

**RESOLUTION NO. 22-153**

**A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, APPROVING AN AGREEMENT WITH AMERICAN BUSINESS CENTER FOR THE 36-MONTH LEASE OF TWO XEROX C8155H AND TWO XEROX C8170H MULTIFUNCTION COPIERS AND SCANNERS FOR THE CITY.**

**BE IT RESOLVED** by the City Council of the City of Panama City Beach,  
that:

1. The appropriate officers of the City are authorized to accept and deliver on behalf of the City that certain Agreement between the City and American Business Center, relating to the lease of (2) two Xerox C8155H multifunction copiers and scanners, in substantially the form **attached as Exhibit A** and presented to the Council today, with such changes, insertions or omissions as may be approved by the City Manager and whose execution shall be conclusive evidence of such approval.
2. The appropriate officers of the City are authorized to accept and deliver on behalf of the City that certain Agreement between the City and American Business Center, relating to the lease of (2) two Xerox C8170H multifunction copiers and scanners, in substantially the form **attached as Exhibit B** and presented to the Council today, with such changes, insertions or omissions as may be approved by the City Manager and whose execution shall be conclusive evidence of such approval.

**THIS RESOLUTION** shall be effective immediately upon passage.

**PASSED** in regular session this 12<sup>th</sup> day of May, 2022.

**CITY OF PANAMA CITY BEACH**

By:   
Mark Sheldon, Mayor

**ATTEST:**

  
Lynne Fasone, City Clerk

# Lease Agreement



Customer: PANAMA CITY BEACH, CITY OF

Bill To: PANAMA CITY BEACH  
 BEACH WATER DEPT  
 116 S ARNOLD RD  
 PANAMA CITY BEACH, FL 32413-2112

Install: PANAMA CITY BEACH  
 BEACH WATER DEPT  
 116 S ARNOLD RD  
 PANAMA CITY BEACH, FL 32413-2112

State or Local Government Negotiated Contract : 072778900

## Solution

Item	Product Description	Agreement Information		Trade Information	Requested Install Date
1. C8155H (XEROX C8155H)	<ul style="list-style-type: none"> <li>- 1 Line Fax</li> <li>- Office Finisher</li> <li>- Customer Ed</li> <li>- Analyst Services</li> </ul>	Lease Term:	36 months	- Xerox C8055 S/N 8TB571054	5/10/2022
		Purchase Option:	FMV	Trade-In as of Payment 51	

## Monthly Pricing

Item	Lease Minimum Payment	Print Charges			Maintenance Plan Features
		Meter	Volume Band	Per Print Rate	
1. C8155H	\$171.20	1: Black and White Impressions	All Prints	\$0.0040	- Consumable Supplies Included for all prints - Pricing Fixed for Term
		2: Color Impressions	All Prints	\$0.0390	
<b>Total</b>	<b>\$171.20</b>	<b>Minimum Payments (Excluding Applicable Taxes)</b>			

## Authorized Signature

<p>Customer acknowledges receipt of the terms of this agreement which consists of 2 pages including this face page.</p> <p>Signer: <u>Holly White</u> Phone: (850)233-5100  <i>Assistant City Manager</i></p> <p>Signature: <u>[Signature]</u> Date: <u>05/13/22</u></p>	<p>Thank You for your business!</p> <p>This Agreement is proudly presented by Xerox and</p> <p><b>Mark Sonsalla</b>  <b>(850)849-3066</b></p> <p>For information on your Xerox Account, go to  <a href="http://www.xerox.com/AccountManagement">www.xerox.com/AccountManagement</a></p>
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## Terms and Conditions

**INTRODUCTION:**

**1. NEGOTIATED CONTRACT.** The Products are subject solely to the terms in the Negotiated Contract identified on the face of this Agreement, and, for any option you have selected that is not addressed in the Negotiated Contract, the then-current standard Xerox terms for such option.

**GOVERNMENT TERMS:**

**2. REPRESENTATIONS & WARRANTIES.** This provision is applicable to governmental entities only. You represent and warrant, as of the date of this Agreement, that: (1) you are a State or a fully constituted political subdivision or agency of the State in which you are located and are authorized to enter into, and carry out, your obligations under this Agreement and any other documents required to be delivered in connection with this Agreement (collectively, the "Documents"); (2) the Documents have been duly authorized, executed and delivered by you in accordance with all applicable laws, rules, ordinances and regulations (including all applicable laws governing open meetings, public bidding and appropriations required in connection with this Agreement and the acquisition of the Equipment) and are valid, legal, binding agreements, enforceable in accordance with their terms; (3) the person(s) signing the Documents have the authority to do so, are acting with the full authorization of your governing body and hold the offices indicated below their signatures, each of which are genuine; (4) the Equipment is essential to the immediate performance of a governmental or proprietary function by you within the scope of your authority and will be used during the Term only by you and only to perform such function; (5) your payment obligations under this Agreement constitute a current expense and not a debt under applicable state law and no provision of this Agreement constitutes a pledge of your tax or general revenues, and any provision that is so construed by a court of competent jurisdiction is void from the inception of this Agreement; and (6) all payments due and to become due under this Agreement are payable from sources other than ad valorem taxes. Your payment is due within 45 days of the invoice date.

