, in whole or in part, any or all bids or portions of bids with or without cause. Huron Valley Schools further reserves the right to waive any irregularity or informality in the RFQ process or any bid, and the right to award to one or multiple vendors. Huron Valley Schools reserves the right to add or delete services from the bid, extend agreements, or change vendors, in order to best serve the eligible agencies. These changes will follow approved bidding laws. Huron Valley Schools may use the product or service cost, or the sum of groups of products and/or services, may group similar products, and/or total cost of ownership, to evaluate prices and award bids. Huron Valley Schools reserves the right to request additional information from any or all Proposers. Huron Valley Schools also reserves the right to select one or more vendors to award a contract to under this RFQ. In the event a bid is accepted by Huron Valley Schools and the vendor asserts exceptions, special considerations or conditions after acceptance, Huron Valley Schools, in its sole and absolute discretion, reserves the right to reject the bid and award other Proposer(s).

Please confirm your understanding by checking Yes or No.

(X) Yes   ☐ No

1.4.2 Warranties

The Contractor shall provide written documentation from the Manufacturer, which guarantees items against defects in materials, manufacture and workmanship, for a period of one (1) year from the day of final settlement with Owner for the item. Final settlement shall not relieve the Manufacturer from liability for such defects, and upon notification from Owner, the Contractor or Manufacturer shall, by repair, replacement, or otherwise, place the item in a condition satisfactory to the Owner in every respect. Usual wear and tear and results of Owner's accidents are exempted from the requirements of this guarantee. Everything required to fulfill this guarantee shall be done without additional cost to the Owner. The products or workmanship of any Subcontractor are to be covered in the primary Manufacturer's guarantee.

Toshiba provides a 90-day hardware warranty. Our maintenance program is designed to provide all parts, service and repair to maintain your MFPs to manufacturer specification throughout the term of your contract. If your device fails to perform under our service program, Toshiba will replace the device under the terms of our Total Quality Commitment Guarantee described on page 10.

All other manufacturer's devices (HP, Lexmark etc.) would be replaced under the terms of the original manufacturer warranty. Toshiba offers maintenance contracts for these devices for repair and parts

Maintenance Instructions

The Contractor shall provide Maintenance Instructions as written by the Manufacturer for each item.

All maintenance will be performed by Toshiba service providers. Operator Instruction available 24 7 via link

1.4.3 Competition Promoted

The name of a model, manufacturer or brand in Huron Valley Schools bid documents shall not be considered as exclusive of other brands unless "NO SUBSTITUTE" is stated in the item description. Proposers may offer a variety of brands and models, as it is the intent of Huron Valley Schools to provide a multitude of options to the eligible agencies. Huron Valley Schools expects all supplies, materials, equipment, or products bid to meet or exceed the specifications set forth in this RFQ. Further, it is Huron Valley Schools intent that this RFQu permit competition. Accordingly, the use of any patent, proprietary name or manufacturer's name is for demonstrative purposes only and is not intended to curtail competition. Whenever any supplies, materials, equipment, or products requested in this RFQu are specified by patent, proprietary name or by the name of the manufacturer, unless stated differently, such specification shall be considered as if followed by the words "or comparable equivalent," whether or not such words appear. Huron Valley Schools, in its sole and absolute discretion, shall have the right to determine if the proposed equivalent products/brands submitted by Proposer meet the specifications contained in this RFQu and possess equivalent and/or better qualities.

Please confirm your understanding by checking Yes or No.
    X Yes   ☐ No

1.5 Service Specifications

All services furnished must be in conformity with the participating agency requirements and specifications and will be subject to acceptance by the individual customers at delivery. The right is reserved to reject the service at the risk and expense of the vendor.

Please confirm your understanding by checking Yes or No.
    X Yes   ☐ No

Contractor Code of Conduct

The purpose of the Huron Valley Schools and its employees is to provide a safe, positive learning environment for the students of the District. In providing that environment it is mandatory that all employees, visitors, and contractors follow certain levels of conduct, dress, and demeanor. This Code of Conduct outlines the expectations of the Huron Valley Schools for persons both contemplating

performing work and performing work for Huron Valley Schools in the capacity of a contractor or subcontractor. These rules will become part of the mandatory working conditions of the contract and failure to comply by any contractor, subcontractor, management, employee, or contracted consultant may result in the cancellation of the contract. In general, it is expected that everyone entering a Huron Valley Schools facility, whether a school, support facility, or the surrounding grounds, must dress, act, and talk in a manner that is conducive to the education process of children while assuring their overall safety and security. The following rules have been established to assure that this is done:

Every contractor employee that enters or leaves the building must sign in and out at either the school office or the building engineer's office as designated by the school administrator. This sign-in sheet must record the name, time in and out, the firm, and the signature of the individual.

All contractors shall be furnished <u>by their company</u> a badge or identification that is to be worn while in the building. Such identification shall clearly indicate the individual's name and the name of the firm they are working for.

Prior to the beginning of a job, the contractor shall furnish the building engineer with a list of individuals expected to be on the job, contact persons with phone numbers, and a schedule of the activities to take place.

The contractor shall provide the building engineer with a scope of work and check with him prior to drilling or penetrating any walls, floors, or ceilings.

Each person working in a school building or on school property shall comply with the following:

No drinking or possession of liquor or alcoholic beverages and or possession of any kind of illicit drugs or narcotics.

No use of District facilities or equipment including telephone, computers, internet access, fax, kitchen, maintenance or office equipment.

No smoking or use of any tobacco products anywhere within the building at any time nor outside the school on District property during normal school hours (This is a law and punishable as a civil infraction by local authorities).

A reasonable standard of dress must be followed. Within the educational facilities where students and parents are or can be present, this is to mean clothing or attire must be suitable for the work and must not bear images or writing depicting anything to be construed as obscene in nature or promoting or portraying alcoholic beverages or use, drugs, narcotics, tobacco or establishments that serve or promote

the use of these substances.

There shall be no use of profanity or obscene language or gestures. Language, gestures, or other actions that depict sexual or ethnic harassment or intimidation will not be permitted.

The contractor is responsible for a clean and safe workplace. To that end the following will be adhered to:
All work areas, walkways, and stairs must be kept clear of debris and loosely scattered materials.

Material storage is to be in an area designated by the Building Engineer.

All work areas are to be cleaned by the contractor prior to leaving. Building staff will not be responsible for cleaning work areas.

All trash, debris, and material must be removed from the worksite each day and disposed of off-site. District dumpsters and trash containers are not to be used by contractors for disposal.

All contractor tools and equipment must be kept in good working order, with guards and safety devices in place and working. Defective tools must be taken out of service. District tools and equipment will not be loaned to contractors.

Contractors are to provide, and use required protective safety equipment and comply with all local, state,and federal safety laws and regulations.

Contractors are responsible for the reporting of accidents both to the District and their management and to obtain any emergency treatment that may be required.

Upon leaving a jobsite all doors and windows must be locked, secured, or left as they were found prior to beginning the work.

Contractors are to provide their own site safety plan for areas that they are working in.

Contractors are reminded that there may be asbestos insulation in our buildings. They are not to disturb any insulation or enter any areas that contain asbestos containing building materials. If they have any questions, contact the building engineer for direction.

Contractor is not to disable or interfere with any fire or burglary system equipment or telephone lines servicing such equipment. If equipment needs to be removed, relocated, or temporarily disabled, the contractor needs to coordinate this with the building engineer.

The District will not tolerate acts of theft, vandalism, fighting, or abuse of the facilities or activities that threaten the security and safety of the school environment and its students, staff, and employees.
In summary, good judgment must be used to protect the learning environment. Failure to comply withthe above or to exhibit conduct which is deemed not in the best interest of the Huron Valley Schools will be grounds for immediate removal from the building and the project.

Please confirm your understanding by checking Yes or No.

