



15 Corporate Circle— Albany, NY 12203
(518) 724-6455

GOLDAlliance Proposal



A Document Solution for

Albany County
BID#2020-001

March 18 2020

GOLDAlliance

Presented by:
Daniel Gentile
Senior Account Manager
Dgentile@national1927.com

www.national1927.com

GOLDAlliance

— G U A R A N T E E —

WE GUARANTEE 100% CUSTOMER SATISFACTION

- **Guaranteed Service Response**
- **Guaranteed Service Performance**
- **Guaranteed World-Class Products**

**“Our equipment and service is guaranteed.
If we fail to perform to your guaranteed standards,
we’ll replace the equipment or refund
your service money.”**

YOUR GUARANTEE

Hardware Terms and Conditions

NATIONAL Business Technologies will service all equipment to manufacturer's recommendations and, if unable to satisfactorily service a NATIONAL product in the field, a loaner will be provided at no charge while in-shop repairs are performed. If a NATIONAL product is unable to be satisfactorily repaired, a comparable replacement model will be provided at no charge.

All NATIONAL products are covered for a period of five years, provided that the original unit is continuously maintained under a NATIONAL maintenance agreement from the date of installation.

We Guarantee Same Day Service

All NATIONAL service calls will have an average six-hour response time (Mon-Fri 8am-5pm). The six-hour response time will be reviewed annually. If NATIONAL fails to meet an average six-hour response time, NATIONAL will refund your service money in the form of a check for the last month's service.

This Guarantee:

- Applies to equipment that has not been damaged or destroyed by customer abuse or acts of nature.
- Applies if the customer's account is current.

Software Terms and Conditions

If NATIONAL is unable to complete the Scope of Work, NATIONAL will refund your professional services and software money.

All NATIONAL Software Application versions are supported as stated in the Scope of Work by NATIONAL and said software vendor, until the software vendor discontinues support for the software application.

This Guarantee:

- Applies to software issues that are known by NATIONAL and said software vendor but precludes external factors that may affect the software (e.g. hardware changes or changes in other software on the system).
- Requires the client to provide proper resources stated in the Scope of Work.
- Applies if the customer's account is current.
- Loss of data is not covered.



MISSION STATEMENT

NATIONAL is an experienced group of professionals committed to the needs of our customers since 1927.

- We provide world-class business technology to improve our clients' productivity.
- We are driven to be the most knowledgeable and best prepared to serve our clients' needs.
- We respond to our clients' service needs with a sense of urgency.
- We hold ourselves to the highest standards of honesty and integrity.
- We are committed to the success of our community.

HISTORY

Opening for business in 1927, The Camera Exchange is where our history began, providing photo and camera supplies to the public. After a name change to State Photo and a move uptown, the business continued to grow and began supplying a wider range of products.

In 1952 NATIONAL began selling and servicing the Kodak Verifax photocopier. This was our first entry into the business equipment market; an entrance that would lead to the opening of the NATIONAL Business Equipment division.

As business technology continued to improve, our customers asked us to provide more world-class equipment and services. In 1995 our products transitioned from analog to digital. It was important for our team to support our customers with business connectivity support. Connecting digital business equipment to our customers IT network lead us to create a new support service through NATIONAL IT Services.

In 2017, NATIONAL celebrated its 90th year and operations today have expanded to include more products and services than ever before. It is for that reason, a final change in name was settled on: NATIONAL Business Technologies.

Through the years of selling photocopiers, we have seen many changes and advancements in office technology. One thing that has not changed, however is the superior service that customers can expect from NATIONAL. From the moment the doors opened in 1927, the customer has always been our highest priority.



1927



1952



1992

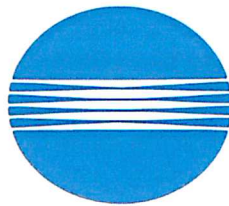


2016

PARTNERS



SHARP



AVAYA



KONICA MINOLTA



Panasonic[®]





MDS DEALER

NATIONAL is a proud Kyocera MDS Dealer and Certified Provider of Kyocera Total Document Solutions. Kyocera MDS Dealers represent the highest level of Managed Print Services knowledge and support in the Kyocera channel of Authorized Dealers. These dealers have proven to successfully reduce customer output costs, simplify consumables fulfillment and improve document efficiency through Kyocera's Managed Document Services program.

MANAGEMENT



Scott Mueller
President/CEO

Tenure: 2008-Present

Scott Mueller is the President and CEO of NATIONAL Business Technologies. Prior to acquiring NATIONAL in 2008, Mueller was the founding owner of National Document Solutions (NDS) in Dayton, OH. NDS was a startup organization which rose to become an award-winning, nationally recognized company. Scott Mueller has over 20 years of experience in the Managed Print Services industry and more than 15 years of experience as a business owner.

Over the years, Mueller's companies have won many awards, including the US Dealer of the Year, Top US Sales Program and Better Business Bureau "Honoree for Ethics". Mueller is currently the President of the Dealer Advisory Council for Kyocera. During his career, Mueller has been on the Hewlett Packard, Kyocera, Konica Minolta and Captaris Dealer Advisory Councils

Mueller grew up in Guilderland, NY and attended the State University of New York at Plattsburgh, where he played basketball and graduated with a Bachelor of Science degree in Marketing. Mueller currently resides in Clifton Park, NY.



Bryan Mueller
Senior Vice President

Tenure: 2008-Present

Bryan Mueller, Senior Vice President of NATIONAL, joined the company in 2008, bringing more than 20 years of experience in sales and general business management. He specializes in reducing customer costs, improving client workflow and educating clients in new technologies and services. Mueller grew up in Guilderland, NY and attended Utica College where he played Division 1 baseball and graduated with a Bachelor of Science degree in Business. He currently resides in Queensbury, NY.



Shawn Saville
Vice President of Service

Tenure: 2016-Present

Shawn Saville joined NATIONAL in 2016, bringing 27 years of experience in service and management with a document solutions provider as a key member of the leadership team. In addition, Shawn has served over 30 years in the US Military. Saville is responsible for setting parameters to judge how effectively and efficiently NATIONAL's service division is operating and ensuring customer satisfaction. Shawn grew up in Hudson Falls, NY.



Russ Mahar
Director of Technology

Tenure: 1982-Present

Russ Mahar leads the NATIONAL team of business technology professionals who enable customers to achieve their business objectives within their budget by deploying the most appropriate products, services and solutions. With over 30 years of experience servicing NATIONAL clients throughout the Tech Valley, Russ has earned an excellent reputation for providing service excellence with a personal touch. Russ is a factory-certified technician on over 50 MFP models, including certifications in document storage systems and workflow software to help customers streamline their traditional paper-based processes into digital environments.



Lawrence Scott
Service Manager

Tenure: 1998-Present

Lawrence Scott is an experienced on-site technician who has earned his leadership role as Service Manager at NATIONAL. As the service manager, Lawrence is responsible for training and professional development of the NATIONAL technical support team. With over 15 years of experience as an in-field service representative and senior technician, Lawrence brings a wealth of experience and knowledge to help customers maximize the performance of their NATIONAL office products and services. Lawrence and his team have been recognized as a Silver Seal recipient by Konica Minolta Corporation and are proficient in providing service excellence for NATIONAL's entire award-winning line-up of Kyocera and Konica Minolta products.



TONER RECYCLING PROGRAM

There are 3 ways that cartridges can be recycled

1. Return Label in each cartridge box

Each Cartridge will have a return label inside of each box. The end user would simply place the used cartridge back in the box, seal and place the label on the box for UPS pickup. Please remind your customers that if they call UPS for a pickup, they will be charged for it. If they have UPS come to their office on a regular basis, they can then give the box to the delivery driver, and they will take the cartridge at no charge to them.

2. Recycling Boxes sent to you at NO Charge

We will provide 20x20x20 boxes at no charge to you for empty cartridges. You can let me know how many you would like shipped to you. The instructions and label for return will be shipped with each box. We request that you only send back LMI cartridges, or OEM cartridges, not other companies' compatible or remanufactured cartridges. You can always order through thelin@national1927.com as well.

3. Pallet Pickup

If you have a customer that has an area that they can store empty cartridges, and can fill a pallet, we will co-ordinate pickup for the pallet. Just email thelin@national1927.com and we will get the pickup scheduled. Again, we ask for OEM or LMI cartridges only.

SUGGESTED IMPLEMENTATION AGENDA

Description	Estimated Time or Date
Order Approved	Execute Contract Upon Board Approval
Hardware Installation to Designated Locations	20 Business Days
Software Installation, Ready to Begin Training	5 Business Days
Hardware Training and In-Service	5 Business Days
Printing and Scanning Training and In-Service	To Commence Upon Completion of Software Installation, 5 Business Days
Follow-Up Training	1-2 Weeks Post Initial Install and Training 1-2 Business Days
Periodic Follow-Up Training	Scheduled as Needed
Review All Aspects of Account Management	Periodic or Quarterly



WHY **NATIONAL**?

