Virginia Military Institute
Lexington, Virginia 24450-0304

COMMONWEALTH OF VIRGINIA

NOTICE OF AWARD

DATE: 23 July 2012

COMMODITY: 98526 Copiers; 20477 Laser Printers; 60046 Facsimiles

IN RESPONSE TO: RFP V#211-12-047 Dated 14 Dec 2011

Awarded to: Ricoh

Dianah Kelly, VCO
Procurement Officer
Memo

To: Dianah Kelly
From: Col. Hopkins
CC: Printer Service Committee Members
Date: 4/30/2012
Re: VMI Printer Services Project #V211-12-047

The Printer Service Committee scored a number of responders to the Project and selected Ricoh and VBS (Virginia Business Systems) as the two finalists. The Committee in a unanimous decision, ranked Ricoh number one and VBS number two. The Committee recommends that the Project contract be awarded to Ricoh.

Differentiation of the two responder proposals is enumerated as follows:

1. **Cost:**
   
   Both finalists offered Ricoh brand printers and copiers. However, Ricoh's offering was for significantly fewer dollars.

2. **Help Desk system - software and hardware**
   
   At no additional cost, Ricoh offered a proprietary cloud based helpdesk system that can process both printer/copier tickets as well as all other tickets generated from other helpdesk calls. This saves VMI from having to acquire, maintain, and manage its own helpdesk system software license. It also precludes VMI from having to acquire and maintain a hosting server.

3. **Help Desk system – Information Technology Departmental and end user operating considerations**
   
   As noted earlier, the Ricoh offering will place all helpdesk operations under a single common platform, hosted by them. The VBS offering would require two disparate systems with no interface. Having two systems that do not interface will require some double data entry, impose reporting issues, and will require significant additional IT staff personal overhead. Should an end user directly make a helpdesk entry, having one system to interface with has many advantages. Another advantage of the Ricoh helpdesk system is that it will interface with VMI's Active Directory system where VBS's system will not.
Action Acknowledged by Committed Members:

COL Thomas Hopkins
Director, Information Technology

Wes Robinson
Network Manager

Jeff Matthewson
Computer Operator Technician

Lt. Col. Dallas Clark
Institute Planning Officer

Capt. Michael Sebastino
Assistant Dean

SUBMITTED BY:
Dianah Kelly

Procurement Officer
7/23/12

APPROVED BY:
BG Robert L. Green
Deputy Superintendent, FAX
7/27/12
## VBS vs ROCOH Cost analysis

### VBS w/Ricoh

<table>
<thead>
<tr>
<th></th>
<th>B&amp;W Printer</th>
<th>Color Printer</th>
<th>B&amp;W MFP</th>
<th>Color MFP</th>
<th>Total</th>
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<tbody>
<tr>
<td>Click $</td>
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### Ricoh

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<th>B&amp;W MFP</th>
<th>Color MFP</th>
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### Credits:
- HD software license averaged over 5 years: $ (7,000)
- 1/2 FTE savings using a common HD system integrated with Active Directory: $ (20,000)

Total adjusted Ricoh: $ 284,827
Virginia Military Institute
Lexington, Virginia 24450-0304

COMMONWEALTH OF VIRGINIA

NOTICE OF INTENT TO AWARD

DATE: 11 June 2012

COMMODITY: 98526 Copiers; 20477 Laser Printers; 60046 Facsimiles

IN RESPONSE TO: RFP V#211-12-047 Dated 14 Dec 2011

CONTRACTOR: Ricoh

Dianah Kelly, VCO
Procurement Officer
<table>
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<tr>
<th>Buyer Name</th>
<th>Number</th>
<th>Short Description</th>
<th>Version</th>
<th>Status</th>
<th>Publish Date/Time</th>
<th>Phase</th>
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<tr>
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<td>V211-12-347</td>
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**Step 1: General Information**

- **Number:** V211-12-047
- **Type:** RFP
- **Department:** A211
- **Unit:** VBO
- **Publish Date:** 01/27/2012
- **Closing Date:** 02/08/2012
- **Public Bid Opening Date:**
- **Pre-Bid Conference Date:** 01/10/2012
- **Category:** Non-Professional Services - Non-Technology
- **Web Address:**
- **Short Description:** Managed Printer, Fax & Copier Services
- **Description:** Managed Printer, FAX and Copier Services
- **Work Location:** Lexington, VA and New Market, VA

**Step 2: Add/Remove Attachments**

Total Attachments: 8
This contract entered into this 21st day of JUNE 2012 between RICOH AMERICAS CORPORATION, FIN: 22-2783521 hereinafter known as the "Contractor" and the Commonwealth of Virginia, Virginia Military Institute, hereinafter known as the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide printer, copier, fax equipment and services in accordance with solicitation #V211-12-047 issued 14 December 2012 and subsequent negotiations as documented herein and attached.

PERIOD OF PERFORMANCE: 1 July 2012 through 30 June 2017 with five (5) optional one-year renewals.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid as invoiced based on a monthly "click charge" as follows:

<table>
<thead>
<tr>
<th></th>
<th>Base Images</th>
<th>Overage Rate*</th>
<th>Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ricoh Multi Function Devices</td>
<td>Black &amp; White 0</td>
<td>$0.0207</td>
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</tr>
<tr>
<td></td>
<td>Color       0</td>
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<td>Ricoh Single Function Laser Printers</td>
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<td>0.0262</td>
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</tr>
<tr>
<td></td>
<td>Color       0</td>
<td>0.118</td>
<td>Gold</td>
</tr>
</tbody>
</table>

accordance with the Commonwealth of Virginia's Prompt Payment Act terms are Net 30 days from receipt of invoice.