X Yes   ☐ No

1.6   Service Capabilities

1.6.1   Communication Plan/Contract Management
Proposers shall identify their company standards of communication as they relate to contract performance, issue management, and change management. An issue is an identified event that, if not addressed, may affect schedule, scope, service, delivery, quality, or budget. A change is identified as a change in corporate leadership, structure, merger or acquisition.

1.6.1 Proposer Response:

Toshiba considers our client relationships and partnerships our most valued asset within our service offerings. We strive to consistently exceed customer expectations and work hand-in-hand with them to resolve any issues - service, technical or otherwise - timely and to a mutually beneficial resolution. We approach each account with the goal of delivering exactly what the customer requires and expects. We do this by first gaining a clear understanding of our customer's challenges and then developing meaningful solutions that address their unique requirements. We offer a strategic partnership like no other, this by combining our consultative approach with leading edge technologies.

Project Management - Smartsheet: Project Management is a critical part of our successful implementations. Smartsheet is our Project Management tool, a software as a service offering for on-line real time data management. Smartsheet provides the functionality of Microsoft Project and Excel in one portal, and it streamlines communications between teams and drive efficiency and collaborative, and interactions while automating work processes. Smartsheet also provides a centralized location to store project resources, data, and schedules while increasing accountability and transparency into deadlines and deliverables.

The project team works together to determine the frequency of project status meetings throughout implementation. During these calls, Project Management coordinates, hosts and records all action items and notes.

- Standardizes key project elements
  o Project Plan
  o Rollout Schedule
 o Enables strategic planning
  o Timelines
- Increases accountability

- o Task Tracking
- o Check and Balances
- Enhances customer overall experience and increases stakeholder(s) confidence
  - o Dashboard
  - o Reports

A Powerful Platform for the Way You Work Today

Provide your organization with a powerful work platform that offers exceptional speed to business value — so you say yes to more ideas, more customers, and more revenue.

| projects | grids | calendars | dashboards | cards | portals | forms | automations | integrations | connectors | control center |

Dashboard: We use all these supporting sheets in Smartsheet to build what we call a Project Dashboard. The Dashboard provides a high-level overview and visual representation of key metrics, project status and project data. The results we have encountered from use of this tool are increased productivity and efficiency, improved visibility, and enhanced collaboration throughout the project life cycle. Most importantly, the Dashboard is a tool to use for both internal and external resources. We customize Dashboard template based on project and customer scope of work, and it will continue to evolve throughout the implementation.
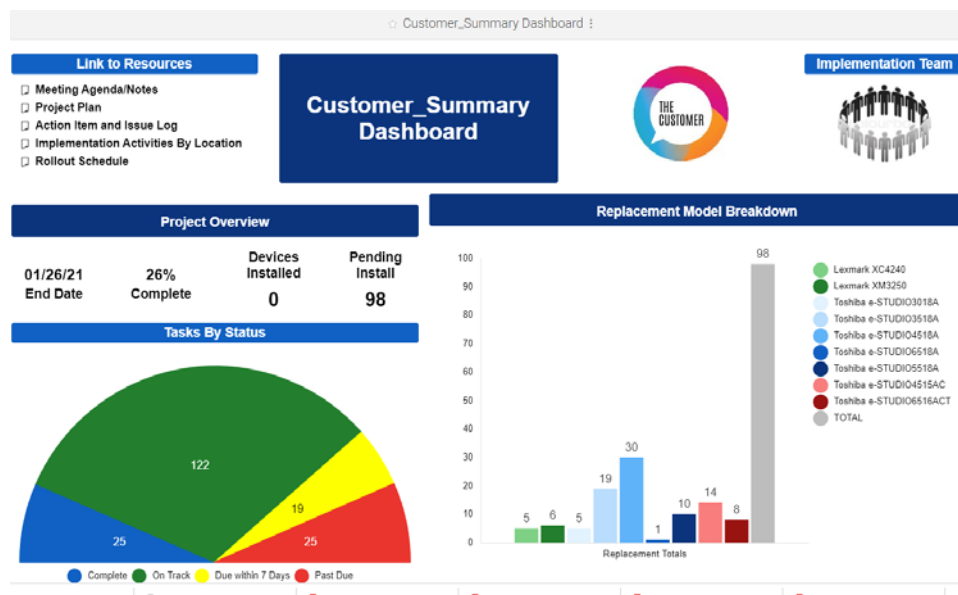
Client Service –Toshiba offers local account management services. Our business processes are based on speed and quality of resolution for the client. Transparent online reporting and detailed information sharing enables us to provide the client a better and efficient experience with Toshiba. Beyond asset management, Toshiba can provide benchmarking savings analysis to ensure the client is achieving the objectives we described and greed to in our contract, as well as provides us a framework for continuous improvement. Our goal is to maintain client relationships as long as possible, therefore ensuring a consistent and incremental customer revenue recognition.

Strategic Account Management

An experienced Account Management Team to drive strategic account direction, oversee planning and implementation, conduct account reviews, resolve escalated issues, and ensure client satisfaction.

Local Account Management to ensure who will assist the sales efforts on a local level, ensuring a high level of responsiveness and customer satisfaction.

Account Reviews - Toshiba will hold performance review meetings with Visteon where Account Team members will discuss our service performance and present metrics.

1.6.2 Primary Account Representative

Proposers must identify by name and location the primary account representatives and key contacts who will be responsible for the performance of a resulting contract, as well as contact persons for reports and bid documents. Include names, titles, address, phone number, and email addresses.

1.6.2 Proposer Response:

Name	Title	Address	Phone	Email
Charles Davidson	**Primary Account Rep**-Director of Government and Education Services	29100 Northwestern Highway, Southfield, MI	248-427-8100	Charles.davidson@tbs.toshiba.com
Karen Hammond	Major Account Manager HVS POC	29100 Northwestern Highway, Southfield, MI	248-427-8100	Karen.hammond@tbs.toshiba.com
Ron Polak	Vice President and General Manager	29100 Northwestern Highway, Southfield, MI	248-427-8100	Ron.polak@tbs.toshiba.com
Kathy Lau	Manager, Implementation Project Management I PMO	25530 Commercentre Drive Lake Forest, CA 92630	949-462-6000	Kathy.lau@tbs.toshiba.com

1.7 Customer Service

It is preferred that the Vendor have an accessible customer service department with an individual specifically assigned to Huron Valley Schools. Customer inquiries should be responded to within 48 hours or two (2) business days unless it is an emergency issue. Describe your company's Customer Service Department (hours of operation, number and location of service centers, regular and emergencyresponse times, etc.)

1.7 Proposer Response:

Toshiba agrees. Huron Valley Schools would be assigned a local customer service manager to handle inquires. The Cooperative would be assigned a customer support advocate upon award.

1.7.1   Customer Service and Quality Control Plan

Proposers should present a comprehensive Customer Service and Quality Control Plan to be utilized by the Proposer as a self-monitoring tool to ensure the required services are provided as specified.

The following factors may be included in the plan:

- Activities to be monitored to ensure compliance with all Master Agreement requirements.
- Monitoring methods to be used;
- Frequency of monitoring;
- Samples of forms to be used in monitoring;
- Title/level and qualification of personnel performing monitoring functions
- Documentation methods of all monitoring results including any corrective action taken;
- Toll free number for customer service calls;
- Training plan, if any, for customers;
- Customer Surveys;
- Warranty/Return policies.
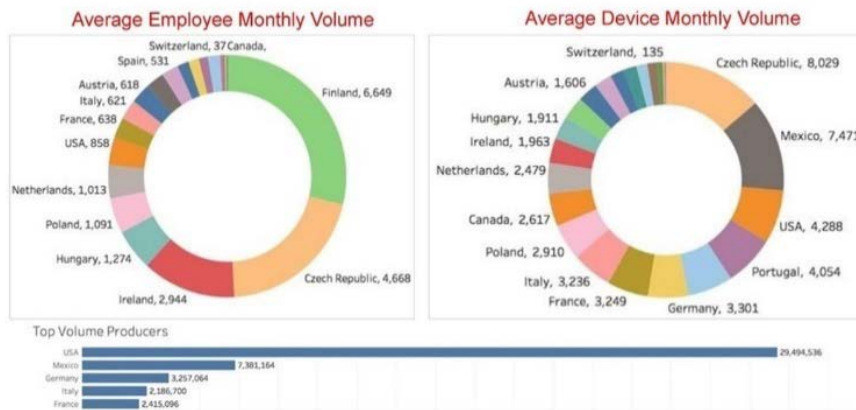
1.7.1 Proposer Response:

Toshiba conducts account reviews with all our major account clients, on a monthly or weekly basis during the implementation phase and on a quarterly basis during steady state.