- Local, New York based organization
- **GUARANTEED SAME DAY SERVICE OR YOUR MONEY BACK**
- Quarterly account reviews ensure utmost efficiency
- Most reliable technology available
- BEI & ENX Magazine Office Technology Service Excellence Award-Platinum Level Service Provider
- Over half of our technicians have received national recognition
- Out of over 13,000 service technicians across the country, 3 of our technicians are in the top 1%

WORLD-CLASS SERVICE

- Our Philosophy Towards Service Repair:
 - Please refer to our Gold Alliance Guarantee on the following page.
- NATIONAL'S Response Time to Service Calls:
 - The dedicated NATIONAL Technician will call Albany County within one hour of being notified of the service call being placed.
 - National guarantees to have the service call completed within Four hours from when the initial call was placed.
- NATIONAL's Service Technician Team.
 - We employ 23 Technicians throughout our Organization.
 - We will assign a Total of Three Techs to Albany County:
 - One Primary Technician who classifies on our Diamond Category (highest ranking), Two Additional Technicians will be assigned to Albany County As well, also of the diamond ranking.
 - All Techs are fully trained by the manufacturer to include ongoing manufacturer training as new models are introduced. NATIONAL also holds internal training and testing to ensure our Techs maintain the highest level of service.
 - The manufacturer conducts annual evaluations to determine the best techs in the region and the country. NATIONAL employs a tech who was selected one of the top ten in the country. Also NATIONAL uses an independent company to evaluate the service department and each tech. NATIONAL has one of the top 5 BEI rated techs in the country along with a number of Diamond, Platinum and Gold rated Techs. The NATIONAL Service department as a whole is rated as a Platinum Dealer. All Techs are incentivized through BEI to provide excellent service.

Procedure for Placing Service Calls.

- Service calls can be placed by, phone, email, web.
- Our Technicians Are Dispatched Electronically Through Remote Tech.
- Average Number of Copies Between Service Calls.
 - Our Diamond Level Ranked Technicians Average 183,468 Copies Between Calls.

YOUR **GUARANTEE**

Hardware Terms and Conditions

NATIONAL Business Technologies will service all equipment to manufacturer's recommendations and, if unable to satisfactorily service a NATIONAL product in the field, a loaner will be provided at no charge while in-shop repairs are performed. If a NATIONAL product is unable to be satisfactorily repaired, a comparable replacement model will be provided at no charge.

All NATIONAL products are covered for a period of five years, provided that the original unit is continuously maintained under a NATIONAL maintenance agreement from the date of installation.

We Guarantee Same Day Service

All NATIONAL service calls will have an average six-hour response time (Mon-Fri 8am-5pm). The six-hour response time will be reviewed annually. If NATIONAL fails to meet an average six-hour response time, NATIONAL will refund your service money in the form of a check for the last month's service.

This Guarantee:

- Applies to equipment that has not been damaged or destroyed by customer abuse or acts of nature.
- Applies if the customer's account is current.

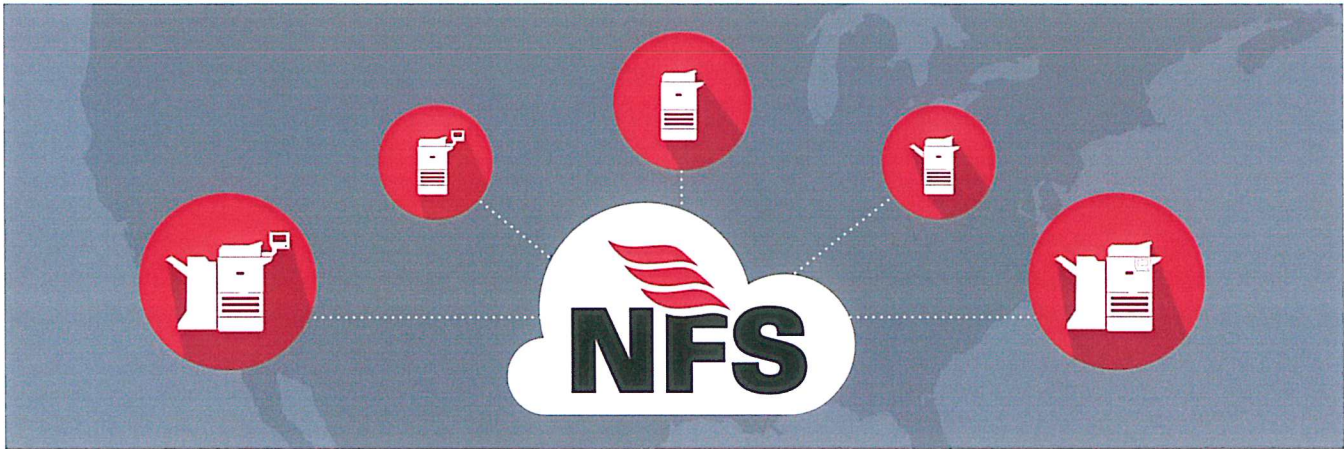
Software Terms and Conditions

If NATIONAL is unable to complete the Scope of Work, NATIONAL will refund your professional services and software money.

All NATIONAL Software Application versions are supported as stated in the Scope of Work by NATIONAL and said software vendor, until the software vendor discontinues support for the software application.

This Guarantee:

- Applies to software issues that are known by NATIONAL and said software vendor but precludes external factors that may affect the software (e.g. hardware changes or changes in other software on the system).
- Requires the client to provide proper resources stated in the Scope of Work.
- Applies if the customer's account is current.
- Loss of data is not covered.



NFS is a comprehensive, cost-effective remote monitoring solution that saves both time and money.

Technicians can monitor devices in real-time, anticipate issues, even update firmware remotely during off-peak hours – maximizing uptime, making sure business gets done.

NFS also provides comprehensive usage data: Which devices get used the most? Which the least? Is there too much color printing? Or not enough? Over time, the entire document infrastructure can be optimized to best meet the unique and evolving needs of every organization.

NFS is hosted off-site in the highly secure Microsoft Azure cloud, minimizing burden on IT staff.

More consistent uptime for all devices in your fleet

- Real-time device diagnostics and alerts
- Convenient firmware updates
- Remote error resolution, code-resetting
- Supply-level monitoring
- Fewer on-site visits

Deeper understanding of needs through usage data

- Identify trends, user requirements
- Right-size devices across your fleet
- Detailed analytics and graphic reports
- Optimize device configuration to meet needs

Available to technicians and in-house admins

- NFS can be adapted to any customer need
- Virtually eliminates need for maintenance by end users
- Ability to restore deleted information
- Increase productivity by remotely importing and exporting address book data

PRINTAlliance Benefits

Free Services & Cleaning

NATIONAL has an experienced team of technicians that have been trained to work on a variety of printers (i.e Hewlett Packard (HP), Kyocera, Lexmark, Canon, Ricoh, and Brother to name just a few). Our **PRINTAlliance** entitles your organization to unlimited labor and free cleanings for all laser printers.

Fast Response Time

Guaranteed 1 hour call back from your NATIONAL technician from the time of the call being placed where we provide our customers with an estimated time of arrival (current response time is 3.5 hrs.). We understand how important it is to have your printers working so office productivity isn't affected.

Proactive vs Reactive Supply Program

This program removes the hassle of keeping your supplies stocked. Your Account Manager will set your pre-determined threshold levels, and your cartridges will be automatically ordered. We eliminate any emergency situations, overnight shipments or local courier delivery charges caused by running out of supplies.

Supply Guarantee

NATIONAL guarantees that high quality consumables provided for your printers will not cause any malfunction with your device. In the rare event they do, we will repair the problem at no charge and replace the defective cartridge immediately.

Single Point of Contact

Customers are assigned a specific customer service representative who will monitor their account, allowing all questions to be handled by someone familiar with the account and enabling us to provide a fast and courteous level of support.

Proactive Cleanings & Service

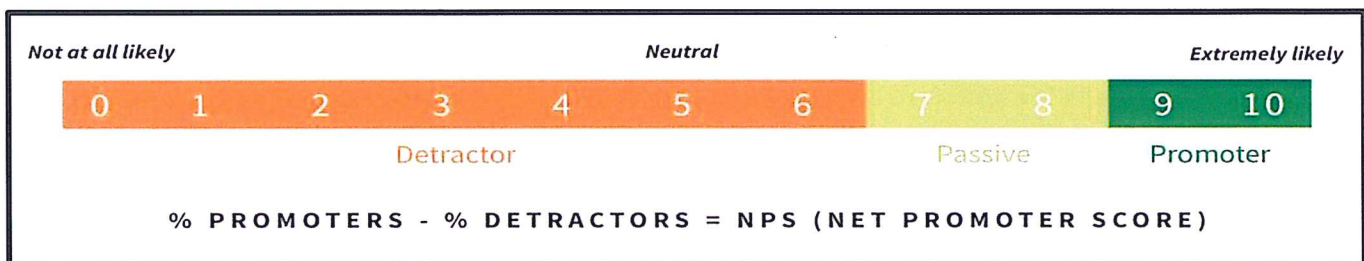
Provides longer life expectancy from your equipment, greater reliability, and better image quality.