**3. FUNDING.** This provision is applicable to governmental entities only. You intend to remit and reasonably believe that moneys in an amount sufficient to remit all payments due and to become due during the Term can and will lawfully be appropriated and made available to permit your continued utilization of the Products and the performance of its essential function during the Term. The person in charge of preparing your budget will include in each of your fiscal budgets a request for the payments due and to become due under this Agreement in such fiscal period. You acknowledge that appropriation of moneys for payment required under this Agreement is a governmental function that you cannot contractually commit to in advance, and this Agreement does not constitute: (1) a multiple fiscal year direct or indirect debt or financial obligation; (2) an obligation payable in any fiscal year beyond the fiscal year for which funds are lawfully appropriated; or (3) an obligation creating a pledge of or a lien on your tax or general revenues. If your governing board does not approve an appropriation of funds at any time during the Term for payments due and to become due for a fiscal year during the Term, you will have the right terminate this Agreement on the last day of the fiscal period for which sufficient appropriations were received without penalty or expense to you, except as to the portion of payments required hereunder for which funds have been appropriated and budgeted. If you elect to terminate this Agreement, you will return the Equipment, at your expense, to a location designated by Xerox and, when returned, the Equipment will be in good condition and free of all liens and

encumbrances. You will then be released from any further payment obligations beyond those payments due for the current fiscal year (with Xerox retaining all sums paid to date). At least 30 days prior to the end of your fiscal year, your chief executive officer (or legal counsel) will certify in writing that (a) despite reasonable efforts to obtain sufficient appropriations, funds have not been appropriated for the ensuing fiscal period, and (b) you have exhausted all funds legally available for the payment of amounts due and to become due under this Agreement. To the extent permitted by applicable law, you will not use this non-appropriation provision as a substitute for convenience termination.

**PRICING PLAN/OFFERING SELECTED:**

**4. FIXED PRICING.** If "Pricing Fixed for Term" is identified in Maintenance Plan Features, the maintenance component of the Minimum Payment and Print Charges will not increase during the initial Term of this Agreement.

**GENERAL TERMS & CONDITIONS:**

**5. REMOTE SERVICES.** Certain models of Equipment are supported and serviced using product information that is automatically collected by Xerox or transmitted to or from Xerox by the Equipment connected to your network ("Remote Product Info") via electronic transmission to a secure off-site location ("Remote Transmission"). Remote Transmission also enables Xerox to transmit Releases of Software to you and to remotely diagnose and modify Equipment to repair and correct malfunctions. Examples of Remote Product Info include product registration, meter read, supply level, Equipment configuration and settings, software version, and problem/fault code information. Remote Product Info may be used by Xerox for billing, report generation, supplies replenishment, support services, recommending additional products and services, and product improvement/development purposes. Remote Product Info will be transmitted to and from you in a secure manner mutually agreeable to the parties. Remote Transmission will not allow Xerox to read, view or download the content of any of your documents or other information residing on or passing through the Equipment or your information management systems. You grant the right to Xerox, without charge, to conduct Remote Transmission for the purposes described above. Upon Xerox's request, you will (a) provide contact information for Equipment such as name and address of your contact and IP and physical addresses/locations of Equipment and (b) ensure that any Maintenance Release or Update released by Xerox to provide security patches, releases and/or certificates for the Remote Transmission and/or Software is promptly enabled by Customer upon notification by Xerox or by the Equipment or when otherwise made available on xerox.com. You will enable Remote Transmission via a method mutually agreeable to both parties, and you will provide reasonable assistance to allow Xerox to provide Remote Transmission. Unless Xerox deems Equipment incapable of Remote Transmission, you will ensure that Remote Transmission is maintained at all times Maintenance Services are being performed. If you are unable to maintain Remote Transmission, or if Xerox disables Remote Transmission from any Equipment at your request, or if you disable Remote Transmission from any Equipment, Xerox reserves the right to charge you a per device fee for such affected Equipment due to the increased service visits that will be required in order to (x) obtain such information, (y) provide such transmissions, and (z) provide such Maintenance Services and Consumable Supplies that otherwise would have been provided remotely and/or proactively.

