Region 10 Education Service Center
REQUEST FOR PROPOSAL #R10-1169 FOR:
Multi-Function Devices & Managed Print Services

Submitted: September 6th, 2024

Region 10 ESC
400 E Spring Valley Rd,
Richardson, TX 75081

Xerox Business Solutions Southwest
820 West Sandy Lake Road, Suite #100
Coppell, Texas 75019
P: 972-831-2000

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Business Solutions Southwest

September 6, 2024

Jane Johnson
Director of Strategic Accounts

Region 10 ESC
400 E Spring Valley Rd,
Richardson, TX 75081

Xerox Business Solutions Southwest
820 West Sandy Lake Road,
Suite #100
Coppell, Texas 75019

Thank you for your interest in our products and services. We are excited about our enclosed proposal for the RFP for REQUEST FOR PROPOSAL #R10-1169 FOR: Multi-Function Devices & Managed Print Services. We have thoroughly reviewed your requirements and are proposing a compliant solution that will ensure the provision of copiers as well as excellent service to you and your department end users.

We are responding under Xerox Business Solutions Southwest. As a wholly owned subsidiary of the Xerox Corporation, if awarded, the entities listed within our bid response would also be eligible to utilize this contract, as they are also wholly owned subsidiaries as well. ComDoc, one of our "sister cores" in the Ohio area has been a loyal partner with Equalis for a number of years and we are hopeful that this bid will allow all of our entities across the country to participate in this contract moving forward.

Our goal is to listen to you and respond with the elements you are looking for in a professional partnership, then leverage the latest technology to provide a turnkey solution that meets your needs at a competitive price. We feel the enclosed proposal demonstrates our commitment to implement standardized, cost-effective replacement devices that will provide long-term value, all backed by industry-leading customer service.

Our ability to continuously meet and exceed our customers' expectations rests in our care in defining measurable objectives each step of the way. An incredible level of detail goes into dimensioning our approach. Factors such as:
- Holistic approach to assessing, architecting and implementing an intelligent work solution that aligns with your goals
- Ensuring that all locations receive the equipment that meets or exceeds their needs
- Ensuring that equipment placed in Region 10 ESC facilities receive high quality service, maintenance and support
- A vendor with a support team in place to facilitate on-site training, billing and administrative needs
- A flexible contract with scalability to align with your long term goals
- A partner invested in the success of Region 10 ESC and the community that it serves

Some key consideration points include:
- Benchmark Xerox technology that pioneered the industry and continues to be at the forefront of innovation
- Award-winning Xerox ConnectKey technology with industry leading user interface, security connectivity and built in cloud apps
- Stringent security on all devices, including Image Overwrite and data encryption
- Genuine OEM Parts and Supplies to maximize reliability
- DirectLink App allows walk-up users to place Service calls and Supply requests directly from the MFP panel
- Customized local billing with one simplified monthly invoice
- Vendor financial stability and good standing that ensures ability to fulfill requirements of the contract
- Local coverage with one point of contact for account management
- Comprehensive training plan for end users
- Online vendor portal for fleet management, invoices, meters and service date
- Factory trained and certified tenured technicians based locally
- Guaranteed service response times
- Environmentally conscience best practices for materials and recycling
- Quarterly Business Reviews to give stakeholders vision into fleet performance, technology utilization and service response time

We understand what's at the heart of the work– and all of the forms it can take. We embrace the increasing complex world of paper and digital, office and mobile, cloud and local, personal and social. We automate, personalize, package, analyze and secure information to keep our customers moving at an accelerated pace. In the era of intelligent work, we're not just thinking about the future, we're making it. As a subsidiary of Xerox company, we are a technology leader focused on the intersection of digital and physical. We use automation and next-generation personalization to redefine productivity, drive growth and make the world more secure. Every day, our innovative technologies and intelligent work solutions—Powered by Xerox —help people communicate and work better.

We appreciate the opportunity to initiate a partnership. Thank you for your consideration of this proposal and we look forward to your comments.

Sincerely,

Jane Johnson
Director of Strategic Accounts

Region 10 Education Service Center

REQUEST FOR PROPOSAL #R10-1169 FOR:
Multi-Function Devices & Managed Print Services

Section One:
- Company Information
- Product Information
- Service Specifications
- Implementation Plan

Section Two:
- Proposal Questionnaire
- Signed Required Forms

Section Three:
- Signed Attachment A
- XBSSW Eligible Entities

Section One:

- Company Information
- Product Information
- Service Specifications
- Implementation Plan

Official registered Name (Corporate, D.B.A., Partnership, etc.), Dun & Bradstreet Number, Primary and secondary SIC numbers, principal place of business, main telephone number, toll-free numbers, and facsimile numbers.

Dahill Office Technology Corporation dba Xerox Business Solutions Southwest
A Subsidiary of Xerox Corporation
D&B #: 121506281
SIC #: 7359
NAICS: 532420
Number of Employees: 551
Headquarters: 8200 IH-10 West, Ste. 400
San Antonio, Texas 78230
Main Phone: (210)805-8200
Parent Company: Xerox
Total Employees: 18,000

Key contact authorized to respond to questions regarding this proposal and contract negotiation:

Jane Johnson
Director of Strategic Accounts
Main Phone: (814) 360-7895
Email: Jane.Johnson@xerox.com

Servicing Xerox Business Solutions Southwest Branch
820 West Sandy Lake Road, Suite #100
Coppell, Texas 75019

At Xerox Business Solutions Southwest, we partner with our customers to provide a long-term strategy for document technology, services and software for graphic communicating and office printing environments of any size. Our experts will help you capture costs, analyze usage and review workflow processes leveraging today's technology to determine the most efficient and cost effective solution for your individual needs.

Faster. Smarter. Greener. We offer a comprehensive solution that includes MFP integration, Managed Print Services, Production Printing, Document Management, Business Process Automation and Professional Services. From design to implementation to after sales support, our innovative approach provides process improvements that will keep you aligned with your business strategies.

As a Xerox company, Xerox Business Solutions Southwest provides your business with the resources and credibility of the world's leading enterprise for business process and document management with the agility and leadership of a locally managed company. Whether your business is local or nationwide, Xerox Business Solutions Southwest can be your single-source provider for every facet of document workflow.

- **Nationwide Resources:** As a Xerox Company, Xerox Business Solutions Southwest can provide unsurpassed first-party nationwide service. We centrally manage fleet reporting, escalation procedures, coverage and guaranteed rates.
- **Local Accountability:** Our local management staff is empowered by our company President to make crucial decisions to better serve our customers' needs in a timely manner.
- **Local Inventory:** Each Xerox Business Solutions Southwest branch location is equipped with on-site parts and supplies providing faster access and greater resources to our service technicians.
- **Competency:** Because we are locally operated, our staff understands the regional dynamics that impact our customers differently. We have the ability to make decisions in the best interest of our customers.
- **Local Billing:** We provide local billing that customize invoices, answer questions and resolve issues to provide a better customer experience.
- **Experience:** As the largest Office Technology Company headquartered in Texas, we are the leader in the transition for new hardware and software trends. We deliver solutions addressing a broad range of document requirements to our customers. We are setting new standards for workflow solutions.
- **Consistency:** We treat our customers as long term business partners. Our Business Review meetings keep us in touch with our clients to ensure that we are performing at the highest possible level of support.

Xerox Business Solutions Southwest's proven leadership is your assurance of powerful results

Company Facts
- Largest Office Technology company head quartered in San Antonio, Texas with locations in multiple areas in Texas (Austin, Dallas/Fort Worth, Houston, RGV and El Paso) as well as Oklahoma, New Mexico, Colorado, Arizona, Wyoming, Arkansas, Mississippi, Alabama, Louisiana and Utah.
- XBSSW provides service for all 50 states in the United States through Xerox service.
- Xerox Business Solutions Southwest provides service for over 1 Billion impressions/month
- Xerox Business Solutions Southwest Managed Print Services manages over 44 million prints per month

For over 30 years, XBS Southwest has provided superior document management hardware and software solutions to businesses throughout the region. Headquartered in San Antonio, XBS Southwest represents the industry's leading document imaging companies offering a range of products. Our product portfolio includes Xerox MFP's and printers, Brother MFP's and Printers, Riso duplicators and high speed ink jet printers, KIP and Epson wide format printers, Sharp Interactive White Boards, Newline Smart Boards and other Technology Solutions.

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Business Solutions Southwest

Historical Information
- XBS Southwest was formed as Dahill Industries in 1987 in Texas. Selling and servicing the Sharp line of products, it quickly developed a strong reputation for knowing their customers, and their customers' needs through strong local management and staff. Dahill continued to expand and operate profitably. In 1999, Dahill was acquired by Global Imaging Systems (GISX), a leading provider of office technology solutions.
- At the time Global Imaging Systems was the fastest growing and most profitable publicly traded company in the office automation industry.
- Dahill was/is the largest Texas headquartered office equipment and solution provider in the state with 16 offices and over 50,000 machines in the field.
- Dahill was the Largest Sharp dealer in the United States and the second largest Konica Minolta dealer in the US. Dahill received the highest honors from both manufacturers for consistent service excellence.
- Dahill was selected to service over 1,500 machines on Texas based military bases.

Acquired by Xerox Corporation in May 2007
- Xerox acquired Global Imaging Systems for $1.5 billion.
- The acquisition strengthened Xerox's distribution expansion strategy, increasing Xerox's small to mid-size businesses (SMB) by 50%.
- Added 200,000 new customers to Xerox that were currently served by Global Imaging.
- Dahill is a subsidiary of Xerox Corporation, a $22 billion company.
- Xerox is the world's leading Document Imaging and Document Management technology enterprise.

After 2019, XBS Southwest family grew considerably. Our sister companies in the Arizona, North Texas, Colorado, New Mexico, Wyoming & Oklahoma areas, joined us to became part of Xerox Business Solutions Southwest. Our goal is a collaborative effort by talented, dedicated and driven teams to redefine what is possible in our business today. We have chosen to leverage the heritage, legacy and innovation of Xerox as well as affirm our commitment to our local markets that will continue to be our cornerstone. As a Xerox company, our alignment with the Xerox brand will serve to clarify our core business to our customers, while maintaining our local and community recognition as part of our overall value proposition. Being a Xerox Company, XBS Southwest has the benefit of one service entity (Xerox) that can service the continental United States.

Company Values:
Since our inception, we have operated under the guidance of six core values:
- We behave responsibly as a corporate citizen
- We succeed through satisfied customers
- We deliver quality and excellence in all we do.
- We require premium return on assets.
- We use technology to develop market leadership.
- We value our employees.

XBS Southwest ensures that the above values are the forefront of all business actions by ensuring customer satisfaction, improving processes, committing to our goals and providing innovative ways to achieve them.

Project Framework

Approach Methodology

The Xerox Business Solutions Southwest 360° Assessment serves as a gateway to discovering new and better ways to work with technology and handle the flow of information. Through years of collecting hard evidence and constructing thousands of assessments, we have identified eight core areas that drive the alignment of all technology and business process initiatives.

» *Understand Your Corporate Culture.* In-depth look at the key factors of corporate culture that can be used to confirm that business strategies align to specific objectives. Definite project goals using the voice of the customer.
» *Inventory Technology.* Measure key aspects of the current process. Snapshot of your current technology environment including the identification of underutilized, obsolete and redundant assets.
» *Analyze Usage.* Collect relevant data for all technology devices and information workflow assets using our diagnostic application that captures data from both networked and non-networked assets.
» *Capture Costs.* Understand the total cost of ownership with an in-depth review of both the direct and indirect costs associated with technology device and information workflow asset usage as well as ongoing maintenance.
» *Review Workflow.* Analyze the data to investigate cause-and-effect relationships. Blueprints how information flows and identifies any bottlenecks or inefficiencies. Seek out root cause of the inefficiencies.
» *Examine Processes.* A thorough examination of administrative functions including procurement and internal IT processes. Improve or optimize the current process to create a new future state process.
» *Study Sustainability.*
    Sustainable working practices help companies become more environmentally friendly by:
    • Lowering energy consumption
    • Lowering CO2 output and emissions for an improved carbon footprint
    • Reducing paper waste
    • Using less consumables
    • Remaining energy conscious
    • Proper disposal of retired technology
» *Control.* Ensure that any deviations from the future state process are corrected to stay on target. Implement control systems and frequently monitor the process.

The Xerox Business Solutions Southwest 360 Assessment is built on actual data, not estimates or projections. We provide you with a road map for establishing critical metrics - so we can continuously monitor, manage and analyze results for ongoing improvements.
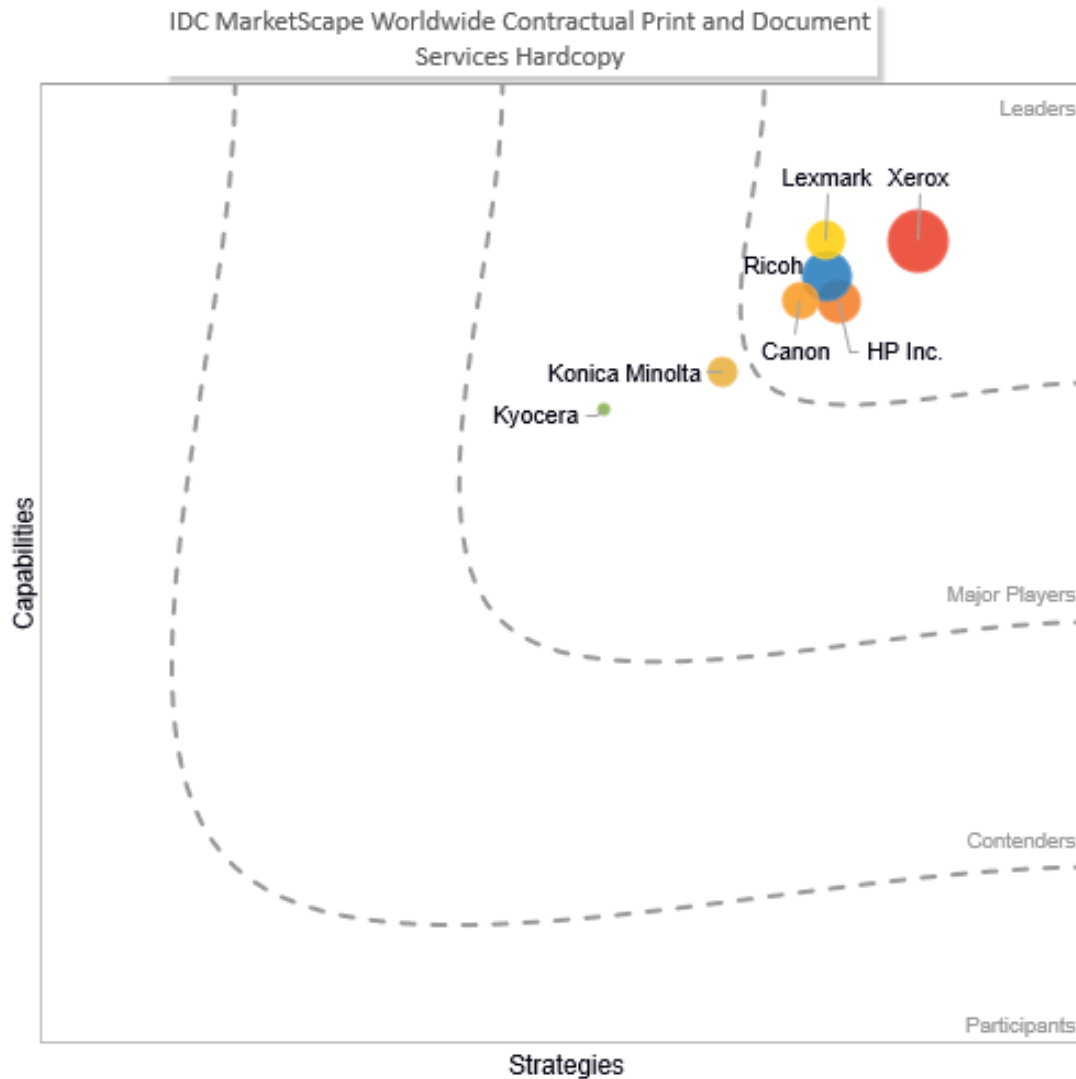
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Product Innovation & Technology

Among the most notable awards:

- BLI 2023-2024 PaceSetter Award in Healthcare
- BLI 2021-2022 PaceSetter in Hybrid Workplace
- BLI 2021 Outstanding Home & Office Hybrid Print Solution
- BLI 2021 Software Line of the Year Award
- BLI 2021 Outstanding Innovation in Production Print
- BLI 2020 Document Imaging Software Line of the Year Award
- BLI 2020 Outstanding MFP App Ecosystem
- BLI 2019 Document Imaging Software Line of the Year Award
- BLI 2019 Outstanding Job Management & Mobile Print Solution
- BLI 2018 Monochrome Printer & MFP Line of the Year
- BLI Best Document Imaging Software Solutions for Xerox App Gallery
- BLI Awards for Exceptional Monochrome Printers and MFPs
- BLI Awards for Exceptional Copier MFPs

This recognition demonstrates the enduring power of Xerox's value proposition as we bring the right mix of hardware, software and services to bear for customers, including best-in-class printers, apps, Xerox Workplace Cloud, DocuShare, Content Hub, Intelligent Workplace Services for the Home Worker, vertical solutions, and more.

IDC MarketScape: Worldwide Contractual Print and Document Services

IDC MarketScape Worldwide Contractual Print and Document Services Hardcopy

Xerox is proud to be positioned as a leader in the IDC WW Contractual Print and Document Services Vendor Assessment.

"Xerox's focus on security and digital transformation have helped set it apart from competitors, and it has built one of the industry's most robust portfolios of MPS solutions and services."

"Xerox has established an industry-leading MPS practice designed to empower IT and end users with solutions to maximize value and achieve organizational objectives."

"Xerox's strengths lie in its global service delivery model, flexibility and scalability of MPS services and billing options, and close relationships with its customers and partners alike."

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the circles.

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Embedded Device Management Software Provided Free of Charge:

Xerox Device Agent provides automated device meter reads, supplies, and status for effective management of your print devices. Proactive alert monitoring and remote problem resolution optimize your output environment for maximum uptime. This device management interface provides a dashboard view to key printer data and metrics at-a-glance, such as device model, IP address, serial number, device status, and primary toner and ink levels. Used with Xerox Services Manager, this powerful integration provides an industry benchmark service for your enterprise.

Vendor neutral view of print activity to networked devices enables accurate, timely and informed asset management decisions.

Supply and troubleshooting needs are quickly identified through alert features and dashboard views.
Seamless integration into your existing IT environment without additional software or third-party plug-ins.

Remote diagnostics and troubleshooting allow administrators to efficiently perform vital tasks from a remote site.

Key benefits:
*   Single solution available to download on a workstation or server
*   Intuitive wizard-based installation and set up takes approximately 15 minutes
*   Can detect up to 1,000 Xerox and non-Xerox devices
*   Built in auto-reconnection that brings dropped-off devices back online
*   Auto-discovery of newly installed devices
*   Easy navigation to view and manage all networked devices
*   Allows you to configure alert-message pop ups and emails
*   Enables you to download device data into a single file extract
*   Significantly improved connection reliability
*   Works with products already registered via Device Direct method
*   Automatic version upgrades available
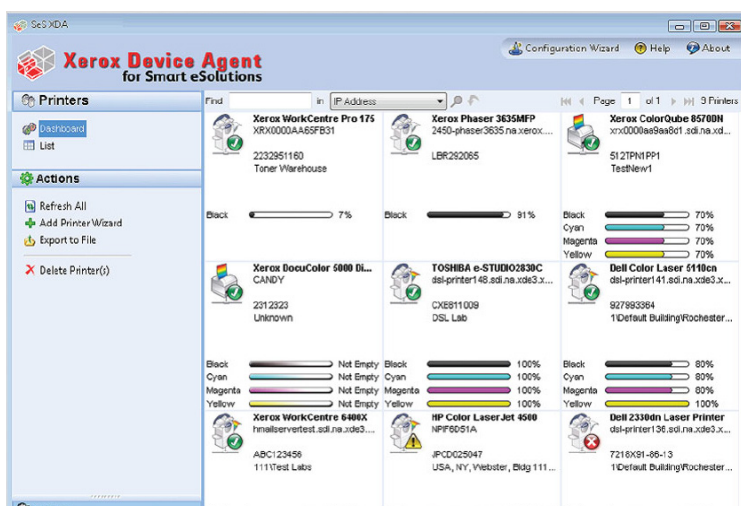
Xerox® Device Agent
for Smart eSolutions
The cutting-edge software that monitors your devices for you.

Introducing a new remote services tool that streamlines automated device monitoring, letting you focus on what really matters: running a successful business.

XDA provides you with easy features to view and monitor every connected device.

Included with your Full Service Maintenance Agreement, Xerox Device Agent (XDA) for Smart eSolutions is new client software that leverages Xerox Managed Print Services technology. This scaled-down version of the full software offering captures and sends precise device data used for accurate automated billing and supplies replenishment. Designed for maximum simplicity, XDA for Smart eSolutions is easy to install and provides the most complete application for automated device monitoring.
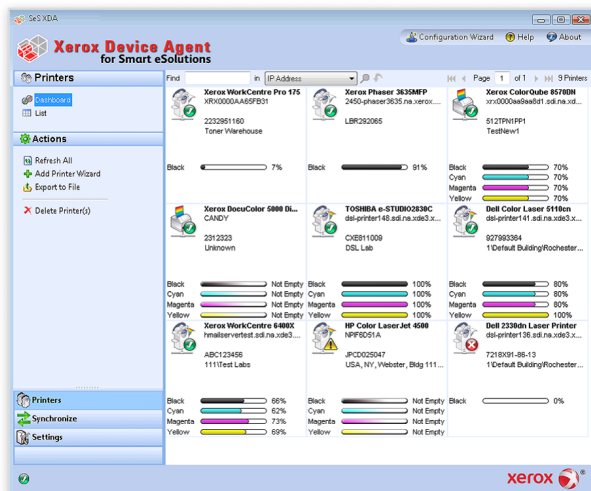
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- Enables you to download device data into a single file extract
- Significantly improved connection reliability
- Works with products already registered via Device Direct method
- Automatic version upgrades available

XDA for Smart eSolutions
Comparison table of technical specifications

Features	SeS*	XDA for SeS*	CWW**
General Application Information			
Local Windows® Client	✓	✓	
Locally Installed Web-based server: requires Internet Information Services (IIS) and SQL Server®			✓
Automatic Application Upgrade at Customer Site		✓	
Maximum Number of Devices per Installation	-100	1000	-3000
Operates without User Logged On		✓	✓
Supports Operation Disconnected from Server	✓		✓
Online Help		✓	
Device Discovery			
Simple Subnet Discovery	✓	✓	✓
Multi-vendor Device Discovery		✓	✓
Advanced Discovery Subnet Configuration (IP Sweep)		✓	✓
Exceptions/Exclusions List			✓
Advanced Discovery Modes			✓
Direct (Local) Printer Discovery (via Queues) with Single Account Credentials			✓
Active Directory® Printer Discovery			✓
Discover Devices on IP v6 Addresses		✓	✓
Device Monitoring Features			
Device Dashboard View for Less-experienced Users		✓	
Device List View Includes Grouping		✓	✓
Device List View Includes Sorting and Filtering		✓	✓
View Printer Status	✓	✓	✓
View Meters		✓	✓
View Supplies and Alerts		✓	✓
Easy Access to Printer Web Page		✓	✓
Static Built-in Groups		✓	✓
Dynamic Grouping			✓
Group Based Monitoring			✓
Local Pop-up Alerts	✓	✓	
Local E-mail Alerts		✓	✓

Features	SeS*	XDA for SeS*	CWW**
Remote Management			
Connectivity/Meter/Supplies Submission	✓	✓	✓
Device Status Submission		✓	
Administrator/User Information Submission		✓	
Technologies Supported / Required			
Windows® XP and Vista® (32-bit)	✓	✓	✓
Windows® XP and Vista® (64-bit)		✓	✓
Windows® 2003 (32-bit)	✓	✓	✓
Windows® 2003 (64-bit)		✓	✓
Windows® 2008 (32-bit and 64-bit)		✓	✓
Windows 2000	✓		
Windows® 7		✓	✓
Windows® Server 2008 R2		✓	✓
Minimally Requires Microsoft .Net 2.0	✓		
Minimally Requires Microsoft .Net 3.5		✓	✓
Internet Explorer (Version 6, 7 and 8)			✓
Languages Available			
Dutch		✓	
English	✓	✓	✓
French	✓	✓	✓
German	✓	✓	✓
Italian	✓	✓	✓
Japanese		✓	
Polish		✓	
Portuguese	✓	✓	✓
Russian		✓	
Spanish	✓	✓	✓

* Smart eSolutions Windows client (previous version)
** CentreWare® Web

To learn more about XDA for Smart eSolutions and
how easy it is to install, visit **www.xerox.com/smartesolutions**

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Fleet Management Portal

For operations managers who are accountable for ongoing fleet operations, the Fleet Management Portal and Dashboard offers critical insight.

