

149. RFP Section 5.2.1.5 (p20) Group A and B Minimum Available Options. Three Hole Punch is listed as a requirement for segments 3-10. This Vendor respectfully requests a relaxation of this requirement on Segments 3-6 so that a machine that accepts pre-punched media would suffice for these lower-speed segments. Does your anticipated volume of 3-hole punch output justify the expense of the accessory or would the ability to feed pre-punched media meet the requirement?

No, but this Vendors may propose this as an exception.

150. RFP Section 5.2.1.7 (p22) Group D Minimum Available Options and Specifications. Group D states that the monthly duty cycle should exceed 75,000 pages per month. Please clarify if this should be 750,000?

No.

151. RFP Section 5.2.1.8 (p22) Group C Minimum Available Options. Please clarify the need for both segments of Group E to include additional paper drawers.

Yes, or additional rolls.

152. RFP Section 5.2.5 (p23) 5.2.5 Warranty – Equipment must carry a minimum 90 day warranty that it is free from defects in material and workmanship. If defects are identified, the Successful Vendor agrees to repair or replace defective parts promptly on a like-for-like basis without additional cost to the Customer. Any and all items failing during the warranty period will be replaced promptly free of charge. Upon significant failure, the warranty period will commence again for a minimum 90 additional days. Significant failure shall be determined by the Participating State Contract Administrator. Please define "Significant failure".

This will be determined by the Participating State Contract Administrator.

153. RFP Section 5.3.3 (p23) Service Contracts – Successful Vendors must offer service and supply contracts for all equipment placed under this contract, if applicable. The term of any subsequent service and supply contracts may not extend beyond the initial term of any financial vehicle used to place the equipment and in the initial placement may not extend beyond 60 months in the case of purchases. For example, if a device is placed on a 60 month lease, a service and supplies contract may not extend beyond the 60 month term of the lease. This section refers to "in case of purchases". Is this meant to refer to an option to purchase the hardware following the lease or is WSCA referring to a device that is purchased outright? If yes, is WSCA looking for a pricing methodology to purchase hardware outright?

Question 1: Yes.

Question 2: Yes.

154. RFP Section 5.3.4.1 (p24) Successful Vendor must perform full service support for all proposed copiers during normal business hours (Working Days, 8:00 a.m. – 5:00 p.m.) within the pricing proposed. Please describe full service support? Does this include preventive maintenance kits and their installation?

Yes.

155. RFP Section 5.3.4.3 (p24) Service Requests – Successful Vendors must provide toll free phone, local phone, facsimile, e-mail, internet and any electronic automated method for Customers to place service calls during normal business hours (Working Days, 8:00 a.m. – 5:00 p.m.). Please provide the requirement for both a toll free phone and a local phone. Would a toll free phone number be sufficient to meet this requirement?

Yes.

156. RFP Section 5.3.4.4 (p24) Electronic Meter Readings – Successful Vendors must provide an electronic method for providing periodic meter readings. These electronic methods may include online submission and/or automated electronic submission to be performed by the equipment in place via an available network connection if approved by the Participating State Contract Administrator and the Customer. Is the Vendor to understand that the method to collect meter reads will be electronic from the device to Vendor repository and/or from the Customer via email or other electronic method?

At a minimum, this should be from the Customer; however, the preferred method would be an automated electronic meter reading.

157. RFP Section 5.3.5 (p24) Purpose: The purpose of this sample Service Level Agreement (SLA) is to provide the Successful Vendor with an example of a guarantee of service levels with penalties for failure to perform. This example of an SLA utilizes a scorecard method for the Customer level SLA and flat rate penalties for the Participating State and WSCA level penalties. This Sample is meant to be an example of a Service Level Agreement and Successful Vendors are to customize their own SLA to propose as part of this RFP. Successful Vendors are cautioned to utilize measurements that are reportable and measurable on a Customer, State and WSCA level and Successful Vendors may alter the target levels by Service Zone. How will Vendor determine if a compliant or acceptable SLA has been submitted? How will WSCA evaluate proposal when SLA's will not be consistent across Vendors?

Question 1: Above all, SLA's should be achievable and reportable. The Vendor's proposed SLA should take these two factors into account when proposing. A viable and acceptable SLA will be the fact that there is first an SLA proposed and that the Vendor can produce reports on the SLA criteria.

Question 2: WSCA will compare the SLA's proposed by each vendor across common elements as well as unique elements.

158. RFP Section 5.3.6 (p24) Service, Parts – Successful Vendors must use all OEM parts. Used parts will not be accepted within this RFP except as an emergency repair to maintain uptime. In light of the environmental aspects of parts supplies, would WSCA allow for Manufacturer refurbished and reconditioned parts to be provided by the Vendor if these parts contained the same warranties as new parts?

Yes.

159. RFP Section 5.3.8.1 (p24) Groups Urban Response Time Rural Response Time Remote Response Time
Group A & B 4 Hours 1 Working Day 4 Working Days
Groups C & D 3 Hours 6 Hours 2 Working Days
Group E 4 Hours 1 Working Day 4 Working Days
Please define Urban and Rural? Is this to be determined as a distance from an authorized service center?

Please refer to section 3.18 of the RFP.

160. RFP Section 5.4.3.1 (p25) Pricing must include all in-house delivery of equipment and software, installation of equipment/accessories/software, network installation, removal of all waste material, initial training costs and removal cost (of the equipment placed under any subsequent agreement). Please define initial training costs? Is the Vendor to understand that this initial training is walk around training to be performed by the installer? It is not clear what is meant by "removal cost". Is the Vendor to assume that existing devices are in place that requires removal?

Question 1: Please refer to sections 5.4.6.8

Question 2: Would need to be defined by the Successful Vendor.

Question 3: Removal of the equipment placed under Successful Vendor agreement.

Question 4: Removal of equipment will be determined at the time of the Participating Addendum.

161. RFP Section 5.4.5 (p26) Pricing, Leasing Programs Is there a preferred pricing methodology:
a) Hardware as a direct lease in a base monthly price. And Supplies & Services in a per impression price separately? or
b) Per impression fee methodology that includes consumables, equipment and services embedded in the per page cost?
c) Are both mandatory or is one required and the other an option?

As listed above, A is mandatory, B is an optional offering after award.

162. RFP Section 5.4.5.2.2 (p26) Short-Term Rentals of new equipment may be put in place for a term not to exceed 24 months. Short-term rentals of used and refurbished equipment may be put in place for a term not to exceed 18 months. Extensions may be granted by the Participating State Contract Administrator for periods up to six months and must be requested in writing 30 days prior to expiration. Is WSCA flexible in allowing a minimum 6 month rental for short term rental agreements if stated in the response or will a Vendor be non-compliant if this is a requirement?

Yes.

163. RFP Section 5.4.5.3 (p27) All leases may be bought out to return to the Successful Vendors, although operational, non cancelable rentals and capital leases will be subject to a termination charge. The termination charge may not exceed the balance of lease payments and may not exceed more than four (4) month service and supply base or 25% of the remaining term, whichever is less. No termination charges shall be applicable in the case of non-appropriations of funds. Is this clause stating that if in the event a customer terminates an operational, non-cancelable rental and capital lease the termination charge would be the remaining lease payments and 4 months of supplies/service or 25% of the supply/service of the remaining term, whichever is less. If not, please clarify.

Vendors may propose this as an exception.

164. RFP Section 5.6.4.1 (p30) Console copier within Groups A and B must have as an available option, the ability to encrypt any information written to a copier hard drive. Please clarify the need for all consoles (including segment 2) to include a hard disk.

There is no requirement for a hard drive.

165. RFP Section 5.4.5.5 (p27) "Cost per Copy" programs will be allowed under this pricing by defining the methodology of the pricing: $\text{Cost per Copy} = (\text{Cost of the Equipment Lease or Rental} + \text{Cost of Included Impressions}) \div \text{Number of Included Impressions}$
The pricing tables in Attachment I are not setup for Cost per Copy. Where should this be priced if applicable?

It is a calculation process and not a methodology for new pricing.

166. RFP Section 5.4.5.8 (p27) The Successful Vendor may offer to Customers an upgrade/downgrade option for equipment placed under any subsequent contract. Such upgrade/downgrade options must afford a Customer the option of upgrading or downgrading a portion of a fleet under a lease or rental without penalty. The Successful Vendor must, at the time of proposal, specify; the minimum fleet size this option would be available to; the percentage of a fleet that could be upgraded or downgraded; and at what point(s) within a lease or rental that this option would be available. Vendor understands that upgrade/downgrade options are not included in the pricing of this response.

The State does not perceive a question here.

167. RFP Section 5.4.6.5 (p28) All Group E service and supplies pricing is to be presented in a Cost per Linear Foot method. Can pricing be presented as the cost of the actual supplies?

No, refer to section 4.3 of the RFP.

168. RFP Section 5.6.4.4 (p31) Proposed Equipment must have the capability for at least a one-time overwrite after the completion of each print/scan job and a structured three (3) times overwrite (DoD) on a weekly off-hours (outside of working days, 8:00 a.m. – 5:00 p.m.) schedule. Please clarify this requirement and the need for each machine in each segment to automatically perform a single-pass overwrite after each job.

Yes, except segment 2 desktop.

169. RFP Section 5.6.5.2 (p31) Advanced Scanning Interface Software (Groups A and B) – Advanced scanning software shall enable copier devices to scan to Electronic Document Management (EDM) software including Documentum, FileNet, OnBase, HummingBird and Microsoft SharePoint. Additionally, the software shall enable an end user to enter indexing fields for the EDM system that will be passed to the system along with the file. This class of software shall have interfaces authorized and updated periodically by the EDM manufacturer. Advanced Scanning interface software may be internal to the copier or stand alone devices that are attached to the copier. In the case of standalone devices, the device must share a network drop with the copier and not require an additional network drop for its functionality. Please clarify why it is necessary for devices in each segment to directly integrate with EDM solutions, or if the devices can simply provide a scan-and-drop functionality into folders to be monitored by an EDM solution?

For the Advanced Scanning Interface Software it is necessary to directly integrate with EDM solutions.

170. RFP Section 6.2 (p34) REFERENCES Vendors should provide a minimum of three (3) references from similar projects performed for private, state and/or large local government clients within the last three years. Vendors are required to submit Attachment D, Reference Form to the business references they list. The business references must submit the Reference Form directly to the Purchasing Division. It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the proposal submission deadline for inclusion in the evaluation process. Business References not received, or not complete, may adversely affect the vendor's score in the evaluation process. The Purchasing Division may contact any or all business references for validation of information submitted. Are Federal and/or non-US based government agency references acceptable?

Yes.

171. RFP Section 6.2.5 (p34) Staff assigned to reference engagement that will be designated from work per this RFP. There are many individuals that get assigned to a project throughout its lifetime. Does WSCA want all individuals by name? Is there a specific job category that WSCA is referring to in order to answer this section?

Question 1: No

Question 2: No

WSCA is seeking the key personnel for the overall WSCA contract administration as well as the administration of the Participating States.

172. RFP Attachment D (p59) Reference Questionnaire. Since Respondent is required to direct the business reference to submit the completed Questionnaire to the State, will the State send a confirmation of receipt to Respondent?

The State will inform the Vendors, which references have been received the week prior to the due date.

173. RFP Attachment F (p65) Accessibility Should this term and condition refer to Section 508 of the Rehabilitation Act?

This will be determined at the time of the Participating Addendum.

174. RFP Attachment H.1.1 (p81) For certain Participating States, there will be a requirement for the distribution of State ordered equipment to be installed, serviced and billed through local dealers only. Please describe your capability to meet this requirement on a State by State basis, including a full list of all dealers that fit the definition of local dealer. Additionally, provide color coded coverage maps of the local dealer coverage (green color coded), expanded dealer coverage (yellow color coded) and non-local dealer coverage (red color coded) for each Participating State. The delineation of the areas covered by the dealers should indicate the urban, rural and remote areas. For each Participating State, the Successful Vendor should be submitting three (3) maps at a minimum for the dealer coverage by category (local, extended local and non-local). If a vendor provides direct (not through a dealer) local, expanded & non-dealer coverage does this satisfy the requirements for this section? (i.e. Vendor organization provides our own badged employees or authorized subcontractors to complete the coverage, would this meet the requirement?) Is WSCA asking for the Hardware to be procured separately from the Vendor? Are installation and service to be billed separately by the Vendor dealer? If yes, does this mean that WSCA intends for the recipient to receive two separate bills per month? (i.e. one for hardware and separately for services and installation?) How are supplies and consumables to be handled in these situations? Please describe the billing methodologies. Is Vendor allowed to supplement its offering with products from another Vendor to meet all of the Segment requirements within a Group? If yes, than would Vendor be allowed to utilize direct badged employees as well as subcontractors for some of the work that will be done locally on another Vendor's offering?

Question 1: If a vendor provides direct (not through a dealer) local, expanded & non-dealer coverage does this satisfy the requirements for this section? (i.e. Vendor organization provides our own badged employees or authorized subcontractors to complete the coverage, would this meet the requirement?)

Yes, so long as the maps are complete.

Question 2: Is WSCA asking for the Hardware to be procured separately from the Vendor?

WSCA is asking for a purchase price as a base price that would allow Participating States to choose Purchase, Leasing or Rentals.

Question 3: Are installation and service to be billed separately by the Vendor dealer?

This would be dependent upon the individual State's Participating Addendum and the Customer's needs (if the State allows this and the customer is requesting it).

Question 4: If yes, does this mean that WSCA intends for the recipient to receive two separate bills per month? (i.e. one for hardware and separately for services and installation?)

This would be dependent upon the individual State's Participating Addendum and the Customer's needs (if the State allows this and the customer is requesting it).

Question 5: How are supplies and consumables to be handled in these situations?

On a per impression basis.

Question 6: Please describe the billing methodologies.

It is important to remember that the WSCA contract would be an umbrella Cooperative Purchasing Agreement encompassing 18 States, hundreds of counties and thousands of cities. There is no one billing protocol as there is no common payment entity among these groups. The solicitation has been constructed to encompass the full breadth of these billing options rather than one option that does not fit all needs.

Question 7: Is Vendor allowed to supplement its offering with products from another Vendor to meet all of the Segment requirements within a Group?

No.

Question 8: If yes, than would Vendor be allowed to utilize direct badged employees as well as subcontractors for some of the work that will be done locally on another Vendor's offering?

See previous answer.

175. RFP Attachment H.3 (p82) Service - Supplies Worksheet for each Group
Is it WSCA's intent for the Vendor to provide an answer here for a vendor's complete product line of multifunction copiers regardless of if they are included in the specified requirements? Does that also include devices that are specified to be All-in-Ones? Does this also include Single Function Devices?

Question 1: No, the service and supplies pricing is for the product proposed by group and segment.

Question 2: Yes, if proposed.

Question 3: Yes, if proposed.

176. RFP Attachment I (p85) Service - Supplies Worksheet for each Group It is not clear what is to be included in this cell: "Zero Base Service and Supplies Pricing"? Is this the base monthly fee for the services with zero pages included? Why are there two Base monthly charge for 3 x 5 coverage rows for each group? Please define Zone 2 and Zone 3?

Question 1: This is the cost per impression for service and supplies at the point that there is no base number of impressions, or a zero base.

Question 2: The two Base Zones for 3 x 5 Coverage are an error. The second of these may be ignored.

Question 3: Please refer to 5.4.6.10 of the RFP for descriptions of Zones 2 and 3.

177. RFP Attachment I (p85) Please describe what is meant by "Hard Drive Security Kit"? Please describe what is meant by "Power Protection Unit"? Please describe what is meant by "Network Security Kit"?

Question 1: Please refer to section 3.6.12 of the RFP for the definition of "Hard Drive Security Kit".

Question 2: Please refer to section 3.14 of the RFP for the definition of "Power Protection Unit".

Question 3: Please refer to section 3.6.16 of the RFP for the definition of "Network Security Kit".

178. RFP Section 5.4.5.1 Under RFP section 5.4.5.1 WSCA requests the successful vendor tie changes to lease rate factors using the yield curve rates website of <http://www.ustreas.gov/offices/domestic-finance/debt-management/interest-rate/yield.shtml>. This vendor respectfully requests to be allowed to tie any rate changes to the following website site <http://www.federalreserve.gov/releases/h15/update/reflecting> the most current published constant maturity rates in place of the yield curve website reflected in the RFP.

Vendors may propose this as an exception.

179. WSCA has requested that vendors utilize SAP in lieu of FASB 13 for accounting standards. Please explain the necessity of this choice and whether or not WSCA would accept FASB 13 standards in lieu of SAP.

Either may be used.

180. Page 3, Section 1.3. states “The anticipated contract award will be a limited multiple award with Groups A& B being awarded collectively” Question: can you tell us how many vendors you plan to award in these two categories?

WSCA will not be assigning a target number of awarded vendors for any Grouping.

181. Page 4, Section 1.11. states “A participating state may evaluate and select a vendor for award in more limited geographical areas where judged to be in the best interests of the state or states involved.” Question: Does this mean that a vendor who does not evaluate well enough to be awarded a collective contract across all participating states may still receive an award for a State specific award if it is to the participating State’s advantage?

No.

182. Page 9, Section 3.6.12. states “The parts and software required to enable US Department of Defense (DoD) standards for data overwrite”. Question: Can you clarify the requirements for the Data Security Kit? You state DoD standards. DoD Standards are Common Criteria Validation. Do the Data Security Kits need to be Common Criteria Validated?

Question 1: Please refer to Section 3.6.10 of the RFP.

Question 2: Yes.

183. Page 14, Section 3.25. Question: Can a vendor submit pricing on more than one machine per category?

No.

184. Page 16, Section 4.7. states, “Successful vendors must have the capability, at a minimum to report on the previous quarter’s activities for all contract placements as well as all contract impressions in both dollars and units.” Question: Are the “contract impressions” to be considered meter readings or meter counts? If this is the case, can the meter read reporting be eliminated from the RFP?

Question 1: Actual impressions.

Question 2: No, meter reading reporting should be the basis for the report on actual impressions.

185. Page 16, Section 4.9 states, "Pricing for this RFP and any subsequent contract must be expressed as a discount from Manufacturer's Suggested Retail Price (MSRP). Question: Can the percentage discount from MSRP differ between each segment or are they required to be the same percentage of discount? Can the accessories/options and the software have differing levels of discount from MSRP or are they required to be the same?"

The discount can differ by segment as well as the accessories (by segment) and software.

186. Page 31, Section 5.6.5 states, "Successful vendors must propose additional software to aid in the multifunctional aspects of the proposed equipment within each grouping." Question: All vendors use 3rd party software applications in addition to their own manufacture developed applications. If a 3rd party software application is required, can the vendor supplying the application invoice the customer directly for the cost of the application?

Yes.

187. Page 40, Section 10.1 states, "Proposals shall be consistently evaluated and scored in accordance with the NRS 333.335(3) based upon the following criteria." Question: The evaluation criteria is listed but there is not any indication on the methodology of evaluation within the criteria. Can further information be provided on the evaluation? Are each of the areas of evaluation going to be weighted equally or will a category such as Pricing be weighted heavier than the other areas?

The methodology is listed in Attachment K.

As per NRS 333.335(4), "The weight of each factor must not be disclosed before the date proposals are required to be submitted."

188. Eligible Agencies -Who can use these contracts? Are Non-Profit entities eligible to use the contracts?

This would be determined at the time of the Participating Addendum and varies by state.

189. Proposal Extension – Is there a possibility that the due date of this RFP will be extended?

No.

190. Is it a requirement for a manufacture to bid all segments in order to be considered. Example: In the black & white convenience group you are listing segments 9 - 90 to 99 ppm & segment 10 - 100 to 119 ppm, if a manufacture does not offer products in these category will they be eliminated from consideration.

No.

191. If a manufacture does not bid all groups will they be eliminated? Example: If a manufacture does not bid the production color or production black & white groups will they be eliminated from consideration.

No.

192. If a manufacture does not bid all financing options (rental, capital lease, operating lease etc.) all terms (12,24, 36, 48, 60 months) will they be eliminated from consideration.

Yes, vendors not bidding all financial terms will be eliminated from consideration as per section 4.8 of the RFP. Vendors not submitting all financial terms must list this as an exception under section 5.4.5.2 of the RFP.

193. Page 3 – Section 1.3: Convenience: What does limited award mean? How many vendors will be chosen? Production , Production Color, Software and Wide Format: One Vendor?

Please refer to question 180.

194. Page 3 – Section 1.4: Is Statewide Coverage required in all States? Will each State choose their vendors? If we have limited coverage in one state but have excellent coverage in the others how will this affect the scoring of the award.

Question 1: No.

Question 2: Yes, from the awarded vendor list.

Question 3: This will be scored within the “Ability to service the contract” criteria.

195. Page 4 – Section 1.7: What is the weighting on each criteria?

Please refer to Question 187.

196. Page 4 – Section 1.12: Will this RFP be the primary for each state? What is the criteria for the state to go out for an additional solicitation? The answers to these questions are vital in determining the value of this RFP. That value will be the basis for most responses.

It is possible that a Participating State may not choose to utilize this contract as the primary contract for either the State purchases or for political subdivisions. In some cases WSCA contracts have replaced the State contracts for the Participating States. However, on limited occasions States have chosen to only use the WSCA contracts for the use of Political Subdivisions only which tends to be a larger spend than the State alone. In the case of all of the states listed in Attachment F, it is the expectation that the resulting contract from this RFP would be the primary copier contract.

197. Page 5 – Section 1.16.1: We are assuming that their fee will be added to the WSCA fee and will be included in their contract.

There is only one WSCA fee, the WSCA Administrative fee of one half of one percent (.5%) of the total sales from this contract.

198. Page 7 – Section 3.4.1: How is the “estimated economic life” of a copier measured or determined?

This is an accounting term that is determined by the lessor if no accounting standard exists.

199. Page 7 – Section 3.43: Ownership of the “property” would only be transferred if the option to purchase is exercised, correct?

Ownership of the property would be transferred if the property is purchased or if a buyout to own is exercised at the end of any applicable leasing term.

200. Page 9 – Section 3.6.12: Does the reference refer to DoD Standard 5200.2x-M? If not will WSCA provide the criteria they will evaluate?

Yes.

201. Page 9 – Section 3.6.13: Can the LCT be part of the base copier (as long as we meet paper capacity specs) or does it have to be a separate part number?

LCT does need to be separate from the base unit.

202. Page 11 – Section 3.10: Will direct sales operations with local sales and service offices be classified as local dealers or non local and how will this affect the scoring?

The effects on scoring will be within the “Ability to Service the Contract” criteria.

203. Page 11 – Section 3.11: Please explain “The manufacturer's original OEM name shall appear on the equipment from the original point of manufacture, even if private labeled by a third party.”

The copier proposed must be branded as one of the Vendors brand. The vendor can propose either models manufactured by them or private labeled for them but in either case it has to have their name on the device. This only applies to the copiers and not software.

204. Page 13 – Section 3.21.1: Are short term rentals cancelable without penalty? Are we contractually obligated to provide short term rentals?

Question 1: Yes.

Question 2: No, but this must be listed as an exception

205. Page 16 – Section 5.1.2: What is the process for eliminating a dealer/sales rep etc. Is there be a mediation process before a dealer or rep is removed? “Participating State Contract Administrator may remove a dealer or distributor from the list of those designated to service this Contract at any time without further explanation or process.”

There typically is a discussion between the Participating Contract Administrator and the Successful Vendor but this is not mandatory.

206. Page 17 Section 5.1.5: Does the replacement product have to be in a required percentage of original purchase/rental/lease price of equipment it is replacing?

No, however, the original price list discount will remain unchanged and it must meet the requirements of the corresponding segment.

207. Page 17 – Section 5.1.6: Can acceptance be defined as product that has been delivered and installed to manufacturer’s specifications? Can a reasonable time limit be established?

Vendors can propose this as either further clarifying language or as an exception.

208. Page 18 – Section 5.1.8: Are trade in a requirement of the contract and how will that be scored?

Equipment Trade is part of the terms and conditions of the contract not a requirement (section 4). Further, this term and condition states “Successful Vendors may allow” not must. If vendors were to draw an exception to this term and condition and not allow any trade in of equipment, this would be scored under the “conformance with the terms of this RFP” criteria.

209. Page 19 – Section 5.1.9: Is it within our rights to not accept, or to negotiate, any additional terms and conditions incorporated into a Participating Addendum?

Yes.

210. Page 19 – Section 5.1.12: Can a demo time limits by segment be established; instead of a blanket 30 days?

Vendors may propose this as an exception.

211. Page 19 – Section 5.1.13: If concessions are made for volume purchases is the WSCA fee still required. What is the definition of a volume purchase; this should be limited?

Question 1: Yes.

Question 2: Please refer to section 5.1.13 of the RFP.

212. Page 20 – Section 5.2.1.4.3: Can the requirement for a bypass be deleted on Group A, Segment 10. This type of production equipment typically does not have bypasses and limits the responses.

No, as bypasses are commonplace on Convenience segment 10 copiers (but very rare on production segment C1 copiers).

213. Page 20 – Section 5.2.1.4.5: Should 11” x 14” read 8 ½” x 14”?

Please refer to question 23.