# Lease Agreement



Customer: PANAMA CITY BEACH, CITY OF

**Bill To:** PANAMA CITY BEACH CITY HALL  
 BEACH PKWY  
 17007 PANAMA CITY  
 PANAMA CITY BEACH, FL 32413-5225  
**Install:** PANAMA CITY BEACH CITY HALL  
 BEACH PKWY  
 17007 PANAMA CITY  
 PANAMA CITY BEACH, FL 32413-5225  
 State or Local Government Negotiated Contract : 072778900

## Solution

Item	Product Description	Agreement Information	Trade Information	Requested Install Date
1. C8170H (XEROX C8170H)	<ul style="list-style-type: none"> <li>- 1 Line Fax</li> <li>- High Capacity Feeder</li> <li>- Office Finisher</li> <li>- Customer Ed</li> <li>- Analyst Services</li> </ul>	Lease Term: 36 months Purchase Option: FMV	- Xerox C8070 S/N 6TB445378 Trade-In as of Payment 46	5/10/2022

## Monthly Pricing

Item	Lease Minimum Payment	Print Charges			Maintenance Plan Features
		Meter	Volume Band	Per Print Rate	
1. C8170H	\$201.84	1: Black and White Impressions	All Prints	\$0.0040	- Consumable Supplies Included for all prints - Pricing Fixed for Term
		2: Color Impressions	All Prints	\$0.0390	
<b>Total</b>	<b>\$201.84</b>	<b>Minimum Payments (Excluding Applicable Taxes)</b>			

## Authorized Signature

Customer acknowledges receipt of the terms of this agreement which consists of 2 pages including this face page.		Thank You for your business! This Agreement is proudly presented by Xerox and <b>Mark Sonsalla</b> <b>(850)849-3066</b> For information on your Xerox Account, go to <a href="http://www.xerox.com/AccountManagement">www.xerox.com/AccountManagement</a>	
Signer: <u>Holly White</u> <i>Assistant City Manager</i>	Phone: (850)233-5100	Signature: <u>Holly White</u>	Date: <u>05/10/22</u>

Terms and Conditions

**INTRODUCTION:**

**1. NEGOTIATED CONTRACT.** The Products are subject solely to the terms in the Negotiated Contract identified on the face of this Agreement, and, for any option you have selected that is not addressed in the Negotiated Contract, the then-current standard Xerox terms for such option.

**GOVERNMENT TERMS:**

**2. REPRESENTATIONS & WARRANTIES.** This provision is applicable to governmental entities only. You represent and warrant, as of the date of this Agreement, that: (1) you are a State or a fully constituted political subdivision or agency of the State in which you are located and are authorized to enter into, and carry out, your obligations under this Agreement and any other documents required to be delivered in connection with this Agreement (collectively, the "Documents"); (2) the Documents have been duly authorized, executed and delivered by you in accordance with all applicable laws, rules, ordinances and regulations (including all applicable laws governing open meetings, public bidding and appropriations required in connection with this Agreement and the acquisition of the Equipment) and are valid, legal, binding agreements, enforceable in accordance with their terms; (3) the person(s) signing the Documents have the authority to do so, are acting with the full authorization of your governing body and hold the offices indicated below their signatures, each of which are genuine; (4) the Equipment is essential to the immediate performance of a governmental or proprietary function by you within the scope of your authority and will be used during the Term only by you and only to perform such function; (5) your payment obligations under this Agreement constitute a current expense and not a debt under applicable state law and no provision of this Agreement constitutes a pledge of your tax or general revenues, and any provision that is so construed by a court of competent jurisdiction is void from the inception of this Agreement; and (6) all payments due and to become due under this Agreement are payable from sources other than ad valorem taxes. Your payment is due within 45 days of the invoice date.

**3. FUNDING.** This provision is applicable to governmental entities only. You intend to remit and reasonably believe that moneys in an amount sufficient to remit all payments due and to become due during the Term can and will lawfully be appropriated and made available to permit your continued utilization of the Products and the performance of its essential function during the Term. The person in charge of preparing your budget will include in each of your fiscal budgets a request for the payments due and to become due under this Agreement in such fiscal period. You acknowledge that appropriation of moneys for payment required under this Agreement is a governmental function that you cannot contractually commit to in advance, and this Agreement does not constitute: (1) a multiple fiscal year direct or indirect debt or financial obligation; (2) an obligation payable in any fiscal year beyond the fiscal year for which funds are lawfully appropriated; or (3) an obligation creating a pledge of or a lien on your tax or general revenues. If your governing board does not approve an appropriation of funds at any time during the Term for payments due and to become due for a fiscal year during the Term, you will have the right terminate this Agreement on the last day of the fiscal period for which sufficient appropriations were received without penalty or expense to you, except as to the portion of payments required hereunder for which funds have been appropriated and budgeted. If you elect to terminate this Agreement, you will return the Equipment, at your expense, to a location designated by Xerox and, when returned, the Equipment will be in good condition and free of all liens and