Key Attributes:
- Turnkey setup and configuration
- Direct view into printer fleet in real-time
- Powerful printer & incidents grid
- Role segregation and configuration includes segregation by agent, customer and users
- Configurable and built-in panels
- Minimal administrative or management effort required
- Dashboard and the Account Key Metrics on homepage viewed at login (Partner)
- Multi-function drop down navigation bar
- Simplified Content panels
- Improved viewing across whatever devices you might be using to display the portal
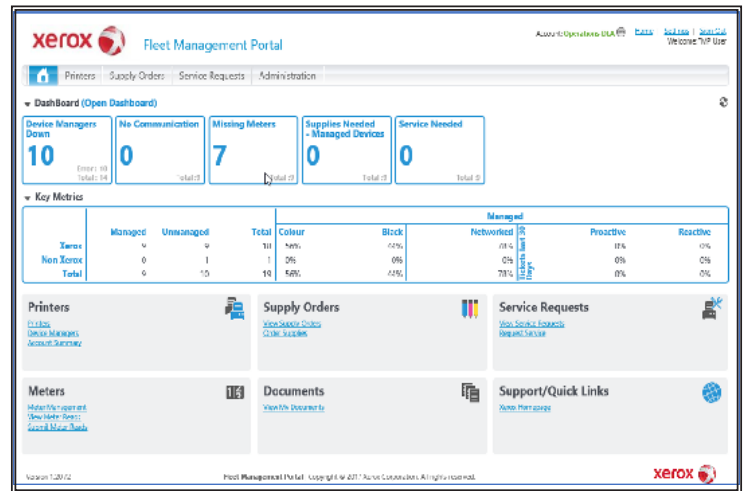
Print Security Dashboard:
- Provide simple, easy-to-comprehend compliance results
- Take action on any non-compliant device or setting right from an interactive layer inside the dashboard, allowing for quick adjustments to any fleet
- Export any data so that it can be viewed outside of the application and brought into another format, such as Excel
- Provide a customer view of the dashboard in order to provide "proof" of compliance, without providing the ability to make any device changes; this access/view helps to prove that a fleet is in compliance with supporting real-time data

Fleet Management Dashboard:
- Authorized users can assess the health of the print infrastructure at any point in time
- Enter meter reads
- Request service
- Order supplies
- Quick links to other sites like Reporting and Documents (configurable)

Service Performance Dashboard:
- Drill down to any region in your fleet for a detailed view
- Review device availability, volume, and more
- Use real-time data to analyze uptime and usage, and justify new printer purchases, relocation, or consolidation

Xerox® Standard Accounting

You're busy—and budget-conscious. Your Xerox® printers and multifunction printers are smart workplace assistants—transforming office workflows so you can spend less time on process while unleashing more productivity. With Xerox® Standard Accounting on board, they'll even help you track costs and usage, ensuring your bottom line isn't impacted by overuse.

Xerox® Standard Accounting is a standard feature available on many Xerox® printers and multifunction printers. Use it to track and limit the number of copy, print, network scanning, email and fax (embedded, server and Internet) jobs for each user.

DOING MORE AND SPENDING LESS

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

Once you know where your costs are coming from, you can take control of them:

- Set limits on the number of print, copy, scan and fax jobs that a user can perform. Limits can be reset remotely at any time.

- Account for device activity down to the user or general account level.

- Manage a user's access to color—on color-capable devices—for both copy and print jobs.

- Bill usage to internal departments or external clients.

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

BENEFITS AT A GLANCE

- Minimal IT infrastructure impact

- Embedded accounting feature can account for and limit usage by function

- Cut costs by identifying excess usage

- Accurately recoup costs of printing, copying, scanning and faxing

- Implementation and maintenance require minimal intervention

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ConnectKey Intuitive User Experience

A re-engineered user interface that delivers a true mobile device experience

Large capacitive touch screens enable gestures, swipe, scroll - just as you would expect from your smart device

Completely customizable user interface for maximizing workplace productivity

Task focused apps simplify getting work done in fewer steps

Intuitive User Experience

Large capacitive touch screens "mobile" experience with support for gestural input (tap, swipe, pinch)
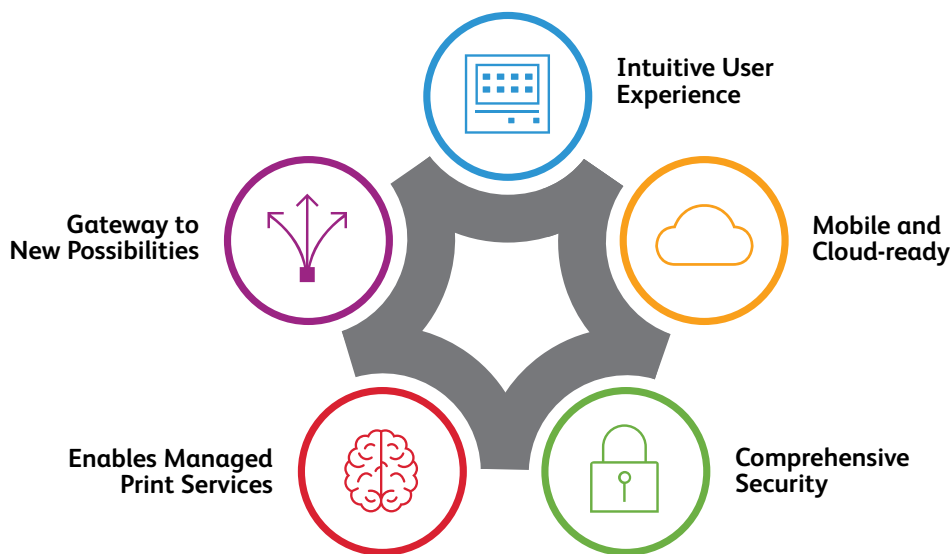
Xerox® ConnectKey® Technology

BRIDGING PHYSICAL AND DIGITAL WORLDS FOR A SEAMLESS AND PRODUCTIVE WORK EXPERIENCE

xerox™

Your Digital Workplace Assistant,
Built on Xerox® ConnectKey® Technology

Today's workforce is mobile and always connected. Digital workplace assistants built on Xerox® ConnectKey Technology help businesses discover new ways to work smarter, more securely, and create the most productive workplace. It's time to stop thinking about printers as standalone, task-specific workhorses, and start demanding more up-to-date, useful — and usable — solutions. Xerox® ConnectKey® Technology delivers.

Each ConnectKey Technology-enabled multifunction printer in our lineup is the center of a productivity ecosystem — delivering an intuitive user experience, mobile and cloud connectivity, comprehensive security, and access to value-extending services and solutions. You'll do more than print, scan, or copy. You'll connect like never before.

XEROX® VERSALINK® PRINTERS

Ideal for distributed workgroups, printers and multifunction printers in the Xerox® VersaLink® family, are full-featured, app-centric digital workplace assistants. They provide an intuitive user experience, comprehensive security, and allow users to work whenever, from wherever.

XEROX® ALTALINK® PRINTERS

Scalable, powerful, and designed for the most demanding teams — the Xerox® AltaLink® Multifunction Printers deliver an intuitive user experience, personalization, mobile and cloud connectivity, and comprehensive security. These digital workplace assistants digitize, automate tasks, and streamline everyday work processes seamlessly to boost productivity.

Intuitive User Experience

Mobile and Cloud-ready

Comprehensive Security

Enables Managed Print Services

Gateway to New Possibilities

Intuitive User Experience

Finally — a personalized user experience. 1-Touch Apps take time-saving convenience to the next level. Create and save shortcuts for frequently used workflows while staying in sync with the other devices you depend on to get work done.

KEEPING IT CONSISTENT

With a ConnectKey® Technology-enabled fleet — regardless of model — the user experience is always consistent. Common functions work similarly on every printer so users learn once and apply fleet-wide.

New installation wizards streamline setup to get you started with little or no IT support. Print drivers look and feel the same, while the Xerox® Global Print Driver® can be used on all printers regardless of model.

The Xerox® Embedded Web Server allows system administrators to remotely connect to their MFP via any standard web browser and manage configuration settings, apply cloned files to the fleet, install print drivers, monitor printer status, and troubleshoot using the Remote Control Panel tool — all without leaving their office.

TOUCH, AND GO FAST

The multi-touch experience — the way millions of phone and tablet users interact with today's most advanced devices — now finds its way to the printer or multifunction printer you'll depend on to get work done quickly and easily.

Swipe, tap, and pinch your way through simplified workflows on a large, colorful, tablet-like screen. Preview scans before printing to avoid errors. Download apps directly from the Xerox App Gallery and customize your interface to keep the apps you use most front and center. It's a completely new — and yet entirely familiar — way to power through complex workflows and common tasks.

LET'S PERSONALIZE

With ConnectKey Technology's flexible design, device interfaces can be personalized to provide only the apps you use most, including specific one-touch workflows to or from cloud or network locations.

And because ConnectKey Technology is built on an open systems architecture, Xerox Extensible Interface Platform® (EIP), it's possible to create new apps for highly specialized workflows.

Mobile and Cloud-ready

Your connected workforce — whether at home, on the road, or in the office — relies on a variety of devices to send or retrieve documents and information. Xerox® ConnectKey® Technology brings it all together.

READY FOR THE WAY YOU WORK

All ConnectKey Technology-enabled printers and multifunction printers give you the freedom to work where and how you want. They are mobile and cloud-ready, right out of the box. They provide secure access from your mobile device and direct, seamless connectivity to your preferred cloud systems and services.

MOBILE READY

The ability to connect and print from your mobile device is key for today's hybrid worker, and ConnectKey-enabled multifunction printers are ready to roll with built-in support for Apple® AirPrint®, Mopria® Print Service, and Xerox® Print Service for Android™.

The Xerox® Workplace Mobile App adds a common printing experience across both Android and iOS devices, making it easy for mobile workers to print on the go.

Tap to connect to your printer in seconds using Near Field Communication (NFC) to scan, copy, and print from your mobile device. When used in conjunction with Xerox® Workplace Solutions, it enables authorized users to unlock the MFP and access services securely with a personalized experience.

Optional Wi-Fi Direct is ideal for enabling guest user access – without the need to grant access to your primary network.

CONVENIENT AND CLOUD-CONNECTED

Scan or print directly to or from the cloud, easily share documents with individuals or groups without the hassle of multiple steps, and create editable documents from hard-copy source materials. It's all possible, right from the user interface of your Xerox® Altalink® and Xerox® VersaLink® Devices.

For ultimate convenience, the easy-to-use Xerox® @PrintByXerox App makes printing as simple as sending an email with an attachment and retrieving it at any ConnectKey-enabled Device worldwide. It's easy, secure, and free.

Xerox® Workplace Cloud, a cloud-hosted Print Management solution, provides easy, flexible, and secure printing from any mobile device – freeing up IT resources to focus on your core business.

SAVE STEPS WITH SINGLE SIGN-ON*

Conveniently authenticate at the printer once with your card badge or mobile device and then securely access all your MFP SSO-enabled without having to perform any additional, time-consuming log-in steps.

*Natively with Xerox® AltaLink® 8100 Series, and via Xerox® Workplace Solutions Print Management

Comprehensive Security

Security is a top priority for every business. Xerox® ConnectKey® Technology exceeds industry standards for security features and technologies. That's why the most security-minded governments and businesses choose Xerox.[1]

Although it's integral to our technology, there's nothing standard about the levels of security included with every ConnectKey Technology-enabled Device. Our holistic, proactive four-point approach to security ensures comprehensive and all-encompassing protection for all system components and points of vulnerability.

Prevent

ConnectKey Technology utilizes a comprehensive set of capabilities that prevents malicious attacks, the proliferation of malware and misuse of, or unauthorized access to the printer, whether from transmitted data or direct interaction at the device.

All possible access points are secure, including the user interface and input ports accessible to walkup users as well as PC, server, mobile devices, or cloud connections.

Detect

Xerox® ConnectKey Technology runs a comprehensive Firmware Verification test, either at start-up[2] or when activated by authorized users. This provides alerts if any harmful changes to the printer have been detected. Trellix Whitelisting/Allowlisting[5] technology constantly monitors for and automatically prevents any malicious malware from running.

Protect

Our comprehensive security measures don't stop at preventing unauthorized access to your printer and securing your information from the inside. ConnectKey Technology provides capabilities to prevent intentional or unintentional transmission of critical data to unauthorized parties.

From protecting printed materials by not releasing documents until the right user is at the device to preventing scanned information reaching beyond its intended recipient, ConnectKey Technology offers the safeguards you need to keep your most critical data assets safe and secure.

Xerox also protects all your stored information using the highest levels of encryption. You can delete any processed or stored data that is no longer required using the National Institute of Standards and Technology (NIST) and U.S. Department of Defense approved data clearing and sanitization algorithms[3].

External Partnerships

ConnectKey Technology provides extra security standards through our partnership with Trellix[5] and Cisco. Communication with SIEM tools from Trellix[5], LogRhythm, and Splunk dramatically reduces the threat of security breaches. We measure our performance against international standards with certifications like Common Criteria and FIPS 140-2/140-3 to ensure our devices are trusted in even the most secure environments.

A COMPREHENSIVE APPROACH TO SECURITY

Prevent
unauthorized access

Detect
suspicious or malicious behavior

Protect
data and documents

External Partnerships
through integrations, industry standards and certifications

Zero Trust Security

Xerox supports your Zero Trust initiatives with critical features, best practices, and recommendations. Learn more

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[1] 10 of the largest global banks, all 50 U.S. states and 10 of the largest universities choose Xerox.

[2] Xerox® Versalink® Devices.

[3] Applies to devices with hard disk drives only.

[4] Xerox® AltaLink®, Xerox® WorkCentre® iSeries, Xerox® VersaLink® 7100 Series, and Xerox® EC7800/8000 Series.

[5] Trellix formerly known as McAfee Enterprise business.

Enables Managed Print Services

Combining Xerox® ConnectKey® Technology with Xerox® Managed Print Services creates an optimized infrastructure customized to your organization — whether it's large or small. Our state-of-the-art assessment tools and three-stage approach make sure you have the right mix of technology, apps, and solutions.

EFFICIENT HYBRID WORKPLACE

With Xerox® Managed Print Services (MPS), we can assess the print infrastructure to understand who is printing – where, and when. With the analytics from the assessment, we can create an optimized print infrastructure with ConnectKey-enabled Devices. The range of ConnectKey-enabled Devices enables us to put the right technology and the right applications in the right places. No need to invest in a more expensive MFP just because an app is necessary.

ConnectKey-enabled Devices are designed to work with the remote, cloud device monitoring toolset, making it easy to implement and manage the print infrastructure, including home offices.

PRODUCTIVE EMPLOYEES

User interfaces on ConnectKey Printers are easy to use, consistent, and adaptable to the user or organizational preferences. MPS Analytics helps identify laborious paper-based document processes that might benefit from digital transformation.

Utilize ConnectKey Apps to transform documents to digital formats, enable mobile printing, connect to cloud repositories, or provide an onramp to existing business processes.

Xerox® Support Assistant App saves people time by displaying the status or enabling the submission of supply orders and service requests.

Together, these features make employees more productive and happier with technology.

SUSTAINABLE PRINTING

Our Managed Print Services has the tools and expertise to make your business more sustainable and efficient. It starts with Sustainability analytics and "what if" analysis that provide you with actionable alternatives and device management to optimize your print infrastructure with eco-friendly devices. The Xerox® Green World Alliance® program simplifies collection, reuse, and recycling of spent imaging supplies.

Finally, our reforestation and carbon offset programs are a way to return trees to the forests and offset the carbon emitted from paper production.

SECURE ENVIRONMENT

Xerox® ConnectKey® Technology Devices are enabled with security features right out of the box. ConnectKey-enabled Devices provide data to our MPS Device Management Tools so we can monitor the system to be sure the infrastructure is always secure. And confidential documents and content do not print until the user is authenticated as the job submitter.

Xerox MPS ensures your company security policies are enabled with Whitelisting/ Allowlisting, risk mitigation and automatic remediation, security analytics, and audit trail report for compliance.

SUPPORT RIGHT FROM YOUR MOBILE PHONE

The Xerox® Easy Assist App simplifies installation, monitoring, and management of your MFP – all from your mobile phone. It assists with the installation of the latest driver software for your MFP on your computer, provides real-time monitoring of printer status, and delivers easy access to self-support services.

Gateway to New Possibilities

Multifunction printers built on Xerox® ConnectKey® Technology are more than machines — they're agile digital workplace assistants that go beyond ordinary functions to completely transform the way you work.

EASY, APP-BASED FUNCTIONALITY

ConnectKey Technology brings an entirely new level of flexibility, efficiency, and possibilities to your workforce with a growing collection of Apps available through the Xerox App Gallery.

Simplify time-consuming, repetitive, or complex processes by extending your printer's capabilities in unexpected ways. With these easy-to-use apps, your Xerox® ConnectKey® Technology-enabled printer or MFP becomes a well-connected digital workplace assistant. It can connect you to cloud content repositories and business critical systems, help you with industry specific workflows in healthcare, finance, legal and education, or order consumables and get support – right from the printer's user interface.

With Xerox App Gallery and Xerox® Personalized Application Builder (PAB)*, Xerox partners can offer sophisticated levels of customization to automate your unique workflow requirements.
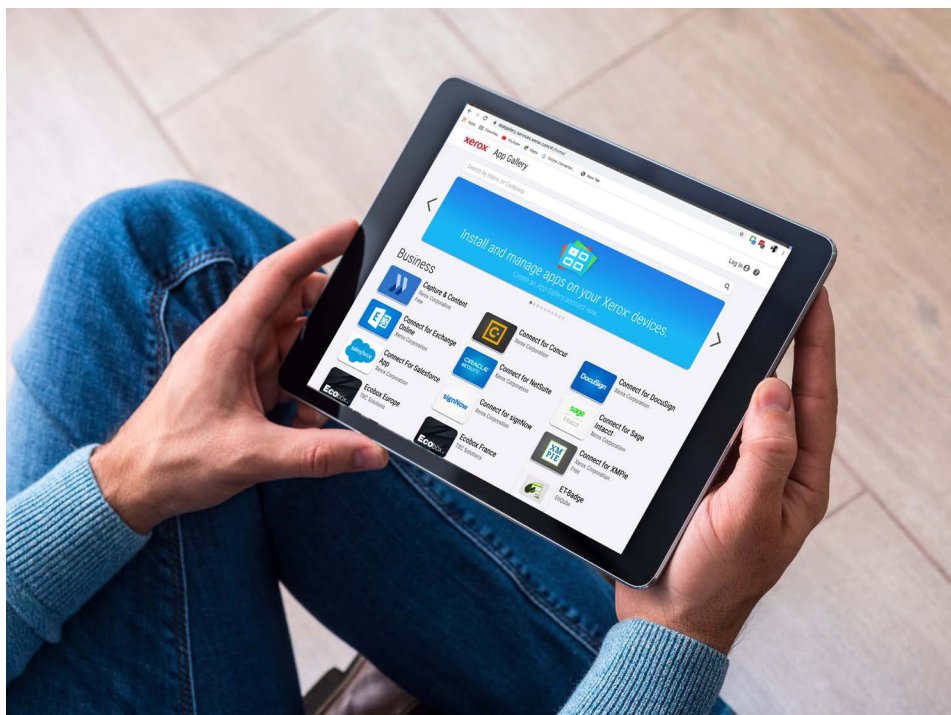
SINGLE PLATFORM CONVENIENCE

Remote and flexible work models demand one-platform convenience and seamless productivity. Xerox Workflow Central, our technology agnostic cloud-based solution, takes the guesswork out of converting physical and digital files into usable formats. Ideal for on-the-go employees, Xerox Workflow Central can be used from any device, including PCs, tablets, mobile devices, and multifunction printers.

Solve Everyday Workflow Challenges with Xerox® Workflow Central Platform

Change documents into audio files for easy listening whenever, wherever.

Convert PDF or image files to popular Microsoft formats for shareability with a wider audience.

Turn handwriting into legible, editable, and shareable text.

Translate to/from over 40 different languages.

Automatically redact Personal Identifiable Information using set words or phrases.

Create a smaller, summarized file that's easier to digest.

Merge up to 5 different files together to create a new, single master file.

Xerox® Devices Built on Xerox® ConnectKey® Technology

You'll work better, faster, and smarter with a consistent user experience, mobile and cloud connectivity, easy automation, comprehensive security, and access to a growing library of apps to expand functionality and boost productivity.

COLOR LETTER/A4 DEVICES

Xerox® VersaLink® C415
Color Multifunction Printer

Xerox® VersaLink® C625
Color Multifunction Printer

Xerox® VersaLink®
C500 Color Printer

Xerox® VersaLink®
C600 Color Printer

BLACK-AND-WHITE LETTER /A4 DEVICES

Xerox® VersaLink® B415
Multifunction Printer

Xerox® VersaLink® B625
Multifunction Printer

Xerox® VersaLink®
B600 Printer

Xerox® VersaLink®
B610 Printer

COLOR TABLOID/A3 DEVICES

Xerox® VersaLink®
C7000 Color
Printer

Xerox® VersaLink®
C8000 Color
Printer

Xerox® VersaLink®
C9000 Color
Printer

Xerox® VersaLink®
C7120/C7125/C7130
Color Multifunction
Printer

Xerox® AltaLink®
C8130/C8135/
C8145/C8155/
C8170 Color
Multifunction
Printer

BLACK-AND-WHITE TABLOID/A3 DEVICES

Xerox® VersaLink®
B7125/B7130/
B7135
Multifunction
Printer

Xerox® AltaLink®
B8145/B8155/
B8170 Multifunction
Printer

To learn more about Xerox® ConnectKey Technology, go to **www.ConnectKey.com**.
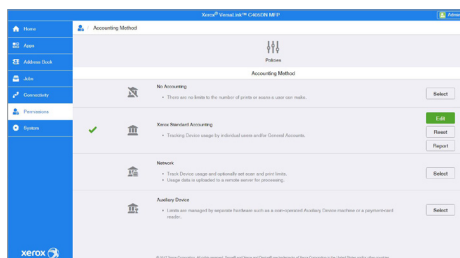
xerox™

GETTING RESULTS WITHOUT GETTING BOGGED DOWN

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

- Enable and disable Xerox® Standard Accounting using Xerox® CentreWare® Internet Services (AltaLink® devices), Embedded Web Server (VersaLink® devices)

- Add, delete and manage accounts

- Export reports

- Create and manage user, group* and general accounts

- Set user limits for device features (copy, print, fax and scan), including color limits

- Simplify enterprise deployment by cloning Xerox® Standard Accounting settings and user accounts to other Xerox® devices

Xerox® Standard Accounting on
Xerox® AltaLink® Devices

Xerox® Standard Accounting on
Xerox® VersaLink® Devices

*Group accounts only supported on AltaLink devices.

XEROX® ACCOUNTING SOLUTIONS AND OPTIONS

Xerox® Standard Accounting: Tracks the number of prints, copies, faxes and network images sent at the device. Usage limits can be applied to users to restrict the total number of copy, print, fax and scan jobs that a user can perform. Administrators can print a report that contains Xerox® Standard Accounting data.

Network Accounting: Accounting solutions ideal for larger enterprises that provide extensive accounting information at the network level for copies, prints and scans using integrated solutions available from Xerox Alliance Partners.

Foreign Interface Device: Uses separate accounting hardware (such as swipe card terminals) and software connected to a Xerox® device to control user access and collect and report accounting data.

XEROX® STANDARD ACCOUNTING IS AVAILABLE WITH THESE DEVICES:

Xerox® AltaLink® B8045/B8055/B8065/B8075/B8090 Multifunction Printer

Xerox® AltaLink® C8030/C8035/C8045/C8055/C8070 Color Multifunction Printer

Xerox® Phaser® 3330 Printer

Xerox® VersaLink® B400 Printer

Xerox® VersaLink® B405 Multifunction Printer

Xerox® VersaLink® B600 Printer

Xerox® VersaLink® B605 Multifunction Printer

Xerox® VersaLink® B610 Printer

Xerox® VersaLink® B615 Multifunction Printer

Xerox® VersaLink® C400 Color Printer

Xerox® VersaLink® C405 Color Multifunction Printer

Xerox® VersaLink® C500 Color Printer

Xerox® VersaLink® C505 Color Multifunction Printer

Xerox® VersaLink® C600 Color Printer

Xerox® VersaLink® C605 Color Multifunction Printer

Xerox® VersaLink® B7025/B7030/B7035 Multifunction Printer

Xerox® VersaLink® C7000 Color Printer

Xerox® VersaLink® C7020/C7025/C7030 Color Multifunction Printer

Xerox® WorkCentre® 3335/3345 Multifunction Printer

Xerox® WorkCentre® 3655i Multifunction Printer

Xerox® WorkCentre® 6655i Color Multifunction Printer

Xerox® WorkCentre® 7220i/7225i Color Multifunction Printer

Xerox® Color C60/C70 Printer

Xerox® D95A/D110/D125/D136 Copier/Printer

Xerox® D110/D125 Printer

(Note: Not all models are available in all geographic locations.)