During these partnership review meetings, Toshiba will review performance to ensure mutually identified goals are being met and/or exceeded. Toshiba provides a variety of management reports that narrate or illustrate information regarding utilization levels, install and removals, service, and other key metrics. Toshiba utilizes business analytics reporting from our Tableau software to illustrate service and equipment performance within all areas. Customized Tableau dashboards allow for interactive engagement during the Quarterly Partnership Reviews. Relevant data can be sorted and viewed by an almost infinite number of variables, capable of providing high overview reports while still drilling down to the asset level. These reports can be shared on demand or during our business reviews. We will work to develop the correct breadth of reports upon contract award.

During regularly scheduled meetings, the Toshiba Account Team will also review utilization and costs of individual assets and efficiencies for each department or location. We will jointly evaluate the current print fleet and future expansion in print volumes and determine the appropriate course of action. Toshiba can

frame a proposed recommendation that would replace antiquated products with new technology or add new products by simply refreshing your existing fleet of devices.
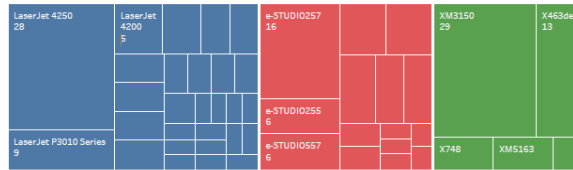
REPORTING

Average Employee Monthly Volume

Switzerland, 37 Canada,
Spain, 531
Austria, 618
Italy, 621
France, 638
USA, 858
Netherlands, 1,013
Poland, 1,091
Hungary, 1,274
Ireland, 2,944
Finland, 6,649
Czech Republic, 4,668

Average Device Monthly Volume

Switzerland, 135
Austria, 1,606
Hungary, 1,911
Ireland, 1,963
Netherlands, 2,479
Canada, 2,617
Poland, 2,910
Italy, 3,236
France, 3,249
Germany, 3,301
Czech Republic, 8,029
Mexico, 7,471
USA, 4,288
Portugal, 4,054

Top Volume Producers

USA	29,494,536
Mexico	7,381,164
Germany	3,257,064
Italy	2,186,700
France	2,415,096

Account data is compiled to report on service and volume trends, device utilization, optimization recommendations, billing history and fleet overviews. Data can be viewed and reported on:

- Fleet List (by location distribution, product type distribution, department and more)
- Type of unit
- Installation Dates
- Volumes (by month, quarter, year, location and department/group)
- Meter History Detail and Graphical
- Response time (by fleet, unit, location, etc.)
- Uptime (by fleet, by unit, average, etc.)
- Services (by model & volume, calls and data)
- Number of service calls by serial number, color coded for easy review.
- Name of Technician
- Time for completion
- Parts replacement
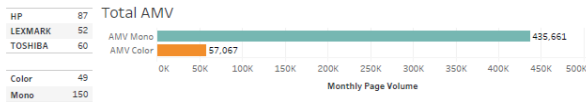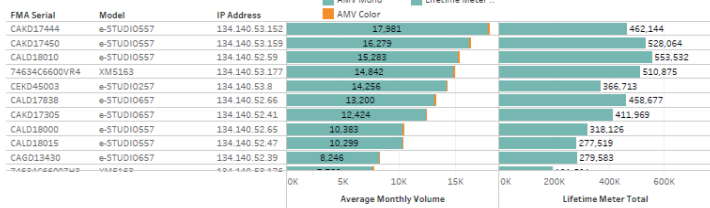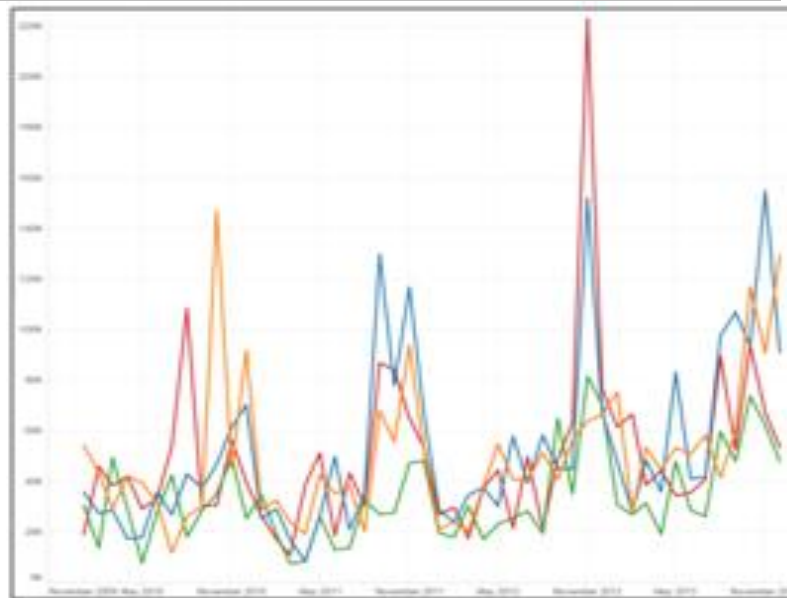- Revenue / Costs
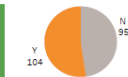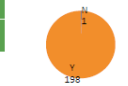
Smart Dashboards

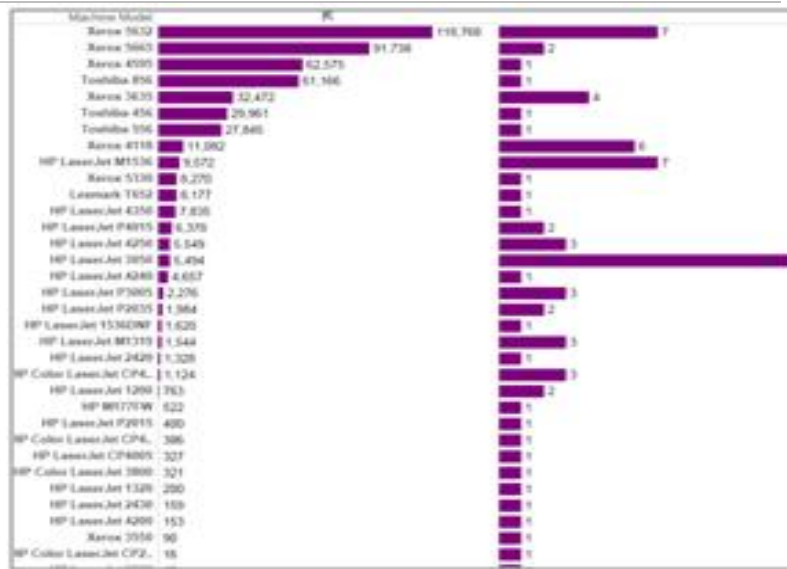Combine multiple views of data to get richer insight. Best practices of data visualization are baked right in.