214. Page 21 – Section 5.2.1.5: Should Segment 2 Console and Segment 2 Desktop be reversed?

No.

215. Page 21 – Section 5.2.1.5: Will emulated PS satisfy the mandatory requirement for Adobe Postscript

Vendors may propose this as an exception.

216. Page 22 – Section 5.2.1.6: Should each segment have a different monthly minimum volume to each speed group?

No. Please refer to section 5.4.6.9 of the RFP.

217. Page 22 – Section 5.2.1.6: What are the minimum requirements for make ready software? Paper weights? Paper sizes up to 13 X 19? How small?

Question 1: Please refer to section 5.6.5.5 of the RFP.

Question 2: None.

Question 3: No.

Question 4: There is no minimum size of paper requirement.

218. Page 22 – Section 5.2.1.8: Should Group C (second time) be Group E.

Yes.

219. Page 23 – Section 5.2.5: Is the 90-day warranty for latent defects or can we not charge the service CPC during the initial ninety days? We assume we will charge for supplies during this period; correct? Does this apply to purchase units only? Should the third sentence changed to align with the second sentence (Any and all items failing during the warranty period will be *repaired or* replaced promptly free of charge.)

Please refer to question 110.

220. Page 23 – Section 5.3.4.4: If the customer does not allow electronic submission of meter reads then it becomes the responsibility of the user to submit read; correct?

Yes.

221. Page 24 – Section 5.3.5: Can separate SLA's be proposed by State?

Yes, however, this method will be compared against other proposals.

222. Page 24 – Section 5.3.8.1: Are response times be calculated as “fleet averages over a contract (or calendar) quarter?”

Either.

223. Page 25 – Section 5.4.1: Please define “centralize all billing”.

The billing remit to address must be the same for all State invoices.

224. Page 26 – Section 5.4.5: Are we required to bid on all Acquisition methods? Could a vendor bid non cancelable lease and not bid cancelable rental? How does that effect the scoring for the award?

No. Please refer to section 4.8 of the RFP.

225. Page 26 – Section 5.4.5.1: With the current financial markets can the lease factor change be adjusted to the adjustments to the US Treasury Yield Curve Rates?

Yes, please refer to section 5.4.5.1 of the RFP: “Successful Vendors may update all lease rates on a quarterly basis for changes in the financial markets. In order for the Successful Vendor to alter the bid lease rates, all lease rates must be indexed against the US Daily Treasury Yield Curve Rates.”

226. Page 27 – Section 5.4.6.1 and 5.4.6.2: Does this mean that WSCA requires service to billed separate from supplies

No, but separate billing should be an option.

227. Page 28 – Section 5.4.6.10: Zone 2 moves: Can we set a flat rate move cost by segment? It cost a substantially more to move a segment 10 machine then it does a segment 1. Can Zone 3 moves include time and miles?

Question 1: Vendors may propose this as an exception.

Question 2: Vendors may propose this as an exception.

228. Page 34 – Section 6.3: Are dealers considered Sub contractors? Hawaii and Alaska have higher Freight costs then the contiguous 48. Will WSCA allow for transportation up charge on these states?

Question 1: Yes, dealers are considered subcontractors.

Question 2: No.

229. Page 4, Item 1.13 Sentence 2 ... An award under any subsequent contract does authorize the awardee to conduct sales in any state without an authorizing Participating Addendum for that awardee. Is this correct or did the state intend on stating **does not**?

Item 1.13 has been corrected.

1.13 Any Participating State reserves the right to award partial commodity categories or not participate in the award if deemed to not be in the best interests of that Participating State. Additionally, an Award under any subsequent contract does not authorize the awardee to conduct sales in any state without an authorizing Participating Addendum for that awardee.

230. Page 3, & Pages 14 & 15 Group A & B: Item 1.3 Anticipated Contract Award
Must a vendor offer product in each segment in order to be considered for award or would the state consider making an award to a vendor even if offering only a single Segment within Group A.

The vendor does not need to offer a product in each segment in order to be eligible for award for a grouping.

231. Page 20, Item 5.2.1.4.5 Paper Size Capacity, Group A & B
In order to increase competition and to provide a less expensive option for the state , would the state consider an acceptable paper size capacity of 11" x 14" to be extended to Group A, Segment 2,3& 4 and Group B segment 3H, & 4H.

No.

232. Page 21, Optional Accessories , Segment 2 Console, - In order to increase competition would the state consider removing the requirement for these models to provide basic office finishing, Internal finisher, & Hard Drive Security Kit. Some models for example do not offer Hard Drives in this Segment.

No, but a Hard Drive Security Kit would not be necessary if there is no hard drive. However, this still must be listed as an exception.

233. Page 21, Optional Accessories , Segment 3& 4, - In order to increase competition would the state consider removing the requirement for these models to provide basic office finishing, Advanced Office finisher, Internal/ wing finisher, Booklet maker, Inline 3 hold punch & Hard Drive Security Kit or creating a separate group that do not require these options ? Not all applications require such a powerful unit and at a time when many states are experiencing deficits or projected deficits a less expensive model or group in these categories may be useful.

Please refer to question 232.

234. Page 22, Installation & Environment Requirements - Would posting of these requirements to the vendor's WSCA website satisfy these requirements?

No, the "Successful Vendor must advise Customer of any and all specialized installation and environmental Customer site requirements for the delivery and installation of contract equipment. If the vendor would propose that these installation and environmental requirements are only posted to the web site, this must be listed as an exception.

235. Page 23, Item 5.2.4 Post Consumer Waste Paper
Would the state accept machines that are certified to accept up to and including 30% PCW paper rather than 100%? This has been a more utilized and common industry benchmark.

No, but Vendors may propose this as an exception.

236. Considering some vendors may not be able to make a reasonable determination on whether or not they will be able to provide a responsive offer until after the answers to the questions are provided on the 15th, would the state please consider extending the time frame for submission of the references and for final response until February 25, 2009.

No.

237. Ref. Attachment C Master Services Agreement, Section 4
Does cancellation affect existing leases or is it for the contract (i.e., any future placements)?

No.

238. Does WSCA have the option to not purchase a service contract for the selected vendor's equipment?

Yes.

239. Can Vendor choose to "no bid" a particular segment and still be compliant with the RFP requirements?

Yes.

240. Ref. 3.25, Group E
Is a wide format copier the same as a wide format printer?

No, a wide format copier, under this RFP must Copy, Print and Scan.

241. Ref. Section 2, Attachment F and Attachment C
Can WSCA clarify which states will be participating under the contract?

The states listed on Attachment F are anticipated to participate within this contract in addition to other states that may join between now and the end of this contract.

242. Ref. 9.3.1, Part I Technical Proposal
Please identify what specific documents and sections are required.

Attachment H must be included in the Technical Proposal not the State Documents sections.

243. Ref. 5.3.8 Service, Timeliness of Service, response times for Remote areas. Under paragraph 3.18 "Remote" is defined as "Areas inaccessible via road from any Urban or Rural Service Zone regardless of distance."
Can you please provide an example of a WSCA office or location that would fall under the remote category?

Assuming that the Vendor had no service base location in the area, Barrow, Alaska would qualify.

244. Ref. 5.4.5.8 The Successful Vendor may offer to Customers an upgrade/downgrade option for equipment placed under any subsequent contract. Such upgrade/downgrade options must afford a Customer the option of upgrading or downgrading a portion of a fleet under a lease or rental without penalty. The Successful Vendor must, at the time of proposal, specify; the minimum fleet size this option would be available to; the percentage of a fleet that could be upgraded or downgraded; and at what point(s) within a lease or rental that this option would be available.
Is the percentage of a fleet that could be upgraded/downgraded by entity, state, agency, or other?

This would be up to the Vendor to propose.

245. For those states that have already signified their intent to enter into the WSCA contract, do we have the right to review their addendums after award, and then negotiate with them on terms (and perhaps pricing) that they may have in their agreement that may be different from WSCA? Or, by submitting a WSCA offer, are we agreeing to their terms and conditions at the same pricing as we offer in our submittal?

The expectation is that Vendors would respond to all terms and conditions including WSCA, the State Nevada and other Participating States. For those states that have not submitted unique Terms and Conditions as part of this RFP, those Terms and Conditions would be negotiated prior to the execution of a Participating Addendum.

246. Is the WSCA offer at this time only based on the terms of the WSCA bid, which currently is based on the contractual needs of only the State of Nevada?

No, refer to question 245.

247. Why is there no target of the number of awardees?

There is no target for the number of awardees because WSCA does not know how many respondents there will be. Additionally, there are certain groupings that a limited number of vendors can successfully respond to which further reduces the pool of respondents.

248. How does the WSCA Administrative Fee work? Is this different than a State Administrative Fee? Which needs to be accounted for in the pricing submitted as part of a response?

The WSCA administrative fee is a fee levied on all sales under this contract. In this case the fee would be 0.5% of all sales (including leases and software), Service/Supplies revenue and Cancelable Rental revenue. In the case of a sale (or funding of equipment by a leasing company) this fee would be levied on the sale price of the equipment or software once booked or funded. In the case of Service, Supplies and Cancelable Rental this fee would be levied from the periodic billings once received. Cancelable Rentals are treated from their revenue stream as these funding types typically have no sale recorded but rather are carried as a liability and there is no guarantee that these devices will remain in place for the full term.

Certain Participating States may levy an additional Administrative fee on all sales. This would be determined at the time of a Participating Addendum.

Only the WSCA Administrative Fee of 0.5% needs to be accounted for within the pricing submitted as part of the RFP response.

249. **Additional Reporting Requirements**

The additional attached reporting standards have been added to the reporting standards listed in Attachment J.



WSCA-NASPO Data
Requirements-08340.

*If you have any issue in opening this document, please contact
Nevada State Purchasing Division at (775) 684-0170
or srv_purch@purchasing.state.nv.us*

250. **Additional Testing Procedures**

The Ascher Group will be conducting equipment testing against the requirements, terms and conditions of the RFP the week of February 23rd 2009 in Denver, Colorado. Testing will be performed on all equipment in Groups A and B within the same marking engine grouping so long as the operating software is the same. This will require that all Vendors short listed will need to have equipment available in the greater Denver area for testing at their location. This testing will encompass:

- Authentication versus LDAP.
- Hard Drive Overwrite.
- Driver Sets – Single Driver, Series of Drivers, Bi Directional Support, SNMP Broadcasting.
- San and Print Speed of Machine on Recycled paper (30% PCW).
- Paper Jamb Points – Internal, Paper Supply and Finisher.
- Review of Equipment configurations against minimum options.
- Basic copier operations (i.e. AES, AMS, APS, ATS and AS).

251. **Additional Mandatory Questions:**

H.2.5 How often does the Vendor revise the MSRP of equipment and why?

H.2.6 Would the Vendor be willing to fix the MSRP of the quoted equipment over the life of the contract?



Attacheent H
Mandatory Questions

*If you have any issue in opening this document, please contact
Nevada State Purchasing Division at (775) 684-0170
or srv_purch@purchasing.state.nv.us*

252. **Section 4 Correction:**

In accordance with NRS 333.333, "Each request for proposals must include minimum requirements that the successful bidder must meet for the awarding of a contract pursuant to the provisions of this chapter."

253. **Section 9 Correction:**

Number of required CD's submitted has changed.

9.3.1 Vendors shall submit their response in four (4) parts as designated below:

Part I: Technical Proposal

One (1) original marked "MASTER"

Nine (9) identical copies

~~One (1)~~ ~~Six (6)~~ identical copy on CD (Note: CD must be labeled accordingly and in a case.) DO NOT include hard copies of brochure information with the response. DO include all brochure information within the electronic copy of the response. Technical Proposal must not include State documents, cost or confidential information.

Technical Proposal shall be submitted to the State in a sealed package and be clearly marked:

“Technical Proposal in Response to RFP No. 1715”

Part II: Cost Proposal:

One (1) original marked “MASTER”

Nine (9) identical copies

~~One (1)~~ ~~Six (6)~~ identical copy on CD (Note: CD must be labeled accordingly and in a case.)

Cost Proposal shall be submitted to the State in a sealed package and be clearly marked:

“Cost Proposal in Response to RFP No. 1715”

ALL ELSE REMAINS THE SAME.

Vendor shall sign and return this amendment with proposal submitted.

NAME OF VENDOR _____

AUTHORIZED SIGNATURE _____

TITLE _____ DATE _____

This document must be submitted in the “State Documents” section/tab of vendors’ technical proposal



SUBJECT: Amendment No. 2 to Request for Proposal No. 1715

DATE OF AMENDMENT: January 21, 2009

DATE OF RFP RELEASE: December 3, 2008

DATE AND TIME OF OPENING: February 4, 2009 @ 2:00 p.m.

AGENCY CONTACT: Lyn Callison, Purchasing Officer

The following shall be a part of RFP No. 1715 for **Multifunction Copiers & Related Software..** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

1. **Page 46 Addendum one - Question 223** - You indicate that all invoices must have the same remit to address for "all State Invoices". Does this mean there can be a different remit to for each state or does it mean a common "remit to" for the WSCA contract (all 18 states)?

No. Some states may require a single remit to for all state purchases for that state only. This is not a common requirement for all states.

2. **Page 40 Question 182 and Page 43 question 200** - You indicate in the RFP that DOD Security must available on all products referencing Dod Standard 5500.2x-M(answer to question 200). Did you mean to add to the DoD requirement the **additional** requirement of Common Criteria Certification (answer to question 182 and not required by Dod). This **additional** requirement may limit possible responses.

Vendors must at a minimum be able to meet the DoD standard but may also submit equipment that meets the Common Criteria.

ALL ELSE REMAINS THE SAME.

Vendor shall sign and return this amendment with proposal submitted.

NAME OF VENDOR _____

AUTHORIZED SIGNATURE _____

TITLE _____ DATE _____

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal

ATTACHMENT BB

Service Level Agreement

**ATTACHMENT BB
SERVICE LEVEL AGREEMENT**

1 Customer Level SLA

1.1 Purpose

The purpose of this addendum is to define service levels; penalties for the performance of the service levels; as well as provide the Customer with a defined replacement process for equipment performing below expectations.

1.2 Customer Service Level Agreement

Vendor agrees to maintain the following service levels defined below as targets:

Performance Criteria	Target Level
Average State-Wide Fleet Uptime	98% or Better
Average On-Site State-Wide Response Time – Urban Zones	4 Hours or Less
Average On-Site State-Wide Response Time – Rural Zones	8 Hours or Less
First Time Fix State-Wide	80% of all service calls or better

These service levels will be measured on a quarterly basis between Vendor and the State.

1.3 Calculation of Service Level Points

Once per quarter, Vendor will produce reporting to be measured against the Service Level Agreement and points will be assigned according to the following chart:

	Target Level	Below Target 1	Below Target 2	Below Target 3	Below Target 4
Average Fleet Uptime	98% or Higher	97.9% - 96%	95.9% - 94%	94.9% - 94%	93.9% or lower
Possible Points	4	3	2	2	0
	Target Level	Below Target 1	Below Target 2	Below Target 3	Below Target 4
Average On-Site Response Time (in Hours)	4 or Less - Urban 8 or Less - Rural	4.1 - 5 Urban 8.1 - 9 Rural	5.1 - 6 Urban 9.1 - 10 Rural	6.1 - 7 Urban 10.1 - 11 Rural	7.1 or more - Urban 11.1 or more - Rural
Possible Points	4	3	2	2	0
	Target Level	Below Target 1	Below Target 2	Below Target 3	Below Target 4
First Time Fix	80% or Higher	79.9% - 70%	69.9% - 60%	59.9% - 50%	Less than 50%
Possible Points	4	3	2	2	0

These points will be added to produce a total Service Level score. This score will be used to determine the subsequent penalty according to the following schedule where the penalty can be up to 4% of the previous quarter's service and supplies billing (expressed as a negative %).

1.4 Penalty Level

	Target Level	Below Target 1	Below Target 2	Below Target 3	Below Target 4
Total Score	12-10	9-7	6-4	3-1	0
Penalty/Award as a percentage of quarterly service and supplies billings	0%	-1%	-2%	-3%	-4%

The penalty shall be awarded to the Customers of the State as a credit on the following period's service and supplies invoice.

1.5 Equipment Performance

Vendor guarantees each machine specified within any maintenance agreement will perform to either a) the monthly copies between service calls as measured by machine on a quarterly basis by group and segment listed below and/or b) the monthly uptime as measured by machine on a quarterly basis by segment listed below.

Group	Copier Segment	Quarterly Uptime
A and B	All	95%
C and D	All	95%
E	All	95%

Should any unit fail to maintain these copies between calls and or the monthly uptime, excluding service calls caused by operator error that system will be subject to replacement at the Customers discretion on a like-for-like basis with then current technology or the customer can elect to get a 1% credit of the previous quarter's service and supplies billings. Additionally, the Vendor shall prorate any included impressions as part of a Base Monthly Service for the days the unit was unavailable for usage. Supplier will be allowed 90 days from when the individual unit falls below the minimum uptime requirements to remedy any quality or reliability issues. A designated factory authorized technician must certify each unit's ability to produce acceptable impressions with acceptable uptime. The guarantee will remain in effect for the term of the contract or up to five (5) years from the date of purchase/lease, whichever is longer, provided the equipment has not been subjected to abuse or neglect and has been continuously covered by a Maintenance Contract. This replacement policy will remain in effect for the term of the contract and is subject to the Customer remaining current with supplier's payment requirements.

1.6 Additional Vendor Guarantees

1.6.1 **Training** – On-going training as requested by the Customer to be performed within two (2) weeks of requested date for on-site training and two (2) hours for phone/technical support. A penalty of \$50.00 per incident that does not meet the turnaround time specified above to be credited on the next service bill.

1.6.2 **Loaner Unit/Backup Production** – If any unit is in operable for a period in excess of 72 hours, Vendor shall provide the Customer with either:

- i) A loaner unit of similar speed and capabilities until such time as the unit(s) covered by this agreement are operable, or
- ii) Provide the Customer with off-site manned production capabilities, for Groups C and D only, to accomplish the work of the unit that is inoperable at the sole cost of the Vendor. Such costs shall be limited to cost of production (service and supplies), equipment, labor, power, transportation of jobs to and from the off-site production facility and facilities.

1.6.3 **Invoicing** – Vendor shall maintain timely, accurate invoicing, less service run impressions, as defined below. Failure on the vendor's part to maintain these levels as

defined shall result in a \$50.00 per instance credit on the following invoice. Invoicing Guarantees shall be in effect following the first quarter's billings.

Measurable	Service Level
Timely Invoicing	Invoices will be submitted no later than the 25 th of the month immediately following the close of a billing period.
Accurate Invoicing	Invoices do not require any credits for mis-billing
Service Impressions	Vendor will credit all service run impressions within the same billing cycle

2 State and Western States Contracting Alliance SLA's

- 2.1 **Timely Reporting** – Vendor shall produce reporting for both the State and WSCA within 45 days of the closing of the reporting period. Failure to do so will result in a penalty of \$50.00 per day beyond the 45 day period.
- 2.2 **Timely Payment of Administrative Fees** – Vendor shall produce payment for both any State Specific Administrative Fee and the WSCA Administrative Fee within 45 days of the closing of the reporting period. Failure to do so will result in a penalty of \$50.00 per day beyond the 45 day period.
- 2.3 **Accuracy of Reporting** – The State and WSCA may request at any point proof of the reporting accuracy through the data set supporting the reporting. If the State or WSCA has reason to believe that multiple and systemic reporting errors exist, that cannot be corrected to the State's or WSCA's satisfaction; the State or WSCA may require an audit by a third party. If errors are found, the Successful vendor must reimburse the State or WSCA for the cost of the auditor as well as correcting any administrative fee errors.
- 2.4 **Accuracy of Billing** – The State and WSCA may request at any point proof of the billing accuracy through the data set supporting the billing. If the State or WSCA has reason to believe that multiple and systemic billing errors exist, that cannot be corrected to the State's or WSCA's satisfaction; the State or WSCA may require an audit by a third party. If errors are found, the Successful vendor must reimburse the State or WSCA for the cost of the auditor as well as correcting any billing errors.
- 2.5 **Penalties** – All penalties under this, section two (2) of the Service Level Agreement shall be payable to either the State or the Western States Contracting Alliance, accordingly.

ATTACHMENT CC

WSCA Forms including Addendum No. 1

Addendum 1 to Master Service Agreement
Between
Xerox Corporation
And
State of Nevada
Representing the Western States Contracting Alliance (WSCA)
Lead State Contract #: 1715 Executed on:

This Master Price Agreement Addendum governs Xerox Corporation (hereinafter "CONTRACTOR") use of the WSCA name and logo during the term of this Master Price Agreement and amendments to this Master Price Agreement. CONTRACTOR may use the name and logo only as set forth below. Any use not expressly permitted herein is prohibited, and such use constitutes a material breach of the Master Price Agreement with the Lead State and all Participating States.

1. CONTRACTOR may display the WSCA name and logo on the face of the Master Price Agreement, including all electronic and hard copy versions.
2. CONTRACTOR and its subcontractors, resellers, and agents may display the WSCA name and logo on a web site as a "click on" link to the Master Price Agreement. No other use of the logo or name is permitted on any web site, except as permitted in paragraphs 1 and 3.
3. With, and only with, prior written approval of the Lead State Contract Administrator, CONTRACTOR may advertise the Master Price Agreement in publications and promotional materials aimed at state and local government entities eligible to use the Master Price Agreement. The sole focus and intent of such advertisements must be to increase participation in the Master Price Agreement. The WSCA name may be used and the logo displayed in the advertisement ONLY as it relates to the Master Price Agreement. The Lead State Contract Administrator's approval must encompass the content and appearance of the advertisement and the media in which the advertisement will appear.
4. CONTRACTOR may not make explicit or implicit representations concerning the opinion of WSCA, the Lead State, or any Participating State regarding CONTRACTOR or its products or services. This restriction includes general use of the WSCA name and logo NOT directly linked to or related to this Master Price Agreement.
5. CONTRACTOR must ensure that its sub-contractors, resellers, and agents adhere to the terms of this Addendum, and CONTRACTOR is responsible for any breach by these entities.
6. CONTRACTOR must immediately cease all use of the WSCA name and logo if directed to do so in writing by the Lead State Contract Administrator, and CONTRACTOR must ensure that its sub-contractors, re-sellers, and agents immediately cease all use.
7. CONTRACTOR shall not make, or permit its subcontractors, resellers, or agents to make, any alterations to WSCA's name or logo (including characters, style and colors) and CONTRACTOR shall not use or permit the use of WSCA's name or logo in a manner or context that could adversely affect WSCA's integrity, goodwill, or reputation.
8. Upon termination or expiration of the Master Price Agreement, CONTRACTOR and its sub- contractors, re-sellers, and agents must cease all use of the WSCA name and logo; except that, CONTRACTOR may use the WSCA name for reference purposes in a description of its prior experience.

Acknowledged:

CONTRACTOR:

The Contractor certifies that the appropriate person(s) have executed this agreement on behalf of the Contractor as required by applicable articles, bylaws, resolutions, or ordinances.

LEAD STATE:

In accordance with state statutes or rules.

Signature

Greg Smith, Administrator, State of Nevada

Title

Title

Date

Date



WSCA Multi-Functional Copier Contract

515 E. Musser Street, Suite 300, Carson City, Nevada 89701

Voice: 775-684-0198 Fax: 775-864-0188

<http://www.purchasing.nv.us>

WSCA/NASPO Cooperative Development Team

1960 Cliff Lake Rd, Suite 129-237, Eagan, MN 55122

Voice: 612-284-4316 Fax: 952-392-4580

wncoopdt@gmail.com wmfc0914reports@gmail.com wmfc0914eligibility@gmail.com

WNCDT is the WSCA/NASPO Cooperative Development Team who will be supporting the WSCA Multi-Functional Copier Contracts 2009-2014 by handling reporting and eligibility for the lead state.

Eligibility:

Who is Eligible, How do they become Eligible?

NASPO, and WSCA who are simply a group fifteen NASPO state procurement directors from the west, is an association of state chief procurement officials. So, state chief procurement officials decide what entities within their jurisdiction get to use, or not use, a NASPO or WSCA contract. You may hear "they have no authority over us", which may be true in a legal sense, but that does not matter. NASPO and WSCA contracts are cooperatives based on state chief procurement official's participation. They get to decide.

The actual determination of eligibility rests in state statutes and rules. Some are very broad and inclusive, some are much narrower and exclusive. Cities, counties, school districts are very common. Universities and colleges are sometimes included, private or non-profit ones are less common. Hospitals are problematic, as are Indian tribes and non-profits. Extending the authority to use "state contracts" to businesses with contracts with a state is very rare.

While not exhaustive, there are several different common scenarios.

- a. Many states have internal "cooperative purchasing programs" that operate under a number of different titles. These programs generally allow registered members to use "state contracts" and as an extension any WSCA or NASPO cooperative contracts the state is participating in. In many cases there is a published list of participants (perhaps a link on a state program's website). Some of these programs have a subscription fee, some do not. The state might sign a participating addendum for the "state, state agencies and members of our cooperative purchasing program" which would then open up access to all registered members of the state cooperative program. The individual, registered members WOULD NOT require an individual participating addendum, they would simply be using a "state contract."