encumbrances. You will then be released from any further payment obligations beyond those payments due for the current fiscal year (with Xerox retaining all sums paid to date). At least 30 days prior to the end of your fiscal year, your chief executive officer (or legal counsel) will certify in writing that (a) despite reasonable efforts to obtain sufficient appropriations, funds have not been appropriated for the ensuing fiscal period, and (b) you have exhausted all funds legally available for the payment of amounts due and to become due under this Agreement. To the extent permitted by applicable law, you will not use this non-appropriation provision as a substitute for convenience termination.

**PRICING PLAN/OFFERING SELECTED:**

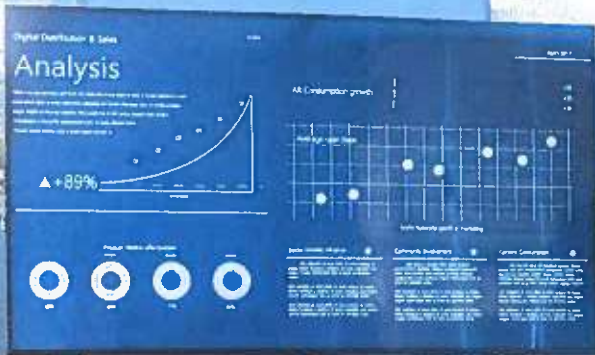
**4. FIXED PRICING.** If "Pricing Fixed for Term" is identified in Maintenance Plan Features, the maintenance component of the Minimum Payment and Print Charges will not increase during the initial Term of this Agreement.

**GENERAL TERMS & CONDITIONS:**

**5. REMOTE SERVICES.** Certain models of Equipment are supported and serviced using product information that is automatically collected by Xerox or transmitted to or from Xerox by the Equipment connected to your network ("Remote Product Info") via electronic transmission to a secure off-site location ("Remote Transmission"). Remote Transmission also enables Xerox to transmit Releases of Software to you and to remotely diagnose and modify Equipment to repair and correct malfunctions. Examples of Remote Product Info include product registration, meter read, supply level, Equipment configuration and settings, software version, and problem/fault code information. Remote Product Info may be used by Xerox for billing, report generation, supplies replenishment, support services, recommending additional products and services, and product improvement/development purposes. Remote Product Info will be transmitted to and from you in a secure manner mutually agreeable to the parties. Remote Transmission will not allow Xerox to read, view or download the content of any of your documents or other information residing on or passing through the Equipment or your information management systems. You grant the right to Xerox, without charge, to conduct Remote Transmission for the purposes described above. Upon Xerox's request, you will (a) provide contact information for Equipment such as name and address of your contact and IP and physical addresses/locations of Equipment and (b) ensure that any Maintenance Release or Update released by Xerox to provide security patches, releases and/or certificates for the Remote Transmission and/or Software is promptly enabled by Customer upon notification by Xerox or by the Equipment or when otherwise made available on xerox.com. You will enable Remote Transmission via a method mutually agreeable to both parties, and you will provide reasonable assistance to allow Xerox to provide Remote Transmission. Unless Xerox deems Equipment incapable of Remote Transmission, you will ensure that Remote Transmission is maintained at all times Maintenance Services are being performed. If you are unable to maintain Remote Transmission, or if Xerox disables Remote Transmission from any Equipment at your request, or if you disable Remote Transmission from any Equipment, Xerox reserves the right to charge you a per device fee for such affected Equipment due to the increased service visits that will be required in order to (x) obtain such information, (y) provide such transmissions, and (z) provide such Maintenance Services and Consumable Supplies that otherwise would have been provided remotely and/or proactively.



# American Business Center



Proposal prepared for:

**City of Panama City Beach**

Date: April 26, 2022

Tel: 850-849-3066

Fax: 888-391-4217

E-mail: [mark@abcmpps.com](mailto:mark@abcmpps.com)

April 26, 2022

Tina Kuntz

City of Panama City Beach  
17007 Panama City Beach Pkwy  
Panama City Beach, FL, 32413

Dear Tina,

On behalf of the Xerox® team, thank you for the opportunity to provide the services described in your Request for Proposal (RFP) for Copier Lease and Maintenance Services. We have thoroughly reviewed your requirements and are proposing a comprehensive Technology and Services solution to help you achieve your goals.

