



**CITY OF LODI
COUNCIL COMMUNICATION**

TM

AGENDA TITLE: Adopt Resolution Authorizing City Manager to Execute Agreement with Ray Morgan Company for Copier Maintenance (\$117,986)

MEETING DATE: November 20, 2013

PREPARED BY: Jordan Ayers, Deputy City Manager/Internal Services Director

RECOMMENDED ACTION: Adopt Resolution authorizing City Manager to execute agreement with Ray Morgan Company for copier maintenance.

BACKGROUND INFORMATION: The City owns 16 Canon copier machines that require ongoing maintenance. The City originally purchased the majority (nine) of these copiers from Ikon Office Solutions along with a contract for provision of their maintenance in the latter part of 2007.

Subsequently, Ricoh USA, Inc. purchased Ikon, and responsibility for maintenance of our copiers shifted to Ricoh. Unfortunately, Ricoh is also a manufacturer of copiers - in effect, a major competitor of Canon. Canon recently issued notice that it would no longer supply replacement parts for any Canon machines maintained by Ricoh USA, Inc. This fact necessitated a new copier maintenance arrangement for the City before Ricoh no longer has access to replacement parts. Ricoh agreed to continue providing maintenance on a month-to-month basis until a more permanent agreement could be established.

The City issued a Request for Information on August 1, 2013 inviting firms to describe the best plan whereby they could provide the City with copier services. Included in the request was the requirement that the firm use an already competitively bid public sector contract. Submitted proposals ranged from options where only basic maintenance services were provided, up to options where all Canon machines would be replaced with reconditioned copiers and leased or new leased machines would be provided. Upon evaluating information submitted, it became clear the additional cost of leasing did not warrant replacing our currently owned fleet, which if maintained well, has many more years of remaining life.

The analysis of information submitted ultimately determined that Ray Morgan Company presented the lowest overall cost for the three-year term of the agreement and provides the best value for the maintenance of our Canon copiers. Toner is a significant expenditure relative to the operation of any City copier. Ray Morgan has included the cost of all toner (specifically recommended by the manufacturer for use in our Canon machines) in their flat rate per copy. Ray Morgan will be charging an average rate of \$0.008 per black & white copy and \$0.053 per color copy. The City will not be penalized for going under or over any set minimum or maximum copy limits on any of our Canon copiers.

Staff recommends award of this maintenance agreement under University of California Contract No. 708/OP/009 which is a publicly bid contract already in existence, and that Council approve the attached resolution authorizing the City Manager to enter into an agreement with Ray Morgan Company for the maintenance of Canon Copiers located throughout City offices.

APPROVED:

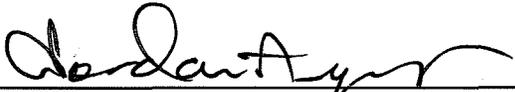
Konradt Bartlam, City Manager

FISCAL IMPACT:

Annual maintenance costs for the 16 Canon copiers is \$36,875.57. The contract also includes \$7,359.30 in up-front repair costs for existing machines. Total cost of the contract over the three-year period is \$117,986. Maintenance costs under the proposed contract are estimated to be about half of what the City is currently expending.

FUNDING AVAILABLE:

All impacted departments have funds appropriated in the FY 2013-14 Budget for the provision of copier maintenance services.



Jordan Ayers, Deputy City Manager

Prepared by: Kirk J. Evans



Ray Morgan Company

Canon

3131 Esplanade, Chico, CA 95973 PH: (530) 343-6065 FAX: (530) 343-9470

MAINTENANCE AGREEMENT

Date: 11/7/2013

Purchase Order#

(include hard copy if PO is required)

Contract #

RMC Account Rep:

Tamara Landa Becker

BILL TO:

Company Name:	City of Lodi		
Department:	Accounts Payable		
Address:	PO Box 3006		
City:	Lodi	County:	San Joaquin
State:	CA	Zip:	95241
Phone #:	(209) 333-6721	Fax:	333-6795
Contact:	Michelle Munoz		
Email Address:	mmunoz@lodi.org		

SHIP TO:

Company Name:	City of Lodi		
Department:	Accounts Payable		
Address:	PO Box 3006		
City:	Lodi	County:	San Joaquin
State:	CA	Zip:	95241
Phone #:	(209) 333-6721	Fax:	333-6795
Contact:	Michelle Munoz		
Email Address:	mmunoz@lodi.org		

Meter Contact Information:(for those not pulling electronically)

Contact Name:	Kirk Evans
Phone Number:	(209) 333-6708
Email Address:	kevans@lodi.gov
Primary Service Tech:	

AGREEMENT START DATE:

This maintenance plan is effective for 36 months from the agreement start date (install date if applicable). Contract has a one year option. Base charges are payable in advance with overages billed in arrears.

COVERAGE TYPE: (Network support and related technical services are NOT covered by this agreement. Such services are offered with optional TSA agreement.)

- STANDARD (GF)** (Includes all parts & labor; Excludes ALL consumables.) Excludes Drum (GP)
- BUNDLED (AI)**- Including KIP Wide Format w/o paper (Includes all parts, labor and consumable toner. Consumables such as, but not limited to staples, ink stamps, paper or specialty media are excluded)
- Wide Format "Plus" (AIP)** (Includes all parts, labor & supplies, including 20 lb standard bond paper)
- NON-STANDARD (TO)** (Includes consumable toner cartridges only. Excludes all parts, labor, and consumables such as, but not limited to staples, ink stamps, paper or specialty media)

COVERED EQUIPMENT

COVERED EQUIPMENT	ESTIMATED ANNUAL VOLUME	MANUFACTURER'S PUBLISHED YIELD PER CONTAINER	MINIMUM VOLUME CHARGE PER MONTH	MINIMUM CHARGE PER MONTH	OVERAGE/PER COPY CHARGE
IRC 3480i CZK02026	Parks				
IRC 3225 DFH04863	EUD Warehouse				
IR 5055 MAS03658	Finance				
IRC 5185i MER00297	Fire Dept - Admin				
IRC 5185i MER00298	Finance				
IRC 5185i MER00455	Recreation				

Minimum Total Per MONTH

\$0.00

(Plus Applicable Taxes)

QUANTITY OF TONER INCLUDED IN AGREEMENT:

In the case of supply inclusive agreements, RMC will supply to the Customer toner free of charge according to the Manufacturer's Published Yield per Container. At RMC's discretion, RMC may perform a Toner Usage Reconciliation audit from time to time. If Customer's toner usage exceeds the manufacturer's published yields, RMC will bill the Customer for excess toner usage at its lowest published price.

RENEWAL: YES NO

BILLING CYCLE - Bases

- Monthly Annual
- Quarterly Semi-Annual
- No base billing

BILLING CYCLE - Meters

- Monthly Annual
- Quarterly Semi-Annual

SPECIAL INSTRUCTIONS

The above stated pricing is based upon the guaranteed number of images listed under "Estimated annual volume". All images will be billed monthly in arrears for actual usage. Ray Morgan Company shall adhere to all statements made regarding the provision of services and materials as set forth in the response to the City of Lodi's Request for Information - Copier Maintenance dated 8/22/2013.

Customer agrees to purchase and RAY MORGAN COMPANY agrees to provide maintenance service for the equipment listed above, in accordance with the terms and conditions of this agreement. No terms or conditions, expressed or implied, are authorized unless they appear on the original of this agreement and are signed by the customer and an officer of RAY MORGAN COMPANY. The additional terms and conditions of this agreement listed on the reverse side are incorporated in and made part of this agreement. No change, alteration or amendment of these terms and conditions are authorized or effective unless agreed upon in writing by an officer of RAY MORGAN COMPANY. No course or dealing or other conduct or custom shall constitute an amendment to the terms hereof nor alter or vary the terms of this agreement.

