

MEMORANDUM

July 28, 2011

TO: CITY MANAGER JUDIE ZIMOMRA
FROM: POLICE CHIEF WILLIAM TOMLINSON
RE: APPROVAL TO LEASE COPIER

Staff is requesting approval to lease a new copier, to replace the current Police Department copier which was destroyed by a lightning strike on 7-26-2011.

Approval of a 48-month lease of a Xerox WC5735 B/W copier on State of Florida contract for the Police Department that has copy, print and scan capabilities at a cost of \$145.10 per month fixed rate, \$0.0093 click charge. (This copier will replace an older copier owned by the City that was destroyed by a lightning strike. Funds are available in the FY 2010-2011 budget)

Date: Wednesday, July 27, 2011

Presented By:

Molly Perez

Senior Account Executive

Proposal prepared for: Jim Isom
City of Sanibel Police Dept.

Business Apps that Work...™



Office
Equipment



I.T.
Services



Managed
Print Services



Service &
Repair



Finishing
Equipment



Facilities
Maintenance

Wednesday July 27, 2011

City of Sanibel Police Dept.
Attn: Jim Isom
800 Dunlop Road
Sanibel, Florida 33957

Dear Jim:

DTOSI and Xerox Corporation will provide your business the latest innovation and technology, local service and support, and give you the freedom to focus on what matters most: your real day-to-day obligations.

The attached overview of our company and our proposed solution is provided to give you the opportunity to build on the overall productivity and cost-savings that our new products can provide for you. From the basic to the more complex, our team of tenured professionals is dedicated to providing you the best return on your equipment and your investment.

I look forward to working with you further, and if you have any questions or if anything is unclear, then please contact me.

Yours sincerely,

Molly Perez
Senior Account Executive

Who We Are

DTOSI is an Authorized Xerox Sales Agent and Dealer with offices on both the east and west coasts of Florida as well as Puerto Rico. **DTOSI** (dee-toss-E) has been providing document technology and services since 1997. As independent business people and exclusive representatives for Xerox, DTOSI can offer you the best of both worlds: The flexibility and responsiveness you'd expect from a local business entrepreneur combined with the power and resources of the recognized leader in the office products and document services business - Xerox Corporation, including:

- Local professional staff trained by Xerox with years of industry-related experience
- Genuine Xerox products, stocked locally and delivered from local warehouses
- Locally dispatched technicians with access to all Xerox engineering and service resources

After spending over 10 years working for Xerox and Xerox Agencies in Puerto Rico and Orlando, Gustavo Lopez was named the Authorized Xerox Sales Agent and Dealer for south Florida. Now with an extensive team from both the office products and printing industries, DTOSI can offer you a total office solution that can transform the way you work. After being a DTOSI customer himself for many years, Gary Sackel joined this management team in 2007 bringing an extensive complement of sales and manufacturing experience along with years of involvement with international Cruise Lines and Environmental Services.

Learn more about how you can benefit with a business relationship with DTOSI by visiting our website, or speaking with your account executive about our complete portfolio of products and services.

Why Xerox?

Xerox Corporation, with sales of \$22 billion, is the world's leading enterprise for business process and document management. Through its broad portfolio of technology, services and outsourcing offerings, Xerox provides the essential back-office support that clears the way for clients to focus on what they do best: their real business. Headquartered in Norwalk, Conn., Xerox provides leading-edge document technology, services, software and supplies for production and office environments of any size. Through ACS, A Xerox Company, which Xerox acquired in February 2010, Xerox also offers extensive business process outsourcing and information technology outsourcing services.

The company's operations are guided by customer-focused and employee-centered core values -- such as environmental sustainability, citizenship, diversity and quality – augmented by a passion for innovation, speed and adaptability.

- 1906 Year Founded
- 9400+ Active Patents
- \$880 Million Spent on RD&E in 2009

Local Chambers of Commerce

- Greater Fort Myers
- Naples
- Cape Coral
- Bonita Springs
- Marco Island
- South Florida

Enhanced Productivity

Intuitive ease of use, the ability to perform multiple tasks simultaneously, powerful productivity tools and easy-to-replace consumables help everyone to achieve more with less effort.

Concurrency

Xerox devices are equipped with an intelligent network controller that reduces bottlenecks at the front panel. This means, for example, that you don't have to wait for a print run to finish before you start a fax, copy or scan job.

Ease of Use

All functions can be accessed quickly and simply from the easy-to-learn touch-screen control panel. A clear and consistent control menu makes it easy for everyone to intuitively master even the most sophisticated functions, with no special training.



