

**ROBSTOWN INDEPENDENT SCHOOL DISTRICT
AGENDA ACTION SHEET**

Date: January 16, 2024

Subject: **DISCUSS AND CONSIDER APPROVAL OF COPIER LEASE AGREEMENT**

Administrator Responsible: Eva Cisneros

Position: Chief Financial Officer

A. Purpose of Agenda Item:

Information Only

Action Needed

B. Authority for this Action:

Local Policy _____

Law or Rule CH Local

C. Strategic Objective, Goal, or Need Addressed:

The goal is to enter a new three-year lease agreement that will replace all the current copiers with newer models.

D. Summary:

The prior copier lease has expired and the existing fleet is outdated. A new lease will include replacing all the existing machines with newer models and will offer additional features.

E. Alternatives Considered:

F. Comments Received:

G. Administrative Recommendation: Approve the new copier lease agreement.

H. Fiscal Impact and Cost: Yearly cost is estimated at \$47,865.88 but will vary based volume.

I. Monitoring and Reporting Time-Line:

INVESTMENT SCHEDULE



PREPARED FOR

ROBSTOWN ISD-ROBSTOWN

December 8, 2023

PREPARED BY

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TOSHIBA



INVESTMENT SCHEDULE

ROBSTOWN ISD-ROBSTOWN

Proposed Solution

Model Details

- (14) Toshiba e-STUDIO4525ACG
 - Included Features: DSDF Document Feeder, Large Capacity Feeder, 65-sheet Multi-Staple Finisher, Bridge Kit, Hole Punch Unit (for Console Finisher), Fax Over IP, Security SSD Option (512GB), Power filter w/ I/S/N protection 15A/120V, e-BRIDGE Global Print (GB2550NODE),
- (4) Toshiba e-STUDIO9029AG
 - Included Features: 65-Sheet Multi-Staple Finisher, Holepunch for MJ1115/1116, Fax Over IP, Security SSD Option (512GB), e-BRIDGE Global Print (GB2550NODE)
- (3) Toshiba e-STUDIO7527ACT
 - Included Features: 65-Sheet Multi-Staple Finisher, Holepunch for MJ1115/1116, Fax Over IP, Security SSD Option (512GB), Power filter w/ prem I/S/N protection 20A/120V, e-BRIDGE Global Print (GB2550NODE)
 - **INCLUDED:** The [new] FIPS140-2 Validated SSD is a standard component of the GSA versions of our MFPs intended to meet the needs of many government agencies that have specific security requirements.

Service Details

Pool Name	Quarterly Overage Per Page
Mono Pool Cost Per Page	\$0.00490
Color Pool Cost Per Page	\$0.03600

Monthly Lease

- 36 Month Lease \$3,759.89
- 60 Month Lease \$2,571.79

Monthly Service

Cost Per Page

Monthly investment includes parts, labor, travel, and supplies; everything except for paper. Staples included. Will return current old equipment (w provided Return Authorization) if current vendor refuses to cover return.



PrintReleaf Reforestation Program

Items	Mono	Color
Monthly Pages Included	22	17
Monthly Base Cost	\$0.00	\$0.00
PrintReleaf CPP	\$0.00016	\$0.00016

TOSHIBA

THE PERFECT MFP TO TAKE ON YOUR BUSY MIDSIZE WORKGROUP TASKS

Toshiba's new e-STUDIO4525AC doesn't just look good, it makes you look good too. With image quality unsurpassed in the industry. It will look good every time. At 45PPM and with up to 5,200 sheets of paper on tasks, it never flinches on big jobs. The 65-sheet finisher's stack capacity is a good match too.

The dual scan document feeder option holds 300 originals and scans at up to 240 duplex impressions per minute. Built-in OCR makes your PDFs searchable or easily converts your paper-based documents to popular Microsoft Office formats. It'll be the hardest worker in the office.

FEATURES AT A GLANCE

- Black & White A3 MFP
- 45PPM Letter-size
- Small Workgroups
- Compact Footprint
- Copy, Print, Scan, Fax



e-STUDIO4525AC

POPULAR OPTIONS

- | |
|---------------------------------|
| 65-Sheet Saddle Stitch Finisher |
| Wireless Connectivity |
| Pedestal LCF |
| Dual Scan Document Feeder |

TOSHIBA

THE PERFORMANCE AND FEATURES TO SERVE THE BUSIEST DEPARTMENTS

Whether it's your marketing group or your centralized reprographics department, Toshiba's new e-STUDIO9029A has the features and performance to meet the needs. With 90PPM rich monochrome output and up to over 8,000 sheets on tap mean you can get the biggest jobs done quickly and easily.