X_____
CUSTOMER SIGNATURE_____
TITLE_____
DATE_____
Print Name**X**_____
RMC APPROVAL_____
TITLE_____
DATE

Approved as to form

Deputy City Attorney

RMC MAINTENANCE AGREEMENT - TERMS & CONDITIONS

- 1 During the term of this agreement, and for each unit of equipment listed on the front of this document or any subsequent amendment or Schedule, the Ray Morgan Company (RMC) will provide, without additional charge, emergency repair service, preventative service, replacement parts (except under the conditions noted in this agreement) and in case of supply inclusive agreements (see front page for this agreement's specific coverage) all supplies (except, as applicable, paper and staples) under the usage limitation conditions listed in the front page of this document. The initial term of this agreement shall be for a period of 36 months and shall be automatically renewed for an additional 12 month period at the City Managers Option. This agreement shall NOT be assignable by customer without RMC's prior written consent. RMC shall have the right to cancel this agreement if any item is sold to a third party without such consent.
 - 2 Maintenance charges provided herein are based upon the U.C. Contract and shall be paid at the per copy rates per machine shown on Schedule A. Rates shall not change during the life of this agreement. In addition, the minimum billing charge, on any single billing period shall be \$35.00 (this is for the entire bill)
 - a) RMC shall update each machine in accordance with the listed parts/services shown on Schedule B for the not to exceed price shown for each machine. RMC shall invoice City for actual costs, not to exceed the amount shown for each machine on Schedule B, upon completion of all work shown in Schedule B for all machines. City shall pay invoice within 30 days of receipt
 - 3 It is understood that should customer wish to add additional, recently acquired but not "new", printers (HP, Kyocera and the like) to this agreement that RMC reserves the right to inspect and approve the addition of each. Such approval is contingent on age and overall condition of the printers in question. RMC might, after inspection, require that certain reconditioning or repairs be made before the equipment in question is covered under this maintenance agreement.
 - 4 All routine preventative maintenance and emergency service necessary to keep the equipment in efficient operating order will be performed by RMC staff during its regular business hours (8:00 AM to 5:00 PM Monday through Friday except holidays) at no cost to Customer provided that such services shall not include the following:
 - a) repairs resulting from causes other than normal use; Customer's willful act, use of any paper stock that does not meet machine specifications, negligence or misuse including, without limitation, damage to any part or mechanisms and/or use of supplies or spare parts not manufactured and/or use of supplies or spare parts not manufactured by the original equipment manufacturer and which cause abnormally high service calls or service problems; accident, transportation, failure of electrical power, air conditioning or humidity control related problems, acts of nature (fire, flood etc), theft or
 - b) repairs made necessary by service performed by personnel other than an RMC representative, or
 - c) work which the customer requests to be performed outside regular business hours, or
 - d) reconditioning or modification to the equipment except those specified by RMC's Technical Service Department to assure greater performance of the equipment.
- All of the foregoing shall be invoiced in accordance with RMC's established per call rates and part charges then in effect. Additionally, RMC shall have the right, when reasonably in need for reasons of significant equipment failure, to substitute equivalent Equipment (age, model, accessories and meter) at any time during the term thereof. Any removed parts replaced by RMC shall become the property of RMC. RMC shall have full and free access to the Equipment in order to provide service thereon and customer shall from time to time advise RMC of the names of its employees who shall act as "key operators," with responsibility for performing basic operator maintenance as described by RMC personnel.
- 5 Certain "housekeeping" duties as outlined in the Owners Instruction Manual provided with the equipment (such as cleaning the glass, clearing misfeeds, if possible, etc) are the customer's responsibility. If a representative of RMC is called to do servicing of this nature the customer will be charged at the established rates for this service. Customer responsible for providing manufacturer recommended, adequate power supply.
 - 6 Meter reading(s) must be provided by customer in accordance to the frequency stated on the reverse side of this Agreement. Customer agrees to provide correct meter readings to insure accurate and timely billing to the customer by RMC. If correct meter readings are not provided timely, RMC will calculate an estimated meter reading(s) and bill the Customer in accordance to the frequency contracted for. RMC will request meter readings via email. Upon receipt of email, it is the customer's responsibility to submit the meter reading(s) online at www.raymorgan.com. RMC may assess an additional surcharge to offset administrative costs should calls need to be made to Customer in order to secure meter readings. If the customer is not able to receive emails or submit meter readings online, RMC will fax a request for meter reading(s) in which case the customer must fax back the information requested on the date specified in order to avoid an additional administrative surcharge.
 - 7 Additional service such as cosmetic, modification, or relocation, etc. requested and authorized by Customer and rendered by RMC will be charged at established rates for such service.
 - 8 If customer's service and/or supply account becomes past due, RMC may (a) refuse service or delivery of supplies until account is made current or (b) provide service on a C.O.D. per call basis at the then current rate for time and materials. Additionally, Customer agrees to pay to RMC its cost and expense of collection including reasonable attorney's fees and all charges earned for service provided before the Customer went on a per call C.O.D. basis for non-payment per the terms of the agreement.
 - 9 Liquidated damages: In the event that the customer defaults or chooses to cancel this Agreement before its original term or any extension thereof, Customer promises to pay to the Ray Morgan Company the following amounts as reasonable liquidated damages (and not as a penalty) for breach thereof:
 - a) Contracts with 24 or more months remaining: twelve times the monthly base (or as the case may be quarterly base divided by 3) plus six months average overages, if any. Overage average shall be determined as the average sum of overage billing the customer has been invoiced for during the current term or 6 months whichever is longer.
 - b) Contracts with 13 to 23 months remaining: nine times the monthly base plus six months average overages, if any. Overage average shall be determined as the average sum of overage billing the customer has been invoiced for the previous 6 months.
 - c) Contracts with 12 or less months remaining or any subsequent 12 month renewal: six times the monthly base plus six months average overages, if any. Overage average shall be determined as the average sum of overage billing the customer has been invoiced for during the previous 6 months.
 - 10 Cancellation for Non-Performance: Customer may cancel the agreement for non-performance as follows: Customer must forward to RMC via registered mail, to the address listed on the front of this document, the specific problems with the system or other area(s) of non-performance and dissatisfaction. RMC shall have 30 days to correct the problem. If RMC has not corrected the problem within 30 days, Customer may notify RMC of their intent to cancel in 30 days, after which time the Customer is no longer bound by the Liquidated Damages portion of this agreement. Cancellation of the maintenance agreement for non-performance does not provide relief to the Customer from being obligated to make all remaining lease payments (if any) to the leasing company providing financing services for the equipment in question. This agreement may be cancelled by RMC for any reason with a 30 day notice.
 - 11 Retained Title: Title to all supplies furnished hereunder, including consumable parts such as drums, remains with the Ray Morgan Company until said supplies are consumed to the extent they may not be further utilized in the copy/printing process. In the event this agreement is cancelled by either party, Customer agrees to return to the Ray Morgan Company all unused supplies provided under this agreement including toner and photoconductor.
 - 12 RMC's obligation and warranties under this Agreement are in lieu of (a) all other warranties, expressed or implied, including implied warranties of merchantability and fitness for a particular purpose and (b) all other obligation or liabilities for damages including but not limited to personal injury or property damage, loss of profit or other consequential damages arising out of or in connection with this agreement of the maintenance service performed hereunder. Nor shall RMC be responsible for delays or inability to service caused directly or indirectly by strikes, accidents, climatic conditions or any other reason of similar nature beyond its control. This agreement shall be governed and construed according to the laws of the State of California.
 - 13 Payment terms are upon receipt of invoice (URI) unless otherwise specified. Late charges will be assessed on the outstanding balance if payments are not received within 30 days of invoice date. The minimum late charge is \$9.50. Late charges will not exceed the maximum permitted by law. Customer agrees to pay to RMC a charge of \$25 for any returned checks per occurrence if any of seller's checks are returned to RMC unpaid. Upon default of any payment or any other aspect of this Agreement, RMC may at its option, declare the entire outstanding balance due and payable, including the Liquidated Damages stated in Section 9 of this Agreement.
 - 14 In the event of any litigation arising out of this Agreement, the prevailing party shall be entitled to recover reasonable attorney's fees and costs from the other.
 - 15 Insurance Requirements for Contractor - The contractor, Ray Morgan Company, shall take out and maintain during the life of this Agreement, insurance coverage as set forth in Exhibit A attached hereto and incorporated by this reference.
 - 16

The response to the Request for information submitted by Ray Morgan Company to the City of Lodi dated August 22, 2013, is incorporated herein as through fully set forth.

This agreement constitutes the entire agreement between the parties with respect to the furnishing of maintenance service superseding all previous proposals oral or written. No representation or statement not contained herein shall be binding upon RMC as a warranty or otherwise, nor shall this Agreement be modified or amended unless signed by RMC's General Manager

Customer Initials

V7.2 11/7/2013

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Approved as to form
Deputy City Attorney

Schedule "A" - Pricing / Cost per Page

Department	Make / Model	B&W or Color	Mono Monthly Ave. Vol.	Color Monthly Ave. Vol.	Mono Cost per page	Color Cost per page	Proposed Total Monthly Expense
City Clerk	Canon IR5065	Black & White	25,498		\$ 0.0054		\$ 137.69
EUD Annex - Admin	Canon C3380i	Color	1,429	651	\$ 0.0103	\$ 0.0570	\$ 51.83
EUD Admin - Clerical	Canon C5185i	Color	6,278	2,111	\$ 0.0070	\$ 0.0526	\$ 154.98
EUD Engineering	Canon C5185i	Color	2,281	3,131	\$ 0.0070	\$ 0.0526	\$ 180.66
EUD Warehouse	Canon IR3225	Black & White	1,520		\$ 0.0125		\$ 19.00
Fire Dept.- Admin	Canon IRC5185i	Color	6,970	2,165	\$ 0.0070	\$ 0.0526	\$ 176.67
Finance	Canon IR5055	Black & White	2,455		\$ 0.0054		\$ 13.26
Finance	Canon C5185i	Color	24,806	988	\$ 0.0070	\$ 0.0526	\$ 222.98
Human Resources	Canon IRC4580	Color	9,930	4,811	\$ 0.0070	\$ 0.0526	\$ 322.57
HSS Senior Center - Admin	Canon IRC4580	Color	7,692	11,896	\$ 0.0070	\$ 0.0526	\$ 679.57
HSS Senior Center - Conf. Room	Canon IR3025	Black & White	5,486		\$ 0.0125		\$ 68.58
Parks	Canon IRC3480i	Color	5,472	3,892	\$ 0.0103	\$ 0.0570	\$ 278.21
Recreation	Canon IRC5185i	Color	15,566	2,774	\$ 0.0070	\$ 0.0526	\$ 517.87
Public Works - MSC	Canon IRC5185i	Color	6,123	2,448	\$ 0.0070	\$ 0.0526	\$ 171.63
Waste Water Treatment	Canon IR3025	Black & White	2,759		\$ 0.0125		\$ 34.49
Water Treatment Plant	Canon IRC5185i	Color	2,302	686	\$ 0.0068	\$ 0.0510	\$ 42.99
							\$ 3,072.96

