

Gloria Majeski

From: Russell, Daniel E <Dan.Russell@xerox.com>
Sent: Thursday, June 18, 2020 11:42 AM
To: Willoughby Hills Finance Dept.; Gloria Majeski
Subject: Updated ComDoc Proposal...I think you're going to like this!
Attachments: UPDATED City of Willoughby Hills Proposal.pdf

Hi Sharen and Gloria,

Sharen, thanks for speaking with me today and going through the proposal with me. I am glad to show you what we have put together because I got approval to match the printer rates to the copiers at .01/BW page and .08/color page, but my leadership team authorized us to lower your copier rates EVEN FURTHER to .0035/BW and .035/Color, which is a huge reduction in usage costs. By including your volumes at a hugely reduced rate, we came in at a great number which should be your anticipated ALL IN spend monthly. This gives you all of your average monthly volume, 5 BRAND NEW Xerox copiers, coverage for ALL printers discovered on the walkthrough, and no added costs for freight and no escalation. I hope you can see the value here as well, so please look over the proposal, let me know if you have questions, and I hope this can get on the next agenda for the City Council Meeting. Please keep me informed as to the results of the meeting.

Thank you, and have a great day!



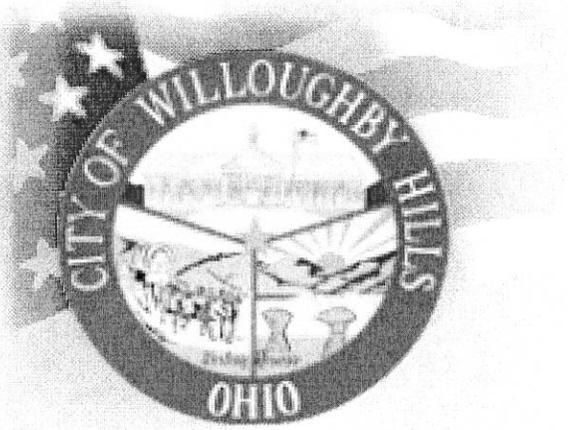
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ComDoc Proposal

Presented June 2020

*Dan Russell
Account Executive*

City of Willoughby Hills

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Current Environment and Desired Change

- The City of Willoughby Hills is currently in various states of contracted print agreements. Two Xeroxes and the entire desktop printer fleet are in auto-renewals with ComDoc, while the City is in separate leases and owned maintenance agreements for other Sharp and Ricoh products with another vendor.
- Due to the events of 2018, the City had undergone some personnel changes and decision making shifts. Willoughby Hills is looking to get their print environment back under control by looking for ways to get the best ROI on their print management environment.
- The desired change for the City will produce a refresh in print technology under an optimal operating contract, providing the city with new and sustainable print technology without drastically changing the budget
- The Xerox brand is the most recognizable in the multi-function print market. Advancements in toner fusing technology and the exclusive remote panel allows users to get the most out of their device while keeping the device operational with minimal downtime
- ComDoc will continue to service the City’s account by providing timely and efficient service, while keeping the lines of communication open. Proactive account management will also provide periodic detailed review information to answer questions and make sure everything is running smoothly
- Thank you for the opportunity to present our initial findings. Please include any additional needs or action items:





Equipment placement summary

City of Willoughby Hills 35405 Chardon Rd 44094	Current Copier Placement	Proposed Copier Replacement	Notes	
*Covered Desktop Printers discovered from information gathered during Walkthrough	Xerox Work Center 7120	Xerox Versalink C405	No 11 x 17 need	
	Xerox Work Center 7125	Xerox Versalink C7025	Serviced and supplied through ComDoc	
	Sharp C304	Xerox Versalink C405	Serviced and supplied through ComDoc	
	Sharp 4050	Xerox Versalink C8035	Serviced and supplied through ComDoc	
	Sharp M364	Xerox Versalink B405	Serviced and supplied through ComDoc	
	Current Print Placements		Notes	
	Samsung 1860		Serviced and supplied through ComDoc	
	Lexmark LXT642		Serviced and supplied through ComDoc	
	HP OJP 8740		Serviced and supplied through ComDoc	
	HP LJ 1518		Serviced and supplied through ComDoc	
	HP LJP 225DW		Serviced and supplied through ComDoc	
	HPLJ M602		Serviced and supplied through ComDoc	
	HP LJ 2025		Serviced and supplied through ComDoc	
	HP LJ 1320		Serviced and supplied through ComDoc	
	Brother 8900CDW		Serviced and supplied through ComDoc	
	HP LJP 1102		Serviced and supplied through ComDoc	
	HP LJP M477FDN		Serviced and supplied through ComDoc	
	JP LJ 1018		Same. Flat Rated	
HP 4500 Envy		Same. Flat Rated		
HP 4500 Envy		Same. Flat Rated		
HP CLJ 2320		Same. Flat Rated		





Xerox Technology:

❖ **Exclusive Remote Panel**

- 1:4 service calls solved remotely. If issue cannot be solved remotely, field technician is dispatched with the benefit of a remote diagnosis, so he/she comes out prepared to fix the problem on the first call

❖ **Emulsion Aggregate Toner**

- EA toner is organic based, so it helps with green initiatives. Also, the toner fuses at a lower temperature, allowing the Xeroxes to not heat up as much, so the heat/cooling cycles aren't as dramatic, causing significantly less wear on the device and extending its optimal operating life

ComDoc Service:

❖ **Field Technicians/Support**

- ComDoc employs an A-Tech, B-Tech, C-Tech strategy. Your technician is local and will be the primary contact, allowing him to learn the trends and patterns of your account. If that technician is not available, a designated B-Tech is dispatched. All technicians strive to respond to our customers within a 4 Hour Window
- Our Production Application Specialist is available for the life of the contract for continued training and application support. As you gain new ideas for print applications, call us and we will help you bring your ideas to life

❖ **My ComDoc**

- Utilize our web portal to place service calls, track service history, place supply orders, and track shipments. We have total transparency with our customers when it comes to letting them have insight into the status of their account with us

❖ **Customer Care Center**

- Our CCC is staffed with network analysts, not call-takers. The team strives to help you through any questions or concerns quickly and efficiently, so you can go about your day





****Financial Detail 2020 Equipment Refresh***

Current Situation

- ComDoc Spend / month (using 3/19 – 3/20 numbers)
 - Fixed = \$515.86
 - Usage = \$44
 - \$560 / mo
- Ace Spend / month (using same numbers)
 - Fixed = \$364.63
 - Usage = \$227
 - \$592 / mo
- TOTAL MONTHLY SPEND = \$1,152

Proposed Xerox and ComDoc Refresh

- 63 Month lease for Xerox C7025, Xerox C8035, (2) Xerox C405, and Xerox B405 and Managed Print Service-----\$985 / mo
 - Remove Freight Fees and Escalation with Sourcing Alliance Addendum
 - Program includes NEW configured Xerox devices (current machines are certified pre-owned)
 - Rebate check provided for remaining balance of 3 leased devices in the amount of \$9,918,24
 - Includes 20,500 BW and 4,500 Color COPIER CLICKS per month
 - COPIER page rates reduced to .0035 BW, .035 Color
 - Includes 7,500 BW and 1,100 Color PRINTER CLICKS per month
 - MPS page rates reduced to .01 BW, .08 Color
 - Includes delivery, installation, and complete training on the device functions and production applications
 - Service includes all calls, all toner, all drums, all parts, and all labor. Excludes paper and staples
 - Easy network printer add/removal – no extra charges!
- These are adjusted numbers to INCLUDE your average print counts coming off of the Xeroxes, the leased Sharps, and the printers. These averages were taken based off of 3/19 – 3/20 numbers because they reflect more accurate regular usage
- This would eliminate expected monthly overages assuming print patterns continue on this course