Get Your Program Started

Free Labor – Free Printer Cleanings – Low Cartridge Pricing. NATIONAL experts will provide you with quick and courteous service while assisting with your order.

NET PROMOTER SCORE

The **Net Promoter Score** measures the willingness of customers to recommend a company's products or services from others.



NPS® Leaders - N. America 2017		
Company		NPS
Nordstrom		79
USAA		77
Costco		75
Ritz Carlton		72
JetBlue		67
Apple		67
NPS scores published by Satmetrix Systems		

2018 NATIONAL SCORE

87.48

RESPONSE TEAM: *Albany County*

Chris Shersky, CFO

cshsky@national1927.com

518.724.6455 x3180

Shawn Saville, COO

ssaville@national1927.com

518.724.6455 x3280

Russ Mahar, Director of Technology

rmahar@national1927.com

518.724.6455 x3157

Michael Carroll, Operations Manager

mcarrol@national1927.com

518.724.6455 x3250

Dan Gentile, Sales Manager

dkiselica@national1927.com

518.724.6455 x3227

Tom Tatko, Senior Account Manager

ttatko@national1927.com

518.724.6455 x3254

Larry Scott, Service Manager

jarabio@national1927.com

518.724.6455 x3129

Dave Parker

dparker@national1927.com

518-937-5526 x3290

Matt Coviello Customer Care Manager

mcoviello@national1927.com

518.724.6455 x3153

Scott Mueller, President

smueller@national1927.com

518.724.6455 x3217



ACCOUNT **MANAGEMENT**

Senior Vice President Bryan Mueller will oversee and manage every aspect of the account utilizing managers of each of NATIONAL's departments that have an impact on Albany County account. Regularly scheduled quarterly review meetings will include information on:

- Implementation and Integration
- Connectivity Support
- Service and Supplies
- Training
- Billing



TRAINING

NATIONAL will provide unlimited training for all aspects of the account throughout the term of the contract on copying, faxing, printing and scanning.

Training Process

1. Initial Installation phase of training.
2. Scheduled detail corporate training to all staff throughout the company.
3. Scheduled follow-up training no more than 2-3 weeks from step 2.
4. Quarterly training scheduled for new employees or follow-up with current employees.
5. In-service training at the beginning of each year



DEMONSTRATION OF **EQUIPMENT**

- Full demonstrations for all proposed equipment are available at 505 Bradford St, Albany NY location. Our Digital Lab is equipped with the full product line of MFP's proposed.
- Onsite demonstrations are available to customers.
- Director Of Technology Russ Mahar will lead all demonstrations of machines. In addition, he will aid in insuring all print jobs are correct to Albany County account satisfaction.
- Bryan Mueller, Larry Scott and other supporting staff members participate in all demonstrations.



VALUE-ADD PROGRAMS

NATIONAL will provide consulting services to ensure the optimization Albany County account print assets. We will identify and redeploy over / under utilized printers and route print jobs to most application appropriate device.

NATIONAL will act as Albany County account IT Help Desk via e-mail, telephone or onsite support which will free up IT resources to focus on core competencies.

NATIONAL will provide preventative maintenance on all devices on a routine basis ensuring optimum performance and longevity resulting in a maximum return on investment on each asset.

NATIONAL will offer end-user training upon installation and on an ongoing basis to ensure users maximize the functionality and productivity of each device.

REFERENCES

Albany College of Pharmacy & Health Sciences

106 New Scotland Ave
Albany, NY 12208
Ben Keezer
Support Services Manager
518.694.7321
Ben.keezer@acphs.edu



Project Summary: Phase 1 (June 2011)

ACPHS was dissatisfied with their current provider's support and assisting on the design of an accounting solution which would allow them to track their copy and print volumes to a user level. They had an obligation on their current lease of almost \$300,000. NATIONAL was able to pay off their obligation, replace all of their current hardware with new Kyoceras, design an accounting system and save ACPHS over \$100,000 over the term of the lease.

Project Summary: Phase 2 (June 2016)

After rightsizing the solution in Phase 1, NATIONAL was able to shorten the term to 36 months and implement PaperCut, a more robust accounting solution for both students and faculty. Students and faculty can now authenticate using RFID. With the Phase 2 solution, NATIONAL is saving the college over \$200,000 in 36 months.

Goods Provided:

- 67 New Kyocera devices in 3 locations (Albany, Rensselaer, & Colchester, VT)
- PaperCut software with RFID Authentication allows the technology department to track usage to a user level for both students and faculty.

Services Provided:

- **GOLDAlliance** Guarantee; Provides clients an average 4-hour response time guaranteed and a 1 hour call back time.
- DCA (Data Collection Agent); provides Just-in-Time toner fulfillment and Life Cycle Management reports.
- Quarterly review meetings with the Vice President of NATIONAL to discuss printing volumes and adjust contract accordingly.
- Ongoing technology training seminars
- Customized Invoicing

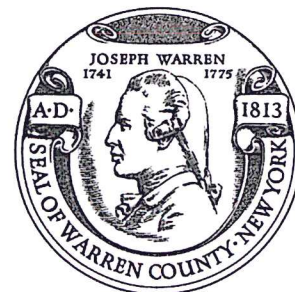
Number of clients receiving these goods: 100

Implementation Start Date: July 2011 (Phase 1), July 2016 (Phase 2)

Approximate Cost: \$300,000 (including goods and services)

Warren County

1340 State Route 9
Lake George, NY 12845
Paul Dusek
Warren County Administrator
518.761.6539
dusekp@warrencountyny.gov



Project Summary:

Warren County had over 350 devices with an average age of over 8 years and were looking to better control their printing costs with a managed print services (MPS) program as well as replace their aged equipment. NATIONAL designed a solution where all current equipment was replaced with new equipment and a 10-year program was structured that would save them \$500,000 and increase productivity.

Goods Provided:

- 130 New Kyocera devices
- RFID Card Readers for each device
- Accounting Software to allow the county to track volumes for all MFPs and cupiers to a user level.

Services Provided:

- **GOLDAlliance** Guarantee; Provides clients an average 4-hour response time guaranteed and a 1 hour call back time.
- DCA (Data Collection Agent); provides Just-in-Time toner fulfillment and Life Cycle Management reports.
- Quarterly review meetings with the Vice President of NATIONAL to discuss printing volumes and adjust contract accordingly.
- Ongoing technology training seminars

Number of clients receiving these goods: 200

Date of Solution Approval: July 2012

Implementation Start Date: August 2012

Approximate Cost: \$500,000 (including goods and services)

Shenendehowa Central School District

970 Route 146
Clifton Park, NY 12065
Ken McDermith
Director of Technology
518.881.0700
mcdekenn@shenet.org



Project Summary:

Shenendehowa had 660 devices. 360 of them were Lexmark 323 printers, which were expensive to use and became less reliable. The reliability issue was consuming the technology department along with support issues preventing the district to concentrate on mission-critical tasks. Shenendehowa purchased 190 Kyocera printers from NATIONAL, which are much more reliable and less expensive to use.

Goods Provided:

- 447 devices
- KM Accounting; allows the district to track their print volume to a user level on the Kyocera devices.

Services Provided:

- **GOLD Alliance** Guarantee; Provides clients an average 3-hour response time guaranteed and a 1 hour call back time.
- DCA (Data Collection Agent); provides Just-in-Time toner fulfillment and Life Cycle Management reports.
- Quarterly review meetings with the Vice President of NATIONAL to discuss printing volumes and adjust contract accordingly.
- Ongoing technology training seminars
- Customized Invoicing

Date of Solution Approval: April 2013

Implementation Start Date: May 2013

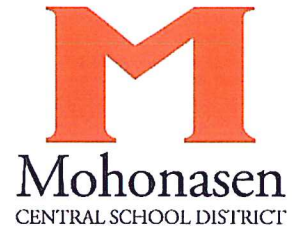
A3 Multifunction Devices: 21

A4 Printers and Multifunction Devices: 426

Average Response Time: 2.3 hours

Mohonasen Central School District

5072 Curry Road
Schenectady, NY 12303
James Dilbone
Director of Technology
(518) 669-0305
JDilbone@mohonasen.org



Summary of Project:

Mohonasen Central School District was initially looking for an improved partner for support for their printing needs following a 20 year relationship with Xerox. After initial implementation through a managed print services solution we have been to direct over 80% of their total prints to their copy center and eliminate almost 30% of their desktop HP deskjet printers that were very expensive to use. Our total solution is saving the district over \$25,000 annually.