WCSA Multi-Functional Copier Contract

515 E. Musser Street, Suite 300, Carson City, Nevada 89701

Voice: 775-684-0198 Fax: 775-864-0188

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WCSA/NASPO Cooperative Development Team

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wncoopdt@gmail.com wmfc0914reports@gmail.com wmfc0914eligibility@gmail.com

- b. States that do not have formal cooperative program may simply have a law that authorizes certain entities to use "state contracts." Assuming the state had signed a participating addendum with a specific manufacturer, the entity might or might not require its own participating addendum – it is really the call of the entity's legal counsel.
- c. A state, for instance, might sign participating addenda with a manufacturer that permits "NOT state agencies in the State of xxxx to use these contracts." This, either with or without a formal cooperative purchasing program, would allow any recognized entity that IS NOT a state agency to use the contracts. Again, the entity might or might not require its own participating addendum – it is really the call of the entity's legal counsel.
- d. A state might decide not to sign ANY participating addenda (or several states CANNOT participate in cooperatives of any form) but may permit individual entities to sign their own participating addenda. In this case, the eligibility process will take place over and over again, not for each manufacturer (usually) but for each individual entity. State directors will normally authorize the City of Leftover to participate, the city can then sign as many participating addenda as it wants to meet its needs.

When asked, the WNCDDT and the Lead Contract Administrator always encourage signing participating addenda with all the manufacturers on the contract as a way of keeping as much competition in the mix as possible.

Manufacturers and resellers/VARs should direct eligibility questions to:
wmfc0914eligibility@gmail.com

Emails should include entity name, entity address (including STATE in which entity operates or is asking to use contract), an entity contact name, phone and email

Eligibility processing will flow like this:

- 1 – email request from entity (can be through manufacturer or resellers/VARs) as long as details mentioned above are included



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2 – WNCDT will email state director and request authorization for participation

3 – WNCDT will email back both manufacturer and entity with authorization to proceed to complete the participating addendum

4 – Entity completes the manufacturer's draft participating addendum (from the manufacturers website or from the WSCA/NASPO PC Contract website), signs it and forwards it to manufacturer point of contact [this can be done by scanning signed documents if that is permitted by the entity]

We would encourage "new" manufacturers to spend some time, early on in the process, working with the WNCDT to create their own "draft participating addendum". The sooner this is available, after award decisions have been made by the WSCA Directors, the sooner it can begin to be used. Participating addenda should be signed before the start date of the new contracts (September 1, 2009) so that sales can start immediately.

Creating a draft participating addendum does not create any legal obligation. The participating addendum is always going to be controlled by the actually executed master price agreement. So until that master price agreement is fully executed it has no meaning. But, it can take time to put them in place, so the sooner things get started, the sooner sales can be made.

IF the entity has to make modifications or include any special (entity-based) legal language, we strongly recommend they work informally with the manufacturer contact BEFORE sending the formal document for execution. And, we encourage manufacturers to understand that "law" or "ordinance" is exactly that, law or ordinance and the entity is not free to ignore it or violate it.

5 – Manufacturer point of contact signs participating addendum and forwards to WNCDT at email address above

6 – WNCDT will annotate on the participating addendum state authorization, create a PDF file of the participating addendum and the state authorization



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7 – WNC DT will forward copies of the PDF file to entity, manufacturer point of contact and Lead Contract Administrator

The WNC DT commits to completing steps 6 and 7 in one working day.

This process will go on each and every time you come across a potential new participant. Our intent is to create a list of approved entities, by state. You will be able to reference this list before starting the process.

Basic message for you and all your sales force, check with us first. The process works best if it is centralized by a manufacturer.

**PARTICIPATING ADDENDUM
WESTERN STATES CONTRACTING ALLIANCE
MULTIFUNCTION COPIERS AND RELATED SOFTWARE**

**MASTER PRICE AGREEMENT
1715**

1. Scope: This addendum covers Multifunction Copiers and Related Software for State Agencies and Political Subdivisions.
2. Changes: (Replace this with specific changes or a statement that no changes are required)
3. Lease Agreements: (Insert a statement whether or not equipment lease agreement terms and conditions have been approved for use by the governmental entity)
4. Primary Contact: The primary government contact individual for this participating addendum is as follows:

Name _____
Address _____
Telephone: _____
Fax: _____
E-mail: _____
5. Subcontractors: _____
6. Price Agreement Number: All purchase orders issued by purchasing entities within the jurisdiction of this participating addendum shall include price agreement number: **1715**

This Participating and the Master Price Agreement number 1715 (administered by the State of Nevada) together with its exhibits, set forth the entire agreement between the parties with respect to the subject matter of all previous communications, representations or agreements, whether oral or written, with respect to the subject matter hereof. Terms and conditions inconsistent with, contrary or in addition to the terms and conditions of this Addendum and the Price Agreement, together with its exhibits, shall not be added to or incorporated into this Addendum or the Price Agreement and its exhibits, by any subsequent purchase order or otherwise, and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and conditions of this Addendum and the Price Agreement and its exhibits shall prevail and govern in the case of any such inconsistent or additional terms.

IN WITNESS WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

Government Entity: _____
By: _____
Name: _____
Title: _____
Date: _____

Contractor: _____
By: _____
Name: _____
Title: _____
Date: _____



WSCA Multi-Functional Copier Contract

515 E. Musser Street, Suite 300, Carson City, Nevada 89701

Voice: 775-684-0198 Fax: 775-864-0188

<http://www.purchasing.nv.us>

WSCA/NASPO Cooperative Development Team

1960 Cliff Lake Rd, Suite 129-237, Eagan, MN 55122

Voice: 612-284-4316 Fax: 952-392-4580

wncoopdt@gmail.com wmfc0914reports@gmail.com wmfc0914eligibility@gmail.com

Summary of Sales by contractor

Contract No:	1715	Contract Title:	WSCA Multifunctional Copier		
Manufacturer Name:	Xerox Corporation	Contact Person:	Annie Van Gilder		
Contract Term: [with possible extensions]	June 1, 2009 to June 30, 2014.	Contractor Signature:			
Reporting Period: (Please circle one)	Qtr 1 Qtr 2 Qtr 3 Qtr 4	Calendar Year: (Please circle one)	2009 2010 2011 2012 2013 2014		

TOTAL SALES THIS QUARTER:	\$
[multiply sales by this number]	X 0.05% (0.0005)
WSCA Administrative Fee:	\$

Check here if sales equal zero this quarter:



WSCA Multi-Functional Copier Contract

515 E. Musser Street, Suite 300, Carson City, Nevada 89701

Voice: 775-684-0198 Fax: 775-864-0188

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WNCDDT is the WSCA/NASPO Cooperative Development Team who will be supporting the WSCA Multi-Functional Copier Contracts 2009-2014 by handling reporting and eligibility for the lead state.

Failure to comply with these reporting requirements will be considered a breach of the Master Price Agreement and subject to default action.

Sales Reporting Schedule:

Sales reports sent to Kate (with a copy to Bernie)

Sales reports sent by 15th of calendar month for previous calendar month

Sales reports sent to – wmfc0914reports@gmail.com

or to – WSCA Multi-Functional Copier Reporting
c/o Kathryn Offerdahl
1960 Cliff Lake Rd
Suite 129-237
Eagan, MN 55122

WNCDDT will compare sales for a quarter with Admin fees submitted for a quarter and work with manufacturer to reconcile any differences (both Lyn and Lee Ann will be copied on emails related to reconciliation).

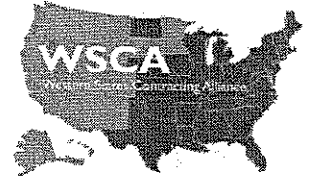
It is our intention to try to provide sufficient information to participating state directors to eliminate or reduce the special reporting requirements states have. However, states retain the option of requiring different formats for reports. The Lead Contract Administrator and the WNCDDT will work with states and manufacturers on these issues.

Sales Reporting Format:

Sales report format is attached.

Admin Fee Schedule:

Thursday, April 16, 2009



WSCA Multi-Functional Copier Contract

515 E. Musser Street, Suite 300, Carson City, Nevada 89701
Voice: 775-684-0198 Fax: 775-864-0188
<http://www.purchasing.nv.us>

WSCA/NASPO Cooperative Development Team

1960 Cliff Lake Rd, Suite 129-237, Eagan, MN 55122
Voice: 612-284-4316 Fax: 952-392-4580

wncoopdt@gmail.com wmfc0914reports@gmail.com wmfc0914eligibility@gmail.com

Admin fees (check) sent to AMR on the form provided

Admin fees (check) sent by 1st of second calendar month after end of calendar quarter

1st Quarter – January – March – due by May 1st

2nd Quarter – April – June – due by August 1st

3rd Quarter – July – September – due by November 1st

4th Quarter – October – December – due by February 1st

For 2009 ONLY – admin fees will be sent for 2nd Quarter – contract execution through June 30, 2009 – due by August 1st 2009.

Admin Fee Coversheet:

Contractor is **required** to pay quarterly an administrative fee of 0.5% (0.005) on ALL sales under this contract on the following schedule:

	<u>Calendar Quarter Ending</u>	<u>Payment</u>
	<u>Due</u>	
1 st Quarter – Ending March 31 (for Jan, Feb and Mar)		April 30
2 nd Quarter – Ending June 30 (for Apr, May and Jun)		July 31
3 rd Quarter – Ending September 30 (for Jul, Aug and Sep)		October 31
4 th Quarter – Ending December 31 (for Oct, Nov and Dec)		January 31

Contractor will submit a copy of the following form, completed and signed, with each check.



WSCA Multi-Functional Copier Contract

515 E. Musser Street, Suite 300, Carson City, Nevada 89701

Voice: 775-684-0198 Fax: 775-864-0188

<http://www.purchasing.nv.us>

WSCA/NASPO Cooperative Development Team

1960 Cliff Lake Rd, Suite 129-237, Eagan, MN 55122

Voice: 612-284-4316 Fax: 952-392-4580

wncoopdt@gmail.com wmfc0914reports@gmail.com wmfc0914eligibility@gmail.com

Submit to:

WSCA
NASPO Project Manager
201 East Main Street, Suite 1405
Lexington, KY 40507

Check must be payable to **WSCA** and must include **Contract Number W24-2008 - NV 1715**.

All sales made during a calendar quarter should be reported and paid in that quarter.

Summary of Sales by contractor

Contract No:	1715	Contract Title:	WSCA Multi-Functional Copiers			
Manufacturer Name:	Xerox Corporation	Contact Person:	Annie Van Gilder			
Contract Term: [with possible extensions]	June 1, 2009 to June 30, 2014	Contractor Signature:				
Reporting Period: (Please circle one)	Qtr 1 Qtr 2 Qtr 3 Qtr 4	Calendar Year: (Please circle one)	2009 2010 2011 2012 2013 2014			

TOTAL SALES THIS QUARTER:	\$
[multiply sales by this number]	X 0.5% (0.005)
WSCA Administrative Fee:	\$

Check here if sales equal zero this quarter:



National Association of State Procurement Officials
and
Western States Contracting Alliance



Cooperative Contract Sales Reporting Data Requirements and Data Format

This is the minimally acceptable reporting requirement for either NASPO or WSCA cooperative contracts. These elements are NOT negotiable. The field size of certain elements may be adjusted, with authorization from the Lead Contract Administrator and either NASPO or WSCA to accommodate differences in the Vendor Contract Number size.

Lead zeros should be avoided if possible. Fields should be right justified. Field with no data should be left blank.

Reports should be submitted in Microsoft Excel 97-03 format or an equivalent approved by the Lead Contract Administrator and either NASPO or WSCA.

Field Name	Field Description	Data Type	Field Size
VENDOR CONTRACT NUMBER	Lead State assigned contract number (using Lead State's numbering protocol)	Alpha Numeric	5
STATE	State postal abbreviation code (Alaska = AK, Missouri = MO, etc.)	Alpha Numeric	2
CUSTOMER TYPE (SEGMENT)	State Gov't, Education-K12, Education-HED, Local Gov't, Medical, Other - are acceptable segments. [determined by industrial practice for each contract - uniform for each contract]	Alpha Numeric	45
BILL TO NAME	Customer (agency) Bill to name	Alpha Numeric	60
BILL TO ADDRESS	Customer (agency) Bill to address	Alpha Numeric	40
BILL TO CITY	Customer (agency) Bill to city	Alpha Numeric	40
BILL TO ZIPCODE	Zip code in standard 5-4 format [standard 5 digits is acceptable, formatted as a zip code]	Alpha Numeric	9
SHIP TO NAME	Customer (agency) Ship to name	Alpha Numeric	60
SHIP TO ADDRESS	Customer (agency) Ship to address	Alpha Numeric	40
SHIP TO CITY	Customer (agency) Ship to city	Alpha Numeric	40
SHIP TO ZIPCODE	Zip code in standard 5-4 format [standard 5 digits is acceptable, formatted as a zip code]	Alpha Numeric	9
ORDER NUMBER	Vendor assigned order number	Alpha Numeric	20
CUSTOMER PO NUMBER	Customer provided Purchase Order Number	Alpha Numeric	20
CUSTOMER NUMBER	Vendor assigned account number for the purchasing entity	Alpha Numeric	20
ORDER TYPE	Sales order, Credit/Return, Upgrade/Downgrade, etc. [determined by industrial practice for each contract - uniform for each contract]	Alpha Numeric	35
PO DATE (ORDER DATE)	(mm/dd/ccyy)	Numeric	8
SHIP DATE	(mm/dd/ccyy)	Numeric	8
INVOICE DATE	(mm/dd/ccyy)	Numeric	8
INVOICE NUMBER	Vendor assigned Invoice Number	Alpha Numeric	20
PRODUCT NUMBER	Product number of purchased product	Alpha Numeric	25
PRODUCT DESCRIPTION	Product description of purchased product	Alpha Numeric	60
LIST PRICE/MSRP/CATALOG PRICE	List Price - US Currency (\$99999.999) [determined by industrial practice for each contract - uniform for each contract]	Numeric	10
UNIT PRICE	Unit Price - US Currency (\$99999.999)	Numeric	10
QUANTITY	Quantity Invoiced (99999.999)	Numeric	11
TOTAL PRICE	Extended Price (unit price multiplied by the quantity invoiced) - US Currency (\$99999999.999)	Numeric	13
NASPO (WSCA) ADMIN FEE	Administrative Fee based on Total Price - US Currency (\$99999.999)	Numeric	13
VAR/Reseller/Distributor	If a VAR/Reseller/Distributor, name and state of VAR/Reseller/Distributor	Alpha Numeric	30
Energy Star Compliant	Yes = 1 No = 2 Energy Star Does not Apply = 0	Numeric	1
EPEAT Compliant	Gold = 1 Silver = 2 Bronze = 3 EPEAT Does not Apply = 0	Numeric	1

April 4, 2009

ATTACHMENT DD

Contractor's Response



February 4, 2009

Lyn Callison
State of Nevada
Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Michelle DeCarlo-Lintzner
Services & Solutions Executive

PO BOX 7622
Incline Village, NV 89452
Michelle.decarlo@xxerox.com
775-833-0623

Dear Lyn:

Xerox is pleased to present this proposal to the State of Nevada and the Western States Contracting Alliance for Multifunction Copiers and Related Software. We would like to thank you for this opportunity to participate. We look forward to providing WSCA with a creative and competitive set of solutions to address the needs of the participating states.

While we recognize that technology decisions of this type are complex, our commitment is to deliver a clear and concise response that will help WSCA make the right choice as well as to offer a dedicated team that will do what it takes to support the success factors of the WSCA participating states. We understand that it is critical to support government performance while exercising fiscal responsibility and will continue to deliver on our "Customer First" promise.

The following analysis and recommendations represent the joint efforts and consensus of many Xerox personnel as we digested the invaluable information provided to us in the Request for Proposal No. 1715.

As you read through our proposal, you will discover many unique advantages for maintaining Xerox as one of your selected partners for technology. In this economy, it has become more important than ever to leverage technology to save costs, save time, and provide efficiencies. Xerox is the best choice when it comes to stability and longevity in this marketplace.

By partnering with Xerox, you will have the opportunity to reap the benefits of our research and development, as we have helped and continue to help government agencies achieve their State objectives through innovative document processes and the most advanced digital technologies available. Reliability is also crucial within this endeavor and Xerox is uniquely qualified to meet the needs of the WSCA participating states. We have the largest depth and breadth of technology in the industry today with the infrastructure to meet the dynamic requirements of the WSCA participating states and we are eager to prove that we can deliver anytime, anywhere with a quick response, benchmark reliability, and personal attention to your needs.

Once again, on behalf of the entire Xerox team, thank you for the opportunity to participate and we look forward to our next steps.

Sincerely,

Michelle DeCarlo-Lintzner
Xerox Corporation
Services & Solutions Executive

RFP Issue: December 3, 2008
Due Date: February 4, 2009
Submitted: February 4, 2009

Prepared for:

**State of Nevada Purchasing Division
On Behalf of Western States Contracting
Alliance (WSCA)**

RFP: Multifunction Copiers and Related Software

Respectfully submitted by:



"Notwithstanding anything to the contrary in the RFP, Xerox's response ("Response") is proprietary to Xerox; is valid for one hundred twenty (120) days; may only be circulated to employees within your organization with a specific need to know its contents for them to review, evaluate and analyze it and to discuss it with Xerox; and, shall not be disclosed by you or any of your employees to any other person or business entity without the prior written consent of Xerox. No rights of ownership in the Response are transferred to you. Should Xerox receive an award under this RFP, Xerox will undertake appropriate efforts to negotiate mutually satisfactory final and binding terms and conditions."

This Response is based upon information furnished by both parties that is believed to be accurate and complete. If such information should prove to be inaccurate or incomplete in any material respect, the parties will exercise due diligence to negotiate in good faith to make appropriate adjustments to such information.

Table of Contents

Executive Summary

Appendix A	Product Group A & B Technology Proposal
Appendix B	Product Group C & D Technology Proposal
Appendix C	Universal Print Driver
Appendix E	What You Should Know About Service

NOTE: In addition to the above documents, the following appendices contain collaterals which are included in the enclosed cased CD.

Appendix C	Universal Print Driver
Appendix D	CentreWare Web
Appendix E	Xerox Service
Appendix F	Awards
Appendix G	Group A & B Product Brochures/Specifications
Appendix H	Group C & D Product Brochures/Specification
Appendix I	Group E
Appendix J	Software Brochures/Specifications
Appendix K	White Papers

Executive Summary

The State of Nevada and WSCA wish to establish a partnership with multiple vendors in the area of multifunction copiers and related software in order to offer participating States a cooperative multi-State contract. This contract would offer a cost effective and efficient vehicle to purchase multifunction devices, production equipment and related software outlined in the RFP. Further it would provide a baseline for pricing, service, and support for all participating States.

Government entities in North America spend more than \$50B annually on technology solutions. Industry sources estimate that over half of this spending is related to managing the many documents required to effectively operate critical and sometimes complex government processes. Managing and controlling costs and resources associated with document creation and handling of this magnitude can be a daunting task. Document activities represent one of the biggest drains on productivity and can create bottlenecks and delays, not only equating to constituent frustration, but also costing taxpayers millions of dollars in unnecessary expenditures—funds that could be redistributed to provide more value to the constituents.

Our vision at Xerox is to help people find better ways to do great work by constantly leading in document technologies, products and services that improve our customers' work processes and business results.

A Great Customer Experience

WSCA deserves sales and service teams who will approach this contract with respect to its unique needs, and who will focus on critical bottom-line business results. We offer a superior customer experience, with online account management, and with knowledgeable, support professionals who offer both on-call and on-site support. Our people, processes, and technology can help entities reduce expenditures, maximize use of the latest technologies, ensure effective work processes, and provide leadership to ensure operational success.

Cost Savings

Our customers get a fresh look at the way they do business and benefit from customer solutions that make them more efficient, cost-effective and secure. Xerox is uniquely positioned to provide the right technology and the right workflow supported by the right people and services. We can help you leverage technology to cut costs while streamlining critical workflows. Because Xerox can help you re-engineer business processes, redesign documents, and deliver information more effectively, you will not only improve the way you work but also maximize what you have already invested in information technology.

Security Strategies and Secure Devices

WSCA is facing a growing number of security concerns, especially through unprotected document systems. We can help you arm yourselves with products and services to protect, manage, and distribute information. Additionally, Xerox products are designed to support standards set forth in the Health Insurance Portability and Accountability Act (HIPPA), Sarbanes-Oxley, Gramm-Leach-Bliley Act and FDA 21 CFR Part 11.

All of the units proposed under groups A & B, other than the WCM20i, are Common Criteria certified. The 56xx series is currently under review as Xerox makes certifying all new units a priority. Common Criteria Certification provides independent, objective validation of the reliability, quality, and trustworthiness of IT products. It is a standard that customers can rely on to help them make informed decisions about their IT purchases. Common Criteria sets specific information assurance goals including strict levels of integrity, confidentiality, and availability for systems and data, accountability at the individual level, and assurance that all goals are met. Common Criteria Certification is a requirement of hardware and software devices used by federal government on national security systems.

Common Criteria Certification is a rigorous process that includes product testing by a third-party laboratory that has been accredited by the National Voluntary Laboratory Accreditation Program (NVLAP) to perform evaluation of products against security requirements. Products are tested against functional security requirements based on predefined Evaluations Assurance Levels (EALs).

For WSCA, the need for security is no less important. Whether an organization is protecting their customers' privacy, or intellectual and financial assets, assurance that networks, hard drives and phone lines are safe and secure from hackers, viruses and other malicious activities is critical. Common Criteria Certification, while not a requirement outside the federal government, can provide valuable, independent validation.

State of the Art Technologies

Xerox is a renowned pioneer in many fields of research and advanced product development. As one of the world's top technology innovators, our scientists and developers are focusing on the latest research and development in color science, computing, digital imaging, work practices, electro-mechanical systems, novel materials, and other disciplines connected to our expertise in printing and document management. A long list of innovations stem from our many research labs – innovations that have changed how people do their work. In addition, we develop our product portfolio with a vision of coherence, which means providing products that can integrate seamlessly in your evolving enterprise and can operate consistently with each other and with other vendors' products. We conduct extensive market research and will work closely with you to understand your coherence-related requirements.

For technology to work successfully it needs to smoothly integrate into an organizational environment as well as demonstrate cost value. According to CAPV InfoTrends – The Xerox FreeFlow platform is used more than Any Other Workflow Product in the Industry. As production printers continue to discover opportunities and advantages of digital printing, workflow has become an increasingly important component. No one understands workflow challenges and objectives better than Xerox. Xerox provides the broadest Range of Digital Printing Systems in the world (we actually invented laser printing). Today our lineup of monochrome, highlight-color and full-color production printing systems is unmatched. Xerox also provides exemplary Services and Support to Help You Succeed in The New Business of Printing.® Xerox has the products, business partners, services and solutions to help you make the most of every opportunity.

We offer Subject Matter Expertise in the areas of Integrated Web-to-Print, Variable Data Print & Personalization, Transactional Print, Output Management and Fulfillment. We enthusiastically await the opportunity to put this expertise into action with WSCA and take you beyond cost and efficiency to manage an efficient, effective document workflow where Key Operators, End users, and Administration will enjoy a better experience while taxpayers receive the best value.

Industry Leadership

Our leadership position in the document development and management industry enables us to offer the best document production technology available on the market today. To further Xerox's technological prowess, we have expanded our product offerings by capitalizing on the technological strengths of our Business Partners. We have over 60 partners worldwide, who may be invited to participate in creating a customer solution for you, as well as providing required service and support for any business solutions we recommend.

With Xerox, you get faster and smarter ways to manage documents across your enterprise and around the world. And to top it off, Xerox is a Direct Service Provider which means we design, manufacture, and repair our own equipment. Every Service Technician is an experienced, highly-trained Xerox team member with direct access to engineering and dedicated Xerox support teams.

Xerox is the only vendor in the industry to offer the true **Total Satisfaction Guarantee**. In addition Xerox is a global company with a local presence and a tried-and-true infrastructure offering integrated supply chains, and state of the art communications. No one else comes close to this level of experience.

Xerox has led the industry in technology and quality for over half a century and has won over 140 awards in 2006 and over 100 in 2007 for its technology leadership. Since 1980, Xerox and Fuji Xerox have won 25 national quality awards in 20 countries, including the world's three most prestigious. In the United States, Xerox is a two-time winner of the Malcolm Baldrige National Quality Award: for Xerox Business Services in 1997 and for Xerox Business Products and Systems in 1989. Xerox Europe, formerly Rank Xerox, won the first European Quality Award in 1992. Fuji Xerox won the Deming Prize, Japan's highest quality award, in 1980. Xerox won the National Medal of Technology from the Presidential Administration in 2007 (recognized for more than 50 years of innovation in marketing, materials, electronics, communications and software) and we are the only Document Management Company to win the JD Powers and Associates award for service excellence three years running. We are enthusiastic to provide WSCA with the power of an international company with the local presence and infrastructure to meet your custom needs.