For more information, visit us at **www.xerox.com/office**.

Comprehensive Security

Prevent. Detect. Protect.

Our comprehensive approach to security helps you keep your devices, documents, data and content safe from cyberthreats.

Ensure compliance of every device on the network with automated monitoring and remediation.
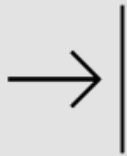
Restrict access to printed documents to only authorized users.

Alert administrators to unauthorized disclosure of data and content.

McAfee and Cisco integration for **automatic response to cyberthreats**.

Print Security

Weak or nonexistent cybersecurity programs represent a massive organizational risk for state, local and municipal government agencies in the United States. Most government data breaches are an inside job, coming from employees improperly using information, data, and documents.

As your trusted provider of secure printing solutions, we offer many standard secure print features.

- Xerox Secure Print. Secure Print allows you to control the print timing of your documents. Enter a passcode to send a job to print. The printer holds the job until you enter the same passcode at the device, releasing it to print.
- Image Overwrite. Electronically "shred" information stored on a printer's or MFD's hard disk as part of routine job processing. Electronic deletion may be performed automatically, on-demand or, on some devices, scheduled. The Xerox® Image Overwrite print security process uses a three-pass algorithm originally specified by the U.S. Department of Defense.
- Data Encryption. As data moves in and out of a printer or MFD, or is stored within the device, we secure it with several different protocols for encryption, such as Secure Sockets Layer (SSL)/Transport Layer Security (TLS) and Internet Protocol Security (IPSec).
- Access Control/User Authorization. Specific functions (such as scanning or accessing customer data) can be restricted by user and by function according to access control limits set by a system administrator. Authorized users may be granted appropriate levels of access once they are logged on or authenticated.
- Network Security. To ensure the device behaves like a good network citizen, many Xerox printers and MFDs include features that protect them from unauthorized remote access. These secure print features protect the confidentiality of data as it moves across your network, to and from the printer. These print security features include IP Filtering, IPSec and SSL/TLS data encryption, digital certificates, network authentication and 802.1x device authentication.

Advanced Security

Common Criteria Certification

Xerox currently has the broadest portfolio of Common Criteria Certified multifunction print devices in the industry. Our latest products offer the most comprehensive set of security functionality in the industry. Xerox is the only vendor to certify the complete device, not just the kits or subsets of functionality. We engineer our MFDs with built-in security features, providing a wide array of the latest security options for secure documents, devices and networks that seamlessly integrate with our client's infrastructure. When it comes to security certification, Xerox believes that a complete system certification provides a better assessment of security than one limited to only a component or kit such as the case with some other vendors.

McAfee and Cisco TrustSec Identity Services Engine integration

- **McAfee** technology is embedded on our ConnectKey® devices, resulting in the industry's first lineup of multifunction printers that protect themselves from outside threats. McAfee's white-listing technology ensures that devices print only safe, preapproved files or perform approved functions, minimizing the need to manually update software against new security threats.
- **Cisco TrustSec® Identity Services Engine** integration provides comprehensive visibility of all ConnectKey multifunction printer endpoints to enforce IT-centric security policies and compliance.

Data Security and Copier Hard Drives	
X	All Multifunction [photocopier based] units installed by Xerox Business Solutions Southwest at Region 10 ESC will be equipped with data encryption measures, disk overwrite measures and operating features that will allow Region 10 ESC to comply with HIPAA required compliancy standards.
X	All devices containing hard disk drives installed by Xerox Business Solutions Southwest at Region 10 ESC locations will be set at the level of encryption and overwrite such that all data will not be able to be recovered, viewed or otherwise usable in any manner after such units are removed from Region 10 ESC. All units quoted have the above stated requirements included in the bid pricing and on-going pricing.
X	All print/copy/fax/scan jobs will be encrypted and overwritten on a per job basis from the time of install, providing full time compliance from the time of install to time of removal.
X	Xerox Business Solutions Southwest will provide a Proof of Concept to Region 10 ESC before removal of units to the satisfactory level of Region 10 ESC that no breach of security of the data occurred during the chain of custody of the removal process and that all hard drives are properly and sufficiently accounted for and determined secure to Region 10 ESC.
X	The manner in which the hard drives are encrypted and subsequently overwritten complies with the GLB Act and HIPAA mandates for hard drive disposal.
X	No data from copy, print, scan and fax usage or address book information will remain on any of the photocopiers prior to removal from Region 10 ESC.
X	That the methodology used to prevent the loss or potential breach of any data from the usage of the removed photocopier fleet is in keeping with all Federal/State and Local compliancy laws.
X	The Xerox Business Solutions Southwest copier fleet will comply with IEEE STD. 2600 Security Standard for Hardcopy devices.
X	Xerox Business Solutions Southwest certifies all data stored on copiers will be maintained as confidential to outside future users and that all data that is sent as a print job, walk up copy job, scan or fax job is secured by the internal security measures of the multi-function devices.

Service Call Escalation

Proactive Action Plan
All units that require 3 service calls in 30 days are flagged in our system and escalated to the Service Manager and reviewed on a weekly basis. Additional resources such as team-leads, network technicians, and/ or manufacturer support are dispatched to resolve reoccurring issues. Problematic units are identified, along with each unit(s) service history during the Business Review by the Service Manager.

Project Fulfillment Guarantee
Our Full Service Maintenance Agreement is backed by our customer driven "Common Sense" Total Satisfaction Program. During the Business Reviews (QBR's), the Project Managers, Major Account Customer Care Representative, Service Manager and Account Manager review the performance of the fleet and measure our results against the response time for the fleet.

Xerox Business Solutions Southwest Full Service Maintenance

*Xerox Business Solutions Southwest Full Service Maintenance Agreement i*s a comprehensive program for all your document printing, supplies, maintenance and service for all your Production, MFP and Printer devices. At Xerox Business Solutions Southwest, we manage over 329 million impressions per month including over 44 million prints from our customer's printer fleets.

From comprehensive network and software support, to 24/7 online assistance, online training videos and quick, responsive on-site coverage, you can count on us for a variety of service options to meet your needs. Every option is backed by a team of experienced support personnel who are equipped with the latest skills, tools and technology. Once implemented, Xerox Business Solutions Southwest Managed Print Services provides an optimized print environment, reducing your total cost of ownership and increasing faculty and staff productivity.

Comprehensive Maintenance
Our maintenance includes:
• All supplies (excluding paper)
• All replacement parts
• All labor associated with break/fix of MFPs
• All preventative maintenance, device cleaning etc.
• Guaranteed 4 - 6 hours service response time
• Remote service for "I can't print" issues for quicker resolution, driver configurations and training.
• Proactive monitoring of fleet devices
• Helpdesk integration
• Xerox Business Solutions Southwest eXpress Services including supply monitoring and replenishment
• In-service and on-going on-site training of MFP features by Xerox Business Solutions Southwest trainer(s).
• Business Reviews of performance metrics

Predictive Fleet Maintenance
We have the capability to monitor toner levels remotely and proactively order and send supplies when levels are low. All networked MFP devices will be set up on the Xerox Business Solutions Southwest Direct Link App. The Panel Level integrated application triggers sales orders based on predefined replenishment levels directly from the device and generates an email to you and places an order with Xerox Business Solutions Southwest to send out toner. Xerox Business Solutions Southwest uses a Predictive Service approach to other consumable parts and supplies in order to minimize downtime.

Meter Reading
We have the capability to collect meters automatically through all Networked devices using Xerox Device Agent. This can be viewed by Region 10 ESC in the vendor portal.

Invoicing
XBS Southwest will provide a monthly invoice for all equipment and shall include items specified by Region 10 ESC:
• Invoice date and number
• Purchase order number
• Separate Location, make, model and serial number for each copier billing
• Current and previous reading
• Date of meter reading

Preventative Maintenance Plan

The Total Call Commitment "TCC" is the service methodology Xerox Business Solutions Southwest performs to provide its clients superior service. The "TCC" program treats every call as a preventative and proactive call.

This means going systematically over the entire machine, not just the obvious problem area, or a subassembly (finisher, duplexing unit, paper feed units or document feeder), rather all aspects of the system are evaluated; from the paper input section of the machine through the entire system and all subassemblies. This proactive way of servicing has drastically increased our MCBC's (mean copies between service calls) and lowered overall customer downtime which results in higher customer satisfaction and maximum ROI.

The PM cycle (call initiation) is a "reactive" way of conducting service that forces the technician to respond to the machine breaking down in between PM's, otherwise known as the Band-Aid fix. Since technicians generally do not replace parts normally associated with the PM replacement schedule, repairs are only focused on the area of concern (specific to the problem), which initiated the call and nothing more. This "keep the machine running" until the PM light comes on approach over time dramatically reduces the total life expectancy of a machine, degrades the machine's overall performance, and lowers the copy quality standards achieved by the "TCC" program.

LifeCycle Management

Typical machine life is based on usage, and is estimated at 60 months, and between 1.2 - 9 million copies for each model. This varies based on usage, operating environment and maintenance. The number of copies or prints between service calls on a digital color copier ∕ printer is highly dependent on customer expectations of quality and the use of applications and throughput materials. At an average usage of 10,000 copies or prints per month, it is expected that service will be required about once every 24 weeks. Volumes higher than this could result in more frequent service. For B8000 series, an estimated 3-4 calls per year with approximately 20,000-50,000 pages between calls.

Value Beyond Cost Savings

Xerox Business Solutions Southwest Managed Print Services delivers benefits in many areas:

- We address environmental sustainability, finding innovative ways to eliminate unnecessary printing and reduce your carbon footprint, usage and waste. We enhance information security to protect your most valuable information and avoid the costs of lost intellectual property and PI.
- Through our Smart eSolutions, we monitor, maintain and manage your print environment.
- On-site technician feedback to summarize completed work & identify escalation if needed.
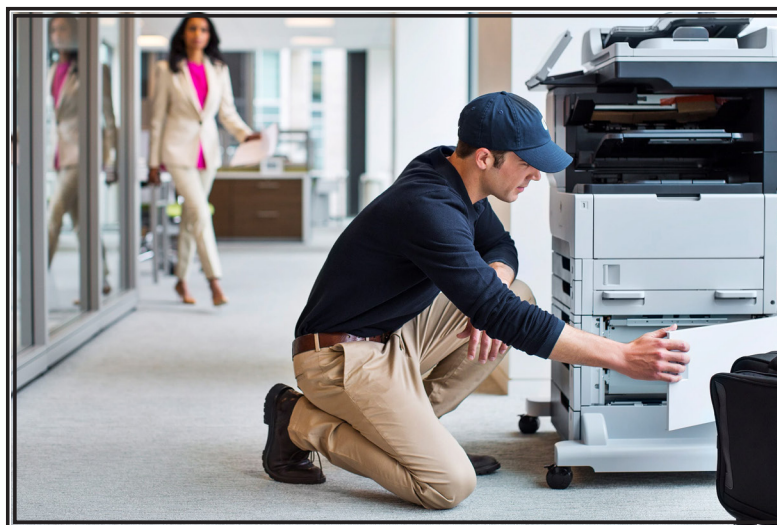
DirectLink

Instantly Request Service or Support

Only Xerox Business Solutions Southwest puts device assistance and support on-screen for unparalleled speed and simplicity of support.

DirectLink is an application that will simplify device reporting and provide a direct link to request service and supplies.

View current supply levels & place orders

View system information & request service

View current meters & submit new readings

How to contact us for help via phone or web

FUTURE READY NOW

www.xbssouthwest.com   (800) 413-3526

xerox ™ Business Solutions Southwest

DirectLink
Instantly Request Service or Support

◄ SERVICE REQUESTS ◄ SUPPLY REPLENISHMENT

On-screen assistance for unparalleled speed and simplicity

TAKING CUSTOMER SUPPORT TO THE NEXT LEVEL

View current supply levels & place orders

View system information & request service

View current meters & submit new readings

How to contact us for help via phone or web

DirectLink is an innovative application that will simplify how you communicate with Xerox Business Solutions Southwest.

With a touch of the on-screen button, you can now initiate a direct link that will allow the device to securely communicate directly with technical support, supply replenishment and meters.

Efficient. Secure. On demand.

Send these requests directly from your device, without having to pick up a phone or even return to your desk!

Xerox ConnectKey® 1.5+ device models.

Xerox™ Business Solutions Southwest
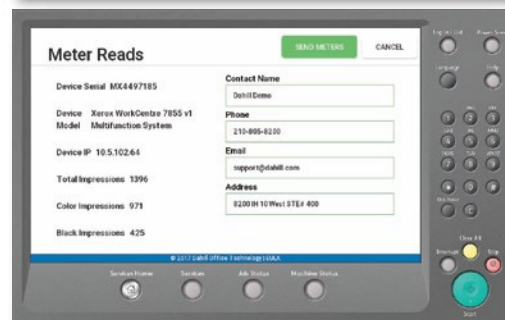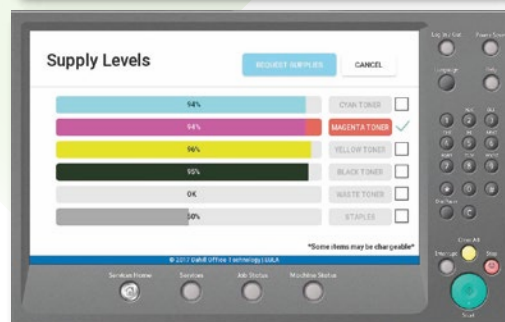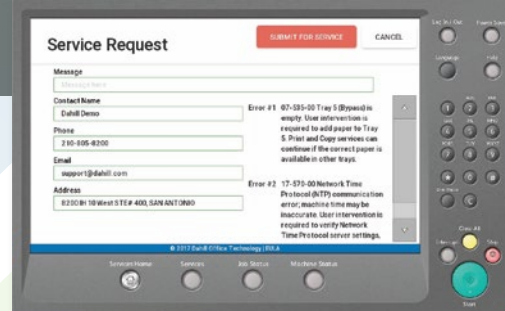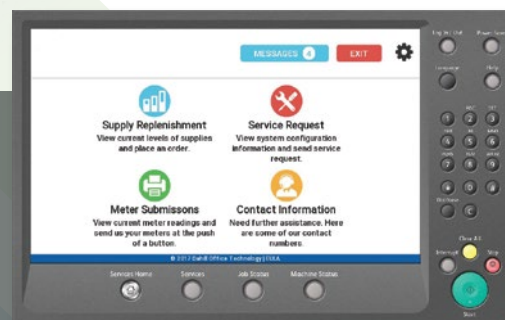
Technical Support Department Overview

Xerox Business Solutions Southwest will provide remote support with a certified Helpdesk/Copier Analyst with remote access software during normal business hours, Monday through Friday 7:00 am to 6:00 pm CST.

Requests for break/ fix service may be made through the following channel categories:

• Panel Level Integrated Direct Link App to place service calls directly from the device
• Region 10 ESC ePortal provided and setup by Xerox Business Solutions Southwest
• Xerox Business Solutions Southwest Webpage
• Xerox Business Solutions Southwest Technical Support Hotline: 1(800)413-3526

The Xerox Business Solutions Southwest Call Center Representative act as a single point of contact for all IT and Copier service related issues and provide support for:

• Reconfiguration of required network protocols (TCP/IP, DNS, etc.).
• Reconfiguration or installation of any additional print drivers needed for any new computers or print servers added after the initial install.
• Reconfiguration or setup of scan to folder options (SMB or FTP).
• Reconfiguration or setup of scan to SMTP/Exchange services. Scan to email requires an on-site email server that is customer owned/maintained or any email services provided by the customer and must be setup and activated prior to service. "Free" email servers and POP3 email accounts are not supported.
• Provide basic image quality recalibration for all print and copied documents.
• Provide fax service troubleshooting.
• Remote diagnostic of system fault codes.

Xerox Business Solutions Southwest can even assist your helpdesk with all necessary information or resources needed to resolve any issue. If our Helpdesk analyst cannot resolve any issue within a timely manner or determines that a Network Analyst is required on-site, one will be dispatched to the location. Physical network connections, cabling and network administration is provided by the client.

Value Added Service

Normal business hours are Monday through Friday 8 am to 5 pm CST. A Xerox knowledge base of FAQs and resolution instructions are available online 24/7. A link will be provided through Region 10 ESC portal. Xerox Business Solutions Southwest can provide after hour, weekend and holiday on-call service with advance notice for an additional fee. Xerox Business Solutions Southwest will always try to resolve an after hour customer issue by contacting its staff member(s) and communicating back to our customers. Service level metrics including number of helpdesk calls, service calls, turnaround times and fleet uptime will be presented at Business Meetings.

Holiday and after hours service is provided at the following rates:

Monday– Friday after 5pm	$180/ hr
Saturday & Sunday until 5pm	$180/ hr
Sunday after 5pm	$240/ hr
All Holidays (all day)	$240/ hr

Holiday and after hours service requires 48 hours advance notice in order to schedule a technician to be on-call. If service is not required during the on-call period, a minimum charge of $50/ day will apply for the on call service.

At Xerox Business Solutions Southwest, we understand that reliability is crucial to productivity, and reaching your company's goals. When an issue arises, the below steps will be taken to ensure devices are operational as soon as possible.

The XBS Southwest Helpdesk/Copier Analyst team will accept incoming requests from clients, and quickly help confirm the problem and attempt to solve the issue remotely. Most service requests that come in can be solved by our Helpdesk/Copier Analysts. If needed, an XBS Southwest team member will dispatch an on-site technician and provide an ETA.

The certified technician will arrive and re-confirm the issue with the machine, and go through the below steps:
• Have the customer demonstrate the problem, if possible
• Ask for defect samples
• Confirm if there are other issues with machine
• Attempt to replicate the problem with machine firsthand
• Check overall operation of machine and identify any other issues

The technician will then obtain and document Meter Reads and Fault Codes, and print out a Configuration Report if available. They will also review the Service Log and fault history, and check High Frequency Service Items (HFSI) status.

After the initial review and diagnostics, our service technicians will give Region 10 ESC an estimated service time, and begin repairing the device.

Once the device is operational, the technician will thoroughly test to confirm the machine is repaired and all components are in good working order.

Next, the technician will fill out the service log with all applicable information about the service visit, which will be will be available to Region 10 ESC on the vendor portal. They will also ensure the machine and work area are clean, gather any parts for return, and verify all supplies are at appropriate levels.

Last, Region 10 ESC will be able to test the machine to ensure the issue has been resolved. Our service technicians will then explain the solution(s) and provide training where possible to prevent future calls.

If the device cannot be fixed within the first on-site service call, the below escalation will be used:
• The XBS Southwest service technician will suggest any possible workaround for the interim, and perform as much of the call as possible to uncover and resolve any other issues
• The next steps, such as timeframe, parts, and escalation will be communicated clearly to Region 10 ESC
• If a device is down for more than 72 hours, XBS Southwest will provide a loaner free of charge, through our Common Sense Total Satisfaction Guarantee.

Service Technician Training

All of the service technicians are trained by our 3 Xerox certified trainers representing 65 years of industry experience and have a combined 40 years of training experience.

All training is conducted in a classroom, with a hands-on format. This gives each technician the opportunity to learn both the theories of how the equipment in each device works, and also how to properly troubleshoot the equipment. This gives our service technicians the hands-on experience necessary to address any issues they might encounter in the field.

All of our technicians are trained and evaluated throughout their career to ensure they have the latest, most comprehensive information about the equipment and devices they work on.

In order to service XBS Southwest devices, each technician must successfully complete:
• The Service Academy Course—This course teaches all of the basics of our service and devices.
• IT Instructional Course—This course keeps service technicians up to date on the latest technologies they may encounter in the field. This is required upon employment, but is an ongoing class as our devices and technologies update.
• Xerox Certification Program—Upon completion of all the above training, service technicians must also successfully complete the Xerox Certification on each device they will be servicing.

All of the above courses and certifications are required to provide each technician with the knowledge and skills to provide efficient and quick resolutions to any customer challenges.

We have a stringent support process in place should our technicians face any unusual problem in the field. Technicians have a team of subject matter experts to consult with and bring on-site if necessary in order to resolve these issues quickly and completely.

At Xerox Business Solutions Southwest, we strive to develop long term business relationships with our customers. Our Business Review meetings with our clients ensure that we are performing at the highest possible level of support and are meeting your objectives.

How it works: volume usage data is gathered using an automated data collection tool or manually. We collect service call information from our service databases. Your Major Account Customer Care representative compiles this data into an executive style presentation.

The following are among items are discussed regularly during our Business Reviews:
- Review service guarantees, response times, guaranteed up-time, security patches etc.
- Discuss changes in volumes and implement necessary changes in hardware or supply levels
- Discuss any changes in applications, business models, and best practices for end-user needs
- Present any new technologies, ideas for cost savings or workflow solutions
- Both parties sign off to verify "Commitment to Action Items"
- A consolidated meter reading report will be provided for each location including service performance uptime and calls.
- Detail quarter over quarter total cost of ownership (varies based on how often reviews are conducted).

MONO

	January	April	July	October
2017	1,673,944	1,640,979	1,716,200	1,656,631
2018	1,624,510	1,651,574	1,212,189	995,388
2019	1,017,822	1,075,203		

COLOR

	January	April	July	October
2017	448,607	476,677	569,868	583,681
2018	531,321	644,962	375,635	334,457
2019	349,421	339,196		

Black & White Summary
- Total Black & White Printers: **282** (down from 319)
- Total Printers with AMV higher than 5,000: **71** (last QBR: **8**)
- Black & White AMV: **358,401***
- Quarterly Black & White Allowance: **1,380,000**
- Under quarterly allowance: (**304,797**)

Color Summary
- Total Color Printers: **200** (down from 212)
- Total Printers with AVM higher than 1,000: **94** (last QBR: **35**)
- Color AVM:**113,065***
- Quarterly Color Allowance: **270,000**
- Over Quarterly allowance **69,196**

Printer Fleet Summary
Total Printers: **482** (down from 531)
Last local printer count: 269

Year Over Year cost impact: Quarterly
- B&W: ($2,580.00) savings
- Color: ($26,601.64) savings

Sustainability Programs

At Xerox Business Solutions Southwest, sustainability is our way of doing business. We align our goals for the environment, health and safety in five key areas to make an impact across our value chain worldwide.

In fact, with Xerox's new Evolve Recycling program, Region 10 ESC will receive payment for shipping empty inkjet and laser printer cartridges. This means that while working to meet your sustainability goals, the district can turn their old network printer toner cartridges into cash to help fund other projects-- all while keeping millions of pounds of waste out of landfills each year.

Environmental Sustainability: As a charter partner of the International ENERGY STAR program, we have long invested in product designs and technologies that conserve energy and reduce associated greenhouse gas emissions. All devices are U.L approved energy star compliant.

Xerox Business Solutions Southwest will provide a means and method for Region 10 ESC to allow the collections and recycling of Xerox toners and other CRUs. Xerox Business Solutions Southwest will maintain a parts management process that ensures used parts are returned to Xerox for appropriate processing or responsible disposal via eco-friendly boxes to support Region 10 ESC's green and sustainability initiatives.

Together with our suppliers, customers and stakeholders, we strive to maintain the highest standards for preserving our environment and protecting and enhancing the health and safety of our employees and communities.

- **Our Goal:** Zero Waste to Landfills - In 2016, we managed 94 percent of nonhazardous solid waste beneficially which remained unchanged from 2015. We've established a new aspirational goal to drive our reuse/recycle rate to 100% by 2020 at our   technology facilities compared to a baseline year of 2009.
- **Conserving Water:** As part of our commitment to conserve resources, we monitor water consumption across our manufacturing, distribution and R&D facilities worldwide. Having met our corporate goal to reduce water consumption by 21 percent by 2014 (against a 2009 baseline), we established a new goal to reduce water consumption by 35% by 2020 (against a 2010 baseline). Water consumption in 2016 was down 43% against the 2020 target.
- **Reducing Greenhouse Gas Emissions:** Since 2012, Scope 1 (direct) and 2 (indirect) greenhouse gas emissions are down 28 percent*. The reductions are the result of improved energy efficiency, new technologies and improved energy management practices.