Description of Goods Provided:

- 75 New Kyocera Devices
- Papercut software combined with RFID Authentication allows the district to track their copy and print volume to a user level on the Kyocera devices and direct larger jobs to the least expensive devices to use
- Teaching Assistant application which is an application being used on the Kyocera devices for student assessments

Description of Services Provided:

- Managed Print Services contract that allows the Technology Dept. to concentrate on mission critical tasks while National manages their document flow
- Gold Alliance Guarantee which features providing the client with a 4 hour guaranteed response time and a 1 hour call back time
- Data collection agent to provide Just in Time toner fulfillment as well as Life Cycle Management reports
- Quarterly Review meetings with the Vice President of National Business Technologies to discuss printing volumes and adjust contract accordingly
- Ongoing technology training seminars
- Customized invoicing

Approximate Cost

\$500,000 that would include goods and services

Details of products added after the project was completed

- In June 2011 we added our Print Alliance contract (managed print services)
- In February 2012 we added Teaching Assistant applications to 6 Kyocera devices that can be used for student assessments
- have installed network color printers in common areas to eliminate expensive to use HP Deskjet color printing in the classroom
- In December 2014 we added Papercut software as well as RFID card readers on all of the multifunction printers to aid in managing their document flow.

East Greenbush Central School District

29 Englewood Ave
East Greenbush, NY 12061
Peter Goodwin
Director of Technology
(518) 867-6285
goodwinpe@egcsd.org



Summary of Project: Phase 1 (Goff Middle School)

East Greenbush Schools was printing a significant amount of their volume to HP Desktop printers which were expensive to use and difficult to support. They were also dissatisfied with their current resell partners for their multifunction printers. National designed a solution using PaperCut software and RFID authentication to design several release stations to perform a 4 to 1 consolidation and eliminate their HP Desktops which were very expensive to use. Goff Middle School was used as a pilot with the implementation occurring in the Spring of 2018. Following the expiration of their previous leases in which the final will be the Spring of 2020, East Greenbush Schools will save over \$27,000 a year just at Goff Middle School.

Summary of Project: Phase 2 (Elementary Schools)

Implementing the same solution as Goff to be completed in the 4th quarter of 2018. Following the expiration of their previous leases in which the final will be the Spring of 2020. East Greenbush Schools will save over \$50,000 a year at the elementary schools.

Summary of Project: Phase 3 (High School)

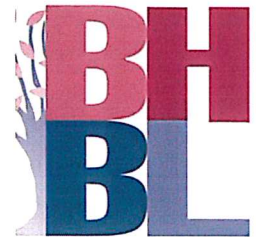
Implementing the same solution as Goff and the elementary schools in the 2nd quarter of 2019. Following the expiration of their previous leases in which the final will be the Spring of 2020. East Greenbush Schools will save over \$40,000 a year at the High School.

Description of Goods Provided:

- 100 New Kyocera devices at the elementary, middle and high school
- Using the PaperCut software with RFID Authentication the Technology Department can track usage to a user level for both students and faculty and to be used as print release stations

Burnt Hills-Ballston Lake School District

88 Lake Hill Road
Burnt Hills, NY 12027
Brenda Kane
Business Administrator
(518) 399-9141 ext. 85025
brkane@bhbl.org



Summary of Project:

BH-BL School District has over 25 MFP devices from National Business Technologies over the span of three years. In addition to implementing a Kyocera MFP environment, National has provided two Konica Minolta production print machines in the high school.

Description of Goods Provided:

- 25 New Kyocera Devices
- 2 Konica Minolta Production Printers
- Papercut software combined with RFID Authentication allows the district to track their copy and print volume to a user level on the Kyocera devices and direct larger jobs to the least expensive devices to use

Description of Services Provided:

- Gold Alliance Guarantee which features providing the client with a 4 hour guaranteed response time and a 1 hour call back time
- Data collection agent to provide Just in Time toner fulfillment as well as Life Cycle Management reports
- Quarterly Review meetings with the Vice President of National Business Technologies to discuss printing volumes and adjust contract accordingly
- Ongoing technology training seminars
- Customized invoicing

Date of Implementation

July 2015-February 2017

COUNTY OF ALBANY
SOLICITATION #2020-001

PHOTOCOPIER LEASE AND MAINTENANCE AGREEMENT

Release Date: March 10, 2020
Introduction: Through Solicitation #2020-001, Albany County seeks to explore options available under various National Cooperative contracts to establish a lease and maintenance agreement for thirty-four (34) photocopiers.

**A. LEASE/ MAINTENANCE AGREEMENT
SCOPE OF SERVICES**

1. The Contractor shall lease to the County, and provide maintenance for, the photocopiers listed in the attached document entitled “Minimum Machine Specifications”. **This is a True Lease Quote-Title to the Equipment shall not pass to the County of Albany.**
2. The agreement shall be issued for a (48)-month term, with dates July 1, 2020 –June 30, 2024. **(Please note there are some exceptions to start date on two copiers, these are noted on the bid form. All copiers as a part of this solicitation will have the same lease end date)** All submitted pricing, including equipment rental, per copy or print (usage) charges, and staples/supply pricing shall be held firm for the term of the agreement.
3. The Contractor, either directly or through an authorized representative, shall provide all parts and labor necessary to maintain the equipment. At a minimum, maintenance shall include all routine, remedial and preventive maintenance recommended by the equipment manufacturer in order to maintain maximum performance.
4. The Contractor shall provide emergency repair service for equipment in keeping with terms of the lead agency’s contract. Albany County’s expectation is that a repair technician shall be on site in response to any request for repair service placed by County departments within 4 business hours of receipt of such request, and that 95% of repairs required to render a machine functional shall be completed with 24 hours of receipt of such request.
5. The County requires that all parts, supplies, labor and incidental expenses (travel, shipping charges, etc.) required to maintain and repair the equipment in accordance with the terms of this agreement shall be fully covered under the contract.
6. With the exception of paper and staples, all consumable supplies including, but not limited to, toner and drum units shall be included in the lease price at no additional cost to the County.
7. The County expects that all equipment supplied under this agreement shall be new equipment which is currently in production or which has been discontinued from production not more than twelve (12) months from the date of proposal submission.

8. The Contractor shall ensure that all photocopiers are delivered to the location as specified in the solicitation and resulting contract, on or before the lease start date.
9. The County expects that the Contractor shall provide for inside delivery and machine setup at no additional cost, and that user staff training shall be completed for all machines within 14 days of lease start date.

10. Contract Price Structure

- a. It is the County's expectation that the contract shall be structured as a quarterly equipment rental price with copies billed separately as a cost per copy (CPC) for actual copies/prints made during the term of the agreement.
- b. An estimated annual copy volume is provided for each machine for informational and proposal evaluation purposes.
- c. Staples and cost of hard drive will not be used in the total cost to determine the lowest quote received.

11. Invoices:

- a. Invoicing shall be on a quarterly basis, in arrears, to the end user department. The quarterly cycle shall be as follows: Quarter 1: January 1-March 31; Quarter 2: April 1-June 30; Quarter 3: July 1-September 30; Quarter 4: October 1-December 31. If the contract commences at a date which does not coincide with a calendar quarter, the first and final contract billings shall be prorated for period which is less than a full quarter, and which will allow all other invoices to be issued on the standard quarterly billing cycle.
 - b. Copies and prints shall be billed to the end user department on a standard billing cycle, as proposed by the Contractor, but no more frequently than a quarterly billing cycle.
 - c. All invoices shall identify the machine make, model, serial/identification number, and location.
 - d. Invoices not in conformance with the above requirements will be returned to the vendor unpaid. No late charges will be paid.
 - e. Contractor may invoice multiple copiers to the same end user department on an aggregate basis, provided that the quarterly cost for each copier and any per copy charges, are itemized separately per machine. For every cost billed, the correlating location, make, model and serial number of each copier must be clearly indicated on the invoice.
12. The County expects that, at the end of the lease term, the contractor will provide for pickup and removal of the equipment from County premises, at no additional cost to the County. Contractor will be required to pick up machines within 30 days of notification. If vendor fails to move a machine in the requested time then Albany County will dispose of machine at its discretion.

B. PHOTOCOPIER GENERAL MATERIAL SPECIFICATIONS

All equipment proposed under this solicitation shall meet or exceed the specified minimums defined herein.

1. Requirements applicable to ALL Photocopiers are as follow:

- a. All copiers shall be digital.
- b. All copiers shall be Energy Star-compliant.
- c. All copiers shall be equipped with a stand. Tabletop units are not requested, unless specified on the minimum specifications sheet, all copiers shall be freestanding unless specified..
- d. All copiers shall have automatic document feeders (ADFs).
- e. All copiers shall accommodate letter- and legal-size originals, **both via the document feeder and on the document glass.**
- f. All copiers shall have duplex capability.
- g. All document feeders shall have auto duplexing capability- i.e., shall be either reversing automatic or single pass document feeders, to accommodate 2 sided originals of the largest size which the machine can copy. (1 sided to 2 sided, and 2 sided to 1 sided)
- h. All copiers shall have reduce/enlarge/zoom capability.
- i. All copiers shall be network-ready. (See additional requirements for network-ready machines in Section C of this document.)
- j. All copiers shall be equipped with document finishers with the ability to: collate, group/sorted and offset stack documents.
- k. All copiers shall be equipped with a minimum of two stock paper trays with a combined capacity of at least 1,000 sheets. Standard Configuration is (1) letter size tray (1) adjustable tray to accommodate all sizes the machine can copy (Note: referenced stock paper trays do not include auxiliary (bypass feed) tray or duplex tray.)
- l. At least one of the stock paper trays must be adjustable to accommodate paper sizes 8 1/2" x 11" and 8 1/2" x 14" paper. For copiers specified to accommodate 11" x 17" originals, the adjustable tray shall also accommodate 11" x 17" paper.
- m. All copiers shall be supplied with a power surge protector.

