PURCHASE OF SERVICE AGREEMENT

THIS AGREEMENT ("Agreement") is made this 10th day of MARCH 2015, by and between the Adams County Board of County Commissioners, located at 4430 South Adams County Parkway, Brighton, Colorado 80601, hereinafter referred to as the "County," and Toshiba Business Solutions USA Inc., located at 1101 West 48th Avenue, Denver, Colorado 80221, hereinafter referred to as the "Contractor." The County and the Contractor may be collectively referred to herein as the "Parties".

The County and the Contractor, for the consideration herein set forth, agree as follows:

1. **SERVICES OF THE CONTRACTOR:**

   1.1. All work shall be in accordance with the attached RFP 2014.170, 2014.170 Addendum One, the Contractor's response to RFP 2014.170 attached hereto as Exhibit A, Master FMV Lease Agreement and Amendment attached hereto as Exhibit B, Assignment Notification attached hereto as Exhibit C, AIMS Maintenance Contract and Amendment attached hereto as Exhibit D and incorporated herein by reference. Should there be any discrepancy between Exhibits A, B, C, D and this Agreement, the terms and conditions of this Agreement shall prevail.

   1.2. Emergency Services: In the event the Adams County Board of County Commissioners declares an emergency, the County may request additional services (of the type described in this Agreement or otherwise within the expertise of the Contractor) to be performed by the Contractor. If the County requests such additional services, the Contractor shall provide such services in a timely fashion given the nature of the emergency, pursuant to the terms of this Agreement. Unless otherwise agreed to in writing by the parties, the Contractor shall bill for such services at the rates provided for in this Agreement.

2. **RESPONSIBILITIES OF THE COUNTY:** The County shall provide information as necessary or requested by the Contractor to enable the Contractor's performance under this Agreement.

3. **TERM:**

   3.1. Term of Agreement: Toshiba Business Solutions USA Inc. will be the primary provider of Multifunctional Printing Devices for two (2) years from the date of this Agreement.

   3.2. Extension Option: The County, at its sole option, may offer to extend this Agreement as necessary for up to three, one year extensions providing satisfactory service is given and all terms and conditions of this Agreement have been fulfilled. Such extensions must be mutually agreed upon in writing by the County and the Contractor.

4. **PAYMENT AND FEE SCHEDULE:** The County shall pay the Contractor for services furnished under this Agreement, and the Contractor shall accept full payment for those services at the prices contained in Exhibit A.

4.1. Payment pursuant to this Agreement, whether in full or in part, is subject to and contingent upon the continuing availability of County funds for the purposes hereof. In the event that funds become unavailable, as determined by the County, the County may immediately terminate this Agreement or amend it accordingly.

5. **INDEPENDENT CONTRACTOR:** In providing services under this Agreement, the Contractor acts as an independent contractor and not as an employee of the County. The Contractor shall be solely and entirely responsible for his/her acts and the acts of his/her employees, agents, servants, and subcontractors during the term and performance of this Agreement. No employee, agent, servant, or subcontractor of the Contractor shall be deemed to be an employee, agent, or servant of the County because of the performance of any services or work under this Agreement. The Contractor, at its expense, shall procure and maintain workers' compensation insurance as required by law. **Pursuant to the Workers' Compensation Act § 8-40-202(2)(b)(IV), C.R.S., as amended, the Contractor understands that it and its employees and servants are not entitled to workers' compensation benefits from the County. The Contractor further understands that it is solely obligated for the payment of federal and state income tax on any moneys earned pursuant to this Agreement.**

6. **NONDISCRIMINATION:**

6.1. **The Contractor shall not discriminate against any employee or qualified applicant for employment because of age, race, color, religion, marital status, disability, sex, or national origin. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices provided by the local public agency setting forth the provisions of this nondiscrimination clause. Adams County is an equal opportunity employer.**

6.1.1. The Contractor will cause the foregoing provisions to be inserted in all subcontracts for any work covered by this Agreement so that such provisions will be binding upon each subcontractor, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

7. **INDEMNIFICATION:** The Contractor agrees to indemnify and hold harmless the County, its officers, agents, and employees for, from, and against any and all claims, suits, expenses, damages, or other liabilities, including reasonable attorney fees and court costs, arising out of damage or injury to persons, entities, or property, caused or sustained by any person(s) as a result of the Contractor's performance or failure to perform pursuant to the terms of this Agreement or as a result of any subcontractors' performance or failure to perform pursuant to the terms of this Agreement.

8. **INSURANCE:** The Contractor agrees to maintain insurance of the following types and amounts:

8.1. Commercial General Liability Insurance: to include products liability, completed operations, contractual, broad form property damage and personal injury.

8.1.1. Each Occurrence:	$1,000,000
8.1.2. General Aggregate:	$2,000,000

8.2. Comprehensive Automobile Liability Insurance: to include all motor vehicles owned, hired, leased, or borrowed.

8.2.1. Bodily Injury/Property Damage: $1,000,000 (each accident)

8.2.2. Personal Injury Protection: Per Colorado Statutes

8.3. Workers' Compensation Insurance: Per Colorado Statutes

8.4. Professional Liability Insurance: to include coverage for damages or claims for damages arising out of the rendering, or failure to render, any professional services, as applicable.

8.4.1. Each Occurrence: $1,000,000

8.4.2. This insurance requirement applies only to the Contractors who are performing services under this Agreement as professionals licensed under the laws of the State of Colorado, such as physicians, lawyers, engineers, nurses, mental health providers, and any other licensed professionals.

8.5. Adams County as "Additional Insured": The Contractor's commercial general liability, comprehensive automobile liability, and professional liability insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured" and shall include the following provisions:

8.5.1. Underwriters shall have no right of recovery or subrogation against the County, it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses resulting from the actions or negligence of the Contractor.

8.5.2. The insurance companies issuing the policy or policies shall have no recourse against the County for payment of any premiums due or for any assessments under any form of any policy.

8.5.3. Any and all deductibles contained in any insurance policy shall be assumed by and at the sole risk of the Contractor.

8.6. Licensed Insurers: All insurers of the Contractor must be licensed or approved to do business in the State of Colorado. Upon failure of the Contractor to furnish, deliver and/or maintain such insurance as provided herein, this Agreement, at the election of the County, may be immediately declared suspended, discontinued, or terminated. Failure of the Contractor in obtaining and/or maintaining any required insurance shall not relieve the Contractor from any liability under this Agreement, nor shall the insurance requirements be construed to conflict with the obligations of the Contractor concerning indemnification.

8.7. Endorsement: Each insurance policy herein required shall be endorsed to state that coverage shall not be suspended, voided, or canceled without thirty (30) days prior written notice by certified mail, return receipt requested, to the County.

8.8. Proof of Insurance: At any time during the term of this Agreement, the County may require the Contractor to provide proof of the insurance coverage or policies required under this Agreement.

9. TERMINATION:

9.1. For Cause: If, through any cause, the Contractor fails to fulfill its obligations under this

Agreement in a timely and proper manner, or if the Contractor violates any of the covenants, conditions, or stipulations of this Agreement, the County shall thereupon have the right to immediately terminate this Agreement, upon giving written notice to the Contractor of such termination and specifying the effective date thereof.

9.2. For Convenience: The County may terminate this Agreement at any time by giving written notice as specified herein to the other party, which notice shall be given at least thirty (30) days prior to the effective date of the termination. If this Agreement is terminated by the County, the Contractor will be paid an amount that bears the same ratio to the total compensation as the services actually performed bear to the total services the Contractor was to perform under this Agreement, less payments previously made to the Contractor under this Agreement.

10. MUTUAL UNDERSTANDINGS:

10.1. Jurisdiction and Venue: The laws of the State of Colorado shall govern as to the interpretation, validity, and effect of this Agreement. The parties agree that jurisdiction and venue for any disputes arising under this Agreement shall be with Adams County, Colorado.

10.2. Compliance with Laws: During the performance of this Agreement, the Contractor agrees to strictly adhere to all applicable federal, state, and local laws, rules and regulations, including all licensing and permit requirements. The parties hereto aver that they are familiar with § 18-8-301, et seq., C.R.S. (Bribery and Corrupt Influences), as amended, and § 18-8-401, et seq., C.R.S. (Abuse of Public Office), as amended, and that no violation of such provisions are present. The Contractor warrants that it is in compliance with the residency requirements in §§ 8-17.5-101, et seq., C.R.S. Without limiting the generality of the foregoing, the Contractor expressly agrees to comply with the privacy and security requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

10.3. OSHA: The Contractor shall comply with the requirements of the Occupational Safety and Health Act (OSHA) and shall review and comply with the County's safety regulations while on any County property. Failure to comply with any applicable federal, state or local law, rule, or regulation shall give the County the right to terminate this agreement for cause.

10.4. Record Retention: The Contractor shall maintain records and documentation of the services provided under this Agreement, including fiscal records, and shall retain the records for a period of three (3) years from the date this Agreement is terminated. Said records and documents shall be subject at all reasonable times to inspection, review, or audit by authorized Federal, State, or County personnel.

10.5. Assignability: Neither this Agreement, nor any rights hereunder, in whole or in part, shall be assignable or otherwise transferable by the Contractor without the prior written consent of the County.

10.6. Waiver: Waiver of strict performance or the breach of any provision of this Agreement shall not be deemed a waiver, nor shall it prejudice the waiving party's right to require strict performance of the same provision, or any other provision in the future, unless

such waiver has rendered future performance commercially impossible.

10.7. Force Majeure: Neither party shall be liable for any delay or failure to perform its obligations hereunder to the extent that such delay or failure is caused by a force or event beyond the control of such party including, without limitation, war, embargoes, strikes, governmental restrictions, riots, fires, floods, earthquakes, or other acts of God.

10.8. Notice: Any notices given under this Agreement are deemed to have been received and to be effective: 1) Three (3) days after the same shall have been mailed by certified mail, return receipt requested; 2) Immediately upon hand delivery; or 3) Immediately upon receipt of confirmation that an E-mail was received. For the purposes of this Agreement, any and all notices shall be addressed to the contacts listed below:

Department: Adams County Information Technology
Contact: Kevin Beach
Address: 4430 South Adams County Parkway
City, State, Zip: Brighton, Colorado 80601
Phone: 720.523.6156
E-mail: kbeach@adcogov.org

Department: Adams County Purchasing
Contact: Benjamin DeRomanis
Address: 4430 South Adams County Parkway
City, State, Zip: Brighton, Colorado 80601
Phone: 720.523.6043
E-mail: bderomanis@adcogov.org

Department: Adams County Attorney's Office
Address: 4430 South Adams County Parkway
City, State, Zip: Brighton, Colorado 80601
Phone: 720.523.6116

Contractor: Toshiba Business Solutions
Contact: Jeff Feldman/John Kouri
Address: 1101 west 48th Avenue
City, State, Zip: Denver, Colorado 80221
Phone: 303.262.5851/303.262.5858
E-mail: jeff.feldman@tbs.toshiba.com
John.kouri@tbs.toshiba.com

10.9. Integration of Understanding: This Agreement contains the entire understanding of the parties hereto and neither it, nor the rights and obligations hereunder, may be changed, modified, or waived except by an instrument in writing that is signed by the parties hereto.

10.10. Severability: If any provision of this Agreement is determined to be unenforceable or invalid for any reason, the remainder of this Agreement shall remain in effect, unless otherwise terminated in accordance with the terms contained herein.

10.11. Authorization: Each party represents and warrants that it has the power and ability to enter into this Agreement, to grant the rights granted herein, and to perform the duties and obligations herein described.

11. CHANGE ORDERS OR EXTENSIONS:

11.1. Change Orders: The County may, from time to time, require changes in the scope of the services of the Contractor to be performed herein including, but not limited to, additional instructions, additional work, and the omission of work previously ordered. The Contractor shall be compensated for all authorized changes in services, pursuant to the applicable provision in the Invitation to Bid, or, if no provision exists, pursuant to the terms of the Change Order.

11.2. Extensions: The County may, upon mutual written agreement by the parties, extend the time of completion of services to be performed by the Contractor.

12. COMPLIANCE WITH C.R.S. § 8-17.5-101, ET. SEQ. AS AMENDED 5/13/08: Pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, *et. seq.*, as amended May 13, 2008, the Contractor shall meet the following requirements prior to signing this Agreement (public contract for service) and for the duration thereof:

12.1. The Contractor shall certify participation in the E-Verify Program (the electronic employment verification program that is authorized in 8 U.S.C. § 1324a and jointly administered by the United States Department of Homeland Security and the Social Security Administration, or its successor program) or the Department Program (the employment verification program established by the Colorado Department of Labor and Employment pursuant to C.R.S. § 8-17.5-102(5)) on the attached certification.

12.2. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

12.3. The Contractor shall not enter into a contract with a subcontractor that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

12.4. At the time of signing this public contract for services, the Contractor has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this public contract for services through participation in either the E-Verify Program or the Department Program.

12.5. The Contractor shall not use either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this public contract for services is being performed.

12.6. If the Contractor obtains actual knowledge that a subcontractor performing work under this public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall: notify the subcontractor and the County within three (3) days that the Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and terminate the subcontract with the subcontractor if within

three days of receiving the notice required pursuant to the previous paragraph, the subcontractor does not stop employing or contracting with the illegal alien; except that the Contractor shall not terminate the contract with the subcontractor if during such three (3) days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.

12.7. Contractor shall comply with any reasonable requests by the Department of Labor and Employment (the Department) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).

12.8. If Contractor violates this Section, of this Agreement, the County may terminate this Agreement for breach of contract. If the Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the County.

The remainder of this page is left blank intentionally.

IN WITNESS WHEREOF, the Parties have caused their names to be affixed hereto:

Board of County Commissioners

Chairman — Date: 3-10-15

Toshiba Business Solutions USA Inc.

Signature — Date: 3-9-15

Printed Name: JOHN KOURI — Title: SR VP/GM

Attest:

Stan Martin, Clerk and Recorder — Deputy Clerk

Approved as to Form: Adams County Attorney's Office

NOTARIZATION OF CONTRACTOR'S SIGNATURE:

COUNTY OF Adams)

STATE OF Colorado)**SS.**

Signed and sworn to before me this 9th **day of** March**, 2015,**

by John Kouri,

Notary Public.

CARI L JOHNSON
NOTARY PUBLIC
STATE OF COLORADO
Notary ID 19974012623
My Commission Expires 08/27/2017

My commission expires on: 8/27/2017

CONTRACTOR'S CERTIFICATION OF COMPLIANCE

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et.seq.*, as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et. seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

CONTRACTOR:

Toshiba Business Solutions, INC.

Company Name

3-9-15

Date

Signature

John Kouri

Name (Print or Type)

Sr. VP/GM Colorado

Title

Note: Registration for the E-Verify Program can be completed at: https://www.vis-dhs.com\employerregistration. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering

EXHIBIT A

A Request for Proposal Prepared for Adams County RFP # 2014.17 Managed Copier & Printer Services

A PARTNERSHIP FOR CUSTOMER SATISFACTION

By

Jeff Feldman

Senior Major Accounts Manager

Toshiba Business Solutions (USA), Inc
1101 West 48th Ave.
Denver, CO 80221

October 16, 2014

Toshiba Business Solutions (USA), Inc.
1101 West 48th Avenue
Denver, CO 80221

October 16, 2014

Ben DeRomanis
Purchasing Agent I
4430 South Adams County Parkway
4th Floor, C4000A
Brighton, CO 80601

Re: Toshiba Business Solutions Response to:
Adams County RFP 2014.17
Managed Copier & Printer Services

Dear Ben,

Toshiba Business Solutions (USA), Inc. (TBS/Toshiba) is very pleased to respond to the Adams County RFP 2014.170 and would like to thank you for extending us this opportunity. It is our sincere hope that this response conveys our ability to support the goals, initiatives, and vision of the County as well as highlight our extensive experience and successes in working with clients in the education sector.

Toshiba is a $64 billion global electronics manufacturer and recognized leader in the areas of multifunction device management, managed print services, document assessment and fleet optimization. We are firmly committed to the ideas of teamwork and partnership. As a team, and based on feedback from our customers, Toshiba engineering, sales, and services personnel work together to provide the best recommendations and solutions for our clients.

Our balanced approach will provide the County with a solution that strategically blends the most-effective combination of print technologies and services that will enable County staff to work more productively. Our program presents straightforward and valuable recommendations for effectively managing your equipment, maintenance and supplies. We are confident that after evaluation, you will conclude that our proposal represents an increased value and cost savings opportunity.

Toshiba looks forward to the County's review and implementation of the information we've provided. We welcome any questions or requests for further detail about our offering described herein. Toshiba stands ready to work with Adams County to implement a program that includes the highest quality, most reliable and technologically innovative products, services and the support of your Toshiba team.

Please feel welcome to contact John Kouri, Senior Vice President and General Manager, at 303-262-5858, or Jeff Feldman, Senior Major Accounts Manager, at 303-870-5503 at any time.

Best Regards,

Mark Downing
President, Western Region
Toshiba Business Solutions (USA), Inc.

Table of Contents

Cover Letter

Proposal Form ..... Tab 1

Mandatory Requirements ..... Tab 2

- Certification of Compliance
- Colorado Business License
- W-9 Form
- Certificate of Incorporation

Response to RFP ..... Tab 3

- 1 Recommended Solution
- 2. Experience
- 3. Cost
- 4. Value Added Features

Pricing ..... Tab 4

- Request for Proposal Pricing Form

Sample Implementation ..... Tab 5

- MPS Methodology

Sustainability ..... Tab 6

Bid Attachments ..... Tab 7

- Sample Reports
- Sample Lease and Maintenance Agreements
- Re-Rite Brochure
- Product Brochures

Toshiba Literature ..... Tab 8

TAB 1

PROPOSAL FORM

ADAMS COUNTY
COLORADO

PROPOSAL FORM
2014.170 Managed Print Services

VENDOR'S STATEMENT

I have read and fully understand all the special conditions herein set forth in the foregoing paragraphs, and by my signature set forth hereunder, I hereby agree to comply with all said special conditions as stated or implied. In consideration of the above statement, the following proposal is hereby submitted.

Please see Pricing Form
Written Amount

$ Please see Pricing Form
Amount

WE, THE UNDERSIGNED, HEREBY ACKNOWLEDGE RECEIPT OF

Addenda # 1
If None, Please write NONE.

Addenda #

Toshiba Business Solutions (USA), Inc.	October 14, 2014
Company Name	Date
1101 West 48th Avenue	
Address	Signature
Denver, Colorado 80221	Mark Downing
City, State, Zip Code	Printed Name
Denver	President, Western Region
County	Title
949-267-4200	949-453-3966
Telephone	Fax
mark.downing@tbs.toshiba.com	
E-mail Address	

TAB 2

MANDATORY REQUIREMENTS

CONTRACTOR'S CERTIFICATION OF COMPLIANCE

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et.seq.,* as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et. seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

CONTRACTOR:

Toshiba Business Solutions (USA), Inc.
Company Name

October 14, 2014
Date

Mark Downing
Name (Print or Type)

Signature

President, Western Region
Title

Note: Registration for the E-Verify Program can be completed at: https://www.vis-dhs.com\employerregistration. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering

DR 0140 (02/16/11)
DEPARTMENT OF REVENUE
DENVER CO 80261-0013

STATE RTD/CD
COLORADO

Must collect taxes for:

SALES TAX LICENSE

USE ACCOUNT NUMBER for all references	LIABILITY INFORMATION					ISSUE DATE			LICENSE VALID TO DECEMBER 31
	county	city	industry	type	liability date	month	day	year	
01290608-0001	01-0006-001			C	010111	Dec	27	13	2015

THIS LICENSE MUST BE POSTED AT THE FOLLOWING LOCATION IN A CONSPICUOUS PLACE: 1101 W 48TH AVE DENVER CO 80221

THIS LICENSE IS NOT TRANSFERABLE

TOSHIBA BUSINESS SOLUTIONS (USA) INC
9740 IRVINE BLVD
IRVINE CA 92618-1697

Barbara J Brohl
Executive Director
Department of Revenue

▲ **Detach Here** ▲

Letter Id: L2032106304

Important Verification Process

If you are new to Colorado sales tax visit: *www.Colorado.gov/revenue/salestaxbasics*

VERIFY that all information on your sales tax license is correct. Modify and update any errors you identify on the Internet through Revenue Online. **Access your tax account, file returns, submit payments, verify sales tax licenses and view sales tax rates through Revenue Online** at *www.Colorado.gov/RevenueOnline*

All the information you need to register is on this document; have it with you before you begin. Follow these easy steps.

1. Go to ***www.Colorado.gov/RevenueOnline***
2. Click on the **Sign Up (Individual or Business)** link on the right.
3. Click on **Continue**.

Now click on: **Enter Taxpayer Information**. Click on the down arrow in the Account Type list and select Other. Use the first 8-digits of the account number shown on your license. Complete the rest of the screen.

Next click on: **Enter Login Information** and complete the screen (this is information YOU get to create for the account).

Next click on: **Enter Account Information** and complete the screen.

Your Letter ID is: L2032106304

Then click the **Submit** button. You will see a confirmation page on your screen. You should receive a confirmation email from the Colorado Department of Revenue. If you do not, check your Junk email folder. Once you have your Authorization Code return to Revenue Online via the link in your email. Enter the Login ID and Password you created.

1. Click on the **Login** button.
2. Enter the Authorization Code from your email (first time only).
3. Click Login. You should then be in your account. NOTE: If you have additional tax types registered under the same Account Number, such as withholding, you will be able to view those tax types through the account. You do not need to create separate Login IDs and Passwords for each tax in your account.

Filing Returns

To file a return, go to Revenue Online (*www.Colorado.gov/RevenueOnline*). You must file a return for each reporting period. If you have no tax to report, file a "**zero**" return. Tax reporting and payment are your responsibility. To avoid late penalties and interest, file online on or before the due date. If you discontinue sales, you may close your business location through Revenue Online.

Learn more and avoid unnecessary errors by attending our **free sales tax classes!** Sign up at *www.TaxSeminars.state.co.us*

Form **W-9**
(Rev. August 2013)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
Toshiba Business Solutions (USA), Inc.

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification:
☐ Individual/sole proprietor ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶

☐ Other (see instructions) ▶

Exemptions (see instructions):
Exempt payee code (if any)
Exemption from FATCA reporting code (if any)

Address (number, street, and apt. or suite no.)
9740 Irvine Blvd.

Requester's name and address (optional)

City, state, and ZIP code
Irvine, CA 92612-1485

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
☐☐☐ - ☐☐ - ☐☐☐☐

Employer identification number
3 3 - 0 6 2 2 3 0 9

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below), and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here Signature of U.S. person ▶ Scott Maccabe, President & CEO Date ▶ 12/6/13

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. The IRS has created a page on IRS.gov for information about Form W-9, at *www.irs.gov/w9*. Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

Delaware

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF OWNERSHIP, WHICH MERGES:

"THE BUSINESS EQUIPMENT GROUP, INC.", A NEVADA CORPORATION,

"BUSINESS METHODS, INC.", A NEW YORK CORPORATION,

"CANDLE BUSINESS SYSTEMS, INC.", A NEW YORK CORPORATION,

"CONNECTED OFFICE PRODUCTS, INC.", A PENNSYLVANIA CORPORATION,

"COPYCO, INC.", A FLORIDA CORPORATION,

"FKM BUSINESS EQUIPMENT INCORPORATED", A CALIFORNIA CORPORATION,

"HAWAII BUSINESS EQUIPMENT, INC,", A HAWAII CORPORATION,

"HOTZ BUSINESS SOLUTIONS, INC.", A MISSOURI CORPORATION,

"MBA OF CALIFORNIA, INC.", A NEVADA CORPORATION,

"OFFICE COMMUNICATIONS SYSTEMS, INC.", A TEXAS CORPORATION,

"OFFTECH, INC.", A MASSACHUSETTS CORPORATION,

"STRINGER BUSINESS SYSTEMS, INC.", A MINNESOTA CORPORATION,

"TRIPLE M BUSINESS PRODUCTS, INC.", A KENTUCKY CORPORATION,

WITH AND INTO "TOSHIBA BUSINESS SOLUTIONS (USA), INC." UNDER THE NAME OF "TOSHIBA BUSINESS SOLUTIONS (USA), INC.", A

Jeffrey W. Bullock, Secretary of State

2409522 8100M

AUTHENTICATION: 8395633

101143549

DATE: 12-02-10

You may verify this certificate online at corp.delaware.gov/authver.shtml

Delaware

The First State

CORPORATION ORGANIZED AND EXISTING UNDER THE LAWS OF THE STATE OF DELAWARE, AS RECEIVED AND FILED IN THIS OFFICE THE SECOND DAY OF DECEMBER, A.D. 2010, AT 4:58 O'CLOCK P.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE EFFECTIVE DATE OF THE AFORESAID CERTIFICATE OF OWNERSHIP IS THE FIRST DAY OF JANUARY, A.D. 2011.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.

Jeffrey W. Bullock, Secretary of State

2409522 8100M

AUTHENTICATION: 8395633

101143549

DATE: 12-02-10

You may verify this certificate online at corp.delaware.gov/authver.shtml

CERTIFICATE OF OWNERSHIP AND MERGER

MERGING

THE BUSINESS EQUIPMENT GROUP, INC.
BUSINESS METHODS, INC.
CANDLE BUSINESS SYSTEMS, INC.
CONNECTED OFFICE PRODUCTS, INC.
COPYCO, INC.
FKM BUSINESS EQUIPMENT INCORPORATED
HAWAII BUSINESS EQUIPMENT, INC.
HOTZ BUSINESS SOLUTIONS, INC.
MBA OF CALIFORNIA, INC.
OFFTECH, INC.
OFFICE COMMUNICATIONS SYSTEMS, INC.
STRINGER BUSINESS SYSTEMS, INC.
TRIPLE M BUSINESS PRODUCTS, INC.

WITH AND INTO

TOSHIBA BUSINESS SOLUTIONS (USA), INC.
(Pursuant to Section 253 of the General Corporation Law of the State of Delaware)

Toshiba Business Solutions (USA), Inc., a Delaware corporation (the "Company"), does hereby certify to the following facts relating to the merger (the "Merger") of The Business Equipment Group, Inc., Business Methods, Inc., Candle Business Systems, Inc., Connected Office Products, Inc., Copyco, Inc., FKM Business Equipment Incorporated, Hawaii Business Equipment, Inc., Hotz Business Solutions, Inc., MBA of California, Inc., Offtech, Inc., Office Communications Systems, Inc., Stringer Business Systems, Inc., and Triple M Business Products, Inc., (the "Subsidiaries"), with and into the Company, with the Company remaining as the surviving corporation under the name of Toshiba Business Solutions (USA), Inc.:

FIRST: The Company is incorporated pursuant to the General Corporation Law of the State of Delaware (the "DGCL"). The Subsidiaries are incorporated under the laws of the following jurisdictions:

(i) The Business Equipment Group, Inc., a Nevada corporation;
(ii) Business Methods, Inc., a New York corporation;
(iii) Candle Business Systems, Inc., a New York corporation;
(iv) Connected Office Products, Inc., a Pennsylvania corporation;
(v) Copyco, Inc., a Florida corporation;
(vi) FKM Business Equipment Incorporated, a California corporation;
(vii) Hawaii Business Equipment, Inc., a Hawaii corporation;
(viii) Hotz Business Solutions, Inc., a Missouri corporation;
(ix) MBA of California, Inc., a Nevada corporation;
(x) Offtech, Inc., a Massachusetts corporation;
(xi) Office Communications Systems, Inc., a Texas corporation;
(xii) Stringer Business Systems, Inc., a Minnesota corporation; and
(xiii) Triple M Business Products, Inc., a Kentucky corporation.

State of Delaware
Secretary of State
Division of Corporations
Delivered 04:58 PM 12/02/2010
FILED 04:58 PM 12/02/2010
SRV 101143549 - 2409522 FILE

SECOND: The Company owns all of the outstanding shares of each class of capital stock of the Subsidiaries.

THIRD: The Board of Directors of the Company, by the following resolutions duly adopted on November 15, 2010, determined to merge the Subsidiaries with and into the Company pursuant to Section 253 of the DGCL:

WHEREAS, Toshiba Business Solutions (USA), Inc., a Delaware corporation (the "Company") owns all of the outstanding shares of capital stock of The Business Equipment Group, Inc., a Nevada corporation, Business Methods, Inc., a New York corporation, Candle Business Systems, Inc., a New York corporation, Connected Office Products, Inc., a Pennsylvania corporation, Copyco, Inc., a Florida corporation, FKM Business Equipment Incorporated, a California corporation, Hawaii Business Equipment, Inc., a Hawaii corporation, Hotz Business Solutions, Inc., a Missouri corporation, MBA of California, Inc., a Nevada corporation, Offtech, Inc., a Massachusetts corporation, Office Communications Systems, Inc., a Texas corporation, Stringer Business Systems, Inc., a Minnesota corporation, and Triple M Business Products, Inc., a Kentucky corporation. (the "Subsidiaries"); and

WHEREAS, the Board of Directors of the Company has deemed it advisable that the Subsidiaries be merged with and into the Company pursuant to Section 253 of the General Corporation Law of the State of Delaware.

RESOLVED, that the Subsidiaries be merged with and into the Company (the "Merger").

RESOLVED FURTHER, that by virtue of the Merger and without any action on the part of the holder thereof, each then outstanding share of common stock of the Subsidiaries shall be canceled and no consideration shall be issued in respect thereof.

RESOLVED FURTHER, that by virtue of the Merger and without any action on the part of the holder thereof, each then outstanding share of common stock of the Surviving Company shall remain outstanding and unchanged.

RESOLVED FURTHER, that by virtue of the Merger, the Company assumes all liabilities and obligations of the Subsidiaries.

RESOLVED FURTHER, that the appropriate officers of the Company be, and each of them hereby is, authorized, empowered and directed by and on behalf of the Company and in its name to execute, acknowledge and deliver a certificate of ownership and merger for the purpose of effecting the Merger and to file the same in the office of the Secretary of State of the State of Delaware, and to do all other acts and things that may be necessary to carry out and effectuate the purpose and intent of the resolutions relating to the Merger.

FOURTH: The Company shall be the surviving corporation of the Merger.

FIFTH: The Certificate of Incorporation and the Bylaws of the Company as in effect immediately prior to the effective time of the Merger shall be the Certificate of Incorporation and Bylaws of the surviving corporation.

SIXTH: The Merger is to become effective on January 1, 2011.

IN WITNESS WHEREOF, the Company has caused this Certificate of Ownership and Merger to be executed by its duly authorized officer this 15 day of November, 2010.

TOSHIBA BUSINESS SOLUTIONS (USA), INC.

By: _____
T. Jason White, Secretary

TAB 3
RESPONSE TO RFP 2014.17

Tab 3 - Response to RFP

1. Recommended Solution

a. Provide detailed information on your proposed approach, interpretation of project and concept as described

Toshiba's migration and implementation process for Adams County will be a collaborative effort designed specifically to integrate our new devices seamlessly into your current environment, as well as utilize existing authorized assets. We realize the implementation process is an important concern, and we will work to effect a smooth and seamless transition across all designated sites.

Toward that mutual goal, the Toshiba Team will meet with Adams County to discuss roles and responsibilities. Toshiba is responsible for machine setup, testing, connecting the MFD to the network as well as training end users. Drawing upon our extensive experience with multiple-site implementations, we will develop a comprehensive plan that addresses these critical areas:

Project Plan

Upon award, we will identify such items as current deployed assets, equipment configurations, proposed needs, space requirements, and electrical network drops availability. Once the information is gathered, TBS and Adams County will jointly develop a master implementation schedule. When developing the schedule, the Implementation Team will validate environment dynamics and requirements, ensuring power and network connectivity, and taking into account any physical challenges (elevator size, hallway width, stairways, loading docks, etc.) that may affect installation. The project drawings will specifically detail each area, including which machine goes in which room, location in the room and location of the network drop, to minimize any business distraction.

When finalized, the implementation plan coordinates service teams to help identify machine setup requirements and develop your training plans and materials. All work will be performed to ensure there is little or no disruption to your flow of business.

Toshiba Representatives

The rollout and deployment of Toshiba devices will be administered by an implementation team comprised of experienced individuals who have participated in successful deployments for other major accounts. This team will ensure that all elements of the transition are met within the predetermined timeframe, as well as assist with the day-to-day activities of the County account. The implementation team will be led by Jeff Feldman, Senior Major Accounts Manager who will be your primary focal point throughout the engagement. Jeff will support every aspect of the implementation process, coordinate local support, and

facilitate the account review process. Jeff will also monitor and measure the business relationship between the parties, establish direction and priorities for the relationship, and act as a final decision board for escalated problems.

Larry Smith, VP of Service will be responsible for ensuring that local site installation and training schedules are met, invoices are timely and accurate, parts and supplies are available, service and maintenance is timely, and to manage all other customer issues. He will provide strategic account representation, participate in quarterly account reviews and engage the national service provider network as required to support county facilities.

Throughout the term of this agreement, this team will be supported by locally-based service, IT, operations, contracts, product marketing and others who will ensure their respective areas of the contract are being met.

Additionally, Toshiba has an expert team of Print Management Analysts ready to employ our Six Sigma Encompass methodology and tools to drive client fleet optimization. Specifically, these Analysts will leverage their experience to assess customer locations, analyze fleet spend, and discover opportunities to drive efficiencies and technology enhancements across the client organization. The team will work closely with Toshiba's account team in helping the County achieve greater fleet efficiency and enhanced productivity.

Communication

TBS will work with the County to develop a formal implementation plan, clearly articulating deliverables, roles, responsibilities, timeframes and other critical elements to ensure an efficient rollout. Our communication strategy includes identifying the key stakeholders at all levels of your organization. Additionally, we also suggest that our clients assign a project manager and champion internally for our team to interface.

During the initial kick-off meeting, the primary objectives will be the TBS team introduction, scope review, confirmation of roles and responsibilities, determination of implementation preferences, development of the high-level implementation plan, and finalizing first steps. The team will work in collaboration with the county through tough implementation decisions, such as balancing implementation priorities and identifying machines in mission critical areas.

Throughout the transition, Adams County representatives will be kept apprised of transition timelines and progress. Any adjustments to transition schedules to accommodate your business operations will be made to the maximum extent practical.

Operational

It is during the operational phase when the planning, communication and system configuration come together. Prior to installation, service technicians will perform on-site testing of each machine to verify proper functionality and device configuration according to

customer set-up criteria. We will specifically take into account the county's existing infrastructure and software applications to ensure special printing requirements and security concerns are addressed. During this critical phase, technical and IT support personnel stand by, either on-site or via phone, to resolve any installation-related issues. After product has been installed and tested, an authorized County repersentative will sign a Customer Acknowledgement Form verifying receipt of equipment in proper working order; Adams County will retain a copy of the form for its records.

User Training

It is important that end users receive well-timed training sessions, both live and web-based. During the Implementation period, Toshiba's trained professionals will provide MFD Basic Operator Training and Key Operator Training that will be easy to understand. Instructional tools include a User's Manual and Operating Instructions. Initial training sessions are generally conducted within two weeks of delivery of new Toshiba devices, at no additional cost. An Operating Instructions poster can be placed near the device to help walk end-users though the process of performing common tasks, thereby increasing their comfort level with the new device. Toshiba also offers online self-paced training for current e-STUDIO products so that end users can familiarize themselves with product functionality at their own pace. The Toshiba training website (http://www.expert-academy.net) provides further product training.

Consumable Reordering

Each Toshiba MFP is delivered with an initial supply of supplies and toner. Thereafter, the County will have access to our secure, online portal, Global Services Portal, to reorder supplies and toner online. (Our toll free number also is available for ordering.) Each device will have a Toshiba asset tag that will identify the device, its location, and the consumable supplies associated with the product. When a user requires supplies such as toner, they will access GSP and enter the asset tag associated with the device. The portal will identify the device and associated supplies, and the user will indicate which items they need. The user confirms the address and submits the order for fulfillment. The process is simply for your authorized contact to notify us that your machine is low on toner and another cartridge is ordered and delivered to you at zero cost. Routine delivery is typically 1 business day.

Using Toshiba's e-remote monitoring tools, the County's key operator can remotely monitor the status of all Toshiba MFPs including consumable levels situations such as consumable and paper levels, paper jams, or service related conditions.

Change Management

Toshiba's approach to change management is based on careful planning, clear concise communication, and sensitivity to those affected by the changes. We work closely with administration, department heads and users alike to develop a comprehensive communication plan that announces Toshiba as the new vendor, details our transition

strategy and schedules, and promotes the features and benefits of our program. We host sessions to ensure the staff understands how the program affects them and the process to ensure prompt resolution of any problems. Furthermore, we help each department manage the transition and end user training to ensure it is a seamless and positive experience. We work resolutely to turn each challenge into a positive learning experience.

We recognize that Adams County has many different cultures, and managers and users alike need to understand how this shift to a new product will affect their daily business. We are sensitive to these challenges and will work closely with the County to develop a comprehensive communication plan that announces Toshiba as the new vendor, details our transition strategy and schedules, and promotes the features and benefits of our products and services. Toshiba recommends the use of communication templates for enterprise environment change. The following would be key focal points we aim to achieve while planning Client Change Management:

- Executive sponsorship
  - Why you are doing it
  - What to expect
- Print Policy
- Communicate at every key phase
  - Assessment
  - Device install / removals
- Brand the initiative
  - Cost savings
  - Green initiative
- Celebrate successes
  - Savings
  - Testimonials

To ease the transition to a new environment, during Implementation we will develop tailored communication such as inter-office memorandums, introduction letters, instructional materials, e-learning, and a SharePoint resource website.

Customized for Adams County

We understand no two organizations, or departments, are exactly the same. Our program is non-intrusive, customizable and flexible. Toshiba will collaborate with the individual department representatives to develop a program that will meet their needs, consistent with the County's overall initiatives and goals. We will consider the various aspects of our partnership program, including output device selection/placement, security requirements, sustainability goals, administrative/regulatory requirements, and other components as they relate to your goals outlined in RFP# 2014.170. The bottom line is that it is important to understand your culture so we can develop a program that complements your overall objectives and can truly help generate improvements within the Adams County framework.

b. Project Schedule

- List of major milestones and target dates for completion (i.e. Day 0 = Start, Day +X = Kickoff)

  We have enclosed a Sample Implementation Plan and Schedule under Tab 5 that depict how the implementation may likely occur. As part of our planning process, Toshiba will work with Adams County to develop a specific implementation plan, clearly articulating deliverables, roles, responsibilities, timeframes and other critical elements to ensure an efficient rollout.

- Vendor to provide a Project Timeline to include Vendor performance benchmarks

  Please see the Sample Project Plan and Schedule for Adams County under Tab 5 of this proposal.

c. Provide detailed information on the quality and performance of the equipment proposed

Easy to Use ● Fast and Reliable ● Seamless Integration ● Scalable ● Secure
Eco Friendly ● Section 508 Compliant

You can expect all of this, and more, from your Toshiba MFP. Each comes with our exclusive e-BRIDGE Open Platform architecture that integrates copy, print, scan, fax and networking capabilities in one single board. This unified design shares system resources to control multiple functions and efficiently process information. Print, and copy and fax jobs are spooled to the e-BRIDGE hard disk drive and queued for output. Copy jobs are scanned ahead, freeing the scan functionality for additional copy or scanning tasks.

Consistently recognized for innovation, quality and technological excellence, Toshiba has garnered more than 200 industry awards in performance, technical achievement and business efficiency from respected organizations such as Better Buys for Business, BLI, Industry Analysts, Inc., BERTL, Channel's Choice, CIO Magazine, and others. We are a 13-time winner of BTA's "Most Favored Manufacturer" and eight-time winner of Marketing Research Consultant's "Copier Manufacturer of the Year" award. In 2013, our e-STUDIO5055c Series was an Editor's Choice in the Better Buys for Business color multifunction category, while our e-STUDIO407CS Series was an Editor's Choice in the Better Buys for Business color copier category!

Easy to Use

Toshiba develops worker-friendly MFPs that are easy and convenient to operate and can be used safely and securely. The easy-to-use touch panel walks users through the basic functions, print, copy, fax and scan, with more in depth user training available for key operators or online. The panel also displays the machine's status conditions in messages and/or graphics, such as add paper, toner near empty, add toner, empty hole punch waste, time for periodic maintenance, call for service, power failure, etc. The Job Status light on the touch panel will start blinking if more attention is required. Additional instructions are available at a touch to walk users through changing toner or clearing a paper jam. The Counter button on the MFP touch panel allows you to display the number of copies, prints, scans, and faxes by color, black and white, or total.

All of Toshiba's products are built upon technologies and design concepts of the previous generation. This essentially prevents any single family of Toshiba products from being rendered obsolete overnight by the introduction of a new range of models. This approach also makes the introduction of new models a smooth and logical transition in the eyes of the end user by giving them a nearly identical look and feel.

Fast and Reliable

The total quality of our document imaging products ensures that your specific print, copy, scan and fax requirements are met with outstanding speed and reliability. All Toshiba products undergo rigorous testing by independent testing laboratories and have demonstrated excellent to outstanding performance and reliability.

Toshiba-exclusive re-buildable service modules are valuable and differentiating design features which allow periodic maintenance to be carried out in minutes rather than hours. This process refers to building MFP parts prior to service, then simply replacing them as a whole rather than tearing down and rebuilding the machine. When you replace these modules during periodic maintenance, you are essentially refreshing the entire imaging system. Contained in these modules are the items that need to be replaced most often to ensure optimal image quality and system performance. Each of the service modules is designed to go the entire span of the periodic maintenance interval. This minimizes end user service intervention and helps reduce down time and costs.

Seamless Integration

Toshiba's print capabilities in the areas of print platform integration and interoperability across various operating systems vary from small desktop devices to network MFPs to providing high-volume output for corporate data centers. We support most operating systems and print environments, including all popular mobile devices. Our devices connect to popular document management systems such as SharePoint, DocuWare, Drivve, FileNet,

Oracle or most any type of file sharing system. Again, the open-integration toolset allows us to capture data and package it with .xml data that can be translated and deposited to most any system.

Scalable Design

In large environments, scalability is an extremely important factor in choosing your product. The modular features and expandable open architecture of Toshiba MFPs make them a flexible, cost-effective copier that can be modified with a variety of add-on accessories. Scalable design allows you to create a customized document imaging system that can be upgraded for complete network connectivity to meet your changing business and office productivity needs.

Secure

Our extensive government experience has given us first-hand exposure to the stringent security required for your imaging products. Toshiba MFPs have built-in security features that address the requirements of government regulations such as GLB Act (Gramm-Leach-Bliley), SOX Act (Sarbanes-Oxley), FERPA: Family Education & Privacy Act, Common Criteria Evaluation, and Department of Defense (DoD). Toshiba's e-BRIDGE technology controls access to both the device and data; provides data tracking and accountability; and establishes and controls data integrity. Other features such as network authentication, password-initiated private printing, and administrative password enhancements help protect the privacy of records and confidential information, along with department codes designed to track data and usage.

All of our e-BRIDGE products come standard with encryption technologies and data overwriting capabilities. Utilizing, Self Encrypting Drive (SED) technology with 256 bit AES Encryption and Automatic Drive Invalidation (ADI), the hard disk drive is rendered useless if removed and an attempt is made to read the data on the hard disk drive. AES is a U.S. government-approved cryptographic algorithm that is recommended by the National Institute of Standards and Technology (NIST).

Eco Friendly

Toshiba incorporates sustainability into all of our products and business practices. We have made great strides in reducing emissions and noise, lowering power consumption, and expanding recycling. Our products are Energy Star Tier 2 rated and are equipped with Energy Saver and Sleep modes that reduce power consumption when not in use. This automatic shut-off can result in more than a 60% reduction in annual electricity costs. Our free cartridge recycling program keeps your used imaging consumables out of landfills.

To further underscore our commitment to designing and delivering environmentally friendly products, most Toshiba e-STUDIO multifunction products have achieved EPEAT (Electronic Product Environmental Assessment Tool) Bronze certification. The EPEAT system rates products on a lifecycle basis and considers, among other things, its absence of toxic substances, its use of recycled and recyclable

materials, and its design for recycling, product longevity, energy efficiency, corporate performance and packaging.

Toshiba invests over six percent (over $3.2 billion in 2013) of its annual revenue to R&D, with a global innovation network of R&D centers in Japan, Europe, US, and China. The global research activities are managed and integrated so as to ensure all the research sites collaborate while, at the same time, remain attuned to their local markets. The direct result of this massive infusion of capital is new technology and higher quality products and services.

Section 508 Compliant

Toshiba is dedicated to ensuring our products are usable by all persons and comply to the fullest extent with Section 508 of the Rehabilitation Acts of 1998. We continually invest in making our products more accessible and easier to use for visual and hearing impaired as well as mobility impaired individuals. Features vary by model, however, all models include tilting control panels and audible beep options that can assist in letting the user know a selection has been made. Another feature includes the ability to change the screen from negative to positive to assist in viewing.

Many of Toshiba MFPs come standard with features that improve use and access by individuals with disabilities, such as:

- **Reversible Negative/Positive LCD front panel** – By reversing the front panel color scheme, some users may find the LCD screen easier to read. This is ideal for users with certain vision impairments. Also, the front panel is full color which may be easier to read than monochrome.
- **Quick Key** – A unique Quick Key can be activated by technicians to provide access to the MFP's most popular features in large easy-to-read buttons on the front panel.
- **Tilted Control Panel** – The front panel is tilted at such an angle as to facilitate viewing from a low height. The screen's brightness and contrast is also adjustable.
- **Larger Front Panel Buttons** – The hard key buttons are notably larger making them not only easier to see, but easier to select with less precision. As well, the hard panel buttons have embossed symbols on them making them easier to identify by those with vision impairments.
- **Easy Access Drawers** – The drawers are uniquely designed to facilitate opening by grabbing the handles from above or below each drawer. This particularly addresses the needs of users that may be wheelchair bound.
- **Easy Access Input/Output** – The unique shape of the Reverse Automatic Document Feeder (RADF) and the finisher exit trays enables the easy loading and retrieval of originals. As well, the height of the finisher exit trays simplifies retrieving copied sets.
- **Audible Beep Signals** – The MFP can be configured to audibly beep upon the selection of any setting to inform the user that the selection has been made.

d. Provide detailed information on what equipment would need to be procured for this project

TBS has evaluated your current fleet requirements and is proposing 48-month lease pricing for the replacement of your current fleet of multi-functional devices with high performing Toshiba multifunction products. Our devices are built for increased processing power and speed, allowing concurrent print, copy, scan and fax jobs as well as enabling a range of capabilities that will enhance control and security. Our proposed equipment is shown in the table below.

Proposed Model	Type	Speed
Toshiba e-STUDIO257	Black & White	25 ppm
Toshiba e-STUDIO307	Black & White	30 ppm
Toshiba e-STUDIO357	Black & White	35 ppm
Toshiba e-STUDIO457	Black & White	45 ppm
Toshiba e-STUDIO507	Black & White	50 ppm
Toshiba e-STUDIO557	Black & White	55 ppm
Toshiba e-STUDIO657	Black & White	65 ppm
Toshiba e-STUDIO757	Black & White	75 ppm
Toshiba e-STUDIO857	Black & White	85 ppm
Toshiba e-STUDIO2505F	Black & White Desktop	25 ppm
Toshiba e-STUDIO3055C	Color	30 ppm Color/ 30 ppm B&W
Toshiba e-STUDIO3555C	Color	35 ppm Color/35 ppm B&W
Toshiba e-STUDIO5055C	Color	50 ppm Color/50 ppm B&W

e. Provide detailed information on maintenance, supply and repair services

TBS is committed to providing all of the County's facilities with a superior service experience. As a manufacturer we have the knowledge and tools support Adams County facilities with one of the most comprehensive support mechanisms in the industry that includes:

Our service model will provide the County a **single vendor-managed solution** that combines the flexibility of a local operation backed by the strength of a manufacturer. Through this model, we can provide clients with exceptional sales, service, marketing, technical support expertise and ongoing communication around process improvement at all of your locations. This structure has been responsible for the successful management of local Government and Colorado school districts including The City and County of Denver, The City of Lakewood, The City of Brighton, Academy School District 20, Adams County School District 50, Adams 12 Five Star Schools and St. Vrain Valley School District.

TBS takes pride in providing a local touch to our customers. We are committed to providing all the County's facilities with a superior service experience. As a manufacturer we have the

knowledge and tools support your office and facilities with one of the most comprehensive support mechanisms in the industry that includes:

Service Call Resolution and Completion

We will provide service and support through a locally based factory trained and certified service technician who will be dedicated to Adams County facilities. Technicians have, on average, over 12 years of industry experience. We will utilize parts via a local depot for parts distribution to the technician. To ensure adequate and timely consumables, toner will be automatically replenished via our Auto Toner Replacement Program (described below).

All service calls received by Toshiba's Dispatch Center are logged, dispatched, and tracked to completion. As a customer courtesy, the TBS technician will pay a follow-up visit to ensure that your equipment is operating properly.

Toshiba's service model employs a local touch and local service, with support as needed from our corporate team. Toshiba's call centers enable our end-users to obtain technical support directly from our local Toshiba office for equipment, network or software related issues. Included in our service maintenance plan are the following service level response levels we will adhere to:

All service calls will be received by our Help Desk. TBS will attempt to troubleshoot or resolve the problem on the phone and if necessary, will dispatch a service technician for on-site repair.

The technician will call the County within (1) hour to advise their estimated time of arrival. A Toshiba technician will be on site within four (4) business hours. After a service call is completed, the contact will be updated on the status of the issue. The Help Desk will track the call and follow up with the County to confirm that the issue has been resolved to their satisfaction.

When a service call is received by our Dispatch Center or GSP web portal, the Customer Service Representative takes the following steps in the dispatch process. The County will receive the highest level of expertise and professionalism at each step of our service call process.

1. The centralized Dispatch Center receives the service call and logs in the date, time, and location where the call was received and a confirmation number is assigned for tracking purposes in our customer call log.
2. The Dispatch Customer Service Representative obtains the model and serial number of the equipment, the customer's name and address, the customer's contact person and phone number and a description of the problem and, if applicable, any error codes.
3. The Dispatch Customer Service Representative will quickly dispatch the call to the service technician dedicated to the County.
4. The Dispatch Customer Service Representative tracks the service call to ensure that the work is completed and the problem is resolved within the required timeframe.

5. The Dispatch Customer Service Representative wills also follow-up as necessary to ensure that the county's key call contact s needs are met until the call is complete.

The Customer Service Representative will generally contact the key contact person who placed the call first by telephone to attempt to troubleshoot the problem. If necessary, one of our service technicians will be dispatched for on-site repair. Our technician will call within (1) hour to advise of our estimated time of arrival.