Ecobox Collection
Our Contribution to Enable a Circular Economy

- Xerox Green World Alliance - Recycle used toner cartridges and supplies - FREE
- Developed by Xerox in the 1990's in anticipation of customer expectations, regulations and our long-standing environmental commitment.
- Managed by Xerox Supply Chain
- Key to earning EPEAT registration for our devices
- A critical component of achieving our corporate goal of Net Zero GHGs by 2040
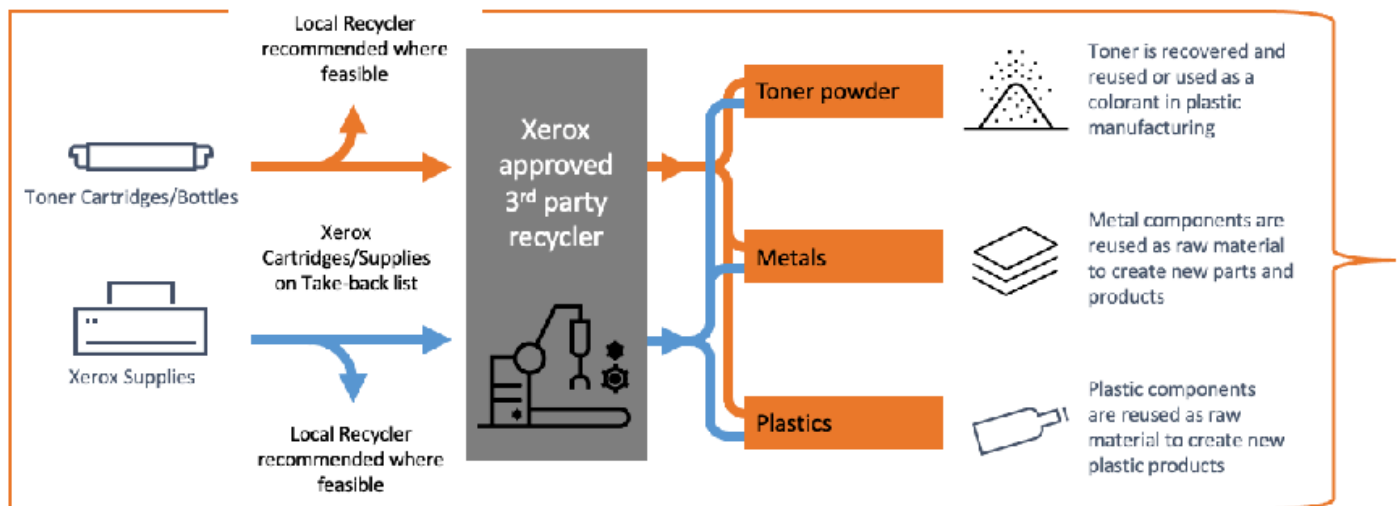
Minimizing Paper Use
→ Cloud-based printing services
→ Print on demand and print redirection
→ CareAR to eliminate service trips
→ Print Awareness Tool to gamify printing efficiency

Reducing Carbon Footprint
→ Electrifying Xerox Service fleets
→ Xerox Reforestation Service to offset paper consumption
→ Ecobox to recycle consumables for reuse

Improving Electricity Efficiency
→ Optimizing device configuration for sleep and standby modes

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Installation/Implementation

The Xerox Business Solutions Southwest support team has coordinated and implemented several similar size and scope awards, including National Commercial Accounts, Independent School Districts, Government Agencies and secure Military Bases across Texas.

Upon award and receipt of signed documents, orders will be placed with Xerox for any additional machines not available in our local warehouses. Xerox Business Solutions Southwest will receive systems from Xerox within approximately 5-7 days. Once Xerox Business Solutions Southwest receives the systems, they will be assembled, tested and prepared for delivery. Set up will also include any IP, security settings, etc as provided by IT support to minimize installation time. Deliveries should occur within time frame indicated in the RFP.

Installations can be accomplished within a few days depending upon preferences and installation conditions. This estimate is based on similar size installations in the past. The installation team would be comprised of drivers/technicians and network support staff. On site coordination will be through the Account Manager, IT and Field Service Technicians as well as designated representative(s) from Region 10 ESC. The planning tools co-authored with Region 10 ESC prior to delivery will also help facilitate installation , equipment badges, IP addresses, security settings, LDAP, etc.

All Xerox Business Solutions Southwest Installation Specialists are adequately prepared and trained on the expectations required for a seamless delivery. Our Service Trainer, conducts the following training courses:

PRINTING

1. Determine correct IP address, Subnet and Gateway
2. Identify correct print driver for the environment
3. Install print drive in Windows or MAC with Standard TCP/ IP port
4. Set proper default in print driver
5. Proper configuration of ports

SCAN TO SMTP

1. Determine SMTP server, port, DNS and Domain
2. Configure all setting in webpage
3. Test configuration in web page
4. Send an email from the copier
5. Setup address book or import from old copier

XEROX APP GALLERY

1. Log in and update app gallery
2. Select and install applicable apps
3. Set up DirectLink for placing service/supply requests from MFP panel
4. Test all installed apps

NETWORK

1. Install and configure Xerox CentreWare Web
2. Set default security settings and clone to all devices
3. Administrative lock down of settings

Site Preparation

- You must make sure electrical and space requirements are satisfied before the equipment is delivered.

- One network drop per device is required for installation.

Plug-N-Play Installation

- Our Installation Specialist will pre-install device drivers, configure scanning and implement Xerox Business Solutions Southwest active alert meter collection.

- You will need to have an IT/Alternate Point of Contact available 24-48hrs from time of submitted order to provide a Xerox Business Solutions Southwest Installation Specialist the information required to place the new system on your network.

- If your IT is not available, Xerox Business Solutions Southwest offers On-Site installation at an additional cost.

Equipment Installation

- Device(s) will typically be delivered within 5-10 business days from the day of submitted order.

- Xerox Business Solutions Southwest Logistics Coordinator will contact your company within 5 business days to coordinate the delivery and installation.

- Xerox Business Solutions Southwest will provide scheduled initial key operator training, available within 24hrs of completed installation or at your convenience.

Lease Returns/Trade-Ins
(If Applicable)

- The Xerox Business Solutions Southwest delivery team will pickup your lease return at the time of delivery of your new, preconfigured equipment.

- You must provide the lease return instructions for your replaced device(s).

- Upon receipt of return instructions, Xerox Business Solutions Southwest will facilitate the shipment of your replaced device/s to the leasing company.

Preparation

ACTION	CLIENT	XBS Southwest
Ensure adequate space and power to configure your new Device	X	X
Ensure available network port	X	
Facilitate communication between your IT and Xerox Business Solutions Southwest Installation Specialist within 48hrs	X	X
Provide additional Professional Services for on-site installation if required*		X
Select & enable Xerox Business Solutions Southwest Active Alert/APP meter collection solution	X	X
Arrange delivery and installation logistics		X
Provide Category 5 Ethernet cable for network connection (if needed)	X	
HDD replacement and destruction**		X
Install system hardware		X
Provide Helpdesk support***		X
Provide supplies and parts***		X

*Professional Services available at an additional cost
**Optional HDD destruction and replacement available for lease return/trade-in devices at an additional cost
***Included with Xerox Business Solutions Southwest Maintenance Agreement at NO additional cost

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Schedule of Installation

Final dates to be determined in negotiation.

EVENT	DATE	NOTES
Award Date	10/16/2024	Region 10 ESC Committee or Board of Trustees
Verify Equipment to Order	TBD	Confirmation of configurations with Region 10 ESC Committee or Board of Trustees
Contract Execution	11/1/2024	
Implementation Meeting	TBD	Space and electrical verifications
Receive Equipment into Inventory	TBD	5-7 days from order date
In-house Make-ready	TBD	Includes: testing, set-up IT and Security Settings pre-configuration
Checkpoint		
Commence Installation hardware	TBD	1-2 days estimate based on location Availability. 48 hour notice to be provided.
Complete Installation & Training	TBD	All equipment in place and operational
Commence In Service/ Staff Training	TBD	Schedule will be customized to Region 10 ESC (1st wave for staff present)
Checkpoint		
Follow-up Survey	TBD	Identify areas for retouch/ retrain
On-Going/Refresher Training	On-going	Available throughout term of agreement
Launch online Account	TBD	Populate portal with asset data and contracts
Business Review	TBD	Review Performance Levels and response times

Upon award, a further customized implementation schedule will be negotiated with Region 10 ESC.

All copiers to be delivered and fully operational by the required dates established by Region 10 ESC.

At Xerox Business Solutions Southwest, we understand the difference between having the latest technology and making the full use of that technology to realize your company's goals. Xerox Business Solutions Southwest has the most complete multi-tiered training program available to maximize your return on investment while offering on demand training for added convenience and flexibility.

Training and Education will be directed to all levels of the organization to enable effective device usage and full awareness of device capabilities. XBS Southwest will provide trainers for Region 10 ESC during implementation. This will vary based on Region 10 ESC's needs and schedule. Upon award, a more detailed plan will be coauthored between Region 10 ESC and XBS Southwest

Our training plan is provided free of charge and includes:
- Notifications to end-users of upcoming training
- "In-service" classroom style training (locations within Xerox Business Solutions Southwest geography) that shadow the installation team to provide on-site immediate hand-on demonstrations of new devices and procedures for contacting service/ supplies
- Follow-up training on-site for all users including advance features. This may be applied to new hires, refresher training or other needs-based trainings.
- 24-7 training videos, step-by-step user instructions and FAQ's for contracted products via online portal (see below)
- Custom training manuals or posters as needed for high volume and/ or large user areas
- Workflow application training
- On-site and webinar training for Managers and Accounts Payable department on usage report generation
- Helpdesk training on call escalation procedures and online portal usage
- Administration training online portal usage

Xerox Business Solutions Southwest also has a comprehensive training program that can be accessed at your convenience 24 hours/ day. The training may be taken all at once which is recommended if the machine is new, or you may simply look for information on a specific feature. Additional information and instruction are also available through Xerox.com on the support, documentation and video tab: https://www.xerox.com/en-us/about/online-training.
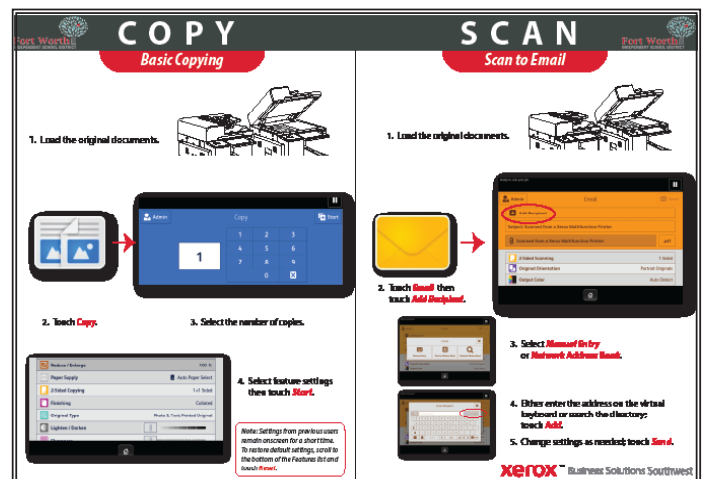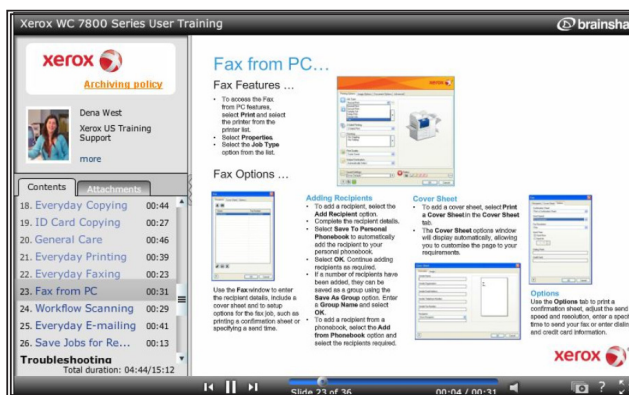
Roles and Responsibilities for Implementation

<u>VP, Strategic Accounts</u>— Point of authority for central administration, contract, finance and project management. Responsible for ensuring RFP objectives are met, Service Level Agreement is upheld and long-term initiatives are implemented.

<u>Senior Technology Specialist</u>—Acts as Primary Account Manager. On-site to ensure implementation benchmarks are being met. Main on-going point of contact that will work with all internal resources to meet needs. Ensures Business Reviews are set and that all parties are present.

<u>Transition Manager</u>—Project Coordinator responsible for transition, change management, overseeing implementation of future state process, account management and performance reviews. Responsibilities include executive level feedback including ETA's and milestones during implementation. Also, coordination of service and delivery teams for Region 10 ESC locations.

<u>Director, Ecommerce & Social Media</u>—Customization, implementation and maintenance of Region 10 ESC online portal and end-user surveys post implementation.

<u>Director, Technology Sales</u>—Responsible for scope of work of enterprise software integration, developing reporting model and cost reduction initiatives. Responsible for coordinating strategic software provider partners.

<u>Director, Service</u>—Will coordinate delivery teams with timeline expectations, on-site technical staff and inform trainers.

<u>Call Center Supervisor</u>—Ensures integration of Region 10 ESC helpdesk with Xerox Business Solutions Southwest call center. Initiates remote support for end-users through defined escalation procedures.

<u>Express Meters Team</u>—Installation of Auto Toner Replenishment software in addition to existing Express Meters software.

<u>Region 10 ESC IT and MIS</u>—Will be responsible for working with Xerox Business Solutions Southwest for IP addresses, LDAP information etc or new MFD devices. Also responsible for working with Xerox Business Solutions Southwest on print server consolidation, software installation and co-authoring SOWs.

Deployment Plan

Our ability to continuously meet and exceed our customers' expectations rests in our care in defining measurable objectives each step of the way. An incredible level of detail goes into dimensioning our approach—and our goals—for each project.

Key elements include:
- Develop service level expectations
- Set clear expectations through written implementation plan
- Involve key stakeholders in process development
- Provide timely updates and change notices
- Define escalation procedures
- Measure and communicate compliance to objectives
- Seek feedback to develop best practices

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Section Two:

- Proposal Questionnaire
- Signed Required Forms

Proposal Form Checklist

The following documents must be submitted with the Proposal

The below documents can be found in Section 2; Proposal Submission and Required Bid Forms and must be submitted with the proposal. Please note Proposal Form 1 is a separate attachment (attachment B)

PROPOSAL PRICING: Attachment B is provided separately in a Microsoft Excel file and is required to complete your price proposal.

☒ PROPOSAL FORM 1: ATTACHMENT B - PRICING

QUESTIONNAIRE & EVALUATION CRITERIA :

☒ PROPOSAL FORM 2: QUESTIONNAIRE & EVALUATION CRITERIA

OTHER REQUIRED PROPOSAL FORMS:

☒ PROPOSAL FORM 3: CERTIFICATIONS AND LICENSES

☒ PROPOSAL FORM 4: CLEAN AIR AND WATER ACT

☒ PROPOSAL FORM 5: DEBARMENT NOTICE

☒ PROPOSAL FORM 6: LOBBYING CERTIFICATION

☒ PROPOSAL FORM 7: CONTRACTOR CERTIFICATION REQUIREMENTS

☒ PROPOSAL FORM 8: ANTITRUST CERTIFICATION STATEMENTS

☒ PROPOSAL FROM 9: IMPLEMENTATION OF HOUSE BILL 1295

☒ PROPOSAL FROM 10: BOYCOTT CERTIFICATION AND TERRORIST STATE CERTIFICATION

☒ PROPOSAL FORM 11: RESIDENT CERTIFICATION

☒ PROPOSAL FORM 1 2: FEDERAL FUNDS CERIFICATION FORM

☒ PROPOSAL FORM 1 3: ADDITIONAL ARIZONA CONTRACTOR REQUIREMENTS

☒ PROPOSAL FORM 1 4: OWNERSHIP DISCLOSURE FORM (N.J.S. 52:25 -24.2)

☒ PROPOSAL FORM 1 5: NON -COLLUSION AFFIDAVIT

☒ PROPOSAL FORM 1 6: AFFIRMATIVE ACTION AFFIDAVIT (P.L. 1975, C.127)

☒ PROPOSAL FORM 17: C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

☒ PROPOSAL FORM 18: STOCKHOLDER DISCLOSURE CERTIFICATION

☒ PROPOSAL FORM 19: GENERAL TERMS AND CONDITIONS ACCEPTANCE FORM

☒ PROPOSAL FORM 20: EQUALIS GROUP ADMINISTRATION AGREEMENT

☒ PROPOSAL FORM 21: OPEN RECORDS POLICY ACKNOWLEDGEMENT AND ACCEPTANCE

☒ PROPOSAL FORM 22: VENDOR CONTRACT AND SIGNATURE FORM

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PROPOSAL FORM 2: QUESTIONNAIRE & EVALUATION CRITERIA

Instructions:

Respondents should incorporate their questionnaire responses directly into the green cells below. Failure to provide responses in this format may result in the proposal being deemed as non-responsive at the sole discretion of Region 10.

Respondents may incorporate additional documents as part of their response which <u>may</u> be utilized by Region 10 as part of the evaluation. Additional documents must be consolidated as part of this Section 2 at the end of your response.

Region 10 has associated the evaluation criteria with the question that most closely aligns with that respective evaluation criteria. Region 10 reserves the right at its sole discretion to base its evaluation and specific evaluation criteria on any part of the respondent's proposal.

Evaluation Criteria	Question	Answer
Basic Information		
Required information for notification of RFP results	*What is your company's official registered name?*	Dahill Office Technology Corporation dba Xerox Business Solutions Southwest
	What is the mailing address of your company's headquarters?	8200 IH-10 West, Suite 400, San Antonio, TX 78230
	Who is the main contact for any questions and notifications concerning this RFP response, including notification of award? Provide name, title, email address, and phone number.	Jane Johnson, Director of Strategic Accounts, jane.johnson@xerox.com, P: 814-360-7895
Products/Pricing (30 Points)		
Coverage of products and services	No answer is required. Region 10 will utilize your overall response and the products/services provided in Attachment B to make this determination	
Ability of offered products and services to meet the needs requested in the scope	No answer is required. Region 10 will utilize your overall response and the products/services provided in Attachment B to make this determination	
Competitive pricing for all available products and services, including warranties if applicable	*Does pricing submitted include the required administrative fee?*	The pricing submitted does include everything required for this proposal response.
	Do you offer any other promotions or incentives for customers? If yes, please describe.	We offer financial incentives such as leasing options and trade-in programs depending on the customer's existing fleet. Another incentive we offer is free installation, training and maintenance packages. In addition, we also offer consultancy services to streamline and optimize document workflows as well as tailored solutions to meet specific business needs and improve overall operational efficiency for our customers.

Ability of Customers to verify that they received contract pricing	*Were all products/lines/services and pricing being made available under this contract provided in the attachment B and/or Appendix B, pricing sections, including shipping, installation, and other peripheral costs/fees?*	Yes, attachment B includes pricing being made available on this contract.
Payment methods	*Define your invoicing process and methods of payments you will accept. Please include the overall process for agencies to make payments*	XBSSW uses an ERP accounting system that seamlessly integrates with our meter collection software for Xerox devices. This ERP ensures efficient and accurate processing of invoices. XBSSW accepts Credit Cards, Debit Cards, Checks and ACH methods of payment.
Other factors relevant to this section as submitted by the Respondent	No answer is required. Region 10 will utilize your overall response and the products/services provided in Attachment B to make this determination	
Performance Capability (25 Points)		
Product and service features and capabilities	*Please provide a high-level overview of the products and services being offered and how they address the scope being requested herein.*	XBSSW is proposing a catalog of products and services we offer. We offer comprehensive managed print services solutions that includes MFD integration, Managed Print Services, Production Printing, Document Management, Business Process Automation and Professional Services. From design to implementation to after sales support, our innovative approach provides process improvements that will keep you aligned with your business strategies. In addition to being a Xerox Company, we also partner with companies such as HP, Panasonic, Brother, PaperCut, DocuShare, Nuance, eCopy, Faxcore, and PrinterLogic to bring you the very best selection of products at a competitive price point.
	Outline how your products and services compare to those of your competitors.	We distinguish ourselves from our competitors through our innovative technology such as DirectLink, free of charge embedded tracking software – XDA, AI and Automation, and cutting-edge products; our comprehensive service and support such as MPS and support; our customized solutions; our strong global presence; our sustainability initiatives with our eco-friendly products and sustainability goals; our partnerships and alliances; our comprehensive document management throughout document security and workflow automation; our proven track record with our experience and testimonials; and our focus on innovation through our research and development and product evolution.
	Outline any managed print services offered and any featured components such as device monitoring and consumables management.	Xerox's Managed Print Services (MPS) deliver a holistic approach to managing and optimizing printing needs. Their MPS solutions encompass device management, proactive maintenance, and real-time monitoring to enhance operational efficiency and reduce costs. By analyzing print usage and implementing tailored strategies, Xerox MPS streamlines document workflows, improves print security, and minimizes waste. Their services include automated supplies replenishment, support for both hardware and software, and detailed reporting, all aimed at maximizing productivity and ensuring a cost-effective, environmentally friendly printing environment. It uses advanced monitoring tools to track device performance and print usage in real-time. This system automatically collects data on device status, print volume, and supply levels, allowing for proactive management. When consumables like toner or paper are running low, the system triggers automatic reordering, ensuring uninterrupted operation and minimizing downtime.
	Outline any software solutions offered and applicable features such as document	Xerox offers a range of software solutions designed to enhance document management, streamline workflows, and integrate with mobile and cloud platforms. Their solutions include Xerox Workplace Suite, which provides secure print management, user authentication, and

	management, workflow optimization, and mobile and cloud integration.	detailed usage tracking. Xerox DocuShare facilitates efficient document management by enabling secure storage, sharing, and collaboration on documents. For workflow optimization, Xerox ConnectKey Technology offers customizable apps that automate processes and integrate with cloud services. These features enable seamless access from mobile devices, support cloud printing, and enhance overall productivity by simplifying document handling and improving workflow efficiency.
	Describe environmental and energy efficiency practices your organization follows such as end-of-life device removal and sustainability initiatives.	Xerox is committed to environmental and energy efficiency through various sustainability initiatives. Their practices include responsible end-of-life device removal, where old equipment is either recycled or refurbished to minimize electronic waste. Xerox also focuses on reducing energy consumption with ENERGY STAR®-certified devices and implementing energy-efficient technologies. Additionally, they promote the use of eco-friendly materials and offer programs to help clients reduce paper waste and enhance recycling efforts. These measures align with Xerox's broader goal of minimizing their environmental footprint and supporting sustainable business practices.
	List the number and location of offices or service centers for all states being proposed in solicitation. Additionally, if your company does not offer all products and services in all 50 states, please describe any geographical limitations on any product or service offered.	Please refer to XBSSW Eligible Entities for all locations of offices.
	Outline any value-added capabilities not already addressed.	XBSSW will provide Region 10 with the following value-added offers upon award and a purchase order: - Xerox Device Agent (XDA) provides automated device meter reads, supplies, and status for effective management of your print devices. Proactive alert monitoring and remote problem resolution optimize your output environment for maximum uptime. - Online Customer Portal makes getting support for copying and printing devices simple and convenient, from placing copier service requests, fixing paper jams to ordering toner and supplies, you'll always be in touch with someone local when you need service and support. - Holiday/After-Hours Value-Added Service: rates included below Normal business hours are Monday through Friday 8 am to 5 pm CST. A Xerox knowledge base of FAQs and resolution instructions are available online 24/7. A link will be provided through Region 10 portal. XBSSW can provide after hour, weekend and holiday on-call service with advance notice for an additional fee. XBSSW will always try to resolve an a er hour customer issue by contacting its staff member(s) and communicating back to our customers. Service level metrics including number of helpdesk calls, service calls, turnaround times and fleet uptime will be presented at Business Meetings. Holiday and after-hours service is provided at the following rates: Monday– Friday after 5pm $180/ hr

			Saturday & Sunday until 5pm $180/ hr Sunday after 5pm $240/ hr All Holidays (all day) $240/ hr Holiday and after-hours service requires 48 hours advance notice to schedule a technician to be on call. If service is not required during the on-call period, a minimum charge of $50/ day will apply for the on-call service.
Solution customization and scalability		*Identify any customizable solutions for the multi-function devices and/or managed print services offered in this response.*	XBSSW did not include pricing for software solution offerings, however, we offer a range of solutions to manage any company with greater efficiency and create smarter workflow. If Region 10 should need solutions, XBSSW can provide pricing upon request.
		Outline the scalability of the solutions offered for varying organizational sizes and growth trajectories.	XBSSW offers a range of solutions designed to scale with organizations of different sizes and growth trajectories. Here's an outline of how their solutions cater to various organizational needs: Small and Medium-Sized Enterprises (SMEs): Products: XBSSW provides compact and cost-effective multifunction printers (MFPs) and desktop printers. Services: Managed Print Services (MPS) tailored to smaller volumes, with scalable options for document management and workflow solutions. Support: Easy-to-deploy solutions with customer support geared toward less complex needs. Large Enterprises: Products: High-capacity printers, multifunction devices, and advanced digital presses designed for high-volume and high-quality printing needs. Services: Comprehensive MPS, including advanced analytics, automation, and customized document management solutions. Support: Dedicated account management, enterprise-level support, and integration with existing IT infrastructure. Growth Trajectories: Scalability: XBSSW solutions are modular and can be scaled up or down based on the organization's needs. This includes adding more devices, increasing capacity, or integrating advanced software as the business grows. Cloud Integration: XBSSW offers cloud-based solutions that support scalability by allowing organizations to manage print and document processes from anywhere, accommodating growth and remote work setups. Customization: Solutions can be tailored to fit specific industry requirements, enabling organizations to adapt their systems as they expand into new markets or modify their business models. XBSSW's ability to scale solutions ensures that they can meet the evolving needs of organizations from small businesses to large enterprises, supporting both immediate and long-term growth. Please see Value-Added Information for details on additional products offered.