2. Speed-specific requirements are as follow:

- a. All machines with a speed of **35 Copies/ Minute (CPM) and higher**, shall be equipped with the following standard features:
 - (1) accommodate ledger size (11" x 17") originals and copies, **both via the ADF and on the document glass;**
 - (2) automatic document staplers;
 - (3) minimum memory of 1 GB RAM;
 - (4) capability for secure printing, which will store print jobs at the device until an authorized user swipes an ID card or enters a password or PIN at the control panel to release the job.
- b. In addition to requirements of (a) above, all machines with a speed of **55 CPM and higher** shall meet or exceed the following:

- (1) large capacity (2,000 sheet) letter size (or adjustable) input paper tray + 1 adjustable input paper tray;
- (2) 1,000 sheet offset tray;
- (3) minimum 50-sheet capacity ADF/

3. In addition to all standard requirements and speed-specific requirements detailed above, the “**Minimum Machine Specifications**” table which is incorporated in this solicitation further defines any special requirements for individual machines.

4. **Data Security**

- a. All data stored on the machine shall be encrypted and hard drives equipped to automatically overwrite images with technology meeting Department of Defense (DoD) standard 5220.22M.
- b. Proposed machines which are equipped with hard drives shall be identified in the proposal. A cost for hard drive surrender at lease end shall be included with the proposal, which County departments may opt to purchase at their own discretion, on a case by case basis.

C. REQUIREMENTS FOR NETWORK READY MACHINES

All equipment supplied under this agreement shall be network- ready.

1. **Technical Requirements for Network Ready Devices**

- a. All equipment must be network ready with connectivity for at least 10/100 Ethernet.
- b. All Devices must support Postscript, PCL5 or PCL6 protocols. All machines must be capable of running TCP/IP protocol to connect to our existing Cisco switched IP network and support DHCP. All drivers must support duplex printing and support virtualized applications including Citrix and VMWARE.
- c. The successful bidder must supply appropriate drivers (both 32 and 64 bit where available) for Windows Vista and Windows 7 and Windows 8 and Windows 10. As well as support for Windows Server 2008, 2012 and 2016 and Microsoft Active Directory.
- d. Device must obtain all network-related information, including DNS server IP addresses and default gateway from the DHCP server that serves the subnet it's on.
- e. The user must have access to all device capabilities without having to be on the same IP net.
- f. **Document retention and security requirements**
Solution must have the capabilities to digitally shred any stored images after deletion such as from copies, faxes, prints, etc.

g. **Scanning Features**

All scanning equipment must be able to scan to user's home directory and/or directly to their E-mail account. Equipment must support integration with Microsoft's Active Directory for user credentials and authentication

- h. Equipment must support Microsoft Servers 2003, 2008, 2012 and 2016. System shall allow for security mechanism to prevent guest from scanning to personal E-mail and or home folders. System shall allow for scanning to common FTP repository or Microsoft network directory folders.
- i. The connected scanning and printing functionality of the copier must be available from a single network drop. This will allow scanning to the network and printing to the copier with one single drop.

2. **Installation Process for Networked Devices**

- a. The Contractor must be prepared to work with County Information Services staff on each networked installation to insure that all networked services are installed and functioning properly.
- b. The County will supply network drops and patch cables.
- c. Printer Drivers shall be installed by county staff. Contractor must document the printer driver installation process for County IT staff and the County will complete the installation process. Networking of devices may take place at the time of, or at a mutually agreed upon time after, the initial copier delivery and installation, based upon the County's need to coordinate provision of network drops, cables and IT staff coverage.
- d. The Contractor shall furnish technicians with experience and knowledge to configure and troubleshoot network printers to perform all network installations. **It is the County's expectation that Contractor's services regarding network installation shall be provided at no additional cost to the County.**

D. AWARD OF CONTRACT

The County intends to award a single contract for all machines listed in this solicitation. However, the County does reserve its rights to:

- a. delete machines from the list of requirements once cost proposals have been received, if it is deemed in the best interest of the County to do so, due to budgetary or other constraints;
- b. substitute a proposed unit from one line item and to contract for it in lieu of another, if deemed in the County's best interest, and with the agreement of the proposer; and
- c. contract for additional units at the prices offered in the proposal, under the same terms, and with the agreement of the proposer.

E. STANDARD ALBANY COUNTY PROVISIONS

The provisions in the attached document entitled “Standard Clauses for Albany County Agreements” will be required to become part of any contract executed with the County of Albany.

F. PROPOSAL RESPONSE REQUIREMENTS

The proposer’s response to this solicitation shall include or address the following:

1. Identify the National Cooperative Contract/State Contract being utilized for purposes of this solicitation.
2. Address the Scope of Services, indicating your agreement to comply with provisions as stated, or identifying any exceptions taken.
3. Indicate your acceptance of the provisions of the attached “Standard Clauses for Albany County Agreements”.
4. Indicate whether models proposed may be viewed locally by County representatives who wish to examine the model(s) offered before contracting for lease.
5. At a minimum, address the following:
 - a. How is service provided (direct or through dealer/ rep)? Proposers are to list one main contact for the implementation, billing, and removal of expired machines.
 - b. What is the standard response time for repair/ maintenance service requests? Is the response time frame guaranteed?
 - c. Include a copy of your standard contract document as established through your referenced national cooperative contract/NYS Contract. At the time of proposal submission vendors are to disclose the lease agreement terms for payment of the leased equipment and the payment of the price per copies (maintenance/service). If any other entity provides services or receives payment for either maintenance or services related to this Agreement, disclose that entity, its role pursuant to this Agreement, its Federal Tax ID Number, and address for billing and collection services.
 - d. Identify how security of data stored on the machine is ensured.
 - e. Identify any models proposed which have hard drives.
 - f. Identify any machines proposed which require electrical service greater than standard 110V. ****Please note if the proposed equipment needs special electrical service it will be at the contractors expense to update and configure the service at the time of installation****
 - g. Identify how meter reads are taken per machine.

6. **Submit your response to the Albany County Purchasing Agent by close of business (4:30 p.m.) on March 18, 2020.** Please ensure that your submission includes the completed Cost Proposal Form and the itemized price pages, a response to this solicitation, and any backup documentation materials.

Please direct your response to:

**Karen A. Storm
Albany County Purchasing Division
112 State Street, Room 1000
Albany, NY 12207**

Responses may be submitted by email to:

karen.storm@albanycountyny.gov
pamela.oneill@albanycountyny.gov

F. PROPOSAL RESPONSE REQUIREMENTS

National's response to this solicitation includes or addresses the following:

1. Identify the National Cooperative Contract being utilized for purposes of this solicitation.

TCPN Contract#: R150301.

2. Address the Scope of Services, indicating your agreement to comply with provisions as stated, or identifying any exceptions taken.

National Business Technologies agrees to comply with provisions as stated in the Scope of Services.

3. Indicate your acceptance of the provisions of the attached "Standard Clauses for Albany County Agreements".

National Business Technologies accepts the provisions of the attached "Standard Clauses for Albany County Agreements".

4. Indicate whether models proposed may be viewed locally by County representatives who wish to examine the model(s) offered before contracting for lease.

National welcomes any County representatives to our showroom located at 15 Corporate Circle, Albany, NY 12203 to view any proposed equipment. We kindly ask for 5 business days advance notice to accommodate your request.

5. At a minimum, address the following:

- a. How is service provided (direct or through dealer/rep)?

Service will be provided by National Business Technologies, an authorized Kyocera Dealer. Larry Scott is our local Service Manager (518-724-6455).

- b. What is the standard response time for repair/maintenance service requests? Is the response time frame guaranteed?

We guarantee same day service. All National Business Technologies service calls will have an average four hour response time (Mon-Fri 8am-5pm). The four hour response time will be reviewed annually. If National fails to meet an average four hour response time, National will refund your service money in the form of a check for the last month's service.

- c. Include a copy of your standard contract document as established through your referenced national cooperative contract.

*Our standard lease agreement and Gold Alliance service agreements are attached.
National Business Technologies will be the only vendor servicing and maintaining the systems.*

d. Identify how security of data stored on the machine is ensured.

Kyocera’s Data Security Kits offer 1x or 3x Overwrite Method, Data Encryption, Password Protection for Administrators as well as Automatic and Manual Deletion Modes.

e. Identify any models proposed which have hard drives.

Kyocera Taskalfa 3553ci, 4053ci, 4003i, 5003i and 6003i.

f. Identify any machines proposed which require electrical service greater than standard 110V

No proposed machines require electrical service greater than standard 110V

g. Identify how meter reads are taken per Machine

Meter reads will be taken through FM Audit as a preliminary and National Fleet Services as a secondary.