Xerox is a **technology leader** that innovates the way the world **communicates, connects and works**. We understand what's at the heart of sharing information – and all the forms it can take. We embrace the integration of paper and digital, the increasing requirement for mobility, and the need for seamless integration between the employee's work and personal worlds.

The benefits of doing business with Xerox includes:

- **Efficient Workplace:** An optimized print infrastructure means that you can control costs, improve sustainability metrics and maximize ROI. We can assess how much is printed, by whom, and when. That enables us to make sure the right printers with the right capabilities are at the right places, usually reducing the number of printers in a workplace and saving money.
- **Productive Employees:** User-friendly, automated processes help employees be more productive and improve their user experiences. Scanning provides an on-ramp for adding paper-based information directly into business applications, such as a scanned receipt automatically entering the expense report stream. It creates searchable digital files that eliminate the labor required when users hunt for information manually, and can even convert to standard office file formats, like PDF or Microsoft Word.
- **Secure Environment:** We can ensure the security of your print, your devices and your data. For example, it can hold documents in a secure server until users authenticate at the printer so documents are never left unattended in an output tray. And this can be achieved wherever and whenever the employee decides to print the document.

Our philosophy is "Customers for Life", which embodies the importance we place in our partnerships and delivering ongoing excellence to customers like the City.

Thank you for your consideration and confidence in Xerox. We look forward to the next steps your procurement process and continuing to be your trusted partner for your copier lease and maintenance services.

Yours sincerely,

Mark Sonsalla

Contact – 850-849-3066 or [mark@abcmpps.com](mailto:mark@abcmpps.com)



# Our understanding of your requirements

1. We are proposing 2 – Xerox Altalink C8155's & 2 – Xerox Altalink C8170's
2. All equipment is new.
3. Pricing is based on a 36 Month Fair Market Value Lease and is fixed for the term of the lease per your requirements
4. Xerox bills in arrears 30 days from installation.
5. All repairs are covered by Xerox on an as needed basis. We provide a toll free service help desk at 800-821-2797.
6. Supplies can be ordered via our 800-599-2198 supply hotline or online thru our Metered supplies portal.
7. Your meters are automatically reported to Xerox via Direct Connect. This does require your device to be online and networked.
8. Our service team is comprised of 8 local technicians.
9. Training is provided onsite. We have an extensive YouTube Channel with training videos too.

# Our proposed solution

ConnectKey™  
Technology

## ConnectKey™ Technology

The ecosystem for workplace productivity.

Today's workplace has evolved beyond the ability of any single machine to fulfil productivity needs of the modern, mobile, always connected workforce. Workplace Assistants built on Xerox® ConnectKey® Technology help businesses discover new ways to work smarter and create the most productive workplace. It's time to stop thinking about printers as stand-alone, task-specific workhorses, and start demanding more up-to-date, useful—and useable—solutions.



Xerox® ConnectKey®  
Technology delivers.

Each ConnectKey Technology-enabled printer and multifunction printer in our line-up becomes the centre of a productivity ecosystem, bringing together all your devices, delivering an intuitive user experience, providing mobile and cloud connectivity, complete security and access to value-extending services right out of the box. You'll do more than print, scan or copy. You'll connect like never before.

### **Intuitive User Experience**

An entirely new – and yet entirely familiar way to interact that includes a tablet-like experience, with gesture-based touchscreen controls and easy customization.

### **Mobile and Cloud Ready**

Instant connectivity to cloud and mobile devices right from the user interface, with access to pre-loaded, cloud-hosted services that let you work where, when and how you want.

### **Benchmark Security**

Full multi-level protection that prevents unauthorized access, detects malicious behavior and protects documents and data. External partnerships with major security players like McAfee and Cisco to guard against threats, and meet or exceed regulatory compliance with certifications.

## Enables Next Generation Services

Work more productively and manage resources more effectively. Easy integration of Xerox® Intelligent Workplace Services (IWS) enables remote monitoring and proactive service delivery and consumables, plus remote configuration and security audits for even more time savings.

## Gateway to New Possibilities

Instantly extend your capabilities with access to the Xerox App Gallery, featuring real-world apps designed to optimize digital workflows. Commission our network of partners to design innovative, business-specific solutions. Find out more about how you'll work smarter at [www.xerox.com/us-en/connectkey/workplace-apps](http://www.xerox.com/us-en/connectkey/workplace-apps).