When the service call is completed, our technician will inform the county's key contact person as to the cause of the problem, steps to resolve the problem, and if a next step is needed. The Dispatch Center tracks the call throughout and performs a follow-up phone call to the key contact person to confirm that the issue has been resolved to their satisfaction.

Following, are key metrics typically addressed through our Service Level Agreements.

Uptime	Toshiba will set a goal for the highest effectiveness level on MFPs and will guarantee 98% fleet uptime. Uptime is calculated based on an average over three-month periods. Toshiba monitors uptime performance and takes corrective action with any unit that falls below the threshold. If a pattern is discovered across a segment, root cause analysis is employed to discern the cause.
Response Time	Toshiba provides a technician call answer response time of less than one hour after receipt of a service call during normal business hours, Monday through Friday, 7:00 AM to 5:00 PM MST.
Onsite Service Response Time	Toshiba provides an average of four hours for on-site service response after receipt of a service call. If permitted to maintain inventory onsite for remote locations, we can accelerate our response time. Onsite Service Response time is calculated based on an average over three-month periods and excludes preventative maintenance calls.
Hours of Operation	Toshiba Global Services Portal (GSP) is available 24/7, 365 days a year. Toshiba Central Dispatch is available from 6:00 am to 5:30pm MST. Toshiba on-site maintenance will be available from 7:45 a.m. to 5:00 p.m. local time, except weekends and holidays.
Sheriff's Office and Judicial Services and Crisis Intake **24/7 Support**	Toshiba can certainly provide an on-call technician for those facilities requiring 24/7 service (additional fees may apply). One viable alternative that we have implemented successfully for other customers is providing backup devices (of similar or better functionality) that can be quickly deployed when the device in one of these critical areas becomes inoperable. This backup unit would be utilized until the primary unit becomes operational. (**There is no additional hardware cost.**)

Toshiba also has multiple levels of technical and engineering personnel at the local, regional and national levels to support both our account management team and the County:

Regional Technical Advisors. Toshiba provides our customers and agents with this team of technical experts who offer assistance in the field to ensure that complex systems- and equipment-related issues are promptly resolved.

Marketing Solutions Engineers. Toshiba provides us with this team of technical experts who resolve connectivity, integration, networking, and software-related issues at customer sites.

Service Delivery Specialists. Toshiba provides this team of technical experts solely to our Government, Education and Major Account customers to provide technical support and to resolve issues that may arise.

Local inventory. TBS will maintain a local own parts inventory based on historical data compiled on the district's device population. In the event of a shortage, we utilize a parts inventory network to locate parts at another location, or we have access to emergency overnight delivery of parts directly from Toshiba's warehouse. Toshiba's monitoring tool, installed on each networked device, can be configured to trigger an e-mail to the primary user associated with a given device for conditions such as low toner. The e-mail will indicate the issue (low toner), the device and location and will provide a link for the user to confirm the order.

Each technician maintains a car stock that is complete with the parts required to support their customer base. We maintain a proactive ordering process to continually replenish their car stock to assure our technicians always have the parts necessary to maintain the uptime of our customers. Toshiba's Local parts depot for parts and supplies is located near all County facilities.

Preventive Maintenance

TBS technicians carry out regularly scheduled maintenance calls to reduce the possibility of intermittent failures, particularly during a critical moment of the County's business operation.

Toshiba's preventive maintenance program focuses on the use of highly experienced, certified, and responsive technicians; adherence to strict maintenance schedules; tracking equipment performance; and compliance with manufacturer specifications. Identifying potential problems and correcting them before they occur helps us keep your equipment operating at peak performance and reduce the number of service calls. This approach is not new. We have proven its effectiveness on thousands of contracts where we are or have been providing equipment, services, and managed print services.

After performing the prescribed PM, the technician produces test copies, checking copy quality, density, and registration and make adjustments as necessary. The technician checks the operation of paper trays, paper feeders, and finishers and ensures that all features are functional and, as a customer courtesy ensures sufficient toner is in the unit and properly disposes of waste toner. The technician also thoroughly cleans the area around the machine

and removes packaging materials, old components, and debris from the premises. These steps enable users to immediately resume using the equipment in a clean, well-kept environment.

County key operators or administrators will be responsible for replacing consumables such as paper, staples and toner. These user-replaceable items can be replenished in minutes. All other parts will be replaced by an authorized Toshiba service technician, typically during a preventive maintenance or service call at no extra cost. A valuable design concept of our MFDs is our Service Module, which greatly simplifies periodic maintenance. When these modules are replaced, you are essentially replacing all of the parts that routinely wear between maintenance periods. These modules comprise the most frequently serviced components: the fuser unit, transfer belt, charge corona wire, drum (photoconductor) and developer unit.

Problem Resolution: Escalation of Service issues

Although the areas requiring technical assistance are varied in degrees of severity and complexity, situations generally are resolved following the same basic procedures outlined below:

Step 1:	Field Service Manager receives a Request for technical assistance.
Step 2:	Field Service Manager will contact your location to define the issue.
Step 3:	A visit will be scheduled to analyze the equipment.
Step 4:	The issue will be researched using all available sources for possible resolution.
Step 5:	On-site troubleshooting and repair of machine will be performed. All affected parties are informed of resolution.
Step 6:	If the issue still is not resolved, it will be transferred to Toshiba's Total Quality Commitment (TQC) Program.

Toshiba's TQC Program is our guarantee that your equipment will perform to specifications during the term of the lease or the equipment will be replaced.

Performance Reporting

Toshiba will maintain accurate fleet information via our Global Services Portal (GSP), a dedicated Adams County website that is updated daily. Through GSP, customer reports can be created allowing the County to better manage their fleet. This secure online resource integrates with our fleet management software to provide you instant visibility into information on all of your assets. These reports can be used to monitor both company-wide and client-specific activity.

Several reports are available that provide Toshiba and Adams County a complete view of your asset base, including (graphical reports are included under the "***Attachments***" tab):

Usage Reports

Usage Reports allow customers to better manage machine population by having the ability to see total usage volume. Customers can view usage volume by machine type, manufacturer, model or location.

- At the Device Type level, you can view device information by machine type (i.e., copiers, printers, etc.)
- At the Location level, you can view device information by location
- At the Manufacturer level, you can view device information by manufacturer
- At the Model level, you can view device information by model name

Population Reports

Population Reports display the total number of assets by Type, Model, and Location, as well as the average monthly volume of both monochrome and color copies by model.

- At the Device Type level, you can view the number of assets by machine type (copiers, printers, etc.).
- At the Model level, you can view the number of assets by model name.
- At the Serial Number level, you can view the number of assets by serial number.

Service Reports

The service component of GSP will allow the County to monitor, track, and report all levels of service metrics by customer site, location, and model. These reports are available to administrators 24 hours a day, seven days a week.

Service Statistics can be used to monitor both company-wide and client-specific activity. The reports include information such as:

- MIF – Machines in Field
- UT(%) – Uptime Percentage
- RT – Response Time in Hours
- TTC – Time to Completion (Hours)
- MTBF–Mean Time Between Failures (days)
- MCBC – Mean Copies Between Calls
- MC – Multiple Calls for the Same Problem
- CB – Callbacks

Service History reports allow you to view and report machine service history that includes:

- First Call Date
- Last Call Date
- Total calls
- Total Usage
- Average Monthly Volume
- Specific Service Call Information such as:

- Ticket ID
- Start and Completion Dates
- Call Type
- Symptoms / Solutions
- Caller Name and Telephone Number
- Meter Count

Service Management Notification

Our automated service call system is configured to flag any issues that have not been acted upon in a timely manner in accordance with service-level agreements (SLA) and priorities for the particular customers. Our Service Management team is kept apprised of the status of all service issues in the system and can escalate problems on a case-by-case basis. These issues, in addition to being available to our VP of Service, are also provided to the designated Field Service Managers.

Tech-To-Go

Toshiba also supports our service technicians via Tech-To-Go, an intranet portal that provides them with real-time access to product support and technical documentation. Tech-To-Go further provides access to a number of downloads utilities, patches, and drivers for Toshiba equipment.

To measure our performance and customer satisfaction, Toshiba uses both internal benchmarking (account reviews, metrics) and external benchmarking (customer feedback, performance meetings with customers, satisfaction surveys). Depending on the customer, surveys are conducted either online or using hard copy survey forms.

In the spirit of partnership, we will schedule formal account reviews with the County to validate our performance and ensure Adams County is completely satisfied with the performance of our equipment and service. Toshiba will meet with the County at least weekly during implementation to review transition activities, account performance and customer satisfaction. Thereafter, regular meetings will be held monthly, quarterly and/or annually to discuss any issues regarding our performance and to ensure that the County is completely satisfied with our equipment and service. Specific topics covered in these meetings may include:

Beyond formal communications, we also encourage our technicians to establish a rapport with administrators and users that permits impromptu, informal discussions. By developing these relationships with our customers, they are comfortable calling or e-mailing whenever they have a question or encounter a problem.

Finally, in an effort to tightly manage performance, our field service engineers and help desk staffs are measured on quality, reliability and customer satisfaction. Toshiba establishes very clear expectations up front, including standards of quality, adherence to service levels, safety, security, and compliance with Toshiba policies and procedures. In fact, all agreements with our service providers and partners contain performance thresholds and incentives, which are measured and tracked to drive superior service and delivery.

Supply Fulfillment

The supply and monitoring of consumables are also important once routine operations have begun. To ensure adequate and timely consumables, Toshiba will provide the County its own secure web portal, GSP, so administrators can reorder supplies and toner online. (Our toll free number also is available for ordering.) Each device has an asset tag that identifies the device, its location, and consumable supplies associated with the product. When a user requires supplies such as toner, they will access GSP and enter the asset tag associated with the device. The portal will identify the device and associated supplies, and the user will indicate which items they need. The user confirms the address and submits the order for fulfillment. The process is simply for the authorized County contact to notify us that your machine is low on toner and another cartridge is ordered and delivered to you at zero cost. Routine delivery is typically two (2) business days. Supplies for legacy printers not under our cost-per-copy program can be ordered through the Toshiba eCommerce portal.

f. Customer Responsibilities and deliverables

- Provide detailed information on hardware, software, technical support, and/or manpower

Project champions are instrumental in providing focus and cultivating acceptance of the new MPS program. We recommend that the County assign project champions at the executive, operational, and user levels. An executive sponsor can help communicate the importance of the MPS initiative throughout the company and champion the project to other areas of the business. Executives may demonstrate this sponsorship through example by giving up their personal printers and endorsing company-wide print policies. An operational sponsor can be the project leader who oversees the implementation and guides the company toward efficient print practices. The user sponsor can help promote the program at the local level and address questions from users.

Typically, the resources and support we have requested of previous clients are:

Project Champions/Leads	• Network and non-networked devices • On site coordination and scheduling • Communication coordination
Procurement/Purchasing Agent	• Information regarding current consumables purchasing • Existing device lease, ownership information • Contract and contract renewal information • Equipment maintenance and service costs
IT/Telecommunications	• Server configuration and setup • Software installation • Client workstation deployment

	• Software removal • Topology and network infrastructure information • Fax line numbers • Fax line topology • Software fax technology or infrastructure diagrams
Department Liaisons	• Department specific information • Coordinate scheduled staff interviews • Minor assistance with the location of assets

- Provide detailed information on Assumptions and Constraints

Toshiba will provide all services and support as outlined in our response herein. Toshiba asks that Adams County work with Toshiba to create a successful implementation plan including communications with key County stakeholders for this project.

g. Customer Service after implementation

During the "operational" phase of our program, we engage our Customer Service and Billing teams to support the invoicing, equipment moves, adds, and changes (MACs), billing questions, and the like. The Account Management Team, service providers, and servicing technicians assigned to the contract will available at all times. Centralized corporate resources such as our National Dispatch Center, IT, Product Marketing, Finance, and Accounting are shared amongst other enterprise customers and engaged on an as-needed basis.

Throughout the contract, the Account team will communicate to the County enhancements to our product and services and changes in your business environment that may necessitate additional improvements to ensure that your savings and continuous improvement goals are attained. Review extends to other elements such as:

- Any customer concerns – implementation, hardware, relocations, etc.
- Product utilization and efficiency
- On-going training needs
- Any outstanding billing or service issues
- Benchmark customer satisfaction

We conduct regularly scheduled meetings with our clients to review the current state performance and identify opportunities to improve the business plan. Toshiba's MPS program has been appropriately described as a "Managed Page Service" because of program enhancements such as Adobe LeanPrint, the 306LP eco friendly MFD, and dedication to improving our assessment and account management software. We understand the importance each page plays in the output management from a cost, productivity,

environmental and security perspective. Our business plan incorporates printing less and more efficiently to ensure our customer's continually improve business performance to address both internal and external customers' requirements. Whether a page is electronic or paper the opportunity to optimize business performance Toshiba offers the right technology and intelligence to help the County succeed.

Fleet Monitoring - Remote and continuous fleet monitoring is part of ensuring business continuity through improved device uptime and reliability.

Online Services - To assist you in managing your account, we provide our Global Services Portal (GSP), a secure, online portal where you have 24/7 access to information about your networked devices.

Toner Recycling - To support local recycling and conservation, TBS extends our "Zero Waste to Landfill" recycling program to all locations for disposing of your spent consumable supplies.

Total Satisfaction Guarantee - Each Toshiba MFD product comes with our exclusive Total Quality Commitment (TQC) guarantee that your product will perform to specifications during the term of the lease or the product will be replaced. No other manufacturer matches this guarantee.

Account Management - As your account executive, Jeff Feldman will be your single-point-of-contact for your ongoing equipment and service needs. Jeff will provide a consistent level of support throughout your relationship with Toshiba and will be available to you at all times.

Account Reviews - TBS will hold performance review meetings with the County where Account Team members will consult with you and address any issues you may have. During the meeting, we will discuss our service performance and present metrics.

Quality Surveys - Toshiba uses Customer Satisfaction Surveys to evaluate our performance in areas such as customer training, service, and product satisfaction. These surveys help us to identify key success factors; further, by scoring and benchmarking these surveys, problem areas, enhancement opportunities, and areas for improvement are identified.

h. Lessons Learned - provide details on past projects both good and bad outcomes

Lessons learned from both highly successful projects as well as those that haven't gone according to plan have all helped shape our business strategies and provided the impetus to make improvements to our services and processes. As managed print continues to evolve, understanding the new technologies and services we must continue to offer our customers is critical to our future.

Through experience gained in implementing and transitioning major accounts to our MPS Program, we learned that it's not uncommon for these types of challenges to arise:

Challenge: Lack of a cohesive internal plan – A project plan clearly identifying scope, objectives, timeframes, and success criterion (which the project champions would be

responsible for developing) prior to the development of a project RFP.

Solution: Toshiba works closely with our clients to develop a clear project plan, identifying scope, objectives, timeframes, and success criterion (which the project champions would be responsible for developing) prior to project implementation.

Challenge: No Clear Statement of Work – The customer and the supplier need to have a common understanding of project scope.

Solution: Toshiba utilizes the discovery and planning phase to formally document all contractual obligations of both parties, removing ambiguity.

Challenge: Lack of Employee Buy-In – No one wants to have their personal printer or fax removed. Employees' resistance to a change to their printing environment is directly proportionate to their: a) understanding of the benefits to the company, b) belief that the implementation is equitable and c) that the resulting implementation will enable them to increase or maintain personal productivity.

Solution: Toshiba will work with the County to develop targeted communications to educate staff on the program and the tangible benefits that they and the State will realize to foster cultural change. Tools and processes we use to initiate change management are described under Section 8, Implementation Strategy.

One of the biggest challenges faced by providers and clients alike is a change in culture introduced by a managed print environment. We are up to this challenge and work closely with client managers and users alike to develop a comprehensive communication plan that announces Toshiba as the new vendor, details our transition strategy and schedules, and promotes the features and benefits of our program. We host sessions to ensure the staff understands how the program affects them and the process to ensure prompt resolution of any problems. Furthermore, we help each state manage the transition and end user training to ensure it is a seamless and positive experience. We work resolutely to turn each challenge into a positive learning experience.

On the following pages, TBS presents several case studies of real life examples where we have implemented managed print solutions including the challenges faced, results of our solution, benefits to the customer, and how the engagement helped us for future MPS engagements and in enhancing services to our customers.

County Government

Success!

Overview of the Client

- Largest county in the state
- Population of 1,140,988
- Comprises 45 cities
- 140 County locations
- Fleet consists of 450+ copiers
- 750+ large network printers
- Unknown number of standalone devices

"This project represents a monumental organizational change that could only be achieved by working closely with our partners at Toshiba Business Solutions."

-Doreene Lorenzen
Manager, Information Technology

Client Challenges

- Implement process of continual improvement
- Costs associated with too many devices
- Multiple vendors and manufacturers
- Locally connected unmanaged devices
- Wasteful printing
- Lack of a print policy
- Fax server issues

End Result/Benefits to the Customer

Toshiba established a Managed Print strategy for the County's fleet of equipment used to provide print, copy, scan, and fax capabilities to achieve the following results:

- Significantly reduced desktop printing and related costs
- Decreased the number of devices by 75%
- Increased user print awareness
- Eliminated costly standalone printers and faxes
- Reduced waste and operating expenses
- Saved $3 million annually
- Saved over $300,000 annually in fax integration
- Gained high user acceptance

How This Experience Has Improved our Services

- Shared best practices and print policies with other county government operations
- Established repeatable MPS processes for other government customers
- Regular customer feedback so we can continually evolve our MPS program

City Government

Success!

Overview of the Client

- Largest city in the state
- Ranked 48th in US population
- 193 copiers and 1,023 printers in 16 departments
- Decentralized purchasing
- Large number of small print devices
- Multiple vendors and manufacturers

"We started out with a pilot project in Human Resources. That's how we showed the City of Minneapolis how the Toshiba Encompass Analysis and Managed Print Services program would work."

- Jay Junker, Director of IT and Infrastructure

Client Challenges

- Lots of aging printers requiring frequent service
- Each department procured their own supplies
- Managing service and supplies for multiple vendors
- Remote teams requiring print devices
- Each department had unique print requirements

End Result/Benefits to the Customer

Toshiba established a Managed Print strategy for the City to achieve the following results:

- Optimized the City's print environment while addressing each department's needs
- Eliminated many single-function printers
- Retained good print devices for remote teams and employees with physical challenges
- Saved more than 40% in each department
- Reduced total operational costs by $900,000
- Significantly lowered cost-per-page
- Helped the City comply with green initiatives

How This Experience Improved our Services

- Shared best practices and print policies with other city government operations
- Helped establish repeatable MPS processes for other government customers
- Provided customer feedback for future improvements and enhancements to our MPS program

Fortune 500 Company

Success!

Overview of the Client

- Global manufacturer of industrial products
- $5+ billion in annual revenues
- 18,000 + employees globally
- 300 + locations around the world
- Study encompassed +700 devices in three countries

Client Challenges

- Print assessments at US and global locations to establish TCO
- Costs associated with too many devices
- Many non-shared output devices
- Wasteful printing
- Distributed environment
- Unmanaged costs

End Result/Benefits to the Customer

After implementing the improvement recommendations, the customer achieved the following results:

- Consolidated devices
- Reduced total printing costs by 50.15%
- Reduced toner cartridge consumption by 65%
- Simplified service and supplies ordering
- Increased office productivity
- Reduced energy and consumables usage

How This Experience Improved our Services

- Shared best practices with other sites
- Developed an MPS roadmap and service delivery process that could be used for other US and global locations
- Allowed us to refine our roll-out plan for other US and global sites, resulting in a quicker and more efficient implementation
- Further lower print costs and improve workflow for new implementations

Retail Manufacturer

Success!

Overview of the Client

- Worldwide manufacturing, distribution, and retail of clothing
- Annual revenues of $100-200 million
- 8,000+ employees
- Multi-vendor print environment
- Different model types and manufacturers

"The [Toshiba] Encompass Analysis process provided us with a reliable method to look at our business in a more thorough and accurate way,"

- Ezri Silver
Vice President of Procurement

Client Challenges

- Document analysis of their corporate headquarters
- Outdated and inefficient office fleet
- Large number of single-function machines
- Move from single-function devices to MFPs
- Manual document management processes
- High Total Cost of Ownership

End Result/Benefits to the Customer

The reconfiguration resulting from Toshiba's Encompass Analysis optimized the company's document output fleet and achieved the following results:

- Consolidated standalone copiers, printers, scanners and fax machines into Toshiba MFPs
- Reduced overall output and supply costs
- Improved user productivity
- Workflow improvements reduced time and expenses
- Reduced energy and consumables usage

How This Experience Improved our Services

- Improved best practices with retail locations
- MPS roadmap and service delivery process that are utilized at other US and global sites
- Refined our roll-out plan for other US and global sites, resulting in a quicker and more efficient implementations

Healthcare Provider

Success!

Overview of the Client

- Not-for-profit medical group
- Located in three major metropolitan areas
- Serves more than half a million patients each year
- More than 3,300 physicians, scientists and researchers and 46,000 allied health staff
- Toshiba has been their partner of choice since 2002

Client Challenges

- Very aggressive timeframe, with implementation need to be completed within a few days
- Extensive training of staff on new equipment and functions
- Copiers needed to interface seamlessly with the hospital's health information system

End Result/Benefits to the Customer

A smooth, well-orchestrated effort by Toshiba and the customer achieved the following results:

- Placed over 700 multifunction devices and faxes
- Detailed planning and site inspections
- All installations completed on time and within schedule
- Extensive training, with trainers staged at critical areas of nurse stations
- Toshiba machines interfaced with Cerner HIS
- Enhanced services, streamlined operations, and reduced costs
- Encompass Assessments on both the MFP and printer fleet

How This Experience Improved our Services

- Greater efficiency in hospital operations
- Refined our roll-out plan for healthcare organizations
- Improved compliance with HIPAA requirements
- Helped us to refine targeted marketing communications for healthcare clients

Not Implemented

Engineering and Construction

Overview of the Client

- National engineering, environmental science, and construction firm
- Multiple locations across 10 states
- Revenue $250 million
- 2,000+ employees
- Number of personal printers
- Various brands of MFPs, workgroup printers, large format inkjet printers, and facsimile machines

Client Challenges

- Decentralized purchasing supporting multiple vendors
- Each location had equipment leases with local vendors
- Separate service contracts and Time & Materials (T&M) rates for printer repairs
- Toner and consumable parts were purchased separately from various vendors with no set pricing structure.

End Result/Benefits to the Customer

Working with the purchasing manager to reduce the number of vendors, Toshiba's Business Analyst performed an assessment on six locations. After the assessment, the following improvements were proposed to the client:

- National contract for all devices, allowing for current leases and service contracts to expire
- Each location would be optimized, with volumes migrated to existing lower cost devices or new devices from Toshiba
- Establish a single service contract for all devices that would include service, parts, and toner at a cost-per-copy rate
- Set up centralized online or telephone service and supply ordering
- Make available to authorized customer contacts full reporting and cost analysis

The potential cost savings were staggering; however, the current purchasing culture was difficult to navigate and the CFO said the company was not prepared to make a change at that time and disturb the local offices by removing purchasing control. The purchasing manager did not believe it was necessary to involve the CFO in the original discussions and overall project plan, although we strongly suggested it. We believe a project of this magnitude needs to be driven from the top down in order to succeed.

Not Implemented

Information Services

Overview of the Client

- Global information services and publishing company
- Founded in 1836
- 2011 revenue: €3,354 million
- 18,000+ employees
- Large expensive workgroup printers
- Many unique models
- Few shared resources

Client Challenges

- Departments did not want to share printers
- Separate service contracts
- Purchasing decisions made by each department
- High ratio of employees to printers
- High Total Cost of Ownership

End Result/Benefits to the Customer

Toshiba conducted detailed assessments at select sites and developed "Current" and "Future" snapshots of their environment. The assessment revealed an inordinate number of personal printers, almost one per office. We recommended the following:

- Consolidate and remove high cost devices
- Reduce the total number of copiers, printers and faxes
- Migrate volumes to more cost effective MFPs
- Lower the Total Cost of Ownership
- Migrate to a cost per page program that would yield substantial savings

In the end, senior management decided to remain with their current environment. They felt that at that time a major print migration would be too disruptive to business operations. Cultural change was also a major consideration - departments wanted to keep their personal printers.

The company remains a loyal Toshiba customer, and we continue as their preferred equipment and service provider.

2. Experience

a. Executive Summary - The executive summary should give in brief concise terms a summation of your submittal. Identify the points that make your firm uniquely qualified for this engagement.

Toshiba Business Solutions (USA), Inc. (TBS) appreciates the opportunity to provide Adams County with this response to your Managed Copier & Printer Servics Request for Proposal 2014.170. This response to the County accentuates the complete, end-to-end, turnkey solution that will help the County conduct business much more efficiently and cost effectively. (Herein, TBS and Toshiba will be used interchangeably.)

When working with TBS, you will have a partner that is in a unique position to manage and service your business locally, while delivering a product portfolio developed by a leading global manufacturer. We understand how educational institutions are expected to provide the very best for their students, while at the same time exercise fiscal responsibility. We will deliver the right combination of cost savings; reliable, proven products that meet the needs of Adams County now and into the future; prompt customer satisfaction with our products and service; and an overall document management solution. We offer a single source, professional organization that is scalable to accommodate all of the County's growth needs.

Scope of Services Offered

Our proposal offers you a cost-effective vehicle to lease Toshiba products and related services as outlined in the RFP. Our program includes award winning products, responsive, local service, knowledgeable technical support, effective document management and workflow solutions, fleet management tools and dedicated account management team.

Inclusive of our product offering to Adans County are the following:

- Cost-per-copy maintenance pricing that includes service, labor, travel, replacement parts and consumables including staples but excluding paper, during normal business hours
- Delivery, professional installation, and user training
- Guaranteed 98% average fleet uptime
- Four (4) hour on-site response
- Service call acknowledgment in one (1) business hour or less
- Toner and consumables recycling at no cost
- Private Print and Hold Print for secure printing
- e-BRIDGE Re-Rite software for optical character recognition capability
- Self-encrypting hard drive and data overwrite kit standard on all Toshiba MFDs
- Web-based resource for asset reporting and tracking and service and supply requisitioning
- Centralized dispatch for prompt service ticketing, response, and tracking

- Device and fleet management tools for greater operational efficiency and less downtime
- Equipment removed at the end of term, including removal of hard drives for disposal

As the County has noted in their RFP objectives, there is an opportunity for the awarded vendor to perform an analysis of your copier and printer fleet to identify cost reductions. We agree with your approach and believe a thorough assessment of your current output environment is a critical step to fully understanding the County's business requirements and proposing the right solution. Once the County's environment is fully scoped, we will provide specific recommendations for print migration, consolidation, and/or optimization as well as the most appropriate hardware and software solutions that will provide the best total value.

As a key customer, Adams County will enjoy the following value added products and services:

- A strong account management team – with local presence to ensure a quick response to your equipment and service needs. Our proven experience will make the transition to Toshiba seamless and help facilitate every aspect of service and support.

- Award-winning multifunction devices, which incorporate e-BRIDGE technology, an all-in-one architecture that uses a single system board for fast processing and storage of all imaging functions – copy, print, scan, fax and other networking capabilities.

- Direct and relevant experience Working in partnership with other government customers locally and throughout the country has given us a unique perspective to know what is important across a broad range of environments present within the County.

- Built-in security and options to control access to the device and data; provide data tracking and accountability; protect the integrity of data and hardware, and maintain proper security in compliance with HIPAA, Gramm-Leach-Bliley (GLB) Act, Sarbanes-Oxley, Common Criteria Evaluation, and Department of Defense (DoD), to name a few.

- Environmentally conscious products that create minimal environmental impacts and the consumption of resources. We take into account the 3Rs - Reduce, Reuse, and Recycle – in the conscious design, manufacturing, and operation for reducing environmental impact.

- Alliance partnerships with equipment manufacturers such as HP, Lexmark, Fujitsu, KIP America and software innovators such as Fasoo, Drivve, Pharos, Ringdale, Perceptive, DocuWare, eCopy, EFI, Microsoft, Adobe and others that further expand our offerings to customers.

- Extensive service network to support all County offices and facilities.

- Toshiba's Global Services Portal (GSP), an easy-to-use web tool that allows you to examine your assets, request service and supplies, make purchases, and view your document management infrastructure 24 hours a day, seven days a week.

- A social responsibility to people and the future through contributions, charitable sponsorships, employee volunteer programs, fundraisers, and other worthwhile endeavors that allow us to give back to the communities that have helped us grow and succeed.]

- Toshiba's Professional Services group can perform security assessments as well as network and software integration with solutions, using a variety of proprietary and third party solutions designed for document workflow improvement.

- Financial strength and a global organization -- Toshiba America Business Solutions Inc. is an independent operating company of Toshiba Corporation that has been in business for more than 135 years and is a world leader in high technology products with more than 300 major subsidiaries and affiliates worldwide and annual revenues exceeding $74 billion.

For more information about Toshiba, please refer to:
http://business.toshiba.com/usa/home.html

Committed to Delivering Results!

Above all, Toshiba is committed to working with Adams County to deliver a quality MPS Program. The driving force behind Toshiba's success is our philosophy of Leading Innovation. Our team welcomes the opportunity to collaborate with the County and provide document technologies, products and services that enhance your work processes and deliver sustainable business results.

b. Profile of the Firm – State whether your firm is local, national, or international. Also include the following for the office this work would originate from:

TBS Colorado is a local company headquartered in Denver, Colorado. We have a rich history of providing quality products and services to government and commercial clients throughout Colorado. TBS is part of our national network of authorized service providers located throughout the U.S., Mexico, Latin America and the Caribbean.

- Size of the Firm and size of local office (local office is required)

  TBS has offices throughout Colorado, including our main office in Northern Denver. We employ 425 fulltime personnel, including 121 dedicated field service and help desk engineers. TBS is part of Toshiba Corporation, the world's 8th largest integrated manufacturer of electronic equipment with approximately 210,000 employees and more than $62 billion in annual revenues.

- Location of the office, where the work on this engagement is to be performed

  TBS will provide service and support through our Denver-based headquarters at 1101 W 48th Avenue, Denver, Colorado.

- Roles and Responsibilities
- Provide detailed information on who's contributing to the project, in what role, performing what work for how long

  TBS offers the County a seasoned and diversified Account Management Team, one that understands the day-to-day needs of a school district and will expertly implement, manage, and maintain your fleet of office equipment with the support of our entire corporate and field staff. Jeff Feldman, Senior Major Accounts Manager, will be the County's primary contact throughout the contract term.

  In conjunction with our experienced service and support team, John Kouri, Senior Vice President/GM, will provide executive oversight and serve as your executive sponsor for any escalated concerns. John has 28 years of experience in the office equipment and technology industry and spends his free time assisting local students in developing their talents and teaching them the importance of setting and achieving their goals. Both the District and Jeff will have direct access to John throughout the engagement. With a Toshiba solution, Adams County receives:

  - **Local Account Management** led by Account Manager Jeff Feldman comprised of experienced managers and support staff. Our Account Team working out of our main branch located near the District is available at all times to tend to all of the District's equipment and service needs.

  - **Local Service Management**, led by Larry Smith, Western Regional VP of Service, and Ralph Hernandez, Field Service Manager, will ensure our service team constantly exceeds your expectations. A tenured and highly skilled technical staff has the knowledge and support of Toshiba.

  - **Executive Sponsorship**, facilitated by John Kouri, Senior Vice President of Sales/General Manager, who will ensure continued high visibility of your account throughout the organization and will deploy additional resources when needed.

- **Trained Business Analysts** for initial implementation and ongoing support and integration of your MFPs and software solutions.

- **Implementation Team** to ensure a seamless transition and deployment of products.

- **Local Resources** in technical support, information systems, billing, contract administration and professional services. TBS employs 425 fulltime personnel, including 121 dedicated field service and help desk engineers.

Please refer to Appendix A for a recap of our Account Management Team for Adams County at the end of this section.

❖ Provide separate performance as well as team performance on past projects

TBS has been working with the government at all levels for decades, with many contracts where we provide and maintain a footprint similar in size and scope as Adams County. Under such engagements, our services include the management of Toshiba and/or non-Toshiba product, continuous fleet monitoring, automated service/supplies fulfillment, and net-ready hardware. Our customers include many prominent county and local government as well large corporations to whom we provide our managed print expertise, best practice information, specifications, volume capabilities, and technical expertise, including system integration and workflow improvements.

TBS has successfully implemented and manages projects in Colorado such as the City of Brighton, City and County of Denver, City of Lakewood, Academy School district 20, Adams County School District 50, Adams 12 Five Star Schools, St. Vrain Valley School District. Other government clients include:

» Sacramento County, CA
» Alameda County, CA
» Mendocino County, CA
» Clark County, CA
» Los Angeles County, CA
» Pima County, AZ
» County of DuPage, IL
» Cook County, IL
» Hennepin County, MN
» Wyandotte County, MN
» Cuyahoga County, OH
» DeKalb County, GA
» Broward County, FL
» Suffolk, County, NY
» Niagara County, NY
» Minneapolis, MN
» Duluth, MN
» Omaha, NE
» Kansas City, MO
» Excelsior Springs, MO
» Sunrise, FL
» Coconut Creek, FL
» State of Tennessee
» State of Florida
» State of Louisiana
» State of Mississippi
» State of Arkansas
» State of Minnesota
» State of Montana
» State of Missouri
» State of Ohio
» State of Nevada
» State of Utah
» State of New York
» State of New Jersey
» State of Maryland
» State of Connecticut
» State of Delaware
» Commonwealth of MA
» Commonwealth of PA

Our relationships also extend to cooperative purchasing organizations whose members include public and private agencies. Such organizations currently doing business with Toshiba include the National Intergovernmental Purchasing Alliance (National IPA), Western States Contracting Alliance, King County Director's Association (WSCA), Organization for Educational Technology and Curriculum (OETC), The Interlocal Purchasing System and the Texas Arkansas Purchasing System Region VIII Education Service Center (TIPS/TAPS), and Cooperative Educational Services (CES).

Toshiba has have customers in other vertical markets as well, such as financial, legal, retail, manufacturing, industrial, healthcare, automotive, transportation, and construction, including long-term relationships with major account clients in Tennessee. This long and favorable history of meeting the very specialized document management needs of national and major accounts combined with our experience in administering state and local contracts speaks volumes to our skill level, reputation and most importantly, our commitment to be the full solutions provider for Adams County.

- ❖ Provide any substantiated complaints against the firm in the last 3 years and any outstanding litigation.

The Company cannot comment on prior or pending litigation matters but has had no material complaint or litigation that would impact the Company's ability to perform its obligations under the bid.

c. Provide detailed information on experience of the proposer and demonstrated ability to provide equipment and/or services

TBS has been providing comprehensive document management programs for the past 23 years. Our customers number many local, county, and state governments, public school districts, universities and colleges, retail, manufacturing, financial, legal, healthcare, petroleum, transportation, and construction. The scalability of our MPS offering allows us to meet the needs of small, medium, and large customers not only in the US but worldwide as well.

Toshiba has customers in other vertical markets as well, such as financial, legal, retail, manufacturing, industrial, healthcare, automotive, transportation, and construction, including long-term relationships with major account clients in Colorado.

TBS's current experience with similar government organizations throughout Colorado and the US, along with our outstanding customer service and industry background, fully prepares us for a long term relationship with Adams County. This experience gives us a clear understanding of the County's culture, operating environments, equipment requirements, and we stand ready to apply this knowledge and expertise to the services under this contract. In addition to the public sector, Toshiba offers document imaging solutions across a broad range of vertical markets such as manufacturing, healthcare,

government, automotive, transportation, construction, food industry, financial, and legal as well as commercial Fortune 1000 companies. These are discerning factors for TBS and make us uniquely qualified to make this contract a success.

d. Provide detailed information on examples of three (3) similar projects that have been provided to organizations of our size and type within the last three (3) years

Reference #1

Adams 12 Five Stars Schools
1500 E. 128th Avenue, Thornton, CO 80241

Point of Contact:	Pat Hamilton, Executive Director of Operations
Phone:	720-942-2278
Email:	pat.hamilton@adams12.org
Date of Contract:	2011 to Present
Scope of Services:	Adams 12 Five Star School district encompasses 58 schools ranging K-12. The district has approximately 43,000 students. Toshiba currently supplies and manages 165, devices district wide. The contracted dollar amount was $2.3 million. With our Encompass Managed Print program we have currently installed PaperCut, a print governance software district wide. This will allow for Toshiba and the district to successfully optimize the entire district. Behavior modification and device optimization will not only enable the district achieve significant savings, but more importantly improved workflow to enhance student productivity.

Reference #2

Adams County School District 50
7002 Raleigh Street
Westminster, CO 80030

Point of Contact:	Brady Mills, Chief Information Officer
Phone:	303.657-3830
Email:	bmills@adams50.org
Date of Contract:	2010 to Present
Scope of Services:	TBS provides Managed Services as a single point-of-accountability, delivering 65 Toshiba MFDs; DocuWare document management software for search, retrieval and workflow of documents; and staffing the District's Print Shop Deliver all. TBS also installed WebCRD web-to-print software for the automated submission of print jobs to the Print Shop.

Reference #3

City & County of Denver
1437 Bannock Street
Denver, CO 80202

Point of Contact:	Roy Lie
Phone:	720-913-0812
Email:	roy.lie@denvergov.org
Date of Contract:	Oct 2008 - Oct 2012 with two (2) one-year extensions
Scope of Services:	The City & County of Denver is the one of the largest municipalities in Colorado. Since 2008 Toshiba has been working with the City and currently supplies 250+ MFDs and service and supplies to city and county offices.

Reference #4

City of Brighton
500 S. 4th Avenue
Brighton, CO 80601

Point of Contact:	Ms. Sharon L Williams, Director of Purchasing
Phone:	303-655-2001
Email:	swilliams@brightonco.gov
Date of Contract:	2011 to Present
Scope of Services:	Provision of Multifunction Devices & Support

Reference #5

Academy School District 20
1110 Chapel Hills Drive
Colorado Springs, CO 80920

Point of Contact:	Greg Stephens, Director of Contracting
Phone:	719-234-1275 (office); 719-492-5019 (cell)
Email:	greg.Stephens@asd20.org
Date of Contract:	2007 to Present
Scope of Services:	Toshiba currently supplies 121+ Toshiba MFDs, PaperCut MF Secure Release software, and a Toshiba-staffed print shop with seven high volume MFDs. The contracted dollar amount was $2.1M. In 2014 we implemented a Managed Print Services Program that includes the support of the districts fleet of standalone printers. With our successful partnership with the district starting in 2007, we are currently in the process of optimization district wide with the targeted projected savings of 40%. (See Reference Letter on the following page.)

Academy School District Twenty

Dr. Mark Hatchell, *Superintendent of Schools*

Education and Administration Office
1110 Chapel Hills Drive, Colorado Springs, CO 80920
Website: www.asd20.org

Phone: 719-234-1200
Fax: 719-234-1299

April 13, 2010

TO WHOM IT MAY CONCERN

Subject: Letter of Recommendation – Toshiba Business Solutions

I am pleased to submit this letter of recommendation for Toshiba Business Systems. Under the superior leadership of John Kouri and Jeff Feldman, Toshiba has provided top quality copiers and superior print shop management and repair services for the District for the past three years. Their service and pricing has been so good that we have just chosen them for the next three year contract.

Toshiba provides 120 plus copiers at over 30 locations within our District. The Print Shop is manned by two Toshiba and two district employees. The Print Shop Manager worked diligently to develop a comprehensive training program to ensure District employees at 30 sites are now able to submit their print jobs to the Print Shop electronically using RSA Web CRD and Q-Direct. This has increased the production of jobs at the Print Shop and reduced the jobs being printed at the sites, thus saving the precious funding and time for our staff.

Toshiba has been and continues to be a platinum partner for Academy School District 20. They support the District goals and objectives in every way possible. Toshiba is one of my most dependable and responsible contractors within the District.

I personally give Toshiba Business Solutions my highest recommendation for copiers, printing, document management, copier repair, and print shop management services. If you have any questions, please feel free to contact me at 719-234-1273.

Sincerely,

Gregory P. Stephens
District Contracting Officer
Academy School District 20

e. Provide detailed information of a Business Case Study and/or proven examples of a consultancy team or your in-house resources to undertake MPS audits, solution design and needs assessment, post sale expert resources in IT, account management and professional services.

Toshiba has a proven history of developing MPS solutions that deliver measurable results in reducing costs and exceeding client expectations. The following are real examples of our team's success in fleet assessments, design, and implementation. Where a customer name is not provided, it is due to confidentiality reasons:

Case Study 1
Print Optimization Helps the City of Minneapolis Save up to 73%

The City of Minneapolis was faced with a huge problem of waste coming from outdated and ineffective printers, multiple vendors, and decentralized service. In April 2008, Jay Junker, then IT Operations Manager for a major window manufacturer, made a proposal to city department heads. He built a business case for optimizing the city's fleet of printers and MFPs while simultaneously saving money in the process. In October 2008, city leaders agreed with Junker and decided to move forward.

Toshiba conducted an Encompass study that revealed that the Human Resources department had approximately 40 employees and 32 devices – almost one for each staff member. To make the department run more efficiently, the City followed our analysis and migrated copy volumes of single-function printers to more efficient Toshiba MFPs. The resulting operational cost savings came in at an astounding 73 percent. The department eliminated a monthly service fee that covered several aging printers and lowered their cost-per-page by setting print defaults to black-and-white.

The results of this pilot made a compelling case for the city council, which mandated optimization for every department. Many departments were immediately on board and recognized what a great opportunity this was for cost savings and efficiency improvements. Due to the scale and complexity of the project, the City decided on a stepped approach to implementation. Toshiba performed an Encompass analysis one department at a time and subsequently created and presented an optimized solution for each department. This stepped approach allowed Toshiba to focus on the department's individual needs and time to train staff to use the new equipment to their full potential.

Each department was unique. Whereas the Human Resources department could eliminate all 32 of their printers, some remote teams retained their printers while, in other cases, printers still in good working condition were allotted to employees with physical disabilities who might have difficulty walking to a shared device. Finally, devices that were truly at end of their life cycle were recycled as part of the City's green initiative.

"We started out with a pilot project in Human Resources," said Mr. Junker. *"That's how we showed the City of Minneapolis how the Toshiba Encompass Analysis and Managed Print Services program would work."*

Case Study 2
MPS Delivers Millions in Cost Savings to SunTrust Banks

One of the nation's leading financial services companies, SunTrust Banks, Inc., had a printing, faxing, and scanning environment that involved a combination of separate services with no leveraged cost savings. The multiple legacy contracts could not be centrally managed and provided very little visibility of the costs associated with device management. Toshiba's Enterprise Services and Solutions (ESS) Group helped develop an optimization plan that rationalized the print environment by eliminating costly desktop printing, leveraging existing workgroup print technology and migrating volume to highly productive Toshiba multifunction devices.

The implementation process, which took a little over a year, involved Toshiba surveying and assessing over 2,500 locations with 30,000-plus devices. Detailed floor plans were created which showed both current and optimized states, and optimization standards were set for each line of business. Using these optimization standards, which were jointly approved by the company and Toshiba, we removed 12,500 units and installed 3,800 multifunction devices across the entire company foot-print.

Today, after more than 20,000 devices were removed, the contract includes more than 3,700 Toshiba MFPs and hundreds of HP and Lexmark and Source Tech products. Over 40 million pages are managed per month in volume, over 150 service calls are dispatched and cleared per day, and more than 300 toner orders are shipped out each day using an automated process.

Several innovative technologies were implemented to increase employee productivity and streamline existing processes, such as:

- A web-based services portal was created to simplify the supply ordering process and allow end users to easily view the supply items associated with their devices.
- A print driver website was co-developed, allowing end users to easily download drivers and connect to devices for IP printing.
- Scan to e-mail technology was implemented throughout the enterprise reducing fax related costs and increasing employee productivity.
- A network monitoring tool was deployed for usage tracking, trending reports and improved asset management.

With the optimization complete, the company had a managed print solution that has yielded significant cost savings, eliminated single points of failure in the output environment and required no internal asset management. As a result, our client has enjoyed simplified support, enhanced functionality, less downtime and significant cost

savings. Due to the project's phenomenal success, the client recognized Toshiba with its Supplier Achievement Award. We were in the top eight vendors out of 14,000 total vendors considered for this prestigious honor.

Case Study 3
Toshiba Adds Speed and Productivity to Hendrick Motorsports

Prior to their introduction to Toshiba, Hendrick Motorsports was looking for a new imaging vendor who could provide more advanced technology, the latest software, and dependable service and support. Upon request, Toshiba's Business Analyst, Jon Arvik, conducted a detailed Encompass analysis of the company's 100-acre campus in Concord, North Carolina. The analysis revealed was an equipment-heavy fleet with nearly 200 devices. Toshiba examined their monthly print volume and current devices and determined what needed to be replaced or optimized. This analysis revealed opportunities for cost savings across the board. These savings included $120,000 annually in hardware costs as well as substantial savings in productivity, paper reduction and reduced energy usage. The addition of Re-Rite software helped them transform paper documents into editable file formats, including pdf, Word, and Excel. Toshiba also is helping the Hendrick organization in their sustainability efforts through its zero-waste-to-landfill recycling program.

As a sponsor-partner with Hendrick Motorsports, Toshiba has earned a coveted spot on the team's pit boxes.

"In IT, we commit to 99.9% uptime," concluded Chris Newsome, Director of Information Technology. *"It's our job to give this organization the products and infrastructure to do their job. And when I came across Toshiba, and realized how their company works and what they believe in, I wanted them to be a part of us. We want partners who believe what we believe in. We want to be champions together, and we can't do our job without companies like Toshiba."*

f. Vendor to provide a Risk Assessment of the project

Per Addendum #1, Question 5, no response is required.

3. Cost

a. Provide detailed information on rates for personnel contributing to the project

No additional for personnel contributing to the Adams County project.

b. Pricing Form for proposed equipment & maintenance

See Tab 4, Pricing.

4. Value Added Features

Customers in this challenging economy must look at the stability, philosophy, commitment to the environment and to building a mutually beneficial long term partnership with their customers. To this end, Toshiba's response to this question will concentrate on our technological innovation, financial stability, eco innovation, quality control, customer satisfaction and core differences from our competitors.

Financial Stability

Toshiba Business Solutions (TBS), as a wholly owned subsidiary of the manufacturer, and CANNOT be put on credit hold which could slow or eliminate shipments of parts and supplies needed to operate and maintain your equipment properly.

We are part of Toshiba Corporation, a financially strong and stable company comprised of an extensive network of diversified subsidiaries that provide advantageous supply relationships to each other throughout the world. Toshiba has developed and implemented mid and long-term management strategies to generate strong future growth of Toshiba Group in the current global business environment and to ensure that we have a steady, strong, and highly profitable business structure and robust financial foundation to withstand rapidly changing economic and market conditions.

Direct Manufacturer Distribution Leader

Well before the competition, Toshiba saw our industry moving away from the Independent and Multi-Brand - "Mega Dealer's" distribution models to Direct Manufacturer distribution & support. Toshiba is **"Years Ahead of the Curve"** with the distribution of this product type transitioning. Toshiba started structuring their direct distribution 16 years ago in North America.

Over the last 36 Months, the other key manufacturer's in our industry, including **Xerox** (Global Imaging), **Ricoh** (IKON), **Canon** (Oce) and **Konica Minolta** (Danka), have all been engaged in key acquisitions of these Multi – Brand" Mega Dealers". While the others have been burdened with acquisition migration headaches, including non - core brand support, redundant distribution, IT, administrative and service staff challenges and more. Toshiba has been capable of offering superior service and support with a guarantee that our customers will be burdened with the acquisition migrations and learning curves. We have already completed this process and are prepared for moving forward with rapid growth and industry changing innovation.

Equipment Performance Guarantee

Toshiba offers the best ***"Equipment Performance Guarantee"*** in the industry and here is why: Many independent dealers and manufacturers offer to replace a machine if it has numerous failures but the guarantee is to replace it with a **"like-for-like"** machine. This means that if you have a three-year old machine you will receive a machine of similar age. Toshiba offers a ***"Brand New"*** machine of the newest model available at **NO cost** to the customer.

Toshiba stands squarely behind our promise with the assurance of complete satisfaction.

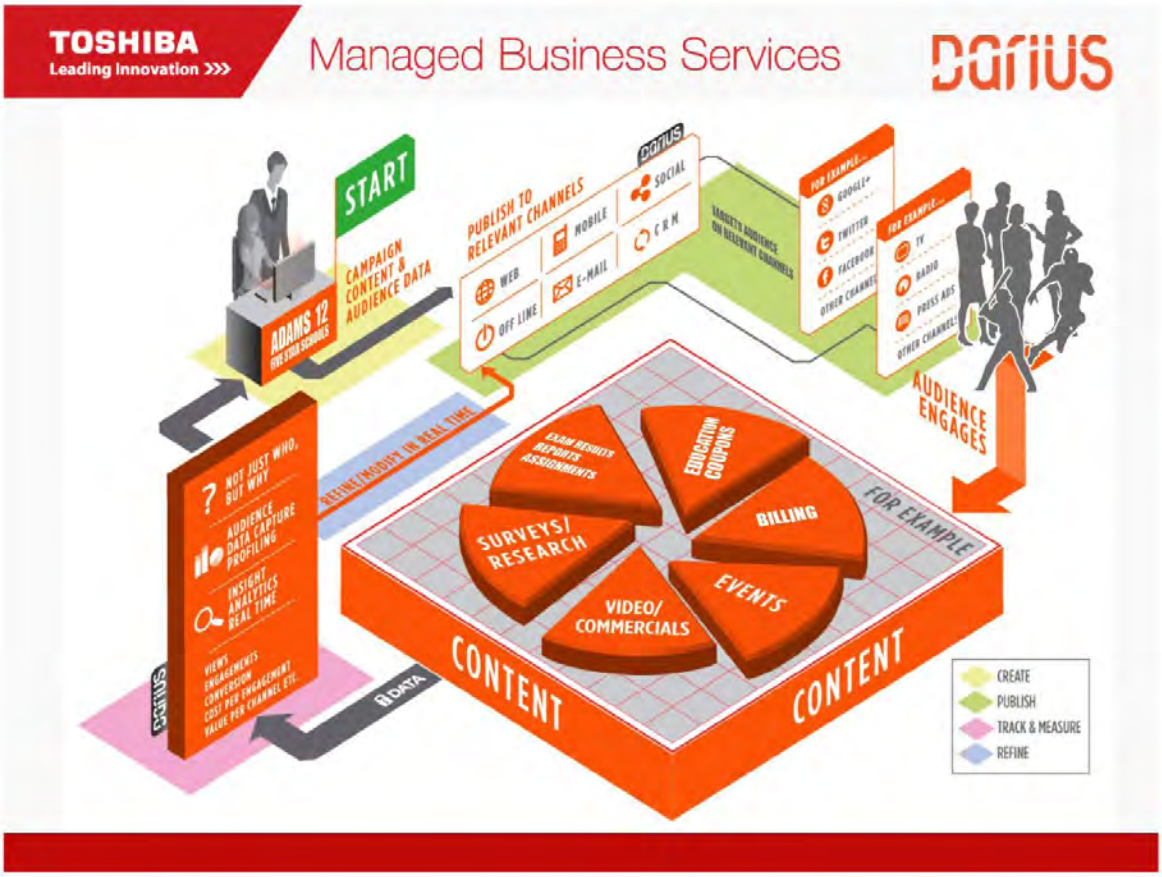
Everything we do contributes to that goal—from setting the industry standard for research and development, to providing instant access to Toshiba support personnel.