STANDARD CLAUSES FOR ALBANY COUNTY AGREEMENTS

ARTICLE 1: AVAILABLE DATA

All technical or other data relative to this Agreement in the possession of Albany County (hereinafter called the “County”) or in the possession of the “Contractor” shall be made available to the other party to this Agreement without expense to the other party.

ARTICLE 2: COOPERATION

The Contractor shall cooperate with representatives, agents and employees of the County and the County shall cooperate with representatives, agents and employees of the Contractor to the end that work may proceed expeditiously and economically.

ARTICLE 3: NON-DISCRIMINATION

In accordance with Article 15 of N.Y. Executive Law (also known as the Human Rights Law) and all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor agrees that neither it nor any of its County-approved subcontractors shall, by reason of age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics or marital status refuse to hire or employ or to bar or to discharge from employment such individual or to discriminate against such individual in compensation or in terms, conditions or privileges of employment.

ARTICLE 4: RELATIONSHIP

The Contractor is, and shall function as, an independent contractor under the terms of this Agreement and shall not be considered an agent or employee of the County for any purpose. The employees and agents of the Contractor shall not in any manner be, or be held out to be, agents or employees of the County.

ARTICLE 5: INDEMNIFICATION

The Contractor shall defend, indemnify and save harmless the County, its employees and agents, from and against all claims, damages, losses and expenses (including, without limitation, reasonable attorney’s fees) arising out of, or in consequence of, any negligent or intentional act or omission of the Contractor, its employees or agents, to the extent of its responsibility for such claims, damages, losses and expenses.

ARTICLE 6: COMPLIANCE WITH MacBRIDE PRINCIPLES

The Contractor hereby represents that it is in compliance with the MacBride Principles of Fair Employment as set forth in Albany County Local Law No. 3 for 1993, in that the Contractor either (a) has no business operations in Northern Ireland or (b) shall take lawful steps in good faith to conduct any business operations in Northern Ireland in accordance with the MacBride Principles, and shall permit independent monitoring of its compliance

with such principles. In the event of a violation of this stipulation, the County reserves all rights to take remedial measures as authorized under section 4 of Local Law No. 3 in 1993, including, but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the Contractor in default and/or seeking debarment or suspension of the Contractor.

ARTICLE 7: NON-INTERRUPTION OF WORK

The Contractor agrees that it will not intentionally engage in any course of conduct or activity, or employ for the purposes of performing the public work, any subcontractors, employees, labor or materials which will or may result in the interruption of the performance of the public work due to labor strife or unrest by workmen employed by the Contractor or by any of the trades working in or about the public works and/or premises where the work is being performed.

ARTICLE 8: IRANIAN ENERGY SECTOR DIVESTMENT

The Contractor hereby represents that it is in compliance with New York General Municipal Law Section 103-g entitled “Iranian Energy Sector Divestment,” in that the Contractor has not:

- (a) Provided goods or services of \$20 Million or more in the energy sector of Iran including but not limited to the provision of oil or liquefied natural gas tankers or products used to construct or maintain pipelines used to transport oil or liquefied natural gas for the energy sector of Iran; or
- (b) Acted as a financial institution and extended \$20 Million or more in credit to another person for forty-five days or more, if that person’s intent was to use the credit to provide goods or services in the energy sector in Iran.

ARTICLE 9: MISCELLANEOUS PROVISIONS

- 9.1 During the term of this Agreement, the Contractor agrees that, in the event of its reorganization or dissolution as a business entity or change in business, the Contractor shall give the County thirty (30) days written notice in advance of such event.
- 9.2 The Contractor shall at all times obtain and maintain all licenses required by New York State, or other relevant regulating body, to perform the services required under this Agreement.
- 9.3 If any term, part, provision, section, subdivision or paragraph of this Agreement shall be held to be unconstitutional, invalid or ineffective, in whole or in part, such determination shall not be deemed to invalidate the remaining terms, parts, provisions, sections, subdivisions or paragraphs.
- 9.4 The County shall bear no responsibility other than that set forth in this Agreement.

- 9.5 All notices, consents, waivers, directions, requests or other instruments or communications provided for under this Agreement shall be deemed properly given if, and only if, delivered personally, sent by registered or certified United States mail, postage prepaid, or, with the prior consent of the receiving party, dispatched via facsimile transmission.

Minimum Detailed Specifications.
RFB#2020-001

1	Alternate Public Defender Family Court - 30 Clinton Ave Albany NY 12207	35	25,000	
2	Children, Youth and Families 112 State Street Suite 400 Albany NY 12207	35	86,000	
3	Children, Youth and Families 112 State Street Suite 400 (Middle, Albany NY 12207	45	150,000	
4	Children, Youth and Families Albany County Family Court, 30 Clinton Ave, 1st Floor Albany NY 12207	45	55,000	faxing capability send and receive
5	Children, Youth and Families Children With Special Needs (CWSN) 112 State Street, Suite 300 (Back) Albany NY 12207	55	295,000	
6	Comptroller 112 State Street, Room 1030, Albany NY 12207	45	20,000	(1) 8 1/2 x 11 or adjustable paper tray (1)8 1/2 x 14 or Adjustable paper tray (1) 11 x 17 Or adjustable paper tray (1) Large Capacity 8 1/2 x 11 paper tray (minimum 1,500 sheets ***Hard Drive***
7	Correctional Facility Business Office 840 Albany Shaker Road Albany NY 12180	55	68,000	(1) 8 1/2 x 11 or Adjustable paper tray (1) adjustable paper tray (1) 8 1/2 x11 paper tray 1500 sheet minimum, one or more additional trays copy of large heavy books

Minimum Detailed Specifications.
RFB#2020-001

	Correctional Facility (Records) 2nd floor Office 840 Albany Shaker Road Albany NY 12180				min of 25 sheet capacity automatic document feeder. Copy of Large Heavy Books
8	County Clerk File Room, County Court House 16 Eagle Street, Room #92 Albany NY 12211	40		27,000	
9	County Clerk Public Use Unit County Courthouse 16 Eagle Street Room 128 Albany NY 12211	45		32,000	Copy of large heavy books
10	County Clerk Record Room, County Courthouse 16 Eagle Street Room 128 Albany Ny 12211	45		5,000	Coin operation-not networked, copy of large heavy books, coin operation must accept quarters
11	County Executive 112 State Street, Room 1200, Albany NY 12207	55		60,000	Copy of large heavy books
12	District Attorney 6 Lodge Street 4th Floor, Albany NY 12207	60		50,000	
13	District Attorney 6 Lodge Street 4th Floor, Albany NY 12207	65		200,000	Min ADF Capacity 100 sheets, Minimum Stapler Capacity 50 sheets, 8 1/2 x 11 or Adjustable paper Tray, Additional 8 1/2 x 11 Capacity 2000 sheets, one or more additional trays, Color copier, scanner, printer, copy of large heavy books
14	District Attorney 6 Lodge Street 4th Floor, Albany NY 12207	65		75,000 BW 115,000 color	Color copier, scanner, printer, Min ADF Capacity 100 sheets, minimum stapler capacity 50 sheets, 8 1/2 x 11 or adjustable paper tray, additional 8 1/2 x11 Capacity 2000 sheets, one or more additional trays, copy of large heavy books

Minimum Detailed Specifications.
RFB#2020-001

15	Finance Division Collections/Treasury 112 State Street Room 117, Albany NY 12207	35	35,000	
16	Health Department Epidemiology Unit, 175 Green Street, Albany NY 12202	35	45,000	
17	Legislature - Clerk's Office 112 State Street Room 710, Albany NY 12207	45	45,000	Faster double sided copying, Color copier, scanner, and printer
18	Mental Health 260 South Pearl Street 1st Floor Hallway Albany NY 12020	60	30,000	
19	Mental Health Mobile Crisis Unit, Capital District Psychiatric Center Office, 75 New Scotland Avenue Albany NY 12208	35	30,000	Size of new machines needs to be similar in size of current machine (WxDxH, 668 x 767 x 747Mm)
20	Nursing Home Mail Room, 780 Albany Shaker Road, Albany NY 12211	60	285,000	Not Networked need Fax Module 8 1/2 x 11 or adjustable paper tray (1) 8 1/2 x 14 or adjustable paper tray (1) 11 x 17 or adjustable paper tray (1), Additional 8 1/2 x 11 Capacity 2000 sheets, one or more additional trays- Faxing capability send/receive
21	Nursing Home Business Office 1st Floor, 780 Albany Shaker Road, Albany NY 12211	45	95,000	8 1/2 x 11 or adjustable paper tray (1), 8 1/2 x 14 or adjustable paper tray (1) 11 x 17 or adjustable paper tray (1) additional 8 1/2 x 11 capacity 2000 sheets, one or more additional Trays Faxing capability send/receive