Schedule "B" - System Update Expense

Department	Model	Serial Number	Refurb Expense	Discounted Refurb Expense
Parks	IRC 3480i	CZK02026	\$ 824.91	\$ 466.44
EUD Warehouse	IR 3225	DFH04863	\$ 417.27	\$ 181.09
Finance	IR 5055	MAS03658	\$ 374.48	\$ 151.14
Fire Dept - Admin	IRC 5185i	MER00297	\$ 743.50	\$ 409.45
Finance	IRC 5185i	MER00298	\$ 1,034.91	\$ 613.44
Recreation	IRC 5185i	MER00455	\$ 2,411.40	\$ 1,576.98
Water Treatment Plant	IRC 5185i	MER01627	\$ 1,803.60	\$ 1,151.52
EUD Engineering	IRC 5185i	MER02984	\$ 389.10	\$ 91.37
EUD Admin - Clerical	IRC 5185i	MER03183	\$ 841.71	\$ 478.20
Public Works - MSC	IRC 5185i	MER06235	\$ 920.37	\$ 533.26
EUD Annex - Admin	IRC 3380i	MMP04526	\$ 346.66	\$ 131.66
Waste Water Treatment	IR 3025	MTV05083	\$ -	\$ -
HSS Senior Center - Conf. Room	IR 3025	MTV18566	\$ 520.96	\$ 253.67
HSS Senior Center - Admin	IRC 4580	TNR00136	\$ 1,034.91	\$ 613.44
Human Resources	IRC 4580	TNR00275	\$ 1,102.21	\$ 660.55
City Clerk	IR 5065	TVW02593	\$ 225.84	\$ 47.09
			\$ 12,991.83	\$ 7,359.30

Update Expense includes all parts, labor and supplies required to bring systems to manufacturers specifications

Discounted price includes pricing discounts and labor will be provided at no cost

When updating all systems RMC will update systems with most current software upgrades.

Key operator and End User training will also be offered and scheduled.

All parts and supplies used are OEM certified.

Department	Division	Make / Model	Dept. Phone Number
Administration	City Clerk	Canon IR5065	333-6800 ext. 2087
Electric Utility	Administration	Canon C3380i	333-6762
Electric Utility	Administration - Clerical	Canon C5185i	333-6762
Electric Utility	Engineering	Canon C5185i	333-6762
Electric Utility	Warehouse	Canon IR3225	333-6762
Fire	Administration	Canon IRC5185i	333-6735
Internal Services	Financial Services - Revenue	Canon IR5055	333-6800 ext. 2651
Internal Services	Financial Services - Acctg.	Canon C5185i	333-6800 ext. 2651
Internal Services	Human Resources	Canon IRC4580	333-6704
PRCS	HSS Admin Office	Canon IRC4580	333-6782
PRCS	HSS Conference Room	Canon IR3025	333-6782
PRCS	Parks	Canon IRC3480i	333-6742
PRCS	Recreation	Canon IRC5185i	333-6742
Public Works	Municipal Service Center	Canon IRC5185i	333-6740
Public Works	Water Svcs - White Slough	Canon IR3025	333-6749
Public Works	Water Treatment Plant	Canon IRC5185i	333-6878

EXHIBIT A



Insurance Requirements for Contractor The Contractor shall take out and maintain during the life of this contract, insurance coverage as listed below. These insurance policies shall protect the Contractor and any subcontractor performing work covered by this contract from claims for damages for personal injury, including accidental death, as well as from claims for property damages, which may arise from Contractor's operations under this contract, whether such operations be by Contractor or by any subcontractor or by anyone directly or indirectly employed by either of them, and the amount of such insurance shall be as follows:

- | | |
|---|--|
| 1. <u>COMPREHENSIVE GENERAL LIABILITY</u> | 2. <u>COMPREHENSIVE AUTOMOBILE LIABILITY</u> |
| \$2,000,000 Ea. Occurrence | \$1,000,000 - Ea. Occurrence |
| \$4,000,000 Aggregate | |

NOTE: Contractor agrees and stipulates that any insurance coverage provided to the City of Lodi shall provide for a claims period following termination of coverage which is at least consistent with the claims period or statutes of limitations found in the California Tort Claims Act (California Government Code Section 810 et seq.).

NOTE: (1) The street address of the CITY OF LODI must be shown along with (a) and (b) above: 221 West Pine Street, Lodi, California, 95241-1910; (2) The insurance certificate must state, on its face or as an endorsement, a description of the project that it is insuring.

A copy of the certificate of insurance with the following endorsements shall be furnished to the City:

- (a) Additional Named Insured Endorsement
Such insurance as is afforded by this policy shall also apply to the City of Lodi, its elected and appointed Boards, Commissions, Officers, Agents, Employees, and Volunteers as additional named insureds.
(This endorsement shall be on a form furnished to the City and shall be included with Contractor's policies.)
- (b) Primary Insurance Endorsement
Such insurance as is afforded by the endorsement for the Additional Insureds shall apply as primary insurance. Any other insurance maintained by the City of Lodi or its officers and employees shall be excess only and not contributing with the insurance afforded by this endorsement.
- (c) Completed Operations Endorsement
A certificate of insurance with a Completed Operations Endorsement, CG 20 37 07 04, will be provided to the City of Lodi during construction and for three years after acceptance.
- (d) Severability of Interest Clause
The term "insured" is used severally and not collectively, but the inclusion herein of more than one insured shall not operate to increase the limit of the company's liability.
- (e) Notice of Cancellation or Change in Coverage Endorsement
This policy may not be canceled nor the coverage reduced by the company without 30 days' prior written notice of such cancellation or reduction in coverage to the Risk Manager, City of Lodi, 221 W. Pine St., Lodi, CA 95240.

Compensation Insurance The Contractor shall take out and maintain during the life of this contract, Worker's Compensation Insurance for all of Contractor's employees employed at the site of the project and, if any work is sublet, Contractor shall require the subcontractor similarly to provide Worker's Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the Contractor. In case any class of employees engaged in hazardous work under this contract at the site of the project is not protected under the Worker's Compensation Statute, the Contractor shall provide and shall cause each subcontractor to provide insurance for the protection of said employees. A waiver of subrogation is required for workers compensation insurance. This policy may not be canceled nor the coverage reduced by the company without 30 days' prior written notice of such cancellation or reduction in coverage to the Risk Manager, City of Lodi, 221 W. Pine St., Lodi, CA 95240.

NOTE: No contract agreement will be signed nor will any work begin on a project until the proper insurance certificate is received by the City.



Ray Morgan Company

DOCUMENT TECHNOLOGY SOLUTIONS

**City of Lodi, CA
Request for Information
Copier Maintenance**

Closing Date: 8/22/2013

**City of Lodi - Financial Services Division
310 West Elm Street, Lodi, CA 95240**

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Thursday, August 22, 2013
City of Lodi
310 West Elm Street
Stockton, CA 95240

Re: Request for Information – Copier Maintenance

Dear Kirk:

Ray Morgan Company (RMC) is a financially stable, fast growing (\$47 million in revenues in 2011 to over \$55 million in 2012), well established (in business since 1956) California based (locally owned) company, whose success has come by partnering with clients to provide state of the art technology based solutions that improve efficiencies and reduce costs. Along with being an industry leading technology provider, we have been recognized by PROs Elite 100 as one of the 100 Best document technology dealers in the United States. This distinction is achieved by demonstrating superior service and sales excellence. To learn more about how the PROs Elite Certification benefits our clients please follow the link: (http://www.proselitedealers.com/customer_benefits.php).

We are Canon's second largest dealer in North America and trust that as a current Canon customer, we feel confident that your end-users have found Canon to be the outstanding product it is known for. In preparing our response, we have worked with all of our vendors to obtain most aggressive pricing.

Additionally, our company represents the Samsung MFD & Laser Printer lines, along with various other technology offerings. Samsung, a leader in technological innovation, offers an alternative solution with reliable, state-of-the art products.

The strong backing of these two industry-leading manufacturers should become evident to you as you review our pricing structure and response.

The following highlights are areas Ray Morgan Company can assist the City with developing strategies. Some are capabilities your current systems have and others are solutions we provide. In the coming months we will request to meet with you and any department involved in implementing solutions focused on increasing productivity and reducing operating expenses.

Scanning Customization: There are a variety of scanning solutions available on the market, but we have found that customers value ease of use and personal customization. RMC's solution is to provide either card or PIN code access. When end users identify themselves, using their card or PIN code, the machine is dynamically configured for that specific individual. A user will be able to scan to their email by simply pressing "Scan to Myself". The user will receive their email in their Outlook via an email that was sent from their personal email address. In addition, we can allow scanning to home folders. Without interaction from IT, users can select "Home Folder" and the document will be sent to their "User Drive" or "My Documents".

Fax Server Integration with MFD's: We strongly recommend using a fax server to handle faxing as this will allow all of the districts MFDs to have fax functionality, if needed. Thanks to our experience and expertise in implementing a wide range of document technology solutions, we have been able to solve the common obstacles preventing entities from implementing fax servers. The challenge has been that users commonly have to go through tedious additional steps to send a fax. Ray Morgan Company has overcome these hurdles. Should you choose our company to be your provider, the end user will now

only need to identify themselves, enter a fax #, and press send (exactly as if the system had a fax board installed). The user experience is also enhanced by receiving transmission confirmation via email, along with incoming fax receipts.

Secure Printing: Flexibility in printing has become extremely important in today's environment. In our solution you will find that users can print to a single print driver and have the ability to claim their print job from any MFD device. RMC focuses on IT standards and engineers all of our solutions to be able to remove traditional IT overhead (like dealing with a multiple printer drivers and printer configurations).