Digital Communications Leader

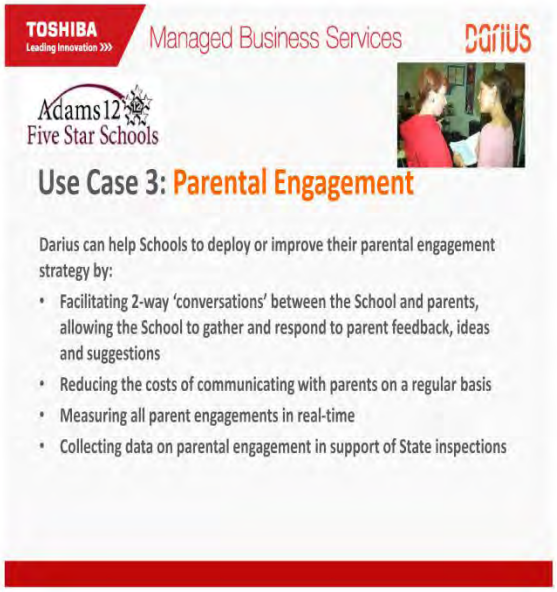
In an industry which historically profits from the volume an organization prints, Toshiba believes that effective communication via the printed page is coming rapidly to an end. Where many of our competitors are focusing their efforts on manufacturing a new printing devices, Toshiba is moving ***" Beyond Print"*** and focusing on helping organizations with the transition from paper to digital communication, ensuring a more efficient, and cost-effective way of sharing information to their internal and external customers. Public & Private organizations are feverishly mining big data to develop competitive advantages. As a result, marketing is becoming a core driver of IT spending, with Chief Marketing Offficers(CMO) tapping into their own budgets to purchase technology and services. In fact, ***Gartner Research predicts the CMO will spend more on IT than the CIO by 2017.*** The future of communication will require technology collaboration between marketing and IT to ensure that business goals are strategically aligned.

TOSHIBA
Managed Business Services
An Integrated Digital Experience
OnSite Manager
Video OnDemand
Touch Screen
Digital Signage
Mobile Interaction
Video Wall
Menu Boards
Way Finding
Experience MANAGER
Multi-channel Messaging Platform
13

TOSHIBA
Leading Innovation >>>
Managed Business Services
DARIUS
Darius Multi Channel Digital Communication Solutions
Create Campaigns
Publish to Relevant Channels
Views and Engagements
Measure Return on Investment
Insight
Listen & Refine
Modify
Web
Social
Mobile
Email
CRM
Offline



Adams 12 Five Star Schools - Multi-Channel Digital Communication Case Study:



Innovation – Security

Toshiba MFPs offer Self-Encrypting Drives (SED) equipped with Toshiba's proprietary Wipe Technology and suite of security functions for unsurpassed level of data protection to IT equipment. This AES encryption and data overwrite function offers the benefit of IEEE 2600 security mode compliance – the highest security level of its kind. This allows users to determine a range of security settings, including invalidation of encryption keys and data invalidation when a drive is removed from its housing or connected to an unauthorized host system.

- When the HDD is removed or stolen from the MFP and installed into another device, the HDD data is invalidated automatically
- If the HDD is returned to the MFP without being installed into another device, data will not be invalidated and is accessible
- When a MFP is at the end of its lease or end of life, data can be instantly invalidated by the service technician

SED Hard Drive Security – Patented Technology *Included At No Charge*

Another patented Toshiba security feature, the newest TOSHIBA SED 320gb hard drives employ a self destruct algorithm that if taken out of the host device, and connected to any foreign device to extract data, the hard drive data and drive become unusable. In addition to this feature, Toshiba will upon customer request provide a hard drive swap and provide the hard drive to the customer. This service occurs on site at the County locations, supervised by your IT staff. This Toshiba manufactured and patented SED Hard Drive meets the ultra-stringent U.S. Federal Information Processing Standard 140-2.

Remote Diagnostic Tools *Included At No Charge*

TBS will provide client-based tools such as our **e-BRIDGE Fleet Management System** (eFMS) that provide centralized management, maintenance, auditing and support capabilities for networked Toshiba MFDs. This software allows network administrators to remotely deploy and manage device settings and configurations, allowing administrators to group devices by location, department, cost center and other categories. Administrators can receive first tier alerts and other

status updates via a pop-up message at their workstation or e-mail. In the case of more severe technical difficulties where service is required, a second tier e-mail alert can be sent directly to a TBS service technician, helping to speed up response times.

At the device level, **TopAccess** offers real-time device management and displays jobs status from any network computer. As soon as any event occurs, such as when paper or toner runs out, or whenever maintenance is required, it will instantly alert the user. In addition, it also displays the job status, allows for templates registration and address book setup. Administrators can also use Top Access to configure the device/network settings, set counter information or limit and control usage via authentication settings.

Cloud Service

Included At No Charge

To optimize the operation and functionality of our customers' print fleet, Toshiba recently unveiled our e-BRIDGE CloudConnect cloud-based application to enhance technical support for our service providers and customers. This state-of-the-art support app will allow us to remotely update firmware, push down service codes and find error history within products to help with diagnostics and proactive maintenance of your fleet. This new proactive cloud service will allow for fewer service calls, faster response times, and improved operation of your fleet.

Benefits of e-BRIDGE CloudConnect:

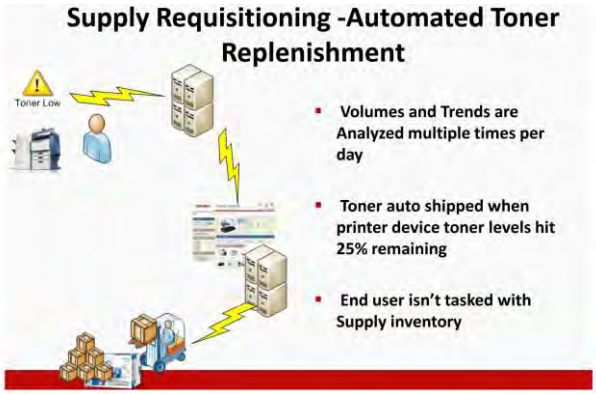
- ✓ Real time alerts to device error conditions
- ✓ Monitor and maintain device settings
- ✓ Remote firmware updates
- ✓ Change service code settings remotely
- ✓ Download service files for problem diagnosis
- ✓ Secure log-in through the Toshiba extranet
- ✓ Reduced workload

With the Cloud, our IT Help Desk can check function lists and download the information for future installations or to create backups of the product if a product has a fatal error. The future of our meter capturing is also within the Cloud. Instead of having to load meter software at your locations, it will be pulled directly from the product through the Cloud and imported into our databases. Finally, once a product is ready to be returned, the Cloud has the ability to decommission the product, clearing your information and disabling functions before it is turned over to the leasing company or disposed. This ensures your information is protected once the product leaves your premises.

Automated Toner Replenishment

Included At No Charge

For network printers, TBS offers an auto-toner replenishment system that eliminates any intervention by the user. Toshiba's monitoring tool will look at product usage, toner level, order history, cartridge yield and other factors to predict days of toner remaining. When it hits the threshold determined for the specific product, the toner will automatically be shipped to the designated location, with a label clearly depicting the correlating serial number, intended



recipient and product location. The end user will never need to order toner. The system is set up as just-in-time, meaning toner arrives approximately one week before the toner is fully depleted. There may be times when the product says "low toner," yet there is still toner in the cartridge. The algorithms look at multiple product data points, including usage, yield and order history, to accurately predict toner levels and ensure the replacement toner is delivered before the cartridge is empty.

Toshiba Eco- Innovation - Paper Reduction

Toshiba believes that the best way to reduce the environmental impact of paper production is to….Simply reduce the amount of paper an organization uses. Toshiba and Adobe joined in partnership to bring to the world the most radical environmental, innovative "GAME CHANGING" solution ever seen in our industry.

Adobe® LeanPrint

If our industry does not address the environmental footprint of our clients and its global long term impact, our children and grandchildren will suffer the consequences. ***Paper use is one of the highest cost and most environmental damaging products in our industry.*** _In an industry that gains much of its revenues from its customers volume of copies/prints produced, Toshiba set aside monetary gains and partnered with Adobe to launch the most environmentally innovative solution our industry has ever seen. It targets a very realistic 35-75% reduction in paper used. Toshiba welcomes the opportunity to install Adobe LeanPrint on a 90 day trial basis at Adams County.

Toshiba and Adobe's Print Optimization solution to best utilize Paper's Usable Print Area:

- Uses a Unique Document Re-Layout Approach
- Average Paper Savings of 37%
- Improves Readability and Information Retention
- Eco-Friendly – Supports Green Initiatives to save Paper
- Desktop Based
- Supports MS Office Suite, Adobe Acrobat, MS IE, Firefox

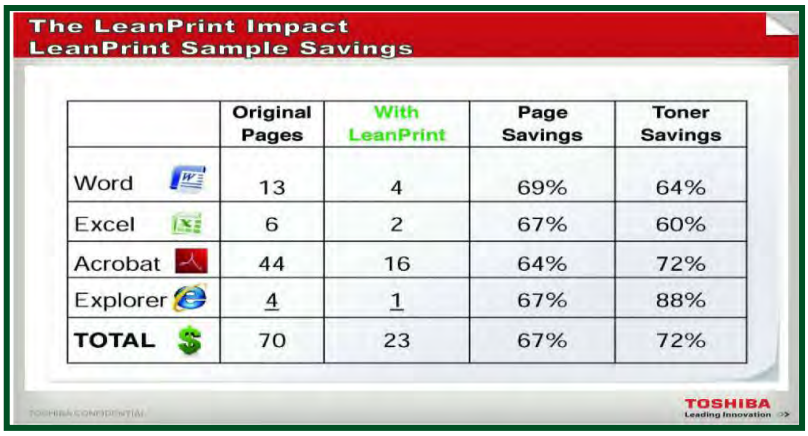
Adobe® Lean Print is Adobe-branded client software offered exclusively by Toshiba. This unique plug-in application is designed specifically to help organizations save money by reducing the number of printed pages and the amount of toner consumption. This software current works with MS Word, MS Excel, Acrobat software programs and supports Internet Explorer (v8.0 and above), Mozilla Firefox and Chrome Web-browsers.

Working in three modes, the software calculates the potential cost savings for energy and toner usage, allowing users to select the printing option that best suits their needs. A menu located at the bottom of the screen informs users on how much they save in terms of number of pages printed, toner saved and costs associated with their selections. Results from our pilot tests have shown that clients can anticipate a savings of at least 35% reduction in paper and supplies.

Adobe® Lean Print offers three modes:

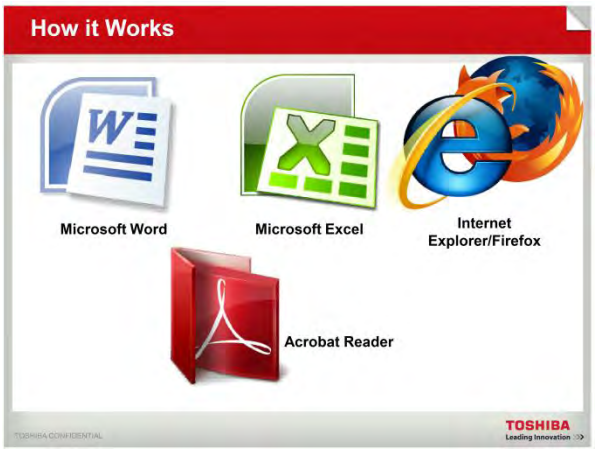
- **Super Saver Mode** – focuses on page layout and optimization
- **Toner Saver Mode** – Users can print the original format but with significantly less toner
- **Traditional Mode** – the document prints normally

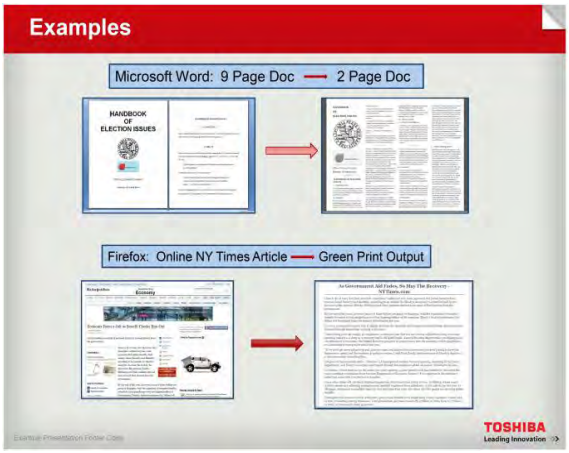
Another exciting feature of Adobe® Lean Print is the ability to print only relevant information from various Websites instead of printing all associated content, ads, banners, links and more, further contributing to saving on paper and toner usage.



	Original Pages	With LeanPrint	Page Savings	Toner Savings
Word	13	4	69%	64%
Excel	6	2	67%	60%
Acrobat	44	16	64%	72%
Explorer	4	1	67%	88%
TOTAL	70	23	67%	72%

LeanPrint Impact





See Tab6: Sustainability, for more information on Adobe Lean Print.

Sustainability Reporting

In the managed print services arena, more and more customers are asking us to help them meet their corporate green initiatives. This can involve measuring and improving such areas as electricity use, paper waste, CO2 generation and solid waste recycling. As your Multifunctional Copier provider, TBS not only cares about boosting your productivity and cutting your printing costs, but also cares about your environmental sustainability. With TBS, reducing your environmental impact and operational costs is easier than you think.

Toshiba's Encompass Green Report is an enhancement to our Encompass Document Analysis program that provides customers an accurate measurement of energy consumption, carbon emissions, paper usage and solid waste of their print devices.

During an Encompass assessment, we gather detailed asset information including locations, product models and types, equipment specs, and usage. Using this data, we can measure the environmental impact and costs using power costs by region and CO2 emissions by state. From this, we can pinpoint areas where we can lower environmental impacts on paper use, power consumption; the emission of dust, carbon, ozone and other substances; and the volumes of solid and water waste produced.

The Green Report compares both Current and Recommended State:

- Paper Consumption
- Electrical Consumption
- CO2 Emissions
- Natural Resource and Solid Waste Impact
- Environmental and Economic Costs

Toshiba Eco- Innovation:

Worlds First MFD with Erasable Print

Environmentally sound, technologically advanced & dramatic reduction of annual paper consumption!

Introducing the new Toshiba e-STUDI0306LP, a revolutionary design in our award winning MFP line-up. It is the first MFP to incorporate a unique erasable toner enabling the output to be erased and re-used multiple times. By reducing paper consumption, you help reduce solid waste streams and air and water pollutants. Small and medium size workgroups can now take advantage of everything Toshiba has to offer, while protecting the environment. The e-STUDI0306LP incorporates a low heat fuser system

adding to the environmental efficiency of the system. In addition, we've managed to include many features that are typically reserved for larger MFPs -like impressive warm up and first copy out times, color scanning, and print speeds of 30 pages per minute.

There's also walk-up printing, simply by plugging in a USB flash drive. Even bigger features include a full 9" LCD Touch Screen with large, easy-to-read control buttons.

The output is as distinctive as the MFP itself. Its blue color serves to notify users that this output is erasable and the paper reusable. You not only save money but protect the environment.

Free Toner Recycling

TBS is extending to the County our "Close the Loop" recycling program for disposing of your spent consumable supplies such as toner and fax cartridges, drum units and waste bottles/toner bags for both Toshiba and other products offered or maintained by Toshiba.

Under this program, we provide clients with everything they need, including recyclable collection boxes and supplies, freight, transportation, and recycling services for Toshiba-supplied toner bottles, laser cartridges, drum units, toner bags, and other bulk imaging consumables. These supplies are picked up and processed using four different processes to yield the maximum amount of reusable materials. Hard-to-process mixed plastics, toner powder, inks, and sponges are used in the company's patented composite eLumber, thereby reusing previously unusable materials, preventing them from ending up in landfills or being incinerated. This results in 100% reuse of collected Toshiba consumable imaging products.

Recyclable items do not even need to be repackaged. You would simply place the cartridge in the collection box. Once the box is full, you remove the bag from the collection box, tie off and leave in the pre-arranged collection point or return via UPS.

Quality Control – Six Sigma Organization

Based on Toshiba Group Quality Control Policy, TBS aims to provide our customers with safe and reliable products, services and systems, and are working to ensure superior quality as perceived by our customers. By increasing our sensitivity to potential risks and dealing with them swiftly, we strive to eliminate product accidents and provide unrivaled customer satisfaction.

Toshiba Group Quality Control Policy

1. We engage in quality assurance from the customers' point of view.
2. We observe relevant laws and contracts and respect the rights of customers and third parties.

3. We maintain quality systems aimed at achieving 100% quality.
4. We ensure that all of our departments and all of our employees act on this Quality Control Policy.
5. We aim for essential improvement by investigating the root causes of process failures.

Toshiba has instituted several proven quality initiatives such as ISO 9001, ISO 14001, and Six Sigma to develop, manufacture and provide serviceable high-quality products at reasonable prices while, at the same time, eliminate defects in product or service not conforming to specifications. Toshiba TEC hardware and toner manufacturing facilities have been certified to the ISO 9001 Quality Management System (QMS) and ISO 14001 Environmental Management System (EMS) standards. These highly acclaimed certifications are recognized worldwide as measures of top quality and environmental management excellence.

Further, to promote quality and continuous improvement throughout the company, Toshiba utilizes Lean Six Sigma methodologies for improving efficiencies and reducing waste and variation in our internal processes. Hundreds of Lean Six Sigma (LSS) projects have been completed or are underway.

Customer Satisfaction

Toshiba measures customer satisfaction using methods such as customer satisfaction surveys, face-to-face customer interaction, performance management meetings with customers, and internal benchmarking. We conduct customer satisfaction surveys with all of our enterprise customers, giving us a true picture of how the customer perceives our performance in areas such as quality, responsiveness, professionalism, training, service, and overall satisfaction.

In the spirit of partnership, we will schedule account reviews with Adams County to ensure we are satisfying all equipment and service requirements. TBS will meet with the county regularly during implementation to review transition activities, account performance and customer satisfaction. Thereafter, regular meetings will be held monthly, quarterly, annually, or at an agreed-upon frequency where we can share this information and discuss any issues regarding our equipment and performance.

Toshiba uses formal surveys to measure client satisfaction with all aspects of our installation, service and maintenance process. Knowing the customers' perception of our performance is an essential element of the program. Following each service call, customers are asked to rate each TBS subsidiary in several service categories using a scale of 1 to 10, with 10 being the highest. Each survey is reviewed by our managers, who take appropriate follow-up and resolution steps when respondents show even a moderate or lower level rating on their survey. Toshiba has consistently received extremely high ratings: We have averaged 9+ overall satisfaction rates in all categories.

In addition to surveys related to our services, Toshiba Group conducts a Customer Satisfaction

survey (also called Voice of Customer survey) corporate wide for continuous improvement of customer satisfaction. Since FY2005, the survey has been conducted throughout our corporation, covering individual and corporate customers to find out their views on Toshiba Group's products, prices, repair services, etc. The findings are shared among the personnel concerned, including senior executives, and executed in activities to enhance customer satisfaction.

Business Process Management

To address the fundamental functions relating to the County's document management systems, Toshiba has effective digital workflow solutions that allow for the routing of documents electronically. Documents can be electronically sent to individuals for review, mark-up, change, approval, and signatures. Once an action is taken, the document can be electronically forwarded to other individuals for more actions, routed to printers based on print rules or electronically output by other methods.

Integrated records management systems allow storage and retrieval of information from multiple sources from one central location, known as an electronic file cabinet.

Workflow Tools / Optical Character Recognition – Customizable tools for capturing, processing and distributing document images — and the vital information they contain. By bringing together modules that are highly intelligent and user-friendly, Toshiba solutions can turn the MFD into an exceptionally integrative workflow engine.

Forms Management – Toshiba also can help the County reduce the number of pre-printed forms used by your operations, substantially reducing costs and improving efficiencies by eliminating forms, manual workflow processes, and the storage and archiving of completed forms and documents. Tools are available to dynamically merge a wide range of variable and static data, such as names, addresses, text, photos, logos, images, messages, charts and graphs, barcodes, calculations, web links, and more. They can simultaneously merge data from multiple sources, such as databases, flat files, print streams, data streams, ERP and CRM programs, XML, the Web, third-party applications, and much more. In addition, data can be inserted to all your documents from many sources, including signature pads, Tablet PCs, remote PCs, XML, third-party applications and the Web.

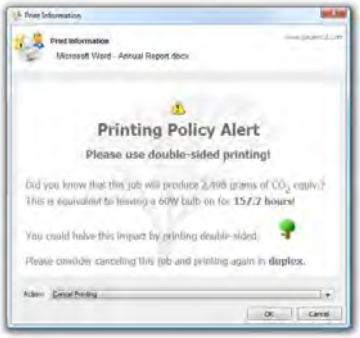
Secure Release / Rules Based Printing/ BYOD print management solutions (optional)

Toshiba is recommends **PaperCut MF**. Print jobs are "pulled" from a global print queue to a device nearby through log on or card swipe authentication, and printed on the spot. By adopting a pull printing solution, customers can greatly significantly cut paper and energy usage, reduce IT costs, and improve document security and confidentiality.

PaperCut MF is an embedded solution that uses the Toshiba MFD built-in touch screen to provide a rich set of application features for walk-up copier, fax and scan usage, including:

- End user authentication including integration with single sign-on environments such as Active Directory, Open Directory, eDirectory, LDAP, and others
- Releasing jobs from a hold/release queue (secure printing)
- Optional proximity card swipe authentication (via standard USB-based readers)
- Group-based access control to the device and color copying)
- Monitoring and control of photocopying (quotas, charging, allocation and logging)
- Allocation of copying to accounts/departments/cost-centers/projects
- **Secure Release – Seamless Mobile Printing**

Reports:



- Access 50+ common reports with one click
- Run reports from anywhere on the network with a standard web browser
- See the sample of the report before running it
- Options include PDF reports, HTML and Microsoft Excel
- Dozens of standard pre-built reports covering, users, printers, shared accounts, groups and logs
- Customize report headers with your own organization's logo and details
- All reports are available in PDF, CSV/Excel and HTML format
- Preview reports directly in the browser prior to printing
- Quickly open report data in Microsoft Excel for further analysis or presentation

Print Policy Management - Implement best-practice print policy rules:

- Remind users via popup to print duplex
- Route large jobs to dedicated high-volume printers
- Discourage users from printing emails
- Discourage printing web pages in color

Advanced Job Information

- Define costs on a per-printer basis
- Full differential charging models taking into account standard sizes, size category, area, color/grayscale or duplex mode
- Combine with filters for precise control over charges and use
- Apply discounts to encourage use of grayscale and duplex printing
- Page-level color detection - users are only charged the color rate on pages that actually contain color.

Filtering / Restrictions - Filters are an excellent way to control printing. Administrators can define filters to:

- Automatically detect and delete duplicate jobs.

- Prevent large jobs from being printed on slow printers.
- Stop jobs of certain names/types. A great way to stop someone accidentally printing the "accounts.xls" file that results in 20,000 pages!
- Catch invalid paper sizes. No more "manual feed" or "Load A5" blinking messages!
- Restrict access by domain group, maximum cost, color mode, size and more.

APPENDIX A: Account Management Team

Toshiba has assembled a seasoned Account Management Team to expertly and professionally implement, manage, and maintain the Adams County contract. Experienced individuals comprising this team look forward to the opportunity of working with the District and establishing a lasting and beneficial relationship. Team members have, on average, 18+ years of industry experience implementing and managing major accounts, and they will work closely with the District to ensure that Toshiba fully meets your document production objectives throughout the contract term.

The role of this team is to implement the District contract and where necessary, align or create workflows and processes to support the District's objectives. Through extensive communications, internally and externally, this team collaborates and establishes a management blueprint for the District's facilities. The Account Management Team tracks and measures metrics and generates reports. This team also oversees and monitors the day-to-day activities of the tactical members of their respective areas to ensure compliance throughout the contract life cycle. The Team described herein is responsible for the successful management of six local Government and K-12 Colorado school districts including The City of Lakewood, The City of Brighton, Academy School District 20, Adams County School District 50, Adams 12 Five Star Schools and St. Vrain Valley School District.

The Adams County account will be expertly managed by Toshiba Business Solutions from their office in Denver. This assures the County will have easy, uninterrupted access to local service expertise. Leading the way is Jeff Feldman, Major Accounts Manager, who will be the key liaison between Toshiba and the County to ensure that the contract runs smoothly and that we are meeting or exceeding all contract performance standards. Jeff will be supported through Toshiba's Strategic Account Management Program comprised of service management, managed print services, professional services support, advanced technical support, contract billing and administration, and training.

Account Management

Jeff M. Feldman .....***Senior Major Accounts Manager***
Phone: 303-262-5851 (office) (Adams County Primary Account Manager)
303-870-5503 (cell)
E-mail: jeff.feldman@tabs.toshiba.com

Roles and Responsibilities

As Account Manager, Jeff will participate in the formulation and derivation of a Print and Document Management Plan that meets or surpasses Adams County's strategic objectives. He will participate in the Executive Team's periodic reviews of our performance, during which our overall performance will be benchmarked with the industry and the County's specific critical success factors: reduced TCO; streamlined and coordinated account management processes; and best-in-class service and quality standards. From this review, if necessary some or all of the County's Strategic Print and Document Plan may be revised or realigned. New processes or revisions to existing processes may also be suggested.

Professional Experience

Jeff has 26 years experience in the office equipment and technology industry, and joined Toshiba in 2008. Since 1991, he has worked exclusively with Major and National Account customers. He believes in a partnership with our customers that ensures they receive the maximum benefit from our products and services and strives to build a relationship based on established trust, open communication, environmental sustainability and customized solutions to meet their specific needs. Jeff is a 1986 graduate of Southern Illinois University with a BS in Marketing, and Minor in International Marketing.

Executive Management

John Kouri.....***Senior Vice President/ General Manager***
Phone: 303-262-5858
E-mail: john.kouri@tbs.toshiba.com

Roles and Responsibilities

As the senior local executive manager responsible for the County, John will convey the implementation direction and requirements to his management team as well as provide expert consultation to other Executive Management Team members regarding operational policies,

standards, and processes. He will oversee the design of processes and workflows and direct internal alignment with the County's objectives to ensure proper order fulfillment, implementation, and management. In addition, John will make operational recommendations stemming from issues identified in account reviews and escalation of any issues requiring Toshiba corporate support, while ensuring execution is timely and accurate.

Professional Experience

John has 28 years of experience in the office equipment and technology industry. Prior to joining Toshiba, he has owned a number of successful independent office equipment dealerships in the Colorado Springs Metro and Front Range Community. John believes in the importance of giving back to the community, therefore he has volunteered many hours assisting students in developing their talents and teaching them the importance of setting and achieving their goals. John has served on several industry manufacturer advisory councils throughout his career including Toshiba, Savin and Ricoh. John is a 1982 graduate of Michigan State University with a BS in Management and a member of the Varsity Football Team.

Service Management

Larry Smith ..... ***Western Regional Vice President of Service***
Phone: 303-262 5814
E-mail: larry.smith@tbs.tosiba.com

Roles and Responsibilities

Working out of our Denver office, Larry will manage local and regional field activities and service personnel assigned to the County to ensure customer service requests are handled efficiently. He will monitor call response times and ensure preventive maintenance schedules are followed according to manufacturer specifications. He manages field supervisors and notifies the Toshiba Advanced Technical Support Group and Executive Service Management Team of chronic issues with key accounts. Larry also participates in the Account Management Team's periodic reviews of our performance.

Professional Experience

Larry has 24 years of service management/operations experience in the document imaging industry. He worked in an independent dealership that had extensive involvement with education and government business models. Larry joined TBS in April 2004 and was transferred to Toshiba Business Solutions Colorado in August 2008, bringing his customer focused experience and expertise to the service department. Toshiba Business Solutions Colorado is the recipient of the prestigious ProMasters Award, given to Toshiba dealerships that provide outstanding technical and customer service to their Customers.

Ralph Hernandez ..... ***Field Service Manager***
Phone: 303-262-5825
E-mail: Ralph.Hernandez@tbs.toshiba.com

Roles and Responsibilities

As Field Service Manager, Ralph manages a team of field technicians and will provide technical support and guidance to the technicians assigned to the County. He will monitor customer satisfaction and help resolve customer relation problems. Ralph will advise and assist the service technicians with any service issues that may arise.

Professional Experience

Ralph has been in the copier service industry for over 25 years. Ralph has experience in networking, computers, and electronics along with a business degree from Regis University. Ralph's skill and experience bring a great deal of strength and confidence to our team and to our customers.

Professional Services Support Team

Mike Genella.....***Business Automation Analyst***
Phone: 303-262- 5822 (office) (Adams County Professional Services Lead)
303-819-0678 (cell)
E-mail: michael.genella@tbs.toshiba.com

Roles and Responsibilities

As the professional services lead for our proposed Rules Based Output Management, Print Monitoring & Control Solution, Mike will participate in the formulation and design of an implementation plan that meets or surpasses the County's strategic objectives. He will participate in the Executive Management Team's periodic reviews of our performance.

Professional Experience

Mike has 25 years experience in the office equipment and document management technology industry. Mike started his career as a technician in 1988. Mike made the transition to sales / customer support in 1993. He has worked with Toshiba since 2007 and is committed to provide superior customer service.

Peggy Perkins .....***Solutions Engineer (Local)***
Phone: 303-476-8440
E-mail: Peggy.Perkins@tbs.toshiba.com

Roles and Responsibilities

Peggy is responsible installing and troubleshooting all aspects of products under Toshiba's Professional Services, specialties include document capture and distribution, management, output, storage, and connectivity.

Professional Experience

Peggy has been in the industry for eight years, staying within the Toshiba Business Solutions organization, specializing in connecting, troubleshooting and maintaining software and equipment. Peggy has an Associates of Computer Science for Computer Networking System degree, working with various products within the industry.

Juliet M. Siro ..... ***Project Manager, Professional Services***
Phone: 949-462-6843
E-mail: Juliet.Siro@tabs.toshiba.com

Roles and Responsibilities

Juliet is responsible for managing, planning, and implementing customer and non customer facing projects, which include customer assessments and software implementations instrumental to offering optimal Managed Print and Professional Services.

Professional Experience

Juliet joined Toshiba in 2011 and brought with her a strong background in project management, business analysis, and process improvement. She is Lean White Belt Certified and has experience managing the successful implementation and rollout of Toshiba's major accounts. Juliet has a MBA, Executive Global Business Management; BS, Business Management, Marketing Emphasis; BS, HRA and Business Administration.

National Account Service and Support

As a premium client, the County will receive national support from Toshiba America Business Solutions, Inc. (TABS). Key individuals representing TABS who will be directly involved in supporting the District account include:

Brian Kohn ..... ***Director of National Accounts / Executive Management***
Phone: 847-910-6230
E-Mail: brian.kohn@tabs.toshiba.com

Brian has over 20 years of success management experience in support of Toshiba's portfolio of managed print and solutions programs. Brian is an expert at enterprise-wide process analyses for our customers' print management environment.

Harold Baker ..... ***Business Development Manager***
Phone: 206-465-3934
E-Mail: harold.baker@tabs.toshiba.com

Harold has an extensive background in printing technologies, workflow improvement, business development and account management. Harold works closely with the national sales team and local service providers, leveraging Toshiba's innovative technologies, products and solutions to define and implement customized managed print services programs for clients.

Professional Services / Advanced Technical Support Team

Jason Jarrett ..... ***Manager, Solutions Design and Implementation***
Phone: 404-229-1088
E-mail: Jason.Jarrett@tabs.toshiba.com

Roles and Responsibilities

Jason will lead a National professional services team that provides consulting and integration services for solutions related to the practice areas of managed print services, security, and document capture /workflow. Jason will provide technical support expertise and support for the deployment, implementation, and training for your new solutions and technologies.

Professional Experience

Jason is an experienced solutions manager with over 13 years of experience on a local, regional, national, and international level. He is proficient in legacy mainframe print applications, LDAP and AD integration, printing protocols, network printing, document management, document search applications, business application integration, network scanning, variable data print applications, cost recovery solutions, and digital color imaging.

Heather Chudzinski ..... ***National Solutions Consultant***
Phone: 817-901-5950
E-mail: heather.chudzinski@tabs.toshiba.com

Roles and Responsibilities

As the National Solutions Manager, Heather oversees the creation and implementation for Toshiba vendor partnership software solutions. The National Professional Services team functions as consultants for Toshiba clients, focusing on document security, workflow and management. Heather and her team are experts in this area and bring knowledge and experience to many of Toshiba's top accounts. She and her team will assist in training end users on all software operational capabilities. They will also serves as a resource for post install operational questions and support on all software solutions.

Professional Experience

Heather has been in the information technology support industry for over 17 years. For the past 10 years Heather has designed and implemented innovative business workflow and security process solutions. She has vast experience in network security, infrastructure support, Document Rights Management, and document workflow/management. Heather has complete training and/or certification in Cisco, Microsoft and Novell networking, MAC, Color Management, several document management systems, PaperCut, Drivve, eCopy, ABBYY, Brainware, and Kofax capture solutions, OpenText RightFax faxing solutions, as well as experience with capture and output technologies from multiple manufacturers.

Contract Billing and Administration

Chris LaCrue ..... ***Contract Billing Supervisor***
Phone 303-262-5863
E-mail: Chris.lacrue@tbs.toshiba.com

Roles and Responsibilities

As the Supervisor, Contract Billing & Customer Service, Chris' responsibilities include

contract execution; maintenance of customer and contract information; customer care; meter read collection and entry; billing and billing adjustments; and sustaining positive relationships with Toshiba service providers and customers.

Professional Experience

Chris has more than 17 years experience in the areas of billing, administration, service dispatch and customer service in the office equipment and technology industry. Chris has been with Toshiba since 2002.

Training

Toshiba Corporate Training Team

Roles and Responsibilities

Assist with extensive training for the County end users and key operators in all facets of using their office equipment including their special features including such as scanning, faxing, printing, e-Filing, command work station, and pc faxing, and enterprise software operational capabilities. They also serve as a resource for post install operational questions and support.

TAB 4

PRICING

Toshiba Pricing Response to Adams County RFP #2014.17

	Current Model	BW Speed	Color Speed	Proposed Toshiba Model	BW Speed	Color Speed	48 Month Base Lease Payment	Office Finisher (50 Sheet Stapling)	High Capacity Feeder - 2500 Sheets	Fax	2/3 Hole Punch	Monthly BW/Color Allowence	B&W Copy/Print/ Facsimile Cost Per Page (CPP)	Color Copy/Print/ Facsimile Cost Per Page (CPP)	Scan Cost Per Page	Cost Per Overage Per Month
	DIGITAL - MONOCHROME															
Low Volume	SHARP ARM207E	20	na	Toshiba e-Studio 207	20	na	$ 56.60	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM161	16	na	Toshiba e-Studio 2505	25	na	$ 24.72	na	na	$ 4.40	na	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP AR205	20	na	Toshiba e-Studio 2505	25	na	$ 24.72	na	na	$ 4.40	na	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR1025IF	25	na	Toshiba e-Studio 2505	25	na	$ 24.72	na	na	$ 4.40	na	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR3025	25	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR2025I	25	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR2525	25	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR4025	25	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM277	27	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
Mid Volume	Canon IR2530	30	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR3230	30	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM317	31	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Ricoh MP3351SP	33	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR2535I	35	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR4325	25	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR3235I	35	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM355	35	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	KONICA MINOLTA 361PCL	36	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP MXM363	36	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Xerox WorkCentre 5600 Series	32	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Xerox WorkCentre 5632	32	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	KONICA MINOLTA 421	42	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR3245I	45	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR5045	45	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	KONICA MINOLTA IP-432 PS	45	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP AR-M450	45	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
High Volume	Canon IR5000E	50	na	Toshiba e-Studio 507	50	na	$ 94.05	$ 20.67	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	KONICA MINOLTA 501	50	na	Toshiba e-Studio 507	50	na	$ 94.05	$ 20.67	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP MXM503N	50	na	Toshiba e-Studio 507	50	na	$ 94.05	$ 20.67	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR4251	51	na	Toshiba e-Studio 507	50	na	$ 94.05	$ 20.67	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR5055	55	na	Toshiba e-Studio 557	55	na	$ 120.55	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR6255	55	na	Toshiba e-Studio 557	55	na	$ 120.55	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM550	55	na	Toshiba e-Studio 557	55	na	$ 120.55	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR6055	55	na	Toshiba e-Studio 557	55	na	$ 120.55	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP MXM620	62	na	Toshiba e-Studio 657	65	na	$ 124.69	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR5065	65	na	Toshiba e-Studio 657	65	na	$ 124.69	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR6065	65	na	Toshiba e-Studio 657	65	na	$ 124.69	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	SAVIN 4075SP	75	na	Toshiba e-Studio 757	75	na	$ 131.24	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	SAVIN 8075SP	75	na	Toshiba e-Studio 757	75	na	$ 131.24	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR8085	95	na	Toshiba e-Studio 857	85	na	$ 171.81	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR8095	95	na	Toshiba e-Studio 857	85	na	$ 171.81	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP

Toshiba Pricing Response to Adams County RFP #2014.17

	Current Model	BW Speed	Color Speed	Proposed Toshiba Model	BW Speed	Color Speed	48 Month Base Lease Payment	Office Finisher (50 Sheet Stapling)	High Capacity Feeder - 2500 Sheets	Fax	2/3 Hole Punch	Monthly BW/Color Allowence	B&W Copy/Print/ Facsimile Cost Per Page (CPP)	Color Copy/Print/ Facsimile Cost Per Page (CPP)	Scan Cost Per Page	Cost Per Overage Per Month
	DIGITAL - COLOR															
Low Volume	SHARP MXM200D	20	20	Toshiba e-Studio 2050C	20	20	$ 66.60	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
Mid Volume	KONICA MINOLTA C252	25	25	Toshiba e-Studio 2555C	25	25	$ 101.08	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC2230	30	30	Toshiba e-Studio 3055C	30	30	$ 113.49	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC3080I	30	28	Toshiba e-Studio 3055C	30	30	$ 113.49	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SAVIN C3333	33	33	Toshiba e-Studio 3055C	30	30	$ 113.49	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SAVIN C3828	28	28	Toshiba e-Studio 3055C	30	30	$ 113.49	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5235	35	35	Toshiba e-Studio 3555C	35	35	$ 119.06	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SHARP MX-3501N	35	35	Toshiba e-Studio 3555C	35	35	$ 119.06	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Docu Color 242	42	42	Toshiba e-Studio 4555C	45	45	$ 120.64	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	KONICA MINOLTA C450	45	45	Toshiba e-Studio 4555C	45	45	$ 120.64	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SHARP MX4101N	45	35	Toshiba e-Studio 4555C	45	45	$ 120.64	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
High Volume	SHARP MX5001N	50	50	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5051	51	51	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5255	55	51	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SHARP MX5001N	50	50	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5051	51	51	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5255	55	51	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Docu Color252	52	60	Toshiba e-Studio 5560C	55	55	$ 193.34	$ 28.62	Standard	$ 11.18	$ 5.26	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Docu Color 260	60	60	Toshiba e-Studio 6560C	65	65	$ 234.19	$ 28.62	Standard	$ 11.18	$ 5.26	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
Wide Format	Xerox 6204 Wide Format			No Bid*												
	Xerox Wide Format Print System 8825			No Bid*												
	Oce TDS450			No Bid*												

***Toshiba welcomes the opportunity to review each location and evaluate if a KIP Wide Format MFD or Stand Alome Wide Format Printer/Scanner is required**

Notes: **All proposed Toshiba Base Models include a Automatic Document Feeder, Duplex Printing, Stand & up to 11"x17" copy/print/scan/fax out put**

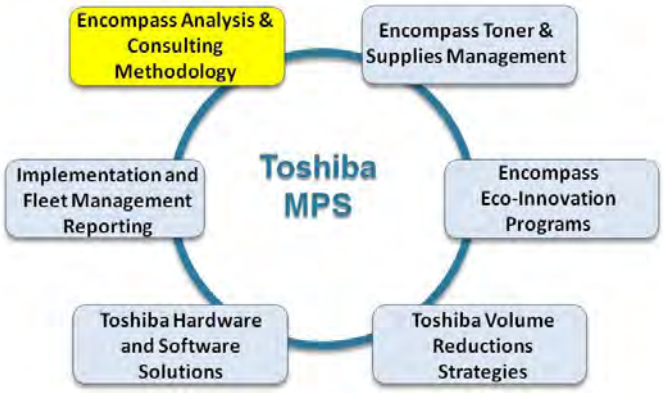
TAB 5

SAMPLE IMPLEMENTATION

MANAGED PRINT SERVICES METHODOLOGY

MANAGED PRINT SERVICES METHODOLOGY

Managed Print Methodology and Optimization



TBS is offering Adams County a comprehensive managed print services (MPS) program covering products, solutions and fleet management software to achieve greater operational efficiency. There are many approaches to MPS – from total device replacement to a phased implementation leveraging valuable, usable assets. We propose a collaborative process, where we work with you to customize an approach to align with specific corporate dynamics and culture, considering strategic goals, financial objectives, operational processes, departmental priorities, regulatory requirements, confidential areas (i.e. executive, personnel, finance), existing infrastructure allocation (i.e. personal printers), lease expirations, and other aspects that impact the document management strategy. Through careful planning and analysis, we will develop a blueprint that is both optimized and truly operational for your organization.

Encompass, Toshiba's award-winning, fleet optimization program, integrates Toshiba core competencies with Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) methodology to identify costly or underutilized devices, inefficient processes, and other cost drivers. Utilizing DMAIC Six Sigma methodology, Toshiba business analysts can map out a future state design that provides a 360° view of your document output expenditures in the areas of Equipment Fleet Utilization; Document Lifecycle Costs; and Business Continuation and Compliance. Our team will then consolidate and optimize output devices, implement new technologies, and improve your support processes.

Toshiba's fleet optimization for the County will comprise three phases – **Assessment and Analysis**, **Design and Recommendations**, and **Implementation**. Assessment and Analysis focuses on understanding your current copier and printer environment, identifying specific areas to reduce costs and improve employee productivity, and then providing the tools and vehicles to implement these process improvements.

PERFORMING THE ASSESSMENT

Utilizing our proprietary Encompass tools, Toshiba Print Assessment Specialists will perform a comprehensive document management and output analysis to identify improvements to your organization's printing infrastructure and document management processes. Through in-depth data collection, including employee interviews, process mapping and the use of print tracking software, Toshiba consultants will identify problem areas that are most primed for improvement and provide the most immediate cost savings. A walkthrough of your environment will give

them a true understanding of end-user requirements, the way information moves throughout departments and outstanding issues. In addition, the tools will collect critical data regarding fleet utilization, operational/labor costs and document lifecycle costs.

Note: For smaller or remote locations, a physical on-site assessment may not be required. The TBS Analyst can gather information remotely, using existing volume and asset data collected through our monitoring tools and by interviewing key users and administrators.

Throughout the assessment, we consider the ideal device placement to efficiently meet user needs. For example, industry practice allows for a primary device within 75 feet of each user and a secondary device within 125 feet of each user. Print Assessment Specialists take into consideration operational requirements, workflow processes, confidential documentation, and other qualitative components to determine the number and placement of devices and employee ratios. In order to maximize long-term benefits, we often recommend removing single function devices (printers, copiers, scanners and fax machines) and migrating print volumes to higher-functioning and more cost effective multifunction devices wherever practicable.

ANALYZING THE DATA

Using the Encompass Document Analysis tool, the Print Assessment Specialists can accurately read the data to determine the best output recommendations for the County. The analysis includes:

- Calculating your current per page cost for each device.
  - Hardware
  - Maintenance and Support
  - Consumables
- Mapping your operational processes used to assess, acquire and manage devices.
  - Discover and document current strategic goals for your device fleet.
  - Understand how your organization uses different types of documents.
  - Consider how your current fleet adds/supports/detracts from operational efficiencies.
- Analyzing current document based business processes, workflows, and document security.
  - What reports are printed and what is done with them after they have been printed?
  - Are there any opportunities to make current processes paperless transactions?
  - What are the workflow processes? What is printed? Why? How often?
  - General feedback on departmental day to day usage of output devices.
  - Security - Who uses fax? Who is scanning? How can this be managed?
  - MFP Security - Are all of the devices in the fleet secure?

This analysis will enable Toshiba to identify trends, opportunities for improvement and weaknesses in your current infrastructure and, more importantly, recommend a blueprint and plan to create an optimized one. Toshiba has helped some of our major accounts achieve significant cost savings in the form of hard costs in the total cost per page, labor savings from reduction of internal support staff, and reductions in the amount of energy and space consumed.

Additional savings in the area of document workflow include the elimination of physical file storage, productivity savings relative to document search and retrieval, improved records management, and many others.

DESIGNING THE ENVIRONMENT

The design phase is a collaborative process. Based on the information collected during the Assessment phase, Print Assessment Specialists will sit down with assigned members of your staff to design your new managed print environment, which focuses on achieving the following ends:

- ***Good Device Proximity:*** Have a sufficient quantity of the appropriate device(s) within a reasonable distance to each user for the optimal user-to-device ratio.
- ***High Device Availability:*** Achieve a high level of uptime for the fleet and any individual device.
- ***Privacy of Personal Data:*** Toshiba takes a real world approach when designing your print environment. For example, we understand that simply consolidating devices does not work in all departments. We also take into account data privacy requirements.
- ***Accommodation of Special Needs/Features:*** Ensure that needs for color, paper handling & finishing, compatibility with proprietary software applications, etc., are accommodated in an acceptable fashion.
- ***Enterprise Coherence:*** Ensure an enterprise-wide logic and structure including consistency of user experience from location to location and device to device.
- ***Optimal Cost*** Structure***:*** Achieve all of the objectives listed above at the most favorable cost for the County.

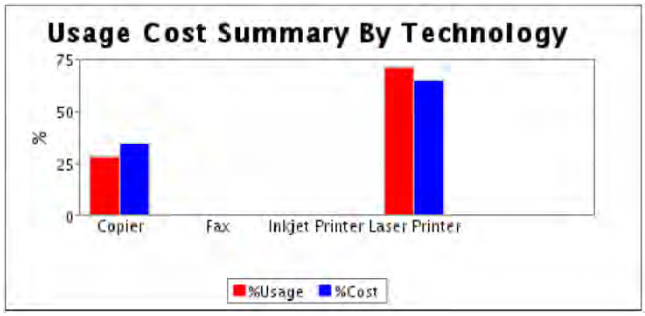
PRESENTING THE RESULTS

Formal recommendations for document infrastructure optimization are presented, such as cost containment opportunities, device reallocation/right-sizing, time-phased initiatives and change management strategies for long-term continuous improvement. Generally, rightsizing involves a gradual process of consolidating standalone printers, copiers, scanners, and fax machines into smaller numbers of strategically placed configured MFDs and networked printers, determining the right number and type of devices to support specific department and/or business unit needs.

During the Measuring and Discovery Phase, Print Assessment Specialists first establish a baseline inventory of your fleet. Recommendations for additions, deletions, and changes are based on a careful analysis of your environment, and we factor in the age of the hardware, device utilization, current duty cycles, availability of parts and supplies, features and benefits as well the total cost of ownership including toner, service, maintenance, inventories, upgrades, leases, etc. We will then present a quantitative summary of your current usage and TCO for all document

imaging devices in your fleet. An example of a summary report showing current monthly usage and TCO is below.

Product Types	Total Monthly Mono Usage	Total Monthly Color Usage	Monthly TCO			Cost Per Copy	
			Mono	Color	Total	Mono	Color
Copier	385,584	7,867	$14,983.31	$954.88	$15,938.19	$0.03886	$0.12138
Fax	150	0	$0.00	$0.00	$0.00	$0.00000	$0.00000
Inkjet Printer	600	200	$31.25	$30.96	$62.21	$0.05208	$0.15480
Laser Printer	994,769	1,168	$29,402.45	$160.71	$29,563.16	$0.02956	$0.13760
Total	**1,381,103**	**9,235**	**$44,417.01**	**$1,146.55**	**$45,563.56**	**$0.03216**	**$0.12415**



Additionally, using Encompass we capture, analyze and present data about your current environment with a high level of granularity, as shown in the example below. Trained analysts perform a detailed assessment of your current state by examining areas such as:

Number of Products: Represents the total number of document imaging products (by type) currently in use.

Number of Unique Models: Represents the number of unique brands/models currently in use.

Average Age of Technology: Indicates the number of years since the model was first introduced.

Percent Networked: Total number of document imaging products that are available to more than a single user at a time.

Product Types	No. of Products	No. of Unique Models	Avg. Age of Technology (Yr)	% Networked
Copier	56	12	4.0	67.86%
Fax	1	0		0.00%
Inkjet Printer	4	1	7.0	0.00%
Laser Printer	474	18	5.7	87.55%
Total	**535**	**31**	**5.5**	**84.67%**

These data points help formulate the current infrastructure design and costs, as well as concrete recommendations for the future optimized design. Typically there will be a focus on volume migration, device consolidation and reduction in TCO.

The result is a comprehensive fleet optimization analysis, or blueprint, of the most effective and

efficient use of existing equipment, as well as in-depth strategies for managing the system with maximum control, flexibility, and productivity. We calculate precisely how much waste occurs throughout the County and/or departments. Our experts determine the true TCO and identify cost savings you can expect, including hard savings by reducing hardware costs, as well as soft savings through improved efficiency. An example TCO comparison report by department is shown below.