The refillable dual scan document feeder, now with double feed detection holds 300 originals and scans at up to 240 duplex impressions per minute. Built-in OCR makes your PDFs searchable or easily converts your paper-based documents to popular Microsoft Office formats. The image quality, versatility and features will boost productivity to new levels.

FEATURES AT A GLANCE

- Monochrome A3 MFP
- 90PPM
- Dual Scan Document Feeder
- Integral Tandem LCF
- Copy, Print, Scan, Fax



e-STUDIO9029A

POPULAR OPTIONS

65-Sheet Saddle Stitch Finisher

Wireless Connectivity

External LCF with Piggyback Option

Dual Line Fax

TOSHIBA

VOLUME AND VARIETY ENABLE VERSATILITY THAT'S VERY IMPRESSIVE

You need a variety of media on tap but can't sacrifice volume. Toshiba's new e-STUDIO7527ACT offers just what you need. 75PPM brilliant color output and 85PPM monochrome and up to seven paper sources feeding 6,780 sheets mean you can turn up the volume.

The refillable dual scan document feeder, now with double feed detection holds 300 originals and scans at up to 240 duplex impressions per minute. Built-in OCR makes your PDFs searchable or easily converts your paper-based documents to popular Microsoft Office formats. The versatility and productivity will speak volumes.

FEATURES AT A GLANCE

- Full Color A3 MFP
- 75PPM Color, 85PPM Monochrome
- Optical Sensor Detects User Approaching
- Four Soft Closing Drawers
- Copy, Print, Scan, Fax



e-STUDIO7527AC

POPULAR OPTIONS

- 65-Sheet Saddle Stitch Finisher
- Wireless Connectivity
- External LCF with Piggyback Option
- Dual Line Fax

AUTOMATED TONER REPLENISHMENT..... INCLUDED AT NO CHARGE

Toshiba utilizes remote fleet monitoring tools (FM Audit) to monitor the printers you use, discovers which devices are low on toner, and will send a backup when needed.

How it Works

The system is set up as just-in-time, meaning printer toner arrives approximately one week before the toner is fully depleted. Therefore, when there is a “low toner” alert, don’t be alarmed. Our system will ensure the replacement toner is delivered before the cartridge is empty. Toshiba will get an automated alert when a cartridge has 15% remaining. Triggering a DCA engineer to confirm the alert and begin processing your replacement shipment.

The toner cartridge will be delivered with a label clearly showing the internal device location, serial number, device make/model, and designated site representative’s name.



Easy Tracking

Upon shipment, an email notification will be sent to the designated site representative with shipment information and tracking number.

Once supplies arrive, the Primary Site Contact will distribute the toner to the appropriate device. The process is customizable and flexible enough to change alert levels if necessary to accommodate higher volume devices. FM Audit tracks the usage history and allows Toshiba to adapt to the District’s needs in real time.

CLOUD BASED DIAGNOSTICS.....INCLUDED AT NO CHARGE

To optimize the operation and functionality of our customers' print fleet, Toshiba recently unveiled its e-BRIDGE CloudConnect, a cloud-based application to enhance service and 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 the 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.

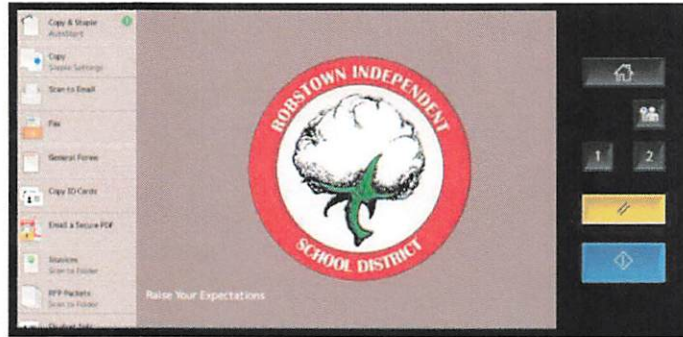
Benefits of e-BRIDGE CloudConnect:

- ✓ 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 to prevent downtime 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.