Customer implementation and support plan	*Describe your company's implementation and training plan for new customers, including a general timeline for implementation services.*	Upon award and receipt of signed documents, orders will be placed with Xerox for any additional machines not available in our local warehouses. Xerox Business Solutions Southwest will receive systems from Xerox within approximately 5-7 days. Once Xerox Business Solutions Southwest receives the systems, they will be assembled, tested and prepared for delivery. Set up will also include any IP, security settings, etc as provided by IT support to minimize installation time. Deliveries should occur within time frame indicated in the RFP. Installations can be accomplished within a few days depending upon preferences and installation conditions. This estimate is based on similar size installations in the past. The installation team would be comprised of drivers/technicians and network support staff. On site coordination will be through the Account Manager, IT and Field Service Technicians as well as designated representative(s) from Region 10 ESC. The planning tools co-authored with Region 10 ESC prior to delivery will also help facilitate installation , equipment badges, IP addresses, security settings, LDAP, etc. All Xerox Business Solutions Southwest Installation Specialists are adequately prepared and trained on the expectations required for a seamless delivery. Training and Education will be directed to all levels of the organization to enable effective device usage and full awareness of device capabilities. Xerox Business Solutions Southwest will provide trainers for Region 10 ESC during implementation. This will vary based on Region 10 ESC's needs and schedule. Upon award, a more detailed plan will be coauthored between Region 10 ESC and Xerox Business Solutions Southwest. Our training plan is provided free of charge and includes in-service classroom style training. This may be applied to new hires, refresher training or other needs-basis trainings. This also includes 24-7 training videos, custom training manuals or posters, workflow application training, on-site and webinar training, helpdesk training and administration training on portal usage. Please see below for a sample of a timeline that we can provide to you upon award. Award Date: 10/16/2024 (Region 10 ECS Committee or Board of Trustees) Verify Equipment to Order: TBD Contract Execution Date: 11/1/2024 Implementation Meeting: TBD (Space and electrical verifications) Receive Equipment into Inventory: TBD (5-7 days from order date) In-house Make-ready: TBD (Includes testing, set up and Security Settings pre-configuration) Commence Installation Hardware: TBD Complete Installation & Training: TBD Commence In Service/Staff Training: TBD On-Going Refresher Training: TBD Business Review: TBD
	Outline what ongoing training and consulting support is available to customers.	Follow-up training on-site for all users including advance features. This may be applied to new hires, refresher training or other needs-based trainings.
Technical support and maintenance services	*Outline what levels of technical support are available to customers, including standard response and resolution timelines.*	From comprehensive network and software support, to 24/7 online assistance, online training videos and quick, responsive on-site coverage, you can count on us for a variety of service options to meet your needs. Every option is backed by a team of experienced support personnel who are equipped with the latest skills, tools and technology. Once implemented, Xerox Business Solutions Southwest Managed Print Services provides an

		optimized print environment, reducing your total cost of ownership and increasing faculty and staff productivity. It includes supplies, all replacement parts, all labor associated with break/fix for MFPs, all preventative maintenance, device cleaning, a guaranteed 4-6 hour service response time and 95% uptime, remote services, proactive monitoring of fleet devices, helpdesk integration, in-service and ongoing on-site training of MFP features and business reviews of performance metrics.
	Outline any maintenance solutions for devices and/or software such as preventative maintenance, service level agreements, and remote diagnostics.	The Total Call Commitment "TCC" is the service methodology Xerox Business Solutions Southwest performs to provide its clients superior service. The "TCC" program treats every call as a preventative and proactive call. This means going systematically over the entire machine, not just the obvious problem area, or a subassembly (finisher, duplexing unit, paper feed units or document feeder), rather all aspects of the system are evaluated; from the paper input section of the machine through the entire system and all subassemblies. This proactive way of servicing has drastically increased our MCBC's (mean copies between service calls) and lowered overall customer downtime which results in higher customer satisfaction and maximum ROI. The PM cycle (call initiation) is a "reactive" way of conducting service that forces the technician to respond to the machine breaking down in between PM's, otherwise known as the Band-Aid fix. Since technicians generally do not replace parts normally associated with the PM replacement schedule, repairs are only focused on the area of concern (specific to the problem), which initiated the call and nothing more. This "keep the machine running" until the PM light comes on approach over time dramatically reduces the total life expectancy of a machine, degrades the machine's overall performance, and lowers the copy quality standards achieved by the "TCC" program.
Integration with other platforms	*Describe integration capabilities your software solutions can provide with existing IT infrastructure or other platforms/systems.*	Xerox's software solutions offer extensive integration capabilities with existing IT infrastructures and various platforms, enhancing operational efficiency. Their solutions seamlessly connect with cloud services like Microsoft Azure and Google Cloud, as well as ERP systems such as SAP and Oracle, enabling smooth document management and workflow automation. Additionally, Xerox software integrates with CRM systems like Salesforce and document management systems such as SharePoint, facilitating streamlined processes and improved data handling. With support for mobile and remote access, Xerox ensures that users can manage and interact with documents from any device, while robust security features safeguard data and ensure compliance.
Security protocols and privacy protection	*Please describe protocols taken to ensure the protection of privacy and data, particularly personal identifiable information of both internal and external stakeholders.*	Xerox employs comprehensive protocols to safeguard privacy and data, including advanced encryption for data both in transit and at rest. Their devices feature secure access controls and user authentication to prevent unauthorized access. Xerox also implements regular security updates and patches to address vulnerabilities. Additionally, they adhere to strict data handling and disposal practices, ensuring that sensitive information is securely erased or destroyed during device decommissioning. These measures collectively enhance data security and protect against potential breaches.

	Outline how your software and security solutions meet necessary compliance and regulatory requirements.	Xerox's software and security solutions are designed to meet stringent compliance and regulatory requirements by adhering to industry standards such as GDPR, HIPAA, and ISO 27001. Their solutions incorporate robust security features, including data encryption, secure access controls, and regular audits to ensure compliance with data protection laws. Xerox also provides comprehensive documentation and support to help organizations align their practices with relevant regulations, ensuring that their print and document management processes are secure and legally compliant.
Customer service/problem resolution	*Describe your company's Customer Service Department (hours of operation, how you resolve issues, number of service centers, etc.).*	Our customer service program is designed to provide comprehensive support through a dedicated team that handles inquiries, resolves issues, and ensures customer satisfaction. The program includes user-friendly customer portal for managing accounts and service requests, regular follow-ups to address concerns, and a commitment to timely and effective problem resolution. They also leverage feedback mechanisms to continuously improve service and support offerings.
Financial condition of vendor	*Demonstrate your financial strength and stability with meaningful data. This could include, but is not limited to, such items as financial statements, SEC filings, credit & bond ratings, letters of credit, and detailed refence letters*	Xerox's financial statements reveal consistent revenue and profitability, reflecting strong financial health. For instance, Xerox reported revenues of approximately $7.05 billion in 2021 and $6.85 billion in 2022, showcasing stable revenue streams. We are a publicly traded company. Please visit the following link to access our financial statements. https://www.annualreports.com/Company/xerox-corp
	What was your annual sales volume over last three (3) years?	Xerox's annual sales figures can be found in their financial statements or annual reports. For the most recent data, you would need to check their latest reports or filings. Here are the annual sales volumes for Xerox over the last few years based on available reports: 2021: Xerox reported revenues of approximately $7.05 billion. 2022: Xerox's revenues were around $6.85 billion. 2023: Xerox reported revenues of about $6.79 billion.
History of meeting products and services deadlines	*Outline the process timeline for product pickup, delivery and any other applicable capabilities not already addressed.*	Award Date: TBD (Region 10 ECS Committee or Board of Trustees) Verify Equipment to Order: TBD Contract Execution Date: TBD Implementation Meeting: TBD (Space and electrical verifications) Receive Equipment into Inventory: TBD (5-7 days from order date) In-house Make-ready: TBD (Includes testing, set up and Security Settings pre-configuration) Commence Installation Hardware: TBD Complete Installation & Training: TBD Commence In Service/Staff Training: TBD On-Going Refresher Training: TBD Business Reviews: TBD
Other factors relevant to this section as submitted by the Respondent	*Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency*	Xerox offers robust capabilities to provide detailed management reports tailored to various operational needs. Their solutions can generate consolidated billing reports by location, allowing organizations to track and manage printing costs across multiple sites efficiently. Additionally, Xerox's software can produce time and attendance reports, integrating with existing time-tracking systems to provide insights into employee usage and productivity. Their reporting tools are designed to offer comprehensive visibility into print volumes, device performance, and operational efficiency, enabling agencies to make data-driven decisions.

		Customizable dashboards and detailed analytics are also available to meet specific reporting requirements and ensure that each eligible agency receives accurate and actionable information tailored to their unique needs.
	Provide your safety record, safety rating, EMR and worker's compensation rate where available.	Xerox, as a major multinational corporation, places a significant emphasis on workplace safety. While specific safety records can vary and are subject to change, Xerox has historically maintained a strong focus on health and safety through various programs and initiatives. Here's a general overview of how Xerox approaches safety: - Safety Programs: Xerox implements comprehensive safety programs to ensure a safe working environment for its employees. These programs typically include regular safety training, risk assessments, and emergency response plans. - Compliance: Xerox complies with various health and safety regulations, including Occupational Safety and Health Administration (OSHA) standards in the U.S. and similar regulations in other countries where it operates. - Incident Reporting: Xerox encourages reporting and analyzing workplace incidents to improve safety practices continuously. This can involve tracking and reviewing accidents or near-misses to prevent future occurrences. - Environmental Health and Safety (EHS) Policies: The company usually has EHS policies that cover not just worker safety but also environmental impact and sustainability. For the most current and specific safety record, please see Xerox Annual Reports: https://investors.xerox.com/investor-materials/annual-reports Workers' compensation rates can vary significantly based on several factors, including the industry, location, and specific job roles within a company. For Xerox, like any other large organization, the rates would depend on the classification of the work performed, the company's claims history, and other risk factors.
Qualification and Experience (25 Points)		
Respondent reputation in the marketplace	*Provide a link to your company's website*	https://www.southwest.xeroxbusinesssolutions.com/
	Please provide a brief history of your company, including the year it was established.	XBS Southwest was formed as Dahill Industries in 1987 in Texas. Selling and servicing the Sharp line of products, it quickly developed a strong reputation for knowing their customers, and their customers' needs through strong local management and staff. Dahill continued to expand and operate profitably. In 1999, Dahill was acquired by Global Imaging Systems (GISX), a leading provider of office technology solutions. At the time Global Imaging Systems was the fastest growing and most profitable publicly traded company in the office automation industry. Dahill was/is the largest Texas headquartered office equipment and solution provider in the state with 16 offices and over 50,000 machines in the field. Acquired by Xerox Corporation in May 2007 Xerox acquired Global Imaging Systems for $1.5 billion. The acquisition strengthened Xerox's distribution expansion strategy, increasing Xerox's small to mid-size businesses (SMB) by 50%.

		Added 200,000 new customers to Xerox that were currently served by Global Imaging. Dahill is a subsidiary of Xerox Corporation, a $22 billion company. Xerox is the world's leading Document Imaging and Document Management technology enterprise. After 2019, XBS Southwest family grew considerably. Our sister companies in the Arizona, North Texas, Colorado, New Mexico, Wyoming & Oklahoma areas, joined us to became part of Xerox Business Solutions Southwest. Our goal is a collaborative effort by talented, dedicated and driven teams to redefine what is possible in our business today. We have chosen to leverage the heritage, legacy and innovation of Xerox as well as affirm our commitment to our local markets that will continue to be our cornerstone. As a Xerox company, our alignment with the Xerox brand will serve to clarify our core business to our customers, while maintaining our local and community recognition as part of our overall value proposition. Being a Xerox Company, XBS Southwest has the benefit of one service entity (Xerox) that can service the continental United States. Dahill was the Largest Sharp dealer in the United States and the second largest Konica Minolta dealer in the US. Dahill received the highest honors from both manufacturers for consistent service excellence. Dahill was selected to service over 1,500 machines on Texas based military bases.
Past relationship with Region 10 ESC and/or Region 10 ESC members	*Have you worked with Region 10 in the past? If so, provide the timeframe and main contact for that work?*	XBSSW has not worked with Region 10 in the past.
Experience and qualification of key employees	*Please provide contact information and resumes for the person(s) who will be responsible for the following areas. Region 10 requests contacts to cover the following:* ** Executive Support* ** Account Manager* ** Contract Manager* ** Marketing* ** Billing, reporting & Accounts Payable*	Jane Johnson, Director of Strategic Accounts Phone: 814-360-7895 Email: jane.johnson@xerox.com Length of time employed: 7+ years Jane Johnson has 20+ years of sales experience, 10 of which are in the Document Management industry as a Director of Strategic Accounts and a Major Account Manager. She began her career at XBSSW in 2017 and is currently our Strategic Accounts Team Manager, where she oversees a team specializing in supporting major accounts. Jane responds to all RFPs and large proposals for XBSSW including bids for MFP fleets, Print Management and Document Software. Jane has over 24 years of experience with building relationships and providing value to clients so they can achieve their goals. Project Responsibilities: • Point of authority for contract • Ensures RFP objectives are met • Ensures Service Level Agreement is upheld Charlie Sinnen, Senior Vice President Sales Phone: 858-663-3054 Email: Charlie.Sinnen@xerox.com Responsible for the overall productivity and effectiveness of the State and Local / Education Sales Organization. Tasked with fostering closer working relationships with internal and external stakeholders to ensure the sale's organization efficient operation and success.

		Prior to taking on his current role, Sinnen was most recently Vice President of Sales Operations for the Western Sinnen has been in the industry for 20+ years and held numerous sales leadership positions of increasing responsibility. His experiences are included oversight of product marketing organizations, Integrated Sales Teams, and Alternate Channel sales groups.
Past experience working with the public sector	*What are your overall public sector sales, excluding Federal Government, for last three (3) years?*	Please refer to Xerox Annual Report for details on public sector sales: https://investors.xerox.com/investor-materials/annual-reports
	What is your strategy to increase market share in the public sector?	Xerox's strategy to increase market share in the public sector focuses on delivering tailored solutions that address the unique needs of government and educational organizations. They emphasize digital transformation through advanced document management and workflow automation, while ensuring compliance with stringent data security and privacy regulations. By leveraging strategic partnerships, pursuing government contracts, and investing in innovative technologies, Xerox aims to modernize public sector operations. Additionally, their commitment to exceptional customer support helps build strong, long-term relationships with public sector clients.
Past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors	*Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.*	Xerox is not presently, nor in the last 5 years, been involved in any litigation, bankruptcy or reorganizations.
Minimum of 5 public sector customer references relating to the products and services within this RFP	*Provide a minimum of five (5) customer references for product and/or services of similar scope dating within the past 3 years. Please try to provide references for K12, Higher Education, City/County and State entities. Provide the entity; contact name & title; city & state; phone number; years serviced; description of services; and annual volume*	Dallas ISD 2525 S. Ervay St. Dallas, TX 75215 Crystal LeonGuerrero, Director II - Graphics and Printing Phone: 972-925-3153 Email: cleonguerrero@dallasisd.org Garland ISD 501 S. Jupiter Rd, Garland, TX 75042 Mark A. Booker, Director of Purchasing Phone: 972-487-3009 Email: MABooker@garlandisd.net Texas Christian University 2898 W Bowie Street room 343 Fort Worth, TX 76109 Walter Wallace, Assistant Director of IT Phone: (817) 257-7682 Email: Walter.wallace@tcu.edu Tarrant County College District 300 Trinity Campus Cir, Fort Worth, TX 76102 Ray Allison, Contract Administrator Phone: 817-515-1034 Email: ray.allison@tccd.edu Duncanville ISD 307 Crank Shaft Drive Duncanville, Texas 75116 Christi Courson, Director of Purchasing and Warehouse Services Phone: 972-708-2278 Email: ccourson@duncanvilleisd.org

Company profile and capabilities	*Do you plan to sell to customers directly, use resellers or subcontractors, or a combination of both? If you intend to use resellers and/or subcontractors, describe your process for ensuring that resellers and subcontractors comply with the pricing and terms of the contract.*	We intend to sell directly to customers.
Exhibited understanding of cooperative purchasing	No answer is required. Region 10 will utilize your overall response to this questionnaire to make this determination. Previous experience with cooperatives is not necessary to score well for this criterion.	
Other factors relevant to this section as submitted by the Respondent	*If your company is a privately held organization, please indicate if the company is owned or operated by anyone who has been convicted of a felony. If yes, a detailed explanation of the names and conviction is required.*	We are a publicly traded corporation.
	Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services. These will be provided in the space provided in Form 3. No answer is required here.	

MWBE Status and/or Program Capabilities (10 Points)

MWBE status, subcontractor plan, and/or joint venture program	*Please indicate whether you hold any diversity certifications, including, but not limited to MWBE, SBE, DBE, DVBE, HUB, or HUBZone*	We do not hold any diversity certifications, however, Xerox Business Solutions Southwest partners with third party SMWBE Certified Contractors for deliveries, installations as needed, etc. ensuring diversity, inclusion and belonging are an essential part of our culture. Xerox has always been at the forefront of innovation in document technology. We form strong and lasting partnerships with like-minded companies to create solutions and to take them to market. Working together, we help our joint customers of all sizes meet their document challenges.
	Do you currently have a diversity program in place, such as a Mentor Protégé Program or subcontractor program? If you have a diversity program, please describe it and indicate whether you plan to offer your program or partnership through Equalis Group?	Diversity, inclusion and belonging are not just words on paper; they are part of our core values and the way we do business. Through teamwork, professionalism, respect and inclusiveness, we create an environment where our people can achieve their goals and make our clients more successful. We recognize that diversity and inclusion gains will not be sustained unless our workplace promotes and encourages new ways of problem-solving and diversity of thought. To that end, we promote understanding and inclusion through a comprehensive set of diversity initiatives and strategies: - Our balanced workforce strategy drives equitable people representation in all areas of our company, all around the world. - Our work-life programs assist our people in the many aspects of their personal lives. We are pleased that Xerox has been selected as a 2020 Best Companies for Multicultural Women by Working Mother magazine—an honor recognizing companies that create and use best practices in hiring, retaining, and promoting multicultural women in the United States.

		- We educate all of our people on diversity programs, policies and achievements. And, we ensure diversity, inclusion and belonging principles are communicated to all of our people. - We continually develop and evolve strategies that leverage diversity to gain a competitive global advantage and to drive market excellence. - Our supplier diversity program ensures we are actively committed to purchasing supplies and products from small and diverse enterprises. - We address diversity disparities by being transparent, identifying shortfalls and closing those gaps. Read our CSR Progress Summary. - We have multiple employee resource groups (ERGs) that focus on member development, engagement, belonging, support and community. These voluntary, employee-led, underrepresented groups foster a diverse, inclusive workplace and play a tremendous role in creating our company culture.
	Please attach any certifications you have as part of your response to Form 3.	
Good faith efforts to involve MWBE subcontractors in response	*Did your company contact MWBEs or minority chambers of commerce by telephone, written correspondence, or trade associations at least one week before the due date of this RFP to provide information relevant to this opportunity and to determine whether any MWBEs were interested in subcontracting and/or joint ventures?*	No MWBE or minority chambers of commerce had interest at this time. XBSSW currently holds awarded contracts of similar size and scope for Copier and Document Management Services in a variety of vertical markets. To ensure we provide the highest level of talent, support and security throughout the contract for the RFP, XBSSW will fully manage staff and operate all necessary services set forth in the Scope of Work.
Demonstrated ongoing MWBE program	*Outline your subcontractor strategy and efforts your organization takes to include MWBE subcontractors in future work, including but not limited to efforts to reach out to individual MWBE businesses, minority chambers of commerce, and other minority business and trade associations.*	XBSSW regularly engages MWBEs through various channels and initiatives including Supplier Diversity Programs, Vendor Registration, Partnerships and Networking Events, Certification Organizations, Outreach and Communication.
Commitment to Service Equalis Group Members (10 Points)		
Marketing plan, capability, and commitment	*Detail how your organization plans to market and promote this contract upon award, including how this contract will fit into your organization's current go-to-market strategy in the public sector.*	XBS Southwest will actively market this contract to all of the members in the regions that we have chosen to support. We look forward to further developing these existing relationships with the positive award of this contract. XBS Southwest's geographical reach allows for additional customer relationship to be built, many of which will utilize this contract.
	Detail how your organization will train your sales force and customer service representatives on this contract to ensure that they can competently and consistently present the contract to public agency	Xerox invests in comprehensive training programs for their sales force and customer service representatives to ensure they are well-equipped to meet client needs. Sales teams undergo rigorous training in product knowledge, solution selling, and market dynamics, while customer service representatives receive instruction in technical support, problem-solving, and effective communication. Training includes a mix of in-person workshops, online courses, and hands-on experience with Xerox's solutions. This approach ensures that both

	customers and answer any questions they might have concerning it.	sales and service teams are knowledgeable, responsive, and capable of delivering exceptional customer experiences.
	Acknowledge that your organization agrees to provide its company logo(s) to Region 10 ESC and Equalis Group and agrees to provide permission for reproduction of such logo in marketing communications and promotions	XBSSW confirms we will provide our company logo to Region 10 and Equalis Group.
Ability to manage a cooperative contract	Describe the capacity of your company to report monthly sales through this agreement to Equalis Group.	XBSSW confirms we will report monthly sales through this agreement to Region 10.
	Identify any contracts with other cooperative or government group purchasing organizations of which your company is currently a part of:	NASPO, OMNIA, GSA, PACE, Choice Partners HCDE, E&I, and CES
Commitment to supporting agencies to utilize the contract	If awarded a contract, how would you approach agencies in regards to this contract? Please indicate how this would work for both new customers to your organization, as well as existing.	XBSSW has 12 full time dedicated government sales representatives and an additional 120 sales representatives across the United States. XBSSW will provide printed material listing the items available through this contract, in addition provide meeting with sales representatives to continue this contract. XBSSW will mail all state agencies a copy of the contract. We will follow up with a phone call and attempt to set appointments with each agency. We will also let members know that the XBSSW website will have a link for them to request an order to be placed as well as order service and supplies. Members will have an assigned sales representative. The customers can have onsite help for ordering equipment or software from trained sales and IT representatives. XBSSW will continue to be involved in tradeshows. We will be able to run current specials at some of the tradeshows. The contract would be a great way to get current customers to connect their copiers to the network and allow them to begin tracking usage and saving money.
Other factors relevant to this section as submitted by the Respondent	Provide the number of sales representatives which will work on this contract and where the sales representatives are located.	XBSSW has 12 full time dedicated sales representatives in our local sales office and an additional 120 sales representatives across Texas as well as a multitude of sales representatives across the United States.

Please identify certifications or accreditations held for your products and services.

RESPONSE

Security Certifications

Common Criteria Certification	Common Criteria Certification provides independent, objective validation of the reliability, quality, and trustworthiness of IT products. It is a standard that customers can rely on to help them make informed decisions about their IT purchases. Common Criteria (aka ISO 15408) sets specific information assurance goals, including strict levels of integrity, confidentiality, and availability for systems and data, accountability at the individual level, and assurance that all goals are met. Common Criteria Certification is a requirement for hardware and software devices used by the federal government on national security systems. To view the Xerox products that have achieved Common Criteria Certification, visit Common Criteria Certification Reports.
FIPS 140-2	All hardware and software components that are used by government and other key industries for the purpose of collecting, storing, transferring, sharing, and disseminating sensitive but unclassified information are required to be FIPS 140-2 certified. FIPS 140 is a series of coordinated requirements issued by the National Institute of Standards and Technology (NIST) to validate the product's level of security depending on its intended use.
Trellix Security	Built-in Trellix security provides protection against intrusion from within Xerox MFPs built on Xerox ConnectKey® Technology. Two levels of protection are offered. Trellix Enhanced Security is standard and allows only an approved, predefined list of applications, code, and software files to run on the device. This Trellix agent is Xerox factory installed and it monitors in the background for any changes to Xerox factory default system applications used to operate the device. Trellix Integrity Control is an optional, commercial application that supports a higher level of whitelisting and change control or dynamic whitelisting. This protects the device's executable files from tampering and identifies trusted sources, controls what can change, who can change and when it can change.