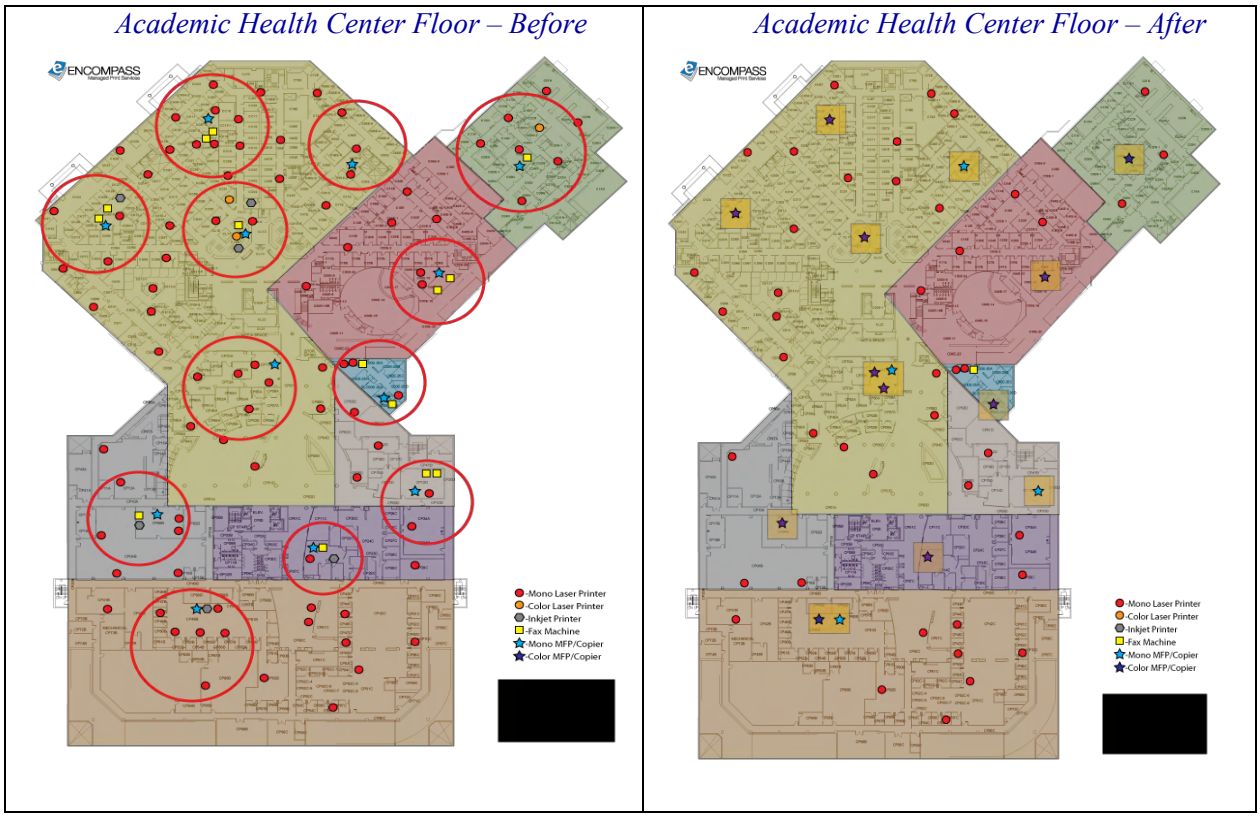
When analyzing the impact of printing, Toshiba considers every aspect of your print environment, from hardware to supply purchases, maintenance, service, and ongoing management – not just the cost of the hardware. Among the hidden expenses of document management are "fleet management" costs which generally are proportionate to both the total number of units to be managed as well as the number of different vendors, supply items and models. The following chart details some of the fleet management cost drivers.

Metric	Copier	Fax	Printer	Total
Number of Unique Products	13	1	22	36
Number of Unique Supply Items	16	0	26	42
Number of Vendors	0	0	0	0

During the analysis, the Print Assessment Specialists use Encompass to create visual floor plans depicting product placement both in the current and optimized states for each floor/building that was assessed. The physical location of each print device is plotted on a floor plan. This allows you to visualize where you may have too many devices, lack devices with specific features/functionality, where bottlenecks exist, etc. We then design a recommended future state that simulates the most efficient deployment strategy for improved workflow, productivity, and cost reductions.

Using Encompass, we will develop a TCO model of your “current” and “optimized” state document environment. Accurate and reliable device usage data will be collected to provide a department-wide assessment of Monthly TCO and costs of the current state and the proposed optimized state. This data is invaluable in order for you to make informed decisions about device placement.

To illustrate our Encompass methodology, below is a sample assessment from an Academic Health Center. Utilizing the Encompass tool, we evaluated all available information, including models and number of employees in the respective areas, mapping the data against the floor plans. In this example, there were several high cost, single function printers, comprising several brands. From the strain on IT to the sheer supply and maintenance costs, managing disparate devices has significant productivity, administrative, financial and operational impacts on the organization – which are magnified on an enterprise level.



By highlighting the current and optimized future state, this customer was able to clearly see the opportunities ahead. This floor plan was supported by a total cost of ownership report, calculating the operational costs of the current and optimized views. Toshiba will follow a similar approach with Adams County – clearly illustrating the before and after views and related costs – to provide a concrete perspective of the document environment and opportunities for improvement.

The Toshiba Solution Benefit report below provides detail about our recommended solution. For each proposed product replacement, the report lists the department(s) where the existing products are located together as well as the cumulative TCO of those products. Next, the report lists the recommended Toshiba replacement together with the new TCO. The report allows you to see the financial benefits of the proposed Toshiba solution on a department-by-department basis.

Department Name(s)	Current Scenario		Proposed Toshiba Solution		Toshiba Benefits	
	# of Assets	Monthly TCO	# of Assets	Monthly TCO	# of Assets	Monthly TCO
Replacements						
Department	1	$60.10	1	$205.22	0	$-145.12
Department	27	$2,330.89	3	$1,150.88	24	$1,180.01
Department	2	$468.52	1	$365.24	1	$103.28
Department	4	$143.31	1	$183.49	3	$-40.18
Department	6	$719.85	1	$178.27	5	$541.58
Department	1	$19.34	1	$177.20	0	$-157.86
Department	2	$224.70	1	$183.00	1	$41.70
Department	4	$270.27	1	$183.57	3	$86.70

Other reports that may be available through Encompass include:

- Cost/Usage Summary by Location
- TCO by Model and Product
- Detailed TCO by Model and Product
- Usage by Model
- Supply Cost by Model and Product
- Cost/Usage Detail by Product
- TCO by Department
- Vendor Summary
- Other Cost Summaries
- Environmental Green Report
- Security Vulnerability Report

Rounding out the process, Toshiba Business Solutions will present ideas to reengineer digital document workflows, incorporating emerging document management software technologies to reduce network bottlenecks, improve employee productivity and lower costs.

OPTIMIZING YOUR ENVIRONMENT

Once the design has been finalized and approved by the County, TBS will implement the solution based on the specific objectives and timelines that have been mutually agreed upon by TBS and the County. Our approach includes a prioritized implementation schedule featuring both short and long term elements of the solution. Components of the implementation may include the replacement of high-cost-of-ownership equipment, reallocation of existing devices, installation of software solutions, and end-user training. In general, this phase includes one or more of these actions:

Equipment "Right Sizing" – This focuses on standardizing on fewer models, effectively located that optimize cost and worker productivity.

Print Migration – This strategy involves moving print volumes away from higher cost devices and toward more efficient output products.

Consolidation/Removal – During optimization there may be opportunity to remove or redeploy redundant, underutilized or outdated devices.

Document Workflow – Beyond managing the print environment, TBS can also focus on key document workflows. This can involve the transition of paper-bound business processes to electronic processes.

Remote Monitoring – Remote and continuous fleet monitoring is part of ensuring business continuity through improved device uptime and reliability.

Regulatory Compliance – Retention and disposal policies related to governmental or other business record keeping requirements.

Security – This involves helping you to achieve a uniform level of security across your network and devices in order to protect valuable data and intellectual property.

Sustainability – Connecting the County's sustainability goals into MPS, TBS can analyze your current environment footprint and find ways to measurably improve it in the future

When collaborating with TBS, each department will receive a custom solution that aligns with their unique dynamics and culture. For example, for locations that have MFDs still under lease we can address assessment and implementation progressively, evaluating the devices as leases expire. This can be done on a departmental basis to enable the individual departments to retain their autonomy in making document management decisions. The determination and prioritization of site assessments and subsequent optimization will be a collaborative effort, balancing business requirements and priorities throughout the planning and implementation process.

Also, to reduce the County's capital outlay, we may recommend specific legacy printers that they should retain. Unlike our competitors, Toshiba-managed print deployments do not require our clients to replace all existing equipment in favor of our brand product. Rather, our approach emphasizes a "soft landing" technique that supports multiple brands of product. With the appropriate deployment of products and software solutions, the County will receive a complete managed print services program that will reduce costs and increase user productivity.

MEASURING AND MANAGING

Optimization is not just a one-time opportunity for improvement but an ongoing component of our MPS Program. As your business or user needs change, your document output needs to change along with them. Your designated Account Management Team continuously reviews your account to ensure that the right number and type of products support specific department and/or business unit needs and that our service is meeting your specific print initiative goals.

A sound print policy is another ongoing strategy of MPS. We can assist the County to develop a clear Print Policy tailored to your environment. For example, duplex printing is a simple policy that can be integrated into your current business objectives and company policies to save on the cost of paper. Encompass, Toshiba's award-winning, fleet optimization program, integrates Toshiba core competencies with Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) methodology to identify costly or underutilized devices, inefficient processes, and other cost drivers. Utilizing DMAIC Six Sigma methodology, TBS and Toshiba Print Assessment Specialists can map out a future state design that provides a 360° view of your document output expenditures in the areas of Equipment Fleet Utilization; Document Lifecycle Costs; and Business Continuation and Compliance. Our team will then consolidate and optimize output devices, implement new technologies, and improve your support processes.

Sustainability Reporting

In the managed print services arena, more and more customers are asking us to help them meet their corporate green initiatives. This can involve measuring and improving such areas as electricity use, paper waste, CO2 generation and solid waste recycling. As your Multifunctional Copier provider, TBS not only cares about boosting your productivity and cutting your printing costs, but also cares about your environmental sustainability. With TBS, reducing your environmental impact and operational costs is easier than you think.

Toshiba's Encompass Green Report is an enhancement to our Encompass Document Analysis program that provides customers an accurate measurement of energy consumption, carbon emissions, paper usage and solid waste of their print devices.

During an Encompass assessment, we gather detailed asset information including locations, product models and types, equipment specs, and usage. Using this data, we can measure the environmental impact and costs using power costs by region and CO2 emissions by state. From this, we can pinpoint areas where we can lower environmental impacts on paper use, power consumption; the emission of dust, carbon, ozone and other substances; and the volumes of solid and water waste produced.

Earth Savings

Users can see how much they have saved and how that equates to reducing the impact to the environment.

Category	Current State	Recommended State	Improvement	Improvement %
# of Devices	21	18	3	14.87%
Paper (sheets) Used	912,618	742,524	170,094	18.6380014325823%
Trees Consumed	109.52	89.11	20.41	18.6380014325824%
Annual Paper Solid Waste (lbs)	10,394.72	8,457.35	1,937.37	18.6380014325824%
Waste Water Produced (gal)	85,557.91	69,611.63	15,946.28	18.6380014325823%
Cartridges Consumed	28.04	0.00	28.04	100%
Cartridge Solid Waste (lbs)	76.71	0.00	76.71	100%
Carbon Emissions (lbs)	709.40	349.98	359.42	50.66585724620499%

Cost Savings

Users can also see their annual paper and energy savings in dollars.

Category	Current State Costs	Recommended State Costs	Savings	Savings %
Annual Paper Impact	$5,475.71	$4,455.14	$1,020.56	18.6380014325823%
Annual Energy Impact	$1,503.00	TBD	TBD	
Total Annual Impact	$6,978.71	TBD	TBD	

As shown in this graphic, the Green Report compares both Current and Recommended State:

- Paper Consumption
- Electrical Consumption
- CO2 Emissions
- Natural Resource and Solid Waste Impact
- Environmental and Economic Costs

TAB 6

SUSTAINABILITY

TOSHIBA

Leading Innovation >>>

Committed to People,
Committed to the Future. **TOSHIBA**

Corporate Social Responsibility

Corporate Social Responsibility (CSR) has not just transformed business. It has redefined the word "profit" to embrace the long-term livelihood of people, and the health of our planet too.

No one understands the importance of CSR better than Toshiba, with a far-reaching approach enshrined in these four key areas.

Philosophy & Commitment

A sense of obligation to society, the environment and our collective future comes from the highest ranks of Toshiba management. Respecting human rights. Acting with integrity, transparency and accountability. Planning product lifecycles to ease environmental harm. Joining the U.N. Global Compact. At Toshiba, we know that in today's complex global mix, corporate success, personal prosperity, and a greener planet reside along the very same path.

Community

Whether defined as a neighborhood, town, nation or our increasingly unified global village, community is what gives corporate social responsibility its middle name. That's why Toshiba believes in supporting the many locales in which we operate, and why we've committed substantial resources to disasters like the Haiti earthquake, the stateside ExploraVision program and benefits for local non-profit groups.

Sustainability

At Toshiba, sustainability means more than just recycling. It involves pursuing policies, programs and practices that are not only effective today, but help the planet well into the future-like our Environmental Vision 2050, or our Factor T environmental impact indicator. And it means taking a 360° approach in all that we do, from product design and lifecyle planning, to manufacturing, packaging, logistics and even local facilities management.

Reuse & Recycling

As waves of new technology continue impacting our lives, finding a conscientious way to retire the old while bringing in the new is key to keep from fouling our land and oceans with harmful substances. Toshiba's take-back and sell-back programs make it easy for consumers, businesses and institutions to do that responsibly, and often profitably.

PHILOSOPHY & COMMITMENT

acting with hearts, minds and resolve

Toshiba is a $60 billion global company employing nearly 200,000 in 30 countries around the globe. Yet with our unwavering commitment to corporate social responsibility (CSR), we think and act much like a local business—caring for the people, the land and future of the communities where we operate.

Toshiba Group Management Philosophy Framework

Social responsibility is a key underpinning of our management philosophy, advancing decisions that benefit the environment and promote the welfare of our customers, employees and citizens of the world.

Basic Commitment of the Toshiba Group

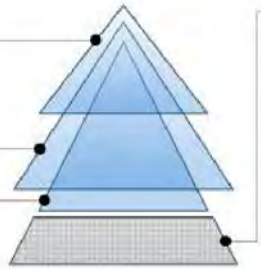
Toshiba Group's Mission

Toshiba Group Management Vision

A set of values and targets shared throughout Toshiba Group

Toshiba Group Standards of Conduct

Standards of conduct to which everyone in Toshiba Group is required to adhere



U.N. Global Compact*

Responsibilities as a global enterprise

***U.N. Global Compact:** A voluntary corporate citizenship initiative concerning human rights, labor, the environment, and anti-corruption proposed by the former U.N. Secretary-General Kofi Annan in 1999 at the World Economic Forum. Toshiba joined the U.N. Global Compact in 2004.

U.N. Global Compact

In 2004, Toshiba was one of the first companies to join this groundbreaking international agreement, which encourages businesses to adopt sustainable and socially responsible policies on human rights, labor, the environment and anti-corruption.

Standards of Conduct

In every corner of the planet, Toshiba Group companies do business with the highest standards of ethical business conduct—to protect the environment, contribute to the local community, and respect international human rights.

Accordingly, we maintain formal Standards of Conduct (SOC) covering all facets of our international business enterprise, notably:

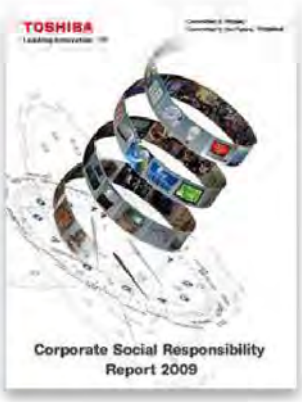
- Customer Service
- Marketing and Sales
- Procurement
- Export Control
- Competition Law
- Government Transactions
- Intellectual Property Rights
- Accounting
- Community Relations

Environmental Vision 2050

Toshiba Group's passion for safeguarding the Earth is inherent in our Environmental Vision 2050. Based on the Kyoto Protocol, this program promises to improve our eco-efficiency by a factor of ten over the year 2000 through strict monitoring of our energy usage, manufacturing process improvement and eco-conscious product development.

CSR Annual Reporting

To ensure we maintain full transparency and accountability in our CSR efforts, Toshiba Group has been compiling a comprehensive Corporate Social Responsibility Report since 1998.



COMMUNITY

doing right. right where we live. and where you live too.
Whether through our nationwide ExploraVision math and science contest or the Toshiba Classic —in Orange County, California where the Digital Products Division of Toshiba America Information Systems, Inc. is based— we work to support the communities in which we operate. At Toshiba, our success is tied to your wellbeing.

Habitat for Humanity®
Toshiba is a proud supporter of Habitat for Humanity of Orange County. As a Whole House Sponsor, Toshiba will contribute $250,000 toward building one of 27 new homes in the Homes for Heroes and Foundations for Families™ community being built in San Juan Capistrano, Calif. As the group's Official Technology Sponsor, Toshiba will also donate laptops to approximately 150 families in Habitat for Humanity homes over the next three years as the group's Official Technology Sponsor.

ExploraVision
Since its inception in 1992, ExploraVision stands out as one of the nation's leading education programs that promotes student interest in science and technological innovation. To date, Toshiba has awarded more than one million dollars worth of savings bonds and prizes, including laptops to almost 250,000 students.

Toshiba Classic
Raising more than $11 million dollars for Hoag Memorial Hospital Presbyterian in 12 years, the Toshiba Classic is the most charitable golf tournament on the PGA Champions Tour. Hoag Hospital is an acute-care, not-for-profit community hospital which is home to more than 1,200 doctors and 4,000 employees. We take great pride in standing should-to-shoulder with over 1,000 community volunteers that help run the Toshiba Classic each year.

Toshiba Classic Scholarship
We are also proud to be celebrating the 12th year of the Toshiba Classic Scholarship. Through this important program, Toshiba has provided 122 laptops valued at $200,000 to graduating seniors from local area high schools. In 2009 we also awarded two high school seniors $10,000 scholarships toward their college education.

South County Outreach
South County Outreach, an Orange County, Calif., non-profit, provides a host of services to help our community's substantial but often "hidden" homeless. Out of our Irvine, Calif., Digital Products Division offices, we annually donate hundreds of pounds of canned and other non-perishable items to the food pantry South County Outreach runs in support of over 650 families per month Supporting unemployed and underemployed South County Outreach constituents, Toshiba also became the Official Technology Sponsor of South County Outreach, outfitting its computer learning lab with 24 new laptops.

Toshiba America Foundation
The Toshiba America Foundation (TAF), a non-profit grant making organization dedicated to supporting science and mathematics education in the United States, is another integral part of our philanthropic program. TAF supports quality science and math education by providing funds for projects designed by teachers to enhance instruction for students in grades K-12. Over the past 10 years, Toshiba has awarded more than $189,000 in college scholarship funds through TAF.

Toshiba Employee Programs
Because employees are our most valuable asset, we constantly strive to create programs and opportunities within our companies that encourage both personal and professional growth.

SUSTAINABILITY

eyeing the big picture

Focusing on more than just recycling, Toshiba has carefully constructed a roadmap centered on sustainability to ensure its products, people and policies unite to minimize impact on the environment—today, tomorrow and well into the future.

Environmental Vision 2050

Toshiba Group's drive toward sustainability is enshrined in our Environmental Vision 2050. Based on the Kyoto Protocol, this program promises to improve our eco-efficiency by a factor of ten over the year 2000 through strict monitoring of our energy usage, manufacturing process improvements and eco-conscious product development.

Factor T

Factor T is Toshiba Group's way of taking sustainability beyond the thinking stage and into the realm of science, creating a mathematical formula that balances the increase in consumer value of our products against their true ecological impact.

$$\text{factor} = \frac{\text{Eco-efficiency of a product subject to assessment}}{\text{Eco-efficiency of the benchmark product}} = \frac{\dfrac{\text{Value of a product subject to assesment}}{\text{Environmental impact of a product subject to assesment}}}{\dfrac{\text{Value of the benchmark product}}{\text{Environmental impact of the benchmark product}}} = \text{Value factor} \times \text{Environmental impact reduction factor}$$

Product Lifecycle Management

Part of our commitment to the long-term health of our planet is a keen awareness of the impact of our products on the environment. This is why we carefully plan their entire lifecycle—from how we design, package and ship, to considering how our electronic and other recyclable products are ultimately retired. Of course, environmental standards are a part of this, so in addition to being RoHS (restriction on hazardous substances) and WEEE (waste from electrical and electronic equipment) compatible. All of our laptops are EPEAT Gold and Energy Star qualified.

Green Procurement

With stringent procurement guidelines launched in 2000, Toshiba strives to hold its suppliers to the same high standards it follows. Each supplier must pass a stringent, 22-point environmental performance survey, and then Toshiba favors those suppliers with the highest score. This not only results in greener products, but encourages other companies to improve their practices too.

About the standards, eco-labels and groups we support

EPEAT (Electronic Product Environmental Assessment Tool)

A widely respected methodology stating the environmental goodness of products using over 50 criteria. All Toshiba PCs have earned EPEAT® Gold status, with our mini notebooks and other models garnering the highest score.

Energy Star

This joint effort of the U.S. Environmental Protection Agency and Department of Energy helps Toshiba and you protect the environment by certifying energy-efficient products and practices. All our laptops are Energy Star® qualified.

Carbon Disclosure Project (CDP)

Including over 2,000 organizations in some 60 countries, the CDP encourages full disclosure of greenhouse gas emissions and corporate climate change strategies to set reduction target

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Toshiba Group Businesses and Responsibilities

Toshiba Group provides various products and services globally in the following four domains: social infrastructure, electronic devices, digital products, and home appliances. As part of its business activities, Toshiba Group strives to identify the concerns of its stakeholders and fulfill its responsibilities to help resolve social issues.

Social Infrastructure

We contribute to meeting globally growing demand for electric power and mitigating climate change by providing highly efficient, safe, and reliable power generation solutions from basic power sources such as thermal, nuclear, and hydraulic power systems to renewable energy systems such as photovoltaic, geothermal, and wind power systems. In addition to providing safe, convenient elevators, we contribute to improving healthcare through the most advanced diagnostic imaging systems.

% of total employees

% of total employees

Elevators for TOKYO SKYTREE® ©TOKYO-SKYTREE

Turbine for thermal power generation

High-speed, high-resolution, Dynamic Volume CT scanner

Photovoltaic Power Generation System

Electric locomotive

Electronic Devices

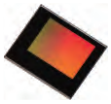
We provide semiconductors such as NAND flash memories, storage devices including SSDs and HDDs, as well as discrete and system LSI.

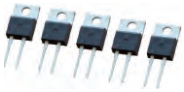
% of total employees

% of total employees

NAND flash memory

Storage devices (HDD and SSD)


CMOS image sensor


Schottky barrier diode

Flash AirSD Card

Digital Products

We offer products with high environmental performance - Ultrabooks™ that can be used in various ways, energy-saving LCD TVs, etc.

% of total employees

% of total employees

Ultrabook™

LCD TV

Blu-ray Disk™ recorder

Tablet

Home Appliances

We develop and provide wide range of products such as refrigerators, washer dryers, LED lightings, and commercial air-conditioning systems, all well thought out and designed to meet regional demand, providing better environmental performance.

% of total employees

% of total employees

Refrigerator

Air-cooled heat-pump heat source machine

Washer dryer

Residential-use storage battery

LED light

Note: Pie graphs indicate the percentage of each business domain to consolidated total sales and the percentage of its employees to the total in FY2012. (Total employees include 8% from corporate divisions and other businesses; total sales include 5% from businesses other than those mentioned above)

eco Innovation

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Environmental programs for a better world.

Toshiba takes a leading role in environmental responsibility by developing and participating in various programs that preserve natural resources and encouraging other companies to do the same. For example, Toshiba customers can take advantage of our Encompass Assessment Program in which we examine all devices and determine the company's current environmental impact. The data is recorded in a Managed Print Services Green Report where we also make recommendations for ways in which your company can reduce its overall eco-footprint. Other programs in which Toshiba participates include Close the Loop, a zero waste to landfill recycling program. It allows for 100% recycling of collected consumable supplies such as cartridges, drum units and toner bottles. Best of all, it manufacturers eLumber™ using all the waste that was once considered unusable.

To help our customers participate in this same program, we provide everything you need including recyclable collection boxes, supplies, freight, transportation and recycling services. Together with several other electronics manufacturers, Toshiba has formed Electronic Manufacturers Recycling Management (EMRM) to provide a convenient way to recycle consumer electronics goods, already resulting in approximately 400,000 pounds of e-waste diverted from U.S. landfills.

Toshiba's Tree Planting Initiative is well on its way to meeting our goal of planting 1.5 million trees by the year 2025 as part of our 150th anniversary. What better way to celebrate than with a greener planet?

Here at Toshiba, we realize that short-term productivity must not take place at the expense of long-term sustainability. This is evident in all that we do: from the products we use in manufacturing to the environmental programs in which we participate.

To find out more about how Toshiba can help your business become greener, visit our website at **www.copiers.toshiba.com.**

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With reference to ISO 26000

Core Subjects	Social Infrastructure	Electronics Devices	Digital Products	Home Appliances
Human Rights	• Respecting human rights in the supply chain	• Consideration to human rights throughout the supply chain • Sourcing conflict-free minerals	• Consideration to human rights throughout the supply chain • Sourcing conflict-free minerals	• Consideration to human rights throughout the supply chain
Labor Practices	• Creating safe work environments • Favorable labor-management relations and human resource development/training	• Creating safe work environments • Favorable labor-management relations and human resource development/training	• Creating safe work environments • Favorable labor-management relations and human resource development/training	• Creating safe work environments • Favorable labor-management relations and human resource development/training
The Environment	• Making power generation equipment highly efficient	• Energy conservation in clean rooms	• Recycling end-of-life products • Greater energy conservation during product use	• Recycling end-of-life products • Greater energy conservation during product use
Fair Operating Practices	• Comply with laws and regulations in countries around the world	• Comply with laws and regulations in countries around the world	• Comply with laws and regulations in countries around the world	• Comply with laws and regulations in countries around the world
Consumer Issues	• Ensuring product quality and safety		• Ensuring product quality and safety • Enhancing customer satisfaction of after-sale services • Promotion of universal design	• Ensuring product quality and safety • Enhancing customer satisfaction of after-sale services • Promotion of universal design
Community Involvement and Development	• Coexistence and co-prosperity with local communities overseas • Job creation • Contribution to healthcare in local communities	• Job creation	• Job creation	• Development of products that meet local needs • Job creation

With reference to social challenges

Core Subjects	Social Infrastructure	Electronics Devices	Digital Products	Home Appliances
Securing of energy sources	• Supplying power generation equipment to emerging economies • Establishment and reinforcement of business continuity plans (BCP)	• Greater energy conservation during product use	• Greater energy conservation during product use	• Greater energy conservation during product use
Mitigating climate change	• Realization of smart communities • Making power generation equipment highly efficient	• Energy conservation in clean rooms	• Greater energy conservation during product use	• Greater energy conservation during product use
Solutions for water shortages	• Reduction in water consumption of production equipment	• Reduction in water consumption of production equipment	• Reduction in water consumption of production equipment	• Reduction in water consumption of production equipment
Effective use of resources	• Effective use of product resources		• Effective use of product resources • Recycling end-of-life products	• Effective use of product resources • Recycling end-of-life products
Taking measures to cope with natural disasters	• Development of disaster-resistant communities (Smart communities) • Business continuity plans (BCP) for large-scale disasters • Ensuring the safety of nuclear power stations	• Business continuity plans (BCP) for large-scale disasters	• Business continuity plans (BCP) for large-scale disasters	• Business continuity plans (BCP) for large-scale disasters
Response to declining birthrates and aging of societies	• Support for diverse working styles	• Support for diverse working styles	• Support for diverse working styles • Promotion of universal design	• Support for diverse working styles • Promotion of universal design
Response to human rights issues	• Consideration to human rights throughout the supply chain	• Consideration to human rights throughout the supply chain • Sourcing conflict-free minerals	• Consideration to human rights throughout the supply chain • Sourcing conflict-free minerals	• Consideration to human rights throughout the supply chain
Improvement in healthcare and education	• Provision of medical devices for preventive medicine		• Provision of equipment to support education	• Provision of equipment to support education
Advanced use of ICT	• Realization of smart community • Security and measures to cope with cyber terrorism	• Meeting demand for large-capacity data storage	• Development of high-function, easy-to-use digital products	• Development of highly functional digital home appliances

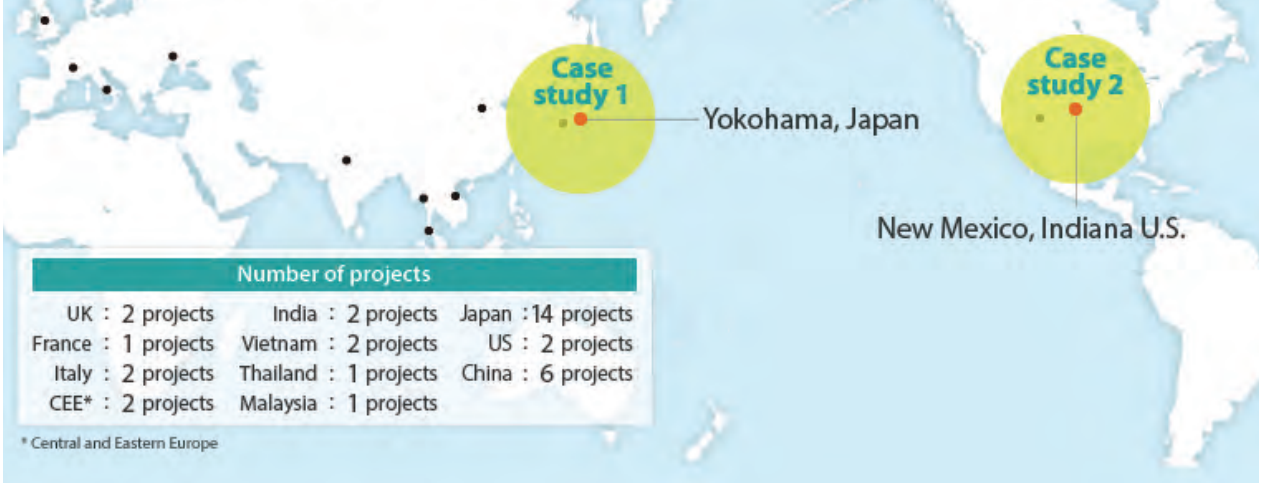
Highlight 1

Realization of smart communities

The rapid growth in world population, concentration of people in cities, increasing demand for energy, and information explosion due to ICT and networking—all of these issues are becoming an increasing concern resulting in the need to innovate in the areas of energy and storage urgently. At the same time, city dwellers seek comfortaable, convenient, safe, and secure living environments and earnestly desire solutions that support such lifestyles. "Smart communities" are expected to be one such solution to balance these interests. In order to contribute to the development of affluent future communities, Toshiba Group will carry out smart community projects around the world.

The projects at a glance

Toshiba Group has participated in **35** projects to develop smart communities that address local priority issues (cumulative total as of May 31, 2013).



Number of projects		
UK : 2 projects	India : 2 projects	Japan : 14 projects
France : 1 projects	Vietnam : 2 projects	US : 2 projects
Italy : 2 projects	Thailand : 1 projects	China : 6 projects
CEE* : 2 projects	Malaysia : 1 projects	

* Central and Eastern Europe

CEO Commitment

Promoting CSR Management by Pursuing Unshakable Integrity

As President and CEO of Toshiba, I recognize that the basis for setting ambitious goals for the innovations that will make Toshiba Group an even stronger global contender, and for realizing the accelerated globalization essential for our future, is to promote CSR management as the cornerstone of management policy. And we must do this with an unshakable integrity.

At Toshiba, integrity embodies two meanings. First, it refers to meeting our responsibilities to society. We seek to contribute to the future of a sustainable planet Earth by addressing global issues, such as global warming, and by carrying out social contribution programs. Beyond that, integrity refers to securing sound management and finances. To this end, we place the highest priority on human life, safety and compliance in all areas of business. As we work toward securing a strong financial footing, we will also endeavor to retain the trust of all our stakeholders.

Meeting the Expectations of our Many Stakeholders

Toshiba Group strives to live up to the expectations of a diverse stakeholder base that includes shareholders, investors, customers, suppliers and local communities, and to promote CSR management that meets global standards. In 2004 Toshiba became a signatory to the United Nations Global Compact, as we share its commitment to human rights, labor standards, the environment and anti-corruption. We also observe ISO 26000, a set of international guidelines on social responsibility published in 2010.

We consider it our responsibility as a global corporation to request that our partners in our supply chain promote CSR management. Toshiba Group fully recognizes the serious human rights issue posed by trade in conflict minerals from the Democratic Republic of the Congo and adjoining countries. In contributing to finding a solution to this problem we have formulated a policy that we ask our suppliers to join us in observing.

We will continue to operate as a corporate citizen of planet Earth that contributes to the global environment while respecting the diverse histories, cultures and customs of different countries. As we do so, I hope that we may rely on your continued support and cooperation.

Continuing to Support Recovery from the Great East Japan Earthquake

Toshiba Group has channeled extensive resources into supporting recovery from the devastating earthquake and tsunami that hit Tohoku on March 11, 2011.

As a first step, we arranged for the early supply of emergency aid, including provision of essential products manufactured by the Group. Following on from that, we believe that the most important contribution we can make to reconstruction is to create employment. Measures here include rebuilding the fishing industry by supplying fishing boats and assisting electrical appliance stores in resuming their business. We have also set up a fund and granted Toshiba scholarships to 230 university students who were victims of the disaster.

This is a long-term commitment, embodied in our "Toshiba East Japan ASHITA (Future) Plan." In FY2012, we will provide support worth 500 million yen for the continued reconstruction of fisheries and other job creation efforts, re-establishing the independence of local communities, and other areas of need. In April 2012, we dispatched 767 new employees to the stricken areas to support reconstruction efforts and to raise their awareness of the importance of embracing social responsibility.

As a developer of nuclear power generation systems, we realize the serious implications of the accident at the Fukushima Daiichi Nuclear Power Plant. At the request of the Japanese government and Tokyo Electric Power Company, Inc., we have made utmost efforts to implement measures that ensure the integrity of the site. Drawing on our technology and expertise, we developed highly efficient, stable contaminated water-disposal equipment that contributed to the cold shutdowns of Units 1 to 3. We have also developed portable water and soil disposal systems and proposed their application to administrative agencies and other entities.

Toshiba Group will continue support reconstruction activities in light of progress made. We will also offer support through our business operations and contribute to the reconstruction by proposing and implementing safe, environmentally aware city planning.

Worldwide Social Contribution Programs

As it helps to ameliorate social problems through its business activities, Toshiba Group also promotes social contribution programs that support educational and cultural activities around the world. Education provides sustenance for future generations, and we have long made this, particularly science education, a focus area. In North America we have sponsored a K-12 student science contest since 1992; in China we have helped build elementary schools in the provinces since 2002 and also run a competition for science teachers; in Japan we work with NPOs to support hands-on science education.

We also contribute to preserving culture and the arts around the world. For instance, we have supported the Japanese galleries at Britain's Victoria and Albert Museum since 1986. In France, we have been installing LED lighting to illuminate the Louvre Museum since 2011. In 2012, we donated LED lighting and photovoltaic power generation systems to Chusonji Temple-a World Heritage site in Japan's Iwate Prefecture-to enhance the charms of its fabulous gold pavilion.
I will continue to take the lead in channeling the energy of the 200,000-plus people working for Toshiba Group around the world, to make it a group of companies that provides new value to customers, contributes to society on an ongoing basis; and in which each company works vigorously to achieve significant results.
As I do so, I would greatly appreciate your support and cooperation.

Hisao Tanaka
Director, President and CEO
Toshiba Corporation

TOSHIBA

Leading Innovation >>>

TOSHIBA eco style

TOSHIBA
Leading Innovation >>>

TOSHIBA eco style

Representing Toshiba's environmental commitment

Leading innovation leads to a better world.

As a leading manufacturer, Toshiba recognizes that the earth is an irreplaceable asset. Hence, we are constantly researching and implementing new methods to protect the world in which we live and work. As an ecologically responsible partner, we work to find a careful balance between the print needs of businesses today and the preservation of our natural resources. We continue to reduce our environmental footprint through our manufacturing process, and help our customers through the products we build and the programs in which we participate.

How we build our products

Monozukuri means to make or create things in the spirit of excellence: to manufacture products that exceed expectations. This philosophy is the driving force behind Toshiba's manufacturing process.

We have mitigated climate change by reducing CO_2 and greenhouse gas emissions. In addition, we've reduced or eliminated the use of restricted substances and minimized natural resources used for product manufacturing and packaging. Our use of recycled plastics has increased and we've eliminated the use of styrene altogether.

Shipping crates and pallets are now made with 100% recycled cardboard. Our dedicated efforts to improve the environment have not gone unnoticed, and four of our manufacturing facilities have earned ISO 14001 certification.

In a one year period, if the world's discarded cartridges were stacked end-to-end, they would circle the earth over three times.

TOSHIBA eco style

TOSHIBA
Leading Innovation >>>

The products we build

An electronics company is only as green as the products it builds. In addition to creating products that earn industry awards, we strive to also earn recognition by meeting environmental standards. Toshiba produces products which are Energy Star rated, and our two top product series have received the latest Energy Star Tier Two rating. Because of our minimal use of hazardous substances, we are RoHS compliant, and through the responsible collection, treatment, recycling and recovery of the products we build, Toshiba is also WEEE compliant. All of Toshiba's printed circuit boards are 100% lead-free and halogen-free, and about half of all our recycled plastic parts are halogen-free.

We offer service modules that are rebuildable as well as developer units that are self-refreshing. We use state-of-the-art processing to separate materials, and cartridges are recycled with zero waste to landfill. In addition, a number of our product features are designed to minimize their environmental footprint. For example, to reduce paper waste we've implemented Duplex by Default printing and an Omit Blank Page function as well as electronic product manuals rather than those made of paper. And while most sleep modes consume 5 watts of power or more, we now have a Super-Sleep Mode that consumes only 1 watt.

- ISO 14001 Certification
- Energy Star Tier Two
- RoHS Compliant
- WEEE Compliant
- Zero Waste to Landfill
- Default Duplexing
- Omit Blank Page
- Super-Sleep Mode

ENERGY STAR

Incinerating 10,000 tons of waste creates one job. Land filling it creates 6 jobs. Recycling it creates 36 jobs.

For more info visit **www.business.toshiba.com**

TOSHIBA eco style

TOSHIBA
Leading Innovation >>>

Environmental programs for a better world.

Toshiba takes a leading role in environmental responsibility by developing and participating in various programs that preserve natural resources and by encouraging other companies to do the same. For example, Toshiba customers can take advantage of our Encompass Assessment Program in which we examine all devices and determine the company's current environmental impact. The data is recorded in a Managed Print Services Green Report where we also make recommendations for ways in which your company can reduce its overall eco-footprint. Other programs in which Toshiba participates include Close the Loop, a zero waste to landfill recycling program. It allows for 100% recycling of collected consumable supplies such as cartridges, drum units and toner bottles. Best of all, it manufactures eLumber™ using all the waste that was once considered unusable.

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To find out more about how Toshiba can help your business become greener, visit our website at **www.business.toshiba.com.**

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South	2037 Bakers Mill Rd., Dacula, GA 30019 Tel: 678-546-9385
West Coast	9740 Irvine Blvd., Irvine, CA 92618 Tel: 949-462-6000
Web Site	www.business.toshiba.com

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TAB 7

BID ATTACHMENTS

Asset Management – Usage Report

TOSHIBA GLOBAL SERVICES PORTAL

PROFILE ADMIN LOGOUT

Welcome Khanh Pham

HOME

CUSTOMER REPORTS

USAGE REPORTS

BY MODEL | BY LOCATION

Last 12 Months | All Models

Last 12 Months > COPIERS > TOSHIBA

EXPORT TO EXCEL

TOSHIBA MODELS

ESTUDIO2500C

	Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008
Asset Count	7	7	7	7	7	7	7	7	7	7	7	7
Monthly Volume (Mono)	10909	13769	10650	13340	15954	9861	7904	12317	19753			
Monthly Volume (Color)	35428	37900	29194	36560	48312	40670	45310	38110	36683			
Monthly Volume Total	46337	51669	39844	49900	64266	50531	53214	50427	56436	0	0	0

ESTUDIO3100C

	Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sep 2007
Asset Count	3	3	3	3	3	3
Monthly Volume (Mono)	4500	4500	4500	4500	4500	4500
Monthly Volume (Color)	13500	13500	13500	13500	13500	13500
Monthly Volume Total	18000	18000	18000	18000	18000	18000

ESTUDIO310C

	Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sep 2007
Asset Count	2	2	2	2	2	2
Monthly Volume (Mono)	1500	1500	1500	1500	1500	1500
Monthly Volume (Color)	4500	4500	4500	4500	4500	4500
Monthly Volume Total	6000	6000	6000	6000	6000	6000

ESTUDIO45

	Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008
Asset Count	4	4	4	4	4	4	4	4	4	4	4	4
Monthly Volume (Mono)												
Monthly Volume Total	0	0	0	0	0	0	0	0	0	0	0	0

ESTUDIO4500C

	Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008
Asset Count	1	1	1	1	1	1	1	1	1	1	1	1
Monthly Volume (Mono)		6313	4718	4000	4000	4000	4000	4000	4000			

Remote Meter Collection

- **IVR** Interactive Voice Recognition
- **Web interface** allows end-user meter reads
- **eBridge** submit meters directly into GSP
- **Electronic** Meter Collection/Submission tools

Asset Management – Population Report

TOSHIBA GLOBAL SERVICES PORTAL

PROFILE ADMIN LOGOUT

Welcome Khanh Pham

HOME

CUSTOMER REPORTS

POPULATION REPORTS ▸ Population by Type

COPIERS

EXPORT TO EXCEL

TOTAL COPIERS	Total Asset Count	Weighted Monthly Vol. (Mono)	Weighted Monthly Vol. (Color)
	33	11661 *	4186
TOSHIBA			
Model Number	**Current Asset Count**	**Average Monthly Volume (Mono)**	**Average Monthly Volume (Color)**
ESTUDIO2500C	7	2822	5240
ESTUDIO3100C	3	1500	4500
ESTUDIO310C	2	1767	7766
ESTUDIO45	4	10464 *	*
ESTUDIO4500C	1	4000	5000
ESTUDIO4511	3	2151	2142
ESTUDIO451C	4	10766	1647
ESTUDIO550	4	17052	*
ESTUDIO650	1	23000	*
ESTUDIO720	1	4150	*
ESTUDIO810	1	124144	*
ESTUDIO850	2	20470	*
SUBTOTALS	**33**	**11661 ***	**4186**

Note: (*)Information may be missing or unavailable at time of report creation

BACK

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Service & Supplies – Online Submission

TOSHIBA GLOBAL SERVICES PORTAL

PROFILE ADMIN LOGOUT

Welcome Khanh Pham

HOME

CREATE SERVICE TICKET

ENTER SERVICE INFORMATION (STEP 3 of 4)

Please use the form below to submit your request. (* Required)

REQUESTED BY

Khanh Pham
(949)462-6088 ext.
khanh.pham@tabs.toshiba.com

SERVICE INFORMATION

*Description of Problem: Fax Transmission

*Machine Status: My machine is working — Machine status required

Error Code Displayed:

Special Instructions/Comments: (e.g. availability, security procedures) Maximum 128 characters

Alternate Contact Name:

Alternate Contact Phone: ( ) - ext.

BACK CANCEL NEXT

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Dispatching

- Immediate **2-way** communication
- **Real time** notifications
- **On-line** tracking and reporting

Service Statistics – Service Metric Reports

SERVICE STATISTICS BY MODEL | MACHINE SERVICE HISTORY

Overall Average

Customer	MIF	UT(%)	RT	TTC	MTBF	MCBC	MC	CB
TOSHIBA PROJECT SHOWCASE	36	100.0	00:00	00:00	114	87868	0	0

Please deselect the Model(s) you do not wish to include in the spreadsheet and click on the 'Export to Excel' button or click on Search to see asset details.

Search by Model

Select/Deselect All	Model	MIF	UT(%)	RT	TTC	MTBF	MCBC	MC	CB
☑	ESTUDIO2100C	1	100.0	00:00	00:00	0	0	0	0
☑	ESTUDIO2500C	7	100.0	00:00	00:00	0	0	0	0
☑	ESTUDIO3100C	3	100.0	00:00	00:00	181	45669	0	0
☑	ESTUDIO310C	2	100.0	00:00	00:00	270	74828	0	0
☑	ESTUDIO3510C	1	100.0	00:00	00:00	0	0	0	0
☑	ESTUDIO45	4	100.0	00:00	00:00	114	243898	0	0
☑	ESTUDIO4500C	1	100.0	00:					
☑	ESTUDIO4511	3	100.0	00:					
☑	ESTUDIO451C	4	100.0	00:					
☑	ESTUDIO550	4	100.0	00:					
☑	ESTUDIO650	1	100.0	00:					
☑	ESTUDIO720	1	100.0	00:					

- MIF – Machines in Field
- UT(%) – Uptime Percentage
- RT – Response Time in Hours
- TTC – Time to Completion (Hours)
- MTBF – Mean Time Between Failures (Days)
- MCBC – Mean Copies Between Calls
- MC – Multiple Calls for the Same Problem
- CB – Callbacks

Service Dispatch – Service Metric Report

Welcome to FYI Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://fyi.toshiba.com/fyi_portal/appmanager/fyi/domestic?_nfpb=true&_pageLabel=P242002

Hello, Brian Kohn HOME

SEARCH

Shop FYI | Finance | Training | Marketing/Advertising | Programs | Product Info | Corporate Services | Support/Services | Reporting

TOSHIBA SERVICE REPORTS CENTER

View Service History of your assets quick and easy using Toshiba Service Reports Center!

SERVICE STATISTICS BY MODEL | MACHINE SERVICE HISTORY

Thursday, January 6, 2005 1:17:15 PM

Location SLA Metrics – MIF

Overall Average Column Heading Legend

Customer	MIF	UT(%)	RT	AMV
NORTHWEST AIRLINES INC	363	99.52	03:45	7803

Please deselect the Serial Number(s) you do not wish to include in the spreadsheet and click on the 'Export to Excel' or click on a Serial Number for its Machine Service History.

Search Results by Serial #

Select/Deselect All	Model	Serial #	City	State	UT%	RT	AMV
☑	ESTUDIO120	CGE314785	WINDSOR LOCKS	CT	100.0	00:00	0
☑	DP85F	S02090340	WASHINGTON	DC	100.0	00:00	0
☑	ESTUDIO120	CGE314786	WASHINGTON	DC	100.0	00:00	278
☑	ESTUDIO120	CGE314546	WASHINGTON	DC	100.0	00:00	774
☑	ESTUDIO160	CJE318386	WASHINGTON	DC	100.0	15:45	3239
☑	ESTUDIO28	SCSA324678	WASHINGTON	DC	100.0	00:00	2304
☑	ESTUDIO28	SCSE330108	WASHINGTON	DC	100.0	00:00	6437

1:17:15 PM Internet

Start | Welcome to MSN... | Welcome to FY... | RE: GEM Meeting... | Printers and Faxes | Document1 - Micr... | GOLD 1 - Microso... | 1:17 PM

Service Dispatch – Service Metric Reports

TOSHIBA
Leading Innovation >>>

GLØBAL SERVICES
PORTAL

CUSTOMER REPORTS | CUSTOMER CONTENT | CREATE SERVICE TICKET | ONLINE CATALOG | FL

Enterprise SLA Metrics – MIF

SERVICE REPORTS CENTER

SERVICE STATISTICS BY MODEL | MACHINE SERVICE HISTORY

Overall Average

Customer	MIF	UT(%)	RT	TTC	MTBF	MCBC	MC	CB
TOSHIBA PROJECT SHOWCASE	32	100.0	00:00	00:00	114	87868	0	0

Please deselect the Model(s) you do not wish to include in the spreadsheet and click on the 'Export to Excel' button or click on Search to see asset details.