Xerox Office Document Assessment

In an economy where organizations face challenges on revenue and margins, businesses must look for opportunities to drive their cost base down, grow revenues and increase shareholder value. There is a tremendous opportunity for business improvement that is going largely untapped. Many industry experts consider it the "low-hanging fruit" for significant cost savings and productivity gains. Our experience conducting document assessments in the office shows that cost savings can be significant.

There are various types of assessments which we can perform depending on the level of depth and detail. Through the **Xerox Office Productivity Advisor (XOPA)**, we offer a balanced approach to deliver sustainable results year after year. XOPA is a web-based tool and office assessment methodology that can be used to estimate current office document costs and the costs of a Xerox-propose solution.

Lean Six Sigma

Xerox utilizes quality methodologies such as Lean Six Sigma to improve processes and bring the highest value to our customers to reduce print and infrastructure costs. Xerox's quality policy states, "We deliver quality and excellence in all we do. Quality means leading the market with innovative products, services and solutions that are highly valued by customers and result in superior business performance." Building on Xerox's experience in quality, in late 2002 Xerox began an enterprise-wide effort integrating Six Sigma and Lean Manufacturing tools and processes into a comprehensive strategy called Xerox Lean Six

Sigma. It is a disciplined, data-driven method of reducing waste and variation in processes so they consistently deliver products and services at the quality levels, speeds and prices that customers value -- and therefore improve Xerox business results. More than 25 dedicated Xerox Lean Six Sigma deployment managers and more than 300 "Black Belts" lead projects in every business throughout the company. This has enabled us to deliver unmatched systems, services, and solutions that will enable WSCA to realize enhanced operational productivity, reduced cycle-times, and better service delivery. We are eager to prove this by establishing and reporting against metrics that demonstrate business results.

To date, more than 3,800 Lean Six Sigma (LSS) Projects have been completed or are underway internally and with customers. Projects are aimed at improving efficiencies, lowering costs and accelerating improvement through the use of the disciplined DMAIC (Define, Measure, Analyze, Improve and Control) Process, which is inherent in the Lean Six Sigma methodology.

Examples of how Xerox is using LSS to drive down costs *internally* include a Freight Reduction Project, Re-engineering of our Supplier Selection Process and Consolidation of Multiple Help Desks.

Examples of where we have helped *our customers* cut their costs using our Lean Six Sigma capabilities include:

- ✦ \$1.2 million in IT improvement savings at InterContinental Hotels Group
- ✦ Reduced the average processing cost of an accident report from \$28 to \$8 at the Monroe County Sheriff's Office
- ✦ Savings of \$1 million per year by streamlining the accounts payable process at HSBC Canada

The benefits of a long term agreement with Xerox are realized by our customers as a result of the many LSS internal initiatives that we deploy. Additionally as a Xerox customer you can realize additional cost savings benefits by working with our trained LSS employees to solve problems within your business.

Xerox Solution

Xerox Corporation is responding to all facets of this RFP and all product segments are addressed within this comprehensive proposal. From desktop printers and multifunction office systems to high-speed color presses, outsourcing and digital imaging, we provide the industry's broadest portfolio of document systems and services for organizations of any size.

As one of the State of Nevada's current vendors, Xerox has proven to be an excellent partner. We believe that we have provided the superior support for over the past five years, have listened to the State requirements for products, services, and customer service, always offering timely responses and answering any and all concerns as they arise.

A renewed partnership between the State of Nevada and WSCA will enable us to help government entities improve document processes with transformative document lifecycle management – and watch ROI and department performance soar. We look forward to delivering an integrated solution that is affordable as well as scalable to meet the needs of the various participating States and to deliver outstanding customer value and service.

A partnership with us will be one the State of Nevada and WSCA can count on.

Xerox is uniquely positioned to provide:

- Valuable marketplace knowledge helping you navigate through these tough times
- Assistance in discovering where efficiencies can be made to help improve productivity and streamline processes
- Assistance in discovering how cost savings may be attained by implementing technology.
- Unparalleled customer service and support with one point of contact
- A partnership with a company that has received numerous awards and recognitions for its commitment to sustainable practices
- Superior service coverage with an organization of 5,220 customer service engineers nationwide.
- We have more than 7,500 sales professionals, 13,400 • managed service employees at customer sites and 13,000 technical-service employees

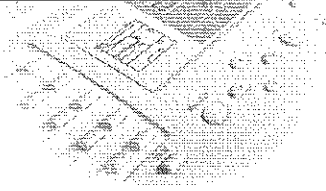
We look forward to proving that we will be able to exceed expectations on the following criteria:

- Demonstrated competence/experience in performance of comparable engagements
- Technological merits
- Environmental and accessibility merits
- Ability to service the contract.
- All-encompassing approach to proposed equipment, software and services
- Conformance with the requirements, terms and conditions of this RFP
- Pricing

Xerox knows how to solve the issues and address the challenges that government is facing today, in this most challenging time. We can leverage our industry leading technology and business practices to get the most out of all investments made. We look forward to continuing our relationship with the State of Nevada and beginning a mutually beneficial relationship with WSCA as we move through this process. Thank you for this opportunity.

Appendix A: Product Group A & B Technology Proposal

Xerox Products: A Closer Look



This section you will find details on the products we have recommended for WSCA in segments A & B. Product brochures with details are included in the CD.

Xerox Solution

Based on our understanding of your current objectives, we recommend installing the following:

<u>Product Group</u>	<u>Speed</u>	<u>Xerox Product</u>
<u>Group A B&W Convenience Copiers</u>		
<u>Segment 2 Desktop – CC20</u>	<u>22 ppm</u>	<u>Copy Centre CC20</u>
<u>Segment 2 Console - 5222</u>	<u>22 ppm</u>	<u>Xerox WorkCentre 5222</u>
<u>Segment 3 - 5632</u>	<u>32 ppm</u>	<u>Xerox WorkCentre 5632</u>
<u>Segment 4 - 5645</u>	<u>45 ppm</u>	<u>Xerox WorkCentre 5645</u>
<u>Segment 5 - 5655</u>	<u>55 ppm</u>	<u>Xerox WorkCentre 5655</u>
<u>Segment 6 - 5665</u>	<u>65 ppm</u>	<u>Xerox WorkCentre 5665</u>
<u>Segment 7 - 5675</u>	<u>75 ppm</u>	<u>Xerox WorkCentre 5675</u>
<u>Segment 8 - 5687</u>	<u>87 ppm</u>	<u>Xerox WorkCentre 5687</u>
<u>Segment 9 - 4595</u>	<u>95 ppm</u>	<u>Xerox 4595</u>
<u>Segment 10 - 4112</u>	<u>110 ppm</u>	<u>Xerox 4112 Copier/Printer</u>
<u>Group B – Hybrid Convenience Copiers</u>		
<u>Segment 2H</u>	<u>28 ppm black & white 26 ppm color</u>	<u>Xerox WorkCentre 7328</u>
<u>Segment 3H</u>	<u>35 ppm black & white 31 ppm color</u>	<u>Xerox WorkCentre 7335</u>
<u>Segment 4H</u>	<u>45 ppm black & white 35 ppm color</u>	<u>Xerox WorkCentre 7345</u>
<u>Segment 5H</u>	<u>55 ppm black & white 40 ppm color</u>	<u>Xerox WorkCentre 7655</u>
<u>Segment 6H</u>	<u>65 ppm black & white 50 ppm color</u>	<u>Xerox WorkCentre 7665</u>
<u>Software</u>		
<u>Advanced Scanning Software</u>		<u>Scan to PC Desktop</u>
<u>Advanced Scanning Interface Software</u>		<u>Smart Send Smart Document Travel</u>
<u>Simple Accounting Software</u>		<u>Xerox Standard Accounting Page Accountant</u>
<u>Advanced Accounting Software</u>		<u>Equitrac Office</u>

WHY XEROX MULTIFUNCTION?

There are numerous multifunction devices on the market for customer to choose from today. Not all Multifunction devices are created equal however. Xerox devices are truly multitasking not just multifunction. Multifunctional Devices can perform multiple functions, while Multitasking Devices can perform multiple functions at the same time. This is a key difference if your goal is increasing the productivity of versus simply saving cost, space and electricity by consolidating functions into one device.

With a Xerox MFD you can:

- Print WHILE Scanning
- Copy WHILE Scanning
- Scan WHILE Printing
- Scan WHILE Copying

This section will touch on Concurrency and Content Management, Network Productivity, Application Integration, Advanced Application Features, Security, and Service, all items that make Xerox truly unique and the best choice in this field.

Superior Concurrency & Content Management

Xerox offers devices that are true multi-tasking, not just multi-function. The Xerox equipment design includes a unique processor for each function (as opposed to a single controller board) and offers essentially unlimited concurrency. The customer Benefit to that is most customers understand the financial savings of an asset consolidation strategy that reduces the number of document devices. However, in order to reduce the number of document devices, the remaining systems must handle additional load both in output volume as well as the requirement to simultaneously support copy, print, fax and scan jobs. The robust Xerox product design with unique processors for each function means that customer organizations can implement an asset consolidation strategy with Xerox and not impact end user productivity. Additionally, the Xerox design provides function independence. If the fax function fails for some reason then it will not bring the system down. Since each function has its own processor, the other features will continue to operate minimizing downtime for end users.

Superior Network Productivity

Rated versus Actual Speed – Vendor brochures, including those from Xerox, list an MFD's speed, but it is important to know that this number is meant to be a gauge of how robust the engine is for comparative purposes, not to be an indicator of how it operates in the real world.

Rated speed is calculated by placing a sheet of paper on the glass, pressing the Start button and counting the number of impressions it outputs in 1 minute. Unfortunately, this is not the way offices work in the real world.

In reality, one person sends a 20 page Word document that is to be duplexed and stapled; another worker copies 37 sets of a single sided 500 page research study; and yet another worker is receiving a fax on the MFD; while this may seem to be a straight forward scenario where the expectation would be that the device would run at its rated speed that is not the case.

MFDs from other vendors can not seamlessly switch from printing a stapled print job to copying a non-stapled copy job. Instead, the system needs to completely power down and then power back up to start the next job due to the different finishing requirements.

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Xerox devices, on the other hand, do not require this cycle down/cycle up sequence because it was built from the ground up as a Multifunctional device, whereas other vendors started with the mainframe of a printer and then tacked on other functions, such as copy and fax.

Xerox systems provide superior Network productivity in comparison to any other Multi-function vendor as described above. Buyer's Labs, Inc., one of the leading independent authorities in the Multi-function industry evaluated a wide range of vendors. They wanted to test if vendors' equipment performed in practice at the same speed as the brochure reports. The chart below shows the results of their tests. They submitted a range of network print jobs (PDF, Word, PowerPoint, e-mail, etc.) to multiple devices in order to simulate a busy network office. They timed the devices from the first job to the last and then divided by the number of pages to determine actual speed vs. rated speed.

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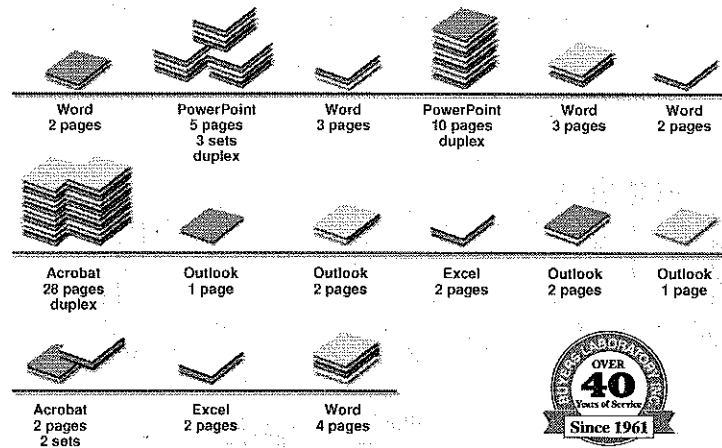
The chart below is organized vertically to show the results of each model. The blue dot above each bar represents the rated speed or brochure speed of the device. The bar itself represent the actual speed that the device performed at during the test. The results are astounding. The Xerox devices consistently performed at 70-80% of their rated speed whereas most competitive models performed at 15-30% of their rated speed.

For example a Xerox device rated at 65 PPM performed the test at an average speed of 57 PPM. A Canon device rated at 65 PPM performed the test at an average speed of 19 PPM. Even though both machines are rated at the same speed, in a real world setting, the Xerox performs at 3X the speed of the Canon.

The Xerox devices perform at a superior rate due to a superior product design. The processor speed is faster and software/hardware is designed to maximize job processing speed and minimize slow downs between jobs, during finishing and when switching paper trays.

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Network Printing Test Suite...



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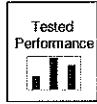
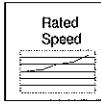
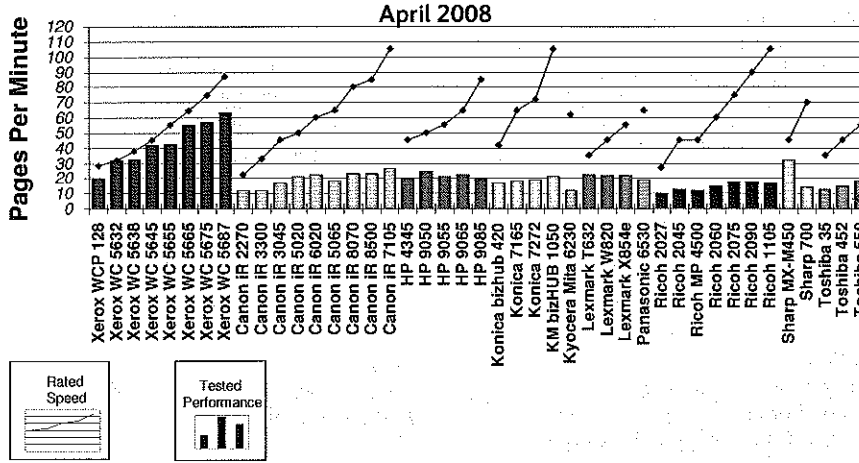


Buyers Laboratory, Inc.
Network Printing Test Results

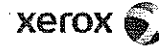


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Rated versus Tested Performance



Printer productivity testing was conducted by Buyers Laboratory Inc. (BLI), with each product operating in default mode and resolution set at 600dpi. Multiple jobs from a BLI test suite were sent in series to each device, with output consisting of a mix of single and multiple stapled sets with a banner page for each job in the test suite. The order of jobs was randomly selected. Xerox WorkCentre systems tested with Professional Finisher.



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v12.5

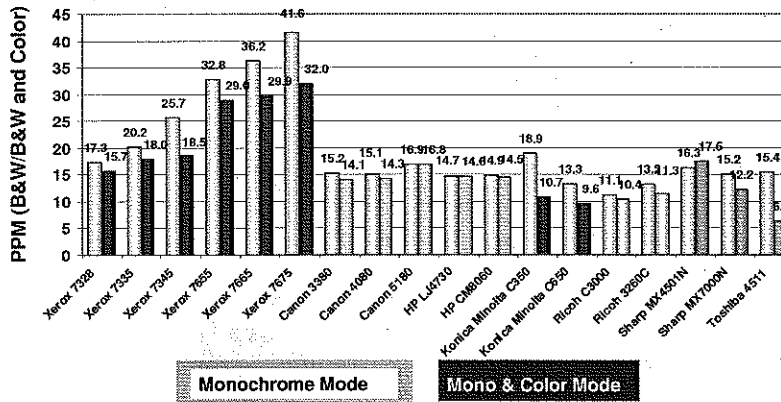


Buyers Laboratory, Inc.
Network Printing Test Results
Color Systems Test Results



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Monochrome Mode

Mono & Color Mode

Printer productivity testing was conducted by Buyers Laboratory Inc. (BLI), with each product operating in default mode and resolution set at 600dpi. Multiple jobs from a BLI test suite were sent in series to each device, with output consisting of a mix of single and multiple stapled sets with a banner page for each job in the test suite. The order of jobs was randomly selected.

Higher productivity for a similarly rated device provides numerous end user benefits. The same rated speed Xerox machine can perform about 3X as much work as a competitive model, in the same time frame. Users will be more productive and fewer Xerox machines will be required to implement an effective asset consolidation strategy relative to competitive devices. Additionally, during peak demand periods in the office, Xerox equipment will be much better able to meet to process the work than any other competitive model.

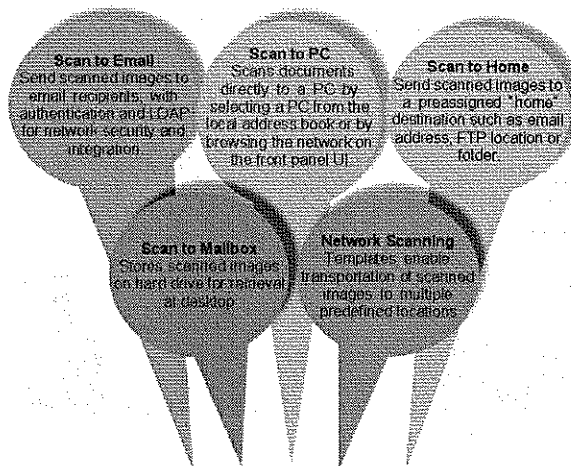
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Scanning

One size does not fit all when it comes to scanning. While most customers prefer Scan to Email for everyday scanning, some files are too big to be accepted by mail servers, which limit file size to control network traffic. Xerox recommends that you choose MFDs which have more than one scan capability.

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Scan Destination



Utilize the OCR Scan capability to create Text Searchable electronic documents for speedy retrieval

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Scan Destination Options. Choose the destination that's right for your network, mail servers, workflows and your people.

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Scan File Size

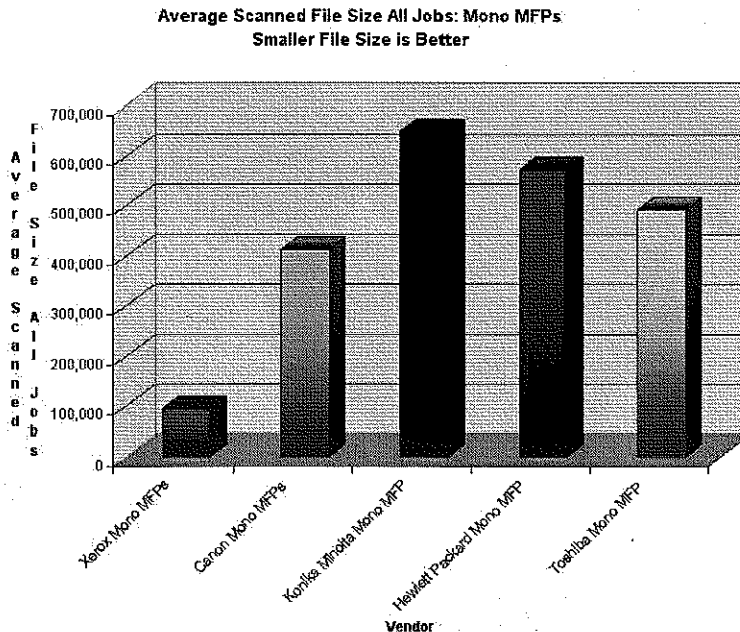
If WSCA is like most organizations you are concerned that the scanning of black and white and color documents can result in very large files that burden your network's bandwidth. Xerox understands and we've taken action to find a solution to this common issue.

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With the use of the latest technologies in image compression -- Mixed Raster Content (MRC) and JBIG2 -- Xerox products produce scanned file sizes that are significantly smaller than those generated by competitive devices. **This can result in files that are substantially smaller than the competition.**

If you are more concerned with Scan Resolution than Scan File Size, Xerox MFDs can also scan documents at higher resolutions without significant scan file size increases.

Below are sample results from an independent study performed by Industry Analysts, Inc in May 2008.



The file size of scanned documents can vary dramatically based on which vendor's MFD is used.

Application Integration at the Panel

Xerox EIP (Extensible Interface Platform) is a common facility available on virtually all Xerox MFP systems. EIP capable devices included in this response are 5632, 5645, 5655, 5665, 5675, 5687, 7328, 7335, 7345, and 7655. EIP is built upon a Web Services model and enables the ability to push custom application buttons and web pages to the panel of the MFP regardless of the MFP model. These web pages and associated software integration can be tailored to a line of business application and can be interactive in nature. EIP also provides a Software Development Kit (SDK) for common required services such as authentication and presentation services that enable a working application.

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The benefit of EIP is that allows a customer to tightly integrate the front panel of the MFP with their enterprise systems. For example, a customer wanted to scan application paperwork, on the front panel of the MFP, and have it stored in the customer's specific Content Management system; EIP would enable the customer to develop the unique interface on the front panel to accomplish this task. In many instances, not only does the scanned image need to be captured but also specific meta data or index data such as student ID or case number, document type, document name, etc. EIP enables the display on the MFP panel to be tailored for the specific requirements of a particular business process. The panel display can be interactive in nature and the screens presented to the end-user can change based on business logic or process rules.

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While other vendors offer an EIP-type facility, Xerox's EIP is the recognized leader in the industry due the web services design, the ease of integration, and the ability to build applications for our customers or to allow our customers to build it for themselves.

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Advanced Application Features

Xerox Multifunctional equipment is known for its sophisticated feature set that provides our end users with the best productivity in the industry and a wide range of leadership application features. A sampling of these leading features includes:

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- Exclusive Print-around technology – With this feature, the multi-function device does not stop processing jobs for missing resources. For example if a job sent to a Xerox MFP requires legal size paper and the machine is out of legal size paper, the Xerox device simply puts this job off to the side and continues to process all other jobs. When legal paper is supplied to the empty tray, then the legal job, that was being held, is pushed to the top of the job queue. This feature maximizes productivity and is essential for a successful asset consolidation strategy. If the number of devices in a department is reduced, than the remaining fewer devices must continue to process work to keep up with the workload – the device cannot stop every time a missing resource is requested or it will dramatically affect the productivity of the department's end users. Print-around is an exclusive Xerox technology.

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- Simultasking Capability - Most vendors tout that their equipment can multitask and this is true. Their MFDs can copy, print, fax and scan... but not necessarily at the same time. Xerox devices do, and they do it so well we prefer to call it Simultasking.

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This means that while the engine is outputting a print job, another user can walk up to the device and send a fax or scan job at the same time...it does not need to wait for the print job to finish to send the fax over the phone line or scan image over the network.

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We are able to do this because our MFDs have separate subsystems for each document function which act independently of each other. For non-Xerox MFDs, you can program the fax job ahead, but it will not actually send the fax until the current print job is complete and the system cycles down from the print mode and then cycles back up for the fax job.

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- Bi-directional print drivers – Xerox print drivers offer bi-directional communication with the Xerox MFP enabling the user to view real-time the job queue on the device and status of the consumables and paper trays. The user is able to see how much work is ahead of their jobs in the queue and if the machine has the necessary resources to complete their jobs. The net result is improved end user productivity.

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- Job Build for network scanning – Xerox offers the ability to combine multiple document scans into a single file for sharing over the network. For example, a scanned document or case file may include a mix of different size documents some with text and some with photos. Job build enables the user to scan documents from the glass, and some documents from the document handler, and to change settings in between scans. Once all scans have been completed, they can be combined into a single file for transmission over the network.
- Standard Postscript printing – Xerox offers Postscript printing standard on virtually every model whereas many competitors make Postscript a purchasable option. Postscript is the best output language for accurate rendering of pages and is the most transportable languages across devices. With Postscript users can be assured that their document will look the same no matter what output device they print in on.
- Standard image overwrite – Xerox offers Image Overwrite as a standard feature on virtually all models that include a hard drive whereas many competitors charge for this option. The security of your data is too important to compromise simply because someone forgot to order an accessory on the MFP. Xerox always makes sure you have the ability to overwrite sensitive information stored on the device.
- Single print and fax driver – Xerox incorporates the print driver and fax driver into a single piece of software. This both improves usability and reduces the workload of loading software on the device for the IT organization. Most competitors require a separate print and fax driver be loaded on each PC.
- Context sensitive help - Xerox offers a help button on the front panel of all of its machines. No matter what screen you are on in the front panel, you simply touch the help button and the help screen will pop-up with relevant information related to the feature the end user is currently working with.
- Progressive disclosure – The user interface on Xerox machines is neatly organized in nested folders so that the amount of information visible to the end user at any given time is not overwhelming or confusing. End users find our feature-rich user interfaces are still easy to navigate and understand.
- Graphical jam clearance - The user interface on Xerox machines walks users through the jam clearance step-by-step with pictures at each point in the process greatly simplifying the task.

The above list is just a few of the advanced features that Xerox packs into its MFP devices. The advanced features provide greater usability, greater manageability and improved end user productivity.

