



A Konica Minolta Proposal For

Florida Atlantic University



FLORIDA ATLANTIC UNIVERSITY



State of Florida Contract 600-000-11-1

Presented to:

Craig Snyder

University Galleries
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Prepared by:

Rebecca Tippy

Major Account Executive Government and Education

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Dear Craig,

I would first like to thank you for giving Konica Minolta Business Solutions the opportunity to continue to earn your business.

Based on our expertise, can recommend innovative solutions leading to measurable and sustainable results for years ahead.

Our assessment process typically includes:

- Identifying business drivers
- Aligning technologies with your end user requirements and key corporate objectives
- Conducting follow-up business reviews to drive continual process improvement
- Meeting with key stakeholders

We can identify areas in which you can harness new office technology to increase productivity while reducing costs and we are pleased to present the following proposal.

As per our discussion Please see enclosed the quote for the new BHC258 configured as per our discussion.

There are many new enhancements the new Konica Minolta e series multifunctional devices including an iPad like touch swipe screen with pinch, zoom and rotate technology, single pass dual color scanner at 160 IPM, more energy efficient, faster processing technology, enhanced security, double standard memory 4 GB verses 2 GB and 1 Option License kit web browser.

I am including a copy of the Specification sheet which outlines the enhancements.

Please take a few minutes to review and let me know if you have any questions.

Thank you for your consideration,

Rebecca Tippy

Major Account Executive, Government & Education



Why choose Konica Minolta?

Konica Minolta has utilized our comprehensive understanding of document workflow processes, as well as our advanced Research and Development capabilities, to turn our technological advancements into real world solutions. Our product advantages have distinguished us from our competitors on so many levels, some of which are listed here:

1. **Original Equipment Manufacturer (OEM)-** Our history of manufacturing imaging systems assures you of complete functional and technical support for every product we build. We offer our customers complete solutions for document creation, production, and management, ranging from small office/home office needs, to workgroups and enterprises, in addition to large production operations.
2. **Sales & Service Network-** Provides end-users a branch presence in many of the largest metropolitan areas as well as many secondary markets throughout the United States. In addition, we have over 400 authorized & factory-trained dealer partners in our network.
3. **Brand Keys Award March 20157-** Konica Minolta awarded First Place in the 2017 Brand Keys Customer Loyalty Engagement Index for MFP Office Copiers, based upon the company's ability to engage consumers and create loyal customers when measured against the "ideal" office copier. This is our *tenth* year at the top.
4. **National Customer Support Center (NCSC)-** Provides end-users a nationwide toll-free number & a secure interactive website to initiate service calls and order supplies 24 hours a day, 365 days a year.
5. **MyKMBS.com Web-based Management Tool-** Provides end-users 24/7 – 365 access to place service calls, order supplies, submit meter reads, and monitor service performance & export fleet management reports.
6. **Customer Confidence Guarantee-** Certifies to end-users that we'll repair their systems for the duration of the maintenance agreement & replace any defective system with a comparable one at no charge.
7. **Managed Print Services-** Konica Minolta's Optimized Print Services program offers the most complete solution by including all areas of managed print services (assessment, analysis, automated meter reads, automated service & supply notifications, and print optimization). Konica Minolta's OPS has the ability to support HP and Lexmark printer equipment, and our branch technicians are fully trained to service these printers.
8. **Comprehensive Product Training-** CSR's & Applications Specialists' resources provide end-users ongoing support to ensure that they're proficient with their equipment and able to optimize their productivity.
9. **Assigned Account Team-** Provides an account dedicated team of subject-matter experts to consult, recommend, implement & consistently administrate your fleet of equipment.
10. **Business Reviews-** Ongoing communication meetings to review service performance, administrative performance, emerging print strategies and chart the course for continuous improvement.

11. Konica Minolta Named BLI's A3 MFP Line of the Year for Unprecedented Fourth Straight Year

Hackensack (NJ) – For the first time in the decades-long history of BLI's awards, a manufacturer has won the A3 MFP Line of the Year award for a fourth consecutive year. The most coveted honor bestowed by Buyers Lab, the world's leading authority on document imaging devices and solutions, Line of the Year is awarded once a year to the vendors whose products are determined to be the best in their respective categories of models tested in BLI's rigorous two-month laboratory evaluation.

That prestigious title goes to Konica Minolta Business Solutions, U.S.A., Inc.