Search by Model

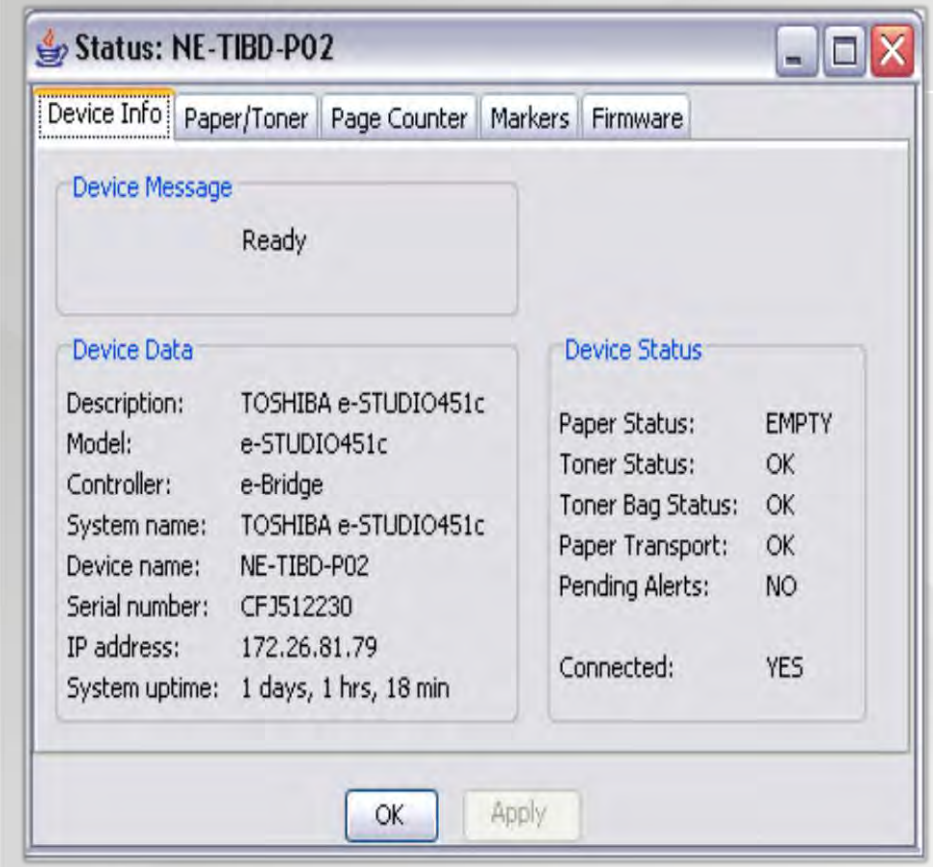
Select/Deselect All	Model	MIF	UT(%)	RT	TTC	MTBF	MCBC	MC	CB
☑	ESTUDIO2500C	7	100.0	00:00	00:00	0	0	0	0
☑	ESTUDIO3100C	3	100.0	00:00	00:00	181	45669	0	0
☑	ESTUDIO310C	2	100.0	00:00	00:00	270	74828	0	0
☑	ESTUDIO45	4	100.0	00:00	00:00	114	243898	0	0
☑	ESTUDIO4500C	1	100.0	00:00	00:00	0	0	0	0
☑	ESTUDIO4511	3	100.0	00:00	00:00	62	17848	0	0
☑	ESTUDIO451C	4	100.0	00:00	00:00	140	43790	0	0
☑	ESTUDIO550	4	100.0	00:00	00:00	114	210667	0	0
☑	ESTUDIO650	1	100.0	00:00	00:00	0	0	0	0
☑	ESTUDIO720	1	100.0	00:00	00:00	0	0	0	0
☑	ESTUDIO810	1	100.0	00:00	00:00	194	155986	0	0
☑	ESTUDIO850	1	100.0	00:00	00:00	0	0	0	0

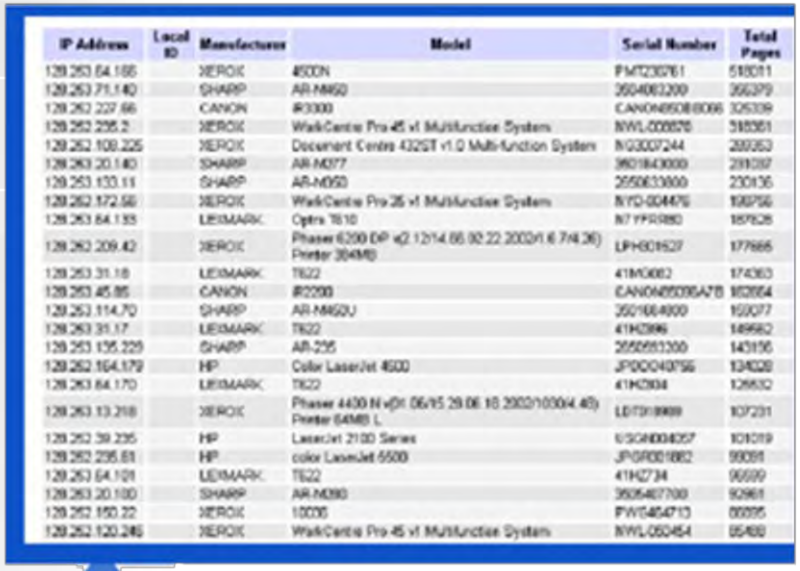
SEARCH | EXPORT TO EXCEL

Product Segmentation SLA Metrics – MIF

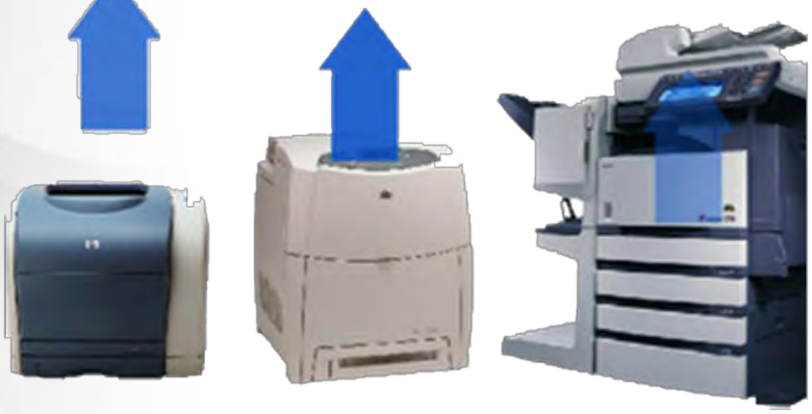
Toshiba Global Services Portal –
e-BRIDGE Fleet Management System (eFMS)

Fleet Monitoring





IP Address	Local ID	Manufacturer	Model	Serial Number	Total Pages
128.253.64.166		XEROX	4500N	FMT230761	518011
128.253.71.140		SHARP	AR-M160	3504003209	356379
128.252.227.66		CANON	iR3300	CANON85088066	326339
128.252.235.2		XEROX	WorkCentre Pro 45 v1 Multifunction System	NWL000876	518561
128.252.108.225		XEROX	Document Centre 432ST v1.0 Multi-function System	N03007244	289253
128.253.20.140		SHARP	AR-M277	3601843000	291037
128.253.133.11		SHARP	AR-M160	2550613000	230136
128.252.172.58		XEROX	WorkCentre Pro 35 v1 Multifunction System	NYD-004476	158756
128.253.64.133		LEXMARK	Optra T610	N7YPR980	187628
128.252.209.42		XEROX	Phaser 6200 DP v2.1214.66.02.22.2002(1.6.714.26) Printer 384MB	LPH001527	177666
128.253.31.18		LEXMARK	T622	41M0082	174363
128.253.45.85		CANON	iR2200	CANON85086A7B	162664
128.253.114.70		SHARP	AR-M160U	3501664000	159077
128.253.31.17		LEXMARK	T622	41HZ896	149662
128.253.135.229		SHARP	AR-235	2550613300	145156
128.252.164.179		HP	Color LaserJet 4600	JP0D049756	134628
128.253.64.170		LEXMARK	T622	41HZ904	129632
128.253.13.218		XEROX	Phaser 4400 N v[illegible] 06/15 29.06.10 2002(10004.40) Printer 64MB L	LDT01[illegible]	107231
128.252.39.235		HP	LaserJet 2100 Series	USGN004057	101019
128.252.235.61		HP	color LaserJet 5500	JP0R001882	99091
128.253.64.101		LEXMARK	T622	41HZ734	96699
128.253.20.100		SHARP	AR-M280	3505407700	92961
128.252.150.22		XEROX	1000i	FWG454713	88895
128.252.120.246		XEROX	WorkCentre Pro 45 v1 Multifunction System	NWL050454	85400



Toshiba Global Services Portal

e-BRIDGE Fleet Management System (eFMS)

Status: NE-TEPS-P04

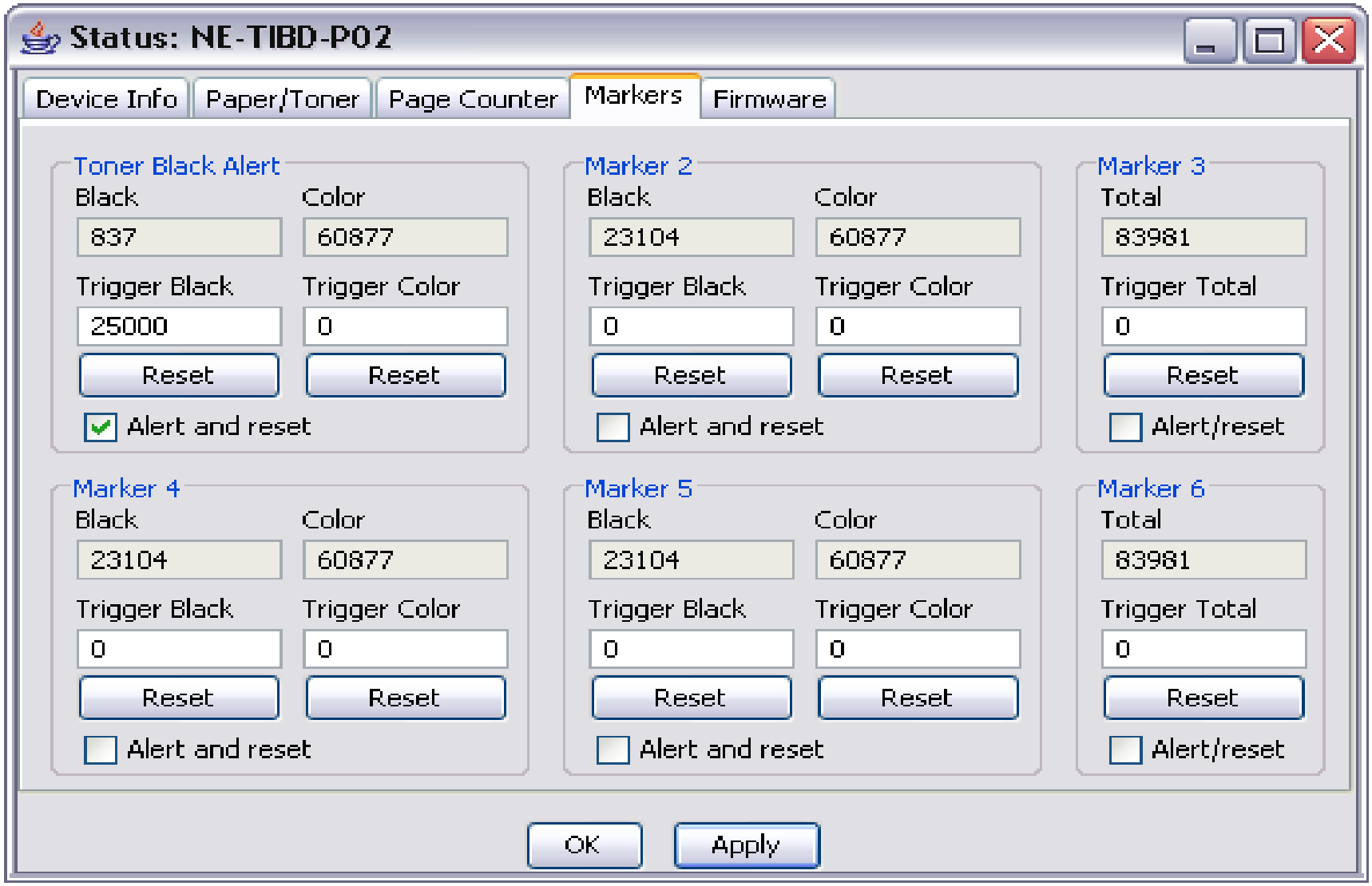
Device Info | Paper/Toner | Page Counter | Markers | Firmware

Tray name	Media	Level
Tray 2	A3	100 %
Tray 3	A4	100 %
Tray 4	A4-R	100 %
Large capacity feeder	A4	100 %
Stack feed bypass	A4	0 %

Toner	Level
yellow	OK
magenta	OK
cyan	OK
black	OK

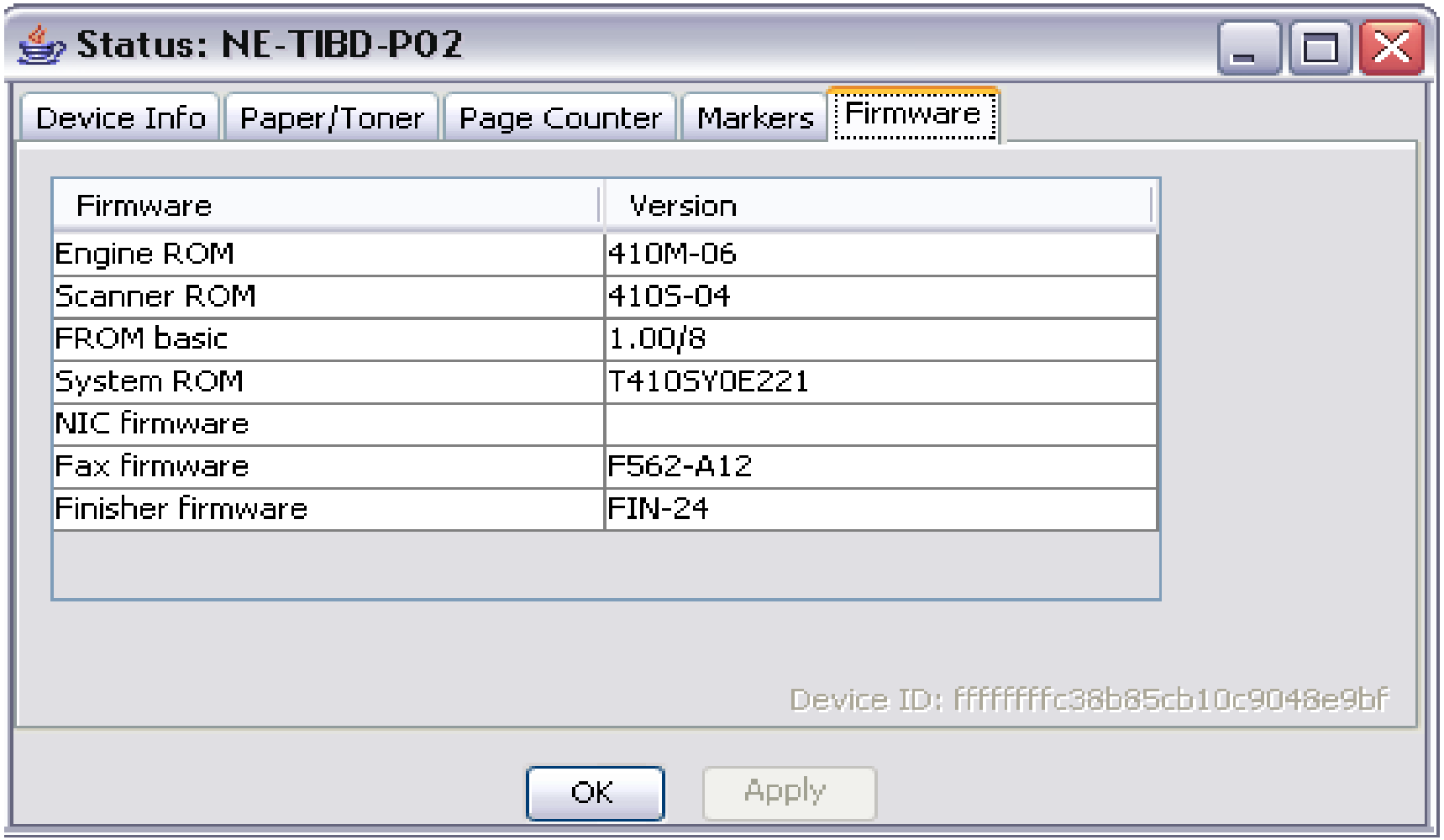
OK | Apply

Toshiba Global Services Portal –
e-BRIDGE Fleet Management System (eFMS)



Toshiba Global Services Portal

e-BRIDGE Fleet Management System (eFMS)



Toshiba Global Services Portal
e-BRIDGE Fleet Management System (eFMS)

Device Firmware List (All Locations)

Export

Name	Device Model	Serial Num...	Engine ROM	Scanner R...	FROM ba...	System ROM	NIC firm...	Fax firmw...	Finisher fir...
411-ne-ti...	e-STUDIO4511	CMK300333	350M-15	350S-17	1.01/2	T350SY0E110	2.00h	F562-A04	FIN-18
412c-ne-...	e-STUDIO4511	CMG300145	350M-17	350S-19	1.01/2	T350SY0E200	2.02D	F562-A06	FIN-
307-ne-t...	e-STUDIO3511	CKJ300086	350M-17	350S-19	1.01/2	T350SY0E200	2.02D	F562-A06	FIN-21
417c-ne-...	e-STUDIO4511	CMJ300299	350M-17	350S-15	1.01/2	T350SY0E200	2.02D	F562-A01	FIN-19
414-ne-t...	e-STUDIO350	CPK310007	360M-10	360S-10	1.00/1	T360SY0E220	2.02T	F562-A03	FIN-
416-ne-t...	e-STUDIO280	CTD400104	371M-11	371S-06	1.00/0	T371SY0E110	2.02T	F562-A06	FIN-11
V03-ve-t...	e-STUDIO3511	CKC415074	350M-12	350S-14	1.01/2	T350SY0E070	1.51q	F562-A05	FIN-

MASTER FMV LEASE AGREEMENT

TOSHIBA BUSINESS SOLUTIONS

TOSHIBA FINANCIAL SERVICES

APPLICATION NUMBER	AGREEMENT NUMBER

The words **Lessee**, **you**, and **your** refer to the customer. The words **Lessor**, **we**, **us** and our refer to Toshiba Financial Services. The Toshiba Equipment is covered by the terms of the Toshiba Quality Commitment, a copy of which may be obtained from your Toshiba Business Solutions (TBS) provider. We own the Equipment (excluding software) and you have the right to use it under the terms of this Lease. "Lease" means this Master Agreement and any "Schedule". "Schedule" means any lease schedule signed by you and us which incorporates the terms of this Master Agreement.

CUSTOMER CONTACT INFORMATION

Legal Company Name:	Fed. Tax ID #:	
Contact Person:	Bill-To Phone:	Bill-To Fax:
Billing Address:	City, State-Zip:	

TBS LOCATION

Contact Name:	**Subsidiary Location:**

TERMS AND CONDITIONS (Terms Continued on Page 2)

1. **Lease Agreement:** You agree to lease from us the equipment described under "ITEM DESCRIPTION" and on any attached Schedule (hereinafter, with all replacement parts, repairs, additions and accessories, referred to as the "Equipment") and as modified by Supplements to this Lease from time to time signed by you and us. You authorize us to insert or correct missing information on this Lease, including your accurate legal name, serial numbers and any other information describing the Equipment. You authorize us to change the amount of each lease payment by not more than 15% due to changes in the equipment configuration which may occur prior to our acceptance of this Lease or adjustments to reflect applicable sales taxes. We will send you copies of any changes. You agree to provide updated annual and/or quarterly financial statements to us upon request. You authorize us or our agent to obtain credit reports and make credit inquiries regarding you and your financial condition and to provide your information, including payment history, to our assignees or third parties having an economic interest in a Lease or the Equipment.

2. **Lease Commencement:** Each Lease will commence upon your acceptance of the applicable Equipment. When you receive the Equipment, you agree to inspect it and verify your acceptance by telephone or, at our request, by delivery of written evidence of acceptance satisfactory to us. Upon acceptance, your obligations under the applicable Lease will become absolute and unconditional, and are not subject to cancellation, reduction or setoff for any reason whatsoever. All payments will be made to us in accordance with the applicable Schedule at our address or at such other place as we may designate in writing. You agree to pay an Interim rent payment equal to 1/30th of the monthly rental, multiplied by the number of days between rent commencement date and the date of the beginning of the first rental period. For any payment that is not received by its due date, you agree to pay a late charge equal to the higher of 10% of the amount due or $22 (not to exceed the maximum allowed by law) as reasonable collection costs.

3. **Security Deposit:** The security deposit is non interest bearing and is to secure your performance under this Agreement. Any security deposit made may be applied by us to satisfy any amount owed by you in, in which event you will promptly restore the security deposit to its full amount as set forth above. If all conditions are fully completed with and provided you have not ever been in default of this Agreement in the Default section, the security deposit will be refunded to you after the return of the equipment in accordance with the Return of Equipment section.

4. **WARRANTY DISCLAIMER:** WE MAKE NO WARRANTY EXPRESS OR IMPLIED, INCLUDING THAT THE EQUIPMENT IS FIT FOR A PARTICULAR PURPOSE OR THAT THE EQUIPMENT IS MERCHANTABLE. YOU AGREE THAT YOU HAVE SELECTED EACH ITEM OF EQUIPMENT AND TBS BASED UPON YOUR OWN JUDGMENT AND DISCLAIM ANY RELIANCE UPON ANY STATEMENTS OR REPRESENTATIONS MADE BY US. YOU LEASE THE EQUIPMENT "AS IS". NO REPRESENTATION OR WARRANTY OF TBS WITH RESPECT TO THE EQUIPMENT WILL BIND US, NOR WILL ANY BREACH THEREOF RELIEVE YOU OF ANY OF YOUR OBLIGATIONS HEREUNDER. YOU AGREE THAT WE WILL NOT BE RESPONSIBLE TO PAY YOU ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR ANY DEFAULT BY US UNDER ANY LEASE.

5. **Statutory Finance Lease:** You agree that each Lease qualifies as a statutory finance lease under Article 2A of the Uniform Commercial Code. To the extent you are permitted by applicable law, you waive all rights and remedies conferred upon a lessee by Article 2A (sections 508-522) of the Uniform Commercial Code.

6. **Security Interest:** You authorize us to file a financing statement with respect to the Equipment. If a Lease is deemed to be a secured transaction, you grant us a security interest in the Equipment to secure all your obligations under that Lease.

7. **Use Maintenance and Repair of Equipment:** YOU WILL USE THE EQUIPMENT ONLY IN THE LAWFUL CONDUCT OF YOUR BUSINESS AND NOT FOR PERSONAL, HOUSEHOLD OR FAMILY PURPOSES. You will not move the Equipment from the equipment location listed on the Schedule without our advance written consent. You will give us reasonable access to the Equipment so that we can check the Equipment's existence, condition and proper maintenance. At your cost, you will keep the Equipment in good repair, condition and working order, ordinary wear and tear excepted. You will not make any permanent alterations to the Equipment. You will keep the Equipment free and clear of all liens. You assign to us all of your rights, but none of you obligations, under any purchase agreement for the Equipment. We assign to you all our rights under any TBS warranties, so long as you are not in default.

8. **Taxes and Lease Charges:** You agree to pay all taxes, costs and expenses incurred by us as a consequence of the ownership, sale, lease or use of the Equipment, including all sales, use and documentary stamp taxes. Any fee charged under this Agreement may include a profit and is subject to applicable taxes.

THIS AGREEMENT AND EACH SCHEDULE IS NONCANCELABLE / IRREVOCABLE AND CANNOT BE CANCELLED OR TERMINATED

LESSOR ACCEPTANCE

Toshiba Financial Services	Signature: X	Title:	Date:

LESSEE ACCEPTANCE

You hereby acknowledge and agree that your electronic signature below shall constitute an enforceable and original signature for all purposes. This Agreement and each Schedule may be executed in counterparts. The executed counterpart which has Lessor's original signature and/or is in Lessor's possession shall constitute chattel paper as that term is defined in the Uniform Commercial Code ("UCC") and shall constitute the original agreement for all purposes, including, without limitation, (i) any hearing, trial or proceeding with respect to a Lease, and (ii) any determination as to which version of a Lease constitutes the single true original item of chattel paper under the UCC. If Lessee signs and transmits a Lease to Lessor by facsimile or other electronic transmission, the transmitted copy, upon execution by Lessor, shall be binding upon the parties. Lessee agrees that the facsimile or other electronic transmission of a Lease manually signed by Lessor, when attached to the facsimile or other electronic copy signed by Lessee, shall constitute the original agreement for all purposes, including, without limitation, those outlined above in this Section. Without limiting and subject to the foregoing, the parties further agree that, for purposes of executing a Lease, (a) a document signed and transmitted by facsimile or other electronic transmission shall be treated as an original document, (b) the signature of any party on such document shall be considered as an original signature, (c) the document transmitted shall have the same effect as a counterpart thereof containing original signatures, and (d) at the request of Lessor, Lessee, who executed a Lease and transmitted its signature by facsimile,or other electronic transmission shall provide the counterpart of such Lease containing Lessee's original manual signature to Lessor. No party may raise as a defense to the enforcement of a Lease that a facsimile or other electronic transmission was used to transmit any signature of a party to such Lease.

Print Name:	Signature: X	Title:	Date:
Print Name:	Signature: X	Title:	Date:

9. **Indemnity:** You will indemnify and hold us harmless from any and all liability, damages, losses or injuries including reasonable attorney's fees, arising out of the ownership, use, condition or possession of the Equipment, except to the extent directly caused by our gross negligence or willful misconduct. We reserve the right to control the defense and to select or approve defense counsel. This indemnity will survive the termination of each Lease.

10. **Risk or Loss; Insurance:** You are responsible for risk of loss or for any destruction of or damage to the equipment. No such loss or damage shall relieve you from the payment obligations under any Lease. You agree to keep the Equipment fully insured against loss until the Lease is paid in full and to have us and our assigns named as loss payee. You also agree to maintain public liability insurance covering both personal injury and property damage and you shall name us and our assigns as additional insured. Upon request, you agree to provide us certificates or evidence of insurance acceptable to us. If you do not provide evidence of acceptable insurance, (a) we have the right but no obligation to obtain insurance covering our interest (and only our interest) in the Equipment for the Lease term, and renewals. Any insurance we obtain will not insure you against third party or liability claims and may be cancelled by us at any time. You will be required to pay us an additional amount each month for the insurance and administrative fee. The cost may be more than the cost of obtaining your own insurance and we may make a profit. You agree to cooperate with us, our insurer and our agent in the placement of coverage and with claims, or (b) we may waive the insurance requirement and charge you a monthly property damage surcharge in the amount of .0035 of the total stream of payments to cover our credit risk, administrative costs and other costs and in which we may make a profit. Once an acceptable certificate or evidence of insurance is submitted, any such fees will be discontinued. If any of the Equipment is lost, stolen or damaged you will at your option and cost, either (a) repair the item or replace the item with a comparable item reasonably acceptable to us, or (b) pay us the sum set forth in the Remedies section.

11. **Right to Perform:** If you fail to comply with any provision of a Lease, we may, at our option, perform such obligations on your behalf. Upon invoice you will reimburse us for all costs incurred by us to perform such obligations.

12. **Representations:** (a) You represent and warrant to us that (1) you have the lawful power and authority to enter into this Agreement and each Lease, and (2) the individuals signing this Agreement and each Schedule have been duly authorized to do so on your behalf, (3) you will provide us such financial information as we may reasonably request from time to time, (4) all financial information provided (or to be provided) is (or will be) accurate and complete in all material respects, (5) you will promptly notify us in writing if you move your principal place of business or there is a change in your name state of formation, or ownership, and (6) you will take any action we reasonably request to protect our rights in the Equipment. (b) We represent and warrant to you that (1) we have the lawful power and authority to enter into this Agreement and each Lease, and (2) the individuals signing this Agreement and each Schedule have been duly authorized to do so on our behalf.

13. **Default:** You will be in default under a Lease if: (a) we do not receive any payment due under that Lease within ten (10) days after its due date, (b) you fail to meet any of your obligations in the Lease (other than payment obligations) and do not correct such default within 10 days after we send you written notice of such default, (c) you become insolvent, are liquidated or dissolved, merge, transfer a material portion of your ownership interest or assets, stop doing business, or assign rights or property for the benefit of creditors, (d) a petition is filed by or against you under any bankruptcy or insolvency law, (e) any representation made by you is false or misleading in any material respect, or (f) you default on any other agreement with us or our assigns.

14. **Remedies:** If you are in default, we may, at our option, do any or all of the following: (a) retain your security deposit, if any, (b) terminate this Agreement, (c) require that you pay, as compensation for loss of our bargain and not as a penalty, the sum of (1) all amounts due and payable by you or accrued under each Lease, plus (2) the present value of all remaining payments to become due under each Lease (discounted at 4% or the lowest rate allowed by law), and (3)(i) the amount of any purchase option and, if none is specified, 20% of the original equipment cost, which represents our anticipated residual value in the Equipment or (ii) return the Equipment to a location designated by us and pay to us the excess, if any, of the amount payable under clause 3(i) above over the Fair Market Value of the returned Equipment as determined by us in our reasonable discretion, (d) recover interest on any unpaid balance at the rate of 4% per annum, and (e) exercise any other remedies available to us at law or in equity. You agree to pay our reasonable attorney's fees and actual court costs including any cost of appeal. If we have to take possession of the Equipment, you agree to pay the cost of repossession and we may sell or re-rent the equipment at terms we determine, at one or more public or private sales, with or without notice to you, and apply the net proceeds (after deducting any related expenses) to your obligations. You may remain liable for any deficiency with any excess being retained by us.

15. **Purchase Option:** At the end of the Term provided you are not in default, and upon 30 days prior written notice from you, you will either (a) return all the Equipment, or (b) purchase all the Equipment as is, without any warranty to condition, value or title for the Fair Market Value of the Equipment as determined by us in our reasonable discretion plus applicable sales and other taxes.

16. **Automatic Renewal:** Each Lease will automatically renew on a month-to-month basis after the Term unless cancelled by either party upon 30 days prior written notice, and you shall pay us the same lease payments and lease charges as applied during the Term (and be subject to the terms and conditions of such Lease) until the Equipment is returned to us or you pay us the applicable purchase price (and taxes).

17. **Return of Equipment:** If (a) a default occurs, or (b) you do not purchase the Equipment at the end of the Term pursuant to a stated purchase option, you will immediately return the equipment to any location(s) we may designate in the continental United States. The Equipment must be returned in "Average Saleable Condition" and properly packed for shipment in accordance with our recommendations or specifications, freight prepaid and insured. "Average Saleable Condition" means that all of the Equipment is immediately available for use by a third party, other than you, without the need for any repair or refurbishment. All Equipment must be free of markings. You will pay us for any missing or defective parts or accessories.

18. **Assignment:** We may, without your consent, assign or transfer any Equipment or any Lease, or any rights arising under such Lease, and in such event our assignee or transferee will have the rights, power, privileges and remedies of lessor hereunder, but none of the obligations. Upon such assignment you agree not to assert, as against our assignee, any defense, setoff, recoupment, claim or counterclaim that you may have against us. You will not assign, transfer or sublease any Lease or any rights thereunder or any Equipment subject to any Lease without our prior written consent.

19. **Personal Property Tax (PPT):** You agree at our discretion to (a) reimburse us annually for all personal property and similar taxes associated with the ownership, possession or use of the Equipment or (b) remit to us each billing period our estimate of the prorated equivalent of such taxes. You agree to pay us an administrative fee for the processing of such taxes.

20. **Tax Indemnity:** You agree to indemnify us for the loss of any income tax benefit caused by your acts or omissions inconsistent with our entitlement to certain tax benefits as owner of the Equipment.

21. **Governing Law:** BOTH PARTIES AGREE TO WAIVE ALL RIGHTS TO A JURY TRIAL. This Master Agreement and each Schedule shall be deemed fully executed and performed in the state of Lessor or its Assignee's principal place of business and shall be governed by and construed in accordance with its laws. If the Lessor or its Assignee shall bring any judicial proceeding in relation to any matter arising under a Lease, you irrevocably agree that any such matter may be adjudged or determined in any court or courts in the state of the Lessor or its Assignee's principal place of business, or in any court or courts of your state of residence, or in any other court having jurisdiction over you or your assets, all at the sole election of the Lessor or its Assignee. You hereby irrevocably submit generally and unconditionally to the jurisdiction of any such court so elected by Lessor or its Assignee in relation to such matters.

22. **Miscellaneous:** Each Lease contains the entire agreement between you and us and may not be modified except as provided therein or in writing signed by you and us. If there is a conflict between the terms of a Schedule and this Agreement, the terms of the Schedule will prevail. The terms and conditions of any equipment purchase order shall not alter or amend the terms and conditions of any Lease and the terms and conditions of any Lease shall supersede any conflicting provisions in any equipment purchase order. We will not accept payment in cash. If you so request, and we permit the early termination of a Lease, you agree to pay a fee for such privilege. Notices must be in writing and will be deemed given five days after mailing to your or our mailing address. If a court finds any provision of a Lease to be unenforceable, all other terms of that Lease will remain in effect and enforceable. You agree that any delay or failure to enforce our rights under a Lease do not prevent us from enforcing any rights at a later time. In no event will we charge or collect any amounts in excess of those allowed by applicable law. Time is of the essence. You agree that a facsimile copy of the Lease with facsimile signatures may be treated as an original and will be admissible as evidence of the Lease. You hereby acknowledge and confirm that you have not received any tax, financial, accounting or legal advice from us, the manufacturer or supplier of the Equipment. It is the Lessee's sole and exclusive responsibility to assure that all data from all disk drives or magnetic media are erased of any lessee data and information.

TOSHIBA
BUSINESS SOLUTIONS

MASTER FMV LEASE SCHEDULE

TOSHIBA
FINANCIAL SERVICES

APPLICATION #	MASTER AGREEMENT #	SCHEDULE #

The words **Lessee**, **you**, and **your** refer to the customer. The words **Lessor**, **we**, **us** and our refer to Toshiba Financial Services. The Toshiba Equipment is covered by the terms of the Toshiba Quality Commitment, a copy of which may be obtained from your Toshiba Business Solutions provider. We own the Equipment (excluding software) and you have the right to use it under the terms of this Lease.

LESSEE - BILLING CONTACT INFORMATION (separate lease schedules must be completed for each billing location)

Legal Company Name:	Fed. Tax ID #:	
Billing Contact Name:	Bill-To Phone:	Bill-To Fax:
Department Name:	Billing Address:	
Bldg/Rm/Suite:	City, State-Zip:	

LESSEE INSTALLATION LOCATION (separate lease schedules must be completed for each location)

Legal Company Name:		
Contact Name:	Phone:	Fax:
Department Name:	Address:	
Bldg/Rm/Suite:	City, State-Zip:	

ITEM DESCRIPTION

MAKE/MODEL/ACCESSORIES	SERIAL NUMBER	LEASE PAYMENT
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
	TOTAL LEASE PAYMENT	$ -

TERM & PAYMENT SCHEDULE (All payments are exclusive of sales and use tax)

Sales Use Tax Exempt: ◯ Yes ◯ No Tax Exempt No: *(Attach Tax Exemption Certificate)* P.O. Issued: ◯ Yes ◯ No P.O. No:

Lease Term: ◯ 12 Month ◯ 24 Month ◯ 36 Month ◯ 48 Month ◯ 60 Month ◯ Other

Do not leave blank.
Appropriate box must be checked

Lease Payments Due: ◯ Monthly ◯ Quarterly ◯ Semi-Annually ◯ Annually Advance Lease Payment:

Purchase Option: ◯ FMV ◯ Other (See Purchase Option Addendum attached hereto)

Billing Preference: ◯ Each unit invoiced separately (include all billing locations on Information Schedule) ◯ All units on one invoice ◯ All units added to current invoice

Documentation Fee: $75.00 (included in First Invoice)

HIS SCHEDULE INCORPORATES ALL OF THE TERMS AND CONDITIONS OF THE MASTER LEASE AGREEMENT IDENTIFIED ABOV

LESSOR ACCEPTANCE

Toshiba Financial Services	Signature: X	Title:	Date:

LESSEE ACCEPTANCE

Print Name:	Signature: X	Title:	Date:

TOSHIBA
BUSINESS SOLUTIONS

AIMS MAINTENANCE CONTRACT

MA-1.0.0

SALES PACKET NUMBER	DATE

Sales Representative: _____

Customer agrees to purchase and Toshiba Business Solutions agrees to provide parts, labor, ink, toner, and toner collection containers (the "Maintenance Services") for the equipment listed below in accordance with the terms and conditions of this contract. The Maintenance Services exclude paper, staples and all other parts and services listed under the Exclusion section on page two of the contract. A Connectivity & Security Options Agreement must be attached and executed for Network Integration Support.

CUSTOMER INFORMATION

Customer Name: -	Bill to Number:	
Billing Address: -	Phone #: Ext.	Fax #:
Address 2:	Contact: -	Customer PO #: -
City: - State: - Zip:	email:	-

INVOICE / METER COLLECTION INFORMATION

Meter Collection: Automated Meter Read	Electronic Invoicing: Yes	Invoice Location: Customer Address	Term: 12 Months

SEE ATTACHED MAINTENANCE CONTRACT SCHEDULE FOR DEVICE DETAILS

TRANSACTION TERMS (Consolidated Minimums Per Pool)

Pool Description	Type	Includes	Units	Minimum Payment	Payment Frequency	Excess Per Unit Charge	Excess Billing Frequency

DECLINATION

☐ Customer is declining maintenance on the equipment listed above.

Printed Name:		Signature:
Title:	Date:	

SPECIAL INSTRUCTIONS

ACCEPTANCE

THE TERMS AND CONDITIONS HEREOF ARE PART OF THIS SERVICE AGREEMENT. BY SIGNING THIS CONTRACT, THE CUSTOMER ACKNOWLEDGES THAT THEY HAVE READ AND UNDERSTAND THESE TERMS.

Customer agrees to pay the Minimum Payment per transaction terms, plus any Excess Per Unit Charges for the term of this Contract. When this Contract is signed by Customer and TBS, it shall constitute a binding contract and is non-cancelable. This Contract will begin on the date signed by TBS below. You hereby acknowledge and agree that your electronic signature below shall constitute an enforceable and original signature for all purposes.

Customer:				**Toshiba Business Solutions**	
Printed Name:				Printed Name:	
Signature:				Signature:	
Title:		Date:		Title:	Effective Date:

TERMS AND CONDITIONS (CONTINUED)

1. ACCEPTANCE. This Contract shall not be effective unless signed by the authorized TBS representative (Effective Date) within 30 days from the Customer's signing of this Contract.

2. Term. This Contract will remain in force for 12 months from the Effective Date (Renewal Date) and will then be automatically renewed for annual period(s) unless either party provides notice of termination not less than thirty (30) days the Renewal Date. For each piece of equipment under this Contract there will be a Start Date & Start Meter. Service for each piece of equipment will be provided from the Start Date & Start Meter until this Contract is terminated or the equipment is withdrawn from the service. Customer may withdraw individual equipment by providing thirty (30) day written notice prior to the Renewal Date. Customer is responsible for all remaining Minimum Payments if Customer is in default or if equipment is withdrawn prior to Renewal Date.

3. SERVICE AVAILABILITY. TBS will provide service during TBS's normal service hours while the equipment is located within TBS's designated service area. Service outside TBS's designated area, if available and accepted by TBS is subject to a Trip Charge, which shall be based on reasonable travel expense for TBS's personnel. It is the responsibility of the Customer to notify TBS prior to relocating equipment.

The service to keep the equipment in or restore the equipment to good working order includes Emergency Service Calls and Periodic Maintenance (PM's). PM's may be performed during the course of an Emergency Service Call and are based upon the specific needs of the individual equipment as determined by TBS. Maintenance will include lubrication, adjustments and replacement of maintenance parts deemed necessary by TBS. Maintenance parts will normally be either new or equivalent to new in performance when installed in the equipment. Maintenance parts will be furnished on an exchange basis and the replaced parts become the property of TBS. Service provided under this Contract does not assure the uninterrupted operation of the equipment.

If the Customer requests service to be performed at a time outside TBS's normal service hours, there will be no additional charge for maintenance parts, however, the service, if available, will be furnished at TBS's applicable hourly rates and terms then in effect. Nothing herein shall be construed to require TBS to provide service outside its normal service hours and TBS hereby reserves the right to accept or reject such requests.

In the event there is a substantial increase in the cost of fuel, Customer agrees to pay a fuel surcharge. "Substantial" shall be defined as a 10% or more change over a six month period in the average national fuel cost as reported by the United States Energy Information Administration. If there is a substantial decline in the cost of fuel, the fuel surcharge, if applied by TBS pursuant to this provision, may be decreased accordingly. The benchmark will be the national average fuel cost as reported by the United States Energy Information Administration on the Effective Date of this Agreement.

4 . NETWORK INTEGRATION SUPPORT. Support of print controllers and print/scan enablers that permit the integration of the device onto a Customer's network is covered under the terms of a properly executed Connectivity & Security Options Agreement. The Connectivity & Security Options Agreement is an amendment to this contract and must be attached and/or on file for this optional service support.

5. INVOICING - LATE CHARGES. The first Minimum Payment is due upon receipt of an invoice. Thereafter, Minimum Payments will be due on the same date each month during the Term of this Contract whether or not Customer receives an invoice. Customer's obligation to pay the Minimum Payment is unconditional and is not subject to any reduction, set-off, defense, or counterclaim for any reason whatsoever. Excess Click Charge, if applicable, will be invoiced based on the billing period selected on the face of this contract.

If any part of a payment is not made by the Customer when due, Customer agrees to pay TBS a Late Charge of the higher of $25 or two percent (2%) of each such late payment, but not more than permitted by law. Customer agrees to pay TBS the Late Charge not later than one (1) month following the date of the original Minimum Payment.

6. USAGE. In return for the Minimum Payment, Customer is entitled to use the Minimum Number of Units each billing period. If Customer uses more than the Minimum Number of Units in any billing period, Customer will pay an additional amount equal to the number of metered Units exceeding the agreed Minimum Included Units times the Excess Charge as shown on the face of this Contract. In no event shall the Customer be entitled to any refund or rebate of the Minimum Payment if metered units result in less than the Minimum Number of Units in any billing period.

TBS may estimate the number of units used if requested Meter Readings are not received before a new billing period begins. TBS will adjust the estimated charge for Excess Units upon receipt of actual Meter Readings. Notwithstanding any adjustment, the Customer will never pay less than the Minimum Payment. Customer will provide meter readings via an automated website. TBS may charge a fee to recover the cost of meter collections if meters are not submitted through the automated website.

Upon the first Renewal Date and each subsequent Renewal Date thereafter, TBS reserves the right to increase the Minimum Payment and/or Excess Unit Charge by the greater of either (i) fifteen (15%) percent or (ii) the then-current cost per unit for that model.

7. CONSUMABLE SUPPLIES. TBS agrees to furnish consumable supplies (ink, toner and toner collection containers) for the Term of the Contract, except as excluded in section 11 below. Customer is responsible for ordering supplies to assure ample time for delivery. TBS may charge you a supply freight fee to cover our cost of shipping supplies to you. TBS will determine the number of supplies to be shipped based on the Minimum Number of Units and Excess Units metered. If TBS determines that the Customer has used more than fifteen percent (15%) supplies than normal for the number of metered units, based on yields published by the manufacturer, Customer agrees to pay TBS's customary charges for all excess supplies.

All supplies delivered as part of this Contract remain the property of TBS until and unless they are consumed by the equipment in the performance of this Contract. Any supplies not consumed as specified and not surrendered to TBS upon expiration or termination of this Contract will be invoiced to the Customer at TBS's then current prices. Customer agrees to provide insurance coverage for supplies in case of loss under any circumstances. Notwithstanding the foregoing, the risk of loss of the consumable supplies shall be transferred from TBS to Customer if such consumable supplies are stored at Customer's facility.

8. TAXES. In addition to the charges due under this Contract, the Customer agrees to pay amounts equal to any taxes resulting from this Contract, or any activities hereunder, exclusive of taxes based upon net income.

9. INSTALLATION AND ACCESS TO EQUIPMENT. Customer agrees to provide adequate space, environment and appropriate electrical requirements including, if required, a dedicated 120 volt or 220 volt electrical line, as published in the Operator and Service Manuals for the operation and maintenance of the equipment. If TBS has installed a power filter/surge protector on the equipment, it must at all times remain continuously installed. If it is removed Customer agrees to purchase a replacement from TBS immediately. TBS shall have full and free access to the equipment to provide service thereon.

If persons other than TBS representatives install conversions, feature additions, accessories or perform service on equipment and as a result further repair by TBS is required, such repairs shall be made at TBS's applicable Time and Material rates and terms then in effect. If such additional repair is required, TBS may immediately withdraw the equipment from this Contract.

10. KEY OPERATOR - END-USER TRAINING. Customer agrees to designate a Key Operator for training on the use, applications and features of the equipment. The Key Operator will be responsible for normal Key Operator activities as detailed in the Operators Manual and for training additional end-users. If the Key Operator assignment changes Customer agrees to designate a new Key Operator immediately. TBS agrees to provide training for the designated Key Operator and to provide initial training for end-users on the use, applications and features of the equipment. Additional training requested by Customer after thirty (30) days from Installation will be at TBS normal hourly rates.

11. EXCLUSIONS. Service under this Contract does not include:

(a) Furnishing paper, staples, replacement print heads, batteries, ribbons, media, periodic maintenance on thermal printers or any of the following:

_____;

(b) Service of equipment if moved outside of TBS's designated service area;

(c) Repair of damage or increase in service time caused by accident, misuse, negligence, abuse or disaster;

(d) Service of accessories, attachments or click control devices other than those of the same manufacturer as the equipment;

(e) Painting or refinishing of the equipment;

(f) Making specification changes;

(g) overhaul; when TBS determines an overhaul is necessary because normal repair and parts replacement cannot keep the equipment in satisfactory operating condition, TBS will submit a cost estimate to Customer and TBS will not commence work until Customer has approved cost;

(h) Performing key operator functions as described in the operator manual;

(i) Moving equipment, repair of damage or increase in service time caused by the use of the equipment for other than the ordinary use for which designed;

(j) Repair of damage caused by electrical surges or lightning strikes, if equipment is connected to a TBS supplied power filter/surge protector repairs will be included;

(k) Repair of damage or increase in service time caused by failure to continually provide a suitable installation environment as defined by the manufacturer, with all the facilities prescribed by TBS including, but not limited to, adequate space, electrical power, air conditioning or humidity control.

(l) Repair of equipment that has been designated as obsolete by the manufacturer and genuine OEM parts are no longer available.

(m) Repair of damage or increase of service time caused by Customer's use of media outside the specifications as described in the operator manual.

12. INDEMNITY AND DISCLAIMER. TBS shall not be responsible for any injuries, damages, penalties, claims or losses including legal expenses incurred by Customer or any other person caused by the installation, selection, ownership, possession, maintenance, condition or use of the Equipment. Customer agrees to reimburse TBS for and to defend TBS against any claims for such losses, damages, penalties, claims, injuries or expenses. This indemnity shall continue even after this Contract has expired.

IN NO EVENT WILL TBS BE LIABLE FOR LOST PROFITS, CONSEQUENTIAL, EXPECTANCY OR INDIRECT DAMAGES EVEN IF TBS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

EXECPT AS OTHERWISE SET FORTH HEREIN, TBS DOES NOT MAKE ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, REPRESENTATION OR WARRANTY ARISING OUT OF USAGE AND TRADE, COURSE OR DEALING OR COURSE OR PERFORMANCE. EXCEPT AS PROVIDED HEREIN, THE PARTS AND SERVICES ARE PROVIDED "AS IS."

13. GENERAL. Subject to the terms of the following paragraph, TBS may modify the terms and conditions of this Contract effective on the Renewal Date by providing the Customer with prior written notice.

Any such modification will apply unless the Customer withdraws the equipment affected by such modification from this Contract. Otherwise this Contract can only be modified by a written agreement duly signed by persons authorized to sign contracts on behalf of the Customer and of TBS. Variance from the terms and conditions of this Contract in any Customer order or other written modification will be of no effect.

The Customer represents that the Customer is the owner of the equipment under this Contract, or, if not the owner, is the lessee or renter of the equipment. Customer will execute a maintenance agreement for the equipment with a Toshiba authorized dealer or Customer will waive certain rights under Toshiba's manufacturer's warranty.

This Contract is not assignable, its right, duties and obligations may not be assigned or transferred by the Customer without the prior written consent of TBS. Any attempt to assign or transfer any of the rights, duties or obligations of this Contract without such consent is void.

TBS's service provided outside the scope of this Contract will be furnished at TBS's applicable time and material rates and terms then in effect.

TBS is not responsible for failure to render service due to causes beyond its control.

This Contract will be governed by the laws of the state where the Customer executed this Contract. If either party fails to comply with the terms and conditions of this Contract, the non-breaching party shall notify the breaching party in writing using certified mail to the address on the face of this Contract. The breaching party shall have thirty (30) days to cure any breach of this Contract prior to the non-breaching party takes the legal action. No action, regardless of form, arising out of this Contract may be brought by either party more than one year after the cause of action has arisen, or, in the case of non-payment, more than two years from the date of the last payment.

TAB 8

TOSHIBA LITERATURE

e-BRIDGE Re-Rite™

Document Workflow Solution

- Select
- Scan
- Send
- Store
- Search
- Secure

TOSHIBA
Leading Innovation >>>

Scan to Word®, PDF & 19 other file
…create your own digital library

The common filing cabinet not only takes up costly floor space it also poses obvious security and environmental risks. Add to that the number of valuable employee hours lost sorting, storing and searching for documents and you have a considerable workflow challenge.

Toshiba's e-BRIDGE Re-Rite™ is the ideal solution. It transforms paper documents into editable digital libraries instantly. What's more, it's so easy the whole office can use it.

Virtually no training is required. The MFP user interface is so simple to use because all processing is done in a totally hands-off operation.

SELECT and convert to 21 editable file formats including Microsoft® Word® and Excel®, Adobe® PDF and more.

SCAN from a single page to many. RE-RITE® and Toshiba MFPs offer a host of simple solutions including batch scanning with barcode separation, page splitting, blank page removal, job preview and automatic page orientation.

SEND converted documents with ease, directly to network drives, via ftp or by secure email and all with just the touch of a few buttons.

STORE directly as folder searchable content, capture incoming faxes and create editable documents in a myriad of file formats.

SEARCH easily through every word in your new PDF document library.

SECURE your Intellectual Property (IP). It's valuable so keep it out of harms' way with passwords, encryption and email security.

No more retyping of old documents. RE-RITE® is accurate, efficient and works with free industry standard software such as Adobe® Reader® to keep your documents safe and compatible for years to come.

Toshiba's e-BRIDGE Re-Rite™ **requires only one license per site**, making it a very cost effective entry point to paperless workflow efficiency.

What's more, simple, one touch templates matching your industry type are available.

Scan to WORD®	Scan to EXCEL®	Secure PDF and Email	Store PDF/A in archive	Store as eBook
Send WORD® Email	Search PDF and Email	Store HTML	Batch SEP BARCODE	Scan to PowerPoint

e-BRIDGE Re-Rite™

e-BRIDGE Re-Rite™ performs automatic document scanning, optical character recognition, format conversion and document routing to complete workflows with a touch of a single button from your e-STUDIO MFP control panel.

formats so you can

TOSHIBA
Leading Innovation >>>

The latest release includes many advances in technology.

PDF A – Ideal for archival purposes, the new PDF A format conforms to internationally agreed protocols and ensures that PDFs scanned today can be opened at any point in the future.

PDF Security – Are you storing documents in Windows folders in an effort to go paperless? Are you concerned that anyone with access to the directories can see your documents? Take advantage of the new enhanced PDF security offered by Toshiba's e-BRIDGE Re-Rite™ to secure the documents. Opening, printing, copying and editing permissions can be permitted or denied.

EMAIL Security – RE-RITE® supports authentication with SMTP servers. Restrict internal security leaks by specifying log-in details when delivering emails.

Scan to 21 editable file formats

Batch Separation – Do you have large volumes of documents to scan or back scanning jobs waiting to complete? Use separator sheets to feed multiple files through the scanner at once and create separate files. Files may either be separated by bar-coded sheets or based on a fixed number of pages.

METASCAN

MAKING YOUR INFORMATION MEANINGFUL

Taking RE-RITE® to the next level, the **Metascan option** allows users to add a set of keywords to help classify and identify each document scanned.

Rather than routing scanned files to a single folder, Metascan actually uses your keywords to define the folder structure on your network, making it easy to search for any scanned file.

Now you can create your own digital library easily with converted documents neatly archived for you to quickly search and access.