## Intuitive User Experience

Finally. Multifunction printers that work the way you expect them to—with a consistent user experience across the portfolio—and in perfect synch 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 device 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 devices regardless of model.



### 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, colourful, tablet-like screen. Download apps directly from the Xerox App Gallery, and customise your interface to keep the apps you use most front and centre. It's a completely new – and yet entirely familiar – way to power through complex workflows and common tasks.

### Let's Customize.

With ConnectKey Technology's flexible design, device interfaces are customizable to provide only the apps you use most – including specific one-Touch workflows to or from cloud or network locations.

## Mobile and Cloud Ready

Your connected workforce – whether at home, on the road or in the office – relies on a variety of devices to do their jobs, and multiple remote locations from which to send or retrieve documents and information. Xerox® ConnectKey® Technology brings it all together.

### Ready for the way you work.

All ConnectKey® enabled printers and multifunction printers give you the freedom to work where and how you want to—with access to all the popular Cloud repositories like Google Drive, OneDrive, and DropBox available through the AppGallery.

The ability to connect and print from multiple devices is key for today's mobile worker, and ConnectKey® multifunction printers are ready to roll with optional Wi-Fi connectivity, front-panel-integrated Near Field Communication (NFC) Tap-to-Pair, Apple® AirPrint® and native support for Google Cloud Print™, Xerox® Print Service for Android™ and Mopria®.



### Convenient, versatile and cloud connected.

With easy-to-use apps like @PrintByXerox, printing to any ConnectKey® Technology enabled printer is as easy as sending an email with an attachment, and retrieving it at any ConnectKey® Technology-enabled device worldwide. It's easy, secure and free.

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 material. It's all possible, right from the device.

## Benchmark Security

Security is a top priority for every business. Xerox® ConnectKey® Technology exceeds industry standards for security features and technologies. Work with total peace of mind.

### A higher standard

Although it's integral to our technology, there's nothing standard about the levels of security included with every ConnectKey®-enabled device. Our holistic 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 prevent malicious attacks, the proliferation of malware, and misuse of/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 walk-up 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<sup>1</sup> or when activated by authorised users. This provides alerts if any harmful changes to the printer have been detected. McAfee® Whitelisting<sup>2</sup> technology constantly monitors for and automatically prevents any malicious malware from running.

## **Protect**

Our comprehensive security measures don't stop with preventing unauthorised 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 unauthorised 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 National Institute of Standards and Technology (NIST), and U.S. Department of Defense approved data clearing and sanitisation algorithms.<sup>3</sup>

## **External Partnerships**

ConnectKey® Technology provides extra security standards through our partnership with McAfee® and Cisco. We measure our performance against international standards with certifications like Common Criteria and FIPS 140-2 to ensure our devices are trusted in even the most secure environments.

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<sup>1</sup> VersaLink devices

<sup>2</sup> AltaLink and iSeries devices

<sup>3</sup> Applies to devices with hard disk drives only

## Enables Next Generation Services

Combining Xerox® ConnectKey® Technology with Xerox® Intelligent Workplace Services (IWS) creates an optimized infrastructure that is customized to your organization—whether it's large or small. Our state-of-the-art assessment tools make sure you have the right mix of technology, apps and solutions. Ongoing management, proactive supplies and service, and security audits make sure that clients have an efficient and secure workplace that adapts to changing business requirements



### Efficient Workplace

With Xerox® ConnectKey® Technology, you'll have powerful tools for ultimate control over every Workplace Assistant in your network, including the ability to set job limits, monitor usage and perform backup and restoration operations. You'll gain more control over costs, reduce strain on IT resources and improve overall performance in addition to improving ROI of the investment in the print infrastructure.

Set job limits with Xerox® Global Print Driver® and set material and energy-saving print parameters with Earth Smart Printing. You'll reduce waste and power consumption while improving visibility to end-user printer usage.

### Productive Employees

ConnectKey® Technology-enabled devices, combined with IWS, accelerate the paper-to-digital transformation. A large and growing library of downloadable apps helps to automate processes, saving time and improving workforce productivity. For example, single touch, cloud-connected apps allow users to scan directly to or from popular cloud-based repositories like Dropbox™ and Google Drive™ and Scan to/Print from Microsoft® Office 365®, transform paper documents to searchable PDFs right at the device or any other of the virtually unlimited options for hard-copy-to-digital document integration with proprietary and third-party document management systems like Xerox® DocuShare® and Microsoft® SharePoint®.

When it comes to mobile and cloud printing, ConnectKey® Technology gives mobile and virtual workers a wide range of secure options to work from anywhere, anytime, including easy print support from tablets and mobile phones with support for Android™ devices and Apple® AirPrint®.