Environmental Certifications

Energy Star®	The U.S. Environmental Protection Agency has recognized Xerox as a 2024 ENERGY STAR® Partner of the Year for Sustained Excellence, the highest honor given by the program. This award reflects Xerox's consistent commitment to energy efficiency and environmental leadership. To learn more about the ENERGY STAR awards, Click here.
Blue Angel	Based in Germany, Blue Angel was the world's first certification for environmental friendliness. Its purposes are to promote ecological awareness

	and to guide environmentally conscious consumers to the most ecologically sound products.
EPEAT®	EPEAT (multiple countries) is a global registry for environmentally friendly electronics for purchasers, manufacturers, resellers, and others wanting to find and promote environmentally preferable products. EPEAT uses a self-declaration and rigorous verification system to ensure the products conform to the established criteria. Once products are added to the registry, EPEAT uses independent experts to verify that the products meet the selected criteria as claimed. All Xerox® products listed in this document are EPEAT-certified in the U.S. Various products are also certified in additional countries. For more information, go to www.epeat.net.
FSC and PEFC Certification	As part of its long-standing commitment to preserve biodiversity through responsible forest management and to provide customers with 'greener' paper choices, Xerox earned 'chain of custody' certification from both the Forest Stewardship Council (FSC) and the Program for the Endorsement of Forest Certification (PEFC). These certifications confirm that Xerox paper products carrying the FSC or PEFC logo have been manufactured using raw materials harvested from certified sources, controlled wood sources or post-consumer reclaimed sources. FSC- and PEFC-certified products can be tracked from harvest through distribution. Xerox's FSC certification was awarded by the Rainforest Alliance, an international non-profit conservation organization that is the world's leading FSC certifier of forestlands. FSC certification ensures responsible use of forest resources and is the Global Benchmark for Responsible Forest Management. PEFC certification was awarded by certifiers NEPCon and BMG Trada Certifying. For additional information please refer Efficient Use of Paper at Xerox.
Eco-label Programs	Many Xerox products meet or exceed the requirements of the world's most widely recognized certifications for product environmental performance - the international ENERGY STAR and Canada's Environmental Choice EcoLogo eco labels. Xerox's eco label products provide environmental benefits without compromising performance, quality, or reliability. And the energy- and paper-saving features of these machines bring value, efficiency, and flexibility to your work environment.
ISO Certifications	
ISO 9001/ 14001/27001	ISO Certifications are site specific. Xerox has achieved and maintained certifications in ISO 9001, ISO 14001 and ISO 27001 at many Xerox facilities and locations throughout the world. We can expand on our certifications for various facilities upon request, if necessary, based on your scope of work and business requirements.

RESTATED CERTIFICATE OF INCORPORATION

OF

XEROX CORPORATION

Under Section 807 of the Business
Corporation Law of the State of New York

1. The name of the Corporation is Xerox Corporation. The name under which it was formed is "THE HALOID COMPANY".

2. The Certificate of Incorporation was filed in the Office of the Secretary of State of the State of New York on April 18, 1906.

3. This restatement of the Certificate of Incorporation was authorized by a resolution adopted by the Board of Directors of the Corporation at a meeting thereof duly called and held on [ ], 2019. The text of the Certificate of Incorporation is hereby restated without amendment or change to read as herein set forth in full:

FIRST: The name of the corporation is Xerox Corporation.

SECOND: The corporation is formed for the following purpose or purposes:

To engage in any lawful act or activity for which corporations may be organized under the Business Corporation Law, provided that the corporation is not formed to engage in any act or activity requiring the consent or approval of any state official, department, board, agency, or other body without such consent or approval first being obtained; and

To have, in furtherance of the corporate purposes, all of the powers conferred upon corporations organized under the Business Corporation Law subject to any limitations thereof contained in this certificate of incorporation or in the laws of the State of New York.

THIRD: The office of the corporation is to be located in the City of Webster, County of Monroe, State of New York.

FOURTH: The aggregate number of shares which the corporation shall have authority to issue is 1,000, all of which are of a par value of $1.00 each, and all of which are of the same class.

FIFTH: The Secretary of State is designated as the agent of the corporation upon whom process against the corporation may be served. The post office address to which the Secretary of State shall mail a copy of any process against the corporation served upon the Secretary of State is: Xerox Corporation, 201 Merritt 7, Norwalk, Connecticut 06851, Attention: General Counsel.

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        <u>SIXTH:</u> The personal liability of the directors of the corporation is eliminated to the fullest extent permitted by the provisions of paragraph (b) of Section 402 of the Business Corporation Law, as the same may be amended and supplemented.

Signed on [ ], 2019

 Name:
 Title:

IN WITNESS WHEREOF, I hereunto sign my name and affirm that the statements made herein are true under penalties of perjury this __ day of _____, 2019.

_____
Douglas H. Marshall
Sole Incorporator

Address:

Xerox Corporation
201 Merritt 7
Norwalk, Connecticut 06851

Xerox® Office and Light Production Products
Industry Certifications

	Print Driver/Device/Server Environment Certifications							Application Certifications		
	WHQL	CITRIX®[1]	IPv6 READY	BONJOUR	MOPRIA® PRINT SERVICE	WI-FI DIRECT	APPLE® AIR PRINT®	CERNER	MEDITECH (SEE PG. 3)	SAP
BLACK-AND-WHITE DEVICES										
PRINTERS										
Xerox® B210	✓	✓	✓[2]	✓	✓	✓	✓		✓	✓
Xerox® B230	✓	✓	✓[2]	✓	✓	✓	✓		✓	✓
Xerox® B310	✓	✓	✓[2]	✓	✓	✓	✓	✓	✓	✓
Xerox® B410	✓[5]	✓	✓[2]	✓	✓	✓[6]	✓	✓	✓	✓[5]
Xerox® Phaser® 3330	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Xerox® VersaLink® B400	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® B600/B610	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® B620	✓[5]	✓[5]	✓[2]	✓[5]	✓	✓[6]	✓	✓[5]	✓	✓
MULTIFUNCTION PRINTERS										
Xerox® B205/215	✓	✓	✓[2]	✓	✓	✓	✓		✓	✓
Xerox® B225	✓	✓	✓[2]	✓	✓	✓	✓		✓	✓
Xerox® B235	✓	✓	✓[2]	✓	✓	✓	✓		✓	✓
Xerox® B305	✓	✓	✓[2]	✓	✓	✓	✓	✓	✓	✓
Xerox® B315	✓	✓	✓[2]	✓	✓	✓	✓	✓	✓	✓
Xerox® WorkCentre® 3335/3345	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Xerox® VersaLink® B405	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® B415	✓[5]	✓[5]	✓[2]	✓[5]	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® B605/B615	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® B625	✓[5]	✓[5]	✓[2]	✓[5]	✓	✓[6]	✓	✓[5]	✓	✓
Xerox® VersaLink® B7025/B7030/B7035	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® B7125/B7130/B7135	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® AltaLink® B8145/B8155/B8170	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® AltaLink® B8245/B8255/B8270	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® PrimeLink® B9100/B9110/B9125/B9136[4]	✓	✓	✓	✓	✓					✓
Xerox® D95A/D110/D125 Copier/Printer	✓	✓						✓	✓	✓
Xerox® D110/D125 Printer	✓	✓							✓	✓
Xerox® D136 Copier/Printer	✓	✓								
Xerox® ED95A/ED125	✓	✓								
COLOR DEVICES										
PRINTERS										
Xerox® C230	✓	✓	✓[2]	✓	✓	✓	✓		✓	✓
Xerox® C310	✓	✓	✓[2]	✓	✓	✓	✓	✓	✓	✓
Xerox® C320	✓	✓	✓[2]	✓	✓	✓	✓	✓	✓	✓
Xerox® C410	✓[5]	✓	✓[2]	✓	✓	✓[6]	✓	✓	✓	✓[5]
Xerox® Phaser® 6510	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C400	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C500	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C600	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C620	✓[5]	✓[5]	✓[2]	✓[5]	✓	✓[6]	✓	✓[5]	✓	✓
Xerox® VersaLink® C7000	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C8000	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C9000	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
MULTIFUNCTION PRINTERS										
Xerox® C235	✓	✓	✓[2]	✓	✓	✓	✓		✓	✓
Xerox® C315	✓	✓	✓[2]	✓	✓	✓	✓	✓	✓	✓
Xerox® C325	✓	✓	✓[2]	✓	✓	✓	✓	✓	✓	✓
Xerox® WorkCentre® 6515	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C405	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C415	✓[5]	✓[5]	✓[2]	✓[5]	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C505	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C605	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C625	✓[5]	✓[5]	✓[2]	✓[5]	✓	✓[6]	✓	✓[5]	✓	✓
Xerox® VersaLink® C7020/C7025/C7030	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® VersaLink® C7120/C7125/C7130	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® AltaLink® C8030/C8035/C8045/C8055/C8070	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® AltaLink® C8130/C8135/C8145/C8155/C8170	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® AltaLink® C8230/C8235/C8245/C8255/C8270	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓

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	Print Driver/Device/Server Environment Certifications							Application Certifications		
	WHQL	CITRIX[1]	IPv6 READY	BONJOUR	MOPRIA PRINT SERVICE	WI-FI DIRECT	APPLE AIR PRINT	CERNER	MEDITECH (SEE PG. 3)	SAP
COLOR DEVICES										
MULTIFUNCTION PRINTERS										
Xerox® Color C60/C70 Printer	✓	✓	✓[2]						✓	✓
Xerox® PrimeLink® C9065/C9070 Printer[4]	✓	✓	✓	✓	✓				✓	✓
Xerox® EC8036/EC8056 Factory Produced New Model	✓	✓	✓	✓	✓	✓[6]	✓	✓	✓	✓
Xerox® WorkCentre® EC7836/EC7856 Factory Produced New Model	✓	✓	✓	✓	✓	✓[6]	✓		✓	✓

	Security Certifications				Sustainability Certifications		
	COMMON CRITERIA	FIPS 140 (FIPS 140-3 IF NOTED)	TRELLIX[10] SECURITY		ENERGY STAR®	BLUE ANGEL	EPEAT® (MULTIPLE COUNTRIES)[3]
BLACK-AND-WHITE DEVICES							
PRINTERS							
Xerox® B210					✓		✓
Xerox® B230		✓			✓		✓
Xerox® B310		✓			✓	✓	✓
Xerox® B410	✓[5]	✓			✓	✓	✓
Xerox® Phaser® 3330					✓		✓
Xerox® VersaLink® B400		✓			✓	✓	✓
Xerox® VersaLink® B600/B610		✓			✓	✓	✓
Xerox® VersaLink® B620		FIPS 140-3[5]			✓	✓[5]	✓
MULTIFUNCTION PRINTERS							
Xerox® B205							
Xerox® B215					✓		✓
Xerox® B225		✓			✓		✓
Xerox® B235		✓			✓		✓
Xerox® B305		✓			✓	✓	✓
Xerox® B315		✓			✓	✓	✓
Xerox® WorkCentre® 3335/3345					✓[8]		✓[8]
Xerox® VersaLink® B405	✓	✓			✓	✓	✓
Xerox® VersaLink® B415	✓[5]	FIPS 140-3[5]			✓	✓	✓
Xerox® VersaLink® B605/B615	✓	✓			✓	✓	✓
Xerox® VersaLink® B625	✓[5]	FIPS 140-3[5]			✓	✓	✓
Xerox® VersaLink® B7025/B7030/B7035	✓	✓			✓	✓	✓
Xerox® VersaLink® B7125/B7130/B7135	✓	✓	✓		✓	✓	✓
Xerox® AltaLink® B8145/B8155/B8170	✓	FIPS 140-3[5]	✓		✓	✓	✓
Xerox® AltaLink® B8245/B8255/B8270	✓[11]	FIPS 140-3[5]	✓		✓	✓	✓
Xerox® PrimeLink® B9100/B9110/B9125/B9136[4]	✓	FIPS 140-3[5]			✓		
Xerox® D95A/D110/D125 Copier/Printer	✓				✓		✓
Xerox® D110/D125 Printer	✓				✓		
Xerox® D136 Copier/Printer	✓	✓			✓		✓
Xerox® ED95A/ED125	✓				✓		✓
COLOR DEVICES							
PRINTERS							
Xerox® C230		✓			✓	✓	✓
Xerox® C310		✓			✓	✓	✓
Xerox® C320		✓			✓	✓	✓
Xerox® C410	✓[5]	✓			✓	✓	✓
Xerox® Phaser® 6510		✓			✓		✓
Xerox® VersaLink® C400		✓			✓	✓	✓
Xerox® VersaLink® C500		✓			✓	✓	✓
Xerox® VersaLink® C600		✓			✓	✓	✓
Xerox® VersaLink® C620		FIPS 140-3[5]			✓	✓[5]	✓
Xerox® VersaLink® C7000		✓			✓	✓	✓
Xerox® VersaLink® C8000		✓			✓	✓	✓
Xerox® VersaLink® C9000		✓			✓	✓	✓

	Security Certifications				Sustainability Certifications		
	COMMON CRITERIA	**FIPS 140 (FIPS 140-3 IF NOTED)**	**TRELLIX[10] SECURITY**		**ENERGY STAR®**	**BLUE ANGEL**	**EPEAT® (MULTIPLE COUNTRIES)[3]**
COLOR DEVICES							
MULTIFUNCTION PRINTERS							
Xerox® C235		✓			✓	✓	✓
Xerox® C315		✓			✓	✓	✓
Xerox® C325		✓			✓	✓	✓
Xerox® WorkCentre® 6515					✓		✓
Xerox® VersaLink® C405	✓	✓			✓	✓	✓
Xerox® VersaLink® C415	✓[5]	FIPS 140-3[5]			✓	✓	✓
Xerox® VersaLink® C505	✓	✓			✓	✓	✓
Xerox® VersaLink® C605	✓	✓			✓	✓	✓
Xerox® VersaLink® C625	✓[5]	FIPS 140-3[5]			✓	✓	✓
Xerox® VersaLink® C7020/C7025/C7030	✓	✓			✓	✓	✓
Xerox® VersaLink® C7120/C7125/C7130	✓	✓	✓		✓	✓	✓
Xerox® AltaLink® C8130/C8135/ C8145/C8155/C8170	✓	FIPS 140-3[5]	✓		✓	✓	✓
Xerox® AltaLink® C8230/C8235/ C8245/C8255/C8270	✓[11]	FIPS 140-3[5]	✓		✓	✓	✓
Xerox® Color C60/C70 Printer	✓	✓			✓		✓
Xerox® PrimeLink® C9065/C9070 Printer[4]	✓	FIPS 140-3[5]			✓	✓	✓
Xerox® EC8036/EC8056 Factory Produced New Model	✓	✓	✓		✓		✓
Xerox® WorkCentre® EC7836/EC7856 Factory Produced New Model	✓	✓	✓				

[1] These products are Citrix Ready when using either the Xerox Global Print Driver®, the product native print driver or the Citrix universal driver;

[2] Device is compliant/tested, but has not been formally certified;

[3] All products certified in the U.S. EPEAT-certified products vary by country in Belgium, Canada, Denmark, Finland, France, Germany, Netherlands, Luxembourg, Norway, Sweden, Switzerland and the U.K. Visit **www.epeat.net** for information regarding country-specific EPEAT certifications;

[4] Xerox Integrated Server;

[5] Certification in progress/Undergoing evaluation;

[6] Requires optional wireless network adapter;

[7] Xerox AltaLink® C8030 220V not Energy Star® or EPEAT® certified;

[8] Xerox WorkCentre® 3345 only;

[9] Xerox AltaLink® B8065/B8075/B8090 only;

[10] Trellix was formerly known as McAfee® Enterprise Business;

[11] Common criteria certification planned for Q2 2025.

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PRINT DRIVER/DEVICE/SERVER ENVIRONMENT CERTIFICATIONS

Microsoft® WHQL Certification

Windows Hardware Quality Labs testing involves running a series of tests on third-party hardware or software and then submitting the log files from these tests to Microsoft for review. Xerox® Products are Windows Hardware Quality Labs (WHQL) certified to comply with Microsoft standards and ensure seamless compatibility with Microsoft Windows environments.

Citrix® Certification

Citrix Systems is an American multinational software and services company specializing in virtualization and remote access software for delivering applications over a network and the internet. Xerox is part of the Citrix-ready program, which allows vendors to perform a self-evaluation of their products against a set of metrics outlined by Citrix. Once the product passes certification, Xerox pays an annual fee for having its certified products listed on the Citrix website, as well as the right to use its logo. This certification ensures that a product using Citrix software will function as expected in a remote environment.

IPv6 Ready

Internet Protocol version 6 (IPv6) is a protocol for routing network traffic and identifying network-connected devices. IPv6 will be phased in over many years as the next-generation replacement for the global IPv4 standard. Because printers and multifunction printers comprise a sizable percentage of the world's networked devices, Xerox is transitioning its products' capabilities to be IPv6-compatible.

Bonjour®

Bonjour is Apple Inc.'s trade name for its implementation of zero-configuration networking, a service discovery protocol. Bonjour enables the automatic discovery of devices such as printers, other computers, and the services that those devices offer on IP networks using industry-standard IP protocols.

Mopria® Print Service

Mopria is an acronym derived from the Mobile Print Alliance. The charter of this alliance of printer manufacturers is to enable simple wireless printing from smartphones, tablets, and other mobile devices. Mopria printing does not require any driver installation or software download on these devices. Mopria Print functionality will be embedded in phones, tablets, or other mobile devices and there is no set-up required. When mobile device users have access to a Mopria-certified printer, they can effortlessly discover and print to this printer.

Wi-Fi Direct Certification

This certification lets you print from your mobile device without having to connect to a network. Adding the optional wireless USB adapter enables this connection and allows for both an Ethernet connection and Wi-Fi Direct connection to be enabled at the same time.

Apple® AirPrint®

Apple® AirPrint® is a driverless printing technology that enables Apple iOS devices including the iPhone®, iPad®, iPod Touch®, and even macOS computers to print without installing drivers or downloading software. AirPrint uses well-established, familiar technologies already in use today, such as Bonjour, IPP, PDF, and JPEG. AirPrint will continue to evolve to add new features and functionality. However, the basic operation of AirPrint will remain constant, where it requires only a few steps to work as it was designed to do.

APPLICATION CERTIFICATIONS

Cerner Certification

Cerner is the leading U.S. supplier of healthcare information technology solutions that optimize clinical and financial outcomes. Around the world, health organizations, ranging from single-doctor practices to large health networks, turn to Cerner for their powerful and intuitive solutions. Cerner offers clients a dedicated focus on healthcare, an end-to-end solution and service portfolio, and proven market leadership. Xerox pays Cerner for product certification, which is a 6-8 week process after the product is received in Kansas City. Once certified, Cerner lists the product on its internal customer website and sends Xerox a certificate. This certification allows Xerox to participate in customer bids where Cerner Certification is a requirement. Xerox also provides a product, including all supplies and services, to Cerner, until that product is at the end of its life. Cerner Certification is important to a customer's IT staff as this allows them the comfort of having 24/7 support 365 days a year through the Cerner help desk. Cerner provides this support as part of their HIS package. For example, a hospital can call and report a downed printer in the Emergency Room at 3 a.m. to receive remote support.

On June 20, 2012, Medical Information Technology, Inc. (MEDITECH) published a statement concerning changes to its printer testing program. This statement read in part, "Going forward, MEDITECH will no longer be testing laser printers. If a laser printer uses the PCL 5, 5c, or 5e language, it will work with MEDITECH and will therefore be supported. All other types of printers (dot matrix, barcode) will still be tested by MEDITECH."

MEDITECH Certification

Medical Information Technology, Inc. (MEDITECH) is a leading provider of integrated software solutions for healthcare organizations worldwide. This certification validates that Xerox® Devices are fully compatible with MEDITECH's MAGIC operating system, a health information system that provides a structured and easy-to-use programming language to more than 1,500 healthcare organizations globally. With this certification, Xerox continues to achieve noteworthy healthcare industry praise for its award-winning line of devices and it allows Xerox to participate in customer bids where MEDITECH Certification is a requirement. These certified devices are then fully supported by MEDITECH help desk technicians 24/7 and 365 days a year, giving their clients and ours the assurance that support will be available at all times.

SAP Certification

Together with SAP through our Gold-level membership in the SAP Printer Vendor Program, we provide seamless connectivity between SAP systems and your Xerox® Printers and MFPs. And as an SAP customer, you benefit from having SAP-certified Xerox® Device types available right from SAP's online delivery model. Whether you are using an existing Xerox® Product or plan to upgrade, we can assure you that you will have printing continuity within your SAP environment. You also have peace of mind knowing that you can contact SAP for support regarding any issues. And we have a direct link to SAP that allows us to keep our devices current and in line with SAP release updates. SAP-certified devices are available for the legacy R/3 system and newer ERP releases up to current SAP offerings.

SECURITY CERTIFICATIONS

Common Criteria Certification

The Common Criteria Certification provides independent, objective validation of IT products' reliability, quality, and trustworthiness. It is a standard that customers can rely on to make informed decisions about their IT purchases. Common Criteria (aka ISO/IEC 15408-1:2009) sets specific information assurance goals, including strict levels of integrity, confidentiality, and availability for systems and data, accountability at the individual level, and assurance that all goals are met. Common Criteria Certification is a requirement for hardware and software devices used by the federal government on national security systems.

FIPS 140-2/140-3

FIPS 140 is a series of coordinated requirements issued by the National Institute of Standards and Technology (NIST) to validate a product's level of security depending on its intended use. All hardware and software components used by the government and other key industries to collect, store, transfer, share, and disseminate sensitive but unclassified information must be FIPS 140-2 or 140-3 certified.

Trellix[1] Security

Built-in Trellix security protects against intrusion from within Xerox® MFPs built on Xerox® ConnectKey® Technology. Two levels of protection are offered.

Trellix Enhanced Security is standard and allows only an approved, predefined list of applications, code, and software files to run on the device. This Trellix agent is Xerox factory-installed and proactively monitors and prevents any changes made to the Xerox factory default system applications.

Trellix Integrity Control is an optional, commercial application that supports a higher level of whitelisting/allowlisting and change control or dynamic whitelisting/allowlisting. This protects the device's executable files from being tampered with and identifies trusted sources, controls what can change, who can change it, and when it can change.

ENVIRONMENTAL COMPLIANCE

ENERGY STAR®

With the goals of reducing energy consumption and greenhouse gas emission, ENERGY STAR is a voluntary program sponsored by the United States Environment Protection Agency. Products carrying the label are certified for matching or beating federal energy conservation standards.

Blue Angel

Based in Germany, Blue Angel is the world's first certification for environmental friendliness. It aims to promote ecological awareness and to guide environmentally conscious consumers to the most ecologically sound products.

EPEAT®

EPEAT (multiple countries) is a global registry for environment-friendly electronics for purchasers, manufacturers, resellers, and others wanting to find and promote environmentally preferable products. EPEAT uses a self-declaration and rigorous verification system to ensure the products conform to the established criteria. Once products are added to the registry, EPEAT uses independent experts to verify that the products meet the selected criteria as claimed. All Xerox® Products listed in this document are EPEAT-certified in the U.S. Various products are also certified in additional countries. For more information, go to **www.epeat.net**.

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[1] Trellix was formerly known as McAfee® Enterprise Business.

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PROPOSAL FORM 4: CLEAN AIR WATER ACT

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Potential Vendor: Dahill Office Technology Corporation dba Xerox Business Solutions Southwest

Title of Authorized Representative: CFO

Mailing Address: 8200 IH-10 West, Ste. 400, San Antonio, Texas 78230

Signature: *David Milne*
David Milne (Sep 6, 2024 12:26 EDT)

PROPOSAL FORM 5: DEBARMENT NOTICE

I, the Vendor, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Potential Vendor: _Dahill Office Technology Corporation dba Xerox Business Solutions Southwest_

Title of Authorized Representative: _CFO_

Mailing Address: _8200 IH-10 West, Ste. 400, San Antonio, Texas 78230_

Signature: _David Milne_
David Milne (Sep 6, 2024 12:26 EDT)

PROPOSAL FORM 6: LOBBYING CERTIFICATION

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by Section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The undersigned certifies, to the best of his/her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding $100,000 in Federal funds at all appropriate tiers and that all sub-recipients shall certify and disclose accordingly.

David Milne
David Milne (Sep 6, 2024 12:26 EDT)_____
Signature of Respondent

9/5/2024_____
Date

PROPOSAL FORM 7: CONTRACTOR CERTIFICATION REQUIREMENTS

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Region 10 ESC Participating entities in which work is being performed.