Volume Trends

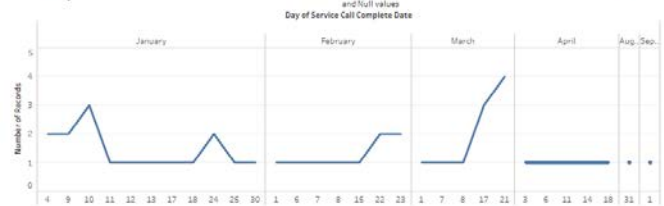**Device Utilization**

Service History

Service Calls by Location
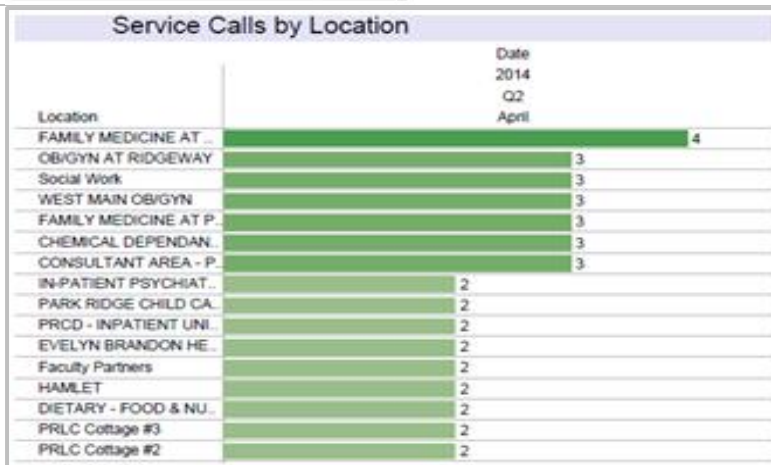
Service Call Map - Country, Date

Service Tickets Type

Service Level Summary

Symptom Count and Resolution
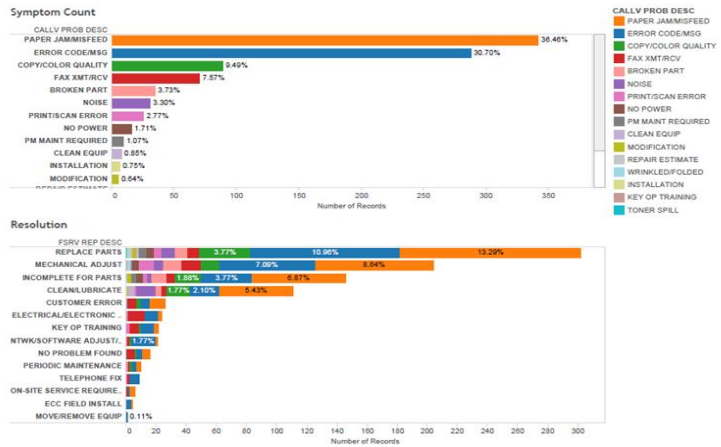
Calls by Month
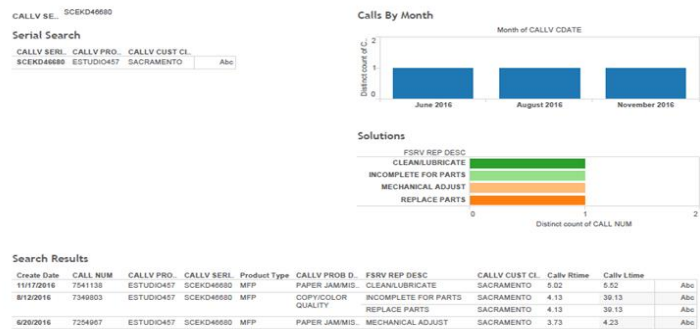
Quantity Cost: Run
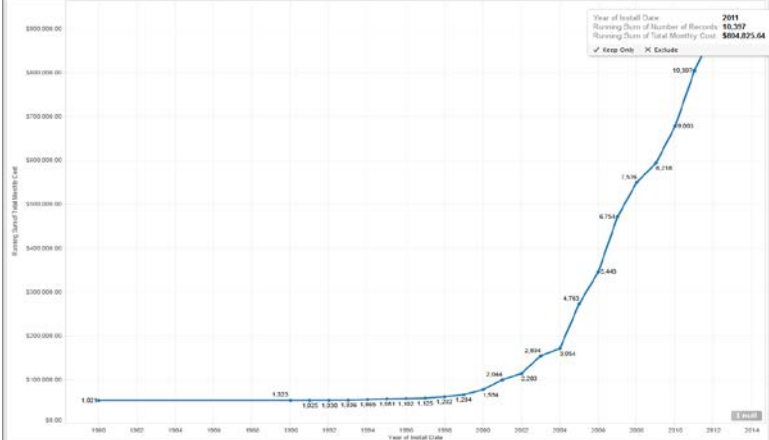
Install Dates

1.8 Purchase Orders

Requests for quotes will be initiated by participating entities as specific needs arise. Participating entities will issue individual detailed specifications to the pre-qualified vendor pool along with specific response information required, deliverables, and any special terms and conditions. The vendors will respond directly to the requesting agency within the timeframe specified in the request for quote. The participating entity will evaluate the respon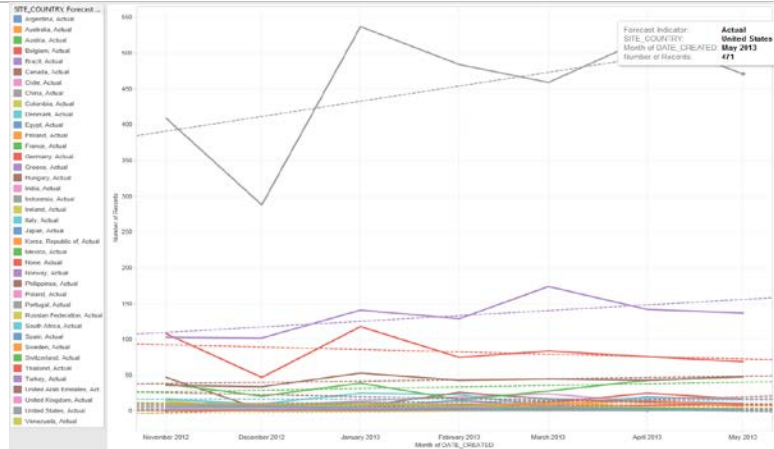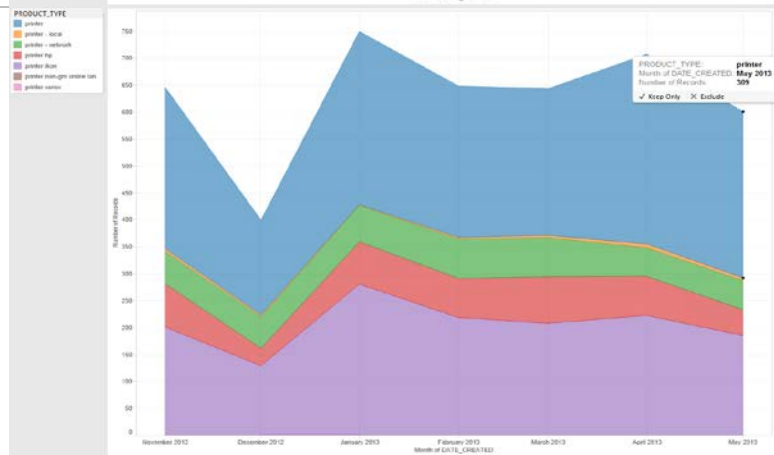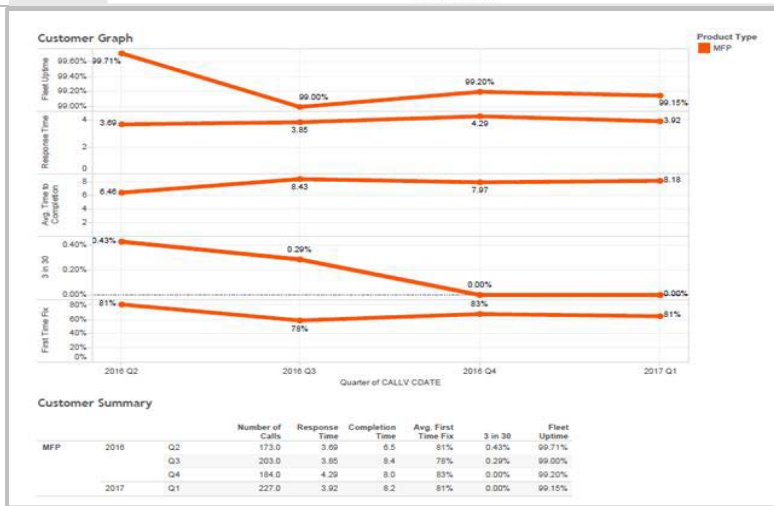ses and determine the vendor that will be awarded a purchase order (PO). Resulting orders are to be delivered and billed directly to these institutions.