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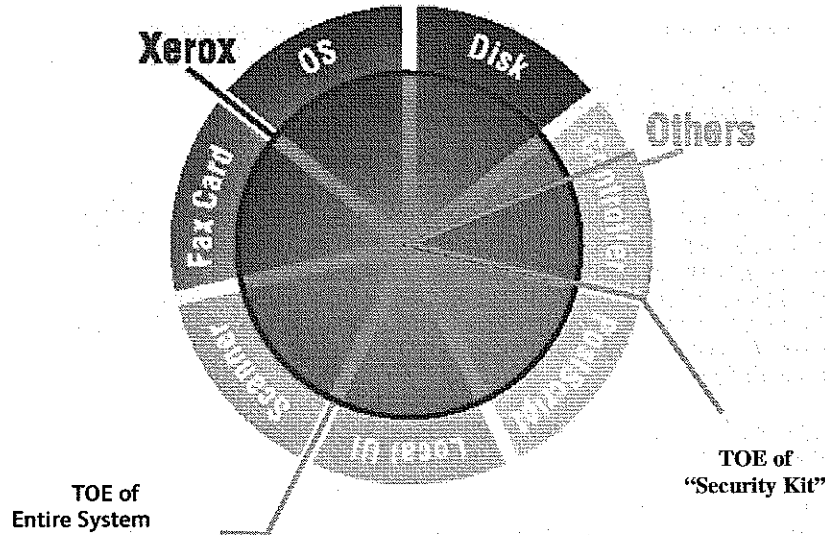
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Superior Security Implementation

Multi-function systems are complex devices with full computer operating systems. They can create multiple security vulnerabilities if not designed correctly. Those vulnerabilities fall into 2 general categories – the ability to protect the data sent to the device for unintended access and secondly, the ability to protect the network that the MFP is attached to from being compromised by using the MFP as a vulnerable attack point. In order to protect from both these vulnerabilities, every part of the multi-function system must be checked to ensure it has been designed with security in mind. These parts or system components include the network controller, operating system, disk drive, scanner, web server, PDL interpreter, local user interface, hardware ports and fax subsystem.

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The vendor independent method for certifying the security capabilities of multi-function technology is the Common Criteria Standard. Xerox is the only vendor to have certified the entire product vs. some of the subsystems of the product. This is publicly described in the Common Criteria Security Target/Target of Evaluation for every vendor.

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Xerox has earned Common Criteria Certification

Certified Black and White MFDs

WorkCentre 7232 / 7242

WorkCentre 5222 / 5225 / 5230

WorkCentre 5030 / 5050

Certified Color MFDs

WorkCentre 7328 / 7335 / 7345

WorkCentre 7655 / 7665 / 7675



Currently under review

WorkCentre 5632 / 5638 / 5645/5655/ 5665 / 5675 / 5687

Additional detailed information can be found at
http://www.commoncriteriaportal.org/products_OD.html#OD

Xerox also provides a closed loop communication process with our customers to ensure any security issues are quickly communicated and addressed. Xerox provides an RSS feed for notification of any security related updates. We respond immediately to any CERT alerts. Most do not apply as we do not use the Windows Operating System at the core of our system. Xerox also publishes patches to Xerox.com for any vulnerability that are reported and need to be patched. We offered an automated method for distributing a downloaded patch from your server to our systems on the network to ensure that any fixes are rapidly deployed. Additional detailed information can be found at <http://www.xerox.com/security>.

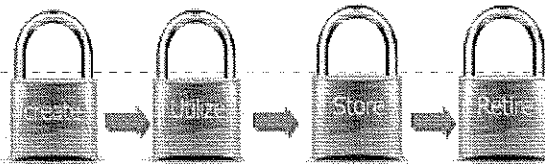
Xerox offers a large number of security features on most of our products that are the basis for our market leadership in this area.

- ✓ **Image Overwrite Option:** Electronically shreds information stored on the hard drive of our devices as part of routine job processing. Electronic erasure can be performed automatically at job completion or on demand. The Xerox Image Overwrite security process implements a three-pass algorithm originally specified by the US Department of Defense.
- ✓ **Embedded Fax:** While firewalls work at the network periphery to prevent unauthorized access to a customer's environment, unprotected fax connections in MFDs can be an open "back door" into the network. Xerox is the only manufacturer that can offer a Common Criteria certified product that assures complete separation of the fax telephone line and the network connection.
- ✓ **Secure Print:** Jobs are safely stored at the device until the owner enters a PIN to release them. This controls unauthorized viewing of documents sent to the printer
- ✓ **Secure Embedded Fax:** Prevents unauthorized control of the devices via the fax subsystem. Faxes can be automatically routed to a password-protected fax mailbox or stored at the device until an authorized user releases them for printing.

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- ✓ **Internal Auditor:** Requires authorization in order for people to use the walk-up copy features of the device. Administrators can also limit the number of copies available for each user, track usage at an account or department level, and download data to a PC to generate audit reports. This feature comes standard on Xerox MFP's and can be turned on or off.
- ✓ **Network Authentication:** Access to scan, e-mail and fax features can be restricted by validating network user names and passwords prior to use of these functions.
- ✓ **IPSec:** To secure and encrypt the Protocol Stack at the IP layer. Enables Print Channel Encryption (all data to/from the printer is encrypted) and secures all communication established between a client (the customer) and a server (our device).
- ✓ **SSL (HTTPS):** To secure Web Server on Xerox devices, Scan to File with HTTPS, Server Based Web Services, and Client Based Web Services. Certificate-based security – the same as that used when making secure purchases on the web. Provides a secure channel for scan file transfers (HTTPS); including any user IDs and passwords required in these transactions.
- ✓ **IP Filtering:** To filter out undesirable connections to the device. Basically a firewall for the device which allows the System Administrator to:
 - ✓ Filter communications over TCP, UDP, and ICMP
 - ✓ Filter communications based on the IP address of the requestor
 - ✓ Reject communications from a given set of IP addresses
 - ✓ Drop all communications from a given set of IP addresses
- ✓ **Audit Log:** Enables basic auto-logging of transactions: printing, scanning, network faxing.
 - ✓ Time/date stamps
 - ✓ Network authentication based access information – who logged on, how long, functions performed
 - ✓ System start-up / shut down

From creation to destruction, Xerox will keep your documents safe.



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In addition to the ones described above Xerox can provide 128-bit AES data encryption on the hard drive, User authentication for network functions via Kerberos, Secure LDAP, Print channel encryption via IPSec, Document Scanning encryption via SSL, Encrypted remote management via SSL, 802.1x device authentication, Separation of fax and network subsystems, Secure mailboxes, Feature access control via Active Directory, CAC card support (DOD standard), and more. A more detailed summary of the Xerox security feature set can be found at <http://www.office.xerox.com/latest/SECBR-03UA.PDF>. The Xerox robust certification provides greater assurance that our customers' data and networks will not be compromised by malicious hackers and viruses/worms. The Government environment is under constant attack by very smart individuals and the security of all hardware and software must be exceptionally well designed to prevent compromises that would impact the State. Security breaches can have a very expensive outcome relating to budget, safety, public perception, etc.

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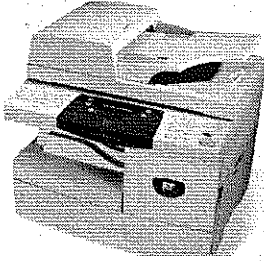
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Segment 2: Desktop

Product Overview: CopyCentre® C20



The CopyCentre C20 digital copier is designed to meet the copy needs of small offices and professional workgroups. The C20 handles both letter and legal-size documents and is available in one black-and-white configuration, offering copy speeds of up to 22 pages per minute (ppm). It is not upgradeable. The key features of the C20 that are described below reduce cost, save time, and enhance productivity.

Key Features

- Two-sided copying – 1:2, 2:2, 2:1
- Booklet creation – Copies a multiple page original onto two sides which in turn creates a booklet when folded.
- Book copy – Allows for copying bound documents
- ID card copy – Copies both sides of an identification document such as drivers license, onto a single side of a piece of paper
- N-up feature – Prints 2 or 4 original images reduced onto one sheet of paper
- Covers – Automatically adds covers to a copied set using different stock or media taken from another tray
- Third party device support (through the Foreign Device Interface option) – Danyl Vend Station-Card Reader and External Auditor, Jamex Vend Station-Card Reader, Hecon Mechanical Auditor, and Remote Meter

C20 vs. the Competition

The C20 compares favorably to the competition:

- Automatic duplex – competitor products require turning over and re-feeding the originals
- 50 Sheet Duplex Automatic Document Handler – allows copying large jobs
- Scan-once-print-many technology – provides productivity and reliability
- Paper tray capacity – 550 sheets, so you can re-load a full ream of 500 sheets when the tray is low
- Fastest first-page-out time – 8 seconds
- Job accounting – internal/external metering, competition has none.

Please see the Xerox Web site at www.xerox.com/office for additional features and benefits, a demo, and a brochure related to the C20.

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You also might want to add the M20/M20i product specification to the Product Specifications appendix.

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Extremely simple to use¶
Intuitive user interface ¶
Easy to use copy features¶
Extra smart design¶
Automatically feed from multiple trays¶
Automatic scan once/print many with collated sets¶
Excellent performance¶
22 (Letter) ppm ¶
Automatic Duplex

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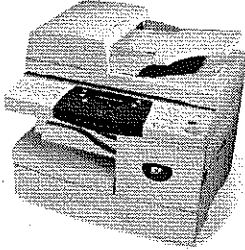
Comment [DWR2]: For further information on these devices, visit or call Customized Applications Service: www.cas.world.xerox.com – 8*5414 or (585) 427-5414-4227.

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Segment 2: Desktop (Networked version)

Product Overview: WorkCentre® M20i



The WorkCentre M20i desktop multifunction system is designed to meet the copy, print, fax, and scanning needs of small offices and professional workgroups. The WorkCentre M20i handles both letter and legal-size documents and is available in two black-and-white configurations, each offering print and copy speeds of up to 22 pages per minute (ppm).

The WorkCentre M20i is a networked, multifunction system. It can copy, print, color fax, and color scan to e-mail. The M20i offers fast fax speeds due to compression technology that creates smaller files that can be faxed quicker, saving time and telephone costs. It offers remote device monitoring and management capabilities through the Web. In addition, the intuitive user interface, simple print drivers, and easy scan to e-mail capability require little to no training.

The device comes bundled with OmniPage® Optical Character Recognition (OCR) software and PaperPort® image editing software to convert scanned images into editable text documents.

The M20i supports third party devices (through the Foreign Device Interface option): Danyl Vend Station-Card Reader and External Auditor, Jamex Vend Station-Card Reader, Hecon Mechanical Auditor, and Remote Meter.

M20i vs. the Competition

The M20i compares favorably to the competition:

- Fastest first-page-out time – 8 seconds (copy), 9 seconds (print)
- Best-in-class fax (M20i) – JBIG compression; more security
- Larger duplex automatic document feeder (DADF) – 50 sheets
- Faster scanning – performs at or near rated output speed
- Color scanning – up to 4800 dpi interpolated
- Superior scanning software – easily re-use and re-purpose information with PaperPort and Omnipage
- More powerful remote device management tools – CentreWare
- Job accounting – internal/external metering, competition has none

Please see the Xerox Web site at www.xerox.com/office for additional features and benefits, a demo, and a brochure related to the M20/M20i.

WorkCentre M20/M20i
Editor's Choice
2005 Low-Volume Copier and Multifunctional Guide
Better Buys for Business

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Extremely simple to use!
Intuitive user interface and simple print drivers!
Easy to use features – Copy / Print / Fax / Scan / E-mail!
Extra smart design!
Push-button simple scan to e-mail!
Embedded Network Interface Card – smart network connection!
Automatically feed from multiple trays!
Automatic scan once/print many with collated sets!
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Segment 2: Console

Product Overview: WorkCentre 5222



With exceptional copier performance, advanced printing capabilities and powerful scanning and faxing, the WorkCentre 5222 is all about productivity. A host of time-saving features boost your team's efficiency, and advanced workflow solutions streamline the tasks you perform every day.

Product Highlights

- **Print and copy speeds up to 22 ppm and a scan speed of up to 55 ipm** keep up with your busy pace.
- **A robust copier** that can handle your workgroup's volumes, and offers convenient features including ID card copy, which scans both sides of an ID card and prints them face-up on a single sheet of paper.
- **Powerful scanning tools** let you back up critical documents — converting them into digital files for easy sharing and archiving while reducing the amount of physical storage space required.
- **Introduce new workflows or automate repetitive processes** within the office environment by automatically routing documents to predefined locations at the touch of a button.

Simplicity in design

With fast deployment and easy support, your WorkCentre 5222 is ready to deliver the performance you need, when you need it. Helpful tools make it easy to maintain complete control — allowing you to keep costs to a minimum.

- **Cost control features** include an internal Auditor, which lets administrators set limits for print, copy, fax and scan functions by user.
- **Confidential data stays private** over your network thanks to features such as network authentication, print and scan encryption for safe data transfers and image overwrite.
- **Xerox CentreWare Internet Services** simplifies installation and network administration, providing quick access to device status. Automatic email alerts notify administrators or users of events that require attention, such as low toner levels.
- **PC, Mac or Unix**, the WorkCentre 5222 excels in any environment.
- **Meter Assistant SM** automatically collects and securely submits your device meter reads to increase billing accuracy, while Supplies Assistant proactively manages toner supplies and monitors usage to ensure you have the right supplies at the right time.

Flexibility

- **Print documents up to 11 x 17 in. / A3** with automatic duplexing, useful finishing options, and multiple paper tray configurations
- **Security tools** restrict access, track usage, and protect confidential data. Security features include Secure Print, Secure Fax, print and scan encryption, Image Overwrite, IP filtering, built-in support for SNMPv3.0, and submission for Full System Common Criteria (ISO 15408) certification.
- **Easy and intuitive to use** whether from walkup or desktop
- **Add functionality and integrate customized workflows** built on the Xerox Extensible Interface Platform (EIP)

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<#>Printer/Copier with optional scan and fax¶

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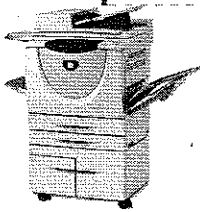
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Segments 3, 4, 5, 6, 7, & 8

Product Overview: WorkCentre® 5632/5638/5645/5655/5675/5687



The WorkCentre 5632/5638/5645/5655/5665/5675/5687 are high performance copiers, printers/copiers, or printers/copiers/scanners that are ideal for small/medium-sized business, enterprises, workgroup, and departmental environments.

Models

- Copier – Full-featured stand-alone copy features with multiple paper input and finishing options and optional walkup fax capabilities
- Copier-Printer – Adds network printing for sharing among large workgroups and departments, with optional embedded fax with LAN fax, Secure Access, and Network Accounting capabilities
- Copier-Printer-Scanner – Adds network scanning, Internet and network server fax, and optional Scan to PC Desktop and FreeFlow SMARTsend capabilities to deliver a complete multifunction solution

Product Highlights

- Flexible Performance
 - Speed to suit your needs – Up to 32/38/45/55/65/75/87 ppm with the same performance and usability features
 - Powerful 1.4 GHz SMar Network Controller – Allows users to simultaneously print, copy, scan, e-mail, and fax
 - Xerox scan compression technologies – Create small file sizes
 - Xerox Print Around holds a job needing resources (such as a different paper size) and prints the next job in the queue
- Streamlined document management
 - Scan to E-mail for quick document distribution, plus Scan to Mailbox and Scan to Home to store documents and images on the device and personal directories, respectively – Increases efficiency
 - Xerox SMARTsend® – Lets users route documents to multiple destinations—e-mail, folders, or remote devices—from a single scan, using a preset workflow
 - Advanced copy and print features – Include annotation, Bates Stamping, ID Card Copy, tab print capability, and page-level programming right from the print driver
 - Build Job function – Lets users integrate documents from different paper trays
 - Capture/Print, Save, and Reprint feature – Lets users store jobs on the hard drive with set parameters for exact reprint later



Exceptional
5632/5655 – 5-Star Rating
BERTL
August 2008



Exceptional
5675 – 5-Star Rating
BERTL
August 2008

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Comment [DWR5]: You might want to edit the Product Overview to reflect your proposed solution and tailor it for your customer's specific market segment and applications.

Comment [DWR6]: You might want to edit this text and the rest of the document to reflect the specific proposed model(s).

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Value Propositions¶
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- Extensive fax workflows – Include Internet Fax, Walk-up Fax with LAN Fax, and optional Network Server Fax
- Xerox Extensible Interface Platform (EIP) technology – Allows customized applications and user interfaces to meet specific business processes, streamlining the user experience
- Xerox Secure Access – Enables users to log in to the WorkCentre, providing quick scan directly to PDF, PDF/A or XPS electronic document formats
- Integral Security
 - Network Authentication – Restricts access to scan, e-mail, and network fax features by validating user names and passwords prior to use
 - Secure Print – Prevents unauthorized access by holding jobs in a queue until a PIN is entered to release the documents to print
 - Image Overwrite – Eradicates data by overwriting the disk surface with patterns of data
 - IP Address Restriction – Controls who prints to the WorkCentre device
 - Xerox Standard Accounting software – Sets user access and usage limits
 - Smart eSolutions – Simplifies ownership, with hands-free, hassle-free, secure administration of Xerox devices for automatic meter reads and supply replenishment
 - Compatibility with the IPv6 network routing protocol and 802.1x security – Support for networks using the IPv6 standard

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Please see the Appendix - Product Specifications for specific features and options of the proposed copier, copier/printer, or copier/printer/scanner model(s).

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Comment [DWR10]: Edit this heading text to reflect the model(s) you are proposing (e.g., 5632 or 5632/5645). If proposing a mix of models and providing Product Overviews, change this Heading from a Heading 3 to a Heading 2 and position after the Product Overviews.

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WorkCentre 56xx Value Propositions

<u>Value</u>	<u>Feature</u>	<u>Benefit</u>
<u>Flexible Product Offering</u>	Multiple job submission:	→ Avoids bottlenecks. No need to wait until a long print job is complete to program a fax, scan, or copy job. Employees can stay productive and avoid idle time waiting for the MFP.
	<ul style="list-style-type: none"> ■ Unlimited program-ahead consistent with configuration (Copy, Print, Fax and Scan) ■ Scan while the system is printing, copying, or while it is transferring scan to network or fax jobs 	

<u>Value</u>	<u>Feature</u>	<u>Benefit</u>
	Supports various File Formats: PCL [®] 6, PCL5e, PostScript [®] 3™ emulation, LCDS, SCS, XES and IPDS via third-party transforms, and direct print TIFF, PDF, AS/400 support via Workstation Customization Objects	→ <u>Multiple Page Description Languages (PDL) ensure printed output meets high expectations.</u>
	Multiple finishing options: <ul style="list-style-type: none"> ■ <u>Offset Catch Tray</u> (available on 5632/5638/5645/5655/5665) ■ <u>Basic Office Finisher</u> (available on 5632/5638/5645): ■ <u>Office Finisher</u> (not available on 5687): ■ <u>Professional Finisher</u> (not available with 5687) ■ <u>High Volume Finisher (HVF)</u> (available on 5655/5665/5675/5687) ■ <u>HVF with Booklet Maker</u> (available on 5655/5665/5675/5687) ■ <u>Z-Fold/C-Fold unit option for HVF with Booklet Maker</u> ■ <u>Post Process Inserter</u> option for HVF and HVF with Booklet Maker: ■ <u>Convenience Stapler</u> 	→ <u>Multiple choices ensure the right set of finishing features for your employees and the documents they produce on a regular basis.</u>
<u>Superior Document Mobility and Flexibility</u>	Scan directly to PDF, PDF/A, or XPS electronic document formats	→ <u>More distribution options</u> <u>Universal compatibility and easy archiving, organizing, searching, and sharing ability</u> <u>Can easily retrieve, find, and replace text within the document for more powerful editing capabilities</u>
	Can store a scanned document on the device and bring it back to a PC	→ <u>Effective zero footprint scanning method that uses no resources for temporary storage of documents</u>
	Can store electronic documents on the hard disk drive of the device from a PC	→ <u>Everyone can have access to documents even without the need for a computer</u>

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<u>Value</u>	<u>Feature</u>	<u>Benefit</u>
	Can save a scanned job at the device for reprint on demand; can recall the job and change the job parameters at the user interface.	→ Reprint on demand
	Scan to Email, Xerox SMARTsend™, Scan to PC Desktop, Scan to Home, Scan to Mailbox; Fax workflow options include Network Server Fax, Internet Fax enablement, and Walkup Fax with LAN Fax	→ Provides extensive portfolio of scanning and fax solutions
	Advanced copy and print features, such as Annotation, Bates Stamping, ID Card Copy, tab print capability, and page-level programming—right from the print driver	→ Support for specialized print applications
<u>Easy Security, Management, and Accounting</u>	Security features	→ Xerox is submitting the 5600 Series for "full system" Common Criteria Certification
	CentreWare Web	→ Makes it easy to deploy, configure, troubleshoot and generate usage reports for all network devices, regardless of manufacturer
	Xerox CentreWare Internet Services	→ Simplifies installation, cloning and network administration Provides quick access to device and job status, accounting information, and other operational metrics Provides automatic e-mail alerts notify network administrators of events that require attention
	Xerox Standard Accounting software	→ Sets user access and usage limits Generates usage reports for greater cost control of printing, copying, scanning and faxing

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Value	Feature	Benefit
Xerox Extensible Interface Platform technology	Allows users to quickly and securely find, save, print, and share critical information in just a few easy steps on the system's customized touch screen.	→ Extends the power of the WorkCentre 5600

WorkCentre 5632/5638/5645 versus the Competition

- Fast processor and print speeds – Powerful 1.4 GHz SMart Network Controller concurrently processes all jobs received, performing multiple tasks simultaneously; flexible print speeds to match the workload.
- Separate memory for copy/print/fax – Allows users to perform multiple functions simultaneously
- High maximum paper capacity – Up to 8,700 sheets
- Handles heavy media from all trays – 16 to 53 lb bond
- Fast scanning – 60 scans per minute
- High DADH capacity – 75 sheets (5632/5638); 100 sheets (5645)
- Xerox Extensible Interface Platform (EIP) – Enables third-party software vendors to develop customized applications for Xerox MFP's. EIP enables customer user interfaces to display on the MFP front panel, and to integrate with broader network applications like enterprise content management (ECM) systems and accounting solutions.
- Scan to Searchable PDF and XPS formats – Provides the ability to easily retrieve, find, and replace text within the document for more powerful editing capabilities.

WorkCentre 5655/5665/5675 versus the Competition

- Fast print speeds – Up to 55/65/75 pages per minute
- First Print Out Time (FPOT) – 5655: as fast as 3.4 seconds 5665/ 5675: as fast as 2.7 seconds
- Separate memory for copy/print/fax – Allows users to perform multiple functions simultaneously
- Handles heavy media from all trays – 16 to 53 lb bond
- Fast scanning – 85 scans per minute (5665/5675 models)
- High DADH capacity – Standard 100-sheet
- Xerox Extensible Interface Platform (EIP) – Enables third-party software vendors to develop customized applications for Xerox MFP's. EIP enables customer user interfaces to display on the MFP front panel, and to integrate with broader network applications like enterprise content management (ECM) systems and accounting solutions.
- Submitted for Common Criteria Certification – Submitted for full certification
- Scan to Searchable PDF and XPS formats – Provides the ability to easily retrieve, find, and replace text within the document for more powerful editing capabilities
- Optional Color scanning – Optional on 5665/5675 models

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Comment [DWR12]: The bullets below are based on comparison of the WorkCentre 5632/5638/5645 features at launch with the following competitive products: Canon imageRUNNER® 3030 / 3035 / 3045, Ricoh Aficio® MP 3010 / 3500 / 4500, Konica Minolta™ bizhub® 360 / 420 / 500. NOTE THAT ONE OR MORE OF THESE BULLETS MAY NOT STILL BE TRUE WHEN YOU SUBMIT YOUR PROPOSAL.

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WorkCentre 5687 versus the Competition

- First Print Out Time (FPOT) – As fast as 2.7 seconds
- Separate memory for copy/print/fax – Allows users to perform multiple functions simultaneously
- Excellent fax capabilities – Internet Fax, Network Server Fax, Optional: Walkup Fax (33.6 Kbps, one-line [32 MB] and two-line [256 MB] options) with LAN Fax
- High maximum paper capacity – Up to 8,700 sheets
- Xerox Extensible Interface Platform (EIP) – Enables third-party software vendors to develop customized applications for Xerox Map's. EIP enables customer user interfaces to display on the MFP front panel, and to integrate with broader network applications like enterprise content management (ECM) systems and accounting solutions.
- Submitted for Common Criteria Certification – Submitted for full certification
- Scan to Searchable PDF and XPS formats – Provides the ability to easily retrieve find, and replace text within the document for more powerful editing capabilities
- Unicode printing
- Optional color scanning

Comment [DWR17]: The bullets below are based on comparison of the WorkCentre 5632/5638/5645 features with the following competitive products: Canon imageRUNNER® 7086 Ricoh Aficio® MP 9000 Konica Minolta™ bizhub® PRO 920. NOTE THAT ONE OR MORE OF THESE BULLETS MAY NOT STILL BE TRUE WHEN YOU SUBMIT YOUR PROPOSAL.