Mobile Device Printing: Mobile printing has quickly become a requirement in the world we live in today. RMC understands the balance between user feature requests and the internal IT feasibility of such requests. As such, you will find in our solution that users will be able to print securely from any mobile device, without the requirement of a native app needing to be installed, or requiring the user to be on the internal wireless network. Even though there are native apps available, we find that user adoption is closely tied to simplicity and a universal approach.

Accounting: RMC has extensive experience with various accounting solutions and we understand the goals of the City of Lodi in this area. Through the years of working with government entities and municipalities, we have found that at the end of the day, clients are looking for accounting software that is simple, yet effective, in managing and reporting costs. We expand on our accounting capabilities and how we have helped educational institutions control and reduce costs.

Community: As we continue into new markets we continue with our past proven road map of success. We open local offices, we hire local employees, engrain ourselves and give back to the communities we do business in. In closing I would like to summarize that we are a large, financially stable independent dealership that has a tremendous amount of experience implementing and supporting the solutions that are being requested.

Sincerely,



Andreas Witt
Regional Vice President

II. STATEMENT OF COMPANY BACKGROUND:

Company History

Established in 1956, the Ray Morgan Company has grown to be Canon's largest independent dealer in the western United States, and the second largest in the nation. Last year we were #1 in growth among all Canon independent dealers nationwide. This, combined with annual revenues exceeding \$55 million dollars gives our organization stability, extensive experience and the financial resources to meet the needs of City of Lodi. However, bigger is not always better as some large "national" organizations tend to lose customer focus. On the contrary, we remain a highly responsive, customer centric organization with dealer principles very actively involved in day-to-day operations and always "one phone call away" from any customer issue. **Our mission is to ensure the ongoing trust and loyalty of our clients by providing them with uncommonly great customer service and value in the sales and support of document technology products and services.**



Besides offering exceptional services, our company is also much more than a traditional "copier" company. In 1998 we established RMC ProIT—our professional IT services division. RMC ProIT specializes in providing solutions and support for small to mid-size organizations. These organizations recognize the cost benefit of having the broad based IT support available through outsourcing with a trusted and stable business partner, without the associated labor burden and ongoing training costs for a full time IT staff

The fact that Ray Morgan Company is **not just a copier company** provides us with a unique perspective and makes us better at analyzing needs. Having the IT infrastructure to support the data that flows between the copier, printer, PC, server and business applications is critical. This understanding gives RMC the ability to touch more of the organization with our solution. Please understand that we just don't say we have the ability to integrate. We have the in-house staff and the customer testimonials as well.

RMC has developed a complete suite of offerings that blend perfectly together. We provide best-in-class solutions in the following areas:

- Multi-Function Devices
- Printers
- Wide Format & Specialty Printing Solutions
- Production Print Solutions
- Enterprise Document Management Solutions
- Paperless Fax Server Solutions
- Accounting/Usage Tracking Solutions (advanced scanning)
- Monitors
- Tablets (Smart School)
- Digital Displays
- Tailored IT Services and Solutions (Wireless)

III. VENDOR QUALIFICATION AND EXPERIENCE

Over the last 56 years, the Ray Morgan Company has built hundreds of business relationships with customers that span decades. We have been able to do this by adhering to the principles listed in our Mission, Values and Vision statements. Currently, we have over 24,000 document production devices under service contracts—a number that continues to grow monthly due to our excellent customer retention and our expanding customer base. After every service call a survey is sent to the customer asking them if they would refer RMC to a friend. Ninety percent (90%) of our customers give us an overwhelming 10 out 10 score.

We believe that a key to our success is the fact that our leadership continually makes our Mission, Values and Vision statements part of our management culture and every interaction with our clients:

MISSION

- To ensure the ongoing trust and loyalty of our clients by providing them with uncommonly great customer service and value in the sales and support of document technology products and services.

VALUES

- We keep all of our promises. We do what we say we are going to do – always
- We realize that our products and services affect the productivity of our clients and as such we are COMMITTED to respond to their needs in a prompt manner and to operate without inefficient hierarchy and bureaucracy
- We promise our clients to continually look for ways to reduce their costs and improve the productivity of their operations
- We are committed to operational excellence, being known as a great company and a great place to work

VISION

- To be the top document technology provider in each of the markets we serve.

Our Environment

Ray Morgan Company shares Canon's and Samsung's vision for preserving our environment. Canon and Samsung both have taken the lead in tackling environmental problems by establishing a global recycling program for toner cartridges and developing products that are increasingly environmentally friendly.

At Ray Morgan Company, we believe that we are responsible to the communities and the environment in which we live and work. We partner with companies that share a Green Earth Vision, such as our primary partner Canon's philosophy of kyosei—living and working together for the common good.

As part of our philosophy, we have implemented long-term and eco-friendly initiatives and practices throughout the company and in our daily operations. Environmentally friendly actions don't have to be large to have an impact. Consistently reducing the amount of energy, water, and paper our businesses use in their daily operation can make a huge difference, both to the environment and to our pocketbooks. How much paper would you save over the course of a year, for instance, if you always ran double-sided copies? A small thing - but a big result!



As of February 1, 2012, RMC Headquarters in Chico, California has been powered exclusively by solar panels. There are many advantages to going solar, a few of these benefits are: far less burning of fossil fuels, produces clean energy resulting in drastic reductions in air pollution, tons of carbon dioxide emissions reduced, promotes energy independence and reduces the need for more power plants for residential applications. Follow this link to monitor Ray Morgan Company Solar usage: http://live.deckmonitoring.com/?id=ray_morgan). Our future plans include expanding the solar campaign and acquiring a fleet of eco-friendly, fuel-efficient hybrid vehicles for our service team.

Sustainability Compliance

EPEAT stands for Electronic Product Environmental Assessment Tool. EPEAT is the definitive global registry for greener products. EPEAT is more broad based assessment of the product's impact on the environment, it encompasses 10 areas of environmental concern. These include, elimination of environmentally sensitive materials in products, corporate performance, materials selections, design for end of life, product longevity/life cycle extension, end of life management of products, management of packaging, consumable management, and product related indoor air emission. We are pleased that both Canon and Samsung are both EPEAT industry leaders.

Ray Morgan Company shares Canon's and Samsung's vision for preserving our environment. Canon and Samsung both have taken the lead in tackling environmental problems by establishing a global recycling program for toner cartridges and developing products that are increasingly environmentally friendly.

We want to help the City of Lodi make an impact on the environment.



Winter 2013 **Pick Award**

Canon U.S.A., Inc.

Most Energy-Efficient
A3 MFP Line of the Year



Canon

IV. Your RMC Team

Ray Morgan Company firmly believes in attracting, developing, and retaining the best people available; those who are reflective of our values, carry out the highest ethical standards, and share our passion to excel. These principles are exhibited in our daily work environment.

Andreas Witt	Regional Vice President
Direct Phone	209-623-4040
Fax Number	209-472-7578
Mobile	209-470-0302
Email Address	awitt@raymorgan.com
Office Address	Ray Morgan Company 7474 Shoreline Drive, Ste.1, Stockton CA 95219
Role	Responsible for all project components and pricing Background/Qualifications 35+ years of industry experience (Sales & Operations)

Erick Miller	Vice President of Technology
Direct Phone	530-230-4858
Fax Number	530-749-6969
Mobile	530-321-4165
Email Address	emiller@raymorgan.com
Office Address	Ray Morgan Company 3131 Esplanade, Chico CA 95973
Role	Manages our Network /Helpdesk Support team. He is responsible for all 3rd party integrations and network support.
Background/Qualifications	11+year of industry experience (Technology) with RMC

Tamara Landa Becker	Major Account Executive
Direct Phone	209-623-4032
Fax Number	209-472-7578
Mobile	209-969-3232
Email Address	tlandabecker@raymorgan.com
Office Address	Ray Morgan Company 7474 Shoreline Dr. Ste. 1, Stockton, CA 95219
Role	Sales and Account Management
Background/Qualifications	14 Years industry experience, 10 years specializing in education

George Magao	Service Manager
Direct Phone	209-623-4030
Fax Number	209-472-7578
Mobile	916-203-5478
Email Address	gmagao@raymorgan.com
Office Address	Ray Morgan Company 7474 Shoreline Dr. Ste. 1, Stockton, CA 95219
Role	Responsible for overseeing field service repairs.
Background/Qualifications	20 Years Industry experience, full line trained and certified on all Canon MFD technologies

Ray Morgan Company firmly believes in attracting, developing, and retaining the best people available; those who are reflective of our values, carry out the highest ethical standards, and share our passion to excel. These principles are exhibited in our daily work environment.