_____

Fingerprint & Criminal Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy.   The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

_David Milne_____   9/5/2024_____
David Milne (Sep 6, 2024 12:26 EDT)
Signature of Respondent   Date

PROPOSAL FORM 8: ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)

I affirm under penalty of perjury of the laws of the State of Texas that:

(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

(2) In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

(3) In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and

(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

VENDOR Dahill Office Technology Corporation
dba Xerox Business Solutions Southwest

ADDRESS 8200 IH-10 West, Ste. 400

San Antonio, TX 78230

PHONE 210-805-8200

FAX 210-805-9733

RESPONDANT

Jane Johnson
Signature

Jane Johnson
Printed Name

Director of Strategic Accounts
Position with Company

AUTHORIZING OFFICIAL

David Milne
David Milne (Sep 6, 2024 12:26 EDT)
Signature

David Milne
Printed Name

CFO
Position with Company

CERTIFICATE OF INTERESTED PARTIES

FORM **1295**

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Dahill Office Technology Corporation DBA Xerox Business Solutions Southwest
San Antonio, TX United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

Region 10 Education Service Center

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

R10-1169
Multi-Function Devices & Managed Print Services

4 Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
		Controlling	Intermediary
Corporation, Xerox	Norwalk, CT United States	X	

5 Check only if there is NO Interested Party. ☐

6 UNSWORN DECLARATION

My name is ___David Milne___, and my date of birth is _____.

My address is ___8200 IH-10 West, Suite 400___, ___San Antonio___, ___TX___, ___78230___, ___USA___.
 (street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in ___Bexar___ County, State of ___Texas___, on the ___5th___ day of ___September___, 20___24___.
 (month) (year)

David Milne
David Milne (Sep 6, 2024 12:26 EDT)
Signature of authorized agent of contracting business entity
(Declarant)

BOYCOTT CERTIFICATION

Respondent must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

Does vendor agree? _DM_____
                   (Initials of Authorized Representative)

Respondent must certify that it does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and will not discriminate during the term of the contract against a firearm entity or firearm trade association. Respondent must aslo certify that it does not boycott energy companies; and will not boycott energy companies during the term of the contract.

Does vendor agree? _DM_____
                   (Initials of Authorized Representative)

TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153. By execution of any agreement, the respondent certifies to REGION 10 ESC that it is not a listed company under any of those Texas Government Code provisions. Responders must voluntarily and knowingly acknowledge and agree that any agreement shall be null and void should facts arise leading the REGION 10 ESC to believe that the respondent was a listed company at the time of this procurement.

Does vendor agree? _DM_____
                   (Initials of Authorized Representative)

PROPOSAL FORM   11: RESIDENT CERTIFICATION

This Certification Section must be completed and submitted before a proposal can be awarded to your company. This information may be placed in an envelope labeled "Proprietary" and is not subject to public view. In order for a proposal to be considered, the following information must be provided. Failure to complete may result in rejection of the proposal:

As defined by Texas House Bill 602, a "nonresident Bidder" means a Bidder whose principal place of business is not in Texas, but excludes a contractor whose ultimate parent company or majority owner has its principal place of business in Texas.

Texas or Non-Texas Resident

☒ I certify that my company is a **"resident Bidder"**
☐ I certify that my company qualifies as a **"nonresident Bidder"**

If you qualify as a "nonresident Bidder," you must furnish the following information:

What is your resident state? (The state your principal place of business is located.)

Dahill Office Technology Corporation
dba Xerox Business Solutions Southwest   8200 IH-10 West, Ste. 400,
_____Compan
y Name   Address

San Antonio, TX 78230
_____City
                            State   Zip

PROPOSAL FORM 1 2: FEDERAL FUNDS CER TIFICATION FORM

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). All Vendors submitting proposals must complete this Federal Funds Certification Form regarding Vendor's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using federal grant funds. This completed form will be made available to participating agencies for their use while considering their purchasing options when using federal grant funds. Participating agencies may also require Vendors to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Vendor should certify Vendor's agreement and ability to comply, where applicable, by having Vendor's authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a vendor fails to complete any item in this form, Region 10 ESC will consider the Vendor's response to be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the Vendor using federal funds.

1. Vendor Violation or Breach of Contract Terms:

Contracts for more than the simplified acquisition threshold currently set at $150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Any Contract award will be subject to Region 10 ESC General Terms and Conditions, as well as any additional terms and conditions in any Purchase Order, participating agency ancillary contract, or Member Construction Contract agreed upon by Vendor and the participating agency which must be consistent with and protect the participating agency at least to the same extent as the Region 10 ESC Terms and Conditions.

The remedies under the Contract are in addition to any other remedies that may be available under law or in equity. By submitting a Proposal, you agree to these Vendor violation and breach of contract terms.

Does vendor agree? __DM_____

(Initials of Authorized Representative)

2. Termination for Cause or Convenience:

When a participating agency expends federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror in the event Offeror fails to: (1) meet schedules, deadlines, and/or delivery dates within the time specified in the procurement solicitation, contract, and/or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and/or the procurement solicitation. participating agency also reserves the right to terminate the contract immediately, with written notice to offeror, for convenience, if participating agency believes, in its sole discretion that it is in the best

interest of participating agency to do so. Offeror will be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other offerors when it is in participating agency's best interest.

Does vendor agree? _DM_____

<div align="center">(Initials of Authorized Representative)</div>

3. Equal Employment Opportunity:

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Vendor agrees that such provision applies to any participating agency purchase or contract that meets the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 and Vendor agrees that it shall comply with such provision.

Does vendor agree? _DM_____

<div align="center">(Initials of Authorized Representative)</div>

4. Davis-Bacon Act:

When required by Federal program legislation, Vendor agrees that, for all participating agency prime construction contracts/purchases in excess of $2,000, Vendor shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, Vendor is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determinate made by the Secretary of Labor. In addition, Vendor shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Vendor agrees that, for any purchase to which this requirement applies, the award of the purchase to the Vendor is conditioned upon Vendor's acceptance of the wage determination.

Vendor further agrees that it shall also comply with the Copeland "Anti-Kickback" Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

Does vendor agree? _DM_____

(Initials of Authorized Representative)

5. Contract Work Hours and Safety Standards Act:

Where applicable, for all participating agency contracts or purchases in excess of $100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 USC 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Does vendor agree? _____

(Initials of Authorized Representative)

6. Right to Inventions Made Under a Contract or Agreement:

If the participating agency's Federal award meets the definition of "funding agreement" under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance or experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Vendor agrees to comply with the above requirements when applicable.

Does vendor agree? _DM_____

(Initials of Authorized Representative)

7. Clean Air Act and Federal Water Pollution Control Act:

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended –Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

When required, Vendor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

Does vendor agree? _DM_____

8. Debarment and Suspension:

Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3CFR Part 1989 Comp. p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Vendor certifies that Vendor is not currently listed on the government-wide exclusions in SAM, is not debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549. Vendor further agrees to immediately notify the Cooperative and all participating agencies with pending purchases or seeking to purchase from Vendor if Vendor is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Does vendor agree? _*DM*_____

(Initials of Authorized Representative)

9. Byrd Anti-Lobbying Amendment:

Byrd Anti-Lobbying Amendment (31 USC 1352) -- Vendors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 USC 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. As applicable, Vendor agrees to file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 USC 1352).

Does vendor agree? _*DM*_____

(Initials of Authorized Representative)

10. Procurement of Recovered Materials:

For participating agency purchases utilizing Federal funds, Vendor agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may require to confirm estimates and otherwise comply. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery,

and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Does vendor agree? _DM_____

(Initials of Authorized Representative)

11. Profit as a Separate Element of Price:

For purchases using federal funds in excess of $150,000, a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.323(b). When required by a participating agency, Vendor agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, Vendor agrees that the total price, including profit, charged by Vendor to the participating agency shall not exceed the awarded pricing, including any applicable discount, under Vendor's Cooperative Contract.

Does vendor agree? _DM_____

(Initials of Authorized Representative)

12. Domestic Preference

Vendor must be prepared to provide a comprehensive list of the number of goods, products, and/or materials (including but not limited to iron, aluminum, steel, cement, and other manufactured products) being used for specific purchase orders under the contract award which were produced in the United States upon request to Region 10 ESC or any Equalis member who intends to use this contract with federal funds.

Does vendor agree? _DM_____

(Initials of Authorized Representative)

13. Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment

Vendor agrees that recipients and subrecipients are prohibited from obligating or expending loan or grant funds to procure or obtain, extend or renew a contract to procure or obtain, or enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system from companies described in Public Law 115-232, section 889. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country are also prohibited.

Does vendor agree? _DM_____

(Initials of Authorized Representative)

14. General Compliance and Cooperation with Participating Agencies:

In addition to the foregoing specific requirements, Vendor agrees, in accepting any Purchase Order from a participating agency, it shall make a good faith effort to work with participating agencies to provide such information and to satisfy such requirements as may apply to a particular participating agency purchase or purchases including, but not limited to, applicable recordkeeping and record retention requirements.

Does vendor agree? __DM_____

15. Applicability to Subcontractors

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does vendor agree? __DM_____

By signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

Dahill Office Technology Corporation
dba Xerox Business Solutions Southwest

Company Name

_David Milne_____
David Milne (Sep 6, 2024 12:26 EDT)

Signature of Authorized Company Official

David Milne
————————————————————————

Printed Name

CFO
————————————————————————

Title

9/5/2024
————————————————————————

Date

PROPOSAL FORM 13: FEMA REQUIREMENTS

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). Additionally, Appendix II to Part 200 authorizes FEMA to require or recommend additional provisions for contracts.

All respondents submitting proposals must complete this FEMA Recommended Contract Provisions Form regarding respondent's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using FEMA funds. This completed form will be made available to Members for their use while considering their purchasing options when using FEMA grant funds. Members may also require Supplier Partners to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Respondent should certify Respondent's agreement and ability to comply, where applicable, by having respondents authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a Respondent fails to complete any item in this form, Region 10 ESC will consider the respondent's response to be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the Supplier Partner using federal funds.

1. *Access to Records*

For All Procurements

The Winning Supplier agrees to provide the participating agency, the pass-through entity (if applicable), the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

The Winning Supplier agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The Winning Supplier agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.

Does Respondent agree? __*DM*__
(Initials of Authorized Representative)

For Contracts Entered into After August 1, 2017 Under a Major Disaster or Emergency Declaration

In compliance with section 1225 of the Disaster Recovery Reform Act of 2018, the participating agency, and the Winning Supplier acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States."

Does Respondent agree? __*DM*__
(Initials of Authorized Representative)

2. *Changes*

FEMA recommends that all contracts include a changes clause that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may depend on the nature of the contract and the procured item(s) or service(s). The participating agency should also consult their servicing legal counsel to determine whether and how contract changes are permissible under applicable state, local, or tribal laws or regulations.

Does Respondent agree? __DM__
(Initials of Authorized Representative)

3. *Use of DHS Seal, Logo, and Flags*

The Winning Supplier shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. The contractor shall include this provision in any subcontracts.

Does Respondent agree? __DM__
(Initials of Authorized Representative)

4. *Compliance with Federal Law, Regulations, And Executive Orders and Acknowledgement of Federal Funding*

This is an acknowledgement that when FEMA financial assistance is used to fund all or a portion of the participating agency's contract with the Winning Supplier, the Winning Supplier will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.

Does Respondent agree? __DM__.
(Initials of Authorized Representative)

5. *No Obligation by Federal Government*

The federal government is not a party to this or any contract resulting from this or future procurements with the participating agencies and is not subject to any obligations or liabilities to the non-federal entity, contractor, or any other party pertaining to any matter resulting from the contract.

Does Respondent agree? __DM__
(Initials of Authorized Representative)

6. *Program Fraud and False or Fraudulent Statements or Related Acts*

The Winning Supplier acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor's actions pertaining to this contract.

Does Respondent agree? __DM__
(Initials of Authorized Representative)

7. *Affirmative Socioeconomic Steps*

If subcontracts are to be let, the Winning Supplier is required to take all necessary steps identified in 2 C.F.R. § 200.321(b)(1)-(5) to ensure that small and minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

Does Respondent agree? __DM__
(Initials of Authorized Representative)

8. *License and Delivery of Works Subject to Copyright and Data Rights*

The Winning Supplier grants to the participating agency, a paid-up, royalty-free, nonexclusive, irrevocable, worldwide license in data first produced in the performance of this contract to reproduce, publish, or otherwise use, including prepare derivative works, distribute copies to the public, and perform publicly and display publicly such data. For data required by the contract but not first produced in the performance of this contract, the Winning Supplier will identify such data and grant to the participating agency or acquires on its behalf a license of the same scope as for data first produced in the performance of this contract. Data, as used herein, shall include any work subject to copyright under 17 U.S.C. § 102, for example, any written reports or literary works, software and/or source code, music, choreography, pictures or images, graphics, sculptures, videos, motion pictures or other audiovisual works, sound and/or video recordings, and architectural works. Upon or before the completion of this contract, the Winning Supplier will deliver to the participating agency data first produced in the performance of this contract and data required by the contract but not first produced in the performance of this contract in formats acceptable by the (insert name of the non-federal entity).

Does Respondent agree? _DM_
(Initials of Authorized Representative)

PROPOSAL FORM 1 4: ADDITIONAL ARIZONA CONTRACTOR REQUIREMENTS

AZ Compliance with Federal and state requirements: Contractor agrees when working on any federally assisted projects with more than $2,000.00 in labor costs, to comply with all federal and state requirements, as well as Equal Opportunity Employment requirements and all other federal and state laws, statutes, etc.   Contractor agrees to post wage rates at the work site and submit a copy of their payroll to the member for their files. Contractor must retain records for three years to allow the federal grantor agency access to these records, upon demand. Contractor also agrees to comply with the Arizona Executive Order 75-5, as amended by Executive Order 99-4.

When working on contracts funded with Federal Grant monies, contractor additionally agrees to comply with the administrative requirements for grants, and cooperative agreements to state, local and federally recognized Indian Tribal Governments.

AZ Compliance with workforce requirements: Pursuant to ARS 41-4401, Contractor and subcontractor(s) warrant their compliance with all federal and state immigration laws and regulations that relate to their employees, and compliance with ARS 23-214 subsection A, which states, …"every employer, after hiring an employee, shall verify the employment eligibility of the employee through the E-Verify program"
Region 10 ESC reserves the right to cancel or suspend the use of any contract for violations of immigration laws and regulations. Region 10 ESC and its members reserve the right to inspect the papers of any contractor or subcontract employee who works under this contract to ensure compliance with the warranty above.

AZ Contractor Employee Work Eligibility: By entering into this contract, contractor agrees and warrants compliance with A.R.S. 41-4401, A.R.S. 23-214, the Federal Immigration and Nationality Act (FINA), and all other Federal immigration laws and regulations. Region 10 ESC and/or Region 10 ESC members may request verification of compliance from any contractor or sub contractor performing work under this contract. Region 10 ESC and Region 10 ESC members reserve the right to confirm compliance. In the event that Region 10 ESC or Region 10 ESC members suspect or find that any contractor or subcontractor is not in compliance, Region 10 ESC may pursue any and all remedies allowed by law, including but not limited to suspension of work, termination of contract, suspension and/or debarment of the contractor. All cost associated with any legal action will be the responsibility of the contractor.

AZ Non-Compliance: All federally assisted contracts to members that exceed $10,000.00 may be terminated by the federal grantee for noncompliance by contractor. In projects that are not federally funded, Respondent must agree to meet any federal, state or local requirements as necessary. In addition, if compliance with the federal regulations increases the contract costs beyond the agreed on costs in this solicitation, the additional costs may only apply to the portion of the work paid by the federal grantee.

Registered Sex Offender Restrictions (Arizona): For work to be performed at an Arizona school, contractor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are present, or reasonably expected to be present. Contractor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Region 10 ESC member's discretion. Contractor must identify any additional costs associated with compliance to this term.   If no costs are specified, compliance with this term will be provided at no additional charge.

Offshore Performance of Work Prohibited: Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States.

Terrorism Country Divestments: In accordance with A.R.S. 35-392, Region 10 ESC and Region 10 ESC members are prohibited from purchasing from a company that is in violation of the Export Administration Act. By entering into the contract, contractor warrants compliance with the Export Administration Act.

The undersigned hereby accepts and agrees to comply with all statutory compliance and notice requirements listed in this document.

David Milne
David Milne (Sep 6, 2024 12:26 EDT)   9/5/2024

Signature of Respondent   Date

PROPOSAL FORM 1 5: OWNERSHIP DISCLOSURE FORM (N.J.S. 52:25 -24.2)

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the Respondent shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: Dahill Office Technology Corporation
                        dba Xerox Business Solutions Southwest

Street: 8200 IH-10 West, Ste. 400

City, State, Zip Code: San Antonio, TX 78230

Complete as appropriate:

I _____ , certify that I am the sole owner of
_____ , that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.

OR:

I _____ , a partner in _____ , do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.

OR:

I David Milne _____ , an authorized representative of
Dahill Office Technology Corporation
dba Xerox Business Solutions Southwest____ , a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest
N/A		

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

David Milne   CFO   9/5/2024
David Milne (Sep 6, 2024 12:26 EDT)
_____   _____
Authorized Signature and Title   ***Date***

PROPOSAL FORM 1 6: NON -COLLUSION AFFIDAVIT

Company Name: Dahill Office Technology Corporation dba Xerox Business Solutions Southwest
Street: 8200 IH-10 West, Ste. 400
City, State, Zip Code: San Antonio, TX 78230

State of Texas

County of __Bexar_____

I, __David Milne_____ *of the* __San Antonio_____
          Name   *City*

in the County of __Bexar_____ *, State of* __Texas_____ *of full age, being duly sworn according to law on my oath depose and say that:*

I am the __CFO_____ *of the firm of* __Dahill Office Technology Corporation dba Xerox Business Solutions Southwest__
        Title   *Company Name*

the Respondent making the Proposal for the goods, services or public work specified under the Harrison Township Board of Education attached proposal, and that I executed the said proposal with full authority to do so; that said Respondent has not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal, and that all statements contained in said bid proposal and in this affidavit are true and correct, and made with full knowledge that the Harrison Township Board of Education relies upon the truth of the statements contained in said bid proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services or public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

Dahill Office Technology Corporation dba Xerox Business Solutions Southwest   *David Milne*   CFO
_____   David Milne (Sep 6, 2024 12:26 EDT) _____
Company Name   *Authorized Signature & Title*

Subscribed and sworn before me

this __5th____ day of __September_____ , 20__24__

Cynthia Anne Munson
_____
Notary Public of ▪▪▪▪▪ Texas
My commission expires May 13, 20__28__

CYNTHIA ANNE MUNSON
Notary ID #128715372
My Commission Expires
May 13, 2028
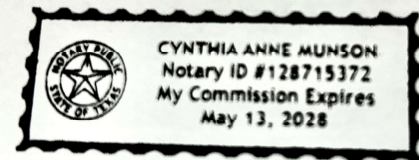
SEAL

PROPOSAL FORM 1 7: AFFIRMATIVE ACTION AFFIDAVIT   (P.L. 1975, C.127)
Company Name: Dahill Office Technology Corporation dba Xerox Business Solutions Southwest
Street: 8200 IH-10 West, Ste. 400,
City, State, Zip Code: San Antonio, TX 78230

Bid Proposal Certification:
Indicate below your compliance with New Jersey Affirmative Action regulations. Your proposal will be accepted even if you are not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:
Procurement, Professional & Service Contracts (Exhibit A)
Vendors must submit with proposal:
1.   A photo copy of their Federal Letter of Affirmative Action Plan Approval   _____
*   OR*
2.   A photo copy of their Certificate of Employee Information Report   _____
*   OR*
3.   A complete Affirmative Action Employee Information Report (AA302)   _____

Public Work – Over $50,000 Total Project Cost:
A.   No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form   _____
AA201-A upon receipt from the Harrison Township Board of Education

B.   Approved Federal or New Jersey Plan – certificate enclosed   _____

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

David Milne
David Milne (Sep 6, 2024 12:26 EDT)   CFO   9/5/2024
Authorized Signature and Title   *Date*

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color,

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

David Milne

David Milne (Sep 6, 2024 12:26 EDT)_____

Signature of Procurement Agent

Job Categories	All Employees			Male					Female				
	Total	Male	Female	Black	Hispanic	Amer. Indian	Asian	Non Min.	Black	Hispanic	Amer. Indian	Asian	Non Min.
Officials/ Managers	62	44	18	1	4	0	3	36	1	2	0	1	14
Professionals	33	26	7	2			0	1	23	1	1	0	1	4
Technicians	0	0	0	0	0	0	0	0	0	0	0	0	0
Sales Workers	8	6	2	0	2	0	1	3	0	0	0	1	1
Office & Clerical	60	46	14	17	3	0	0	26	8	0	0	0	6
Craftworkers (Skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Operatives (Semi-skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Laborers (Unskilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Workers	87	80	7	7	8	1	3	61	0	2	0	0	5
TOTAL	250	202	48	27	17	1	8	149	10	5	0	3	30
Previous Count (If Applicable)													
Temporary & Part-Time Employees	0	0	0	0	0	0	0	0	0	0	0	0	0

of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Required Pursuant To N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	Dahill Office Technology Corporation dba Xerox Business Solutions Southwest		
Address:	8200 IH-10 West, Ste. 400		
City:	San Antonio	State: Texas	Zip: 78230

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

_David Milne_____
David Milne (Sep 6, 2024 12:26 EDT)

Signature

David Milne_____
Printed Name

CFO_____
Title

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than $300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

☐ Check here if disclosure is provided in electronic form.

Contributor Name	Recipient Name	Date	Dollar Amount
			$

☐ Check here if the information is continued on subsequent page(s)

PROPOSAL FORM   19: STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

☐ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

<div align="center">OR</div>

☒ I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

☐ Partnership	☐ Sole Proprietorship	☐ Limited Liability
	☐ Limited Partnership	Partnership
☒ Corporation	☐ Limited Liability	☐ Subchapter S
	Corporation	Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

<u>Stockholders:</u>

Name: Home Address: 	Name: Home Address:
Name: Home Address: 	Name: Home Address:
Name: Home Address: 	Name: Home Address:
Subscribed and sworn before me this ____ day of _____, 2 __. (Notary Public) My Commission expires:	_____ (Affiant) _____ (Print name & title of affiant) (Corporate Seal)

PROPOSAL FORM 20: GENERAL TERMS AND CONDITIONS ACCEPTANCE FORM

Signature on the Vendor Contract Signature form certifies complete acceptance of the General Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the General Terms and Conditions:

☒ We take no exceptions/deviations to the general terms and conditions

(*Note: If none are listed below, it is understood that no exceptions/deviations are taken.*)

☐ We take the following exceptions/deviations to the general terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general terms and conditions that you are taking exceptions/deviations to. Clearly state if you are adding additions terms and conditions to the general terms and conditions. Provide details on your exceptions/deviations below:

(*Note: Unacceptable exceptions shall remove your proposal from consideration for award. Region 10 ESC shall be the sole judge on the acceptance of exceptions/deviations and the decision shall be final.*)

Requirements for Master Agreement To be administered by Equalis Group

Attachment A, Equalis Group Administrative Agreement is used in administering Master Agreements with Region 10 and is preferred by Equalis Group. Redlined copies of this agreement should not be submitted with the response. Should a respondent be recommended for award, this agreement will be negotiated and executed between Equalis Group and the respondent. **Respondents must select one of the following options for submitting their response**.

☒ Respondent agrees to all terms and conditions outlined in each of the Administration Agreement.

☐ Respondent wishes to negotiate directly with Equalis Group on terms and conditions outlined in the Administration Agreement. Negotiations will commence after sealed Proposals are opened and Region 10 has determined the respondent met all requirements in their response and may be eligible for award.

PROPOSAL FORM   22: OPEN RECORDS POLICY ACKNOWLEDGEMENT AND ACCEPTANCE
OPEN RECORDS POLICY ACKNOWLEDGMENT AND ACCEPTANCE

Be advised that all information and documents submitted will be subject to the Public Information Act requirements governed by Chapter 552 of the Texas Government Code.

Because contracts are awarded by a Texas governmental entity, all responses submitted are subject to release as public information after contracts are executed. If a Respondent believes that its response, or parts of its response, may be exempted from disclosure to the public, the Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempted from disclosure. In addition, the Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Respondent must provide this information on the "Acknowledgement and Acceptance to Region 10 ESC's Public Information Act Policy" form found on the next page of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 10 ESC must provide the OAG with the information requested in order for the OAG to render an opinion. In such circumstances, Respondent will be notified in writing that the material has been requested and delivered to the OAG. Respondent will have an opportunity to make arguments to the OAG in writing regarding the exception(s) to the TPIA that permit the information to be withheld from public disclosure. Respondents are advised that such arguments to the OAG must be specific and well-reasoned--vague and general claims to confidentiality by the Respondent are generally not acceptable to the OAG. Once the OAG opinion is received by Region 10 ESC, Region 10 ESC must comply with the opinions of the OAG. Region 10 ESC assumes no responsibility for asserting legal arguments on behalf of any Respondent. Respondents are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

After completion of award, these documents will be available for public inspection.