Service Call Procedure

Konica Minolta National Customer Support Center

Konica Minolta utilizes two centralized, service dispatch operations, collectively known as the Konica Minolta National Customer Support Center (NCSC). The NCSC operation centers are located in Windsor, Connecticut and Tempe, Arizona, and manage all equipment service reporting and follow-up. To effectively meet our customers' needs, these centers are staffed 24 hours a day, 365 days per year, with trained customer support professionals. In addition to toll-free number access, the NCSC accepts service notifications via the Internet, at MyKMBS.com. For equipment on our Optimized Print Service program, the service alerts sent by opt-Monitor, are also directed to the NCSC. They have the capability to handle voice calls in English, French, and Spanish, as well as TTY capabilities for the hearing impaired.

Reliable, Centralized Service Dispatch Systems

Users can initiate a service call either through the dedicated toll-free hotline, or www.MyKMBS.com, our interactive fleet management site, from anywhere at any time. When a service call is placed, by the Key Operator, Helpdesk, or other representative, or routed to the NCSC via opt-Monitor, our dedicated Customer Support personnel will obtain all related issues and data in a courteous and organized manner, and effectively convey the information to our Authorized Technicians. During normal business hours, the request is immediately forwarded to a branch service technician, via his cellular telephone and wireless laptop service management application. If the request is received after normal business hours, the technician will be alerted the next business day. Within 1 hour of receipt of the alert, a factory trained and certified Konica Minolta technician will contact the requestor and provide phone support to diagnose, troubleshoot and, in many cases, resolve the service issue. Should the technician determine that an on-site call is necessary, they will confirm the details back to the NCSC and self-dispatch to the client location.

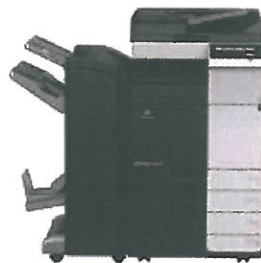


Guaranteed Service Standards

The Konica Minolta service program includes a variety of provisions designed to optimize the availability of your Konica Minolta equipment. These service guarantees are based around the corporate service standard of a minimum 95% average fleet uptime. For MFP devices requiring service at customer locations served by a Konica Minolta branch, or that are within 50 miles of an authorized dealer, the technician will arrive onsite in an average of four (4) hours. Remote locations outside this radius will be responded to, on-site, within an average of six (6) hours from call placement. Printers requiring onsite service will be responded to next day. Upon arrival, the technician will utilize their own "trunk stock" of inventory, which consists of most common replacement parts, to perform the required service, including preventative maintenance, and upon completion, the technician "closes" the call in our SAP system, which gathers details regarding the call, including response time, machine volume and service issue for future reporting.

bizhub C258

The bizhub C258 multifunction office printer provides productivity features to speed your output in both color and B&W, including fast 25-ppm printing, optional single-pass dual scanning to bring originals into your workflow faster, graphics like color and powerful finishing options for right-size scalability. The enhanced control panel features a new mobile connectivity area.



Other Features

- Fast print/copy output up to 25 ppm in both color and B&W
- Optional dual scanning handles up to 160 originals per minute
- Standard IWS/Web browser
- 6,650-sheet maximum paper capacity in a wide range of sizes and weights, including tab printing support
- Sleep mode has been reduced from 1.0W to 0.5W
- Downloadable apps to improve your productivity
- Konica Minolta's exclusive bEST (bizhub Extended Solution Technology) design enables seamless integration with 3rd-party software for business, healthcare, education, legal and other applications
- Provides highest quality, graphics like color, productivity and reliability for a variety of business needs, focusing on the mobility of knowledge workers.
- Downloadable apps from our [bizhub Marketplace](#) to improve your productivity.
- Konica Minolta participates in [EPEAT](#), a ratings standard for measuring electronics products' environmental impact.



BizHub C258 Full Color Digital Printer/Copier/ Scanner

Proposed Configuration – Category 1 Segment 3:

C258
Purchase
\$2,692.25

- 25/25 pages per minute 160 IPM Single Pass Scan Speed (scans in full color)
- 4 GB Standard Memory, UK-211 Additional Memory Upgrade
- Web Browser
- Carbon Copy Printing/Banner Printing
- Info Palette Display- 10.1" quick touch and swipe interface with pinch and zoom
- DF-704 150 Sheet Dual Scanner/Single Pass Duplex Document Feeder 160 IPM **\$450.50**
- Unlimited Automatic Duplexing
- 2 Universal Paper trays (50 sheets each, up to 12x18), 150- Sheet Intelligent Bypass Tray
- DK-510 Copy Desk **\$55.50**
- Built-in Network Scanner & PS, PCL, XPS, Print Controller w/2 GB Std. Memory
(Scan-To: E-mail, Network, Desktop, Color Scan, Compact PDF, JPEG & XPS)
- FS-534 50 Sheet Stapler Finisher, with Saddle Stitch, Tri Fold & RU-513 Relay Unit **\$826.25**
- Standard (250 GB HDD) Hard Drive (For enhanced copying, printing and scanning)
- **ISO 15408 EAL 3 Security Standard including:** Built in HDD Data Encryption with password to protect in case of HDD removal, HDD Data Overwrite of Ram, Hard Drive Reformat, Temporary Data Overwrite of Ram, Data Auto Deletion (These features are activated and set up by your IT Dept. in if you opt out of BH Secure)
- Includes On-Site Service, All Parts & Labor, Delivery, Installation, Connectivity, Training, and all supplies including Toner & Staples.
- **Plan_it green** Free of Charge recycling program for all consumables

Total Purchase:

\$4024.50

BHC258 Optional Accessories:

- ESP Power Filter
- External Keyboard, Key board Holder and Local Interface Kit
- BizHub Secure

~~\$157.60~~

~~\$136.50~~

~~\$250.00~~

BH Secure is designed to secure and protect any document image data that might be present on the Hard Drive. Security Features will be enabled by our technicians at time of set up and a BH Secure label will be affixed to the bizHub MFP just above the machine logo assuring that the machine has been locked down with the industries most uncompromising security protection. See Brochure.

4161.00



Advantages of Konica Minolta

- ✓ Full color scanning at speeds of up to 160 images per minute
- ✓ Full black & white or color & black & white printing/copying at speeds of 25 PPM
- ✓ Greater productivity
- ✓ Swipe and Zoom full color screen
- ✓ Downloadable apps.
- ✓ Includes Staples
- ✓ Booklet Making and Tri fold
- ✓ Advanced Scanning with Optional eCopy
- ✓ Standard Banner Making-Color units
- ✓ Carbon Copy Printing
- ✓ Automated Workflow
- ✓ Free of charge recycling program
- ✓ Industry Best Security features
- ✓ BH Secure
- ✓ ESP Power Filter-Optional
- ✓ No return fee at end of lease term
- ✓ In house leasing under the State of Florida Contract
- ✓ Fee loaner
- ✓ No charge for moves within same complex



IMPORTANT

State of FL Ordering Procedures – Please process as follows:

Konica Minolta Business Solutions U.S.A, Inc.

C/O KMBS Boca 9151961
500 Day Hill Road
Windsor, CT. 06095
Attn: Rebecca Tippy
Phone: 561-568-8381
Email: rtippy@kmbs.konicaminolta.us

Remit to :
Konica Minolta Business Solutions USA Inc.
Dept. 2366
PO Box 122366
Dallas, TX 75312-2366

Please include the following information with your Purchase Order:

- The Contract Number: **600-000-11-1**
- Tax Exempt Certificate
- Product Number (i.e. BizHub C258)
- Sales Rep Rebecca Tippy #6835370
- Quantity of items being ordered
- Description of item-bolded on pricing sheet
- Acquisition Plan with unit prices extended and PO Totaled
- Overage of cost for copies (if applicable)
- Delivery address, contact name and phone number
- Any additional items to be delivered with the copier
- Accessories and appropriate prices (if applicable)
- **Request for older machine to be picked up (Model & Serial #) at time of delivery of new machines (if applicable)**

Please fax or email copy of PO to the attention of Rebecca Tippy

Email: rtippy@kmbs.konicaminolta.us

Fax: 561-988-9833



Implementation Strategy...

Site walk-thru with department contact

- Fill out Digital Needs Analysis
- Create list of office job functions & expectations

Submit PO to me at rtippy@kmbs.konicaminolta.us

Delivery of equipment within 10-15 business days

- I will review install instructions with technician
- Call me at 561-568-8381 as soon as equipment is delivered to expedite installation
 - I will contact technician that machine is waiting for install

Installation and Network Configuration of Printer

- I will follow up with technician to ensure the installation went smoothly and follow up on any installation issues
 - An IT contact should be available remotely for any assistance needed during the installation

Training on Copying – Printing – Scanning

- Barbara Mullen, our Corporate Trainer, will call you after the installation to set up an appointment for training. Or you may call her at **Office #: 561.237.4529 or Cell #: 561.239.1289**. She will review all of the important job features. Please let her know if there are any further jobs that you would like to be trained on.

Follow up to establish level of comfort & provide

Additional training if necessary

Request for referrals

Thank You!