V. RESPONSES TO PROGRAM REQUIREMENTS

“CONTENT OF SUBMITTAL”

A. Qualifications and Expertise of the Contractor

Below are responses to the “Qualifications and Expertise of the Contractor,” for the City of Lodi as follows:

- Ray Morgan Company
7474 Shoreline Drive, Suite 1
Stockton, CA 95219
tlandat@raymorgan.com
(800)640-6065 – Office
(209)472-7578 – fax
- RMC has (7) Service personnel and (3) IT personnel based out of our Stockton CA facility.
- RMC will not have any work performed by subcontractors.
- RMC calls are handled by LIVE operators during business hours. Placing a service/technical/network support/supply call is quick and easy since all phone operators are cross-trained, which eliminates the need for multiple transfers.
 - For our client’s convenience we also offer the ability to place service by via:
 - By Phone: (Addressed above) Toll Free 866-754-7677
 - By Email: service @raymorgan.com or supplies@raymorgan.com
 - By Fax: 530-343-5021
 - By Internet: www.raymorgan.com
 - Once a service call has been entered by a live operator, the service call info is paged to the technician’s cell phone.
 - The technician is required to contact the customer within one hour of receiving the page with an acknowledgement of the service call and ETA. In addition, all technicians carry laptops with Cellular Wireless communication devices. Technicians access a Service Website that they use to manage their service calls remotely. Error Codes and problem descriptions are transmitted to the technicians via text page and are displayed on the Service Website.
 - Should it be determined that the call is determined to be a software/network support call your call will be transferred to a ProIT Coordinator to schedule a time to handle your need promptly.
 - We provide both remote and onsite support for software and hardware based on the challenge and need of the client.
 - RMC coordinates all service calls through a centralized dispatch desk as follows:
 - Machine is experiencing a malfunction
 - Customer or remote diagnostics system contact central dispatch
 - Dispatch logs call noting make, model, serial # and problem
 - A unique ticket number is assigned to the call
 - The customer is given the ticket number for reference
 - Dispatch places call with appropriate service technician
 - Service technician responds back to dispatch upon completion
 - Repair and total down time are then calculated
 - Problem ticket is then closed
 - Credit for service copies

- Monthly reports will be compiled for compliance of standards and exception for credit
- Similar equipment will be furnished to the City on a no charge loan basis within one business days, if equipment covered by the maintenance will be out of service for more than two business days

Additional Information on RMC Service Department Standards

Along with the items mentioned above, here are more details on how Ray Morgan Company service department operates.

- After the technician has contacted the customer with an ETA, the technician arrives and communicates with the Key Operator or individual that placed the service call to confirm the problem. The technician then services the equipment, resolving the problem(s) and performing all Preventative Maintenance.
- When done with the equipment, the technician again communicates with the end user(s) to let them know the status of the repair and closes the service call via his/her laptop.
- *If, for any reason, the service issue escalates, the customer should contact the dispatcher with the complaint for the quickest response. The dispatcher will contact the appropriate Branch Service Manager with a request to contact the customer immediately.*

Equipment Loaners

- If the technician determines that a unit cannot be made operable within 16 hours, a loaner request is sent to our Service Administrator. The Service Administrator will then contact the Inventory Control department, Warehouse Manager and appropriate service personnel (depending on the unit configuration).
- Inventory Control assigns a unit for use as a loaner and sends a delivery setup/request to the Warehouse Manager. The Warehouse Manager then coordinates the setup and delivery of the unit. Once the initial request is received by the Service Administrator, the delivery time is normally within 24 hours.

Average Response Time

- The average on-site arrival response time after a service request notification is 4 hours or less. A technician will call the customer within 1 (one) hour of the call placement.

Average Repair Time

- The average repair time on-site is 83 minutes on all equipment serviced. Average time on specific equipment will vary.

Average Parts Availability

- Our technicians carry an average of \$10,000 of parts inventory in their company vehicles. Additional parts are housed in local service branches.

Average Preventative Maintenance Cycle

- The average preventative maintenance cycle is completely dependent on the equipment being serviced. It is our goal to perform some level of preventative maintenance on EVERY service call with the intent to maximize copies between service calls.

Problem Escalation

- RMC always strives for customer satisfaction. Methodologies are in place to identify units not performing to standards. Our goal is to proactively identify any problems without involving the customer.
- One way to do this is through threshold reports, which identify machines which have excessive calls. The customer can always contact their account representative, management or ownership at any time.

Quarterly Service Reports

- Our system is capable and we have experienced staff available to customize reports for the various needs of our customers.

Network Systems Support

- Our Network Service Support technicians have CompTIA and Microsoft certification. Additionally, they have multiple certifications. We partner with industry leaders in integration technology (i.e. connecting the computer to the multifunction device in a seamless manner).

Remote Meters Gathering

- RMC utilizes a non-invasive software solution called IMAGETracker for gathering meter reads. IMAGETracker discovers local/networked devices and sends out a broadcast for these devices to respond with the requested information (meters). The meter data is sent to a local database where it is then pulled from the web server by our Meter Coordinators and processed. This allows for correct and timely billing with no interrupting phone calls or reminders to the customer.

24/7 Service Availability

- RMC will provide a phone number for afterhours support. The technician on call will answer all service requests. In order to minimize downtime, the technician will try to help resolve any issues over the phone. If this is not possible, he/she will respond on-site to conduct the repairs.
- The cost for 24-hour service support is \$300 per call out fee, up to 11:00PM and \$400 for call outs after 11PM.

B. Cooperative Purchase Contract

RMC is opting to use the "University of California" contract for established piggy-backable pricing. There are a few contracts at the City of Lodi's disposal, this contract allows RMC to offer the best pricing available.

C. Pricing

See attached pricing schedule (**Schedule A**) for RMC service pricing

The RMC cost-per-page maintenance rate includes preventative maintenance, parts, toner, consumable supplies, labor, travel fees, sales tax and all other costs EXCEPT for paper.

See attached estimates (**Schedule B**) for work required in order to place systems on a maintenance program with RMC.

D. Scope of Work

Below is our response to the 7 points listed under "Scope of Work":

- 1) RMC representative will provide recommendations of equipment placement. This will occur during our scheduled account reviews.
- 2) We agree to allow the City of Lodi the ability to remove systems from the contract without penalty, provided a 30 day written notice is provided.
- 3) RMC agrees to a 36 month agreement with options to renew the contract for one year periods
- 4) RMC will be compliant with the City of Lodi's request, as noted on pages 11 & 12 "Additional Information on RMC Service Department Standards."
- 5) RMC will be compliant with the City of Lodi's request. as noted on pages 11 & 12 "Additional Information on RMC Service Department Standards."
- 6) RMC will be compliant with the City of Lodi's request, as noted on pages 11 & 12 "Additional Information on RMC Service Department Standards."
- 7) RMC will be compliant with the City of Lodi's request.

CLOSING STATEMENT

In closing, we would like to thank the City of Lodi evaluation staff for the opportunity to propose our service solutions and compete for your business. We feel that your decision to offer the utilization of this resulting contract to for the City of Lodi will have a positive impact for all departments.

Initials: _____

VI. ADDITIONAL BENEFITS AND HIGHLIGHTS

SECTION I: PERFORMANCE GUARANTEE

Up-time Performance Guarantee

The Systems provided under this Agreement will be operational with a quarterly uptime average of 96%, excluding preventative maintenance time, or we will, upon your request, provide a loaner of similar or upgraded features at no additional cost, until the system is operational at the committed level of performance or client requests to have unit replaced under Performance Guarantee Exchange program.

RMC Performance Guarantee

At the Ray Morgan Company we measure our success by one standard: TOTAL CUSTOMER SATISFACTION. Every one of our employees is committed to ensuring that this is not just a marketing slogan but part of our everyday company culture.

As part of the above commitment we are pleased to extend to all of our customers who purchase a new or reconditioned product from us the following Performance Guarantee:

If at any time and for a period of up to 5 years from the date of purchase of any copier equipment from RMC, and as long as the unit is continually covered under an RMC Maintenance Agreement, we will, at your request and for cause, replace the machine in question with another one of same or similar model, age or newer and meter at absolutely no cost to you.

All we ask is that you will provide us with a written description of what your equipment complaint is and give us 30 days to resolve the problem to your satisfaction. Should we fail with a remedy within the stated timeframe we will then promptly exchange the machine in question.



SECTION II: NET PROMOTER SCORE

Measuring Customer Satisfaction

Many companies claim that they have the "Best service in the business" but few even have a way to measure how happy customers are. Here at Ray Morgan Company - RMC we have a system that allows us to capture feedback after every service call. We use the Net Promoter Score system www.netpromoter.com

The average N. American company has a Net Promoter Score® of 10.
Some well-loved companies reach scores into the 70s and 80s

NPS® Leaders - N. America 2012		
Company		NPS
USAA		87%
Trader Joe's		82%
Wegman's		78%
Costco		77%
Apple		72%



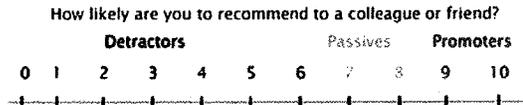
November NPS®: 90.88
Ranked 35 in North America*

Surveys Sent 2977
Total Responses 307 (10.31%)



2012 YTD NPS®: 90.69
Ranked 29 in North America*

Surveys Sent 33835
Total Responses 3339 (9.87%)



$$NPS^{\circ} = \% \text{ of PROMOTERS (9s and 10)} - \% \text{ of DETRACTORS (0 through 6)}$$

90.88 = 252 (0.92%) - 3 (-0.01%)

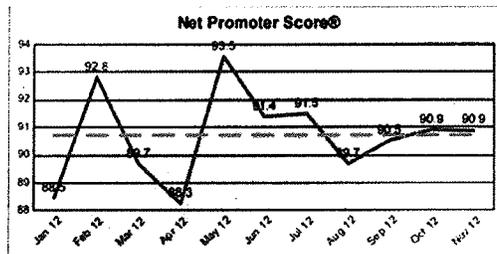
$$NPS^{\circ} = \% \text{ of PROMOTERS (9s and 10)} - \% \text{ of DETRACTORS (0 through 6)}$$

90.69 = 2780 (0.92%) - 52 (-0.02%)

The Net Promoter Score (NPS)®, is a straightforward loyalty metric that holds companies and employees accountable for how they treat customers. It is both a loyalty metric and a discipline for using customer feedback to fuel profitable growth in your business. Employees at all levels of the organization understand it, opening doors to customer centric change and improved performance.