Minimum Detailed Specifications.
REF#2020-001

22	Probation Department 60 South Pearl Street, 4th Floor, Albany NY 12207	35	25,000	Color Scanning-Minimum 50 sheet capacity document stapler
23	Probation Department 60 South Pearl Street 2nd Floor Albany NY 12207	55	40,000	8 1/2 x 11 or adjustable paper tray (1), adjustable paper tray (1), one additional 8 1/2 x 11 paper tray capacity 2000 sheets, one or more trays
24	Probation Department 60 South Pearl Street 3rd Floor, Albany NY 12207	45	45,000	8 1/2 x 11 or adjustable paper tray (1) adjustable paper tray (1) Additional 8 1/2 x 11 1500 sheet capacity (2)
25	Purchasing Division 112 State Street, Room 1000, Albany NY 12207	35	30,000	
26	Sewer District (North Plant) 1 Canal South Road, 2nd Floor (No Elevator) Albany NY 12204	35	50,000	Faxing and copy of large heavy books
26a	Sewer District (North Plant) 1 Canal South Road, 2nd Floor (No Elevator) Albany NY 12204 (OPTIONAL)	35	BW 50,000 color is unknown	Faxing, color copy, printer, and scanner, and copying of large heavy books
27	Sewer District (South Plant) 209 Church Street, Albany NY 12202	25	10,000	Print/Scan/Copy/Fax Freestanding Unit and the ability to be networked
28	Sheriff's Office E- 911 Communications Center, 449 New Salem Road, Voorheesville NY 12186	45	BW 40,000 Color is unknown	Faxing, color copy, printer, and scanner
29	Sheriff's Office Albany County Family Court, 30 Clinton Ave, 1st Floor, Albany NY 12207	25	5,000	Copier must be free standing and the ability to be networked for scan to email

Minimum Detailed Specifications.
RFB#2020-001

30	Social Services 162 Washington Ave 2nd Floor, Albany NY 12210	45	25,000	copy of large heavy books
31	Social Services 162 Washington Ave 2nd Floor, Albany NY 12210	55	50,000	Copy of large heavy books
32	Social Services 162 Washington Ave 5th Floor Albany NY 12202	40	20,000	copy of large heavy books
33	Mental Health 260 South Pearl Street, Front Office, Albany NY 12202	40	15,000	Table top unit is requested due to size constraint (Lease Start Date 11/1/2020
34	Sheriff's Office Administration Court House Albany NY 12207	45		Color Copier Printer and Scanner, stapler , Fax- send receive, 220 sheet single pass document feeder, 2-550 sheet paper tray, 100 sheet bypass tray, Adobe Postscript 3, storage cabinet, envelope feeding via standard 2nd paper drawer and bypass tray, internal 500 sheet finisher. (Lease Start Date 11/1/2020)

COUNTY OF ALBANY

COST PROPOSAL FORM

PROPOSAL IDENTIFICATION:

Title: PHOTOCOPIER LEASE AND
MAINTENANCE AGREEMENT
Solicitation Number: 2020-001

THIS PROPOSAL IS SUBMITTED TO:

Karen A. Storm, Purchasing Agent
Albany County Department of General Services
Purchasing Division
112 State Street, Room 1000
Albany, NY 12207

1. The undersigned Proposer proposes and agrees, if this Proposal is accepted, to enter into a Contract with the owner in the form included in the Contract Documents to complete all Work as specified or indicated in the Contract Documents for the Contract Price and within the Contract Time indicated in this Proposal and in accordance with the Contract Documents.
2. In submitting this Proposal, Proposer represents, as more fully set forth in this Contract, that:

(a) Proposer has examined copies of all the Contract Documents and of the following addenda: (If none, so state)

Date	Number
------	--------

None

(receipt of all of which is hereby acknowledges) and also copies of the Notice to Proposers and the Instructions to Proposers;

(b) This Proposal is genuine and not made in the interest of or on behalf of any undisclosed person, firm or corporation and is not submitted in conformity with any agreement or rules of any group, association, organization or corporation; Proposer has not directly or indirectly induced or solicited any other Proposer to submit a false or sham Proposal; PROPOSER has not solicited or induced any person, firm or a corporation to refrain from Proposing; and Proposer has not sought by collusion to obtain for himself any advantage over any other Proposer or over the owner.

3. Proposer will complete the Work for the following prices(s): (Attach Proposal)
4. Proposer agrees to commence the Work within the number of calendar days or by the specific date indicated in the Contract. Proposer agrees that the Work will be completed within the number of Calendar days or by the specific date indicated in the contract.

5. Communication concerning this Proposal shall be addressed to:

Don Gentile - Senior Account Manager

Phone: 518-724-6455 x3227

6. Terms used in this Proposal have the meanings assigned to them in the Contract and General Provisions.


COUNTY OF ALBANY

COST PROPOSAL FORM

PROPOSAL IDENTIFICATION:

Title: PHOTOCOPIER LEASE AND
MAINTENANCE AGREEMENT
Solicitation Number: 2020-001

COMPANY: National Business Technologies
ADDRESS: 15 Corporate Circle
CITY, STATE, ZIP: Albany NY 12203
TEL. NO.: 518-724-6455
FAX NO.: 518-438-0493
FEDERAL TAX ID NO.: 26-2693993

REPRESENTATIVE: John Arasio
SIGNATURE AND TITLE  Business Manager

DATE 3/18/2020

Item No.	Department	Min. Speed (CPM)	Total Est. Annual Volume	Machine make and model	Acutual copies/minute (CPM)	Equipment Lease Price/Quarter	Total Equipment Lease Price 16 Quarters	Usage (Per Copy/Print Charge	Staple Cartridge (Item# and Package Count	Cost for Hard Drive Surrender
1	Alternate Public Defender Family Court - 30 Clinton Ave Albany NY 12207	35	25,000							
2	Children, Youth and Families 112 State Street Suite 400 Albany NY 12207	35	86,000							
3	Children, Youth and Families 112 State Street Suite 400 (Middle, Albany NY 12207	45	150,000							
4	Children, Youth and Families Albany County Family Court, 30 Clinton Ave, 1st Floor Albany NY 12207	45	55,000							
5	Children, Youth and Families Children With Special Needs (CWSN) 112 State Street, Suite 300 (Back) Albany NY 12207	55	295,000							
6	Comptroller 112 State Street, Room 1030, Albany NY 12207	45	20,000							
7	Correctional Facility Business Office 840 Albany Shaker Road Albany NY 12180	55	68,000							
8	Correctional Facility (Records) 2nd floor Office 840 Albany Shaker Road Albany NY 12180	40	27,000							
9	County Clerk File Room, County Court House 16 Eagle Street, Room #92 Albany NY 12211	45	32,000							

Item No.	Department	Min. Speed (CPM)	Total Est. Annual Volume	Machine make and model	Actual copies/minute (CPM)	Equipment Lease Price/Quarter	Total Equipment Lease Price 16 Quarters	Usage (Per Copy/Print Charge	Staple Cartridge (Item# and Package Count	Cost for Hard Drive Surrender
10	County Clerk Public Use Unit County Courthouse 16 Eagle Street Room 128 Albany NY 12211	45	5,000							
11	County Clerk Record Room, County Courthouse 16 Eagle Street Room 128 Albany Ny 12211	55	60,000							
12	County Executive 112 State Street, Room 1200, Albany NY 12207	60	50,000							
13	District Attorney 6 Lodge Street 4th Floor, Albany NY 12207	65	200,000 BW Color is unknown							
14	District Attorney 6 Lodge Street 4th Floor, Albany NY 12207	65	75,000 BW 115,000 color							
15	Finance Division Collections/Treasury 112 State Street Room 117, Albany NY 12207	35								
16	Health Department Epidemiology Unit, 175 Green Street, Albany NY 12202 Legislature - Clerk's Office	35	45,000							
17	112 State Street Room 710, Albany NY 12207	45	45,000 BW, Color is unknown							
18	Mental Health 260 South Pearl Street 1st Floor Hallway Albany NY 12020	60	30,000							
19	Mental Health Mobile Crisis Unit, Capital District Psychiatric Center Office, 75 New Scotland Avenue Albany NY 12208	35	30,000							

Item No.	Department	Min. Speed (CPM)	Total Est. Annual Volume	Machine make and model	Acutual copies/minute (CPM)	Equipment Lease Price/Quarter	Total Equipment Lease Price 16 Quarters	Usage (Per Copy/Print Charge	Staple Cartridge (Item# and Package Count	Cost for Hard Drive Surrender
20	Nursing Home 780 Albany Shaker Road, Albany NY 12211	60	285,000							
21	Nursing Home 1st Floor, 780 Albany Shaker Road, Albany NY 12211	45	95,000							
22	Probation Department Pearl Street, 4th Floor, Albany NY 12207	35	25,000							
23	Probation Department Pearl Street 2nd Floor Albany NY 12207	55	40,000							
24	Probation Department Pearl Street 3rd Floor, Albany NY 12207	45	45,000							
25	Purchasing Division Street, Room 1000, Albany NY 12207	35	30,000							
26	Sewer District (North Plant) South Road, 2nd Floor (No Elevator) Albany NY 12204	35	50,000							
26a	Sewer District (North Plant) South Road, 2nd Floor (No Elevator) Albany NY 12204	35	50,000BW, Color is unknown							
27	Sewer District (South Plant) Street, Albany NY 12202	25	10,000							
28	Sheriff's Office Communications Center, 449 New Salem Road, Voorheesville NY 12186	45	40,000BW, Color is unknown							