Scanned files route automatically to content searchable folder structures based on your user-selectable Metascan keywords

INPUT

- Image Auto Rotation
- Batch split by page interval
- Batch split by barcode separator
- BW/Colour
- MFP scan
- MFP image files
- Incoming Fax

OUTPUT

- File naming with name, date, time, user metadata.
- To user folders/subfolders
- Network shares
- FTP
- Email

PROCESSING OPTIONS

- Despeckle
- Deskew
- Remove colour
- Remove distortion
- Low resolution compensation
- Optimised for edit
- Optimised for layout

ADDRESS BOOK

- MFP
- LDAP

OUTPUT FORMATS

- Word (DOC) (DOCX)
- Excel (XLS) (XLSX)
- PowerPoint (PPTX)
- Rich Text Format (RTF)
- HTML 4.0
- eBook (ePUB) (FB2)
- Tabular Data (Unicode and ANSI encoding)
- Unformatted Text (Unicode and ANSI encoding)
- Formatted Text (Unicode and ANSI encoding)
- Comma Separated Value (Unicode and ANSI encoding)
- PDF Text only
- PDF Image Substitution Text
- PDF Image on Text
- PDF Compressed

PDF SECURITY

- Owner Password
- User Password
- Encryption (40bit) (128bit)

PDF FILE ACCESS RESTRICTIONS

- Comments
- Document Assembly
- Content Copying
- Printing
- Form Fields
- Document Editing
- Content Extraction
- High Quality Printing

PDF VERSIONS

- PDF version 1.3
- PDF version 1.4
- PDF version 1.5
- PDF version 1.6
- PDF version 1.7
- PDF version A
- PDF version A - 1a
- PDF version A - 1b

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ABBYY and FineReader are registered trade marks of ABBYY Software House.
RE-RITE® is a registered trademark of Toshiba (Australia) Pty Limited (ABN 19 001 320 421)
All other brands and/or product names are trademarks of their respective owners.
Specifications are subject to change without notification.

Authorised Toshiba Dealer

Toshiba e-BRIDGE Re-Rite™ is a complete, easy-to-use and affordable office automation platform.

Enhance your Toshiba e-STUDIO MFP to automatically convert scanned paper documents into editable and searchable files. Now with Version 8, new features allow you to scan, convert, store and distribute documents securely to streamline office workflows like never before.

It's accurate, efficient and simple to use. Toshiba e-BRIDGE Re-Rite™ your gateway to document imaging workflow.

OCR OUTPUT LANGUAGES

Albanian	Bulgarian	Czech	Danish
Dutch	English	Estonian	Finnish
French	German	Greek	Hungarian
Italian	Latvian	Lithuanian	Macedonian
Maltese	Norwegian	Polish	Portuguese
Romanian	Russian	Serbian	Slovak
Slovenian	Spanish	Swedish	Turkish
Ukrainian			

RECOMMENDED SYSTEM REQUIREMENTS

	Required	Recommended
Processor	Pentium IV 2.66GHz or equivalent	Pentium Dual CPU 1.60GHz (or better)
RAM	256MB	1GB (or more)
Free Disk Space	200MB for software + additional space for data if stored on the same system	200MB for software + additional space for data if stored on the same system
Supported Platforms	e-BRIDGE Re-Rite 8 has been tested on the following Operating Systems: Windows® XP Professional SP3 32-bit Windows Vista Business SP2 32-bit Windows Vista Ultimate SP2 32-bit Windows 7 Professional SP1 32-bit Windows 7 Professional SP1 64-bit Windows 7 Ultimate SP1 64-bit Windows 7 Enterprise 32-bit Windows Server 2003 SBS SP2 32-bit Windows Server 2003 Standard Edition SP2 32-bit Windows Server 2003 Standard Edition R2 SP2 32-bit Windows Server 2003 Enterprise Edition SP2 32-bit Windows Server 2008 Standard Edition SP2 64-bit Windows Server 2008 Enterprise Edition SP2 64-bit MS Hyper-V Guest OS: Windows 7 Enterprise 32-bit Windows Vista Ultimate SP2 32-bit Windows 7 Professional SP1 32-bit Windows 7 Professional SP1 64-bit Windows Server 2003 Standard Edition SP2 32-bit Windows Server 2003 Standard Edition R2 SP2 32-bit Windows Server 2003 Enterprise Edition SP2 32-bit Windows Server 2008 Standard Edition SP2 64-bit Windows Server 2008 Enterprise Edition SP2 64-bit MS Virtual PC: Windows XP Professional SP3 32-bit Windows Server 2003 SBS SP2 32-bit Windows Server 2003 Standard Edition SP2 32-bit Windows Server 2003 Enterprise Edition SP2 32-bit RESTRICTION: MAC address allocation in Virtual Machines should be static for all clients installing e-BRIDGE Re-Rite software.	
Screen Resolution	15" or 17" display at 1024 x 768 pixels	
Web Browser	IE 7, IE 8, Firefox 3.6, Google Chrome 7 & 8	
Network Card	10/100BaseT/X for MFP access	
CD ROM	For installation	
Toshiba Multifunction Device	e-STUDIO MFP with scan feature utilising e-BRIDGE 1, 2, 3 and X architecture. Not all features available with all models. Check with a Toshiba representative for the latest product compatibility.	

A dedicated PC that is available on the network at all times is recommended for hosting the software. This may be a server system.

TOSHIBA
Leading Innovation >>>

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Designs and Specifications subject to change without notice.

TOSHIBA
Leading Innovation >>>

- 25 PPM
- Black & White MFP
- Small Workgroup
- Copy, Print, Scan, Fax*

e-STUDIO™ 2505H/2505F

Small footprint, big output.

If the Toshiba e-STUDIO2505H/2505F were simply a letter-sized MFP, you'd be impressed. But we didn't stop there. We kept going until 11" x 17" output could be printed using the bypass. What more could you ask for from such a small footprint and price?

Small businesses, big benefits.

Toshiba technology and functionality are now available in a power-packed, letter-sized printer with large, ledger-sized support. The e-STUDIO2505H/2505F MFP delivers impressive black and white output at 25 pages per minute. You can copy, print, and scan—including precise color scanning—and even fax, with the e-STUDIO2505F. Network connectivity and USB 2.0 come standard, with 802.11 B/G/N wireless connectivity available as an option. In short, small offices and workgroups can take advantage of everything Toshiba has to offer for today's budget-conscious, results-oriented businesses.

Features galore.

Don't be fooled by the small footprint. In addition to offering ledger printing via the bypass, the e-STUDIO2505H/2505F has a 300-sheet capacity when you combine the bypass with the 250-sheet cassette. Also using the bypass, you can print professional looking envelopes to your exact specifications. There is also an ID card copying feature, and automatic duplexing comes standard. Warm-up time is an impressive 20 seconds, with the first copy out in just 7.1 seconds. Whatever you want from an affordable, letter-sized MFP, the e-STUDIO2505H/2505F has it, and more.

Now smaller businesses can think big with the power, functionality, networking capabilities, and ledger-size output to back it up.

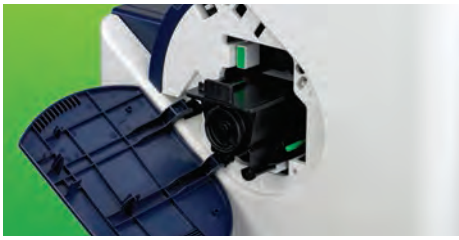
TOSHIBA
Leading Innovation >>>

- Digital MFP
- Ledger Support Via Bypass
- Network Connectivity
- Automatic Duplexing
- Color Scanning
- Standard Fax*
- Optional Wireless Connectivity

Handle multiple functions with the easy-to-use control panel. Scan to USB drives and other portable devices. Just plug in, and go. Network connectivity and USB 2.0 come standard.

Why settle for less?

Speed, versatility, reliability and affordability. The benefits are as impressive as the features. Like department code support—up to 100 codes, an electronic counter, auto job start, 2400 x 600 dpi (with smoothing), and scan to USB. You'll find just as much, if not more, from the e-STUDIO2505H/2505F. All packed into a footprint that small businesses can appreciate. Letter or ledger, scan or copy, network or USB, the e-STUDIO2505H/2505F makes more available, for less. It's the MFP you've been waiting for.



TOSHIBA eco style

Doing more for our planet.

From our zero-waste-to-landfill toner recycling to greener manufacturing, Toshiba is a recognized environmental leader. At Toshiba we're investing in programs that help both our business and yours to better reduce, reuse and recycle.

Benefits include a 300-sheet capacity, ledger support via the bypass tray, and easy to replace toner.

*e-STUDIO2505F only

e-STUDIO™ 2505H/2505F

TOSHIBA
Leading Innovation >>>

- Black and White MFP
- 25 PPM
- Small Workgroup
- Copy, Print, Scan, Fax
- Secure MFP

General Specifications

Copying/Printing process	Indirect electrostatic photographic method
Type	Desktop
Original scanning method	Contact Image Sensor (CIS)
Resolution	2400 x 600 dpi (with smoothing)
Gradation	256 steps
Original Platen Type	Fixed hard platen, ADF
Available Original Size	ST-R, LD
Available Paper Size	Drawer: LT only
	Stack Feed Bypass: ST-R, LD Envelope
Paper Supply	Drawer (250 sheets x 1) and Stack Feed Bypass (50 sheets)
Available Paper Weight	Drawer: 17-20 lb
	Stack Feed Bypass: 17-90 lb
	Auto Duplexing Unit: 17-20 lb
Paper Exit	Face down/Inner Tray
Warm-up Time	Approx. 20 seconds
Counter	Electronic counter (indication by LCD display)
Memory	512 MB
Power Supply	110 V
Power Consumption	Max. 1.5kW
Dimensions	15.3 x 21.25 x 20 (W x D x H)
Weight	Approx. 47.3 lbs.
Special Features	Energy Saver, Auto Sleep Mode, Department code
Max Duty Cycle	50K Copies

Copy Specifications

Copying Speed	25 PPM
Original Scan Speed	20 SPM (by using ADF)
Scan Resolution	600 x 600 dpi (for copying)
First Copy Time	7.1 seconds
Original/Copy Size	ST-R to LD
Original Mode	Photo, Text/Photo, Text, Background Erase
Image Density Control	Automatic/Manual (11 steps)
Reproduction Ratio	Zoom: 25 % to 400 % in 1 % increments
Multiple Copying	Up to 999 copies (Ten key input)
Special Features	Interrupt, APS/AMS, Auto job start, Automatic sort mode, ID card copy

Print Specifications (Standard)

Printing Speed	25 PPM
Printing Resolution	2400 x 600 dpi (with smoothing)
Interface	Standard: 10/100 Base-T, USB 2.0,
	Optional: 802.11 b/g/n
PDL	PCL 6 emulation
Support OS	Windows 7/8/XP/Vista/Server 2003/2008/2008R2

Scan Specifications (Standard)

Connection Type	Standard: 10/100 Base-T,
	Optional: 802.11 b/g/n
Scanning Resolution	100/150/200/300/400/600 dpi
Scanning Speed	20 SPM (BW), 5 SPM (Color)
Scan Agent	Scan to File, SMB, FTP, Scan to Email, Scan to USB

*e-STUDIO2505F only

Paper Handling Options

Standard Automatic Document Feeder (ADF)

Stack Capacity	50 sheets
Original Setting	Face up
Original Paper Size	ST-R, LD
Original Paper Weight	17-20 lb

***Walk-up FAX Specifications (e-STUDIO2505F only)**

Compatibility	Super G3, G3
Image Format on PSTN	JBIG, MMR, MR, MH
Document Size	ST-R-LD
Modem Speed	33.6kbps to 2.4kbps (automatic fallback)
Transmission Speed	Approx. 3 seconds
Communication Protocols	ITU-T T.30
Memory Transmission	Max 256 Jobs, 220 Destinations/Job, 1000 Pages/File

Options

Wireless LAN Module (ETA Nov. 2013)	GN1080
Damp Heater (for Drum)	MF2505U
Harness for Coin Controller	GQ1131

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	Tel: 678-546-9385
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	Tel: 949-462-6000
Web Site	www.business.toshiba.com

Designs and Specifications subject to change without notice. For best results and reliable performance, always use supplies manufacturer or designated by Toshiba. Not all options and accessories may be available at the time of product launch. Please contact a local Authorized Toshiba Dealership for availability. Toner yields are estimates based on 6% coverage, letter-size page. Driver and connectivity feature support varies by client/network operating system.

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Inv. Code 22226 2505H/2505F Brochure 5K PG 7/13

TOSHIBA
Leading Innovation >>>

- Black & White MFP
- Up to 30 PPM
- Small/Med. Workgroup
- Copy, Print, Scan, Fax
- Secure MFP
- EPEAT Registered

e-STUDIO™ 207L/257/307

Exceed expectations in powerful ways.

The e-STUDIO307 series from Toshiba has been designed to bring small and medium workgroups the same power and performance typically reserved for larger businesses. It's easy to use, allowing you to create professional looking documents without extensive training or experience.

Expand your possibilities.

Toshiba has taken the performance and functionality of larger monochrome MFPs and designed a smaller, more compact version. Introducing the e-STUDIO307 series. In addition to copying, faxing, printing and color scanning, it handles even the most challenging jobs quickly and easily. You'll be impressed with handy features like a walk-up USB printing port and a crisp 9" color touch screen that gives you instant access to all sorts of other possibilities.

Get more done in less time with advantages like USB printing and paper that can be added midstream.

Less work and more flow.

Start with a 20-second warm-up and a first copy out time of 4.7 seconds. Output is produced at the speed that fits your needs – from 20 to 30 pages per minute. Image quality is outstanding at 2,400 x 600 dpi. Need a lot of copies? You can opt for up to a 3,200-sheet capacity. And, its modular design allows you to get the most paper in the sizes you need, with a tandem LCF or 4-drawer configuration.

e-STUDIO™ 207L/257/307

It's the business of helping businesses.

At Toshiba, we realize the challenges that businesses face every day. The new e-STUDIO307 series is the perfect solution for small to medium size businesses looking for a high quality, fully functional MFP to help them meet those challenges.

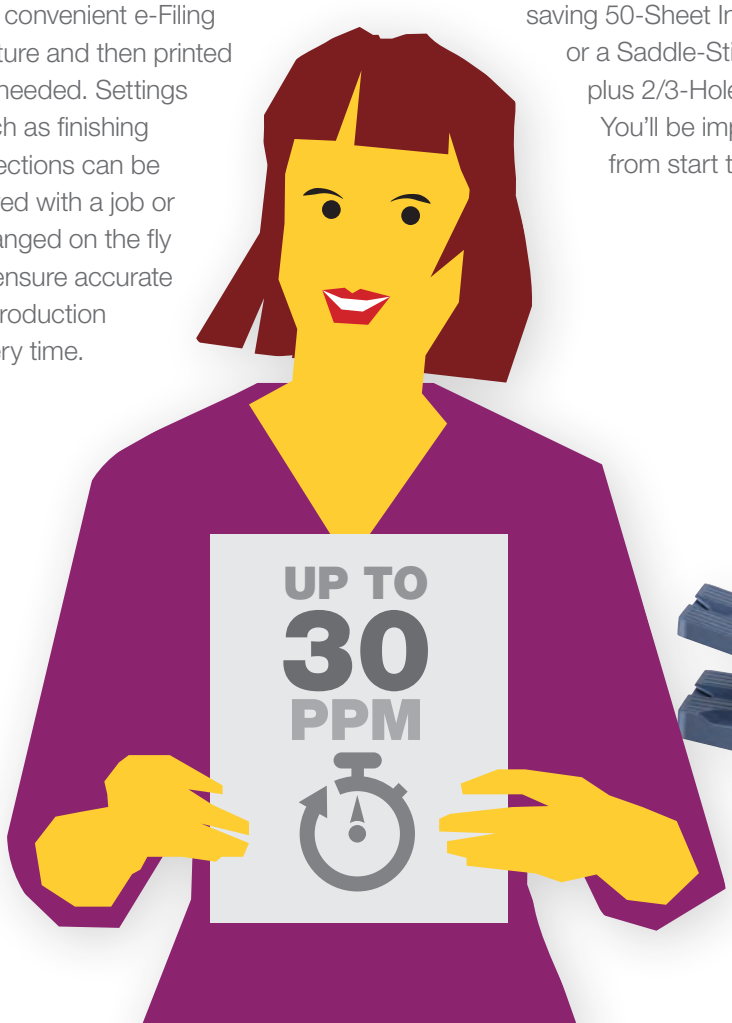
Relax and let technology handle it.

Because the e-STUDIO307 series has incorporated the latest e-BRIDGE technology, business applications and vendor solutions are easily integrated. With 320GB of safe and secure storage, frequently used documents can be stored right on the MFP by using the convenient e-Filing feature and then printed as needed. Settings such as finishing selections can be saved with a job or changed on the fly to ensure accurate reproduction every time.

User friendly and eager to please.

The e-STUDIO307 series can handle jobs with ease, even large volumes of various types of documents. Take advantage of up to a 120,000 monthly copy volume and a 36,600 toner yield at 6%. Also, there are several finisher options including a space saving 50-Sheet Inner Finisher or a Saddle-Stitch Finisher, plus 2/3-Hole Punch. You'll be impressed from start to finish.

- Superb Image Quality
- e-BRIDGE Technology
- Universal Print Driver
- Fast First Copy Out Times
- Up to 3,200 Capacity
- Service Module Design
- Saddle Stitch Finisher
- 2/3 Hole Punch



TOSHIBA
Leading Innovation >>>

Protection for your business and the planet.

As the need for tougher data security and improved environmental protection continue to increase, Toshiba is prepared to answer the call. Much of our R&D is spent in these areas. That's because your concerns are our concerns.

Data security and peace of mind.

Protecting your data means you're protecting your entire business. Fortunately, the e-STUDIO307 series has been designed to preserve the integrity and confidentiality of all your data. A new 320GB FIPS 140-2 Validated Self-Encrypting Drive (SED) with Data Overwrite are standard. An IPsec option to encrypt data being sent to or from the MFP, and Hard Copy Security are also available to keep your data right where it belongs.

Eco-consciousness.

At Toshiba, we realize we're responsible for helping our planet thrive. Whether it's our products, our company, or worthwhile environmental projects in your communities, we put green into action. The Toshiba e-STUDIO307 series has a low power sleep mode that meets the stringent requirements of Energy Star Tier 2. It is also RoHS compliant, and uses recycled plastics. Because of this and other eco-friendly features, the Toshiba e-STUDIO307 series is EPEAT Registered in the greener electronics global registry developed to help purchasers choose products that reduce environmental impact. Together we can reduce, reuse and recycle in meaningful ways.

There's a configuration that is just right for every business need. And all of them are secure and EPEAT Registered.

Small and compact yet feature rich.

The Toshiba e-STUDIO307 series has features and benefits galore. You'll be impressed to find so much in such a compact footprint.

Efficient printing

Choose your speed at 20, 25, or 30 pages per minute. Also, first copy out times are as fast as 4.7 seconds.

Broad paper handling

Use up to a 3,200-sheet paper capacity and up to 110 lb index. You can select from a variety of paper sizes with 4 drawers or a tandem LCF.

Ease of use

A large 9" tilting touch panel is easy to read and use. A context sensitive help button that will provide you with whatever instructions you might need. Scanning or printing can be done on the go using a convenient USB port.

Reliability

The monthly copy volume goes up to 120,000 with a toner yield of 36,600 at 6% coverage and toner that can be changed on the fly. A compact service module design allows for surprisingly faster and easier periodic maintenance.

Connectivity and functionality

PCL6, PostScript3, and XPS as well as a Universal Printer Driver means you only need one driver across your entire fleet.

Innovative technology

Gigabit Ethernet support, e-filing for frequently reprinted jobs and an automatic OCR option for expert scanning are just a few of our leading innovations.

Latest e-BRIDGE platform

Toshiba's proprietary platform improves connectivity, security and fleet management. Take advantage of access to third-party solutions like PaperCut, Docuware and more.

Advanced finishing options

There is a convenient space saving 50-Sheet Inner Finisher, Saddle-Stitch Finisher and a 2/3-Hole Punch.

Expert security

A 320GB FIPS 140-2 Validated Self-Encrypting Drive (SED) with Automatic Data Invalidation and Data Overwrite come standard. Also, an IPsec option encrypts data, and Hard Copy Security prevents the copying of sensitive documents.

Environmentally responsible

The e-STUDIO307 series is RoHS Compliant, Energy Star Tier 2 rated and EPEAT Registered (as part of the definitive global registry for greener electronics).

e-STUDIO 207L/257/307

TOSHIBA
Leading Innovation >>>

- Black & White MFP
- Up to 30 PPM
- Small/Medium Workgroup
- Copy, Print, Scan, Fax
- Secure MFP
- EPEAT Registered

Specifications

Copying Process/Type	IEPM (Dry Process)/Laser Technology
Original Reading Method	CCD Line Sensor
Copy/Print Resolution	2400 x 600 dpi (with Smoothing)
Copy/Print Speed	20/25/30 PPM
Warm-Up Time	Approx. 20 Seconds
First Copy Time	4.7 Seconds
Duty Cycle	80K/100K/120K
Multiple Copying	Up to 999 Copies
Standard Paper Supply	2 x 550-Sheet, 100-Sheet Stack Feed Bypass
Maximum Paper Supply	Up to 3,200 Sheets
Acceptable Paper Size	Cassette: Statement-R to Ledger (17-28 lb), Bypass: Statement-R to Ledger (17-110 lb), LCF: Letter (17-28 lb)
Memory	2GB RAM, 320 GB FIPS 140-2 SED
Reduction/Enlargement	25% to 400%
Bypass Tray	100-Sheet Stack Feed Bypass
Control Panel	9" Wide VGA Color Touch-Screen
Dimensions	Approx. 23" x 23" x 30" (W x D x H)
Weight	Approx. 132 lb
Power Supply	115 Volts, 15 Amps
Power Consumption	Maximum 1.5kW
PM Cycle	80K/100K/120K
Black Toner Yield	36.6K Impressions @ 6%

e-BRIDGE Print Specifications

PDL Support	PCL6, PostScript 3, XPS
Operating Systems	Windows Server 2003, 2008, 2012, Vista SP2, 7, 8, NetWare 6.5, Citrix, Macintosh 10.4-10.9, Solaris v10, 11, HP-UX V11.iv3, AIX 7.x, Linux, SCO
Protocol Support	Windows Printing (SMB1.0/2.0), LPR/LPD, IPP (Ver.1.1) w/Authentication, NetWare P-SERVER w/NDS, Binary, Novell NDPS Gateway, or LPD w/ iPrint, Apple Talk PAP or EtherTalk, Port 9100 (bi-directional), WS Print, FTP
Drivers	Windows Server 2003, 2008, 2012, Vista SP2, 7, 8, Macintosh OS 10.4-10.9
Connectivity	10/100/1000BaseTX Ethernet, 802.11b/g/n, Wireless LAN, USB
Wireless Device	AirPrint, e-BRIDGE Print & Capture Application on iOS and Android (Available via Apple App Store or Google Play)
Device Management	Top Access, eFMS 6.0 (e-BRIDGE Fleet Management Software)
Certification	Windows 7, 8, 8.1,2008R2, 2012, 2012 R2, WHQL, Novell, Citrix

Scan Specifications

Scan Speed	57 SPM LT-Size @ 300 dpi, 45 SPM LT-Size @ 600 dpi (When Copying), 43 SPM LT-Size @ 300 dpi (Color Scanning)
Scan Resolution	Up to 600 dpi
File Format	TIFF, PDF, Slim PDF, JPEG, XPS, MS Word, MS Excel, Searchable PDF w/Adv. Scanning Option

Facsimile Specifications

Compatibility	Super G3, G3
Data Compression	MH/MR/MMR/JBIG
Transmission Speed	Approx. 3 Seconds Per Page
Fax Modem Speed	33.6 Kbps
Fax Memory	Transmission and Reception 1GB (HDD), Backup Permanent (HDD)
Memory Transmission	100 Jobs, 2,000 Destinations Max, 400 Destinations/Job
Scan Speed	0.7 Seconds Per Page, 50 Scans Per Minute
Other Fax Functions	Internet Fax, Network Fax

e-Filing Specifications

Operation Method	Color Touch Screen Control Panel or Client PC
Number of Boxes	1 Public Box, 200 Private User Boxes
Capacity of Boxes	100 Folder Per Box, 400 Documents Per Folder, 1000 Pages Per Documents

Security (Standard)

Data Encryption	256 Bit AES
HDD Overwrite	Meets Department of Defense (DoD) Standard 5220.22M
Authentication	LDAP, SMTP, Windows Server Domain

Accessories (Options)

Input Options	
100-Sheet RADF	MR3028
Platen Cover	KA1640PC
Additional Paper Options	
550-Sheet Paper Feed Pedestal	KD1025
2,000-Sheet Large Capacity Feeder	KD1026
550-Sheet Paper Feed Unit	MY1033
Finishing Options	
Job Separator	MJ5004
Work Tray	KK4550
Bridge Kit for Finisher	KN2520N
50-Sheet Inner Finisher	MJ1032N
Saddle-Stitch Finisher (Low Capacity)	MJ1033
2/3-Hole Punch Unit for MJ1032N	MJ6007
2/3-Hole Punch Unit for MJ1033	MJ6008
Connectivity/Security Options	
Fax Kit	GD1350
2nd Line Fax	GD1260F
IPsec Enabler	GP1080
Wireless LAN Adapter	GN1060
Antenna	GN3010
Meta Scan Enabler	GS1010
Advanced Scanning	GB1280T
Harness Kit for Coin Controller	GQ1180

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Designs and specifications subject to change without notice. For best results and reliable performance, always use supplies manufactured or designated by Toshiba. Not all options and accessories may be available at the time of product launch. Please contact a local Authorized Toshiba Dealership for availability. Toner yields are estimates based on 6% coverage, letter-size page. Driver and connectivity feature support varies by client/network operating system.

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Inv. Code: 22259 207L/257/307 Brochure 5K PG 6/14

TOSHIBA
Leading Innovation >>>

- Black & White MFP
- Up to 50 PPM
- Small/Med. Workgroup
- Copy, Print, Scan, Fax
- Secure MFP
- EPEAT Registered

e-STUDIO™ 357/457/507

Exceed expectations in powerful ways.

The e-STUDIO507 series from Toshiba has been designed to bring small and medium workgroups the same power and performance typically reserved for larger businesses. It's easy to use, allowing you to create professional looking documents without extensive training or experience.

Expand your possibilities.

Toshiba has taken the performance and functionality of larger monochrome MFPs and designed a smaller, more compact version. Introducing the e-STUDIO507 series. In addition to copying, faxing, printing and color scanning, it handles even the most challenging jobs quickly and easily. You'll be impressed with handy features like a walk-up USB printing port and a crisp 9" color touch screen that gives you instant access to all sorts of other possibilities.

Get more done in less time with advantages like USB printing and paper that can be added midstream.

Less work and more flow.

Start with a 20-second warm-up and a first copy out time of 3.7 seconds. Output is produced at the speed that fits your needs – from 35 to 50 pages per minute. Image quality is outstanding at 2,400 x 600 dpi. Need a lot of copies? You can opt for up to a 3,200-sheet capacity. And, its modular design allows you to get the most paper in the sizes you need, with a tandem LCF or 4-drawer configuration.

e-STUDIO™ 357/457/507

It's the business of helping businesses.

At Toshiba, we realize the challenges that businesses face every day. The new e-STUDIO507 series is the perfect solution for small to medium size businesses looking for a high quality, fully functional MFP to help them meet those challenges.

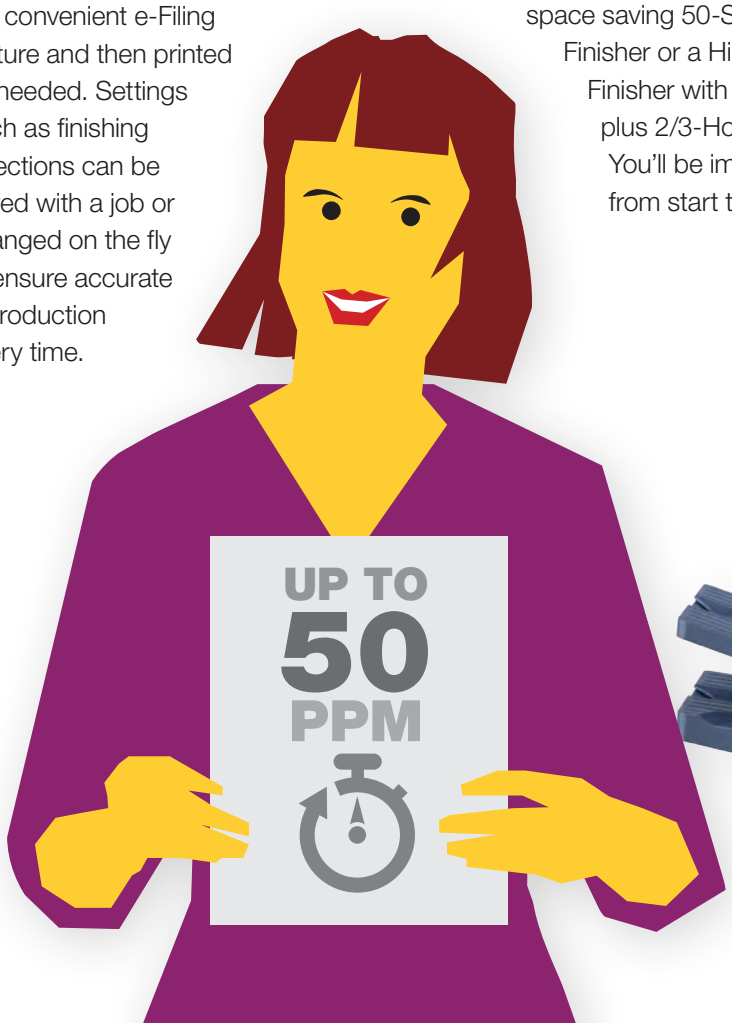
Relax and let technology handle it.

Because the e-STUDIO507 series has incorporated the latest e-BRIDGE technology, business applications and vendor solutions are easily integrated. With 320GB of safe and secure storage, frequently used documents can be stored right on the MFP by using the convenient e-Filing feature and then printed as needed. Settings such as finishing selections can be saved with a job or changed on the fly to ensure accurate reproduction every time.

User friendly and eager to please.

The e-STUDIO507 series can handle jobs with ease, even large volumes of various types of documents. Take advantage of up to a 150,000 monthly copy volume and a 36,600 toner yield at 6%. Also, there are several finisher options including a space saving 50-Sheet Inner Finisher or a High-Capacity Finisher with Saddle-Stitch, plus 2/3-Hole Punch. You'll be impressed from start to finish.

- Superb Image Quality
- e-BRIDGE Technology
- Universal Print Driver
- Fast First Copy Out Times
- Up to 3,200 Capacity
- Service Module Design
- Saddle Stitch Finisher
- 2/3 Hole Punch



TOSHIBA
Leading Innovation >>>

Protection for your business and the planet.

As the need for tougher data security and improved environmental protection continue to increase, Toshiba is prepared to answer the call. Much of our R&D is spent in these areas. That's because your concerns are our concerns.

Data security and peace of mind.

Protecting your data means you're protecting your entire business. Fortunately, the e-STUDIO507 series has been designed to preserve the integrity and confidentiality of all your data. A new 320GB FIPS 140-2 Validated Self-Encrypting Drive (SED) with Data Overwrite are standard. An IPsec option to encrypt data being sent to or from the MFP, and Hard Copy Security are also available to keep your data right where it belongs.

Eco-consciousness.

At Toshiba, we realize we're responsible for helping our planet thrive. Whether it's our products, our company, or worthwhile environmental projects in your communities, we put green into action. The Toshiba e-STUDIO507 series has a low power sleep mode that meets the stringent requirements of Energy Star Tier 2. It is also RoHS compliant, and uses recycled plastics. Because of this and other eco-friendly features, the Toshiba e-STUDIO507 series is EPEAT Registered in the greener electronics global registry developed to help purchasers choose products that reduce environmental impact. Together we can reduce, reuse and recycle in meaningful ways.

There's a configuration that is just right for every business need. And all of them are secure and EPEAT Registered.

Small and compact yet feature rich.

The Toshiba e-STUDIO507 series has features and benefits galore. You'll be impressed to find so much in such a compact footprint.

Efficient printing

Choose your speed at 35, 45, or 50 pages per minute. Also, first copy out times are as fast as 3.7 seconds.

Broad paper handling

Use up to a 3,200-sheet paper capacity and up to 110 lb index. You can select from a variety of paper sizes with 4 drawers or a tandem LCF.

Ease of use

A large 9" tilting touch panel is easy to read and use. A context sensitive help button that will provide you with whatever instructions you might need. Scanning or printing can be done on the go using a convenient USB port.

Reliability

The monthly copy volume goes up to 150,000 with a toner yield of 36,600 at 6% coverage and toner that can be changed on the fly. A compact service module design allows for surprisingly faster and easier periodic maintenance.

Connectivity and functionality

PCL6, PostScript3, and XPS as well as a Universal Printer Driver means you only need one driver across your entire fleet.

Innovative technology

Gigabit Ethernet support, e-filing for frequently reprinted jobs and an automatic OCR option for expert scanning are just a few of our leading innovations.

Latest e-BRIDGE platform

Toshiba's proprietary platform improves connectivity, security and fleet management. Take advantage of access to third-party solutions like PaperCut, Docuware and more.

Advanced finishing options

There is a convenient Inner Finisher, 50-Sheet High-Capacity Finisher, and a High-Capacity with Saddle-Stitch plus 2/3-Hole Punch.

Expert security

A 320GB FIPS 140-2 Validated Self-Encrypting Drive (SED) with Automatic Data Invalidation and Data Overwrite come standard. Also, an IPsec option encrypts data, and Hard Copy Security prevents the copying of sensitive documents.

Environmentally responsible

The e-STUDIO507 series is RoHS Compliant, Energy Star Tier 2 rated and EPEAT Registered (as part of the definitive global registry for greener electronics).

e-STUDIO™ 357/457/507

TOSHIBA
Leading Innovation >>>

- Black & White MFP
- Up to 50 PPM
- Small/Medium Workgroup
- Copy, Print, Scan, Fax
- Secure MFP
- EPEAT Registered

Specifications

Copying Process/Type	IEPM (Dry Process)/Laser Technology
Original Reading Method	CCD Line Sensor
Copy/Print Resolution	2400 x 600 dpi (with Smoothing)
Copy/Print Speed	35/45/50 PPM
Warm-Up Time	Approx. 20 Seconds
First Copy Time	3.7 Seconds
Duty Cycle	125K/150K/150K
Multiple Copying	Up to 999 Copies
Standard Paper Supply	2 x 550-Sheet, 100-Sheet Stack Feed Bypass
Maximum Paper Supply	Up to 3,200 Sheets
Acceptable Paper Size	Cassette: Statement-R to Ledger (17-28 lb), Bypass: Statement-R to Ledger (17-110 lb), LCF: Letter (17-28 lb)
Memory	2GB RAM, 320 GB FIPS 140-2 SED
Reduction/Enlargement	25% to 400%
Bypass Tray	100-Sheet Stack Feed Bypass
Control Panel	9" Wide VGA Color Touch-Screen
Dimensions	Approx. 23" x 23" x 30" (W x D x H)
Weight	Approx. 132 lb
Power Supply	115 Volts, 15 Amps
Power Consumption	Maximum 1.5kW
PM Cycle	125K/150K/150K
Black Toner Yield	36.6K Impressions @ 6%

e-BRIDGE Print Specifications

PDL Support	PCL6, PostScript 3, XPS
Operating Systems	Windows Server 2003, 2008, 2012, Vista SP2, 7, 8, NetWare 6.5, Citrix, Macintosh 10.4-10.9, Solaris v10, 11, HP-UX V11.iv3, AIX 7.x, Linux, SCO
Protocol Support	Windows Printing (SMB1.0/2.0), LPR/LPD, IPP (Ver.1.1) w/Authentication, NetWare P-SERVER w/NDS, Binary, Novell NDPS Gateway, or LPD w/ iPrint, Apple Talk PAP or EtherTalk, Port 9100 (bi-directional), WS Print, FTP
Drivers	Windows Server 2003, 2008, 2012, Vista SP2, 7, 8, Macintosh OS 10.4-10.9
Connectivity	10/100/1000BaseTX Ethernet, 802.11b/g/n, Wireless LAN, USB
Wireless Device	AirPrint, e-BRIDGE Print & Capture Application on iOS and Android (Available via Apple App Store or Google Play)
Device Management	Top Access, eFMS 6.0 (e-BRIDGE Fleet Management Software)
Certification	Windows 7, 8, 8.1,2008R2, 2012, 2012 R2, WHQL, Novell, Citrix

Scan Specifications

Scan Speed	57 SPM LT-Size @ 300 dpi, 45 SPM LT-Size @ 600 dpi (When Copying), 43 SPM LT-Size @ 300 dpi (Color Scanning)
Scan Resolution	Up to 600 dpi
File Format	TIFF, PDF, Slim PDF, JPEG, XPS, MS Word, MS Excel, Searchable PDF w/Adv. Scanning Option

Facsimile Specifications

Compatibility	Super G3, G3
Data Compression	MH/MR/MMR/JBIG
Transmission Speed	Approx. 3 Seconds Per Page
Fax Modem Speed	33.6 Kbps
Fax Memory	Transmission and Reception 1GB (HDD), Backup Permanent (HDD)
Memory Transmission	100 Jobs, 2,000 Destinations Max, 400 Destinations/Job
Scan Speed	0.7 Seconds Per Page, 50 Scans Per Minute
Other Fax Functions	Internet Fax, Network Fax

e-Filing Specifications

Operation Method	Color Touch Screen Control Panel or Client PC
Number of Boxes	1 Public Box, 200 Private User Boxes
Capacity of Boxes	100 Folder Per Box, 400 Documents Per Folder, 1000 Pages Per Documents

Security (Standard)

Data Encryption	256 Bit AES
HDD Overwrite	Meets Department of Defense (DoD) Standard 5220.22M
Authentication	LDAP, SMTP, Windows Server Domain

Accessories (Options)

Input Options	
100-Sheet RADF	MR3028
Platen Cover	KA1640PC
Additional Paper Options	
550-Sheet Paper Feed Pedestal	KD1025
2,000-Sheet Large Capacity Feeder	KD1026
550-Sheet Paper Feed Unit	MY1033
Finishing Options	
Job Separator	MJ5006
Work Tray	KK4550
Bridge Kit for Finisher	KN2520N
50-Sheet Inner Finisher	MJ1032N
Saddle-Stitch Finisher (High Capacity)	MJ1108
Saddle-Stitch Finisher (Low Capacity)	MJ1033
50-Sheet Staple Console Finisher	MJ1107
2/3-Hole Punch Unit for MJ1032N	MJ6007
2/3-Hole Punch Unit for MJ1107 and MJ1108	MJ6104
2/3-Hole Punch Unit for MJ1033	MJ6008
Connectivity/Security Options	
Fax Kit	GD1350
2nd Line Fax	GD1260F
IPsec Enabler	GP1080
Wireless LAN Adapter	GN1060
Antenna	GN3010
Meta Scan Enabler	GS1010
Advanced Scanning	GB1280T
Harness Kit for Coin Controller	GQ1180

Corporate Office	9740 Irvine Blvd., Irvine, CA 92618-1631 Tel: 949-462-6000
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West Coast	9740 Irvine Blvd., Irvine, CA 92618 Tel: 949-462-6000
Web Site	www.business.toshiba.com

Designs and specifications subject to change without notice. For best results and reliable performance, always use supplies manufactured or designated by Toshiba. Not all options and accessories may be available at the time of product launch. Please contact a local Authorized Toshiba Dealership for availability. Toner yields are estimates based on 6% coverage, letter-size page. Driver and connectivity feature support varies by client/network operating system.

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TOSHIBA
Leading Innovation >>>

- Black & White MFP
- Up to 85 PPM
- Med/Large Workgroup
- Copy, Print, Scan, Fax
- Secure MFP
- EPEAT Registered*

e-STUDIO™ 557/657/757/857

* e-STUDIO657/757/857 only

Power, performance and drive.

Toshiba introduces an impressive new lineup capable of performing flawlessly, time after time after time. The new e-STUDIO857 series boasts speeds up to 85 pages per minute using the latest generation e-BRIDGE platform to offer world-class functionality, dependability and productivity.

Go the distance, and then some.

Step up to the e-STUDIO857 series, take a look at the easy-to-navigate, 9" color touch screen, and you'll be impressed right away. Add to that a first copy out time under 3.5 seconds and speeds from 55 to 85 crisp pages per minute at a precise 2,400 x 600 dpi that keeps going for up to 600,000 copies per month, 7,600 sheets at a time. Change toner on the fly, and print on the go. You name it. You're sure to find it here.

The central hub.

Outstanding image quality at breakneck speeds and extra high volume are perfect for growing companies and large workgroups. It is literally the central hub of all that is document related – the ultimate in storage, management and production with total network connectivity. Need help? Just push a button and you have instant access to context sensitive help straight from the user's manual.

e-STUDIO™ 557/657/757/857

Innovative technology for your entire network.

The new e-STUDIO857 series is versatile, capable, reliable and downright phenomenal. If you've never used a machine of this caliber, you'll be amazed at what a difference it can make in the way you do business.

Brilliant innovations made easy.

Toshiba's latest e-BRIDGE technology makes it easy to integrate business applications, multiple devices and vendor solutions. Periodic maintenance is made simple, too, thanks to an innovative service module design that allows modules to quickly and easily be removed, serviced and replaced as needed. You can also administer the entire fleet from a single location and govern access to information and functionality wherever necessary. Advanced technology is more accessible than ever.

An abundance of impressive options.

Choose from several finishers according to your document usage. The e-STUDIO857 series is available with a 50-Sheet Finisher, a 50-Sheet Finisher with Saddle-Stitch or a 100-Sheet Finisher with Saddle-Stitch. Select a 2/3-Hole Punch or Post Inserter and add pre-printed covers or inserts for precise, consistent and professional looking documents. Whether you want to impress employees or win over new clients, the e-STUDIO857 series has what it takes.

- Superb Image Quality
- e-BRIDGE Technology
- Universal Print Driver
- Fast First Copy Out Times
- Up to 7,600 Capacity
- Service Module Design
- Saddle-Stitch Finisher
- 2/3-Hole Punch
- Post Inserter

High quality output, page after page, combined with finishing options help you create professional looking documents with ease.

TOSHIBA
Leading Innovation >>>

Safety, security and environmental responsibility.

The increasing demands of data security and environmental safety are continually being met, and exceeded, here at Toshiba. That's because we have been ahead of the curve with regard to impending concerns and have continually applied innovative technology in order to address them.

The security of leading technology.

There is no such thing as being too careful when it comes to the security of your data and your business. That's why we've incorporated safeguards such as a new 320GB FIPS 140-2 Validated Self-Encrypting Drive (SED) with Data Overwrite. In addition, there is an IPsec option to encrypt data being sent to or from the MFP, as well as Hard Copy Security that's available to prevent the copying of sensitive documents.

Safer, smarter and greener.

As a company, we continue to invent ways in which we can reduce the environmental impact of our manufacturing processes and our products themselves. The Toshiba e-STUDIO857 series has a low power sleep mode that meets the stringent requirements of Energy Star Tier 2. It is also RoHS compliant, and even uses recycled plastics. Because of this and other eco-friendly features, the Toshiba e-STUDIO857 series is EPEAT Registered* in the greener electronics global registry developed to help purchasers choose products that reduce environmental impact. All combined, it's Toshiba's leading innovation at its greenest.

* e-STUDIO657/757/857 only

Features and benefits galore.

Here's what Toshiba's e-STUDIO857 series has to offer.
You couldn't ask for more.

Pacesetting printing

Choose your speed, from 55 to 85 pages per minute. First copy out times are under 3.5 seconds for the e-STUDIO757/857 and under 4 seconds for the e-STUDIO557/657.

Reliable performance

Up to 600,000 monthly copy volume includes a toner yield that keeps pace at 73,900 pages at 6% coverage with the ability to change toner on the fly.

Broad paper handling

Take advantage of a maximum 7,600-sheet paper capacity and use up to 110 lb index from the drawers and 140 lb pre-printed cover stock from the inserter.

Most advanced e-BRIDGE platform

This proprietary platform allows for improved connectivity, security and fleet management. Also, you can access third-party solutions such as PaperCut, Docuware and others – right from the front panel.

Versatile connectivity and functionality

Includes PCL6, PostScript3, and XPS as well as a Universal Printer Driver, which means you only need one driver across the entire line. Driver plug-ins enable increased functionality.

Easy to use

Scan or print directly using a USB port. A large 9" touch screen panel is easy to read and intuitive. Also, a context sensitive help button will give you added instructions as needed.

Innovative technology

Use Card Reader Support to control, cap, and accurately account for usage. Other leading innovations include Gigabit Ethernet support, e-filing for frequently reprinted jobs and an automatic OCR option for expert scanning.

Advanced finishing options

Choose from the 50-Sheet Finisher, a 50-Sheet Finisher with Saddle-Stitch or a 100-Sheet Finisher with Saddle-Stitch, not to mention 2/3-Hole Punch and Post Inserter options.

Top security

A 320GB FIPS 140-2 Validated Self-Encrypting Drive (SED) with Data Overwrite are standard. Hard Copy Security and IPsec are available as options.

Environmentally friendly

The e-STUDIO857 series is RoHS Compliant, Energy Star Tier 2 rated and EPEAT Registered* (as part of the definitive global registry for greener electronics).

* e-STUDIO657/757/857 only

e-STUDIO™ 557/657/757/857

TOSHIBA
Leading Innovation >>>

- Black & White MFP
- Up to 85 PPM
- Med/Large Workgroup
- Copy, Print, Scan, Fax
- Secure MFP
- EPEAT Registered*

Specifications

Copying Process/Type	IEPM (Dry Process)/Laser Technology
Original Reading Method	CCD Line Sensor
Copy/Print Resolution	2400 x 600 dpi
Gradation	256 Steps
Copy/Print Speed	55/65/75/85 PPM
Warm-Up Time	Approx. 130 Seconds
First Copy Time	556/656: Less Than 4.0 Seconds (Letter-Size) 756/856: Less Than 3.5 Seconds (Letter-Size)
Duty Cycle	460K/515K/540K/600K
Multiple Copying	Up to 9,999 Copies
Standard Paper Supply	2 x 500-Sheet Drawer, 1 x 2,500-Sheet Tandem Drawer, 100-Sheet Stack Feed Bypass
Maximum Paper Supply	Up to 7,600 Sheets (w/Optional 4,000-Sheet LCF)
Acceptable Paper Size	Cassette: Statement-R to Ledger (17-110 lb) Bypass: Statement-R to 11" x 17" (17-110 lb) LCF: Letter Only (17-110 lb), Tab Paper
Memory	2GB RAM, 320 GB FIPS 140-2 SED
Reduction/Enlargement	25% to 400%
Bypass Tray	100-Sheet Stack Feed Bypass
Control Panel	9" Wide VGA Color Touch Screen
Dimensions	Approx. 28" x 31" x 46" (W x D x H)
Weight	Approx. 462 lb
Power Supply	120 Volts, 20 Amps
Power Consumption	Maximum 2.0kW
Black Toner Yield	73.9K Impressions

e-BRIDGE Print Specifications

PDL Support	PCL6, PostScript 3, XPS
Operating Systems	Windows Server 2003, 2008, 2012, Vista SP2, 7, 8, NetWare 6.5, Citrix, Macintosh 10.4-10.9, Solaris v10, 11, HP-UX V11.iv3, AIX 7.x, Linux, SCO
Protocol Support	Windows Printing (SMB1.0/2.0), LPR/LPD, IPP (Ver.1.1) w/Authentication, NetWare P-SERVER w/NDS, Binary, Novell NDPS Gateway, or LPD w/ iPrint, Apple Talk PAP or EtherTalk, Port 9100 (bi-directional), WS Print, FTP
Drivers	Windows Server 2003, 2008, 2012, Vista SP2, 7, 8, Macintosh OS 10.4-10.9
Connectivity	10/100/1000BaseTX Ethernet, 802.11b/g/n, Wireless LAN, USB
Wireless Device	AirPrint, e-BRIDGE Print & Capture Application on iOS and Android (Available via Apple App Store or Google Play)
Device Management	Top Access, eFMS 6.0 (e-BRIDGE Fleet Management Software)
Certification	Windows 7, 8, 8.1,2008R2, 2012, 2012 R2, WHQL, Novell, Citrix

Scan Specifications

Scan Speed	77 SPM Color/80 SPM B&W, LT-Size @300 dpi, 66 SPM LT-Size @ 600 dpi (When Copying)
Scan Resolution	Up to 600 dpi
File Format	TIFF, PDF, JPEG, XPS, MS Word, MS Excel, Searchable PDF w/Adv. Scanning Option

Facsimile Specifications

Compatibility	Super G3, G3
Data Compression	MH/MR/MMR/JBIG
Transmission Speed	Approx. 3 Seconds Per Page
Fax Modem Speed	33.6 Kbps
Fax Memory	Transmission 500MB (HDD) Reception 500MB (HDD) Backup Permanent (HDD)
Memory Transmission	100 Jobs, 1,000 Destinations Max, 400 Destinations/Job
Scan Speed	0.7 Seconds Per Page, 50 Scans Per Minute
Other Fax Functions	Internet Fax, Network Fax

* e-STUDIO657/757/857 only

e-Filing Specifications

Operation Method	Color Touch Screen Control Panel or Client PC
Number of Boxes	1 Public Box, 200 Private User Boxes
Capacity of Boxes	100 Folder Per Box 400 Documents Per Folder 1000 Pages Per Documents

Security (Standard)

Data Encryption	256 Bit AES
HDD Overwrite	Meets Department of Defense (DoD) Standard 5220.22M
Authentication	LDAP, SMTP, Windows Server Domain

Accessories (Options)

Additional Paper Options

4,000-Sheet LT-Size Large Capacity Feeder	MP4004

Finishing Options

50-Sheet Stapler Console Finisher	MJ1027
50-Sheet Saddle-Stitch Finisher	MJ1028
100-Sheet Saddle-Stitch Finisher	MJ1029
Rails for Finisher	KN1017
2/3-Hole Punch Unit	MJ6003
Post Inserter Unit	MJ7001

Connectivity/Security Options

Fax Kit	GD1350
2nd Line Fax	GD1260F
Wireless LAN Adapter	GN1060
Antenna	GN3010
Advanced Scanning	GB1280T
IPsec Kit	GP1080
Meta Scan Enabler	GS1010
Harness Kit for Coin Controller	GQ1240

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Web Site	www.business.toshiba.com

Designs and specifications subject to change without notice. For best results and reliable performance, always use supplies manufactured or designated by Toshiba. Not all options and accessories may be available at the time of product launch. Please contact a local Authorized Toshiba Dealership for availability. Toner yields are estimates based on 6% coverage, letter-size page. Driver and connectivity feature support varies by client/network operating system.