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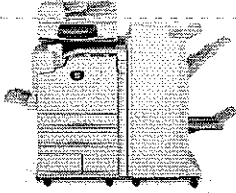
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BERTL's Best
WorkCentre 7345 – Best
Office/Mid-Sized Workgroup
Color MFP
BERTL
June 2008

Product Overview: Segments 2H, 3H, 4H WorkCentre® 7328/7335/7345

The WorkCentre 7328/7335/7345 are workgroup multifunction products that deliver black-and-white printing and affordable color capabilities for small-to-midsize businesses or enterprise workgroups.

Product Highlights

■ Productivity

- Fast print and copy output in color at up to 35 ppm and 45 ppm in black-and-white supports heavy workloads
- Large color touch screen interface provides easy access to all advanced features so you get your job done fast
- Xerox Extensible Interface Platform™ (EIP) allows document-related software applications to be accessed on the user interface to improve workflow and minimize time at the device
- Simultaneous print, fax, and scan or copy – No wait at the device
- Workflow Options: EFI Fiery Network Controller option allows customers to switch between standard office applications and graphic applications in one machine.

■ Color

- Image quality - 1200 x 1200 dpi print resolution
- Emulsion Aggregation (EA) High Grade Toner produces better image quality and increased toner yield
- Can achieve greater cost control of all printing, copying, faxing, and scanning jobs with Xerox Standard Accounting
- Limit color access to specific users or groups via password/PIN

■ Security

- Easy ID card-swipe solution with Xerox Secure Access Unified ID System™ provides quick access to functions that need to be secured or tracked within your current security infrastructure
- Encrypted hard drive secures all copy, print, fax, or e-mail jobs
- Safe e-mail and fax transmissions with encryption and password-protected PDFs
- Follow-You™ Printing feature lets users submit jobs to a secure print queue for printing on any available networked device after user authentication

■ Software Solutions

The WorkCentre combined with software solutions from Xerox and Xerox Business Partners can help contain costs, share knowledge, accelerate workflow, integrate paper and electronic documents, and manage and distribute documents effectively.

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The Color Capable Value Proposition¶
*Affordable color, same as black-and-white running costs¶
Saves money by consolidating assets and controlling color costs¶
Provides the same features available on black-and-white multi-function devices...plus color when you need it¶
Xerox provides office and EFI workflows concurrently running on the same device*

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Comment [DWR18]: You might want to add the product specification to your proposal. See the Appendix: Product Specifications

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Comment [DWR19]: Full EIP enablement with the optional EFI controller will not be available at launch (May 1, 2008). Outlook for enablement is Sept. 2008 for SecureAccess and ... [45]

Comment [DWR20]: If you are adding the EFI Network Control ... [46]

Comment [DWR21]: You might want to delete this bullet if not p ... [47]

Comment [DWR22]: You can find more information on these soluti ... [48]

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WorkCentre 7328/7335/7345

Strengths versus the Competition

- **Image quality**
 - Emulsion Aggregate High Grade (EA-HG) toner—with particles engineered to have uniform size and shape—results in faster warm-up times, better image quality, and a uniform finish.
 - 1200 x 1200 dpi print resolution (up to 12" x 19" / SRA3)
 - Belt Nip Fusing improves registration and delivers consistent image transfer.
 - Trickle Charge Development feeds a mixture of toner and developer at the same time to ensure exceptional image quality from the first print to the last.
- **First Page Out Time – 7328/7335: 7.5 seconds color / 5.7 seconds black; 7345: 7.2 seconds color / 4.8 seconds black; 7346: 6.7 seconds color / 4.8 seconds black**
- **Warm-up Time – As fast as 45 seconds from low power**
- **Easy to use and maintain – Large touch screen interface and smart management tools**
- **Simple integration into existing workflow – Consistent Xerox workflow across previous generation and current products greatly reduces learning curve and out-of-the-box productivity.**
- **Cost control**
 - Auditron feature allows administrators to set black-and-white and color limits for copy, fax, and scan functions.
 - Xerox Standard Accounting software enhances the Auditron capability, with easy device enabling, remote management via the web, and helpful data sourcing that makes device deployment decisions easier in the future.
 - Network Accounting integrates with industry-leading solutions to manage a fleet of output devices. It provides up-to-date information on how your WorkCentre device is used by account and user, including time and date of the activity.
 - Color authorization via MS Active Directory™ makes it easy to integrate the WorkCentre device with existing IT systems. Network administrators can provide unlimited black-and-white output while limiting color printing and copying to select users.
- **Productivity – Less downtime with SMart Kit™ components that users can easily replace themselves; eliminates calls for service**
- **Xerox Extensible Interface Platform – Provides easy, fast development of custom software applications because it is based on web standards, not proprietary systems**

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Comment [DWR23]: The bullets below outline general strengths versus the competition. You might want to compare against specific competition. If so, see competitive comparisons can be found on the PIC for Canon, Ricoh, and Konica.

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Comment [DWR24]: The WorkCentre 7346 has a 70 second warm-up time. If this is slower than your competitors, DELETE this bullet.

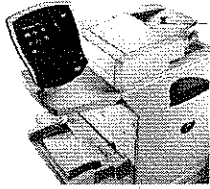
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Segments 5H & 6H

Product Overview: WorkCentre® 7655/7665



The WorkCentre 7655/7665 are advanced multifunction systems that copies/prints at a rated speed of up to 50/65ppm color/black-and-white. The WorkCentre 7655/7665 brings powerful productivity to any office. Modular design and upgradeable configurations enable customers to purchase a copier only and then incrementally upgrade to a fully featured advanced multifunction system as needs grow. Xerox designed the system as a departmental color device to meet monochrome needs without sacrificing color performance.

Modular and upgradeable

- Start with a copier, add network printing and scanning, then upgrade to an integrated system that includes Scan to PC Desktop and scan to PDF, network file server, document management system, e-mail, and fax
- Add throughput and finishing options and customized network accounting solutions

Improved scan export compression (MRC, JBIG2) – Reduces traffic on the network and speeds documents to their destination

Media support – Accepts a wide range of paper and specialty media in weights up to 110 lb cover, and custom sizes up to 13 x 19".

Large paper capacity – 3,260 sheets plus an optional 2,000-sheet high capacity feeder

Choice of three finishers

- Advanced Finisher – Offers 50-sheet multi-position stapling and hole punching
- Professional Finisher with Booklet Maker – Provides saddle-stitched booklet making, v-fold, stapling, and hole punching for folding for professional looking distribution-ready output
- Light Production Finisher – Features include optional folding, wire-cut stapler, booklet maker, and post-process interposer. Optional C and Z folding is available, with support for Letter, Ledger, A4, and A3 paper sizes.

Security features – Include Secure Print, submitted for Common Criteria Certification, Secure Access, Encrypted Disk, Image Overwrite, Embedded Fax, Device Access Password Protection, IPv6 network routing and 802.1x security protocols, IP Address Restriction (IP Filtering), Secure Scan, Secure Device Administration

Awards

Buyers Laboratory Inc. selected the WorkCentre 7655/7665 "Picks of the Year" as Outstanding Segment 4 Business Color MFPs, Fall 2006.

In its 2007 Color Copier Guide, Better Buys for Business awarded an "Editor's Choice" designation to the WorkCentre 7655/7665; the WorkCentre 7675 was selected as 2007 Innovative Product of the Year.

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Deleted: 7655/7665/7675 Advantages¶ Productivity – Well-suited to the demands of a multiple user environment¶ Installation and Deployment – Easy installation; central distribution of print and scan drivers¶ Easy to Use and Manage – intuitive, consistent user interface; Extensible Interface Platform (EIP)¶ Reliability – Designed and built for demanding use and backed by a quality organization¶ Versatility – Can grow with changing demands¶ Finishing – Can provide the distribution-ready documents that you require¶ Security – Able to keep your confidential information safe¶ Cost Control – Can monitor and (... [49]
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WorkCentre 7655/7665 Value Proposition

<u>Value</u>	<u>Feature</u>	<u>Benefit</u>
<u>Controllable</u>	▪ <u>Auditron</u>	→ <u>Limit access to color and track usage by user or group</u>
	▪ <u>Xerox Standard Accounting</u>	
	▪ <u>Network Accounting</u>	
<u>Affordable</u>	<u>Slightly higher cost than black and white with the same running costs</u>	→ <u>Low premium to comparable monochrome products</u>
	<u>Color cost per page</u>	→ <u>Lower than inkjet and outsourcing</u>
<u>Productive</u>	▪ <u>Can consolidate assets</u>	→ <u>Save money</u>
	▪ <u>Can migrate color pages from more expensive alternatives to a Xerox color MFP</u>	
<u>Security</u>	<u>Reliability and features</u>	→ <u>Same as monochrome products with the convenience of color when needed</u>
	<u>Color capability</u>	→ <u>Makes documents more effective</u>
<u>Security</u>	▪ <u>Network Authentication</u>	→ <u>Robust security features let you restrict access, manage usage, and ensure confidentiality.</u>
	▪ <u>Secure Print</u>	
	▪ <u>Image Overwrite</u>	
	▪ <u>Embedded Fax</u>	
	▪ <u>Device Access Password Protection</u>	
	▪ <u>IP Address Restriction (IP Filtering)</u>	
	▪ <u>Secure Scan</u>	
	▪ <u>Secure Device Administration</u>	
	▪ <u>802.1x Port Based Network Access</u>	
	▪ <u>Secure Access Unified ID System</u>	

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WorkCentre 7655/7665 versus the Competition

The WorkCentre 7655/7665 compares favorably with the competition in the following categories:

- Handles heaviest media weight in its class – 16 lb bond to 110 lb index (60 to 220 gsm)
- Two black toners – For uninterrupted printing
- Complete Customer Replaceable Unit strategy with SMart Kits® – Customer can replace toners, drums, fuser, charge corotron, waste bottle, and staples
- Superior image quality – 2400 x 2400 dpi
- Personalized color user interface – Makes even advanced functions simple and convenient, and minimizes the training required to get your users up and running
- 250-sheet DADF – For maximum productivity
- Dial-up fax, Internet fax, Network fax server, LAN fax – Allows moving, managing, manipulating, capturing, repurposing, and distributing documents
- Xerox Extensible Interface Platform (EIP) – Enables administrators to choose from a packaged workflow application or customize workflows for their unique environments
- Security – Offers built-in security features for physical and network-based access controls, user authentication, usage tracking, file encryption, and file deletion
- Ease of use – Consistent user interface; advanced features like Covers, Transparency Interleave, and N-up provide a variety of output option; installation is quick and easy

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Segment 9

Product Overview: Xerox 4595 Copier

Why Buy the Xerox 4595 Copier?

- ✓ Fastest scanner in the office market – Decreased job turnaround time; increased workflow flexibility
- ✓ Media capacity and latitude – Increased revenue/application opportunities, longer unattended operation, increased uptime
- ✓ Flexible and robust in-line finishing capabilities – Staple Finisher, Booklet Finisher (option), Folder Module (option)
- ✓ Excellent image quality – Creates opportunities for new business; decreases waste, saving money.

The Xerox 4595 is a 95 page per minute, black and white, digital copier designed for office environments. The basic configuration of the Xerox 4595 consists of a print engine, document handler/scanner, 4 paper trays, automatic print duplexing, required accessories of a Bypass Chute, High Capacity Feeder, or Oversized High Capacity Feeder and required Staple Finisher or Booklet Finisher—each with a 2/3 Hole Punch and Post-process Inserter. As need arises, WSCA can upgrade the 4595 Copier in the field to a copier/printer configuration.

Product Highlight

- Digital scanning – Up to 100/60 ipm (simplex/duplex) monochrome and up to 50 ipm (simplex) full color
- Configured for local copy functionality, the Xerox 4595 handles a large variety of jobs
- Requires minimal training, with an easy-to-use graphical user interface designed for the walk-up user
- Market-proven technology provides high quality images with exceptional reliability and maximum uptime
- Resolution:
 - 600 x 600 dpi 8-bit Gray (256 shades)
 - 2400 x 2400 output resolution (interpolated)
- 250 sheet document handler makes high-volume scan jobs faster and easier
- Optional high feeding capacity and multiple stock handling; up to eight trays with 8,225 sheet capacity
- Accepts media sizes up to 13" x 19.2", 140 lb index in the bypass tray
- Stored programming feature enables pre-programming for repetitive tasks
- Large archive capacity for integrated copy server
- Supports versatile finishing options such as stapling, punching, booklets, Z/C/bi-fold/Engineering Z-fold, tabs, and cover insertions
- Job Build feature enables complex applications such as jobs requiring multiple stocks, covers, tabs, or image quality adjustments within the job

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Xerox 4595 Copier Key Features and Benefits

The Xerox 4595 Copier solution offers the following features and benefits that meet the WSCA needs and concerns—and clearly differentiate it from the competition.

Needs/Concerns	Key Features & Benefits
Scanning speed and flexibility	Fast scanning speed of up to 100 ipm simplex or 60 ipm duplex and up to 50 ipm simplex full color scans
Reliability	Straight, simple paper path; automatic paper purge on jams; and automatic cleaning capabilities contribute to high reliability
Maximum uptime	Long-life photoreceptor High-capacity toner tank cartridge for up to 81,000 copies before toner cartridge is replaced Load-while-run toner cartridge support Exceptional service and support keep availability at high levels.
Flexible media	A wide range of paper stocks supports most common office applications and enables new ones to allow users to create the most effective documents.
Finishing	Finishing adds value to documents. Inline finishing does it without adding time or expense to the process. Finishing options include stapling, hole punching, inserting, booklet making, and folding. C- and Z-folding of letter-sized documents and engineering Z-fold for 11" x 17"

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Segment 9 (Networked version)

Product Overview: Xerox 4595 Copier/Printer

Xerox 4595 vs. the Competition

- ✓ Copy, print, and scan functions are standard
- ✓ Fast copy, print, and scan speeds
- ✓ Fast warm-up time
- ✓ High standard and maximum paper input capacities
- ✓ Handles heavy media from all trays
- ✓ Hole punch is standard with all finishers

The Xerox 4595 is a 95 page per minute, black and white, digital copier/printer. The 4595 is designed for large offices and small/medium-size central reproduction departments or print shops. The basic configuration consists of a print engine, document handler/scanner, up to 8 paper trays, required accessories of a Bypass Chute, High Capacity Feeder, or Oversized High Capacity Feeder and required Staple Finisher or Booklet Finisher—each with a 2/3 Hole Punch and Post-process Inserter. Its capabilities include benchmark scanning speed and capacity, modified CentreWare® workflow, flexible finishing, variable data solutions, and broad media latitude. Add the optional FreeFlow® Print Controller for printing from anywhere, simplified or automated workflow, or powerful job management and flexible security.

Product Highlights

- Fast Scanning – Up to 100/60 ipm (simplex/duplex) monochrome and up to 50 ipm (simplex) full color; 250 sheet capacity DADF
- Wide range of stock handling – 16 lb bond to 80 lb Cover (52-216 gsm) from all paper trays and 16 lb bond to 140 lb index (52-253 gsm) from the bypass tray
- Reliable robust feeding of up to 8 trays – 8,225 sheet capacity with a 250 sheet bypass tray, 8 pick points, single short straight paper path
- Benchmark image quality – Up to 1200 x 1200 dpi RIP resolution and up to 2400 x 2400 dpi print resolution with halftone screen 106 lpi (default) or 150 lpi (high quality mode)
- Load toner while printing – EA (Emulsion Aggregate) toner provides superior quality and higher volume capacity (81,000 impressions at 6% coverage)
- Single integrated Xerox copy/print server – Easy to use, single interface for both printing and copying
- Robust job management – Scan to hard drive and store for reprint, digitally transmit print jobs to hard drive and store for reprint, edit job ticket of stored jobs, scan to network and e-mail

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- Flexible and robust in-line finishing – Stapler Finisher offers 100 sheet stapling, hole punching, and a post process Inserter; second finisher adds booklet making; folding unit can be added to either finisher
- First copy out – As fast as 3 seconds from platen
- Longer life photoreceptor – 510K impressions
- Average monthly print volume target – 50K to 150K pages

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Xerox 4595 Copier/Printer Key Features and Benefits

The Xerox 4595 Copier/Printer solution offers the following key features and benefits that meet the WSCA needs and concerns and clearly differentiates it from the competition.

<u>Needs/Concerns</u>	<u>Key Features & Benefits</u>
<u>Value to the enterprise</u>	Flexibility in paper stocks and finishing allows more jobs done in-house to provide faster turnaround times.
<u>Ease of use and a short learning curve</u>	An easy-to-navigate 8-inch color touch-screen interface and an integrated controller make operation easy for users of any skill level. Simple electronic job submission with intuitive print drivers
<u>Unattended operation</u>	Large paper capacities—up to 8,225 sheets—and a simple paper path that reduces paper jams mean hours of unattended operation.
<u>Hard copy to digital transition</u>	Scanning at up to 100/60 (simplex/duplex) ipm at 600 x 600 dpi, 8-bit gray scale (256 shades) A 250 sheet document handler adds efficiency to scanning high volume jobs. Scan to e-mail and scan to network servers build in additional flexibility.
<u>High levels of image quality</u>	Prints at 2400 x 2400 dpi with halftone screens of 106 lpi (default) and 150 lpi (high quality mode)
<u>Integration of color</u>	Post-process Inserter allows adding full color covers and/or pages to add high-value color at a fraction of full color cost.
<u>Quick turnaround</u>	Fastest-in-class scanning speed of 100 ipm simplex or 60 ipm duplex reduces copy time. Printing at 95 ipm keeps productivity high.

Xerox 4595 Copier/Printer Key Features and Benefits

The Xerox 4595 Copier/Printer solution offers the following key features and benefits that meet the WSCA needs and concerns—and clearly differentiates it from the competition:

<u>Needs/Concerns</u>	<u>Key Features & Benefits</u>
<u>Speed and flexibility</u>	<p>Copy jobs are completed fast, greatly reducing waiting time</p> <p>Fastest-in-class scanning speed of up to 100 ipm simplex/60 ipm duplex</p> <p>Print jobs are output at 95 ppm</p> <p>Concurrent processing ensures print and copy/scan jobs are processed efficiently.</p>
<u>Ease of use</u>	<p>An easy-to-navigate 8-inch color touch-screen interface and an integrated controller make operation easy for users of any skill level.</p>
<u>Reliability</u>	<p>Straight, simple paper path; automatic paper purge on jams; and automatic cleaning capabilities contribute to high reliability</p>
<u>Maximum uptime</u>	<p>Long-life photoreceptor</p> <p>High-capacity toner cartridge for up to 81,000 copies/prints</p> <p>Load-while-run toner support</p> <p>Exceptional service and support ensure high availability.</p>
<u>Flexible media</u>	<p>More supported paper types support most common office applications</p> <p>Enables new applications to allow users to create the most effective documents</p>
<u>Finishing</u>	<p>Finishing adds value to documents. Inline finishing does it without adding time or expense to the process.</p> <p>Finishing options include C-fold, Bi-fold, Z-fold, and Engineering Z-fold (ledger/A3 size documents folded into letter/A4 size documents).</p>

Comment [DWR30]: This table is geared to the Education marketplace. Edit to match your specific customer's needs/concerns.

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January 6, 2005
PaperPort Professional 10



September 29, 2005
OmniPage Professional 15

Advanced Scanning Software

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Product Overview: Scan to PC Desktop Professional Workgroup Edition v9.1

The Scan to PC Desktop Professional Workgroup Edition v9.1 solution bridges the gap between paper documents, PDF files, and Microsoft Office files. Scan to PC Desktop v9.1 is a PC and server based software solution that seamlessly integrates with Xerox multifunction printers (MFPs). Scan to PC Desktop is a comprehensive document imaging, archiving, editing, organization, and PDF workflow solution and includes the following Nuance components:

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Value Proposition

- ✓ Simple automated delivery of scanned images to the user desktop with Image Retriever Professional
- ✓ PDF is the native file format for the Scan to Desktop Professional solution—proprietary file formats are eliminated.
- ✓ Assembly of scanned and digital documents of various file formats into a single PDF document
- ✓ Security and control of PDF documents
- ✓ Digital archiving to fully text searchable PDF with Scan to PC Desktop Professional
- ✓ Convert paper documents into fully editable files such as MS Word or Excel documents or fillable PDF forms
- ✓ Manage scanned and digital files at the desktop by using PaperPort Professional 11
- ✓ Scanned image file cleanup and correction
- ✓ Personalization of Xerox EIP-enabled MFP scanning menus directly from the desktop with PaperPort PSP

■ **PaperPort Professional 11** is a productive and cost effective way for workgroups to organize, find, and share paper and PDF documents. PaperPort Professional combines the efficiency of document management, the convenience of network scanning, and the power of PDF document creation and assembly into a powerful, easy to use application.

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■ **OmniPage Professional 15** precisely converts documents and forms into PC applications—including PDF. Superior accuracy and formatting combine with advanced workflow technology to automate all document conversion needs. OmniPage Professional provides the tools that an organization needs to convert, edit, archive, and share all paper and PDF documents.

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■ **PDF Converter Professional 4** is a complete PDF solution for business users because it provides:

- Speed and simplicity
- Powerful productivity features such as PDF conversion and form filling capabilities. Users can edit PDF files in Microsoft Word or Excel and instantly convert PDF forms to fillable PDF forms.
- Markup, commenting, and advanced security features
- Ability to redact documents for permanent removal of sensitive data from PDF files.

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Image Retriever Professional 8 provides fully automated retrieval of scanned images direct from the Xerox multifunction device back to individual desktops.

- PaperPort Personal Scanning Platform (PSP) Server Module 1.0 provides an easy way for individual users to personalize Xerox Extensible Interface Platform (EIP)-enabled MFPs to display personal PaperPort desktop folders, OmniPage workflows, and scan settings on the MFP user interface.

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Scan to PC Desktop Professional v9.1 versus the Competition

- Complete PDF workflow from device to desktop to back-end repository. No proprietary file format support is required.
- PDF Document Security exceeds competitive password protection by also offering Permission Control over the use of the document (Print, Copy, Annotation, etc.).
- One step PDF Document Assembly of scanned and digital documents direct from the desktop to text based PDF Normal files with smaller file sizes
- Highest level of OCR word accuracy for productive digital archiving and document conversion
- True WYSIWYG OCR page layout and format retention performance for seamless conversion to MS Word, Excel, and other desktop publishing formats
- Paper to digital forms conversion with output to fillable PDF
- True PDF editing capabilities within PDF Normal files
- With PaperPort PSP, users can scan directly and securely from the Xerox EIP-enabled MFP to folders on their desktop. Scanning workflows can be created at the desktop and published to the MFP for simple one-button completion at the MFP

Comment [DWR31]: Xerox has selected the WorkCentre or WorkCentre Pro configured with Scan to PC Desktop Professional Workgroup Edition v9.1 as the benchmark Xerox scanning solution with which to compete against Canon and Ricoh network scanning solutions when the customer workflow requires users to work with scanned documents at the desktop. These bullets address the Canon and Ricoh offerings. Delete any bullets that are no longer true when you submit your proposal.

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Scan to PC Desktop Professional - Key Features and Benefits

The Scan to PC Desktop Professional offers the following key features and benefits that meet the WSCA challenges—and clearly differentiates it from the competition:

<u>Challenge</u>	<u>Key Features & Benefits</u>
<u>Storing student files</u>	PaperPort is an affordable way to replace paper files with document management on the PC.
<u>Organizing and sharing information with other academic institutions</u>	PaperPort turns any document into a PDF file that can be easily secured, viewed, and shared.
<u>Archiving paper documents</u>	PaperPort makes it easy to scan from any local or network scanner as a PDF file that can be shared with others.
<u>Disaster backup</u>	Digital documents stored in PaperPort are easily archived into existing content management servers and to CD/DVD writers.
<u>Streamlining paper handling processes</u>	PaperPort enables scan-to-desktop from network copiers and multifunction devices to reduce the costs associated with handling paper documents.
<u>Ability to edit documents, spreadsheets, or presentations received as paper or PDF</u>	OmniPage instantly converts paper and PDF files into fully formatted documents that you can easily edit.
<u>Need to create, edit, convert, or repurpose PDF file content</u>	Scan to PC Desktop Professional combines PDF creation, editing, and conversion into a single, affordable solution.
<u>Working with paper based business forms</u>	Scan to PC Desktop Professional includes Nuance's Logical Forms Recognition engine enabling quick and accurate scanning of blank forms and converting them to fillable electronic PDF forms.

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Advantages of Scan to PC Desktop Professional Workflow- Government

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Scan to PC Desktop Professional Advantages

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Key Application / Current Workflow without Scanning

Improved Workflow with Scan to PC Desktop Professional

Local Governmental Agency Meeting Agendas

Improved process with Scan to PC Desktop Professional—will take only minutes instead of hours!