Item No.	Department	Min. Speed (CPM)	Total Est. Annual Volume	Machine make and model	Acutual copies/minute (CPM)	Equipment Lease Price/Quarter	Total Equipment Lease Price 16 Quarters	Usage (Per Copy/Print Charge	Staple Cartridge (Item# and Package Count	Cost for Hard Drive Surrender
29	Sheriff's Office County Family Court, 30 Clinton Ave, 1st Floor, Albany NY 12207	25	5,000 BW							
30	Social Services Washington Ave 2nd Floor, Albany NY 12210	45	25,000							
31	Social Services Washington Ave 2nd Floor, Albany NY 12210	55	50,000							
32	Social Services Washington Ave 5th Floor Albany NY 12202	40	20,000							

[illegible]

19	Albany, NY 12020 Mental Health (mobile crisis unit) 75 New scotland ave Albany NY 12208	35	30,000	Kyocera 4003i	40	\$212.33	\$3,095.25	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x			x
20	Nursing Home (mail room) 78 Albany Shaker rd Albany, NY 12211	60	285,000	Kyocera 6003i	60	\$324.29	\$4,727.20	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x			x	x	x	x
21	Nursing Home Business Office 1st floor 780 Albany-Shaker Road Albany, NY 12211	45	95,000	Kyocera 5003i	50	\$288.66	\$4,207.80	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x		x		x	x
22	Probation Department 60 South pearl st 2nd floor Albany NY 12207	35	25,000	Kyocera 4003i	40	\$212.33	\$3,095.25	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x			x
23	Probation Department 60 South pearl st 2nd floor Albany, NY 12207	55	40,000	Kyocera 6003i	60	\$272.90	\$3,978.20	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x			x	x	x	x
24	Probation Department 60 south pearl st 3rd floor Albany, NY 12207	45	45,000	Kyocera 5003i	50	\$237.27	\$3,458.80	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x		x		x	x
25	Purchasing Division 112 State Street, Room 500 Albany, NY 1207	35	30,000	Kyocera 4003i	40	\$212.33	\$3,095.25	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x			x
26	Sewer District (North plant) 1 Canal south rd 2nd floor No elevator Albany, NY 12204	35	50,000	Kyocera 4003i	40	\$263.72	\$3,844.25	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x			x
26a	Sewer District (North plant) 1 Canal south rd 2nd floor Albany, NY 12204	35	50,000	Kyocera 3553ci color	35	\$273.46	\$3,986.25	.0028 B/W .034 Color	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x		x	x
27	Sewer District (South plant) 209 church st Albany, NY 12202	25	10,000	Kyocera m2640idn	45	\$70.21	\$1,023.40	.0028 B/W		\$300.00	x		x	x			x
28	Sheriff's Office 911 Communications center 449 New salem rd Voorheesville, NY 12186	45	40,000	Kyocera 5053ci color	50	\$364.45	\$5,312.65	.0028 B/W .034 Color	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x		x	x
29	Sheriff's Office (albany Family court) 30 Clinton Ave 1st floor Albany, NY 12207	25	5,000	Kyocera m2640idn	45	\$70.21	\$1,023.40	.0028 B/W		\$300.00	x			x			x
30	Social Services 162 Washingtone ave 2nd floor Albany, NY 1220	45	25,000	Kyocera 5003i	50	\$223.23	\$3,254.05	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x			x
31	Social Services 162 Washington ave 2nd floor Albany, ny,12210	55	50,000	Kyocera 6003i	60	\$272.90	\$3,978.20	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x			x	x	x	x
32	Social Services 162 washington ave 5th floor Albany, NY 12211	40	20,000	Kyocera 4003i	40	\$212.33	\$3,095.25	.0028 B/W	SH-10 3 Per Pack \$15.00	300	x	x	x	x			x
33	Mental health 260 south pearl st front office Albany Ny 12202 (Lease Start Date 11/1/2020)	40	15,000	Kyocera m2640idn	40	\$70.21	\$1,023.40	.0028 B/W		\$300.00	x		x		1		x
34	Sheriff's Office administration courth house	45	50,000 BW 18,000 Color	Kyocera 5053ci	50	\$296.73	\$4,325.48	.0028 B/W .034 Color	SH-10 3 Per Pack \$15.00	\$300.00		x		x		x	x
							courth house B120:L122										
							\$118,069.13										

Item No.	Department	Min. Speed (CPM)	Total Est. Annual Volume	Machine make and model	Actual copies/minute (CPM)	Equipment Lease Price/Quarter	Total Equipment Lease Price 16 Quarters	Usage (Per Copy/Print Charge	Staple Cartridge (Item# and Package Count	Cost for Hard Drive Surrender	dp- 7100	df-7100	stand	data security	df-7120	ak-7100	PF-7110	PF-7100	FAX	surge Protector	Dp - 7110
1	Alternate Public Defender (family court) 30 Clinton ave, Albany, NY, 12207 Albany, NY 12210	35	25,000 BW	Kyocera 4003i	40	\$212.33	\$3,095.25	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x						x	
2	Children, Youth and Families 112 State Street, Suite 400 Albany, NY 12207	35	86,000	Kyocera 4003i	40	\$212.33	\$3,095.25	0.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x						x	
3	Children, Youth and Families 112 state st , suit 400 Albany, NY 12206	45	150,000	Kyocera 5003i	50	\$223.23	\$3,254.05	0.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x						x	
4	Children, Youth and Families Albany County Family Court (112 state st suite 400 Albany, NY 12207	45	55,000	Kyocera 5003i	50	\$250.60	3,653.05	0.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x						x	
5	Children, Youth and Families Cwsn 112 state st, suit 300(back) Albany, NY 12207	55	295,000	Kyocera 6003i	60	\$272.90	\$3,978.20	0.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x			x	x	x	x			x	
6	Comptroller 112 state st , room 1030 Albany, NY 12207	45	20,000	Kyocera 5003i	50	\$237.27	\$3,458.80	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x						x	
7	Correctional Facility Business Office 840 Albany Shaker Road- 2nd Floor Albany, NY 12211	55	68,000	Kyocera 6003i	60	\$272.89	3978.20	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x			x	x	x	x			x	
8	Correctional Facility Record (second Floor) 840 Albany Shaker Road Albany, NY 12211	40	27,000	Kyocera 4003i	40	\$212.33	\$3,095.25	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x						x	
9	County Clerk File room County Court house 16 eagle st Albany, NY 12211	45	32,000	Kyocera 5003i	50	\$223.22	3254.05	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x						x	
10	County Clerk (public Coin OP) Use Unit County Court house 16 Eagle st room 128 Albany, NY 12211	50	5,000	Kyocera 5003i	50	\$327.50	\$4,774.05	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x			x	x	x	x			x	
11	County Clerk Record room County Courthouse 16 eagle st rom 128 Albany, NY 12211	55	60,000	Kyocera 6003i	60	\$272.90	\$3,978.20	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x			x	x	x	x			x	
12	County executive 112 state st , room 1200 Albany, NY 12207	60	50,000	Kyocera 6003i	60	\$272.90	\$3,978.20	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x			x	x	x	x			x	
13	District Attorney 6 Lodge Street, 4th floor Albany, NY 12207	65	200,000 color	Kyocera 7353ci NEEDS 120v	75	\$480.00	\$6,997.15	.0028 B/W .034 Color	SH-10 3 Per Pack \$15.00	\$300.00				x			x			x	x
14	District Attorney 112 State Street, Room 1010 Albany, NY 12207	65	75,000 color 115,000	Kyocera 7353ci NEEDS 120v	75	\$480.00	\$6,997.15	.0028 B/W .034 Color	SH-10 3 Per Pack \$15.00	\$300.00				x			x			x	x
15	Finance Division Collectios/treasury 112 state st room 117 Albany, NY 12207	35	35	Kyocera 4003i	40	\$212.33	\$3,095.25	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x						x	
16	Health Department (epidemiology unit) 175 Green st Albany NY, 12207	35	45,000	Kyocera 4003i	40	\$212.33	\$3,095.25	.0028 B/W	SH-10 3 Per Pack \$15.00	\$300.00	x	x	x	x						x	
17	Legislature (clerks Office) 112 State Street, Room 710 Albany, NY 12207	45	45,000	Kyocera 5003i	50	\$320.69	\$4,674.80	.0028 B/W .034 Color	SH-10 3 Per Pack \$15.00	\$300.00		x	x							x	x
18	Mental Health 260 south pearl st 1st floor hallway	60	30,000	Kyocera 6003i	60	\$272.90	\$3,978.20	.0028 B/W	SH-10 3 Per Pack	\$300.00	x			x	x		x			x	