Print Around

Print Around increases productivity still further by managing the job queue for you. If a job has paused because additional resources are needed (more of a particular size or type of paper, for example), the jobs behind it are promoted to the front of the queue and are completed without delay.

EIP

EIP support means that you can run a variety of applications on your Xerox device integrating with your business applications and current workflows. The menu on the touch-screen display can be customized to support this. For example, an operator could be given the option to select 'Fax to Accounts Payable' or 'Scan to Order Processing' from the front panel. Different users, identified by their logon credentials, can be presented with different menus and options.

Scanning and Destinations

Scanning to a variety of destinations - either one at a time or several at once - is easy with a Xerox multifunction system. Network Scan, Scan to Mailbox, Scan to Email, Scan to Home and Scan to PC Desktop (optional) are all supported. You can also scan directly into a number of different file formats including searchable and password-protected PDFs.



Active Directory Control

Use active directory to provide various departments and groups access to certain features and personalized scanning workflows.



Dependable Security

Xerox WorkCentres are designed to protect your information from all forms of unauthorized access, whether deliberate or accidental. User authentication, password protection, encryption, image overwrite or 'file shredding', firewalls and more are all deployed to protect your documents from the moment they are created.



Common Criteria

The security features of all Xerox WorkCentres have been subjected to rigorous independent testing and validation in accordance with the internationally recognized Common Criteria certification process.



Device Security

Additional security for Xerox WorkCentre's can be provided through a number of features including:

- **User Authentication** - for restricting access to the WorkCentre's features and settings by validating user names and passwords.
- **Secure Access** - for magnetic or proximity card-based user authentication and logon.
- **Audit Log** - for tracking printing, scanning and network fax activities by user, time and date.
- **Restrict Job Detail Display** - for hiding job names when unauthenticated users view the job queue.



Hard Drive Security

The internal hard drive of the Xerox WorkCentre can be protected by two important security features. Files are encrypted as they are created, to prevent unauthorized access, and an image overwrite function can be set to automatically erase residual data by overwriting it with random values.



Network Security

Xerox devices are designed to be as secure as the rest of your network. A firewall restricts access via address and domain filtering, and by blocking the ports that are routinely targeted by hackers.

Digitally signed documents and encrypted emails are used to protect information in transit; the fax telephone line is isolated from the rest of the network and cannot be used to gain access, and support for various standards and protocols including IEEE 802.1, IPSec, IPv6 and HTTPS (SSL) gives excellent all-round protection



Improved Cost Control

Xerox provides multiple levels of accounting and job control capabilities to help you monitor and reduce running costs. A variety of tools are provided for restricting the use of color, setting print quotas and tracking usage.

Xerox Standard Accounting Software

Xerox Standard Accounting software makes it easy to keep track of how and when your MFPs are being used. It is a useful job-based accounting utility that creates reports about all print, copy, scan and fax events, complete with time stamps. The reports, which can be accessed across the network, make it easier to keep control of costs as well as helping you decide the optimum location for each machine.

Network Accounting

The Network Accounting function adds job-based accounting which can be integrated with various third-party accounting and billing solutions, which make it easy to reclaim costs from users.

Active Directory Color Control

This lets network administrators manage and assign color access permissions at a user and workgroup level, while making black and white available to everyone.

Programmable Drivers

With Xerox Programmable Drivers, administrators can lock out color access within the driver for anyone who is not authorized to use it.

Application Defaults

This feature reduces waste by letting you set the most appropriate default printer settings for individual applications ensuring, for example, that Microsoft PowerPoint slides are automatically printed in a landscape layout or Word documents are printed double-sided.



Easy Device Management

Xerox multifunction systems are not only easy to use but they're easy to manage, too. Xerox has developed a number of management tools to help you get the best out of your investment with the minimum time and effort.

Bidirectional Print Drivers

Bidirectional print drivers provide users with real time information about the system's consumable, paper and job queue status from their PC.

CentreWare Web

Xerox CentreWare Web software is a vendor-independent device management solution that can configure, monitor, manage and report on all of your networked printers and multifunction systems, regardless of their make. There's no need to leave your desk - everything is done from your workstation through browser-based wizards.



CentreWare Internet Services

CentreWare Internet Services run from a web page on the multifunction system. This lets you perform detailed status checks on the operation status and consumables levels, administer system settings, and manage access and accounting controls, all from any standard web browser.

Global Print Driver

The Xerox Global Print Driver saves time and effort by eliminating the need to download individual printer drivers. This lets users print to virtually any printer or multifunction printer, regardless of make or model.