Data Collection and NPS® Verification
powered by CEO Juice Inc.



Ray Morgan Company - RMC | 3131 Esplanade, Chico, CA 95973 | 530.343.6065

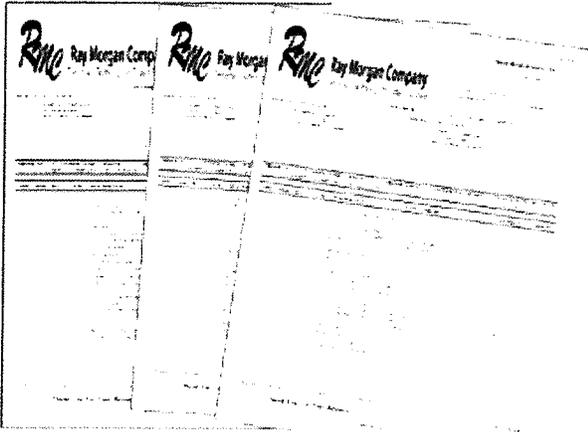
* Ranking among US and Canada computer dealers using the NPS® system provided by CEO Juice

** Net Promoter NPS and Net Promoter Score are trademarks of Satmetrix Systems, Inc. Bain & Company and Fred Reichheld

SECTION III: INVOICING

Contract Administration & Invoicing Capabilities

All billing and account administration for The City of Lodi will be handled locally in our Chico office. The result is that the City of Lodi will always have a quick response from our friendly staff that will be familiar with the account in order to ensure the best possible customer service experience.



**Multi-Page Hardcopy
Invoice Billing**

Invoices can be sent via hard copy or electronically based on the City's billing requirements. Specific machine identifiers (machine IDs) are assigned to each machine. The invoice will include the machine id, serial number, machine model and location. To assist in the City's internal billing process, a unique department code or accounting code can also be added to the invoice by machine or groups of machine. Based on the type of contract implemented, electronic spreadsheet billing may also be available.

It is RMC's recommendation that there be a standing quarterly meeting between RMC and the City of Lodi to review device performance, level of service performance, accuracy of invoicing and any upcoming changes or additions that may occur. While this is not mandatory, it has proven helpful in other installations

Custom Billing Sample

Mail Remittance To
Ray Morgan Company
1131 Espinasse
Cedar Rapids, IA 52402

Sample Customer Name
Invoice: 233428
Invoice Date: 11-30-2012
Invoice Period: 11-1-2012 to 11-30-2012

Ray Morgan Company

*Note - Purchase Order #s may be used for a PO accounting code cost center or any other unique identifier

CONTRACT Number	Name	Address	Office Location	Purchase Order	Model	Serial #	Instal Date	Meter Code	Beginning 6/30/12	Ending 6/30/12	Total # of Copies	Copy Allowance	Rate	Meter Subtotal	Base Subtotal	Tax	Total Due
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	EMPLOYMENT RESOURCE CENTER	E3002534	IR C3880	21015	6/12/12	BV2	25,000	25,000	25,407	0.017	0.017	411.15	207.00	75.42	693.57
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	AGS COLLEGE ACADITIC OFF	E0007115	IR C3880	48300	6/12/12	BV2	15,272	15,272	3,125	0.019	0.019	287.36	143.68	51.31	482.35
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	AGS COLLEGE ACADITIC OFF	E0007115	IR C3880	48300	6/12/12	BV2	15,272	15,272	3,125	0.019	0.019	287.36	143.68	51.31	482.35
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	TECH & INDRI. BLD 1100	E0001556	IR C3880	5711518	6/12/12	BV2	129,285	204,062	75,777	0.017	0.017	1,392.03	486.00	171.18	1,849.21
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	TECH & INDRI. BLD 1100	E0001556	IR C3880	5711518	6/12/12	BV2	129,285	204,062	75,777	0.017	0.017	1,392.03	486.00	171.18	1,849.21
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	HEALTH & BLD 1100	E0007255	IR C4080	17602159	6/12/12	BV2	11,312	11,312	2,711	0.024	0.024	271.48	135.78	48.25	455.51
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	HEALTH & BLD 1100	E0007255	IR C4080	17602159	6/12/12	BV2	11,312	11,312	2,711	0.024	0.024	271.48	135.78	48.25	455.51
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	MATH SCIENCE	E0002535	IR C4080	47020	6/12/12	BV2	43,786	95,481	31,848	0.017	0.017	533.90	271.00	95.31	800.21
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	MATH SCIENCE	E0002535	IR C4080	47020	6/12/12	BV2	43,786	95,481	31,848	0.017	0.017	533.90	271.00	95.31	800.21
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	CHILD DEVELOPMENT CTR	E0002535	IR C3880	48547	6/12/12	BV2	18,782	25,203	6,421	0.017	0.017	111.89	51.00	18.40	181.29
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	CHILD DEVELOPMENT CTR	E0002535	IR C3880	48547	6/12/12	BV2	18,782	25,203	6,421	0.017	0.017	111.89	51.00	18.40	181.29
ABCDF	SAMPLE CUSTOMER	1101E UNIVERSITY AVE	STUDENT SERVICES CTR	E0001718	IR C3880	48453	6/12/12	BV2	128,307	180,404	52,019	0.019	0.019	873.12	206.00	75.71	1,154.83
ABCDF	SAMPLE CUSTOMER	1918N CALAWY RAS	POLICE DEPARTMENT	E0001718	IR C7880	48450	6/12/12	BV2	11,040	23,953	11,413	0.017	0.017	192.88	204.00	71.13	468.01
ABCDF	SAMPLE CUSTOMER	1918N CALAWY RAS	POLICE DEPARTMENT	E0001718	IR C7880	48450	6/12/12	BV2	11,040	23,953	11,413	0.017	0.017	192.88	204.00	71.13	468.01
ABCDF	SAMPLE CUSTOMER	1918N CALAWY RAS	DISTRICT OPERATIONS	E0001509	IR C3880	48538	6/12/12	BV2	20,758	37,815	17,057	0.026	0.026	558.28	291.00	102.50	951.78
ABCDF	SAMPLE CUSTOMER	1918N CALAWY RAS	DISTRICT OPERATIONS	E0001509	IR C3880	48538	6/12/12	BV2	20,758	37,815	17,057	0.026	0.026	558.28	291.00	102.50	951.78
ABCDF	SAMPLE CUSTOMER	2502 E ANADALE	TECH CENTER STAFF LOUNGE	E0002533	IR C4080	48260	6/12/12	BV2	29,843	49,627	29,844	0.017	0.017	470.00	470.00	162.54	1,102.54
ABCDF	SAMPLE CUSTOMER	2502 E ANADALE	TECH CENTER STAFF LOUNGE	E0002533	IR C4080	48260	6/12/12	BV2	29,843	49,627	29,844	0.017	0.017	470.00	470.00	162.54	1,102.54
ABCDF	SAMPLE CUSTOMER	556 W FR 31	MAIL ROOM 218	E0007212	IR 3845	54001841	6/12/12	BV1	215,252	242,240	29,988	0.017	0.017	499.50	250.00	88.25	837.75
ABCDF	SAMPLE CUSTOMER	556 W FR 31	MAIL ROOM 218	E0007212	IR 3845	54001841	6/12/12	BV1	215,252	242,240	29,988	0.017	0.017	499.50	250.00	88.25	837.75
TOTAL 1 2318301 1 341201 1 2400 11103000																	

Initials: _____

Schedule "A" - Pricing / Cost per Page

Department	Make / Model	B&W or Color	Mono Monthly Ave. Vol.	Color Monthly Ave. Vol.	Mono Cost per page	Color Cost per page	Proposed Total Monthly Expense
City Clerk	Canon IR5065	Black & White	25,498		\$ 0.0054		\$ 137.69
EUD Annex - Admin	Canon C3380i	Color	1,429	651	\$ 0.0103	\$ 0.0570	\$ 51.83
EUD Admin - Clerical	Canon C5185i	Color	6,278	2,111	\$ 0.0070	\$ 0.0526	\$ 154.98
EUD Engineering	Canon C5185i	Color	2,281	3,131	\$ 0.0070	\$ 0.0526	\$ 180.66
EUD Warehouse	Canon IR3225	Black & White	1,520		\$ 0.0125		\$ 19.00
Fire Dept.- Admin	Canon IRC5185i	Color	8,970	2,165	\$ 0.0070	\$ 0.0526	\$ 176.67
Finance	Canon IR5055	Black & White	2,455		\$ 0.0054		\$ 13.26
Finance	Canon C5185i	Color	24,806	938	\$ 0.0070	\$ 0.0526	\$ 222.98
Human Resources	Canon IRC4580	Color	9,930	4,811	\$ 0.0070	\$ 0.0526	\$ 322.57
HSS Senior Center - Admin	Canon IRC4580	Color	7,692	11,896	\$ 0.0070	\$ 0.0526	\$ 679.57
HSS Senior Center - Conf. Room	Canon IR3025	Black & White	5,486		\$ 0.0125		\$ 68.58
Parks	Canon IRC3480i	Color	5,472	3,892	\$ 0.0103	\$ 0.0570	\$ 278.21
Recreation	Canon IRC5185i	Color	15,566	7,774	\$ 0.0070	\$ 0.0526	\$ 517.87
Public Works - MSC	Canon IRC5185i	Color	6,123	2,448	\$ 0.0070	\$ 0.0526	\$ 171.63
Waste Water Treatment	Canon IR3025	Black & White	2,759		\$ 0.0125		\$ 34.49
Water Treatment Plant	Canon IRC5185i	Color	2,302	536	\$ 0.0068	\$ 0.0510	\$ 42.99