Please confirm your understanding by checking Yes or No.

X Yes ☐ No

1.9 Ordering and Fill Rate

The Proposer will be required to deliver to all ordering entities that are schools, counties, and local units of government under the MAC Program. The exact quantities to be purchased are unknown, however, the Contractor will be required to furnish all products as may be ordered during the contract term. Orders for delivery will be issued on individual purchase orders generated from each ordering entity.

Proposer should address the following items in their proposal:
- Fill-Rate per month;
- Ordering procedures;
- Minimum dollar orders per order.

1.9 Proposer Response:

Toshiba fulfills orders within 15 business days from placement of order. Ordering procedures will be established during contract negotiations. Digital Signature Capture is available for all zones.

There are no minimum dollar amount for orders placed.

1.10   Delivery and Acceptance
The Proposer will be required to quote prices for all known costs for the requested products and services. Proposer should address the following items and costs in their proposal and other item/costs that they are aware of that may not have been requested in this bid.

- Time frames for delivery of service, inside and outside delivery zone.
- Please give a description and the costs associated with products and the service models you recommend.
- Packaging;
- Carriers used for deliveries;
- Delivery zones Fill-Rate per month; as required
- Minimum dollar amounts per order.
- What is your Ordering procedure and/or process?
- Policies and procedures for an organization accepting a delivery of service.

1.10 Proposer Response:
- Toshiba fulfills orders within 15 business days from placement of order(Zones 4-10). Deliveries outside the delivery zone may require 3-5 additional days.
- Please refer to Attachment 1 for product costs. We recommend a monthly service billing at the CPC rates included in our product price lists.
- Toshiba or one of our authorized service providers would provide delivery and installation. Devices are wrapped in plastic wrap for delivery, and packaging is removed by the installation team.
- Toshiba fulfills orders as required by the scope of work and there is no minimum dollar amount per order.
- Ordering procedures will be established. Digital, Fax, Mail, Web Portal orders are acceptable.
- Once the product has been installed and tested, an authorized representative will sign a Customer Acknowledgement (CA) Form verifying receipt of equipment in proper working order; the Client will retain a copy of the form for its records.
- Toshiba will provide each location with user training to help your employees adapt quickly to Toshiba equipment and any new technologies and workflow processes. Toshiba's trained professionals will provide employees with customized user training that is complete and easy to

understand. Training can be done in person, or virtually.

1.10.1 Delivery Capabilities/Options
Bidders shall describe their delivery capabilities.

<u>Special Delivery Options</u> – Huron Valley Schools/MAC is interested in both a standard delivery program and a quick-ship program. Please identify the delivery time(s) associated with delivery option(s), as well as any quantity and other limitations for the quick-ship option.

All <u>EQUIPMENT</u> orders are delivered within 15 business days from executed order. Supply Orders-Toshiba uses UPS Ground as a standard shipping method. Quick ship or expedited orders would be handled on an individual basis. Supplies that are shipped UPS/FedEx overnight would incur an additional cost.

<u>Summer Deliveries</u> – Deliveries that occur in the summer month (outside school operational calendars) must be coordinated with each school customer. Many schools are closed during the summer.   We suggest that, if schools do not include summer shipping directions, the Vendor should contact them for clarification.

Toshiba has read and acknowledges. We will coordinate with each client and follow their schedule.

<u>Geographic Regions</u> - Indicate the geographic region(s) you will provide service to (see Appendix A).

Toshiba provides delivery and service in areas:

- Full Coverage: 4, 5, 6, 7, 8, 9, 10
- Partial Coverage: 1 & 3

1.10.1 Proposer Response:
Answered individually above.

1.10.2 Delivery Time Frames
If there are supplies, services, or regions of the state that might require a longer delivery timeframe, please denote in your response.

Region 1 may longer lead times.

Please confirm your understanding by checking Yes or No.

X Yes   ☐   No

1.10.3 Reporting Capabilities
Contractors are required to submit quarterly sales reports and other reporting documents, as it pertains to this contract.

Please confirm your understanding by checking Yes or No.

X Yes   ☐   No

1.10.4 Shipping Errors

The receiving entities have been instructed to make immediate inspection on receipt of products/services and to process payment documents promptly. Payment documents, however, will be delayed if the products/services fail to comply with specification requirements.

Please confirm your understanding by checking Yes or No.

X Yes   ☐   No

If "NO" was answered on any items in Section 1.4.1, 1.4.3, 1.5, 1.8, 1.10.2, 1.10.3, and 1.10.4, please explain:

NA

1.11   Management and Staff

Proposer should address the following items in their proposal:

- Project Management of the contract;
- Staff and responsibilities;
- Process and procedures to keep safe and secure facilities when delivering product;
- Please describe your company's background check process for delivery and maintenance personnel, if delivery is by a company other than UPS and Federal Express.

1.11 Proposer Response:

Toshiba believes that a well-defined project plan is critical for project success. As such, we will work with each member to develop an implementation plan that clearly outlines deliverables, roles, responsibilities, timeframes and other critical elements to ensure an efficient rollout.

We will assign a dedicated Implementation Project Manager who is accountable throughout the entire project for all implementation activities. The Project Manager will engage the necessary staff and resources to accomplish such tasks as receiving orders, testing and staging equipment at your locations, setting up our web portal for service and supply requisitioning, servicing the installed equipment, and training all your users and key operators.

Drawing upon our extensive implementation experience, we will develop a comprehensive Project Plan that addresses these critical areas:

- Scope Definition: Clarify breadth of the rollout, identifying which sites and operations will be included in the process.
- Gap Analysis: Assess status of the organization relative to agreed upon criteria.
- Implementation Planning: Create detailed schedule for implementation, including milestones, projected completion dates and resource needs (funding, staff and external support).
- Management Orientation: Briefing to top management on organizational status and resource/schedule requirements to accomplish successful implementation.
- Resource Allocation: Following formal Management approval, project resources are allocated.
- Identification of Implementation Team
- Kick Off of implementation
- Evaluation: Continually assess and refine plan as required to ensure its success.

Toshiba Representatives

Implementation will be accomplished under the supervision of your dedicated Account Manager Charles Davidson. You will also find dedicated System Analysts and Professional Services staff to provide assistance during the installation process and on-going throughout the contract in the areas of product integration, network connectivity, and software-related issues at offices and facilities.

Throughout the term of this agreement, this team will be supported by locally-based service, technical support, billing, contract administration, contracts, and others who will ensure their respective areas of the contract are being met.

Communication

Toshiba's communication strategy includes identifying the key stakeholders at all levels of your organization. The transition team will meet with the representatives initially and throughout the planning and implementation process to ensure a smooth rollout.

During the initial kick-off, primary objectives will be project team introduction, scope review, confirmation of roles and responsibilities, determination of implementation preferences, development of the high-level implementation plan, and finalizing first steps. The team will work through tough implementation decisions, such as balancing implementation priorities and identifying machines in mission critical areas.

This team will meet at least weekly throughout the transition phase to review written status reports and address progress, issues, problems, and planning. Throughout the transition, you will be kept apprised of transition timelines and progress. Any adjustments to schedules to accommodate your business operations will be made to the maximum extent practicable. If desired, Toshiba can develop a SharePoint site to facilitate project team communications. This site would then serve as a repository for all key project documents, as well as allow collaboration on the implementation plans, with access given to appropriate the members and Toshiba personnel.