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TOSHIBA
Leading Innovation >>>

- Up to 35 PPM
- Color MFP
- Med/Large Workgroup
- Copy, Print, Scan, Fax
- Secure MFP

e-STUDIO™ 2555c/3055c/3555c

There's more to Toshiba color than ever before.

Now you can copy, print, scan and fax with an MFP that's smaller, quieter, sleeker, and faster than ever. The new e-STUDIO2555c/3055c/3555c from Toshiba is designed to replace black and white printing with affordable full color, while still offering high quality black and white.

Color options to match your needs.

For all those times you want to print in color but settle for black and white, there's the e-STUDIO2555c/30555c/3555c. It's designed to make color more efficient and accessible. Whether you want to spruce up a presentation with color produced up to a remarkable 25/30/35 pages per minute or print crisp, clear black and white, you'll be impressed with all that the e-STUDIO2555c/3055c/3555c has to offer. Unique features like the e-BRIDGE Universal Print Driver, the only driver needed for multiple users, allowing you to switch between PS and PCL. It includes plug-ins so you can add features.

More compact with more impact.

Even though it's chock-full of extraordinary features, the e-STUDIO2555c/3055c/3555c has one of the smallest footprints of any MFP in its class. So, it can be used wherever space is limited. It's lighter, too, which makes it easier to ship and move around the office. Even the noise level has been reduced, with a quieter drive motor, fan motor and clutch. And none of these efficiencies affect the output. In fact, image quality is incredible, thanks to a new low temperature color toner that increases the color gamut.

e-STUDIO™ 2555c/3055c/3555c

A new standard has officially been set.

Multiple functions, innumerable benefits and millions of colors have never been more accessible. The e-STUDIO2555c/3055c/3555c is easily integrated, customizable and solutions ready, with an open platform. You'll also appreciate cloud and mobile printing and scanning along with a host of other benefits.

Easy integration
Includes flexible customization, new EFMS device management and system software upgraded by patch, cloning and F/W updates.

Open platform
Take advantage of flexible integration into solution applications, output management interface, and an embedded Web browser that can be registered in a template.

Cloud, internet, and mobile printing/scanning
Enjoy mobile convenience with e-BRIDGE support for new cloud computing and mobile applications as well as Internet browsing and printing from the Internet.

Universal print driver
One driver works for all users, tandem print comes standard, and additional optional plug-ins can be put directly into the driver.

Impressive image quality
Low temperature color toner increases range of colors. Other benefits include high gloss output, e-BRIDGE Color Profiler and spot-on color matching.

AquaAce specialty paper support
Achieve brilliant color that's water, weather and fade resistant. It's like laminated paper without the lamination, in legal and letter sizes. Banner printing can be done using paper up to 12" x 47".

Compact and lightweight
It has one of the smallest footprints of any comparable MFP. It's 37% lighter than before and substantially quieter.

Low power consumption
New energy saving technologies have been incorporated, resulting in reduced power consumption.

Improved serviceability
The replacement of process units is easier and can be performed without a screwdriver. Automatic detection and initialization of a new unit has been added.

High security
A unique Self Encrypting Drive (SED) includes Toshiba's proprietary Wipe Technology along with a suite of security functions that create a level of data protection that's unequalled.

Your data has never been more secure.

Toshiba knows that security is a high priority for businesses today. That's why we've put leading innovation to work and developed security measures that are unsurpassed.

- Self Encrypting Drive
- IPSec Enabler (optional)
- Common Criteria EAL 3+
- IP Filtering
- Network Port Control
- Secure PDF
- Private Print

secureMFP™

Wipe Technology – it's like the data was never there.

It makes perfect sense. The best way to keep your data secure is to use a method no one else has replicated. That's just what we've done at Toshiba with our proprietary Wipe Technology. The e-STUDIO2555c/3055c/3555c offers Toshiba's proprietary Self-Encrypting Drive equipped with our Wipe Technology as well as a suite of impressive security functions to keep data protected. If the HDD is taken from the MFP and installed into another device, all of the data is automatically erased. However, if it's taken out and then returned to the same MFP, the data is not erased and can be accessed immediately as needed. There is also an encryption key that's securely stored on the HDD.

Security taken to the next level.

Additional security features include a secure PDF encryption feature with up to 128-bit AES, IP/MAC address filtering, Role Based Access Control, an SNMPv3 protocol for enhanced security administration and an optional IPSec protocol, to name a few. In all, the features permit a security mode that complies with the extremely high security level–IEEE2600.1.

Benefits include a 3,200-sheet capacity (including an optional 2,000-sheet LCF), direct USB printing, and tiltable display.

Manage, capture and deliver documents with simple one-touch control using the large, 9" color control panel. It's designed to be easy to read and use.

TOSHIBA
Leading Innovation >>>

Environmentally friendly as well as user friendly.

At Toshiba, we work hard to make certain our products minimize environmental impact. Many of our leading innovations include new ways to save energy and save the environment.

Saving energy and saving you money.

An added benefit to our new energy-saving technologies is that they save you money, too. Take, for instance, our new low temperature fusing toner. Color reproduction is improved while energy consumption is reduced. Energy consumption is reduced even further, thanks to a dramatic reduction in the power usage during sleep mode. Other ways in which Toshiba puts environmental responsibility into action include a recycling program, reduction of CO_2 emissions, and the recycling of plastics. Reduction or elimination of hazardous materials such as lead and mercury enable the series to comply with environmental standards around the world. Everything together qualifies the series for the new EPEAT certification.

Print professional-looking, full-color newsletters and brochures using an optional saddle-stitch or staple finisher.

Doing more for our planet.

From our zero-waste-to-landfill toner recycling to greener manufacturing, Toshiba is a recognized environmental leader. At Toshiba we're investing in programs that help both our business and yours to better reduce, reuse and recycle.

e-STUDIO3555c with Saddle-Stitch Finisher.

e-STUDIO3555c with Paper Feed Pedestal.

e-STUDIO3555c with Inner Finisher and LCF.

e-STUDIO 2555c/3055c/3555c

TOSHIBA
Leading Innovation >>>

- Color MFP
- Up to 35 PPM
- Medium/Large Workgroup
- Copy, Print, Scan, Fax
- Secure MFP

Specifications

Copying Process	Indirect Electrostatic Photographic Transfer System with Internal Transfer Belt
Copying Type	LED Head Printing
Copy/Print Resolution	600 x 600 dpi (600 x 1200 - PS3 only)
Copy/Print Speed	25/25, 30/30, 35/35 PPM Color/B&W
Warm-Up Time	Approx. 27 Seconds
First Copy Out Time	8.1/6.4 Seconds Color/B&W
Max Duty Cycle	100K/150K/175K Copies
Multiple Copying	Up to 999 Copies
Acceptable Paper Size and Weight	Cassette: ST-R to LD (16 lb Bond - 140 lb Index) Bypass: 3.9" x 5.8" to LD (16 lb Bond - 100 lb Cover) ST-R to 12" x 47" Banner (17 lb-100 lb) PFP: ST-R to LD (16 lb Bond - 140 lb Index) LCF: LT (17 lb - 28 lb Bond)
Memory (Max)	Main Memory: 2 GB HD: 160 GB (Security SED Drive)
Reduction/Enlargement	25% to 400%
Bypass	100-Sheet "Smart" Bypass (16 lb Bond - 100 lb Cover)
Control Panel	Color 9" LCD Touch Panel
Paper Supply	Up to 3,200-Sheet Input Capacity Standard 2 x 550-Sheet Cassettes 100-Sheet Bypass 1 x 550-Sheet PFP (3rd Cassette) 1 x 550-Sheet Cassette (4th Cassette) for PFP Optional 1 x 2,000-Sheet LCF
Duplex	Standard Automatic Duplex Unit (16 lb Bond - 140 lb Index)
Dimensions	Approx. 23" x 25.3" x 31" (W x D x H)
Weight	Approx. 166.4 lbs.
CMYK Toner Yield	CMY: 28K, BK: 32K
Power Supply	120 V, 15 Amps
Power Consumption	Maximum 1.5 kW

Print Specifications

PDL Support	PCL6 and PostScript 3, XPS
Operating Systems	Netware 6.5, Windows XP, Vista, 7, Windows Server 2003, 2008, 2008R2, Citrix MetaFrame, Macintosh, Linux, UNIX, AS400, SAP
Protocol Support	IPX/SPX, TCP/IP, AppleTalk, NetBIOS Over TCP/IP, LPR/LPD, IPP, SMB, SNMP, Netware, Port 9100
Drivers	Server 2003/2008/2008R2/2012, Windows XP, Vista, 7/8, Macintosh 10.2/10.3, 10.4, 10.5, 10.6, 10.7, AS400 LPR & Port 9100, SAP R/3, Unix Filter
Connectivity	10/100/1000BaseTX Ethernet, (802.11b/g/n optional)
Device Management	TopAccess
Certification	Windows (Vista, 7, 2008, 2008R2, 2012) (WHQL) Novell, HPOS (Dazel), Citrix

Scan Specifications

Scan Resolution	100 dpi, 150 dpi, 200 dpi, 300 dpi, 400 dpi, 600 dpi
Scan Speed	73 SPM LT-Size @300 dpi, 50 SPM LT-Size @600 when copying, 73 SPM LT-Size @ 300 dpi (color scanning)
File Format	TIFF, PDF, Secure PDF, JPEG, XPS

Facsimile Specifications

Compatibility	Super G3
Data Compression	MH / MR / MMR /JBIG
Transmission Speed	Approx. 3 Seconds Per Page
Fax Modem Speed	33.6 Kbps
Memory Transmission	100 Jobs, 2,000 Destinations Max. 400 Destinations /Job
Scan Speed	.7 Seconds Per Page, Maximum 73 SPM

E-Filing Specifications

Operation Method	Color Touch Screen Control Panel or Client PC
Number of Boxes	1 Public Box, 200 Private User Boxes
Capacity of Boxes	100 Folders Per Box, 400 Documents Per Folder 200 Pages Per Document

Security (Standard)

Data Encryption	256 Bit AES (SED Hard Drive)
Authentication	LDAP, SMTP, Windows Server Domain, Local

Accessories (Options)

Additional Paper Options

Platen	KA1640PC
RADF: 100 Sheets	MR3025
Paper Feed Pedestal: 550-Sheet Pedestal, Statement-R to Ledger	KD1032N
Cassette Module: 550-Sheet Pedestal, Statement-R to Ledger	MY1039
Large Capacity Feeder (LCF): 2,000-Sheet Drawer, Letter	KD1031

Finishing Options

Saddle-Stitch Finisher:	MJ1108
Tray 1 Stack Capacity: 3,000 Sheets + 250 Sheet Stationary Tray (LT)	
Staple Capacity: 50 Sheets	
60 Pages (15 Sheets) SS Booklets	
Multi-Position Hole Punch Unit for Saddle-Stitch Finisher	MJ6104
Multi-Position Console Finisher:	MJ1107
Tray 1 Stack Capacity: 2,000 Sheets (LT)	
Staple Capacity: 50 Sheets	
Multi-Position Hole Punch Unit for Console Finisher	MJ6104
Inner Finisher	MJ1036N
2 Tray: 500 Sheets (LT)	
Staple Capacity: 50 Sheets	
Multi-Position Hole Punch Unit for Inner Finisher	MJ6007

Connectivity/Security Options

Bridge Kit Required with MJ1108 and MJ1107	KN2550
Fax Board	GD1320NX
2nd Line Fax	GD1260F
Wireless LAN Adapter	GN1060
Wireless Antenna	GN3010
Meta Scan Enabler for e-CONNECT	GS1010
IP Sec Enabler	GP1080
Advanced Scanning (ReRite)	GB1280V8
SharePoint Connector	GB1440
Exchange Connector	GB1450
Google Docs Connector	GB1540

Miscellaneous Options

Accessible Arm Handle	KK2550

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West Coast	9740 Irvine Blvd., Irvine, CA 92618 Tel: 949-462-6000
Web Site	www.business.toshiba.com

Designs and Specifications subject to change without notice. For best results and reliable performance, always use supplies manufacturer or designated by Toshiba. Not all options and accessories may be available at the time of product launch. Please contact a local Authorized Toshiba Dealership for availability. Toner yields are estimates based on 6% coverage, letter-size page. Driver and connectivity feature support varies by client/network operating system.

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Inv. Code: 22229 2555c 3055c 3555c Brochure 12.5K PG 9/13

TOSHIBA
Leading Innovation >>>

- Up to 50 PPM
- Color MFP
- Med/Large Workgroup
- Copy, Print, Scan, Fax
- Secure MFP

e-STUDIO™ 4555c/5055c

There's more to Toshiba color than ever before.

Now you can copy, print, scan and fax with an MFP that's smaller, quieter, sleeker, and faster than ever. The new e-STUDIO5055c series from Toshiba is designed to replace black and white printing with affordable full color, while still offering high quality black and white.

Color options to match your needs.

For all those times you want to print in color but settle for black and white, there's the e-STUDIO5055c series. It's designed to make color more efficient and accessible. Whether you want to spruce up a presentation with color produced at a remarkable 45/50 pages per minute or print crisp, clear black and white, you'll be impressed with all that the e-STUDIO5055c series has to offer. Unique features like the e-BRIDGE Universal Print Driver, the only driver needed for multiple users, allowing you to switch between PS and PCL. It includes plug-ins so you can add features.

More compact with more impact.

Even though it's chock-full of extraordinary features, the e-STUDIO5055c series has one of the smallest footprints of any MFP in its class. So, it can be used wherever space is limited. It's lighter, too, which makes it easier to ship and move around the office. Even the noise level has been reduced, with a quieter drive motor, fan motor and clutch. And none of these efficiencies affect the output. In fact, image quality is incredible, thanks to a new low temperature color toner that increases the color gamut.

e-STUDIO™4555c/5055c

A new standard has officially been set.

Multiple functions, innumerable benefits and millions of colors have never been more accessible. The e-STUDIO5055c series is easily integrated, customizable and solutions ready, with an open platform. You'll also appreciate cloud and mobile printing and scanning along with a host of other benefits.

Easy integration
Includes flexible customization, new EFMS device management and system software upgraded by patch, cloning and F/W updates.

Open platform
Take advantage of flexible integration into solution applications, output management interface, and an embedded Web browser that can be registered in a template.

Cloud, internet, and mobile printing/scanning
Enjoy mobile convenience with e-BRIDGE support for new cloud computing and mobile applications as well as Internet browsing and printing from the Internet.

Universal print driver
One driver works for all users, tandem print comes standard, and additional optional plug-ins can be put directly into the driver.

Impressive image quality
Low temperature color toner increases range of colors. Other benefits include high gloss output, e-BRIDGE Color Profiler and spot-on color matching.

AquaAce specialty paper support
Achieve brilliant color that's water, weather and fade resistant. It's like laminated paper without the lamination, in legal and letter sizes. Banner printing can be done using paper up to 12" x 47".

Compact and lightweight
It has one of the smallest footprints of any comparable MFP. It's 37% lighter than before and substantially quieter.

Low power consumption
New energy saving technologies have been incorporated, resulting in reduced power consumption.

Improved serviceability
The replacement of process units is easier and can be performed without a screwdriver. Automatic detection and initialization of a new unit has been added.

High security
A unique Self Encrypting Drive (SED) includes Toshiba's proprietary Wipe Technology along with a suite of security functions that create a level of data protection that's unequalled.

Your data has never been more secure.

Toshiba knows that security is a high priority for businesses today. That's why we've put leading innovation to work and developed security measures that are unsurpassed.

- Self Encrypting Drive
- IPSec Enabler (optional)
- Common Criteria EAL 3+
- IP Filtering
- Network Port Control
- Secure PDF
- Private Print

Wipe Technology – it's like the data was never there.

It makes perfect sense. The best way to keep your data secure is to use a method no one else has replicated. That's just what we've done at Toshiba with our proprietary Wipe Technology. The e-STUDIO5055c series offers Toshiba's proprietary Self-Encrypting Drive equipped with our Wipe Technology as well as a suite of impressive security functions to keep data protected. If the HDD is taken from the MFP and installed into another device, all of the data is automatically erased. However, if it's taken out and then returned to the same MFP, the data is not erased and can be accessed immediately as needed. There is also an encryption key that's securely stored on the HDD.

Security taken to the next level.

Additional security features include a secure PDF encryption feature with up to 128-bit AES, IP/MAC address filtering, Role Based Access Control, an SNMPv3 protocol for enhanced security administration and an optional IPSec protocol, to name a few. In all, the features permit a security mode that complies with the extremely high security level–IEEE2600.1.

secureMFP™

Benefits include a 3,200-sheet capacity (including an optional 2,000-sheet LCF), direct USB printing, and tiltable display.

Manage, capture and deliver documents with simple one-touch control using the large, 9" color control panel. It's designed to be easy to read and use.

TOSHIBA
Leading Innovation

Environmentally friendly as well as user friendly.

At Toshiba, we work hard to make certain our products minimize environmental impact. Many of our leading innovations include new ways to save energy and save the environment.

Saving energy and saving you money.

An added benefit to our new energy-saving technologies is that they save you money, too. Take, for instance, our new low temperature fusing toner. Color reproduction is improved while energy consumption is reduced. Energy consumption is reduced even further, thanks to a dramatic reduction in the power usage during sleep mode. Other ways in which Toshiba puts environmental responsibility into action include a recycling program, reduction of CO_2 emissions, and the recycling of plastics. Reduction or elimination of hazardous materials such as lead and mercury enable the series to comply with environmental standards around the world. Everything together qualifies the series for the new EPEAT certification.

Print professional-looking, full-color newsletters and brochures using an optional saddle-stitch or staple finisher.

Doing more for our planet.

From our zero-waste-to-landfill toner recycling to greener manufacturing, Toshiba is a recognized environmental leader. At Toshiba we're investing in programs that help both our business and yours to better reduce, reuse and recycle.

e-STUDIO5055c with Saddle-Stitch Finisher.

e-STUDIO5055c with Paper Feed Pedestal.

e-STUDIO5055c with Large Capacity Feeder.

e-STUDIO™ 4555c/5055c

TOSHIBA
Leading Innovation >>>

- Color MFP
- Up to 50 PPM
- Medium/Large Workgroup
- Copy, Print, Scan, Fax
- Secure MFP

Specifications

Copying Process	Indirect Electrostatic Photographic Transfer System with Internal Transfer Belt
Copying Type	LED Head Printing
Copy/Print Resolution	600 x 1200 dpi (PS Driver)
Copy/Print Speed	45/45, 50/50 PPM Color/B&W
Warm-Up Time	Approx. 27 Seconds
First Copy Out Time	6.1/4.7 Seconds Color/B&W
Max Duty Cycle	200K/225K Copies
Multiple Copying	Up to 999 Copies
Acceptable Paper Size and Weight	Cassette: ST-R to LD (16 lb Bond - 140 lb Index) Bypass: 3.9" x 5.8" to LD (14 lb Bond - 100 lb Cover) ST-R to 12" x 47" Banner (17 lb-100 lb) PFP: ST-R to LD (16 lb Bond - 140 lb Index) LCF: LT (17 lb - 28 lb Bond)
Memory (Max)	Main Memory: 2 GB HD: 160 GB (Security SED Drive)
Reduction/Enlargement	25% to 400%
Bypass	100-Sheet "Smart" Bypass (14 lb Bond - 100 lb Cover)
Control Panel	Color 9" LCD Touch Panel
Paper Supply	Up to 3,200-Sheet Input Capacity Standard 2 x 550-Sheet Cassettes 100-Sheet Bypass 1 x 550-Sheet PFP (3rd Cassette), 1 x 550-Sheet Cassette (4th Cassette) for PFP Optional 1 x 2,000-Sheet LCF
Duplex	Standard Automatic Duplex Unit (16 lb Bond - 140 lb Index)
Dimensions	Approx. 23" x 25.3" x 31" (W x D x H)
Weight	Approx. 166.4 lbs.
CMYK Toner Yield	CMY: 28K, BK: 32K
Power Supply	120 V, 15 Amps
Power Consumption	Maximum 1.5 kW

Print Specifications

PDL Support	PCL6 and PostScript 3, XPS
Operating Systems	Netware 6.5, Windows XP, Vista, 7, Windows Server 2003, 2008, 2008R2, Citrix MetaFrame, Macintosh, Linux, UNIX, AS400, SAP
Protocol Support	IPX/SPX, TCP/IP, AppleTalk, NetBIOS Over TCP/IP, LPR/LPD, IPP, SMB, SNMP, Netware, Port 9100
Drivers	Server 2003/2008/2008R2/2012, Windows XP, Vista, 7/8, Macintosh 10.2/10.3, 10.4, 10.5, 10.6, 10.7, AS400 LPR & Port 9100, SAP R/3, Unix Filter
Connectivity	10/100/1000BaseTX Ethernet, 802.11b/g/n
Device Management	TopAccess
Certification	Windows (Vista, 7, 2008, 2008R2, 2012) (WHQL) Novell, HPOS (Dazel), Citrix

Scan Specifications

Scan Resolution	100 dpi, 150 dpi, 200 dpi, 300 dpi, 400 dpi, 600 dpi
Scan Speed	73 SPM Color/73 SPM B&W (@ 300 dpi)
File Format	TIFF, PDF, Secure PDF, JPEG, XPS (with HDD)

Facsimile Specifications

Compatibility	Super G3
Data Compression	MH / MR / MMR /JBIG
Transmission Speed	Approx. 3 Seconds Per Page
Fax Modem Speed	33.6 Kbps
Memory Transmission	100 Jobs (with HDD), 2,000 Destinations Max. 400 Destinations /Job
Scan Speed	.7 Seconds Per Page, Maximum 73 SPM

E-Filing Specifications

Operation Method	Color Touch Screen Control Panel or Client PC
Number of Boxes	1 Public Box, 200 Private User Boxes
Capacity of Boxes	100 Folders Per Box, 400 Documents Per Folder 200 Pages Per Document

Security (Standard)

Data Encryption	256 Bit AES (SED Hard Drive)
Authentication	LDAP, SMTP, Windows Server Domain, Local

Accessories (Options)

Additional Paper Options

Platen:	KA1640PC
RADF: 100 Sheets	MR3025
Paper Feed Pedestal: 550-Sheet Pedestal, Statement-R to Ledger	KD1032N
Cassette Module :550-Sheet Pedestal, Statement-R to Ledger	MY1039
Large Capacity Feeder (LCF): 2,000-Sheet Drawer, Letter	KD1031

Finishing Options

Saddle-Stitch Finisher: Tray 1 Stack Capacity: 3,000 Sheets + 250 Sheet Stationary Tray (Lt) Staple Capacity: 50 Sheets 60 Pages (15 Sheets) SS Booklets	MJ1108
Multi-Position Hole Punch Unit for Saddle-Stitch Finisher	MJ6104
Multi-Position Console Finisher: Tray 1 Stack Capacity: 2,000 Sheets (Lt) Staple Capacity: 50 Sheets	MJ1107
Multi-Position Hole Punch Unit for Console Finisher	MJ6104

Connectivity/Security Options

Bridge Kit Required with MJ1108 and MJ1107	KN2550
Fax Board	GD1320NX
2nd Line Fax	GD1260F
Wireless LAN Adapter	GN1060
Wireless Antenna	GN3010
Meta Scan Enabler for e-CONNECT	GS1010
IP Sec Enabler	GP1080
Advanced Scanning (ReRite)	GB1280V8
SharePoint Connector	GB1440
Exchange Connector	GB1450
Google Docs Connector	GB1540

Miscellaneous Options

Accessible Arm Handle	KK2550

Corporate Office	9740 Irvine Blvd., Irvine, CA 92618-1631 Tel: 949-462-6000
East Coast	959 Route 46 East, 5th Floor, Parsippany, NJ 07054 Tel: 973-316-2700
Midwest	8770 W. Bryn Mawr Ave., Suite 700, Chicago, IL 60631 Tel: 773-380-6000
South	2037 Bakers Mill Rd., Dacula, GA 30019 Tel: 678-546-9385
West Coast	9740 Irvine Blvd., Irvine, CA 92618 Tel: 949-462-6000
Web Site	www.business.toshiba.com

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TOSHIBA
Leading Innovation >>>

We guarantee no one matches our guarantee.

It's the One Guarantee You'll Probably Never Use.

The Toshiba Quality Commitment is the guarantee you will probably never have to use. We demand unparalleled performance from our products. So, it follows that we offer you the same in our guarantee. Read it and see for yourself. There's no small print...no disclaimers. Just our commitment to deliver the quality you've come to expect from one of the industry's most highly acclaimed leaders in copiers and facsimiles. Toshiba...quality guaranteed.

Toshiba Reliability. Known the World Over.

$77 BILLION STRONG

You have the confidence of a guarantee backed by the powerful resources of Toshiba Corporation. *Fortune's* Global 500 issue consistently ranks Toshiba among the top 100 largest companies in the world.

AWARD-WINNING PRODUCTS

Toshiba has received over 100 awards from Buyers Laboratory Inc., Office Products Analyst and Better Buys For Business, confirming our commitment to quality.

ISO 14001 CERTIFIED MANUFACTURING FACILITIES

Quality—it's always our top priority. Toshiba strives to receive the highest level of certification possible.

MANUFACTURER OF THE YEAR

Named the most favored manufacturer 13 times since 1989 by the Business Technology Association (BTA). And named copier manufacturer of the year eight times by Marketing Research Consultants, Inc.

SIX SIGMA

Toshiba uses Six Sigma methodology to ensure the highest product quality, increased customer satisfaction and faster reaction to changing markets.

RESEARCH & DEVELOPMENT

Toshiba's annual R&D expenditures are over 6% of its annual revenue.

TECHNICAL SUPPORT

Toshiba products are backed by a nationwide network of factory-trained and certified community-based personnel.

Toshiba's Quality Commitment Guarantee.

The Toshiba Quality Commitment is our guarantee that you're getting the utmost in advanced technology, dependability, service and support. Toshiba stands squarely behind our promise with the assurance of complete satisfaction. Everything we do contributes to that goal—from setting the industry standard for research and development, to providing instant access to Toshiba support personnel. Look around. Nothing compares to Toshiba...quality guaranteed.

No Fine Print. No Strings Attached. Here's How the Guarantee Works.

FREE REPLACEMENT

If your Toshiba manufactured Copier, Facsimile, Printer or its accessories do not operate within Toshiba's product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specifications, Toshiba will replace the Copier, Facsimile, Printer or accessory at no charge with a model of equal or better features and specifications.

FREE LOANER

If your Toshiba manufactured Copier, Facsimile or Printer is out-of-service more than two (2) consecutive business days after notifying your Authorized Toshiba Servicing Dealer or requires off-site service, a loaner Copier, Facsimile or Printer will be provided by the Authorized Toshiba Servicing Dealer at no additional charge.

TERM OF PROGRAM

The term of this program is: a) for purchased equipment, three years from equipment installation date or maximum number of copies as stated in the product specifications, whichever occurs first; or b) for leased or rental equipment, three years or the length of the original lease starting from the equipment installation date, whichever is longer.

Leading Innovation. It's not just a tagline, it's how we do business.

TOSHIBA
Leading Innovation

Terms & Conditions

This program applies only to new Toshiba manufactured Copier, Facsimile, Printer equipment and/or accessories acquired by customers from TABS or an Authorized Toshiba Dealer on or after April 1, 2004, on condition that the equipment: a) was continuously maintained under a full service maintenance agreement provided by an Authorized Toshiba Dealer; and b) only genuine Toshiba parts and consumable supplies are used in the maintenance and operation of the equipment. This program is non-transferable. Equipment damaged or destroyed because of customer's negligence, misuse or abuse, improper electrical power or an act of God are not covered under this program. If an Authorized Toshiba Servicing Dealer is not available to fulfill the terms of this program, TABS will resolve any program issues within a reasonable period of time. No modification or extension of this program is effective unless it is in writing and signed by the Vice President and General Manager, Electronic Imaging Division.

First, notify your Authorized Toshiba Servicing Dealer of the problem. If your Toshiba manufactured Copier, Facsimile, Printer or its accessories do not operate within TABS' product specifications during the term of this program, and if the equipment cannot be repaired to perform within product specifications, send a certified letter documenting your problem and a copy of the dated sales receipt to:

TOSHIBA AMERICA BUSINESS SOLUTIONS, INC., Electronic Imaging Division, Director of Field Service,
9740 Irvine Blvd., Irvine, CA 92618-1631

Corporate Office:	9740 Irvine Blvd., Irvine, California 92618-1631 Tel: 949/462-6000
East Coast:	959 Route 46 East, 5th Floor, Parsippany, New Jersey 07054 Tel: 973/316-2700
Midwest:	8770 W. Bryn Mawr Avenue, Suite 700, Chicago, Illinois 60631 Tel: 773/380-6000
South:	2037 Bakers Mill Rd., Dacula, GA 30019 Tel: 678/546-9385
West Coast:	9740 Irvine Blvd., Irvine, California 92618 Tel: 949/462-6262
Web Site:	www.business.toshiba.com

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TOSHIBA
Leading Innovation >>>

- Securing Devices
- Controlling Access
- Protecting Documents
- Safeguarding All Valuable Data

secureMFP™

Keeping your business your business.

Your business may be at risk. Toshiba can help.

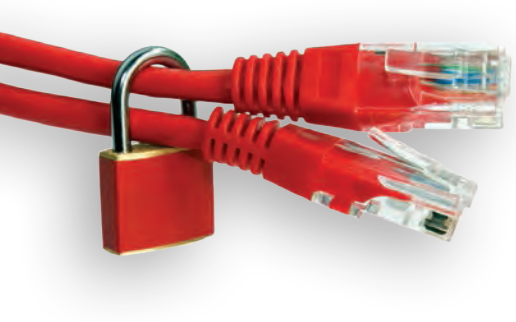
Security is a growing concern for companies of all sizes. With Toshiba SecureMFP,™ we employ innovative methods of protecting valuable data in order to help businesses of all sizes meet the increasing security challenges.

Protect Your Data and Your Business

The Association of Certified Fraud Examiners found that companies in the United States lose more than $600 billion a year due to fraud, and document fraud is a large part of this statistic. Now that MFPs (Multifunction Products) and laser printers are able to store data, they've become an integral part of business networks, and a critical point of vulnerability. They retain latent document images and contact information, leaving sensitive information and mission-critical data at risk. These threats to security can come from anyone, anywhere.

The 2013 Data Breach Investigation Report found that 92% of security breaches resulted from external sources and 14% were traced to insiders. Reports from a variety of resources have come to these same conclusions: data theft is common, it happens regularly, and everyone is aware that it's a serious problem. That's why we deliver serious security solutions. In addition to protecting against security breaches and possible litigation, we assist in keeping businesses compliant with ever-increasing government regulations such as HIPAA, FERPA, Sarbanes-Oxley, and eDiscovery, to name a few.

- **Over $600 billion lost each year to fraud**
- **1 in 5 security breaches come from inside**
- **Left unsecured, an MFP can pose one of the greatest threats to your organization**
- **The average total cost per company that report a data breach in 2012 was more than $5.4 million**



That networked MFP in the corner of your office just might be the most significant entry point for hackers to hijack sensitive data from your business.

secureMFP™

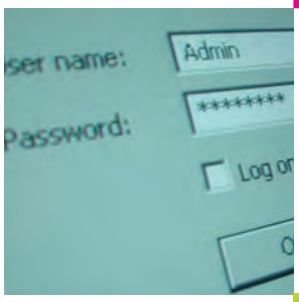
- Secures Print Output
- Protects Data
- Creates Secure PDF
- Controls Access
- Encrypt Scanned Documents

Device Security

In order to protect the confidentiality and integrity of your data, we continually develop comprehensive security measures for Toshiba devices. Most of our MFPs come standard with **Self-Encrypting Drive (SED)** technology that allows sensitive user data to be securely erased when a system is powered-down or when a SED Hard Disk Drive (HDD) is removed from the system and encryption. In addition, the disk is automatically cleared immediately after the device is done using information after every job, preventing the data from being recovered by unauthorized users. Because MFPs and network printers function as complex network devices, we have developed several solutions that specifically address network security. **IPv6** ensures IP security with a larger IP address range, protection from scanning and attacks, and support for authentication and confidentiality as part of our optional IPSec. **Secure Sockets Layer (SSL)** employs encryption technology to protect all data traveling to and from the MFP, while **IP Filtering** acts like a firewall to protect your internal network from intruders. Also, **SMB Signing** adds a digital signature to verify that data is received from authenticated sources and ensures the integrity of all communications.

Access Security

Toshiba has developed simple yet highly effective methods of establishing access security without inconveniencing users. **Network Authentication** allows administrators to control access at the device in the same way it's controlled from the desktop. **Department Codes** provide valuable data tracking and usage information, giving authorized users full functionality at the device. **Usage Limitations** enable administrators to set limits for copy and print jobs, as well as track and control costs. **Strong Passwords** utilizes a ten-digit alphanumeric administrative password for added protection along with a log-on attempt limitation. To streamline the user login process, our **SmartCard Authentication** requires the simple swipe of a card while allowing limited user access to specific features and functions.



Control access to your MFP with Network Authentication.

Security where it counts, because it counts everywhere.

Toshiba takes the security of your documents very seriously. And we are ready to help protect your critical data with our suite of Digital Rights Management (DRM) Solutions from Fasoo. Fasoo is a world leader in Enterprise DRM with more than a decade of experience in the industry.

Document Security

Fasoo's DRM applications will help your company provide even greater protection against unauthorized access to sensitive financial, technical and personal information. You can easily control access to Microsoft Office Documents, PDFs, engineering drawings, images and other common file formats. These threats come from both inside and outside of your organization, and this technology helps you to better address these risks.

Fasoo DRM Enables You to:

- Prevent unintended information disclosure or exposure
- Ensure a secure information sharing environment
- Better manage workflows and simplify secure collaboration
- Deploy Secure Print Control & Policy including digital watermark

Fasoo DRM is the best core security infrastructure for organizations struggling to reduce data loss and improve work efficiency.

Reliable Protection:
Constantly protects files, including shared files for legitimate uses throughout the document lifecycle.

- Data at Rest
- Data in Transit
- Data in Use

Protect Sensitive Documents:

- Auto Encryption based on User/Group (LDAP)
- Context based Encryption (PII, PHI)

Cloud and Mobile Security Strategy:

- Protect Mobile device
- Manage Mobile security and control
- Policy enforcement in Cloud environment

Dynamic Permission Controls:
Controls file access privileges of users, groups and/or environments including external users.

- Who & Where (user, group, device and network address)
- How (view, edit, print, copy/paste, screen capture and decrypt)
- When (expiration date, validity period and how many times)

Extended Features of Fasoo DRM

- **Revokes documents after delivery with a dynamic permission control.**
- **Prevents unauthorized use of screen capture tools, remote desktop software and virtual machines.**
- **Supports native applications and file formats that are transparent to users.**

Fasoo

Audit Trail:
Tracks activities of users, files changes in configuration.

- Who (user and group)
- What (document name and path)
- How (view, edit, print and decrypt)
- Where (IP address)
- When (time log)

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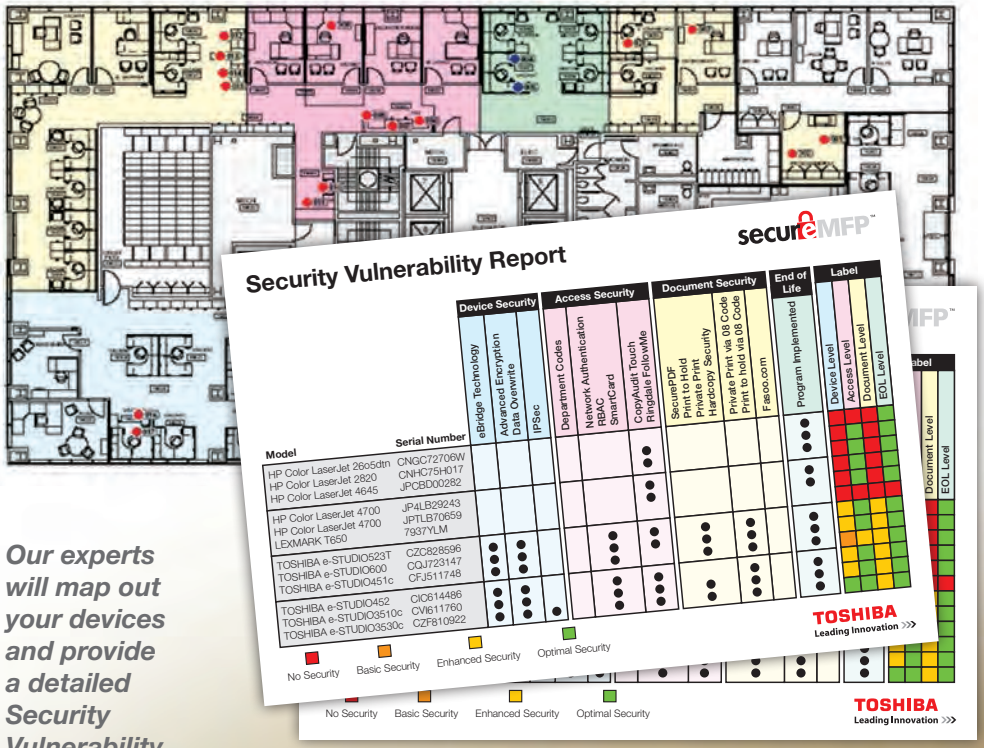

Encompass Security Assessment

Toshiba utilizes innovative security technologies and expert personnel who are trained and certified as part of our Encompass Security Vulnerability Assessment Program. Our Professional Services Consultants will:

- Assess device, technology, document and process
- Assess all points of vulnerability including brands and devices that may not be manufactured by Toshiba
- Provide a recommendations report to mitigate a security concern
- Recommend Implementation Strategy to fill in a gap to remedy risk of losing confidential information

Our experts will map out your devices and provide a detailed Security Vulnerability Report.

Our Encompass Security Assessment includes four areas of focus:

- Device Security
- Access Security
- Document Security
- End of Life/Disposal Security

Secure your data, before it leaves the building.

Toshiba has an extensive End of Life Security Policy to ensure all of your critical data is removed from the copier hard drive before it leaves your organization. Toshiba devices, as well as many other brands, can be scrubbed to remove any and all information that may still be stored on the hard disk drive.

MFP End of Life Security Policies

At the end of your lease, you can choose which level of security suits the needs of your organization.

BASIC SECURITY

Basic Security includes removing the uncleansed hard disk drive (HDD) and returning it. You are then responsible for disposing of the HDD. If your MFP has been financed, the lessor requires that the MFP is returned in good operating condition. In this case, a new HDD is then installed and reloaded with system firmware so that the MFP will be operational.

Security Procedure:

- Remove and return uncleansed HDD to customer
- Install new HDD
- NVRAM and Fax Data Scrub

ENHANCED SECURITY

Enhanced Security includes overwriting all of the data on your existing Toshiba MFP, including NVRAM and Fax data. If your MFP has been financed, the lessor requires that the MFP is returned in good operating condition. In this case, reloading the system firmware is required so that the MFP will be operational. This level ensures that data is irretrievable and that the HDD is restored to functional status.

Security Procedure:

- HDD Data Scrub
- NVRAM and Fax Data Scrub
- Reload System Firmware

OPTIMAL SECURITY

In addition to the procedures included in the Enhanced End-of-Life Security Scrub, Toshiba will provide you with the actual MFP Hard Drive. You are then responsible for disposing of the cleansed HDD. We will install a new functional HDD in the device to restore it to full functionality.

Security Procedure:

- HDD Data Scrub
- NVRAM and Fax Data Scrub
- Remove and return cleansed HDD to customer
- Install new HDD

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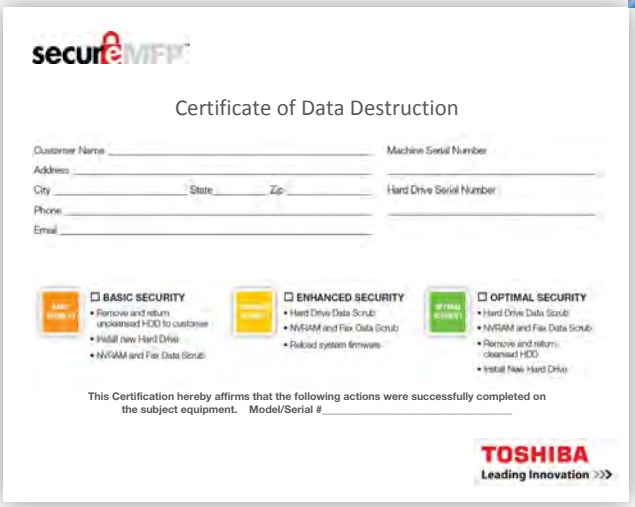

secureMFP

Certificate of Data Destruction

Customer Name _____ Machine Serial Number _____
Address _____
City _____ State _____ Zip _____ Hard Drive Serial Number _____
Phone _____
Email _____

☐ BASIC SECURITY
- Remove and return uncleansed HDD to customer
- Install new Hard Drive
- NVRAM and Fax Data Scrub

☐ ENHANCED SECURITY
- Hard Drive Data Scrub
- NVRAM and Fax Data Scrub
- Reload system firmware

☐ OPTIMAL SECURITY
- Hard Drive Data Scrub
- NVRAM and Fax Data Scrub
- Remove and return cleansed HDD
- Install New Hard Drive

This Certification hereby affirms that the following actions were successfully completed on the subject equipment. Model/Serial #_____

TOSHIBA
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Remove critical data from your hard disk drive before disposing of your MFP.

Certificate of Data Destruction

We will provide you with a Certificate of Data Destruction for all devices that have reached End of Life within your organization.

Protect and Defend

With SecureMFP, each device is assessed and labeled to indicate the level of security. The following four areas of security are identified:

- Device Security
- Access Security
- Document Security
- End of Life/Disposal Security

Toshiba can help you achieve a uniform level of security across your network in order to protect valuable data and intellectual property. Allow one of our Professional Services Consultants to show you how we can best provide the level of security your company requires while reducing revenue losses and ensuring that regulatory requirements are met.

SECURITY RATING

This device has been evaluated and meets the following security levels.

Data Security	Access Security	Document Security	HDD Security
NO SECURITY	BASIC SECURITY	ENHANCED SECURITY	OPTIMAL SECURITY

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secureMFP™

For more info on securing your device go to: **www.secureMFP.com**

For more info visit **www.securemfp.com**

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Toshiba's Security Toolkit - Standard with all Toshiba e-STUDIO Devices.

Device
- SSL
- IPv6
- IP Filtering
- SMB Signing
- IPSec*
- Data Overwrite
- Advanced Encryption

Access
- Email Authentication
- Network Authentication
- Role Based Access
- Usage Limitations
- SmartCard Authentication*
- Strong Passwords
- Department Codes

Document
- SecurePDF
- Private Print
- HardCopy Security
- Job Log
- Encryption*
- Digital Watermark*

*Optional security solutions

Certifications & Standards

DoD – The Department of Defense
The U.S. Department of Defense manual outlines rigid policies and standards in the interest of protecting the security of the United States. Toshiba meets these policies with Disk Overwrite solutions that clear and sanitize hard disk drives that may contain classified information.

CCEVS – Common Criteria Evaluation and Validation Scheme
The CCEVS program recognizes and validates security solutions based upon an internationally accepted methodology. Toshiba products comply with the Common Criteria Evaluated Assurance Level, and conform to ISO/IEC15408 (Information Technology Security Evaluation Criteria).

CAC/PIV - Common Access Card/ Personal Identity Verification
For U.S. government agencies, Toshiba meets Homeland Security Presidential Directive (HSPD-12) by facilitating Common Access Card (CAC/PIV) multi-factor authentication required by the U.S. Department of Defense (DoD) for access to network-based devices.

Regulatory Compliance

HIPAA – The Health Insurance Portability and Accountability Act
Toshiba security solutions offer advanced features that address the privacy and security of protected patient information, including secure device access, private printing capabilities, an audit trail, and features that allow only authorized users to receive confidential data or documents.

GLB – The Gramm-Leach-Bliley Act
The Financial Privacy Rule and the Safeguards Rule mandated through the Gramm-Leach-Bliley Act pertain to the disclosure of private financial information. The rules require all financial institutions to design and maintain systems to support the protection of customer information. Toshiba products support this directive.

FERPA – The Family Education Rights and Privacy Act
FERPA requires a heightened level of security for educational institutions in order to comply with the U.S. Department of Education. Password-restricted printing, controlled device access, and data encryption and/or deletion ensure that sensitive information is protected on Toshiba multifunction devices.

SOX – The Sarbanes-Oxley Act
Corporate governance regulations such as the Sarbanes-Oxley Act are enforced on Toshiba MFP devices through data security safeguards focused on restricting access to information, tracking data, and protecting data integrity.

Corporate Office	9740 Irvine Blvd., Irvine, CA 92618 Tel: 949-462-6000
East Coast	959 Route 46 East, 5th Floor, Parsippany, NJ 07054 Tel: 973-316-2700
Midwest	8770 W. Bryn Mawr Ave., Suite 700, Chicago, IL 60631 Tel: 773-380-6000
South	2037 Bakers Mill Rd., Dacula, GA 30019 Tel: 678-546-9385
West Coast	9740 Irvine Blvd., Irvine, CA 92618 Tel: 949-462-6000
Web Site	www.business.toshiba.com

Inv. Code 22237 Security Brochure 3K PG 9/13

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- Reduce Costs
- Maximize Control
- Streamline Operations
- Secure Devices
- Conserve Resources

ENCOMPASS
Managed Print Services

Managing to do more with less.

At a time when more and more companies are looking for ways to reduce costs and increase efficiency, Toshiba offers a proven solution that's been helping companies like yours for years—Encompass Managed Print Services (MPS). By optimizing your fleet of printers and managing your print environment, we'll help you reach your financial goals while allowing you to focus on day-to-day operations.

The Managed Print Experts

At Toshiba, we've moved far beyond the box. Our people bring innovative, real-world solutions to help you cut costs, streamline operations, control your output environment, secure your documents, and reduce your environmental footprint. If there's one thing every business and our planet can use right now, it's managing to do more with less.

Experience counts

Toshiba's Managed Print Experts are highly experienced in implementing a time tested and finely tuned process of optimizing print environments for businesses to provide maximum productivity and efficiency.

- 2003 – 1st MPS strategy launched and 1st enterprise customers
- 2004 – 1st MPS global customers
- 2005 – Encompass Document Analysis Program awarded CIO Enterprise Value Award

CIO Enterprise Value Award
WINNER

Our Encompass Document Analysis Program received the CIO Enterprise Value Award. Judging is based on business value criteria such as the strategic, customer, social, and financial impact as well as technical excellence.

Our award winning Encompass program saves businesses an average of 30-40%, with the most substantial savings as high as 60%.

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Six Sigma process

The Encompass Program uses the proven business management strategy of Six Sigma combined with our extensive knowledge of print management. We begin with an Encompass Document Analysis of a company's document output fleet and identify any inefficiencies. These inefficiencies may include redundant, underutilized, and outdated equipment, high cost local devices as well as hidden costs of storerooms overflowing with mismatched and outdated printer supplies.

Our Six Sigma DMAIC process includes:

- **DEFINE** the objectives, constraints, timeframes & participants
- **MEASURE** the assets, usage, workflow & cost drivers
- **ANALYZE** data to create detailed cost profiles for every product & process
- **IMPROVE** the current environment with an effective solution
- **CONTROL** through ongoing benchmarking, cost improvements, etc.

Allow our expert analysts to identify inefficiencies and develop a custom plan for your business.

Putting our award-winning program into action.

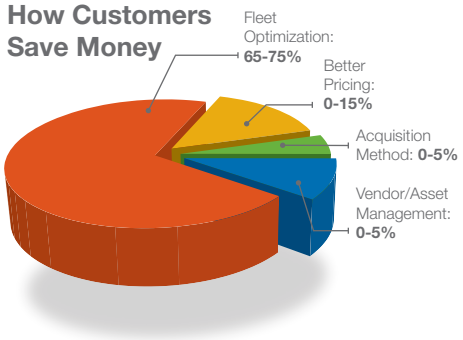
As part of your Encompass Document Analysis, our trained professionals will provide an onsite walk-through of your offices and a complete inventory of your fleet of document equipment. We help you consolidate your print volume to more efficient multifunction devices and to your existing efficient network laser printers. This optimization can reduce costs, streamline operations, maximize control, secure your documents, and conserve resources.

Reduce costs

We calculate precisely how much waste occurs within your company and/or individual departments. Our experts determine the cost savings you can expect, including hard savings through the reduction of hardware costs as well as soft savings through improved efficiency.

Businesses that have already taken advantage of our Managed Print Services have realized an average savings of between 30% and 40%, with the most substantial savings as high as 60%. Areas of cost savings include fleet optimization, acquisition method and vendor/asset management.

How Customers Save Money



Free up your IT resources by letting us manage and optimize your print output fleet.

- Reduce number and types of devices
- Optimize printing
- Online supplies ordering
- Online service requests
- Interface with one vendor

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Streamline operations

Many organizations utilize their IT personnel to manage the printer fleet. Such operations require multiple resources to provide dispatch of service calls, technical support, troubleshooting, supplies, and repairs, not to mention the installation, configuration, and relocation of devices. Our Managed Print Services conveniently provide you with a single source for service, supplies, and billing, thus freeing up your IT resources.

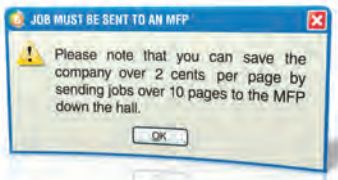
Toshiba's Managed Print Services include:

- PageSmart, the comprehensive pricing program that includes:
  - Encompass and Encompass Impressions toner, as well as other manufacturers
  - Fleet monitoring
  - Device level monitoring (usage, consumables status, automated supplies replenishment)
- National service for Toshiba and non-Toshiba devices
  - Help desk and technical support
  - Onsite repairs
  - Online portal for efficient ordering of supplies

Our Global Services Portal is a secure, easy-to-use, online site that enables you to access your account information 24/7.

Maximize control

One of the best ways to control printing costs is to control the use of print devices. We offer rules-based network printing so you can control the use of print devices. You can predetermine printing parameters including size, volume, mandatory duplex printing, black and white vs. color, and the ability to redirect jobs to lower-cost devices. You can notify users of job costs and environmental impact before they print in order to increase awareness of printing costs and to decrease waste. You can also implement rules to increase document security and meet regulatory requirements by preventing confidential documents from being printed or informing you who printed them and when.



Another way you can control and monitor your print environment is through our Global Services Portal (GSP). GSP is an easy-to-use online procurement and support site for your business. It enables you to access your account information 24 hours a day, seven days a week. The website is secure, convenient and easy to navigate, in order to allow you to streamline asset management, review usage, procure supplies and request services.