1. Print digital files (e.g., Ms Office files: Excel, Word, PowerPoint; PDF files) to hard copy
2. Manually collate documents to insert any paper attachments
3. Copy in quantity and distribute via courier to agency board members in advance of meeting
4. Create additional supply of agendas to distribute to the public at the board meeting

1. Scan paper agendas and attachments automatically to desktop as a PDF image file using the Xerox MFP

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2. Combine scanned image files, MS Office files, and PDF files into single PDF file with one mouse click.
3. Send consolidated PDF file (board meeting agenda and information package) to board members via e-mail and post on agency web site for download by public

Storing and Archiving Government Records

✓ Without scanning, paper documents stored in file cabinets and bankers boxes on-site at agency use valuable office space

✓ Instant retrieval of documents using Scan to PC Desktop saves time consuming manual search through file cabinets and bankers boxes to retrieve required public records and information

1. Print digital records to hard copy
2. Manually collate documents to insert any paper attachments
3. Store hardcopy document files on-site or off-site
4. Use manual process to find and retrieve files from on-site and off-site storage and then return files to storage when work activity is complete

1. Scan public records automatically to the desktop as a PDF image file

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2. Assemble all digital files as a single PDF file, convert to secure searchable PDF using OmniPage, and store in digital archive
3. Transfer paper public records to secure low cost off-site storage
4. Retrieve public records using text based search of digital archive

Updating Regulatory and Policy Manuals

✓ Without scanning, retyping manuals is a labor intensive and time consuming process

✓ New process provides easy scanning, editing, and assembling of new manuals

1. Print digital regulatory and manual files to hard copy
2. Update old hard copy regulatory and policy manuals and make changes by retyping the information
3. Manually collate with existing digital manuals to create new manuals
4. Create copies for employees and public
5. Distribute new manuals via courier to employees and public if required

1. Scan all old regulatory and policy manuals automatically to the desktop as a PDF image file

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2. Use OmniPage to automatically convert manuals that need to be changed to an editable file such as Ms Word
3. Make changes and edits and then assemble the final manuals into a unified PDF document with a single mouse click
4. Distribute new manuals electronically via e-mail or post on the Internet

Advantages of Scan to PC Desktop Professional Workflow- Education

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Scan to PC Desktop Professional Advantages	<u>Key Application / Current Workflow without Scanning</u>	<u>Improved Workflow with Scan to PC Desktop Professional</u>	Formatted: Font: 10 pt
Improved process with Scan to PC Desktop Professional—will take only minutes instead of hours!	<p>School Board Meeting Agendas and Information Packages</p> <ol style="list-style-type: none"> 1. <u>Print digital files (e.g., Ms Office files: Excel, Word, PowerPoint; PDF files) to hard copy</u> 2. <u>Manually collate documents to insert any paper attachments</u> 3. <u>Create copies for board members and public</u> 4. <u>Courier copies to board members in advance of meeting</u> 	<ol style="list-style-type: none"> 1. <u>Scan paper documents automatically to the desktop PDF image file using the Xerox MFP</u> 2. <u>Combine scanned image files, MS Office files, and PDF files into single PDF file with one mouse click</u> 3. <u>Automatically send single document via e-mail to board members and post on the Internet for download by the public</u> 	<p>Formatted: Font: 10 pt</p> <p>Formatted: Font: 9.5 pt, Complex Script Font: 9.5 pt</p> <p>Formatted: Font: Not Italic</p>
<ul style="list-style-type: none"> ✓ Takes minutes versus hours ✓ Use PaperPort to remove, reorder, or add pages to the IEP as the document changes over time ✓ Use PaperPort to secure document for viewing and changes ✓ Maintain IEP in a digital archive 	<p>Individualized Education Plans (IEPs)</p> <ol style="list-style-type: none"> 1. <u>Print digital files to hard copy</u> 2. <u>Manually collate these documents to insert any paper attachments</u> 3. <u>Create copies for family, teachers, and counselors</u> 4. <u>Mail or distribute copies to family, teachers, and counselors in advance of quarterly meetings</u> 	<ol style="list-style-type: none"> 1. <u>Scan paper documents automatically to the desktop PDF image file using the Xerox MFP</u> 2. <u>Assemble all digital files as a single secure PDF file</u> 3. <u>Automatically send secure PDF file (IEP) via e-mail to family, teachers, and counselors and place copy in school district archive as secure searchable PDF file</u> 	<p>Formatted: Font: 10 pt</p> <p>Formatted: Font: Not Italic</p> <p>Formatted: Font: 9.5 pt, Complex Script Font: 9.5 pt</p>
<ul style="list-style-type: none"> ✓ Without scanning, initial creation and revision of course materials in current process is labor intensive and time consuming ✓ New process provides easy scanning, editing, assembling, and distribution of course materials 	<p>Creating or Revising Course Materials</p> <ol style="list-style-type: none"> 1. <u>Create course materials (e.g., old books, articles, and previous course documents)</u> 2. <u>Print any digital files to hard copy</u> 3. <u>If revising old materials, retype to make changes, then print to hard copy</u> 4. <u>Manually collate and assemble documents</u> 5. <u>Create copies for students and instructors</u> 6. <u>Distribute copies to students and instructors in advance of classes</u> 	<ol style="list-style-type: none"> 1. <u>Scan old course material automatically to the desktop PDF image file using the Xerox MFP</u> 2. <u>Using OmniPage, automatically convert old paper documents need to be changed to an editable file such as MS Word</u> 3. <u>Easily make changes and edits</u> 4. <u>Complete assembly of final course materials on the PaperPort desktop into a unified PDF document with a single click of the mouse</u> 5. <u>Distribute consolidated PDF file (course materials) to students and instructors via e-mail and/or on web site for download</u> 	<p>Formatted: Font: 10 pt</p> <p>Formatted: Font: 9.5 pt, Complex Script Font: 9.5 pt</p> <p>Formatted: Font: Not Italic</p> <p>Formatted: Font: 9.5 pt, Complex Script Font: 9.5 pt</p>

Scan to PC Desktop Professional - Key Features and Benefits

The Scan to PC Desktop Professional offers the following key features and benefits that meet the WSCA challenges—and clearly differentiates it from the competition:

Challenge	Key Features & Benefits
Storing files	PaperPort is an affordable way to replace paper files with document management on the PC.
Organizing and sharing information within and outside your agency	PaperPort turns any document into a PDF file that can be easily secured, viewed, and shared.
Archiving paper documents	PaperPort makes it easy to scan from any local or network scanner as a PDF file that can be shared with others.
Automating search for digital documents	PaperPort All-in-One Search allows you to use a single keyword to find PC files quickly.
Streamlining paper handling processes	PaperPort enables scan-to-desktop from network copiers and multifunction devices to reduce the costs associated with handling paper documents.
Disaster recovery	PaperPort digitizes information on paper so it is unaffected by disaster and can easily be restored if necessary.
Ability to edit documents, spreadsheets, or presentations received as paper or PDF	OmniPage instantly converts paper and PDF files into fully formatted documents that you can easily edit.
Need to create, edit, convert, or repurpose PDF file content	Scan to PC Desktop Professional combines PDF creation, editing, and conversion into a single, affordable solution.

Scan to PC Desktop also comes in a Standard version. Please see the chart in Appendix J contained on the included CD detailing the differences between Standard and Professional.

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Benefits

- Streamlines and accelerates business processes
- Easy to implement, manage, and use
- Integrates with new and legacy Xerox devices
- Reduces time, labor, and costs
- Taps into the business transforming power of scanning

Advanced Scanning Interface Software

Product Overview:

FreeFlow™ SMARTsend™

Xerox FreeFlow, SMARTsend software helps office workers quickly and easily capture, transform, convert, distribute, store, and share documents using Xerox multifunction systems. Workflow encompasses what most office workers do throughout their day—generating and sharing documents so that projects can be started, managed, and completed.

Quick distribution of hardcopy documents to various destinations such as e-mail, a remote printer, and a document management system can involve numerous time-consuming steps and costly delivery methods. With SMARTsend software, an office worker can accomplish this task in one easy step, saving time and money.

SMARTsend combines and enhances the powerful features of two Xerox products—FlowPort™ software and CentreWare™ Network Scanning Services—to deliver one integrated software application. Built on the Microsoft .NET platform, the server-based software is fully integrated with the latest Microsoft systems, and it works with new and legacy Xerox advanced multifunction systems to allow hardcopy documents to be scanned in black-and-white or color. SMARTsend is available in two editions: SMARTsend (basic) and SMARTsend Pro.

Product Highlights

- Define numerous destinations in one workflow – Saves time
- E-mail documents – Instead of mailing; saves mailing costs
- Transform hard copy documents to electronic format – Electronic documents take up no storage space
- Indexing information (metadata) – Can add information to scanned documents, making it easy to find them
- IT friendly – Easy for systems analysts to install and maintain; leverages network user profiles for security and easy access; no need to set up individual users
- Easy to use – Workflow Wizards provide users with an easy, step-by-step workflow creation capability.
- Server based OCR – Facilitates automatic digital archiving and document conversion (Pro version)
- Scan to, or print from, a repository (SMARTsend Pro version) directly from the user interface of an Extensible Interface Platform (EIP)-enabled multifunction device. Repositories can include Xerox DocuShare™, Microsoft SharePoint, and Windows folders.

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SMARTsend Workflow

How the SMARTsend software works:

■ **Create the workflow at a PC using Workflow Wizards**

— Indicate document destinations, digital format, any attached indexing information (metadata) (name, format, title, etc.), whether public or private workflow, and how to publish it.

■ **Publish the workflow one of two ways**

— At the device (Basic and Pro versions): Select the workflow template you created, put the document to be scanned in the document handler, and push start for distribution.

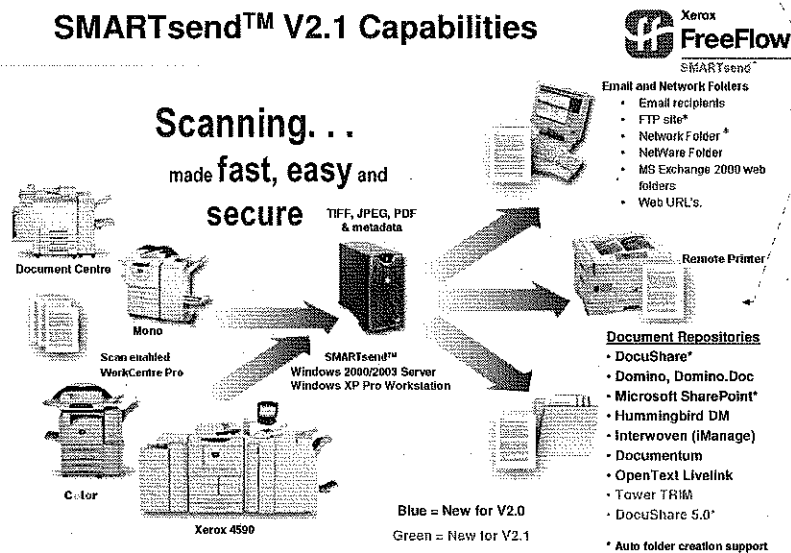
— PaperWare cover sheet (Pro Version): Print out a PaperWare coversheet (which lists the workflow destinations), check desired destinations, place coversheet on top of the document and put it in the document handler, select the PaperWare workflow template, and push start. SMARTsend interprets the instructions and routes the document accordingly.

The graphics below depict the SMARTsend capabilities and workflows.

SMARTsend (Basic)

The simplest, most flexible and productive scanning application in the industry.

SMARTsend™ V2.1 Capabilities



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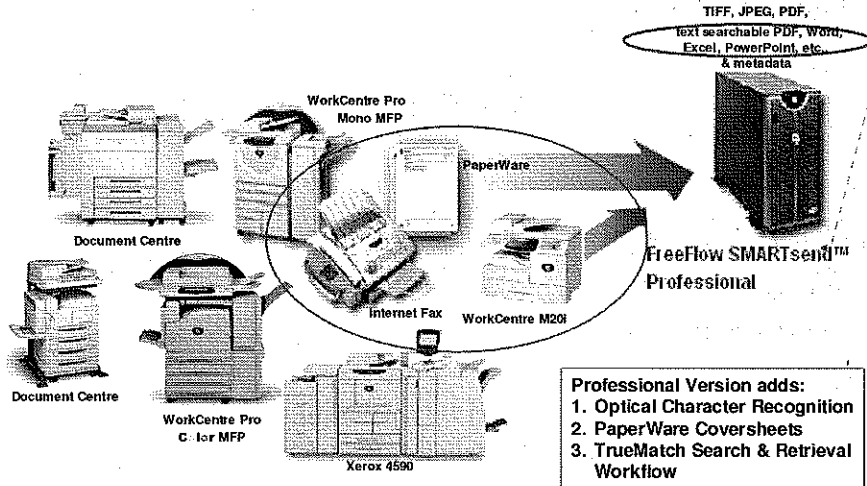
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SMARTsend Professional

All the features of the basic software plus it offers OCR capability and PaperWare cover sheets for simple, dynamically changeable, distribution instructions.

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- Professional Version adds:**
1. Optical Character Recognition
 2. PaperWare Coversheets
 3. TrueMatch Search & Retrieval Workflow

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SMARTsend Features and Benefits

Feature	Benefit
Technologically Advanced	
<u>Built on the industry leading Microsoft .NET architecture</u>	<u>Easy to integrate into an existing network</u> <u>Enables future links to other workflow applications and repositories</u> <u>Web services support both new and legacy Xerox devices (black and white and color)</u>
<u>Integrated web-based solution that enables access across the enterprise</u>	<u>Workflow creation available to anyone on the network</u> <u>Workflow initiation at scan-enabled Xerox MFP or Internet Fax device</u>
<u>Customizable document attributes (Metadata)</u>	<u>Enhances document identification for filing, categorizing, and searching</u>
<u>Dataglyph technology to enable PaperWare workflows</u>	<u>Enables modifying scan destinations at the scan source</u>
Simplifies Information Management	
<u>Send scanned document to preprogrammed multiple destinations</u>	<u>Share hardcopy in seconds; distribute to multiple destinations in a single workflow</u>
<u>Convert documents to different formats in different workflows</u>	<u>Automates conversion to industry standard formats</u>
<u>Powerful Optical Character Recognition (OCR) capabilities (Pro version)</u>	<u>Ensure scanned documents are accurate and robust at retaining page layout and formatting</u>
<u>Multiple file formats: TIFF, JPEG, PDF, text searchable PDF, Word, Excel, PowerPoint, etc. (Pro version)</u>	<u>Less work needed to repurpose, store, or access the document</u>
<u>Ability to have associated data (metadata) routed and stored with the document</u>	<u>Facilitates indexing/archiving and makes it easier to access scanned information</u>
<u>Set up automatic e-mail or printed confirmations</u>	<u>Confirms that job was completed and processed</u>
<u>Public workflows for enterprise sharing</u>	<u>Allows multiple users for a single workflow</u>
Smart Network Citizen	
<u>Single network login</u>	<u>Leverages network user profiles for security and user management</u>
<u>Integrated authentication</u>	<u>Requires credentials for document filing; requires device authentication for use of private workflows</u>
<u>Easy to install and maintain</u>	<u>Simple set-up, automatic device discovery of scan enabled Xerox devices</u> <u>No client software required</u> <u>Automatic deletion of expired workflows eliminates the need to remove outdated workflows from the device user interface</u> <u>Activity log ensures all workflows have audit trail</u>

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Advanced Scanning Interface Software

Product Overview: SMARTdocument Travel

SMARTdocument Travel provides integrations into over 25 EDM solutions on the market today. These include the EDM solutions specified in the RFP.

SMARTdocument Travel Product Suite for Government

- Works with all digital copiers, scanners and MFPs.
- Turns both paper documents and electronic files into digitized documents.
- Provides faster responses to Freedom of Information Act (FOIA) requests.
- Enables agencies to meet GPEA requirements.
- Uses existing scanners and digital copiers to perform advanced document processing.
- Maintains deteriorating paper documents in digital format.
- Allows for immediate response to legislative mandates by retrieving documents buried among hundreds others.
- Facilitates disaster recovery in case of natural disasters.
- Streamlines security and access control to information across departments and agencies.

Technical Features:

- Scan, index and save documents by using digital copiers manufactured by Xerox, HP, Ricoh, Kyocera, Sharp, - and more.
- Scan, preview, index, and save documents to variety of destinations using Kodak Scan Station 100 or other TWAIN scanners.
- Scan documents once and route to multiple destinations.
- Scan and route documents directly to document management systems (SharePoint, ApplicationXtender, LaserFiche, Documentum, FileNet, and many others).
- Route documents directly from your PC desktop to document repositories.
- Scan and save documents in text searchable PDF, MS Word, and many other formats prior to archival.
- Read barcodes embedded in the document and use them as index data for storing documents.
- Index documents at scan time to improve the accuracy and speed of search and retrieval.
- Stamp your documents with date and time stamps.
- Connect scanners, digital copiers, and multi-functional peripherals from remote offices over one network.

Documentum (D5, D6 AX) Integration

SMARTdocument Travel has integration paths into Documentum D5, D6. This integration is used to store information of any kind of data including text, graphics, scanned images, even sound and digital movies into company repositories called Docbases within the Documentum system. Each Docbase stores two kinds of information for each document:

- Document Content - the file you create using applications such as word processors or spreadsheets.
- Metadata, or properties - the properties of descriptive characteristics, such as the document's type, format, title.

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This component allows:

- Storage of documents within the Documentum system.
- Instantiation of custom components; Documentum custom component are invoked to perform additional custom processing on stored documents.
- Dynamic folder path creation. This enables the path to be set at runtime and if the folder path does not exist then it will be created.

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Using the Component

Examples of common business cases:

The multi-functional devices are configured with a Documentum button, where pressing this button, images are scanned and then stored in a designated path in the Documentum System.

SMARTdocument Travel also integrates with Documentum's Application Xtender solution. ApplicationXtender™ has robust and comprehensive security to protect sensitive business information. Access to information within applications can be limited, which can further protect confidential information. In addition, user privilege security is provided so that users can be restricted from performing specific functions.

ApplicationXtender™ provides comprehensive electronic file management capabilities and supports a wide range of electronic content, which provides users of this component the opportunity to use content creatively and flexibly to enhance core business activities.

This component provides:

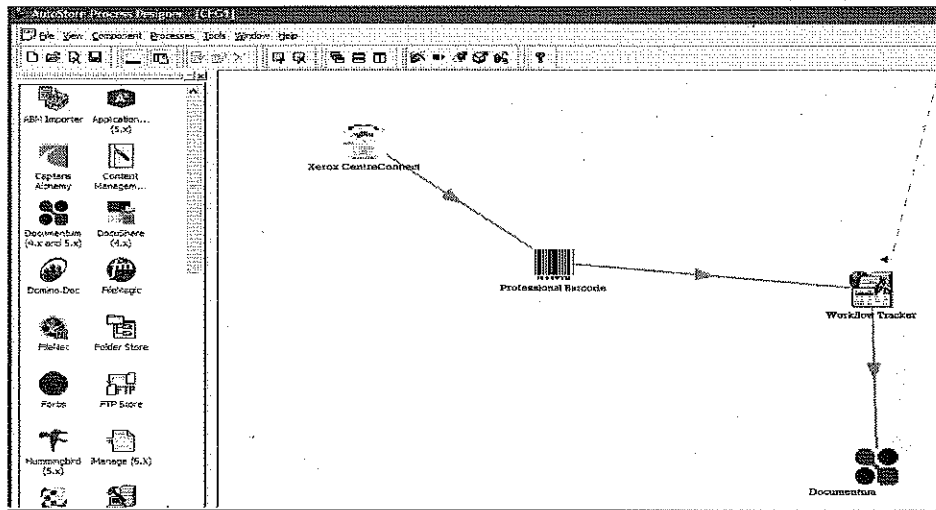
The following is a list of features that this component provides:

- Secure your user name and password.
- Select an application that you will store the documents into.
- Set the Title/Subject/Author/Keywords/Comments associated with your documents.
- Place the document into a queue for further processing.
- Set the Field Values of the application that you selected.

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This component can process any file type such as TIF, BMP, RTF, PDF, HTML.

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FileNet integration

FileNet is a store (Route) component which provides full integration with FileNet Image Server and FileNet Document Server. This component provides the full capability for routing documents and index data into FileNet libraries, classes, and folders. Dynamic mapping using Runtime Replacement Tag (RRT) values provides ability to map all available index data extracted from a document or captured from users to be stored into FileNet repositories. Integration with FileNet document security is also provided by the component. The security integration allows assigning users and groups that will have permissions for accessing documents routed to FileNet, and setting access levels for these users and groups.

Note: For this component to work with FileNet Image Services the following software should be installed:

- On the FileNet machine: • Image Services, release 4.0.0.
- On the Server machine: • IDM Desktop 3.3, build erk400.155.

For work with FileNet Content Services the following software should be installed:

- On the FileNet machine: • Content Services 5.4, 5.3, or 5.2.
- On the Server machine: • IDM Desktop 3.3, build erk400.155;
- FileNet Client Library: Integration Build Release "yu400.030" (includes FileNet CS 54x Client Libraries "yu400.030" and FileNet CS 3x client Libraries "yu300.109").

The FileNet component is used to store documents and field values in FileNet document libraries. The following features are provided: •

- Connect to FileNet with desired user name and password
- Select the desired FileNet document library and folder to store files into
- Assignment of FileNet class properties to the files
- Add field values to documents
- Allow access to specific FileNet users and groups, which is provided through integration with FileNet document security settings

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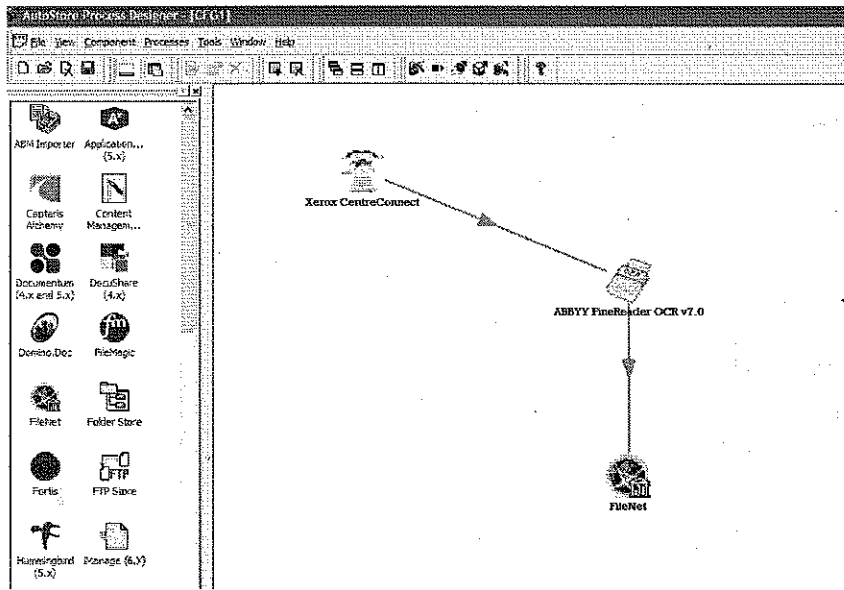
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OnBase Integration

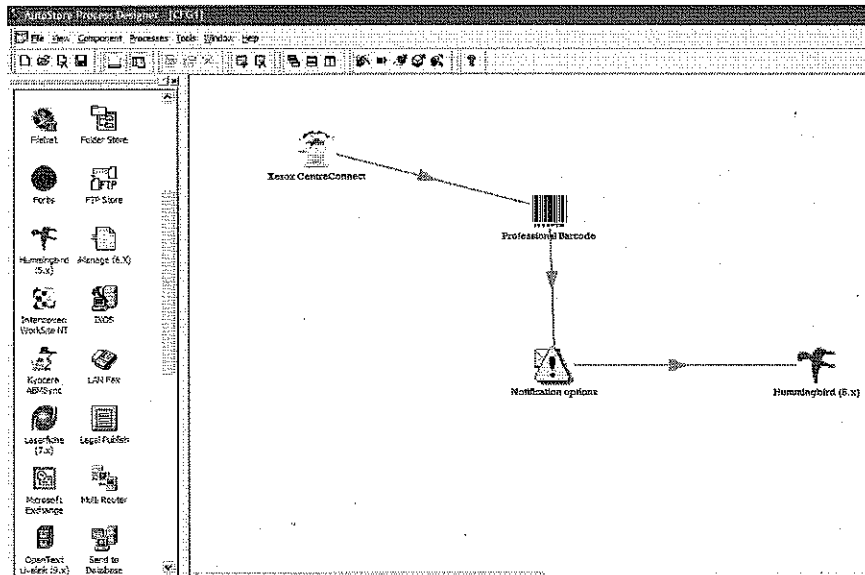
Hyland has written an integration component for SMARTdocument Travel to route documents and data into their repository. They fully support and develop the integration so that MFP's and other capture devices can easily route documents and data to their repository.

Hummingbird Integration

SMARTdocument Travel allows users to store documents into the Hummingbird Enterprise content management system, where records are identified or searched for, by using database queries. The component can run on a client machine that has access to the Hummingbird DM server.

The major features of this component are:

- Select the library that you want to use.
- Select the profile you want to use.
- Any document or image file can be input to this component.
- Direct device connectivity: Allow your users to archive important documents by pressing just a few buttons on a scanning device. Use the Hummingbird component to directly connect various devices such as digital copiers, desktop scanners, production high-speed scanners (see OneStep with fast scanner driver support), desktop files and other types of files to back end Hummingbird DM.
- Batch Import Server: Use this component along with Poll Directory to create batch import directories, where files read in from various directories can be imported directly into backend Hummingbird DM.
- Uniform Capture Process tools: Create capture business rules that dictate how your corporate content is captured into back-end document management system using our process designer tools.
- Connect email files to back end DM: Use the POP3 email or SMTPCapture to connect email content and archive all emails within a inbox or all emails sent to an SMTP gateway into your back-end Hummingbird DM.