\$ 3,072.96

Schedule "B" - System Update Expense

Department	Model	Serial Number	Refurb Expense	Discounted Refurb Expense
Parks	IRC 3480i	CZK02026	\$ 824.91	\$ 466.44
EUD Warehouse	IR 3225	DFH04863	\$ 417.27	\$ 181.09
Finance	IR 5055	MAS03658	\$ 374.48	\$ 151.14
Fire Dept - Admin	IRC 5185i	MER00297	\$ 743.50	\$ 409.45
Finance	IRC 5185i	MER00298	\$ 1,034.91	\$ 613.44
Recreation	IRC 5185i	MER00455	\$ 2,411.40	\$ 1,576.98
Water Treatment Plant	IRC 5185i	MER01627	\$ 1,803.60	\$ 1,151.52
EUD Engineering	IRC 5185i	MER02984	\$ 389.10	\$ 91.37
EUD Admin - Clerical	IRC 5185i	MER03183	\$ 841.71	\$ 478.20
Public Works - MSC	IRC 5185i	MER06235	\$ 920.37	\$ 533.26
EUD Annex - Admin	IRC 3380i	MMP04526	\$ 346.66	\$ 131.66
Waste Water Treatment	IR 3025	MTV05083	\$ -	\$ -
HSS Senior Center - Conf. Room	IR 3025	MTV18566	\$ 520.96	\$ 253.67
HSS Senior Center - Admin	IRC 4580	TNR00136	\$ 1,034.91	\$ 613.44
Human Resources	IRC 4580	TNR00275	\$ 1,102.21	\$ 660.55
City Clerk	IR 5065	TVW02593	\$ 225.84	\$ 47.09
			\$ 12,991.83	\$ 7,359.30

Update Expense includes all parts, labor and supplies required to bring systems to manufacturers specifications

Discounted price includes pricing discounts and labor will be provided at no cost

When updating all systems RMC will update systems with most current software upgrades.

Key operator and End User training will also be offered and scheduled.

All parts and supplies used are OEM certified.

Itemized list of estimates is available upon request.

RMC **Ray Morgan Company**

RMC References for your review and contact:

City of Patterson- RMC Major Account Tamara Landa Becker

Contact: Maricela Vela, City Clerk

209-895-8014

Amador County- RMC Major Account Tamara Landa Becker

Contact: Dave Dennis, Deputy Director

209-223-6783

City of Manteca – Major Account Executive Tamara Landa Becker

Contact: Karen McLaughlin, City Manager

209-456-8062

City of Turlock – Account Executive Bryan Shaddix

Contact: Betty Gonzales, Purchasing Manager

209-668-5590 XT 4460



CITY OF LODI, CA

***REQUEST FOR INFORMATION
COPIER MAINTENANCE***

Please Submit Information to:

City of Lodi

Financial Services Division

310 West Elm Street

Lodi, CA 95240

Attn: Kirk Evans, Management Analyst

Solicitation: Information for Copiers Maintenance

Deadline for Submittal

No later than 11:00 a.m. on Thursday, August 22, 2013

Purpose

This is a request to solicit information from qualified firms to provide maintenance for Canon copiers currently in use in various City of Lodi departments. Please provide a proposal under a State of California Multiple Award Schedule, U.S. Communities, or other cooperative purchase agreement recommended by your firm. Information provided regarding maintenance must include parts, labor and travel expenses. The contract will be for a 36-month period (September 2013 through October 2016) with an option to renew for a one-year period, billed monthly, and based on actual print/copy usage.

City of Lodi Copiers

The City of Lodi currently owns seventeen (17) Canon photocopiers located at various sites. Maintenance agreements for the majority of these copiers are now in effect on a month-to-month basis. Circumstances require creation of a new arrangement to ensure the City continues to receive ongoing maintenance for these copiers, or other machines with similar capabilities. The City is looking for a contractor to provide maintenance on these seventeen (17) copiers – or to provide replacement machines under a lease agreement in conjunction with maintenance services.

Copier Inventory

The City is seeking regular maintenance for the copiers listed on Attachment #1 – City of Lodi – Canon Copier Inventory. This request will cover all copiers listed herein. The inventory lists the department and division where the copier is housed, make & model, date of purchase, whether the copier has color capability, along with meter readings broken into black & white, color and total counts.

Content of Submittal

Information should be prepared simply, providing a concise description of your firm's ability to perform the requirements of this request. Include the following elements:

I Qualifications and Expertise of the Contractor

- Name, mailing address, e-mail address, telephone, and fax number of your firm.
- State the size and experience of the team assigned to the City and the location of office(s) from which this work will be performed.
- Identify all work performed by subcontractors.
- Describe how a service request is placed and processed during normal, evening, and weekend hours. State your average response time.
- Confirm your adherence to the Scope of Work and describe how you plan to meet the City's needs. Describe tools, strategies, parts availability, and resources you would use to service our account and meet the City's needs both on a routine and on an emergency basis.

II Cooperative Purchasing Contract

It is expected the City will enter into an agreement based upon a competitively bid contract with a State of California agency, or other public sector agency. Please indicate the name and contract number of the agreement you propose the City and your firm will utilize. Describe in general terms the provisions of this contract, especially those that are applicable to the services your firm will be providing to the City of Lodi.

III Pricing

The City is considering two distinct options relative to its seventeen (17) Canon photocopiers:

- 1) Continued ownership of existing copiers - contractor provides maintenance for the copiers currently owned by the City of Lodi**
- 2) City relinquishes existing copiers and enters into a lease agreement - the contractor would then provide maintenance for new copiers or copiers remanufactured to ISO 9001:2008 certification standards and leased to the City**

If your proposal is based on 1) continued ownership of existing copiers, state what upgrades or up-front costs are required.

If your proposal is based on 2) providing maintenance for new or remanufactured copiers leased to the City, then:

- Costs associated with the removal of existing copiers must be specified
- Salvage value must be provided to the City for relinquishing existing copiers
- The net result of both figures above must be shown

Provide a cost-per-copy rate which would include annual lease (if applicable), preventative maintenance, parts, labor, travel fees, sales tax, and all other costs. Show all rate increases that will occur over the term of the contract. State how you would charge for evening and weekend service calls.

Please provide pricing for toner as two options:

- toner supplied by contractor, and
- contractor does not supply toner and City purchases independently

Do not include paper in your pricing. List any discounts that may be offered on materials, labor, or other goods and services. In order for the response to this request to be evaluated effectively, it is imperative that all costs the City will be expected to pay be stated and summarized in a clear and concise manner.

IV Scope of Work

The City is seeking contract pricing for copier preventive maintenance and repair and lease (if applicable) for seventeen (17) copiers (see Attachment #1).

1. Most of the City's copier inventory is between six and seven years old. Some machines generate less than 1000 copies per month, while a few produce well above 10,000 copies per month. Over the course of the contract, the City would like to receive recommendations from your firm regarding the optimal placement of its copiers given each machine's anticipated workload.
2. Once copiers have been placed in optimal locations, should the City choose to retain its current copier fleet, we will require a listing of each machine's projected life expectancy. Should any copiers have a life less than the term of the maintenance contract, the City shall have the option to remove those copiers from the maintenance agreement without penalty. Options for replacing the functionality of those copiers will then be explored.
3. Full service and maintenance shall be included for all copiers for the duration of the contract. The maintenance contract term shall be for a period of three (3) years - with an option to renew for a one-year period. This includes annual preventative maintenance, all parts, materials and labor.
4. The maintenance contractor should schedule preventative maintenance service calls ten business days in advance throughout the contract term for each piece of equipment. Scheduled preventative maintenance shall include but not be limited to routine cleaning, lubrication, necessary adjustments, and replacement of worn, unserviceable parts. The contractor shall adhere to prescribed maintenance schedules associated with each copier.
5. The contractor will be entrusted to assign the proper technician(s) for each repair based on i) type of equipment and ii) manufacturer authorization of the technician(s). Should follow-up work be required to correct recent work, including improper repairs, installation, or substandard parts, the City shall not be charged. After repairs have been made, all equipment must be fully functional and provide clean, clear copies.
6. Response to a request for service should be made within four (4) business hours after notification by City. Repairs to equipment should be completed within twenty-four (24) hours after the initial arrival of the service technician at the site. The contractor shall provide a free loaner copier of equivalent or greater capacity when existing equipment is anticipated to be out of service for longer than three days.
7. Contractor shall maintain a legible and detailed service log for all equipment and work performed under this contract. This log will be available at any time to City upon request.