ELEVATE CUSTOMIZED USER INTERFACE.....INCLUDED AT NO CHARGE

Toshiba is proud to present a new program, ELEVATE, designed with the specific needs of our customers in mind. Taking into consideration the unique requirements and workflows of clients across several industries, Toshiba's engineers developed a new embedded user interface (UI), customized specifically for each industry. This new UI was designed to simplify most common functions



our customers use daily on their Toshiba multi-function devices (MFDs), saving them valuable time and avoiding unnecessary frustration. This industry-focused UI personalizes the MFD, putting the focus on efficient business process via a workflow-based operation panel, rather than on individual MFD functions.

For example, a very useful and popular scan-to-email feature of Toshiba MFDs is now available via a single button, automatically creating a PDF file from a scan and taking the user to a screen where they can select an e-mail address. This user-friendly function is completed in two easy steps rather seven or eight steps on previous generations of MFDs.

With Elevate, Toshiba has created eight industry-specific workflow-based UI templates designed to incorporate processes common to those industries, namely: government, healthcare, education, logistics and manufacturing, finance, retail and houses of worship.

Some of the features and benefits that an Elevate operation panel offers:

- Simplifies commonly performed tasks & provides direct access to specific functions
- Minimizes end-user training via simple, one touch functions
- Aligns with security and regulatory compliance standards
- Allows grater customization with user-editable functions

These templates are starting points that provide in-depth knowledge of each industry and can be further customized, depending on each client's workflow and organizational goals, along segments and functional areas. With Elevate, BCISD will have access to:

Custom Design per your specifications, including:

- Graphics
- Creation of Job Task Functions
- Copy / Scan / Print / Third Party Applications
- Ability to replicate the custom design and functions across their entire Toshiba fleet.

Service Requests

All service calls are received by the local Toshiba office in Corpus Christi and entered real-time into our system by a live dispatch agent. This allows the customer to give us details of the issue so it can be accurately communicated to the service technician. The technician is immediately notified of the service call. All field-technicians have company provided cell phones and will call the customer immediately after notification to confirm the call, provide an estimated time of arrival and, if possible, resolve the problem over the phone.

Upon receipt of the request, the dispatcher will:

- ✓ Log in the date, time, and location of the call and assign a confirmation number for tracking purposes.
- ✓ Obtain the model and serial number, printer location, the contact person and phone number, a brief description of the problem and, if applicable, any error codes displayed on the machine.
- ✓ Dispatch the call to the service technician assigned to the District.
- ✓ Track the call to ensure that work is completed, and the problem resolved within the required timeframe.
- ✓ Follow up to ensure the customer is satisfied.

Throughout each call, the Dispatch Center tracks status and performance. This allows us to capture and maintain data regarding specific machine metrics. Throughout our engagement with the District, Toshiba will closely monitor the performance of all in-scope laser printers through rigorous quality and service metrics.

The first available local service technician (or on-site associate) will contact the requestor immediately upon receipt of the dispatch call. He or she will attempt to resolve the customer issue over the telephone. If remote resolution is not achieved, the technician will attend to the repairs on site.

In most cases, the issue is resolved on the same day. ***The average response time is 4 hours.*** In rare instances where parts or components need to be ordered, the technician will schedule a follow-up visit once the part has arrived. The technician usually has the part in stock locally. Regardless of the case, the service technician makes repairs as expeditiously as possible to minimize any disruption to business activities.

All service technicians are mutually supportive and can be shifted quickly and efficiently in the event of service request overflows, workload surges or emergencies without compromising other locations or customers. They are all service professionals, trained by the manufacturer, which will ensure consistency and uniformity of service regardless of location.



Toshiba is recognized as the service leader in the industry as evidenced by numerous industry awards and an outstanding performance record. This also is due to the high standards that we require of, and enforce with, our service providers as well as the training and certification programs we administer to ensure that all service technicians are knowledgeable and have all the necessary resources when they are dispatched for service.

Toshiba's service and support model for the District focuses on the use of highly experienced, certified, and responsive technicians; adherence to strict maintenance schedules; tracking equipment performance; and compliance with manufacturer specifications. With local technicians and support staff, we can provide consistent, high-quality service throughout the term of the contract.