## Secure Environment

You'll have comprehensive device, document and data security, with built-in protections that meet and exceed industry standards and government regulations.

Security measures include Encrypted Secure Print and Print Queue Deletion, Hard Disk Encryption and Disk Overwrite. Beyond on-device protections, your transmitted data is safer too, with Secure Email and Encryption, and powerful third-party protections like McAfee® whitelisting<sup>4</sup>.

## Gateway to New Possibilities

Multifunction printers built on Xerox® ConnectKey® Technology are more than devices. They are Workplace Assistants and the centerpiece of a workplace transformation and productivity ecosystem combining all the technologies, capabilities and extensibility you need to let your work—and work teams—flow.



## Easy, app-based functionality

ConnectKey® Technology brings an entirely new level of flexibility, efficiency and possibility to your workforce with both its native apps and those available through the Xerox AppGallery.

Native apps simplify print, scan and copy functions as well as provide access to contact lists and frequently used locations, while the AppGallery allows users to download serverless apps like Connect 2.0 for Dropbox™ and Connect 2.0 for Microsoft® Office 365® directly from the user interface.

With Xerox® AppGallery and Personalized Application Builder (PAB), Xerox partners can offer even more sophisticated levels of customization to automate your unique workflow requirements. (For Xerox channel partner customers. Xerox Direct sales customers should contact their sales executive for information on the Xerox® MFP Workflow App Customization Program.)

It all adds up to unlimited opportunities to streamline processes and improve productivity.

## Cloud Connected

In addition to the extreme productivity you'll gain from ConnectKey® and its mobile apps, our Xerox® Extensible Interface Platform® (an open architecture software platform available on all ConnectKey® Technology-enabled devices from entry level printers to large office multifunction printers) allows our partners and independent software developers to offer sophisticated solutions for document management, workflow automation, security and accounting.

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<sup>4</sup> AltaLink devices only

# Xerox Global Digital Support



Quick and effortless support... because time matters. Resolving issues in minutes versus hours.

Our products, software and services are designed **with minimum downtime for maximum productivity**. But when issues arise, we want you to connect with our support services via the best, fastest medium.

Global Digital Support offers a direct line to Xerox support through an integrated ecosystem of options that **puts you in control**. All it takes is for you to connect, click or communicate – you choose what works.

Our first priority is to get your devices back in working order in the fastest way possible to ensure we minimize any downtime.

## How does Xerox Global Digital Support work?

It's easy! When you experience a problem with a Xerox device, there are many options for a quick resolution.

- Access our online knowledge bases directly from the control panel of many of our devices.
- For quick solutions, videos, the latest drivers or FAQs, go directly to the Xerox Support and Drivers page: <https://www.support.xerox.com/>
- If you prefer to watch a video for help or learn more about our products, the Xerox YouTube channel is available at <https://www.youtube.com/xeroxsupport>
- You can join in the conversation and read what others are talking about in our blogs <https://atyourservice.blogs.xerox.com/> and communities at <http://forum.support.xerox.com/>
- Now you can also contact us via chat, either through our website <https://www.support.xerox.com> or via a modern mobile app – Xerox® Support Engage
- You can also call us directly and speak to a technical expert on the phone who will assist you in resolving your problems in minutes. If resolution is not possible digitally a service technician will be dispatched to your location for onsite service.

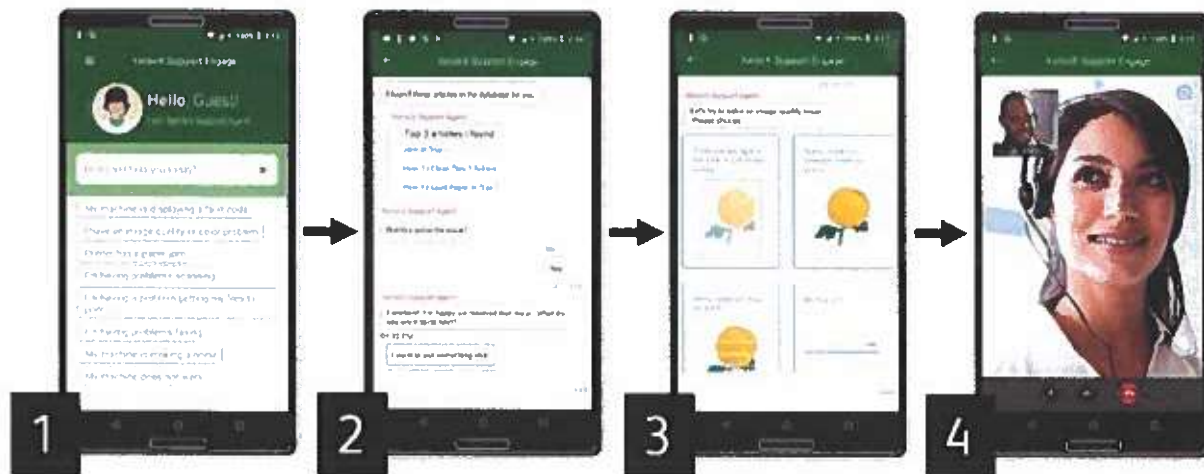
## What is the Xerox® Support Engage App?