Signature below certifies complete acceptance of Region 10 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary). Check one of the following responses to the Acknowledgment and Acceptance of Region 10 ESC's Open Records Policy below:

☐ We acknowledge Region 10 ESC's Public Information Act policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.

(Note: All information believed to be a trade secret or proprietary must be listed below. It is further understood that failure to identify such information, in strict accordance with the instructions below, will result in that information being considered public information and released, if requested under the Public Information Act.)

☒ We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

(Note: Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

9/5/2024	*David Milne* CFO
	David Milne (Sep 6, 2024 12:26 EDT)
Date	*Authorized Signature & Title*

PROPOSAL FORM 23: VENDOR CONTRACT AND SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

VENDORS MUST SUBMIT THIS FORM COMPLETED AND SIGNED WITH THEIR RESPONSE TO BE CONSIDERED

Company name	Dahill Office Technology Corporation dba Xerox Business Solutions Southwest
Address	8200 IH-10 West, Ste. 400
City/State/Zip	San Antonio, TX 78230
Telephone No.	210-805-8200
Fax No.	210-805-9733
Email address	david,milne@xerox.com
Printed name	David Milne
Position with company	CFO
Authorized signature	*David Milne* David Milne (Sep 6, 2024 12:26 EDT)

Term of contract _____**November 1, 2024**_____**to** _____**October 31, 2027**_____

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 10 ESC. Vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

_____   _____

Region 10 ESC Authorized Agent   Date

_____

Print Name

Equalis Group Contract Number _____

PROPOSAL FORM 23: VENDOR CONTRACT AND SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

VENDORS MUST SUBMIT THIS FORM COMPLETED AND SIGNED WITH THEIR RESPONSE TO BE CONSIDERED

Company name	Dahill Office Technology Corporation dba Xerox Business Solutions Southwest
Address	8200 IH-10 West, Ste. 400
City/State/Zip	San Antonio, TX 78230
Telephone No.	210-805-8200
Fax No.	210-805-9733
Email address	david.milne@xerox.com
Printed name	David Milne
Position with company	CFO
Authorized signature	*David Milne*
	David Milne (Sep 6, 2024 12:26 EDT)

Acknowledgement of Amendment 1 (Initial) _DM_____
DM

Term of contract _____**November 1, 2024**_____ **to** _____**October 31, 2027**_____

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 10 ESC. Vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

_____   _____

Region 10 ESC Authorized Agent   Date

_____

Print Name

Equalis Group Contract Number _____

The following section represents additional value-add offerings that are out of the scope of this project. Please note that the inclusion of any of these tasks in the project scope will require a written approval by the client sponsor and additional cost and schedule changes will be assessed and added to the project budget and timeline.
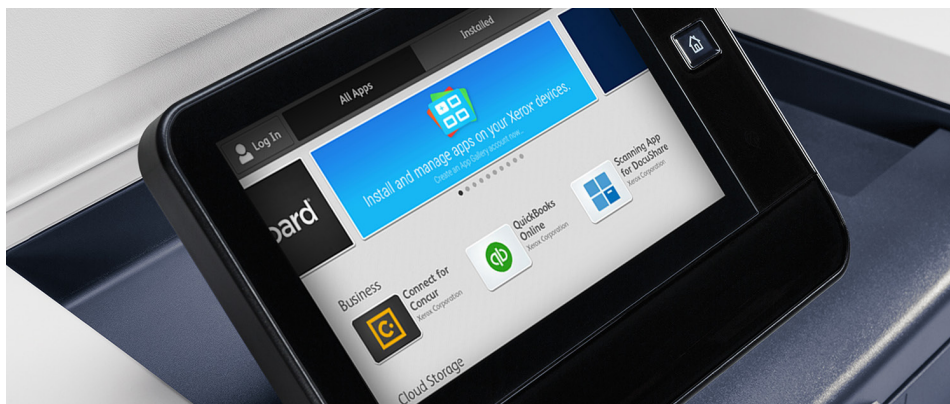
Xerox App Gallery

Get connected. Streamline business processes and automate repetitive tasks with easy apps for your Xerox® ConnectKey® Technology-enabled printer or multifunction printer (MFP).

xerox™

Xerox App Gallery

The Xerox App Gallery is your gateway to a growing collection of easily downloadable and installable apps designed to transform the way you handle documents and data. Simplify those time-consuming, repetitive or complex processes by extending your printer's capabilities in unexpected ways. With these easy-to-use apps, your Xerox® ConnectKey® Technology-enabled printer or MFP becomes a well-connected, simple-to-use, smart workplace assistant.

LEVERAGE YOUR INVESTMENT

Your printer or multifunction printer no longer needs to sit in the corner of your office but instead be front and center of everyday business operations. Paper-based processes still exist for many of us. Using your workplace assistant driven by app technology to simplify, automate or even remove some of these processes helps to reduce costs, improve productivity and leverage your investment in Xerox® ConnectKey® Technology.

GET CONNECTED

Through the Xerox App Gallery, you have immediate visibility to apps that allow you to scan, print, convert, compare, share and communicate in ways you never thought possible from your printing device.*

Once your account is set up, you'll be able to install** any app at the touch of a few buttons.

ADD SMART BUSINESS FUNCTIONS AND CAPABILITIES

Just like your smartphone or tablet, apps instantly add new capabilities for your business needs, such as the ability to transform hard copy documents into editable formats, translate them into any one of over 50 languages or even convert them into audible files.

Apps can be your interactive help desk, allowing you to order supplies, request service and even update you on progress. Apps can help you route and process business-critical documents such as forms, invoices and expense receipts automatically and effortlessly.

XEROX APP GALLERY

KEY BENEFITS OF STREAMLINING BUSINESS PROCESSES BY USING CONNECTKEY® APPS

- Fewer steps for the same process — improves overall business productivity, reduces potential errors and lowers costs
- Minimal-to-no-training-required means employees embrace and use the technology from day one
- Increased security of business-critical information thanks to direct connections, so fewer mistakes are made

*Printer/MFP internet access required.   **Device admin password is required to install apps.

EASY TO INSTALL

The Xerox App Gallery app comes pre-installed on every Xerox® device built on Xerox® ConnectKey® Technology, allowing for simple browsing and installation of apps right from the User Interface without the need for IT staff. Just select the app you want, then tap to install — it's as simple as installing apps on your phone.**

INSTALL VIA PC

If you have more than one ConnectKey® Technology-enabled printer on your network and wish to install apps on multiple devices at the same time, the Xerox App Gallery can also be accessed from your PC, allowing you to add all your devices so you can deploy apps in one go. Access the Xerox App Gallery at www.xerox.com/AppGallery.

SECURITY AT THE HEART OF XEROX® CONNECTKEY® TECHNOLOGY

Whether you choose to connect your workplace assistant to in-house or cloud-based solutions via an app, Xerox® ConnectKey® Technology uses the highest levels of security, ensuring your device and data are kept completely safe and secure.

Cloud-connected printers and multifunction printers make it easier to share documents and data, and present endless possibilities for businesses to create or benefit from process shortcuts.

Collaborate

Simplify

Communicate

Automate

Secure

Work your way using:

- Paper
- Mobile devices
- PC
- Apps

Streamline processes with:

- Direct connectors to in-house or cloud-based solutions
- Simplified and automated steps

Find new ways to work:

- Document conversion
- Document storage
- Serverless printing
- Digital collaboration

3

Start streamlining your business processes with apps available right now in the Xerox App Gallery.

Ready-To-Go Free or Trial Apps

CLOUD STORAGE

30-Day Free Trial

Print and scan quickly and directly to those storage repositories your business relies on.

Connect 2.0 for Microsoft® Office 365®

Connect 2.0 for Google Drive™

Connect 2.0 for Microsoft® OneDrive®

CONVERT DOCUMENTS

30-Day Free Trial

Need to edit or even translate a hard copy document? Automate the process with these fantastic solutions.

Xerox® Easy Translator Service

Xerox® Audio Documents

CapturePoint®

MOBILE WORKERS

Free to Use

Always-on-the-go apps allow you to print from any mobile device with minimal fuss.

@printby Xerox

QR Code Pairing

BUSINESS PROCESSES

30-Day Free Trial

Simplify those everyday business processes with apps that place your documents where they're needed most.

Connect for Salesforce

QuickBooks® Online

Forms Manager

Connect for Concur

EDUCATION

30-Day Free Trial

Take the effort out of storing, marking or checking submitted documents from your students.

Connect for Blackboard®

Remark Test Grader

Xerox® Proofreader

AND THERE'S MORE

These apps and many more are available from your local Xerox Reseller. Contact them to find out how apps can work for you.

Support Apps

Security Apps

Annotation and Signing Apps

Collaboration Apps

SINGLE SIGN-ON

A growing number of apps support single sign-on when paired with an authentication solution* allowing you to conveniently and securely access the backend systems behind your app without the need to log in separately. It only takes one swipe of your ID card or tap of your phone to unlock your printer and automatically log into your MFP and backend solution.

*Xerox Workplace Solutions (www.xerox.com/WorkplaceSolutions).
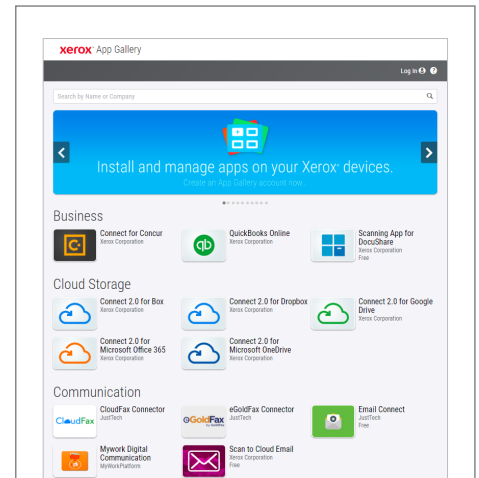
There's an app for you. If not, let's build one.

Looking for something a little more specific to your needs? Contact your local Xerox Reseller to see how we can work with a Xerox Partner to personalize, customize or tailor existing apps — or create new ones — to your exact specifications.

Ready to buy?

Once happy with the app of your choice, our new e-Commerce platform allows you to purchase directly from the Xerox App Gallery. Simply log in to your App Gallery Account*, select the app of your choice, use the subscription option where available and buy. Within seconds, your app will be licensed and ready to use.

*Purchases only available via a PC web browser and require a valid credit or debit card.

Xerox® printers and MFPs with ConnectKey® Technology are more than machines. They're smart workplace assistants that help you share documents and data more efficiently. Spend less time on process, and more time on progress.

Visit **www.xerox.com** for more information or go directly to the Xerox App Gallery at **www.xerox.com/AppGallery**.

xerox™

In addition to our core business, Xerox Business Solutions Southwest carries additional products that bring additional value to our customers under one vendor.

The following is a list of our current strategic partners:
- Xerox Workplace Suite
- Xerox Workplace Cloud
- XMPie
- Kofax (Equitrac, Ecopy, Scan to EMR)
- Elactec (HID, Magnetic Strip Card Readers)
- ABBYY Advanced Image and Data Scraping (EOB Capture)
- PaperCut (Output Management Software)
- FM Audit (Meter collection and auto supply replenishment)
- SageCom (Xmedius fax server)
- Xerox DocuShare Flex (Document Management Software)
- Spiral Binding (Cutters, trimmers, drills, folders, etc.)
- EFI (Fiery, Digital Store Front Web-to-Print)
- Avanti (Web-to-Print, costing)
- Newline (Interactive White Boards)
- Epson (Specialty & wide format printers)
- KIP (Wide format plotters)
- Brother (Printers & MFPs)
- LMI (Non-OEM toner cartridges)
- MBM Shredders
- Unibind Binding Equipment
- Print Relief
- ACDI (coin-op, bill and charge solutions)

Additional Services we Provide
- Managed IT Services
- Variable Data Marketing
- Transactional Statement Printing
- Facilities Management support services
- Turnkey mail and copy centers

Managed Print Services Options

XBS Southwest utilizes the 'XBS Southwest 360 Program' as a complete print management program for fleet or printing devices. From Electronic monitoring, supply ordering and a full in-house specialized process to keep Businesses printing cost effectively and with maximum uptime, the XBS Southwest 360 Print Program may be customized to fit any members needs. At XBS Southwest, we have empowered every one of our sales Representatives with the tools necessary to perform an analysis and efficiently sell based on Member/ customer needs an effective print program.

The XBS Southwest 360 Managed Print Services program offers a full set of services and tolls to help manage a fleet effortlessly:
- Monthly Budgetable Printer Expense– XBS Southwest helps you gain control of your toner, supplies and services expenses tied to your desktop printers.
- Extend the lifetime of your assets– With strategic printer placement recommendations, printer support and printer service, XBS Southwest will help extend the life of your current printer fleet.
- Maximize your current infrastructure– After a full assessment, XBS Southwest will recommend solutions to increase productivity and right size your office equipment.
- Quarterly Business Reviews– Quarterly business meetings are scheduled to review customers account over the past quarter.

XBS Southwest offers a wide variety of print solutions. Whether it is taking over existing printer or placing new equipment in the filed, XBS Southwest has a solution for you:
- Remote Location Support– XBS Southwest can provide printers all over the US
- Current Equipment Support– XBS Southwest can support a wide variety of printer manufacturers and models.
- All Inclusive Print Program– Customer only pays for the service for the printer. Printer is provided by XBS Southwest. Never pay for a Printer again.

Section Three:

- Signed Attachment A
- XBSSW Eligible Entities

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the Effective Date.

WINNING SUPPLIER   **EQUALIS GROUP, LLC**

By: _David Milne_____   By: _____
David Milne (Sep 6, 2024 12:26 EDT)

Name: David Milne_____   Name: _____

Title: CFO_____   Title: _____

Date: 9/6/2024_____   Date: _____

EDUCATION SERVICE CENTER, REGION 10   September 6, 2024
Mr. Clint Pechacek - Purchasing Consultant
400 E Spring Valley Rd
Richardson, TX 75081
Telephone: (972) 348-1184

RE: RFP# R10-1169 - Multi-Function Devices & Managed Print Services

Dear Clint,

Please accept this letter of authorization by Xerox Business Solutions Southwest to recognize the following organizations as eligible, wholly-owned subsidiaries of the Xerox Corporation. If awarded, the RFP# R10-1169, all wholly-owned subsidiaries listed would be eligible entities to utilize this contract.

Xerox Business Solutions Southwest:

San Antonio (Corporate HQ)   **San Antonio (Warehouse)**   **Austin (Sales)**
8200 IH 10 W,   17280 Green Mtn Road,   901 South Mopac Expy
Suite 400   Suite 130   Building 2 | Suite #595
San Antonio, Texas 78230   San Antonio, TX 78247   Austin, TX 78746

Houston (Galleria)   **Houston (Warehouse)**   **Dallas (Sales & Warehouse)**
2100 West Loop South   5747 Brittmoore Rd,   820 W. Sandy Lake Rd.
Suite 1300   Suite 100   Suite 100
Houston, Texas 77027   Houston, Texas 77041   Coppell, Texas 75019

Colorado (Sales)   **Colorado (Warehouse)**   **Arizona (Sales & Warehouse)**
6251 Greenwood Plaza Blvd   8530 Concord Center Dr,   4320 E. Cotton Center Blvd
Greenwood Village, CO 80111   Suite 400   Suite 100
                                        Englewood, CO 80112   Pheonix, AZ 85040

Oklahoma (Warehouse)   **New Mexico (Sales)**   **El Paso (Sales & Warehouse)**
100 North Mustang Rd. Dock 1   8920 Adams NE, Suite B   11831 Miriam, Unit A-9
Yukon, Oklahoma 73099   Albuquerque, NM 87113   El Paso, Texas 79936

Should you require any additional information, please feel free to contact me at Jane.Johnson@xerox.com or (814)-360-7895.

Sincerely,

Jane Johnson
Director of Strategic Accounts
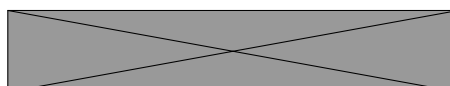
Sister Company List

Alabama

Xerox Business Solutions SE - Berney Office Solutions:
(HQ, Sales & Warehouse)
10690 John Knight Close
Montgomery, AL 36117

(Sales & Warehouse)
780 Lakeside Drive W., Ste B
Mobile, AL 36693

(Sales)
4970 Corporate Drive, Ste 125H
Huntsville, AL 35805

(Sales & Warehouse)
4000 Colonnade Parkway
Birmingham, AL 35243

California

Document Systems:
(Sales & Warehouse)
300 N. Graves St, Ste E
Oxnard, CA 93030

Inland Business Systems, Inc AKA Lucas Business Systems, Inc.:
(Sales & Warehouse)
627 Bitritto Court
Modesto, CA 93531

(Sales & Warehouse)
2592 Notre Dame Blvd.
Chico, CA 95928

Mr. Copy, Inc. dba MRC Smart Technology Solutions:
(Warehouse)
5625-5629 Copley Dr
San Diego, CA 92111

(Sales & Warehouse)
5657 Copley Dr.
San Diego, CA 92111

(Sales)
5050 Hopyard Road, Ste 100
Pleasanton, CA 94588

(Sales & Warehouse)
6070-6100 Stewart Road, Ste 6078
Fremont, CA 94538

SoCal Office Technologies f/d/b/a MWB - SOC:
(Sales & Warehouse)
5700 Warland Drive
Cypress, CA 90630

Connecticut

Connecticut Bus. Systems - CBS:
(Sales)
100 Great Meadow Rd
Wethersfield, CT 06109

(Warehouse)
240 Pane Rd
Newington, CT 06111

Florida

Saxon Business Systems:
(Sales & Warehouse)
14025 NW 60th Avenue
Miami Lakes, FL 33014

(Sales)
1395 NW 17th Avenue, #107
Delray Beach, FL 33445

(Sales & Warehouse)
9150 Phillips Highway, Ste 2
Jacksonville, FL 32256

Xerox Business Solutions, Inc.:
(Head Quarters)
8701 Florida Mining Blvd
Tampa, FL 33634

Zeno Office Solutions:
(Sales & Warehouse)
8701 Florida Mining Blvd
Tampa, FL 33634

Georgia

Xerox Business Solutions Southeast - GDP Technologies, Inc.:
(Headquarters & Warehouse)
1180 Eisenhower Parkway
Macon, GA 31206

(Office and Warehouse)
4350 Rivergreen Parkway, Ste 100
Duluth, GA 30096

Hawaii

Xerox Hawaii:
(Sales &Service)
1510 East Olive Street
Marshalltown, IA 50158

Iowa

LRI, LLC
(HQ, Sales & Warehouse)
1601 SE Gateway Drive, Ste 130
Grimes, IA 50111

Premier Office Equipment, Inc.:
(Sales & Warehouse)
1510 East Olive Street
Marshalltown, IA 50158

R.K. Dixon Company:
(Sales & Warehouse)
5700 Utica Ridge Road
Davenport, IA 52807
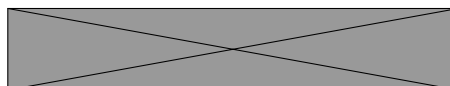
Sister Company List

Illinois

Xerox Business Solutions Midwest - Chicago Office Technology:
(Sales & Warehouse)
3 Territorial Court
Bolingbrook, IL 60440

Indianapolis

Xerox Business Solutions Midwest - IOT / CopyCo. Inc.:
(Sales & Warehouse)
2920 Fortune Circle W, Suite C
Indianapolis, IN 46241

(Sales)
801 N Capitol Avenue
Indianapolis, IN 46204

Kansas

imageQuest - IQI
(Sales & Warehouse)
11021 E 26th Street N
Wichita, KS 67226

(Sales & Warehouse)
11106 Strang Line Rd, Bldg K
Lenexa, KS 66213

Kentucky

Xerox Business Solutions Midwest - Integrity One Technologies:
(Sales)
2120 High Wickham Place
Louisville, KY 40245

Massachusetts

Connecticut Bus. Systems:
(Sales)
134 Capital Drive
West Springfield, MA 01089

Xerox Business Solutions Northeast - Image Tech Specialists:
(Sales & Warehouse)
70 Shawmut Road
Canton, MA 02021

Maryland

Capitol Office Solutions, LLC:
(Sales & Warehouse)
9065 Guilford Road
Columbia, MD 21046

Maine

Xerox Business Solutions Northeast - Conway/Transco Bus Tech:
(Sales & Warehouse)
34 Leighton Road
Augusta, ME 04330

(Sales & Warehouse)
275 Read Street
Portland, ME

Michigan

Xerox Business Solutions Midwest - Michigan Office Solutions:
(HQ, Sales & Warehouse)
2859 Walkent Drive NW
Grand Rapids, MI 49544

(Sales)
40000 Grand River, Ste 500
Novi, MI 48375

(HQ, Sales & Warehouse)
2174 Commons Parkway
Okemo, MI 48864

(Sales & Warehouse)
5600 Rowland Rd, Ste 205
Minnetonka, MN 55343

North Carolina

Carolina Office Systems:
(Sales & Warehouse)
10506 Bryton Corp Center Dr, Ste 400
Huntersville, NC 28078

New Hampshire

Xerox Business Solutions Northeast - Conway Technology Group:
(Sales & Warehouse)
10 Capitol Street
Nashua, NH 03063

New Jersey

Stewart Business Systems:
(Sales)
6000 Irwin Road, Suite A
Mt. Laurel, NJ 08054

(Warehouse)
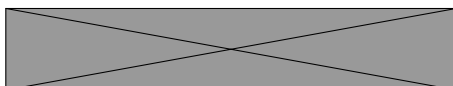3001 Irwin Road, Suite B&C
Mt. Laurel, NJ 08054

Nevada

Elan Office Systems:
(Sales & Warehouse)
6760 Surrey Street
Las Vegas, NV 89119

Inland Business Systems, Inc. aka Sierra Office Solutions:
(Sales & Warehouse)
4710 Longley Lane
Reno, NV 89502

New York

Carr Business Systems:
(Sales & Warehouse)
500 Commack Road, Ste 110
Commack, NY 11725

Sister Company List

(Sales)
485 Lexington Ave FL25
New York, NY 10017

Xerox Business Solutions Northeast - Eastern Copy Products:
(Sales & Warehouse)
6800 Northern Blvd
East Syracuse, NY 13057

(Sales)
111 Grant Avenue
Endicott, NY 13760

(Sales & Warehouse)
8 Access Road
Colonie (Albany) NY, 12205

Ohio

ComDoc, Inc.:
(Sales & Warehouse)
8247 Pittsburg Avenue NW
North Canton, OH 44720

(Sales)
9100 South Hills Blvd. (Cleveland)
Broadview Hghts, OH 44147

(Sales)
330 West Spring St, Ste 100 & 140
Columbus, OH 43215

(Sales)
9999 Carver Road, Ste 100
Blue Ash, OH 45242

(Warehouse)
711-713 Hadley Drive (WH)
Columbus, OH 43228

MT Business Technologies, Inc.:
(Sales)
1205 Corporate Drive
Holland, OH 43528

Oregon

CTX Business Solutions d/b/a Copytronix:
(Sales & Warehouse)
16640 SW 72nd Ave, Bldg 10
Portland, OR

Pennsylvania

Amcom Office:
(Sales & Warehouse)
3600 McClaren Woods Drive
Coraopolis, PA 15108

Capital Business Systems, Inc.:
(Warehouse)
2708 Commerce Drive, Unit A
Harrisburg, PA 17110

Rhode Island

Connecticut Bus. Systems:
(Sales)
931 Jefferson Blvd
Warwick, RI 02886

South Carolina

Carolina Office Systems:
(Sales & Warehouse)
2265 Clements Ferry Rd, Ste 203
Charleston, SC 29492

Virginia

Electronic Systems:
(Headquarters)
369 Edwin Drive (Building 1)
Virginia Beach, VA 23462

(Warehouse)
4417 Expressway Dr
Virginia Beach, VA 23452

(Sales & Warehouse)
3727 Challenger Avenue
Roanoke , VA 24012

(Sales & Warehouse)
10406 Lakeridge Parkwy, Ste 1000
Ashland, VA 23055

(Sales & Warehouse)
4151 Lafayette Center Dr, Ste 100
Chantilly, VA 20151

Vermont

Competetive Computing, Inc.:
(Sales Office)
354 Mountain View Drive, Suite 400
Colchester, VT 05446

Washington

Quality Business Systems -
(HQ, Sales & Service)
14432 SE Eastgate Way, Ste 300
Bellevue, WA 98007

(Warehouse)
7112 S. 212th Street
Kent, WA 98032

Wisconsin

Merizon Group, Inc - d/b/a Modern Business Machines:
(Sales & Warehouse)
620 N. Lynndale Drive
Appleton, WI 54914