For questions regarding this request please contact:

Kirk Evans
Management Analyst
City of Lodi
310 West Elm Street,
Lodi, CA 95240
(209) 333-6708
kevans@lodi.gov

Submittals are due to Kirk Evans no later than 11:00 am, Thursday August 22nd, 2013

Serial **TNR00275**

Parts	Description	Quantity	Retail Price	Retail Extended
0255B001AA	Yellow Drum (Prorated to 50%	1	\$ 194.50	\$ 194.50
0256B001AA	Magenta Drum (Prorated to	1	\$ 194.50	\$ 194.50
0257B001AA	Cyan Drum (Prorated to 50%	1	\$ 194.50	\$ 194.50
FM3-3778-GUB	Fixing Unit (Prorated to 59%	1	\$ 358.71	\$ 358.71
TOTALS			\$ 942.21	\$ 942.21

Total Parts	\$	942.21
Total Labor	\$	160.00
Labor Discount		(160.00)
Parts Discount		(\$281.66)
Total to contract	\$	660.55

07/09/2013 City of Lodi / Finance

Make Model **IR 5055**
Serial **MAS03658**

Parts	Description	Quantity	Retail Price	Retail Extended
FC9-3656-000	Registration Roller	2	\$ 22.32	\$ 44.64
FC9-3657-000	Roller Read	1	\$ 21.20	\$ 21.20
FY1-1157-000	Cleaning Web	1	\$ 55.24	\$ 55.24
FM2-9766-000	Thermistor	1	\$ 43.68	\$ 43.68
FM2-4161-000	Sub Thermistor	1	\$ 49.72	\$ 49.72
TOTALS			\$ 192.16	\$ 214.48

Total Parts	\$	214.48
Total Labor	\$	160.00
Labor Discount		(160.00)
Parts Discount		(\$63.34)
Total to contract	\$	151.14

07/09/2013 City of Lodi / Park & Rec

Make Model **IRC 3480i**
Serial **CZK02026**

Parts	Description	Quantity	Retail Price	Retail Extended
FM2-9986-GUB	Blk Toner	1	\$ 664.91	\$ 664.91
	TOTALS		\$ 664.91	\$ 664.91

Total Parts	\$	664.91
Total Labor	\$	160.00
Labor Discount		(160.00)
Parts Discount		(\$198.47)
Total to contract	\$	466.44

07/09/2013 City of Lodi / Parks & Rec

Make Model IRC 5185i
Serial MER00455

Parts	Description	Quantity	Retail Price	Retail Extended
0255B001AA	Yellow Drum	1	\$ 389.00	\$ 389.00
0256B001AA	Magenta Drum	1	\$ 389.00	\$ 389.00
0257B001AA	Cyan Drum	1	\$ 389.00	\$ 389.00
0258B001AA	Black Drum	1	\$ 258.19	\$ 258.19
FC7-0091-000	Belt ITB	1	\$ 345.17	\$ 345.17
FC7-4811-000	Transfer Roller	4	\$ 51.96	\$ 207.84
FB6-2934-020	Roller Transfer #2	1	\$ 95.48	\$ 95.48
FC7-0090-000	Secondary Transfer Roller	1	\$ 77.36	\$ 77.36
FG6-8989-030	Transfer Cleaning Assbly	1	\$ 34.52	\$ 34.52
FC9-3656-000	Registration Roller	2	\$ 22.32	\$ 44.64
FC9-3657-000	Read Roller	1	\$ 21.20	\$ 21.20
	TOTALS		\$ 2,073.20	\$ 2,251.40

Total Parts	\$	2,251.40
Total Labor	\$	160.00
Labor Discount		(160.00)
Parts Discount		(\$674.42)
Total to contract	\$	1,576.98

07/09/2013 City of Lodi / Public Works

Make Model IRC 5185i
 Serial MER06235

Parts	Description	Quantity	Retail Price	Retail Extended
FC7-0091-000	Transfer Belt	1	345.17	345.17
FC7-4811-000	Transfer Roller	4	51.96	207.84
FB6-2934-020	Transfer Roller	1	95.48	95.48
FC7-0090-000	Secondary Transfer Roller	1	77.36	77.36
FG6-8989-030	Transger Cleaning Ass'y	1	34.52	34.52
TOTALS			604.49	760.37

Total Parts	\$	760.37
Total Labor	\$	160.00
Labor Discount		(160.00)
Parts Discount		(\$227.11)
Total to contract	\$	533.26

07/09/2013 City of Lodi / Utilities Warehouse

Make Model IR 3225
 Serial DFH04863

Parts	Description	Quantity	Retail Price	Retail Extended
9630A004BA	Drum Unit	1	\$ 257.27	\$ 257.27
TOTALS			\$ 257.27	\$ 257.27

Total Parts	\$	257.27
Total Labor	\$	160.00
Labor Discount		(\$160.00)
Parts Discount		(\$76.18)
Total to contract	\$	181.09

07/09/2013 City of Lodi/ Front

Make Model **IRC 5185I**
Serial **MER03183**

Parts	Description	Quantity	Retail Price	Retail Extended
0258B001AA	Blk Drum	1	\$ 258.19	\$ 258.19
0255B001AA	Yellow Drum	1	\$ 389.00	\$ 389.00
FG6-8989-030	Transfer Cleaning Assy	1	\$ 34.52	\$ 34.52
	TOTALS		\$ 681.71	\$ 681.71

Total Parts	\$	681.71
Total Labor	\$	160.00
Labor Discount	\$	(160.00)
Parts Discount	\$	(203.51)
Total to contract	\$	478.20

07/09/2013 City of Lodi/ Engineering

Make Model **IRC 5185i**
Serial **MER02984**

Parts	Description	Quantity	Retail Price	Retail Extended
0258B001AA	Black Drum (Prorated to 50%	1	\$ 129.10	\$ 258.19
	TOTALS		\$ 129.10	\$ 258.19

Total Parts	\$	129.10
Total Labor	\$	160.00
Labor Discount		(\$160.00)
Parts Discount		(\$37.73)
Total to contract	\$	91.37

Total to contract

07/09/2013 City of Lodi/ City Clerk

Make Model IR 5065
Serial TVW02593

Parts	Description	Quantity	Retail Price	Retail Extended
FC9-3656-000	Registration Roller	2	\$ 22.32	\$ 44.64
FC9-3657-000	Read Roller	1	\$ 21.20	\$ 21.20
	TOTALS		\$ 43.52	\$ 65.84

Total Parts \$ 65.84
Total Labor \$ 160.00

Labor Discount (\$160.00)
Parts Discount (18.75)

Total to contract \$ 47.09

07/09/2013 City of Lodi/ Water Treatment

Make Model IRC 5185i
Serial MER01627

Parts	Description	Quantity	Retail Price	Retail Extended
0257B001AA	Cyan Drum	1	\$ 389.00	\$ 389.00
FC7-0091-000	Transfer Belt	1	345.17	\$ 345.17
FG6-8989-030	Transer Cleaner Assy	1	34.52	\$ 34.52
FM3-3778-GUB	Fixing Unit	1	874.91	\$ 874.91
	TOTALS		\$ 1,643.60	\$ 1,643.60

Total Parts \$ 1,643.60
Total Labor \$ 160.00

Labor Discount (\$160.00)
Parts Discount \$ (492.08)

Total to contract \$ 1,151.52

07/09/2013 City of Lodi/ Senior Center

Make Model IRC 4580
Serial TNR00136

Parts	Description	Quantity	Retail Price	Retail Extended
FM3-3778-GNB	Fixing Unit	1	\$ 874.91	\$ 874.91
	TOTALS		\$ 874.91	\$ 874.91

Total Parts \$ 874.91
 Total Labor \$ 160.00
 Labor Discount (\$160.00)
 Parts Discount (\$261.47)
 Total to contract \$ 613.44

07/09/2013 City of Lodi/ Senior Center

Make Model IR 3025
Serial MTV18566

Parts	Description	Quantity	Retail Price	Retail Extended
FB5-4931-000	Fixing Roller	1	\$ 20.16	\$ 20.16
FC7-0242-000	Pressure Roller	1	127.53	\$ 127.53
FM3-7068	Fixing Film Unit	1	213.27	\$ 213.27
	TOTALS		\$ 360.96	\$ 360.96

Total Parts \$ 360.96
 Total Labor \$ 160.00

Labor Discount		(\$160.00)
Parts Discount		(\$107.29)
Total to contract	\$	253.67



RESOLUTION NO. 2013-203

A RESOLUTION OF THE LODI CITY COUNCIL
AUTHORIZING THE CITY MANAGER TO EXECUTE AN
AGREEMENT WITH RAY MORGAN COMPANY FOR
COPIER MAINTENANCE SERVICES

=====

WHEREAS, the City of Lodi owns 16 Canon black and white and color copier machines; and

WHEREAS, the lease agreement with Ricoh USA for maintenance of the majority of these copiers expired July 2013 and continues on a month-to-month basis; and

WHEREAS, Ricoh USA has found itself in circumstances whereby it can no longer acquire Canon replacement parts on a long-term basis and therefore can no longer service the City's 16 Canon machines; and

WHEREAS, the City requires continuing maintenance services on its Canon copiers.

NOW, THEREFORE, BE IT RESOLVED that the City Council does hereby approve a three-year copier maintenance agreement for 16 Canon copier machines located throughout City offices with Ray Morgan Company; and

BE IT FURTHER RESOLVED that the Lodi City Council hereby authorizes the City Manager to execute the Maintenance Agreement with Ray Morgan Company on behalf of the City of Lodi at the per copy rates specified therein for a period of three years with an option to extend for a further one-year period.

Dated: November 20, 2013

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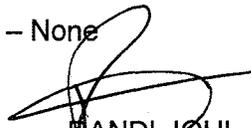
I hereby certify that Resolution No. 2013-203 was passed and adopted by the City Council of the City of Lodi in a regular meeting held November 20, 2013, by the following votes:

AYES: COUNCIL MEMBERS – Hansen, Johnson, Katzakian, Mounce,
and Mayor Nakanishi

NOES: COUNCIL MEMBERS – None

ABSENT: COUNCIL MEMBERS – None

ABSTAIN: COUNCIL MEMBERS – None



RANDI JOHL-OLSON
City Clerk