Mobile Express Driver

The Xerox Mobile Express Driver is ideal for people who travel or work in multiple locations. With this versatile driver installed on your laptop you'll be able to print to almost any PostScript device on the network, including non-Xerox machines.

Equipment	Configuration	Term	State of Florida service plans	Pricing Includes all service and supplies(except for paper and staples)
Work Center 5735 Multifunctional unit	Work Center 5735 B/W 35 ppm b/w Copy/ Print/ Fax/ Scan to email and Scan to file Letter/Legal/Tabloid	36 Month \$183.21	Low volume Cost per print \$.0093 b/w	Fixed for the term
	Laser Technology Four Tray module with offset catch tray	48 Month \$145.10		State of Florida Contract
		36 Month \$229.21	Mid Volume Includes 5000k mo. allowance with overage billed \$.0093	All terms include delivery, installation, Analyst services and training included in leased price
		48 Month \$191.10		

- Pricing remains in effect through 6/20/2011

- **Contact information:**
Molly Perez
Senior Account Executive
T: 239.254.4444
E: Molly.perez@dtosi.com



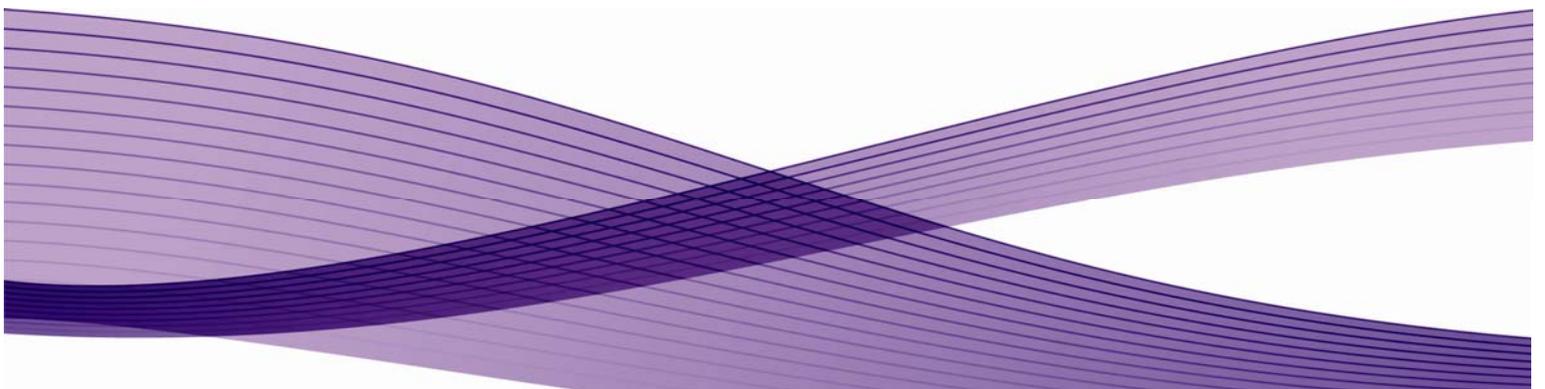
The Total Satisfaction Guarantee

Xerox offers a Total Satisfaction Guarantee that fully protects your decision! Quite simply, it's the best guarantee in the industry.

The Total Satisfaction Guarantee provides that, if you are not totally satisfied with any Xerox equipment, Xerox will, **at your request**, replace it without charge with an identical model or, at the option of Xerox, a model with comparable features and capabilities. Except for previously-installed equipment, the Total Satisfaction Guarantee is effective for three years following initial equipment delivery, unless the equipment is financed by Xerox for more than three years, in which case the Total Satisfaction Guarantee is effective during the entire term of the Xerox financing.

For previously-installed equipment, the Total Satisfaction Guarantee is effective for one year. The Total Satisfaction Guarantee is not available for equipment acquired for personal, household or family use, and it only applies to equipment that is continuously maintained by Xerox or its authorized representatives under a Xerox warranty or Xerox maintenance plan.

We make this offer to clearly demonstrate that our measure of quality is our Customers' Satisfaction.



Xerox Earns Fourth Consecutive J.D. Power and Associates Certification for Excellence in Customer Service



ROCHESTER, N.Y. -- Xerox Corporation (NYSE: XRX) has been recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience." This is the fourth consecutive year the company has achieved the esteemed certification for Excellence in Technology Service and Support.

"At Xerox, our mission is to become a trusted business partner with our customers by ensuring that they get the maximum value out of their Xerox products and solutions," said Bill Steen-burgh, senior vice president, Xerox Services. "One of the best ways to ensure that we satisfy our customers is to meet - and exceed - the rigorous standards that come with the J.D. Power and Associates certification."