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Sharepoint 2001/2003/2007 integration

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AutoStore has native integration with Sharepoint/MOSS. AutoStore treats all repository connectors as "route" components. All Meta data can be mapped to available fields inside of each repository.

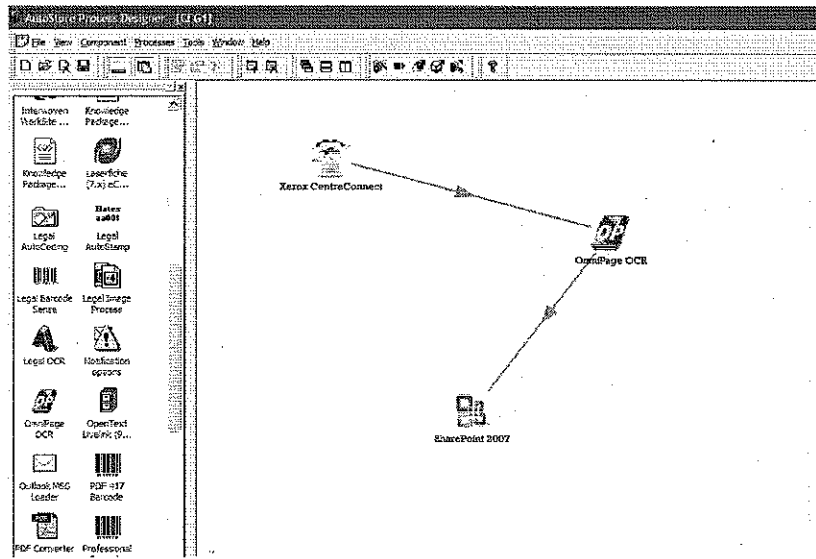
SharePoint 2007 component allows sending files to SharePoint 2007 server and assigning necessary properties to the sent files. The component also allows creating list items such as Issue, Task and so on and adding them to some list of the SharePoint2007 server. The component gives an opportunity to set access rights to routed documents and list items. The only difference between SharePoint 2007 Route and SharePoint2007 Process component is that SharePoint2007 Process component has one additional field in the General tab (activate) which is not available for the Route component. The component was designed for using with Microsoft Office SharePoint Server 2007 created on basis of Windows SharePoint Services V3. This component provides:

Provide the general SharePoint2007 information (Server, User name, Password, Site, Document Library, and Folder Path) to specify where to insert the documents into.

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- Create list items and add them to the specified list of the SharePoint2007 server.
- Add properties or fields to the routed documents and list items.
- Provide user with permissions i.e. access rights to the routed documents and list items.
- Rename routed document with the schema name using RRTs.
- Overwrite documents with the same name. The routed document is written to the specified path as a new version of the existing document with the same name if such functionality is available for the specified document library.
- Overwrite list items with the same field values of the fields indicated as key fields.

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Simple Accounting Software

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Xerox Standard Accounting

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Xerox Standard Accounting monitors not only the document pages your office produces but also who produced them. Network administrators and IT managers can enable Xerox Standard Accounting through the CentreWare Internet Services Embedded Web Server to manage access and gather data for print, copy, scan and fax output — black-and-white

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All Xerox Standard Accounting components are embedded in the device's controller and print driver. The Xerox multifunction device and print driver contain everything needed to integrate Xerox Standard Accounting with network printing, so there is no software to load on your network.

After enabling Xerox Standard Accounting, users easily and conveniently interact with the solution right from the device's user interface or from the print driver. The administrative tools are clear and straightforward:

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- Enable and disable the Xerox Standard Accounting feature using CentreWare Internet Services or at the device user interface
- Add, delete and manage accounts
- View, print or export reports
- Create and manage user, group and general accounts
- Set user limits for device features (copy, print, fax and scan), including color limits
- Simplify enterprise deployment by cloning Xerox Standard Accounting settings and user accounts to other Xerox devices Xerox Standard Accounting also gives you a simple yet effective way to enhance network security, by limiting access and tracking use of your multifunction device.

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Xerox Page Accountant

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An additional free software Xerox offers is call Xerox Page Accountant. Until recently, workers who needed to produce documents in color would often go outside company channels to purchase their own desktop color printers. While inexpensive to buy, these slower personal devices incur significantly higher per-page output costs, leading to unforeseen departmental expenses and even environmental impacts.

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The Xerox WorkCentre Pro® multifunction device changes all that, by reducing the cost of brilliant color to just pennies a page. With the added capability of Xerox Page Accountant™ companies can easily control access to this advanced digital equipment — allowing them to unleash the persuasive power of color while better managing its costs.

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Simple to install, implement and use, Xerox Page Accountant allows system administrators to define color output quotas for authorized users. The solution also provides basic accounting and simplified reporting on total usage — essential to achieving Smarter Document Management™ of printing expenses. For even more powerful print tracking and document insight, customers with Xerox Page Accountant can easily transition to fully featured version of Equitrac Office. Xerox Page Accountant can change the way organizations view color printing, taking it from an expensive ad-hoc solution to a well-planned company-wide strategy.

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Benefits at a Glance

- Tracks total output of prints and copies by user
- Effective desktop control of access to color output
- Reduces waste
- Manages output costs
- Simple installation and configuration
- Runs as an application on any PC, no dedicated server required
- Easy interactive user and device reports

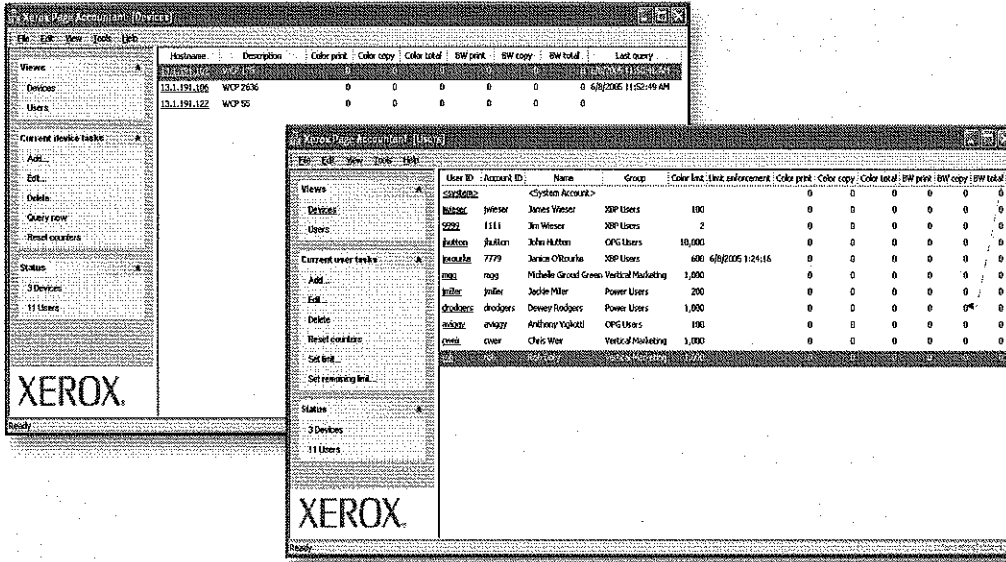
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Advanced Accounting Software

Product Overview: Equitrac Office®

Equitrac Office provides end users with a secure, convenient, and mobile print workflow while controlling costs and simplifying administration of the WSCA output fleet. Equitrac Office enables single sign-on access to devices and services, personal print queues to maximize document security and mobility, and rules to create cost-effective printing behavior.

Key Features

- Track how printers and copiers are being used and by whom
- Analyze which devices are being over- or under-utilized and recognize peak usage periods
- Allocate expenses by department, cost center, project, or client
- Control who can use certain devices, how they use them, and how much they use them
- Integrates seamlessly into your current IT infrastructure. Works with all networkable printers, copiers, and multifunction devices
- Scale from small, single-user sites up to multi-location enterprises with thousands of devices and users
- Extensible Interface Platform-capable Xerox devices enable these Equitrac Office features:
 - Secure, mobile printing allows users to release their print jobs securely at any EIP-enabled device
 - No additional hardware is needed because user ID and billing code entries are made directly on the Xerox user interface
 - Monitor, measure, and manage printing costs to enforce color quotas and other print/copy rules as well as to track and report on usage costs by individual, department, or other user grouping

Why Xerox?

- ✓ Xerox can design, implement, and maintain an Equitrac Office solution end-to-end with worldwide Equitrac certified service and support capabilities.
- ✓ Integrates seamlessly into your existing IT infrastructure and provides support and document accounting accuracy for your network accounting enabled Xerox multifunction printers
- ✓ Commitment to information security through tight and secure integration with Xerox multifunction printers and your existing system
- ✓ Partners for 30 years, Xerox and Equitrac have provided the most knowledgeable and experienced cost recovery team in the world.

Equitrac Office vs. the Competition

- ✓ Easier purchase process than the competition because your Xerox representative will handle both your hardware and software needs
- ✓ Faster problem solving with one point of contact for hardware and/or software support - unlike competitive offerings that have separate contacts for hardware and software support

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Value Proposition

- Security and Confidentiality: Documents are output only when users authenticate themselves or provide payment at the device.
- Simplified IT: Centralized administration, proactive fault detection, and timely error notification cut IT resource requirements, improve service levels, and reduce printer-related help desk calls.
- Improved productivity and convenience: Follow-You Printing™ lets users release documents at any networked device, anywhere throughout the organization and across servers.
- Extensive reporting capabilities: Make more informed decisions with the insight delivered in summary, detailed, and total activity reports
- Improved color management: Easily control who may print to color devices, for what purposes, and how much output they may produce
- A better environment: Reduce waste, conserve resources, and achieve your organization's sustainability objectives

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Key Business Challenge and Xerox Solution

Equitrac Office will help WSCA discover how much your organization spends on printing and copying, which is essential to managing the costs of doing business and increasing return on investment (ROI). At the same time, you must keep productivity high to achieve the highest value.

The following table shows how the Xerox multifunction printer combined with Equitrac Office will solve the WSCA key business challenges.

<u>Key Challenges</u>	<u>Xerox Solution</u>
<ul style="list-style-type: none"> Wasting time, money, and resources due to inefficient printing and copying 	<p>→ Boost employee productivity by allowing users to output documents closer to where needed and avoid devices that are inoperable</p> <p>Control access to reduce waste by determining who can print or copy to what devices and how much</p>
<ul style="list-style-type: none"> Higher equipment expenditures due to ineffective use of current equipment and overbuying of new equipment 	<p>→ Gain new insight into your printing operations through detailed activity reports by user, department, allocation code, or device</p>
<ul style="list-style-type: none"> Ineffective use of color for jobs that don't need it or for non-business purposes 	<p>→ Charge different rates for color output and easily restrict use of color to authorized users or purposes</p>
<ul style="list-style-type: none"> Inaccurately distributing expenses due to unknown usage of equipment by various departments or cost centers 	<p>→ Increase cost recovery by accurately charging documents to departments or cost center codes</p>
<ul style="list-style-type: none"> Breakdown in security due to confidential or sensitive printouts lying around the office unclaimed 	<p>→ Maintain security and confidentiality by requiring users to release prints at the device when they enter their PIN code</p>
<ul style="list-style-type: none"> Losing productivity through the use of cost control tools that are difficult to use, implement, and maintain 	<p>→ Equitrac Office uses simple yet powerful tools to help you gain control and best utilize your entire printer and copier fleet and keep your entire office productive.</p>
<ul style="list-style-type: none"> Draining IT support resources with excessive printing-related calls to the help desk 	<p>→ Speed ROI with centralized equipment administration to reduce IT resource requirements, improve service levels, and lessen demand on help desks</p>
<ul style="list-style-type: none"> Over-consuming natural resources due to poorly managed print and copy output 	<p>→ Protect the environment by reducing consumption of natural resources</p>

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Product Overview: Equitrac Express®

Equitrac Express print management software helps colleges, universities, K-12 schools and their libraries to easily track, analyze, or charge for every page output by any student, faculty member, staffer, or guest on any desktop printer, network multifunction printer, or walk-up copier.

Key Features

- Software-based capture, cost allocation, and reporting of all documents printed on every device across a campus or district
- Easy, automatic, enforcement of student print quotas
- Follow-You Printing™ with Secure Document Release
- Supports all payment methods: Smart or magnetic stripe stored-value cards, campus card systems, local network print accounts, and cash
- Terminal data collection capability to track and recover print costs where no network connection is available
- Definable print rules and least cost routing
- Xerox device-embedded and terminal-based solutions available
- Crystal Reports XI report generator with over 100 summary, detailed, and total activity reports by network user and device
- Standards-based, vendor-neutral, unified and centralized system for print network management and complete cost recovery

Value Proposition

- Security and Confidentiality: Documents are output only when users authenticate themselves or provide payment at the device.
- Simplified IT: Centralized administration, pro-active fault detection, and timely error notification cut IT resource requirements, improve service levels, and reduce printer-related help desk calls.
- Improved productivity and convenience: Follow-You Printing™ lets users release documents at any networked device, anywhere throughout the organization and across servers.
- Extensive reporting capabilities: Make more informed decisions with the insight delivered in summary, detailed, and total activity reports
- Improved color management: Easily control who may print to color devices, for what purposes, and how much output they may produce
- A better environment: Reduce waste, conserve resources, and achieve your organization's sustainability objectives

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Key Business Challenge and Xerox Solution

Equitrac Express will end print waste, increase print accountability, and allow WSCA to gain the control to reduce total printing, optimize equipment deployment, and direct necessary printing to your most efficient devices.

The following table shows how the Xerox multifunction printer combined with Equitrac Express will solve the WSCA key business challenges.

<u>Key Challenges</u>	<u>Xerox Solution</u>
<ul style="list-style-type: none"> ■ <u>Wasteful, unnecessary, and unclaimed output due to easy access to supposedly free printing</u> 	<p>→ <u>Eliminate wasteful unclaimed printing. Printed documents are only output when users identify themselves at the device</u></p>
<ul style="list-style-type: none"> ■ <u>Rising print costs take limited resources from important programs and student services</u> 	<p>→ <u>Easily allocate print costs to students, departments, or grants. Free up dollars for important academic programs</u> <u>Set and enforce student print quotas.</u> <u>Track every page on every printer.</u> <u>Easily charge students who exceed their semester allowance</u></p>
<ul style="list-style-type: none"> ■ <u>Students' personal information or upcoming exams could be exposed at unattended at remote printers</u> 	<p>→ <u>Protect privacy and confidentiality with the Follow-You Printing™ with Secure Document Release feature</u> <u>Documents output only when users are ready to pick them up from the MFP</u> <u>Network login or PIN authentication and access control</u></p>
<ul style="list-style-type: none"> ■ <u>Walk-up patrons and campus guests need convenient, private access to copiers, without staff having to play cashier</u> 	<p>→ <u>Provide convenient campus card-, cash- or account-based payment.</u> <u>Automated PIN management and centralized account administration free your staff from playing cashier</u></p>
<ul style="list-style-type: none"> ■ <u>Color equipment is easily misused; color output is not easily tracked for cost reporting or charging</u> 	<p>→ <u>Charge different rates for color output and easily restrict use of color to authorized users or purposes</u></p>
<ul style="list-style-type: none"> ■ <u>High level of service is expected by campus community</u> 	<p>→ <u>Increase service levels and reduce help desk calls with simplified, centralized administration</u></p>
<ul style="list-style-type: none"> ■ <u>Lack of information on actual print use leads to over-purchase or inefficient placement of equipment</u> 	<p>→ <u>Learn exactly how printers and copiers are being used</u> <u>Make more informed decisions on equipment deployment and acquisition with the insight gained in over 100 summary, detailed, and total activity reports</u></p>

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Value Propositions

Extremely simple to use

Intuitive user interface and simple print drivers

Easy to use features – Copy / Print / Fax / Scan / E-mail

Extra smart design

Push-button simple scan to e-mail

Embedded Network Interface Card – smart network connection

Automatically feed from multiple trays

Automatic scan once/print many with collated sets

Excellent performance

22 (Letter) ppm

Automatic Duplex

Faster faxing (M20i) at 33.6Kbps (JBIG)

Page 14: [25] Comment [DWR4] DocuWriter Coaching Tip 1/20/2009 12:08:00 PM

For further information on these devices, visit or call Customized Applications Service:

xww.cas.world.xerox.com – 8*5414 or (585) 427-541-4227.

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Value Propositions

Flexible Product Offering

Superior Document Mobility and Flexibility.

Easy Security, Management, and Accounting

Xerox Extensible Interface Platform technology

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Page 20: [35] Comment [DWR14] DocuWriter Coaching Tip 1/28/2009 7:00:00 AM
The bullets below are based on comparison of the WorkCentre 5655/5665/5665 features at launch with the following competitive products: Canon imageRUNNER® 5055 / 5065 / 5075, Ricoh Aficio® MP 5500 / 6500 / 7500, and Konica Minolta™ bizhub® 600 / 750. NOTE THAT ONE OR MORE OF THESE BULLETS MAY NOT STILL BE TRUE WHEN YOU SUBMIT YOUR PROPOSAL.

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You might want to delete this bullet if proposing a 5655 model

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Page 20: [44] Comment [DWR16] DocuWriter Coaching Tip 1/20/2009 4:45:00 PM
You might want to delete this bullet if proposing a 5655 model

Page 22: [45] Comment [DWR19] DocuWriter Coaching Tip 1/20/2009 4:52:00 PM
Full EIP enablement with the optional EFI controller will not be available at launch (May 1, 2008). Outlook for enablement is Sept. 2008 for SecureAccess and Feb. 2009 for EIP scanning support (Smartsend EIP & Nuance Scan to PC Desktop EIP).

Page 22: [46] Comment [DWR20] DocuWriter Coaching Tip 1/20/2009 4:52:00 PM
If you are adding the EFI Network Controller Option component to your proposal, you might want to refer to it in this bullet.

Page 22: [47] Comment [DWR21] DocuWriter Coaching Tip 1/20/2009 4:52:00 PM
You might want to delete this bullet if not proposing Secure Access.

Page 22: [48] Comment [DWR22] DocuWriter Coaching Tip 1/28/2009 7:00:00 AM
You can find more information on these solutions at <http://www.office.xerox.com/multifunction-printer/color-multifunction/WorkCentre-7328-7335-7345/soft-enus.html>.

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7655/7665/7675 Advantages

Productivity – Well-suited to the demands of a multiple user environment

Installation and Deployment – Easy installation; central distribution of print and scan drivers

Easy to Use and Manage – intuitive, consistent user interface; Extensible Interface Platform (EIP)

Reliability – Designed and built for demanding use and backed by a quality organization

Versatility – Can grow with changing demands

Finishing – Can provide the distribution-ready documents that you require

Security – Able to keep your confidential information safe

Cost Control – Can monitor and control cost of printing

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Appendix B: Product Group C & D Technology Proposal

Xerox Products: A Closer Look

This section you will find details on the products we have recommended for WSCA in segments C & D. Product brochures with details are included in the CD.

Xerox Solution

Based on our understanding of your current objectives, we recommend installing the following:

Product Group	Speed	Xerox Product
Group C B&W Production Copiers		
Segment C1	100 – 119 ipm	Xerox 4112 Copier/Printer
Segment C2	120 – 139 ipm	Xerox Nuvera EA 120 Digital Production System
Segment C3	140 – 159 ipm	Xerox Nuvera EA 144 Digital Production System
Group D Color Production Copiers		
Segment D1	50 – 59 ipm	Xerox DocuColor 252 Copier/Printer with Fiery Controller
Segment D2	60 – 69 ipm	Xerox DocuColor 260 Copier/Printer with Fiery Controller
Segment D3	70 – 79 ipm	Xerox DocuColor 700 Copier/Printer with Fiery Controller
Software		
Make Ready		Xerox FreeFlow Make-Ready
Production Management		Xerox FreeFlow Output Manager
Simple Online Submission Software		Xerox FreeFlow Optimized Partner – Now Docs – NowPrint ASAP
Advanced Online Submission Software		Xerox FreeFlow Optimized Partner – RSA's Web CRD

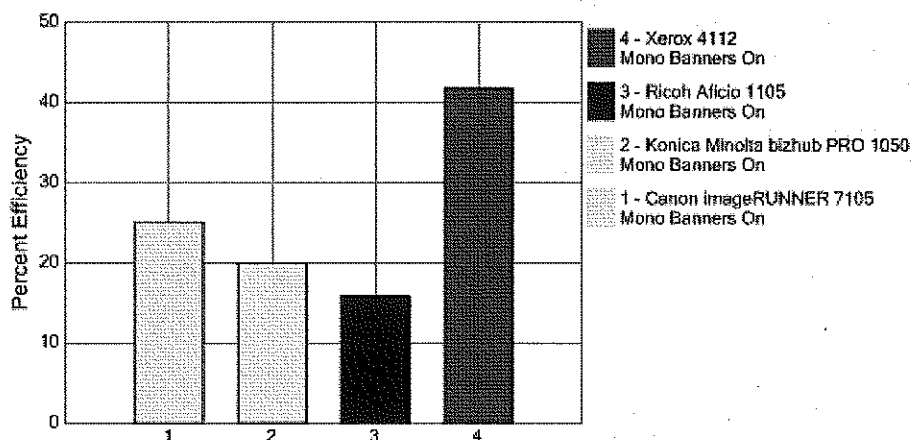
WHY XEROX PRODUCTION PRODUCTS

There are numerous production and color devices on the market for customer to choose from today. However, not all systems are created equally. Xerox systems are truly multitasking not just multifunction. *They* can perform multiple functions at the same time-concurrently. This is a key difference if your goal is increasing the productivity of versus simply saving cost, space and electricity by consolidating functions into one device.

Please see the BLI test reports below for the true productivity and efficiency ratings of the Xerox proposed systems.

Efficiency

Manufacturers rate their devices based on how many prints of a single document on the platen glass can be output in 60 seconds. What happens when a mix of common office documents are printed from multiple network locations--including jobs that involve everyday office requirements like finishing? To find out, Buyers Laboratory Inc. (BLI) conducted independent, third party productivity testing on the Canon imageRUNNER 7105, Konica Minolta bizhub PRO 1050, Ricoh Aficio 1105, Xerox 4112 and its direct competitors.* Efficiency, calculated by dividing the tested speed by the rated speed, is a factor in determining the price/value relationship of a system.



The Canon imageRUNNER 7105 Mono Banners On rated speed is 105 and its tested speed is 26.45

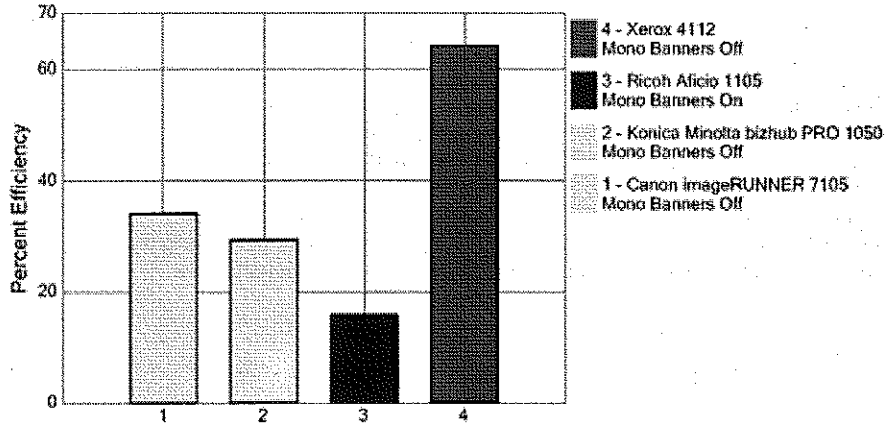
The Konica Minolta bizhub PRO 1050 Mono Banners On rated speed is 105 and its tested speed is 21.01

The Ricoh Aficio 1105 Mono Banners On rated speed is 105 and its tested speed is 16.59

The Xerox 4112 Mono Banners On rated speed is 112 and its tested speed is 46.87

Efficiency

Manufacturers rate their devices based on how many prints of a single document on the platen glass can be output in 60 seconds. What happens when a mix of common office documents are printed from multiple network locations--including jobs that involve everyday office requirements like finishing? To find out, Buyers Laboratory Inc. (BLI) conducted independent, third party productivity testing on the Canon imageRUNNER 7105, Konica Minolta bizhub PRO 1050, Ricoh Aficio 1105, Xerox 4112 and its direct competitors.* Efficiency, calculated by dividing the tested speed by the rated speed, is a factor in determining the price/value relationship of a system.



The Canon imageRUNNER 7105 Mono Banners Off rated speed is 105 and its tested speed is 35.86
The Konica Minolta bizhub PRO 1050 Mono Banners Off rated speed is 105 and its tested speed is 30.80
The Ricoh Aficio 1105 Mono Banners On rated speed is 105 and its tested speed is 16.59
The Xerox 4112 Mono Banners Off rated speed is 112 and its tested speed is 72.03