Xerox® Support Engage is an end-to-end mobile application that provides customers direct access to Xerox support tools and resources, including chat and video calls with Digital Support Experts. Through a simple, conversational interface you can get answers for the range of Xerox devices right at the point of need.



## Xerox Support Engage offers:

- **A multilingual intelligent Digital Agent available 24x7.** Through a simple, intuitive interface, the Digital Agent will assist you with common questions, solutions search and guided resolution tools in 6 languages: English, German, French, Italian, Spanish and Portuguese.
- **Transfer to live Digital Support Experts.** Through the same interface, an algorithm will match you to the best available expert to handle your needs. The Expert will have access to a transcript of your digital journey so you will not have to repeat the same information.
- **Omnichannel communication.** For further real-time expert support and a richer experience, you can augment your live interaction with audio, one-way video or two-way video. The choice is yours!
- **If an on-site visit is required, the Digital Support Expert will share pertinent information with the on-site technicians, ensuring any time invested in problem-solving is leveraged.**



## Why is Global Digital Support a must-have for clients?

- **Improved Resolution Experience.** Customers experience a 50% improvement on resolution rate when they use the mobile app or the web above any other channel.

- **Faster Fix.** Less back and forth to the device for troubleshooting, and no wait time.
- **A Choice of Communication (text, audio and video).** Our digital support experts have a 30% better chance of resolving customer issues when using video – and the experience is richer.
- **Higher Responsiveness.** By leveraging the expertise of our Xerox staff and our full technical services knowledge base within seconds of connecting.

# References

## **Bay District Schools**

Contact – Jacqueline (Jackie) Dorman – 850-767-4208

We are currently managing over 125 Multifunction Printers in the district and have been a vendor of theirs since 1986.

## **City of Marianna**

Contact – Ron Swift – 850-718-1007

We are currently managing 8 Multifunction Printers since 2013.

## **City of Dothan**

Charlotte Langford – 334-615-3154

We are managing 12 Multifunction Printers and have been a vendor since 2010.

## **City of Chipley**

Contact – Patrice Tanner – 850-638-6350

We have had 6 Multifunction Printers in place since 2017.

## **City of Panama City Beach – 30 + years since 1986.**

# The Financial Proposal

Proposed System	36 Month Lease	Location
Xerox Altalink C8155	\$171.20	Copier 1
Xerox Altalink C8155	\$171.20	Copier 2
Xerox Altalink C8170	\$201.84	Copier 3
Xerox Altalink C8170	\$201.84	Copier 4

Cost Per Print Black & White - \$0.004 Per Print

Cost Per Print Color - \$0.039 Per Print

- Cost Per Print is applicable to ALL of the above devices
- All service and supplies except paper and staples are included in the above pricing and is fixed for the term of the lease
- There are no additional fees.

Monthly Lease Payment Copier 1	\$ <u>171.20</u>
• <b>Model</b> <u>Xerox Altalink C8155</u>	
Monthly Lease Payment Copier 2	\$ <u>171.20</u>
• <b>Model</b> <u>Xerox Altalink C8155</u>	
Monthly Lease Payment Copier 3	\$ <u>201.84</u>
• <b>Model</b> <u>Xerox Altalink C8170</u>	
Monthly Lease Payment Copier 4	\$ <u>201.84</u>
• <b>Model</b> <u>Xerox Altalink C8170</u>	

**4. Respondent to provide maintenance/service plan per copy cost for:**

Copier 1	Black	\$ <u>0.004</u>
	Color	\$ <u>0.039</u>
Copier 2	Black	\$ <u>0.004</u>
	Color	\$ <u>0.039</u>
Copier 3	Black	\$ <u>0.004</u>
	Color	\$ <u>0.039</u>
Copier 4	Black	\$ <u>0.004</u>
	Color	\$ <u>0.039</u>

**5. Respondent to provide monthly cost of other items not covered under the lease agreement or maintenance/service plan.**

\$ 0.00

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