Account Management

Charles Davidson   Director of Government and Education Services, Michigan

Charles will be the program's primary point of contact for Toshiba during the entire engagement. He is responsible for supporting Government and Education accounts in Michigan and coordinating ZONE assistance. Mr. Davidson brings 28 years' experience, and already works with many of the MAC clients.

Karen Hammond   Major Account Manager, Michigan

Karen will support Chuck and provide valuable insight to clients for recommendations and technology upgrades. Karen brings 15+ years' industry and business support experience with state and local education clients.

Project Management

Kathi Lau   Implementation Project Manager

Kathi has experience managing the successful implementation and roll-out of Toshiba's major accounts. She is responsible for the planning, implementation, and support of national and international customers and managed print services accounts.

Ron Polak   Vice President and General Manager, Michigan

Ron will provide executive leadership and support to all HVS and MACs objectives throughout the contract term. He has a direct line of communication to the Toshiba Executive Leadership Team (ELT) and can mobilize resources quickly to satisfy any changes to your business requirements or product/service issues. As project champion, Ron will make effective decisions that result in positive business outcomes without unnecessary red tape.

Ron is seasoned to manage this engagement, with over 20 years of industry experience. Ron joined Toshiba in 2000 and in his role as Vice President and General Manager he is responsible for managing Toshiba's sales, implementation, and services in Michigan.

1.12   Optional Discovery Output Evaluation

An optional Discovery Output Evaluation (OE) will be provided by the Contractor upon the request of the public entity. This service, if there is a cost, will be priced out as a line item in your pricing.

The Discovery stage has the following objectives:

1. To understand and document the Agency/customer's primary business functions in entirety at an executive level and prioritize work areas to be evaluated. This includes developing a general understanding of the work area products and services and the processes by which they are delivered to customers.
2. To gather and document information to develop an accurate and scalable implementation design that addresses the identified work flow output requirements. This gathered data provides a foundation for the output device inventory.
3. To implement flexible output solutions to meet the varied business needs of participating agencies/customers.
4. To increase office productivity and provide cost-effective and energy-efficient office document output production that leverages advancing technology.
5. To take a managed approach to output management on an enterprise-wide basis.
6. To improve efficiency of document flow between and within agencies.
7. To use industry expertise to select optimal output solutions.
8. To achieve maintenance and internal efficiencies with standard solutions that meet an entity's business needs while reducing diversity of output devices.

At the request of the agency/customer, Contractor will be responsible for conducting a work area output evaluation for each business area. The information gathered during this output evaluation allows Contractor to organize current assets and workflow for maximum productivity and cost effectiveness in the recommended solutions to the public entity. This OE will be performed by tenured Contractor staff possessing demonstrated expertise in output evaluation skills.

Contractor will use a variety of tools, including user surveys, focus group interviews and data collection methods to collect relevant output evaluation information. In some instances, software or click-counting tools may be installed on existing devices to measure current work output.

Contractor is responsible for interfacing with the public entities' staff for data collection and discussion regarding IT infrastructure in areas which include but are not limited to: data collection and monitoring software; print drivers; network drops; and IP addressing.

Current devices such as non-networked, desktop printers will need to be identified to Contractor during the output evaluation. Generally, data on toner cartridge use will be used for estimating non-networked printer use, using current industry standards on toner coverage as the basis for estimating. A designated person within the public entity will be responsible for making this data available.

Contractor OE services shall include documentation of inventories of current and future recommended hardware (i.e., printers, copiers, fax machines, scanners), and output management software applications and features for the assessed work area in a standard template format. Inventory will be mapped in the document to current business workflow needs defined in the output evaluation. This inventory will include at a minimum: hardware make and model; equipment serial number; cost breakdown per unit and projected total cost; physical location; current device ownership status (rent, lease, purchased) and relevant dates for acquiring current device; current, peak and projected future output management workload quantities; quantities per workload job and workload process flow. Contractor will be responsible to create and keep separate equipment data for each public entity that does business under this resulting contract for tracking and reporting purposes. Contractor will transition this database to the public entity following the expiration of the Contract in a format reasonably agreeable to the public entity and Contractor.

Contractor shall demonstrate consideration of public entity budget constraints by endeavoring in the exercise of good faith to propose solutions that are designed to generate savings or provide cost avoidance for the work area. This should include identification of transitional options such as re-deployment of existing equipment from another area within that specific public entity.

During the OE, Contractor shall give consideration to and demonstrate awareness of existing forms and any centralized print services and publications repositories in order to leverage and apply that awareness to effective output management solutions for the entity's business needs and work flow.

Contractor shall interact with the authorized public entity's single point of contact (SPC), who would be the designated communication contact to facilitate the output evaluation process. SPC's responsibilities include:
- identification and access to building and work area
- identification of interview candidates to best define workflow output and requirements to Contractor
- follow-up with Contractor to ensure that entity's resources are available and activities are proceeding effectively
- prompt response to issues or questions requiring entity's decision and feedback are addressed.

The Contractor shall deliver:
(1) Work area output evaluation documentation providing current inventory, location, business workflow and output needs, current costs, and device life cycle data.
(2) An accurate inventory database of current equipment, including make, model, location, serial number, capability/features, ownership, costs (if available). This Contractor master inventory is updated

continuously with output evaluation data as it is collected.

1.12 Proposer Response:

Toshiba has read and agrees we can/will provide the services outlined above when requested.

The most effective managed print services provider is one who can not only manage all brands of hardware but can also help organizations optimize their fleet now and for the future. Toshiba has a proven program in place that includes a robust set of services such as assessment and discovery, planning, rightsizing, implementation, management, and ongoing service and support for a multi-vendor printer environment. Toshiba's program consists of a true print management and fleet optimization strategy to help customers meet or exceed their cost and asset reduction needs while limiting the impact of cultural shift during the process.

Toshiba addresses three key areas of printing optimization: Assessments, Rightsizing, and Services. The assessment process begins with Encompass, a Six Sigma-based program developed by Toshiba for analyzing a company's document output fleet and identifying inefficiencies such as redundant, underutilized, or outdated machines; overly expensive color machines and laser printers; and hidden costs of outsourced support and supplies.

Toshiba Business Solutions' Analysts use our award-winning Encompass software to perform in depth customer analysis and uncover common trouble spots such as an overabundance of printers and other devices, many of which aren't used to capacity. The result is a comprehensive fleet optimization analysis or blueprint of the most effective and efficient use of existing devices as well as in-depth strategies for managing the system with maximum control, flexibility, and productivity.

Toshiba will provide a finding report to present assessment results and our recommendations for the improvement strategy. Financial data in this report will provide a baseline for measuring future improvements and project cost reductions.

In general, Toshiba's fleet optimization includes one or more of these elements:

- Hardware Consolidation – This focuses on standardizing on fewer models, effectively relocate or remove devices that optimize cost and worker productivity.
- Print Migration – This strategy involves moving print away from higher cost devices and toward more efficient MFPs.
- Document Workflow - Toshiba will review key document workflows and recommend ways to perform document related tasks quicker and more efficiently.

Unlike our competitors, Toshiba's managed print deployments do not require the user to replace all their existing hardware in favor of our brand product. Rather, Toshiba's approach is to leverage current assets that are still cost-effective and productive, augmenting these products, when necessary, with new network-connected devices that are appropriate for the user environment. These new devices may be Toshiba, HP, Lexmark, or other brands.

While our print migration strategy involves moving print away from higher cost devices and toward more efficient output products that are optimized to your environment, we are sensitive to any of the customer's budgetary constraints and the company culture such as the need/desire for personal printers, requirements for specific print applications (such as label printers), and resistance to change by workers. We always work closely with clients to obtain the optimum balance. Toshiba's Managed Print team can provide sample and customizable print policies to be used to support print migration and optimization goals if desired.