- Equipment ordering
- Supplies requisition
- Fleet management
- Usage monitoring
- Reports on devices including:
  - Population
  - Usage
  - Total cost
  - Service history
- Reports categorized by:
  - Fleet
  - Product type
  - Brand
  - Location
  - Individual device

Eco-innovation and data security.

Two of the most common concerns of today's businesses are preserving the environment and securing valuable data. At Toshiba, they've been top priority for years. We have systems in place to help businesses meet company requirements as well as government regulations.

Reducing your impact on the environment

Toshiba will analyze your current eco footprint and find ways to measurably improve it in the future with our Encompass Green Report. This report provides clear, accurate measurements of your office printing environmental footprint in terms of paper consumption, electrical consumption and CO_2 emissions, natural resource and solid waste impact as well as environmental and economic costs.

The report also provides clear metrics of how optimization of your document output fleet will impact the environment.

Benefits of optimization include the reduction of electrical consumption by anywhere from 300 to 1,500 kWh per year. Eliminating single-user devices can positively impact the environment by reducing supply usage, energy consumption and waste to landfill. For instance, 60,000 pages printed on the e-STUDIO655 uses 1 toner bottle while the same number of pages produced with desktop printers uses 30 toner cartridges.

Toshiba devices incorporate energy saving features such as:

- TonerSave Mode
- Blank Page Elimination
- Letterhead Print Mode
- Default Duplex Printing
- Restriction of Color Printing
- Super Sleep Mode

We also offer programs to reduce your environmental impact such as consumables recycling programs (Zero Waste to Landfill) and equipment disposal services.

Our Encompass Green Report will provide clear metrics on how the optimization of your print fleet will reduce your electrical consumption and environmental footprint.

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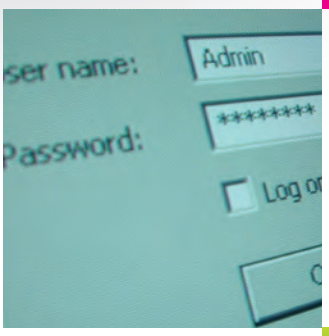
- Secures Print Output
- Protects Data
- Creates Secure PDF
- Controls Access



Control access to your MFP with Network Authentication.

With our Secure MFP Vulnerability Assessment, we'll help you achieve a uniform level of security across your devices and network.

The security of Toshiba

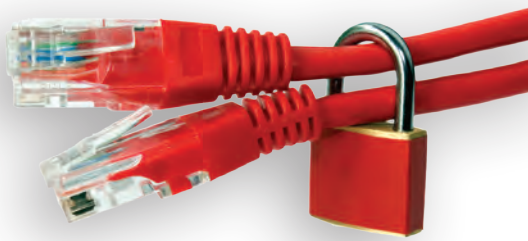
Toshiba utilizes innovative security technologies and expert personnel who are trained and certified as part of our Encompass Security Vulnerability Assessment Program. Our Professional Services Consultants are experienced in analyzing and assessing device, fleet and enterprise document security. Multiple points of vulnerability are assessed including devices not manufactured by Toshiba. After analyzing possible security risks, our experts provide you with a detailed security plan and help you implement it.

Our Encompass Security Assessment includes four areas of focus:

- Device security
- Access security
- Document security
- Device end of life security

One of our Professional Services Consultants can develop a security plan specifically designed for your company as well as your budget.

Contact your local Toshiba dealer to gain control of your document output fleet today!



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Toshiba Pricing Response to Adams County RFP #2014.17

	Current Model	BW Speed	Color Speed	Proposed Toshiba Model	BW Speed	Color Speed	48 Month Base Lease Payment	Office Finisher (50 Sheet Stapling)	High Capacity Feeder - 2500 Sheets	Fax	2/3 Hole Punch	Monthly BW/Color Allowence	B&W Copy/Print/ Facsimile Cost Per Page (CPP)	Color Copy/Print/ Facsimile Cost Per Page (CPP)	Scan Cost Per Page	Cost Per Overage Per Month
	DIGITAL - MONOCHROME															
Low Volume	SHARP ARM207E	20	na	Toshiba e-Studio 207	20	na	$ 56.60	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM161	16	na	Toshiba e-Studio 2505	25	na	$ 24.72	na	na	$ 4.40	na	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP AR205	20	na	Toshiba e-Studio 2505	25	na	$ 24.72	na	na	$ 4.40	na	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR1025IF	25	na	Toshiba e-Studio 2505	25	na	$ 24.72	na	na	$ 4.40	na	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR3025	25	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR2025I	25	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR2525	25	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR4025	25	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM277	27	na	Toshiba e-Studio 257	25	na	$ 57.26	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
Mid Volume	Canon IR2530	30	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR3230	30	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM317	31	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Ricoh MP3351SP	33	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR2535I	35	na	Toshiba e-Studio 307	30	na	$ 57.91	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR4325	25	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR3235I	35	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM355	35	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	KONICA MINOLTA 361PCL	36	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP MXM363	36	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Xerox WorkCentre 5600 Series	32	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Xerox WorkCentre 5632	32	na	Toshiba e-Studio 357	35	na	$ 58.94	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	KONICA MINOLTA 421	42	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR3245I	45	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR5045	45	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	KONICA MINOLTA IP-432 PS	45	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP AR-M450	45	na	Toshiba e-Studio 457	45	na	$ 66.55	$ 10.97	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
High Volume	Canon IR5000E	50	na	Toshiba e-Studio 507	50	na	$ 94.05	$ 20.67	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	KONICA MINOLTA 501	50	na	Toshiba e-Studio 507	50	na	$ 94.05	$ 20.67	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP MXM503N	50	na	Toshiba e-Studio 507	50	na	$ 94.05	$ 20.67	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR4251	51	na	Toshiba e-Studio 507	50	na	$ 94.05	$ 20.67	$ 6.49	$ 9.21	$ 3.57	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR5055	55	na	Toshiba e-Studio 557	55	na	$ 120.55	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR6255	55	na	Toshiba e-Studio 557	55	na	$ 120.55	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP ARM550	55	na	Toshiba e-Studio 557	55	na	$ 120.55	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR6055	55	na	Toshiba e-Studio 557	55	na	$ 120.55	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	SHARP MXM620	62	na	Toshiba e-Studio 657	65	na	$ 124.69	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR5065	65	na	Toshiba e-Studio 657	65	na	$ 124.69	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR6065	65	na	Toshiba e-Studio 657	65	na	$ 124.69	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	SAVIN 4075SP	75	na	Toshiba e-Studio 757	75	na	$ 131.24	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	SAVIN 8075SP	75	na	Toshiba e-Studio 757	75	na	$ 131.24	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR8085	95	na	Toshiba e-Studio 857	85	na	$ 171.81	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP
	Canon IR8095	95	na	Toshiba e-Studio 857	85	na	$ 171.81	$ 20.78	Standard	$ 9.21	$ 3.83	Zero Base	$0.004	na	$ Zero	same as CPP

Toshiba Pricing Response to Adams County RFP #2014.17

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	DIGITAL - COLOR															
Low Volume	SHARP MXM200D	20	20	Toshiba e-Studio 2050C	20	20	$ 66.60	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
Mid Volume	KONICA MINOLTA C252	25	25	Toshiba e-Studio 2555C	25	25	$ 101.08	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC2230	30	30	Toshiba e-Studio 3055C	30	30	$ 113.49	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC3080I	30	28	Toshiba e-Studio 3055C	30	30	$ 113.49	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SAVIN C3333	33	33	Toshiba e-Studio 3055C	30	30	$ 113.49	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SAVIN C3828	28	28	Toshiba e-Studio 3055C	30	30	$ 113.49	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5235	35	35	Toshiba e-Studio 3555C	35	35	$ 119.06	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SHARP MX-3501N	35	35	Toshiba e-Studio 3555C	35	35	$ 119.06	$ 11.01	$ 8.58	$ 11.61	$ 3.57	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Docu Color 242	42	42	Toshiba e-Studio 4555C	45	45	$ 120.64	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	KONICA MINOLTA C450	45	45	Toshiba e-Studio 4555C	45	45	$ 120.64	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SHARP MX4101N	45	35	Toshiba e-Studio 4555C	45	45	$ 120.64	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
High Volume	SHARP MX5001N	50	50	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5051	51	51	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5255	55	51	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	SHARP MX5001N	50	50	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5051	51	51	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Canon IRC5255	55	51	Toshiba e-Studio 5055C	50	50	$ 143.91	$ 21.27	$ 8.58	$ 11.61	$ 6.20	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Docu Color252	52	60	Toshiba e-Studio 5560C	55	55	$ 193.34	$ 28.62	Standard	$ 11.18	$ 5.26	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
	Docu Color 260	60	60	Toshiba e-Studio 6560C	65	65	$ 234.19	$ 28.62	Standard	$ 11.18	$ 5.26	Zero Base	$0.004	$ 0.04	$ Zero	same as CPP
Wide Format	Xerox 6204 Wide Format			No Bid*												
	Xerox Wide Format Print System 8825			No Bid*												
	Oce TDS450			No Bid*												

***Toshiba welcomes the opportunity to review each location and evaluate if a KIP Wide Format MFD or Stand Alome Wide Format Printer/Scanner is required**

Notes: **All proposed Toshiba Base Models include a Automatic Document Feeder, Duplex Printing, Stand & up to 11"x17" copy/print/scan/fax out put**

EXHIBIT B

TOSHIBA
BUSINESS SOLUTIONS

MASTER FMV LEASE AGREEMENT

APPROVED AS TO FORM
COUNTY ATTORNEY

TOSHIBA FINANCIAL SERVICES

APPLICATION NUMBER	AGREEMENT NUMBER

The words Lessee, you, and your refer to the customer. The words Lessor, we, us and our refer to Toshiba Financial Services. The Toshiba Equipment is covered by the terms of the Toshiba Quality Commitment, a copy of which may be obtained from your Toshiba Business Solutions (TBS) provider. We own the Equipment (excluding software) and you have the right to use it under the terms of this Lease. "Lease" means this Master Agreement and any "Schedule". "Schedule" means any lease schedule signed by you and us which incorporates the terms of this Master Agreement.

CUSTOMER CONTACT INFORMATION

Legal Company Name: Adams County — Fed. Tax ID #: 84-6000732

Contact Person: Purchasing Department — Bill-To Phone: 720.523.6050 — Bill-To Fax: 720.523.6058

Billing Address: 4430 S. Adams County Parkway — City, State-Zip: Brighton, Colorado 80601

TBS LOCATION

Contact Name: — Subsidiary Location:

TERMS AND CONDITIONS (Terms Continued on Page 2)

1. **Lease Agreement:** You agree to lease from us the equipment described under "ITEM DESCRIPTION" and on any attached Schedule (hereinafter, with all replacement parts, repairs, additions and accessories, referred to as the "Equipment") and as modified by Supplements to this Lease from time to time signed by you and us. You authorize us to insert or correct missing information on this Lease, including your accurate legal name, serial numbers and any other information describing the Equipment. You authorize us to change the amount of each lease payment by not more than 15% due to changes in the equipment configuration which may occur prior to our acceptance of this Lease or adjustments to reflect applicable sales taxes. We will send you copies of any changes. You agree to provide updated annual and/or quarterly financial statements to us upon request. You authorize us or our agent to obtain credit reports and make credit inquiries regarding you and your financial condition and to provide your information, including payment history, to our assignees or third parties having an economic interest in a Lease or the Equipment.

2. **Lease Commencement:** Each Lease will commence upon your acceptance of the applicable Equipment. When you receive the Equipment, you agree to inspect it and verify your acceptance by telephone or, at our request, by delivery of written evidence of acceptance satisfactory to us. Upon acceptance, your obligations under the applicable Lease will become absolute and unconditional, and are not subject to cancellation, reduction or setoff for any reason whatsoever. All payments will be made to us in accordance with the applicable Schedule at our address or at such other place as we may designate in writing. You agree to pay an interim rent payment equal to 1/30th of the monthly rental, multiplied by the number of days between rent commencement date and the date of the beginning of the first rental period. For any payment that is not received by its due date, you agree to pay a late charge equal to the higher of 10% of the amount due or $22 (not to exceed the maximum allowed by law) as reasonable collection costs.

3. **Security Deposit:** The security deposit is non interest bearing and is to secure your performance under this Agreement. Any security deposit made may be applied by us to satisfy any amount owed by you in, in which event you will promptly restore the security deposit to its full amount as set forth above. If all conditions are fully completed with and provided you have not ever been in default of this Agreement in the Default section, the security deposit will be refunded to you after the return of the equipment in accordance with the Return of Equipment section.

4. **WARRANTY DISCLAIMER:** WE MAKE NO WARRANTY EXPRESS OR IMPLIED, INCLUDING THAT THE EQUIPMENT IS FIT FOR A PARTICULAR PURPOSE OR THAT THE EQUIPMENT IS MERCHANTABLE. YOU AGREE THAT YOU HAVE SELECTED EACH ITEM OF EQUIPMENT AND TBS BASED UPON YOUR OWN JUDGMENT AND DISCLAIM ANY RELIANCE UPON ANY STATEMENTS OR REPRESENTATIONS MADE BY US. YOU LEASE THE EQUIPMENT "AS IS". NO REPRESENTATION OR WARRANTY OF TBS WITH RESPECT TO THE EQUIPMENT WILL BIND US, NOR WILL ANY BREACH THEREOF RELIEVE YOU OF ANY OF YOUR OBLIGATIONS HEREUNDER. YOU AGREE THAT WE WILL NOT BE RESPONSIBLE TO PAY YOU ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR ANY DEFAULT BY US UNDER ANY LEASE.

5. **Statutory Finance Lease:** You agree that each Lease qualifies as a statutory finance lease under Article 2A of the Uniform Commercial Code. To the extent you are permitted by applicable law, you waive all rights and remedies conferred upon a lessee by Article 2A (sections 508-522) of the Uniform Commercial Code.

6. **Security Interest:** You authorize us to file a financing statement with respect to the Equipment. If a Lease is deemed to be a secured transaction, you grant us a security interest in the Equipment to secure all your obligations under that Lease.

7. **Use Maintenance and Repair of Equipment:** YOU WILL USE THE EQUIPMENT ONLY IN THE LAWFUL CONDUCT OF YOUR BUSINESS AND NOT FOR PERSONAL, HOUSEHOLD OR FAMILY PURPOSES. You will not move the Equipment from the equipment location listed on the Schedule without our advance written consent. You will give us reasonable access to the Equipment so that we can check the Equipment's existence, condition and proper maintenance. At your cost, you will keep the Equipment in good repair, condition and working order, ordinary wear and tear excepted. You will not make any permanent alterations to the Equipment. You will keep the Equipment free and clear of all liens. You assign to us all of your rights, but none of you obligations, under any purchase agreement for the Equipment. We assign to you all our rights under any TBS warranties, so long as you are not in default.

8. **Taxes and Lease Charges:** You agree to pay all taxes, costs and expenses incurred by us as a consequence of the ownership, sale, lease or use of the Equipment, including all sales, use and documentary stamp taxes. Any fee charged under this Agreement may include a profit and is subject to applicable taxes.

THIS AGREEMENT AND EACH SCHEDULE IS NONCANCELABLE / IRREVOCABLE AND CANNOT BE CANCELLED OR TERMINATED.

LESSOR ACCEPTANCE

Toshiba Financial Services	Signature: X	Title:	Date:

LESSEE ACCEPTANCE

You hereby acknowledge and agree that your electronic signature below shall constitute an enforceable and original signature for all purposes. This Agreement and each Schedule may be executed in counterparts. The executed counterpart which has Lessor's original signature and/or is in Lessor's possession shall constitute chattel paper as that term is defined in the Uniform Commercial Code ("UCC") and shall constitute the original agreement for all purposes, including, without limitation, (i) any hearing, trial or proceeding with respect to a Lease, and (ii) any determination as to which version of a Lease constitutes the single true original item of chattel paper under the UCC. If Lessee signs and transmits a Lease to Lessor by facsimile or other electronic transmission, the transmitted copy, upon execution by Lessor, shall be binding upon the parties. Lessee agrees that the facsimile or other electronic transmission of a Lease manually signed by Lessor, when attached to the facsimile or other electronic copy signed by Lessee, shall constitute the original agreement for all purposes, including, without limitation, those outlined above in this Section. Without limiting and subject to the foregoing, the parties further agree that, for purposes of executing a Lease, (a) a document signed and transmitted by facsimile or other electronic transmission shall be treated as an original document, (b) the signature of any party on such document shall be considered as an original signature, (c) the document transmitted shall have the same effect as a counterpart thereof containing original signatures, and (d) at the request of Lessor, Lessee, who executed a Lease and transmitted its signature by facsimile,or other electronic transmission shall provide the counterpart of such Lease containing Lessee's original manual signature to Lessor. No party may raise as a defense to the enforcement of a Lease that a facsimile or other electronic transmission was used to transmit any signature of a party to such Lease.

Print Name: Charles Tedesco	Signature: X	Title: BOCC Chairman	Date: 3/10/15
Print Name:	Signature: X	Title:	Date:

SEE PAGE 2 FOR ADDITIONAL TERMS AND CONDITIONS

TERMS AND CONDITIONS (Continued)

9. **Indemnity:** You will indemnify and hold us harmless from any and all liability, damages, losses or injuries including reasonable attorney's fees, arising out of the ownership, use, condition or possession of the Equipment, except to the extent directly caused by our gross negligence or willful misconduct. We reserve the right to control the defense and to select or approve defense counsel. This indemnity will survive the termination of each Lease.

10. **Risk or Loss; Insurance:** You are responsible for risk of loss or for any destruction of or damage to the equipment. No such loss or damage shall relieve you from the payment obligations under any Lease. You agree to keep the Equipment fully insured against loss until the Lease is paid in full and to have us and our assigns named as loss payee. You also agree to maintain public liability insurance covering both personal injury and property damage and you shall name us and our assigns as additional insured. Upon request, you agree to provide us certificates or evidence of insurance acceptable to us. If you do not provide evidence of acceptable insurance, (a) we have the right but no obligation to obtain insurance covering our interest (and only our interest) in the Equipment for the Lease term, and renewals. Any insurance we obtain will not insure you against third party or liability claims and may be cancelled by us at any time. You will be required to pay us an additional amount each month for the insurance and administrative fee. The cost may be more than the cost of obtaining your own insurance and we may make a profit. You agree to cooperate with us, our insurer and our agent in the placement of coverage and with claims, or (b) we may waive the insurance requirement and charge you a monthly property damage surcharge in the amount of .0035 of the total stream of payments to cover our credit risk, administrative costs and other costs and in which we may make a profit. Once an acceptable certificate or evidence of insurance is submitted, any such fees will be discontinued. If any of the Equipment is lost, stolen or damaged you will at your option and cost, either (a) repair the item or replace the item with a comparable item reasonably acceptable to us, or (b) pay us the sum set forth in the Remedies section.

11. **Right to Perform:** If you fail to comply with any provision of a Lease, we may, at our option, perform such obligations on your behalf. Upon invoice you will reimburse us for all costs incurred by us to perform such obligations.

12. **Representations:** (a) You represent and warrant to us that (1) you have the lawful power and authority to enter into this Agreement and each Lease, and (2) the individuals signing this Agreement and each Schedule have been duly authorized to do so on your behalf, (3) you will provide us such financial information as we may reasonably request from time to time, (4) all financial information provided (or to be provided) is (or will be) accurate and complete in all material respects, (5) you will promptly notify us in writing if you move your principal place of business or there is a change in your name state of formation, or ownership, and (6) you will take any action we reasonably request to protect our rights in the Equipment. (b) We represent and warrant to you that (1) we have the lawful power and authority to enter into this Agreement and each Lease, and (2) the individuals signing this Agreement and each Schedule have been duly authorized to do so on our behalf.

13. **Default:** You will be in default under a Lease if: (a) we do not receive any payment due under that Lease within ten (10) days after its due date, (b) you fail to meet any of your obligations in the Lease (other than payment obligations) and do not correct such default within 10 days after we send you written notice of such default, (c) you become insolvent, are liquidated or dissolved, merge, transfer a material portion of your ownership interest or assets, stop doing business, or assign rights or property for the benefit of creditors, (d) a petition is filed by or against you under any bankruptcy or insolvency law, (e) any representation made by you is false or misleading in any material respect, or (f) you default on any other agreement with us or our assigns.

14. **Remedies:** If you are in default, we may, at our option, do any or all of the following: (a) retain your security deposit, if any, (b) terminate this Agreement, (c) require that you pay, as compensation for loss of our bargain and not as a penalty, the sum of (1) all amounts due and payable by you or accrued under each Lease, plus (2) the present value of all remaining payments to become due under each Lease (discounted at 4% or the lowest rate allowed by law), and (3)(i) the amount of any purchase option and, if none is specified, 20% of the original equipment cost, which represents our anticipated residual value in the Equipment or (ii) return the Equipment to a location designated by us and pay to us the excess, if any, of the amount payable under clause 3(i) above over the Fair Market Value of the returned Equipment as determined by us in our reasonable discretion, (d) recover interest on any unpaid balance at the rate of 4% per annum, and (e) exercise any other remedies available to us at law or in equity. You agree to pay our reasonable attorney's fees and actual court costs including any cost of appeal. If we have to take possession of the Equipment, you agree to pay the cost of repossession and we may sell or re-rent the equipment at terms we determine, at one or more public or private sales, with or without notice to you, and apply the net proceeds (after deducting any related expenses) to your obligations. You may remain liable for any deficiency with any excess being retained by us.

15. **Purchase Option:** At the end of the Term provided you are not in default, and upon 30 days prior written notice from you, you will either (a) return all the Equipment, or (b) purchase all the Equipment as is, without any warranty to condition, value or title for the Fair Market Value of the Equipment as determined by us in our reasonable discretion plus applicable sales and other taxes.

16. **Automatic Renewal:** Each Lease will automatically renew on a month-to-month basis after the Term unless cancelled by either party upon 30 days prior written notice, and you shall pay us the same lease payments and lease charges as applied during the Term (and be subject to the terms and conditions of such Lease) until the Equipment is returned to us or you pay us the applicable purchase price (and taxes).

17. **Return of Equipment:** If (a) a default occurs, or (b) you do not purchase the Equipment at the end of the Term pursuant to a stated purchase option, you will immediately return the equipment to any location(s) we may designate in the continental United States. The Equipment must be returned in "Average Saleable Condition" and properly packed for shipment in accordance with our recommendations or specifications, freight prepaid and insured. "Average Saleable Condition" means that all of the Equipment is immediately available for use by a third party, other than you, without the need for any repair or refurbishment. All Equipment must be free of markings. You will pay us for any missing or defective parts or accessories.

18. **Assignment:** We may, without your consent, assign or transfer any Equipment or any Lease, or any rights arising under such Lease, and in such event our assignee or transferee will have the rights, power, privileges and remedies of lessor hereunder, but none of the obligations. Upon such assignment you agree not to assert, as against our assignee, any defense, setoff, recoupment, claim or counterclaim that you may have against us. You will not assign, transfer or sublease any Lease or any rights thereunder or any Equipment subject to any Lease without our prior written consent.

19. **Personal Property Tax (PPT):** You agree at our discretion to (a) reimburse us annually for all personal property and similar taxes associated with the ownership, possession or use of the Equipment or (b) remit to us each billing period our estimate of the prorated equivalent of such taxes. You agree to pay us an administrative fee for the processing of such taxes.

20. **Tax Indemnity:** You agree to indemnify us for the loss of any income tax benefit caused by your acts or omissions inconsistent with our entitlement to certain tax benefits as owner of the Equipment.

21. **Governing Law:** BOTH PARTIES AGREE TO WAIVE ALL RIGHTS TO A JURY TRIAL. This Master Agreement and each Schedule shall be deemed fully executed and performed in the state of Lessor or its Assignee's principal place of business and shall be governed by and construed in accordance with its laws. If the Lessor or its Assignee shall bring any judicial proceeding in relation to any matter arising under a Lease, you irrevocably agree that any such matter may be adjudged or determined in any court or courts in the state of the Lessor or its Assignee's principal place of business, or in any court or courts of your state of residence, or in any other court having jurisdiction over you or your assets, all at the sole election of the Lessor or its Assignee. You hereby irrevocably submit generally and unconditionally to the jurisdiction of any such court so elected by Lessor or its Assignee in relation to such matters.

22. **Miscellaneous:** Each Lease contains the entire agreement between you and us and may not be modified except as provided therein or in writing signed by you and us. If there is a conflict between the terms of a Schedule and this Agreement, the terms of the Schedule will prevail. The terms and conditions of any equipment purchase order shall not alter or amend the terms and conditions of any Lease and the terms and conditions of any Lease shall supersede any conflicting provisions in any equipment purchase order. We will not accept payment in cash. If you so request, and we permit the early termination of a Lease, you agree to pay a fee for such privilege. Notices must be in writing and will be deemed given five days after mailing to your or our mailing address. If a court finds any provision of a Lease to be unenforceable, all other terms of that Lease will remain in effect and enforceable. You agree that any delay or failure to enforce our rights under a Lease do not prevent us from enforcing any rights at a later time. In no event will we charge or collect any amounts in excess of those allowed by applicable law. Time is of the essence. You agree that a facsimile copy of the Lease with facsimile signatures may be treated as an original and will be admissible as evidence of the Lease. You hereby acknowledge and confirm that you have not received any tax, financial, accounting or legal advice from us, the manufacturer or supplier of the Equipment. It is the Lessee's sole and exclusive responsibility to assure that all data from all disk drives or magnetic media are erased of any lessee data and information.

AMENDMENT TO MASTER FMV LEASE AGREEMENT

THIS AMENDMENT TO MASTER FMV LEASE AGREEMENT is by and between **ADAMS COUNTY,** as Customer, and **TOSHIBA FINANCIAL SERVICES,** as Lessor.

BACKGROUND

A. By that certain Master FMV Lease Agreement, **# 7945684**, dated _____, **20**____, by and between Lessor and Lessee, Lessor has agreed to extend financing to Lessee upon and subject to the terms and conditions set forth in the Master FMV Lease Agreement and all Lease Schedules executed, whether now or hereafter, thereunder (collectively, the "**Lease**").

B. Lessor and Lessee desire to amend the terms and conditions of the Lease, upon and subject to the terms and conditions of this Amendment.

C. All capitalized terms not otherwise defined herein will have the meanings set forth in the Lease.

NOW, THEREFORE, in consideration of good and valuable consideration, the parties intending to be legally bound agree as follows:

1. EFFECT OF HANDWRITTEN CHANGES. The Parties to the Lease acknowledge and agree that none of the hand-written (or typed, as the case may be) additions or deletions to the text of the terms and conditions of the Lease shall be enforceable. Each of the provisions in the Lease, as originally pre-printed on the front and/or back (or Pages 1 and/or 2) of the Lease, shall remain in full force and effect, except to the extent expressly set forth herein.

2. LEASE AGREEMENT. Section 1 of the Master Lease shall be amended in its entirety to read as follows:

> "1. LEASE AGREEMENT. You agree to lease from us the equipment described under "ITEM DESCRIPTION" and on any attached Schedule (hereinafter, with all replacement parts, repairs, additions and accessories, referred to as the "Equipment") and as modified by Supplements to this Lease from time to time signed by you and us. You authorize us to insert or correct serial numbers and any other information describing the Equipment."

3. LEASE COMMENCEMENT. The last sentence of Section 2 of the Master Lease, which reads as follows, shall be deleted in its entirety:

> "For any payment that is not received by its due date, you agree to pay a late charge equal to the higher of 10% of the amount due or $22 (not to exceed the maximum allowed by law) as reasonable collection costs."

4. STATUTORY FINANCE LEASE. The second sentence of Section 5 of the Master Lease shall be amended to read as follows:

> "To the extent you are permitted by applicable law, you waive all rights and remedies conferred upon a lessee by Article 2A (sections 508-522) of the Uniform Commercial Code but not against the manufacturer and/or supplier of the Equipment".

5. INDEMNITY. Section 9 of the Master Lease shall be deleted in its entirety and replaced with the following:

> "9. NON-APPROPRIATION. This Master Agreement and any Schedule shall not constitute a multi-year fiscal obligation. This Master Agreement, and any schedule, is subject to annual appropriation. In the event, County fails to appropriate funds in any given fiscal year, County may terminate this Master Agreement and any Schedule or amend them accordingly."

6. RISK OR LOSS; INSURANCE. Subsection (b) of the next to second to last sentence and the next to last sentence of Section 10 of the Master Lease, which reads as follows, shall be deleted in their entirety:

"or (b) we may waive the insurance requirement and charge you a monthly property damage surcharge in the amount of .0035 of the total stream of payments to cover our credit risk, administrative costs and other costs and in which we may make a profit. Once an acceptable certificate or evidence of insurance is submitted, any such fees will be discontinued."

7. REPRESENTATIONS. Subsections (3) and (4) of the first sentence of Section 12 of the Master Lease, which reads as follows, shall be deleted in their entirety:

"(3) you will provide us such financial information as we may reasonably request from time to time, (4) all financial information provided (or to be provided) is (or will be) accurate and complete in all material respects,"

8. ASSIGNMENT. The first sentence of Section 18 of the Master Lease shall be amended to read as follows:

"We may, without your consent, assign or transfer any Equipment or any Lease, or any rights arising under such Lease, and in such event our assignee or transferee will have the rights, power, privileges and remedies of lessor hereunder but none of the obligations as we shall retain our obligations."

9. TAX INDEMNITY. Section 20 of the Master Lease shall be deleted in its entirety.

10. GOVERNING LAW. Section 21 of the Master Lease shall be amended in its entirety to read as follows:

"21. GOVERNING LAW. BOTH PARTIES AGREE TO WAIVE ALL RIGHTS TO A JURY TRIAL. This Master Agreement and each Schedule shall be deemed fully executed and performed in the State of Colorado. If the Lessor or its Assignee shall bring any judicial proceeding in relation to any matter arising under a Lease, you irrevocably agree that any such matter may be adjudged or determined in any state or federal court in Adams County, CO, and, if such court is not the proper venue for such matter, then any state or federal courts in the State of Colorado."

11. MISCELLANEOUS. The eleventh sentence of Section 22 of the Master Lease shall be amended to read as follows:

"The parties agree that a facsimile or electronic copy of the Lease with facsimile or electronic signatures may be treated as an original and will be admissible as evidence of the Lease."

12. EFFECTIVE DATE. This Amendment is executed to be effective the same day as the Lease, and is incorporated into and made a part of the Lease.

13. EFFECT OF AMENDMENT. All terms and conditions of the Lease not expressly modified hereby remain in full force and are hereby ratified by the parties.

IN WITNESS WHEREOF, the duly authorized representatives of the parties have executed this Amendment on the dates set forth below but effective as of the effective date of the Lease, as set forth above.

ADAMS COUNTY	**TOSHIBA FINANCIAL SERVICES**
By:	By:
Name: Charles Tedesco	Name:
Title: BOCC Chairman	Title:
Date of Execution: 3/10/15	Date of Execution

APPROVED AS TO FORM
COUNTY ATTORNEY

7945684 rev 02-19-15.doc jdb

EXHIBIT C

Assignment Notification

Date 2/23/15

Lessee/Customer:

Adams County
4430 South Adams County
Brighton CO 80601
RE: Agreement No. 7945684

Dated_____

Dear Lessee/Customer:

Lessee/Customer hereby consents and acknowledges that Toshiba may assign to a third party finance partner, without notice, all of Toshiba's s rights, title and interest in and to (a) the equipment covered by the Agreement, including the obligation to provide the right to use the Equipment, (b) all rights and remedies therein, including the right to collect rent due thereon, to repossess the property in the event of default by Lessee/Customer under the Agreement and the right to initiate and maintain such legal proceedings, and (c) Toshiba's rights as Owner under the Agreement, including the right to receive equipment payments thereunder. None of Toshiba's obligations under the Agreement, however, are assumed by the assignee. Lessee/Customer agrees that the rights of Toshiba's assignee will not be subject to any claims, defenses, or setoffs that Lessee/Customer may have against Toshiba.

Please acknowledge the sufficiency of this notification and our consent to the same by signing in the space indicated below and fax an executed copy to your Toshiba sales rep.

Should you have any questions or comments, please contact our office.

Sincerely,

Toshiba Business Solutions (USA), Inc.

By: _____

Name & Title: _____

Acknowledged and Agreed to this _____day of _____.

Lessee/Customer: Adams County

By: _____

Name & Title: Charles Tedesco; BOCC Chairman

EXHIBIT D

TOSHIBA
BUSINESS SOLUTIONS

AIMS MAINTENANCE CONTRACT

MA-1.0.0

SALES PACKET NUMBER	DATE

Sales Representative

Customer agrees to purchase and Toshiba Business Solutions agrees to provide parts, labor, ink, toner, and toner collection containers (the "Maintenance Services") for the equipment listed below in accordance with the terms and conditions of this contract. The Maintenance Services exclude paper, staples and all other parts and services listed under the Exclusion section on page two of the contract. A Connectivity & Security Options Agreement must be attached and executed for Network Integration Support.

CUSTOMER INFORMATION

Customer Name: Adams County		Bill to Number:	
Billing Address: 4430 S. Adams County Parkway		Phone # 720.523.6050 Ext.	Fax #: 720.523.6058
Address 2: 4th Floor, Suite 4000A		Contact: Purchasing/IT	Customer PO #:
City: Brighton	State: CO Zip: 80601	email:	

INVOICE / METER COLLECTION INFORMATION

Meter Collection: Automated Meter Read	Electronic Invoicing: Yes	Invoice Location: Customer Address	Term: 12 Months

SEE ATTACHED MAINTENANCE CONTRACT SCHEDULE FOR DEVICE DETAILS

TRANSACTION TERMS (Consolidated Minimums Per Pool)

Pool Description	Type	Includes	Units	Minimum Payment	Payment Frequency	Excess Per Unit Charge	Excess Billing Frequency
		Total Minimum Payment		$ -			

DECLINATION

☐ Customer is declining maintenance on the equipment listed above.

Printed Name: Signature

Title: Date:

SPECIAL INSTRUCTIONS

ACCEPTANCE

THE TERMS AND CONDITIONS HEREOF ARE PART OF THIS SERVICE AGREEMENT. BY SIGNING THIS CONTRACT, THE CUSTOMER ACKNOWLEDGES THAT THEY HAVE READ AND UNDERSTAND THESE TERMS.

Customer agrees to pay the Minimum Payment per transaction terms, plus any Excess Per Unit Charges for the term of this Contract. When this Contract is signed by Customer and TBS, it shall constitute a binding contract and is non-cancelable. This Contract will begin on the date signed by TBS below. You hereby acknowledge and agree that your electronic signature below shall constitute an enforceable and original signature for all purposes.

Customer: Adams County		**Toshiba Business Solutions**	
Printed Name: Charles Tedesco		Printed Name	
Signature: Charles Tedesco		Signature	
Title: BOCC Chairman	Date: 3/10/15	Title	Effective Date

APPROVED AS TO FORM
COUNTY ATTORNEY
D. Edelstein

TERMS AND CONDITIONS (CONTINUED)

1. ACCEPTANCE. This Contract shall not be effective unless signed by the authorized TBS representative (Effective Date) within 30 days from the Customer's signing of this Contract.

2. Term This Contract will remain in force for months from the Effective Date (Renewal Date) and will then be automatically renewed for annual period(s) unless either party provides notice of termination not less than thirty (30) days prior to the Renewal Date For each piece of equipment under this Contract there will be a Start Date & Start Meter. Service for each piece of equipment will be provided from the Start Date & Start Meter until this Contract is terminated or the equipment is withdrawn from the service. Customer may withdraw individual equipment by providing thirty (30) day written notice prior to the Renewal Date Customer is responsible for all remaining Minimum Payments if Customer is in default or if equipment is withdrawn prior to Renewal Date.

3. SERVICE AVAILABILITY TBS will provide service during TBS's normal service hours while the equipment is located within TBS's designated service area Service outside TBS's designated area if available and accepted by TBS is subject to a Trip Charge, which shall be based on reasonable travel expense for TBS's personnel. It is the responsibility of the Customer to notify TBS prior to relocating equipment.

The service to keep the equipment in or restore the equipment to good working order includes Emergency Service Calls and Periodic Maintenance (PM's) PM's may be performed during the course of an Emergency Service Call and are based upon the specific needs of the individual equipment as determined by TBS. Maintenance will include lubrication, adjustments and replacement of maintenance parts deemed necessary by TBS. Maintenance parts will normally be either new or equivalent to new in performance when installed in the equipment. Maintenance parts will be furnished on an exchange basis and the replaced parts become the property of TBS Service provided under this Contract does not assure the uninterrupted operation of the equipment.

If the Customer requests service to be performed at a time outside TBS's normal service hours, there will be no additional charge for maintenance parts, however, the service, if available, will be furnished at TBS's applicable hourly rates and terms then in effect. Nothing herein shall be construed to require TBS to provide service outside its normal service hours and TBS hereby reserves the right to accept or reject such requests.

In the event there is a substantial increase in the cost of fuel, Customer agrees to pay a fuel surcharge. "Substantial" shall be defined as a 10% or more change over a six month period in the average national fuel cost as reported by the United States Energy Information Administration If there is a substantial decline in the cost of fuel, the fuel surcharge if applied by TBS pursuant to this provision, may be decreased accordingly The benchmark will be the national average fuel cost as reported by the United States Energy Information Administration on the Effective Date of this Agreement.

4. NETWORK INTEGRATION SUPPORT. Support of print controllers and print/scan enablers that permit the integration of the device onto a Customer's network is covered under the terms of a properly executed Connectivity & Security Options Agreement. The Connectivity & Security Options Agreement is an amendment to this contract and must be attached and/or on file for this optional service support.

5. INVOICING ; LATE CHARGES. The first Minimum Payment is due upon receipt of an invoice. Thereafter, Minimum Payments will be due on the same date each month during the Term of this Contract whether or not Customer receives an invoice Customer's obligation to pay the Minimum Payment is unconditional and is not subject to any reduction, set-off, defense or counterclaim for any reason whatsoever Excess Click Charge, if applicable, will be invoiced based on the billing period selected on the face of this contract.

If any part of a payment is not made by the Customer when due Customer agrees to pay TBS a Late Charge of the higher of $25 or two percent (2%) of each such late payment, but not more than permitted by law Customer agrees to pay TBS the Late Charge not later than one (1) month following the date of the original Minimum Payment

6. USAGE. In return for the Minimum Payment, Customer is entitled to use the Minimum Number of Units each billing period. If Customer uses more than the Minimum Number of Units in any billing period, Customer will pay an additional amount equal to the number of metered Units exceeding the agreed Minimum Included Units times the Excess Charge as shown on the face of this Contract. In no event shall the Customer be entitled to any refund or rebate of the Minimum Payment if metered units result in less than the Minimum Number of Units in any billing period.

Your Toshiba system will come with two-way communication enabled. TBS will provide updates, system back ups, and meter collection automatically Please advise if you do not wish to have this feature enabled TBS may estimate the number of units used if requested Meter Readings are not received before a new billing period begins TBS will adjust the estimated charge for Excess Units upon receipt of actual Meter Readings Notwithstanding any adjustment, the Customer will never pay less than the Minimum Payment Customer will provide meter readings via an automated website. TBS may charge a fee to recover the cost of meter collections if meters are not submitted through the automated website.

Upon the first Renewal Date and each subsequent Renewal Date thereafter, TBS reserves the right to increase the Minimum Payment and/or Excess Unit Charge by the greater of either (i) fifteen (15%) percent or (ii) the then-current cost per unit for that model

7. CONSUMABLE SUPPLIES. TBS agrees to furnish consumable supplies (ink, toner and toner collection containers) for the Term of the Contract, except as excluded in section 11 below Customer is responsible for ordering supplies to assure ample time for delivery TBS may charge you a supply freight fee to cover our cost of shipping supplies to you TBS will determine the number of supplies to be shipped based on the Minimum Number of Units and Excess Units metered. If TBS determines that the Customer has used more than fifteen percent (15%) supplies than normal for the number of metered units, based on yields published by the manufacturer, Customer agrees to pay TBS's customary charges for all excess supplies.

All supplies delivered as part of this Contract remain the property of TBS until and unless they are consumed by the equipment in the performance of this Contract Any supplies not consumed as specified and not surrendered to TBS upon expiration or termination of this Contract will be invoiced to the Customer at TBS's then current prices. Customer agrees to provide insurance coverage for supplies in case of loss under any circumstances. Notwithstanding the foregoing the risk of loss of the consumable supplies shall be transferred from TBS to Customer if such consumable supplies are stored at Customer's facility.

8. TAXES. In addition to the charges due under this Contract, the Customer agrees to pay amounts equal to any taxes resulting from this Contract or any activities hereunder, exclusive of taxes based upon net income.

9. INSTALLATION AND ACCESS TO EQUIPMENT. Customer agrees to provide adequate space, environment and appropriate electrical requirements including, if required, a dedicated 120 volt or 220 volt electrical line, as published in the Operator and Service Manuals for the operation and maintenance of the equipment. If TBS has installed a power filter/surge protector on the equipment, it must at all times remain continuously installed. If it is removed Customer agrees to purchase a replacement from TBS immediately TBS shall have full and free access to the equipment to provide service thereon.

If persons other than TBS representatives install conversions, feature additions, accessories or perform service on equipment and as a result further repair by TBS is required such repairs shall be made at TBS's applicable Time and Material rates and terms then in effect If such additional repair is required TBS may immediately withdraw the equipment from this Contract.

10. KEY OPERATOR - END-USER TRAINING. Customer agrees to designate a Key Operator for training on the use, applications and features of the equipment. The Key Operator will be responsible for normal Key Operator activities as detailed in the Operators Manual and for training additional end-users If the Key Operator assignment changes Customer agrees to designate a new Key Operator immediately. TBS agrees to provide training for the designated Key Operator and to provide initial training for end-users on the use, applications and features of the equipment. Additional training requested by Customer after thirty (30) days from installation will be at TBS normal hourly rates.

11. EXCLUSIONS. Service under this Contract does not include

(a) Furnishing paper staples, replacement print heads, batteries, ribbons, media, periodic maintenance on thermal printers or any of the following

(b) Service of equipment if moved outside of TBS's designated service area,

(c) Repair of damage or increase in service time caused by accident, misuse negligence, abuse or disaster

(d) Service of accessories, attachments or click control devices other than those of the same manufacturer as the equipment;

(e) Painting or refinishing of the equipment,

(f) Making specification changes;

(g) overhaul; when TBS determines an overhaul is necessary because normal repair and parts replacement cannot keep the equipment in satisfactory operating condition, TBS will submit a cost estimate to Customer and TBS will not commence work until Customer has approved cost;

(h) Performing key operator functions as described in the operator manual;

(i) Moving equipment, repair of damage or increase in service time caused by the use of the equipment for other than the ordinary use for which designed;

(j) Repair of damage caused by electrical surges or lightning strikes, if equipment is connected to a TBS supplied power filter/surge protector repairs will be included;

(k) Repair of damage or increase in service time caused by failure to continually provide a suitable installation environment as defined by the manufacturer, with all the facilities prescribed by TBS including, but not limited to adequate space, electrical power air conditioning or humidity control

(l) Repair of equipment that has been designated as obsolete by the manufacturer and genuine OEM parts are no longer available

(m) Repair of damage or increase of service time caused by Customer's use of media outside the specifications as described in the operator manual.

12. INDEMNITY AND DISCLAIMER. TBS shall not be responsible for any injuries, damages, penalties, claims or losses including legal expenses incurred by Customer or any other person caused by the installation, selection, ownership, possession maintenance, condition or use of the Equipment. Customer agrees to reimburse TBS for and to defend TBS against any claims for such losses, damages, penalties, claims, injuries or expenses This indemnity shall continue even after this Contract has expired

IN NO EVENT WILL TBS BE LIABLE FOR LOST PROFITS, CONSEQUENTIAL, EXPECTANCY OR INDIRECT DAMAGES EVEN IF TBS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

EXECPT AS OTHERWISE SET FORTH HEREIN, TBS DOES NOT MAKE ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, REPRESENTATION OR WARRANTY ARISING OUT OF USAGE AND TRADE, COURSE OR DEALING OR COURSE OR PERFORMANCE. EXCEPT AS PROVIDED HEREIN, THE PARTS AND SERVICES ARE PROVIDED "AS IS."

13. GENERAL. Subject to the terms of the following paragraph, TBS may modify the terms and conditions of this Contract effective on the Renewal Date by providing the Customer with prior written notice.

Any such modification will apply unless the Customer withdraws the equipment affected by such modification from this Contract. Otherwise this Contract can only be modified by a written agreement duly signed by persons authorized to sign contracts on behalf of the Customer and of TBS. Variance from the terms and conditions of this Contract in any Customer order or other written modification will be of no effect.

The Customer represents that the Customer is the owner of the equipment under this Contract, or, if not the owner, is the lessee or renter of the equipment Customer will execute a maintenance agreement for the equipment with a Toshiba authorized dealer or Customer will waive certain rights under Toshiba's manufacturer's warranty

This Contract is not assignable, its right, duties and obligations may not be assigned or transferred by the Customer without the prior written consent of TBS. Any attempt to assign or transfer any of the rights, duties or obligations of this Contract without such consent is void

TBS's service provided outside the scope of this Contract will be furnished at TBS's applicable time and material rates and terms then in effect

TBS is not responsible for failure to render service due to causes beyond its control.

This Contract will be governed by the laws of the state where the Customer executed this Contract If either party fails to comply with the terms and conditions of this Contract, the non-breaching party shall notify the breaching party in writing using certified mail to the address on the face of this Contract The breaching party shall have thirty (30) days to cure any breach of this Contract prior to the non-breaching party takes the legal action. No action regardless of form, arising out of this Contract may be brought by either party more than one year after the cause of action has arisen, or, in the case of non-payment, more than two years from the date of the last payment

ADDENDUM NO. 1 TO AIMS MAINTENANCE CONTRACT BETWEEN TOSHIBA BUSINESS SOLUTIONS AND ADAMS COUNTY

THIS ADDENDUM NO. 1 is made and entered into this _____ day of _____, 2015, by and between Adams County, Colorado, located at 4430 S. Adams County Parkway, Brighton, Colorado, 80601 ("County") and Toshiba Business Solutions, located at 1101 W 48th Ave, Denver, CO 80221 ("TBS").

RECITALS

A. WHEREAS, County and TBS wish to enter into an AIMS Maintenance Contract ("Maintenance Contract") regarding the Service of a number of copiers for use by County; and,

B. WHEREAS, a number of terms and provisions of the Maintenance Contract are only acceptable to County as modified by this Addendum No. 1.

NOW, therefore, in consideration of the promises, conditions and covenants contained herein, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree to the following changes in the Maintenance Contract:

1. Section 2 of the Maintenance Contract is replaced with the following:

Term. This Contract will remain in force for 12 months from the effective date and will then continue on a month-to-month basis unless either party provides thirty days notice of termination. For each piece of equipment under this Contract there will be a Start Date & Start Meter. Service for each piece of equipment will be provided from the Start Date & Start Meter until this Contract is terminated or the equipment is withdrawn from the service. Customer may withdraw individual equipment by providing thirty days written notice. Customer is responsible for all remaining Minimum Payments if Customer is in default or if equipment is withdrawn prior to the initial twelve month term of the Contract.

2. The final sentence of Section 6 of the Maintenance Contract, USAGE, is deleted in its entirety.

3. The first paragraph of Section 12 of the Maintenance Contract, INDEMNITY AND DISCLAIMER, is deleted in its entirety.

4. The last paragraph of Section 13 of the Maintenance Contract, GENERAL, is replaced with the following:

This Contract will be governed by the laws of the State of Colorado with venue for any dispute in Adams County, Colorado, or the federal district court for the District of Colorado. If either party fails to comply with the terms and conditions of this Contract, the non-breaching party shall notify the breaching party in writing using certified mail to the address on the face of this Contract. The breaching party shall have thirty (30) days to cure any breach of this Contract prior to the non-breaching party taking legal action.

5. This agreement shall not constitute a multi-year fiscal obligation. This agreement is subject to annual appropriation. In the event County fails to appropriate funds in any given fiscal year, County may terminate this agreement or amend it accordingly.

6. At any time after the first year from the commencement date of this agreement, the County may terminate this Agreement at any time by giving written notice as specified herein to the other party, which notice shall be given at least thirty (30) days prior to the effective date of the termination. If this Agreement is terminated by the County, TBS will be paid an amount that bears the same ratio to the total compensation as the services actually performed bear to the total services TBS was to perform under this Agreement, less payments previously made to TBS under this Agreement.

7. COMPLIANCE WITH C.R.S. § 8-17.5-101, ET. SEQ. AS AMENDED 5/13/08

Pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, *et. seq.*, as amended 5/13/08, TBS shall meet the following requirements prior to signing this Agreement (public contract for service) and for the duration thereof:

A. TBS shall certify participation in the E-Verify Program (the electronic employment verification program that is authorized in 8 U.S.C. § 1324a and jointly administered by the United States Department of Homeland Security and the Social Security Administration, or its successor program) or the Department Program (the employment verification program established by the Colorado Department of Labor and Employment pursuant to C.R.S. § 8-17.5-102(5)) on the attached certification.

B. TBS shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

C. TBS shall not enter into a contract with a subcontractor that fails to certify to TBS that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

D. At the time of signing this public contract for services, TBS has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this public contract for services through participation in either the E-Verify Program or the Department Program.

E. TBS shall not use either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this public contract for services is being performed.

F. If TBS obtains actual knowledge that a subcontractor performing work under this public contract for services knowingly employs or contracts with an illegal alien, TBS shall: notify the subcontractor and the County within three days that TBS has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to the previous paragraph, the subcontractor does not stop employing or contracting with the illegal alien; except that TBS shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.

G. TBS shall comply with any reasonable requests by the Department of Labor and Employment (the Department) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).

H. If TBS violates this Section of this Agreement, the County may terminate this Agreement for breach of contract. If the Agreement is so terminated, TBS shall be liable for actual and consequential damages to the County.

TBS'S CERTIFICATION OF COMPLIANCE

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et.seq.,* as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, TBS hereby certifies that at the time of this certification, TBS does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that TBS will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et. seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

TBS:

_____ _____

Company Name Date

_____

Name (Print or Type)

_____

Signature

_____

Title

Note: Registration for the E-Verify Program can be completed at: https://www.vis-dhs.com\employerregistration. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering

24. Except as modified by this Addendum No. 1, the terms of the Lease Agreement and Maintenance Contract shall remain in full force and effect.

BOARD OF COUNTY COMMISSIONERS
ADAMS COUNTY, COLORADO

ATTEST:
STAN MARTIN, CLERK
& RECORDER

By: Chairman

Deputy Clerk

APPROVED AS TO FORM:

County Attorney's Office

Toshiba Business Solutions

By:

728188