The Certified Technology Service and Support Program was developed by J.D. Power and Associates and the Technology Services Industry Association and is one of the customer service industry's most prestigious recognitions. Qualified companies must first pass the TSIA's Excellence in Service Operations audit conducted by on-site technical support experts over six days. Xerox's success in the audit phase allowed the company to enter the second research phase conducted by J.D. Power and Associates auditors who surveyed over 1,000 Xerox customers. Those surveys solidified Xerox as a leader in providing customer support satisfaction in 2006, 2007, 2008, and now 2009.

"We continue to be impressed by Xerox technology and operational efficiency, but even more so the commitment and professionalism of the technical service technicians," said Eric Northcutt, vice president of Mailing Services, Time Customer Service, Inc. "From our perspective, the Xerox Services organization is the industry benchmark for customer service and support - and at the end of the day, that means we succeed." Earlier in 2009, Xerox Services was also awarded the Hall of Fame STAR Award from the TSIA for Lifetime Achievement for Service Excellence and the 2009 Aberdeen Industry Achievement Award for Service Excellence.

For more information about the 2009 J.D. Power and Associates Certified Technology Service & Support Program, developed in conjunction with the TSIA, visit www.jdpower.com or www.tsia.com.

Estimated Implementation Schedule

Date	Action	Person Responsible
7/27/2011	Present Proposal	DTOSI
8/15/2011	DTOSI rep engages any additional resources to support proposal (Analyst, Service, Software-related)	DTOSI
TBD	Customer approves agreement Space, electrical and wiring assurance	DTOSI/Customer
TBD	Agreement entered into Xerox System	DTOSI
10-15 days after order is approved	Equipment delivered by Ryder Logistics Delivery Service and/or Analyst support for installation and training	Ryder/DTOSI
10-15 days after install	Sales Manager follow-up to insure installation satisfaction Completion of installation/training	DTOSI
30 days after install	Follow-up meeting to maximize your Xerox equipment and the DTOSI partnership	DTOSI/Customer
90 days after install	90-day Account Review	DTOSI/Customer

Thank you for your consideration. We look forward to serving you

Business Apps that Work...



Office Equipment

From desktop printers as low as \$300 to Digital Web Presses, we have products and solutions for any budget or requirement. Our state-of-the-art portfolio of printers, multifunction systems and production presses will make your office staff more effective and improve your overall productivity. Our newest systems print in color at the cost of black and white, helping improve the effectiveness of your communications...All backed with a fully trained support staff and excellent customer service.



IT Services

Each of our clients has unique computer and/or networking needs. For expert advice on server installation and support, computer and network security, antivirus and internet security solutions, data backup and recovery, email server and mobile device support, computer and software training, software and hardware upgrade and installation, server installation, or multifunction device installation, we have highly trained and experienced consultants.



Managed Print Services

Our Managed Print Services helps you get control of your printing costs. First, we help you identify the costs. Next we make recommendations to improve your printing environment. Finally, we offer ongoing service and management to cover all of your existing printers at one low cost per page. The bottom line: you save money and reduce the IT hassle of managing printers.



Service & Repair

Experienced, professional technicians, timely response, one-time flat rate service and zero time/travel charges add up to your BEST CHOICE for copier, multifunction, fax or printer repair. Factory - training enables us to service various brands and helps you determine whether a Full Service Maintenance plan or just a one-time visit will be the most cost-effective. All technicians are employees, not sub-contractors. We know how important your equipment is to you and how much you rely on it to run your office effectively and efficiently.



Finishing Equipment

Whether you are looking for folders, cutters, creasers, slitters, laminators, digital envelope presses, photo book equipment, or equipment to compliment any digital printing need, DTOSI's Finishing Equipment division is here to serve you. Our success is based on long-term partnerships with the leading manufacturers in the industry, such as, Duplo, DocuBinder, MBM, and many others... Drawing on decades of industry-specific knowledge, we are able to deliver technologically advanced solutions that make the most of your investment.



Facilities Maintenance

Our partner company Enviro-Sense® is a leader in developing natural concentrated environmentally friendly cleaning products and equipment that provide you with proven innovative products that will work and give you results at the lowest cost-basis. These fine products were developed for all market segments; residential, commercial, institutional, governmental, marine and the cruise industry. Our comprehensive approach to facilities services provides the resources required for preventative, recurring, long-term, special event, and even emergency situations. Contact us to outsource one of our offered maintenance services, or outsource many, to take advantage of our professional value-added services and cost savings.