The benefits of optimizing your print infrastructure go beyond hard cost savings for products, toner, and

maintenance. There is tremendous opportunity for power consumption/energy savings and a drastic reduction in your carbon footprint. All of these issues are taken into account when designing Toshiba's solution which will maximize utilization, increase efficiency, improve workflow, and save money. This business model relieves the time-consuming task of managing the printer fleet to focus on core objectives. With Toshiba's Managed Print program, you will recognize benefits of fast and reliable service response; centralized dispatch; online asset management; simplified purchasing; local account management and billing; and automated meter reading for networked devices. Indirect benefits include the convenience of one vendor to support your entire multifunction device and printer fleet.

1.13   Orders/Delivery Reporting/Customer Service

1.   Generally
Purchase Orders will be initiated by participating agencies as specific needs arise. Participating agencies will issue individual detailed specifications with specific response information required, deliverables, and any special terms and conditions. The contractor will respond directly to the requesting agency within the timeframe specified by the participating agency.

2.   Ordering Process Capabilities
Proposers shall identify their ordering/customer service capabilities. This includes having the capacity to receive orders electronically, by phone, facsimile, and by written order. A state-wide toll-free phone number for phone orders will be required. The Vendor agrees to have internal controls to ensure that authorized individuals place orders.

1.13 Proposer Response:

Toshiba has read and agrees.

1.14   Pricing Schedule

Respondents shall provide pricing based on a discount from a manufacturer's price list. Catalog and/or price lists must accompany the proposal electronically. The catalog must be the regular, common available catalog distributed to schools and/or government entities that are published by the manufacturer. Include a copy of the catalog electronically from which the discount is calculated. Multiple percentage discount structure is also acceptable. Please specify where different percentage discounts apply. Additional pricing and/or discounts may be included. If respondent has existing cooperative contracts in place, Huron Valley Schools requests equal or better than pricing to be submitted.

Agreed. Price list is attached as Attachment 1-Tab 4.

- Specific pricing for the HVS Fleet can be found in Tab 5

Each service proposed is to be priced separately with all ineligible items identified. Service may be awarded to multiple vendors.
1. Price   Guarantee
Price Stability Guarantee
For the first year of the Agreement, the vendor must guarantee to provide the products at the proposed rates. The vendor can propose price increases or decreases after the above stated

time period.

Agreed

Promotional Pricing

Proposer may offer promotional pricing for awarded products and/or services during the contract term. Upon promotion expiration, the pricing must return to previous item price and remain in compliance with the Price Stability Guarantee.

Agreed-Toshiba, HP, and our partners offer monthly or quarterly promotions. Each will be presented.

Free on Board (F.O.B) Delivered/Destination (Required)

Prices shall be quoted "F.O.B. Delivered/Destination" to each Customer with transportation charges prepaid on all orders of one (1) or more.

Agreed-Zones 4-10 Additional shipping charges may apply Zones 1-3 based on product weight, and shipping type (Dealer Vehicle, UPS, Common Carrier, etc.). A pricing grid will be negotiated based on final product selection

Provide delivery pricing based on Appendix A – Regional Delivery Map.

2. Bid Pricing

Bid pricing must reflect Net 30 payment terms. Address pricing for different geographic region(s) of the State (see Appendix A).

Agreed

3. Quantity Term

Vendor agrees to supply the complete quantity and products that each customer requires.

Agreed

4. Rebates and Special Promotional Capabilities

All vendors are encouraged to make manufacturer promotions, rebates and special pricing opportunities available. Huron Valley Schools must approve promotional materials referring to the Huron Valley/MAC Agreement prior to release. Huron Valley/MAC will post rebate and special pricing information on its web site.

Agreed

Guidelines for Vendor /Contractor promotions for Huron Valley/MAC awarded items:
A. Submit all promotions for approval
B. Identify the savings amount
C. Identify the final price
D. Specify the time period in which a purchase must be made
E. Identify the link to a rebate form (preferred) or provide the form

Agreed

5. Tax Excluded from Price

(a) Sales Tax: Huron Valley and local units of government are exempt from sales tax for direct purchases. The Proposer's prices must not include sales tax.

Agreed-We will request a copy of Tax-Exempt form & number from each client

(b) Federal Excise Tax: Huron Valley and local units of government may be exempt from Federal Excise Tax, or the taxes may be reimbursable, if articles purchased under any resulting Contract are used for Huron Valley Schools exclusive use. Certificates showing exclusive use for the purposes of substantiating a tax-free, or tax-reimbursable sale will be sent upon request. If a sale is tax exempt or tax reimbursable under the Internal Revenue Code, the Proposer's prices must notinclude the Federal Excise Tax.

Agreed

6. Discounts
The Proposer may provide percentage discounts; discounts that are included must be explained. Additional discounts may include Quick Payment Discounts, Volume Discounts, and Rebates.

Agreed

7. Special Incentives
Huron Valley Schools is interested in any other special programs and alternative recommendations that vendors may have. Please discuss these programs, such as customer employee retail discounts, return policies, trade-in programs, quantity discounts, green product offerings, Michigan made products, etc.

Agreed

1.14 Proposer Response:

Please provide pricing information and any additional comments regarding pricing, discounts being offered, and information on other cooperative contracts held by respondent.

We have provided pricing that is in line with our other locally available cooperative contracts (Omnia Partners, Sourcewell and HPS). Additional pricing discounts may be made based on each member's fleet, volumes and specifications. Attachment 1-Tab 4 pricing is appliable to all serviceable areas in the State of MI and based on the items listed in 1.14.

1.15 Price Assurance
The awarded vendor agrees to provide pricing to Huron Valley Schools and its participating entities ensuring the lowest pricing available. The awarded vendor agrees to promptly lower the cost of any product/service purchased through Huron Valley Schools following a reduction in the manufacturer or publisher's direct cost. If respondent has existing cooperative contracts in place, Huron Valley Schools requests equal or better than pricing to be submitted.

All pricing submitted to Huron Valley Schools shall include 2.0% administrative/remittance fee to be

remitted to MAC by the awarded vendor. It is the awarded vendor's responsibility to keep all product listings and sales reports up to date and on file with Huron Valley Schools/MAC.

Toshiba agrees that we will provide the lowest pricing available for accounts that are the same or similar in size.

A 2% Administrative/remittance fee will be included for all equipment purchases.

SECTION 2.0 – BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the bid documents, including, without limitation, any RFP Addenda and Exhibits have been read.

2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the bid documents of RFQu # HV-600/985-011821 – Copier Equipment, Supplies, and Maintenance

3. The undersigned has reviewed the bid documents and fully understands the requirements in this bid and that each bidder who is awarded a contract shall be, in fact, a prime contractor, not a subcontractor, and agrees that its bid, if accepted by Huron Valley Schools, will be the basis for the Bidder to enter into a contract with Huron Valley Schools in accordance with the intent of the bid documents.

4. The undersigned acknowledges receipt and acceptance of all addenda.

5. The undersigned agrees to the following terms, conditions, certifications, and requirements listed in Section 2.3:
    - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
    - Certification Regarding Nondiscrimination Under Federally and State Assisted Programs
    - Assurance Regarding Access to Records and Financial Statements
    - Iran Economic Sanctions Act
    - Familial Relationship Disclosure
    - Non-Collusion Affidavit

6. The selected Contracting Agency will be required to sign a Confidentiality Agreement to protect the data supplied by the schools and agencies. The selected Contracting Agency will adhere to all provisions of the Federal Family Educational Rights and Privacy Act (FERPA, 20 U.S.C. 123g), Michigan Education Code, and District policies regarding the protection and confidentiality of data. At all times, the Contracting Agency will consider all data collected in the course of their duties to be protected and confidential. The Contracting Agency needs to explain how it will clean the hard drives in the copier machines at lease end or changes in copier machines to ensure removal and protection of data.

7. The undersigned acknowledges that bidder will be in good standing in the State of Michigan, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFQu and associated bid documents.

8. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a bid, the bidder certifies that if awarded a contract they will make no claim against Huron Valley Schools based upon ignorance of conditions or misunderstanding of the specifications.

9. Patent indemnity: Vendors who do business with the Huron Valley Schools shall hold Huron Valley

Schools, its officers, agents and employees, harmless from liability of a nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.

10. Insurance certificates are not required at the time of submission. However, if awarded, the Contractor agrees to meet the minimum insurance requirements posted in the terms and conditions. This documentation must be provided to Huron Valley Schools, prior to award, and shall include an insurance certificate and additional insured certificate, naming Huron Valley Schools, which meets the minimum insurance requirements, as stated in the terms and conditions.

11. Bidders are requested to submit a bid on any category(s) that they are able to supply as specified. Substitutions will not be considered. If the documents note "or acceptable equal" all manufacturers will be considered. Products for consideration must comply with bid category "general notes" and identify discrepancies where product does not meet or exceed the specified (basis of design) product for design, finish, and quality.

12. Should a Bidder find discrepancies in, or omissions from the specifications, details, instructions and bid proposal form, or should the bidder be in doubt as to the meaning, the bidder should notify, the bid contact who will send written instructions to all appropriate Bidders. The Owner shall not be responsible for any oral instructions.

13. It is the Bidder's responsibility to note any detail or specification that, in his opinion, is not practical or functional.

14. Interpretations and supplemental instructions will be issued by Addenda. No Bidder shall rely on any interpretations or corrections given by any other method. Interpretations, corrections, or changes of the Bidding Documents made in any other manner will not be binding.

15. Copies of addenda will be made available for inspection wherever Bidding Documents are posted.

16. Addenda will not be issued later than three (3) days, (72 hrs.) prior to the date of receipt of bids (excluding weekends and holidays), except an addendum withdrawing the request for bids or postponing the bid date.

17. Failure of Bidder to receive such addenda shall not relieve him from any obligation under his bid as submitted.

18. Failure to comply with instructions stated in this section may result in rejection of bid.

19. After a contract agreement has been executed, the Bidder shall not be allowed any sum over and above the price(s) specified in the contract agreement.

20. Huron Valley Schools requires all Contractor owners, employees, agents, representatives,

subcontractors, and/or other personnel who will be present on School grounds to submit to a criminal history background check. This background check will include a requirement for each contractor owner, employee, agent, representative, subcontractor, and/or other personnel to be screened before he/she enters School grounds. A valid State ID card or Driver's License is required to complete the background check. Once screened, the District will provide approved personnel with a Contractor Badge with a unique number.

Toshiba acknowledges and agrees to the requirements listed in 1-20 above.

ORDER DELETIONS

1. Owner reserves the right to add or deduct item quantities from the original specification, up to 10% of the original quantities without any effect on the unit prices submitted.

Huron Valley Pricing

Respondents should indicate any discounts or promotional pricing available. Please specify where different percentage discounts apply. If respondent has existing cooperative contracts in place, Huron Valley requests equal or better than pricing to be submitted.

Toshiba Acknowledges.

Solicitation Terms and Condition can be found at www.hvs.org/district/purchasinginfo/

Toshiba has read and acknowledges.

2.1   Company Profile

Official Name of Bidder:<mark>in PDF</mark>	Type of Entity/Organization (check one):
Street Address:	☐ Corporation ☐ Joint Venture
City:	☐ Limited Liability Partnership
State: Zip Code:	☐ Partnership ☐ Limited Liability Corporation ☐ Non-Profit / Church
Website:	☐ Other: _____
Primary Contact Name:	
Primary Contact Phone Number	
Primary Contact Email Address:	
Dunn & Bradstreet (D&B) Number (if applicable):	
Has your company been debarred by the Federal Government? ☐ Yes ☐ No *If yes, has it been lifted and if so, when?*	
Has your company been debarred by State Governments? ☐ Yes ☐ No *If yes, has it been lifted and if so, when?*	
Brief history of your company, including the year it was established:	
Signature:	
Name and Title of Signer:	
Date:	

Please include a current copy of a W-9 with your proposal.

Please see   Attachments Tab, and USB Digital copy

2.2   References

in PDF

Provide a minimum of three (3) customer references for product and/or services of similar scope dating within the past 5 years.

Entity Name:	
Contact Name:	Title:
City:	State:
Phone Number:	Years Serviced:
Description of Services:	
Annual Volume:	

Entity Name:	
Contact Name:	Title:
City:	State:
Phone Number:	Years Serviced:
Description of Services:	
Annual Volume:	

Entity Name:	
Contact Name:	Title:
City:	State:
Phone Number:	Years Serviced:
Description of Services:	
Annual Volume:	

2.3 Assurances and Certifications in PDF

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
The prospective contractor certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded for from participating in this transaction by any Federal department of agency. Where the prospective contractor is unable to certify to any of the statements in this certification, such prospective contractor shall attach an explanation to this proposal.

Certification Regarding Nondiscrimination Under Federally and State Assisted Programs
The applicant herby agrees that it will comply with all federal and Michigan laws and regulations prohibiting discrimination and, in accordance therewith, no person, on the basis of race, color, religion, national origin or ancestry, age, sex, marital status or handicap, shall be discriminated against, excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination in any program or activity for which it is responsible or for which it receives financial assistance from the U.S. Department of Education or the Michigan Department of Education (MDE).

Assurance Regarding Access to Records and Financial Statements
The applicant hereby assures that it will provide the pass-through entity, i.e., the Huron Valley Schools, and auditors with access to the records and financial statements as necessary for the pass-through entity to comply with 2 CFR, Part 200, Subpart F, and Compliance Supplement for the U.S. Department of Education.

Iran Economic Sanctions Act
The prospective contractor certifies that its organization, by submission of this proposal, is not an Iran Linked Business. Please refer to the "Iran Economic Sanction Act" Public Act 517 for clarifications or questions. Huron Valley Schools as a Michigan public entity is required to follow Public Act 517 of 2012.

Notary
State of _____
County of _____
Sworn to and subscribed before me, a notary public in and for the above state and county, on this _____ day of _____, 20_____.
Notary Public _____
My commission expires:

2.4   CONSTRUCTION BID DISCLOSURE STATEMENT – FAMILIAL RELATIONSHIP

in PDF

Pursuant to MCL 380.1267, a sworn and notarized statement disclosing any familial relationship that exists between the owner or any employee of the bidder and any member of the Huron Valley Schools Board of Education or the Huron Valley Schools District Superintendent must be accompanied with the bid. **Bids without this disclosure statement will not be accepted.**

The members of the Huron Valley Schools Board of Education include: Thomas Wiseman, Denise Pistana, Sean Carlson, Denise Forrest, Lindsay Cotter, Jeffrey Long, Laura Dodd.

Dr. Paul Salah is Huron Valley Schools′ Superintendent.

The Following are the familial relationships:

_____

_____

_____

☐   There are none.

Notary
State of _____
County of _____
Sworn to and subscribed before me, a notary public in and for the above state and county, on this _____ day of_____, 20_____.
Notary Public _____
My commission expires:

NON-COLLUSION AFFIDAVIT

STATE OF MICHIGAN   )
)   Ss:
                                          in PDF
[**NAME OF COUNTY**]   )

       The undersigned bidder or agent, being duly sworn on oath, says that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him/her, entered into any combination, collusion or agreement with any person relative to the price to be bid by anyone at such letting nor to prevent any person from bidding nor to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding.

       He/she further says that no person or persons, firms, or corporation has, have or will receive directly or indirectly, any rebate, gift, fee, commission or thing of value on account of such sale.

_____
Bidder (Firm)

_____
Signature of Bidder or Agent

Subscribed and sworn to before me this_____day of_____, 20___.

My commission expires: _____

County of residence: _____

_____
Notary Public Signature   Seal

(Return this completed form with bid package