CONTRACT DOCUMENTS: The contract documents shall consist of:

1. This signed form;
2. The Contractor’s Proposal/Bid and any addenda or modifications, as applicable;
3. The General Terms and Conditions;
4. Special Terms and Conditions as required;
5. RICOH Managed Printer/Copier Services agreement and its Exhibits;
6. RICOH RightFax Fax Server Project Scope of Work
IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

By: [Signature]

For: [Company]

Title: [Position]

COVA PURCHASING AGENCY:

By: [Signature]

For: [Virginia Military Institute]

Title: [Position]
Managed Printer/Copier SERVICE ORDER

Order Number:_______________________

Customer Name: Virginia Military Institute

Customer Location: 338 Nichols Engineering Building, Lexington, VA 24450

This MPC Service Order ("Service Order") shall have a (60) month term ("Initial Term") for performance unless earlier terminated as expressly provided herein. Thereafter, this Service Order shall be renewed for five (5) Optional One (1) year periods, (each a "Renewal Term") at the rates specified herein, unless terminated by either party upon thirty (30) days prior written notice before the end of the Initial Term or Renewal Term, as applicable. This Service Order is made pursuant to that Master Agreement dated as of the ___ day of ______________, 2012 ("Agreement"). All terms and conditions of the Agreement are incorporated into this Service Order and made a part thereof. It is the intent of the parties that this Service Order be separately enforceable as a complete and independent agreement, independent of all other Service Orders made as part of the Agreement. This Service Order consists of this page, together with the following Exhibits, which shall apply only to the engagement contemplated by this Service Order.

☐ Exhibit A – Services, Tools, Personnel, Rates and Service Levels
☐ Exhibit B – Serviced Equipment
☐ Exhibit C – Scope of Work
☐ Exhibit D – Fax Server Solution
EXHIBIT A TO
MPC SERVICE ORDER
SERVICES, TOOLS, PERSONNEL, RATES, SERVICE LEVELS

Ricoh agrees to provide the following Services for the fees listed in the table below.

SERVICES
- Lifecycle Management
- Service Desk
- Asset Management
- Green Design
- Implementation Project Management
- Remote Management
- On-Line Services
- Service Level Management
- Financial Management
- Multi-vendor Management
- Maintenance Services
- Technology Solution Design
- Consumables Management
- On-Site Services
- IMAC-D Management
- Security Management
- Management Information Reporting

MANAGEMENT TOOLS:
- TRAC Solution™
  - Fleet/Asset Management
  - TRAC Solution™ Intelligent Device Monitoring
  - @Remote
  - @Remote Enterprise Pro

Additional TRAC Solution™ Modules
(Check all that apply):
- Space Planning
- Visitor Management
- Supplies/Service Requests
- Copy and Mail

EQUIPMENT REPAIR AND MAINTENACE; SOFTWARE:
- Equipment Repair and Maintenance Services (Serviced Equipment listed in Exhibit B)

OTHER SERVICES:
- Other:
- Other:

All additional Services shall be agreed upon from time-to-time by Customer and Ricoh in writing.

Customer will be charged for black & white and color images [Monthly] over the base images indicated in the table below.

<table>
<thead>
<tr>
<th></th>
<th>Base Images</th>
<th>Overage Rate*</th>
<th>Service Level</th>
</tr>
</thead>
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<td></td>
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</tr>
<tr>
<td></td>
<td>Color 0</td>
<td>0.118</td>
<td>Gold</td>
</tr>
</tbody>
</table>
SERVICE LEVELS
Gold: Includes all supplies and staples. Excludes paper.
Silver: Includes all supplies. Excludes paper and staples.
Bronze: Parts and Labor only. Excludes paper, staples and supplies.

AVERAGE RESPONSE TIME
The on-site Ricoh Full Time employee will meet a monthly average response time of three hours for all customer service calls. The Ricoh technician dispatched to service a device will meet a monthly average response time of five hours for all customer service calls.

UPTIME
In the case of an element of the Service Levels not being achieved a resolution or remedy process is to be engaged. A resolution or remedy will be documented by a corrective action plan tied to an agreed upon timeline to bring the services within targeted standards within 30 day timeframe. The remedy may require service delivery correction actions, the addition of incremental capacity, modification to service process due to changes in Facilities Logistics and Environment.

RICOH TRAC SOLUTION™
The RICOH TRAC (Trend, Reporting, Analysis and Communication) Solution™ is a web-based application and repository hosted by a third-party application service provider (ASP) that is designed to enable centralized monitoring, tracking and management of the Ricoh Equipment and Services provided under this Service Order. During the term of this Service Order and provided it is not in default, Customer shall be entitled to receive access to the Services as described under this Service Order and Scope of Work. To access and use the Ricoh TRAC Solution™, Customer shall be entitled to receive a confidential password, for which Customer shall assume responsibility to secure. Customer acknowledges that the information or data contained in any report or other document generated through the Ricoh TRAC Solution™ that utilizes or incorporates Customer provided information is dependent upon the accuracy and completeness of such information. Ricoh shall not be responsible for any such inaccuracies, error or omissions resulting therefrom. Customer further acknowledges that the Ricoh TRAC Solution™ is a proprietary solution to Ricoh and/or its third-party ASP and that use and access shall be limited to internal business purposes only. Ricoh acknowledges that Customer shall be entitled to retain any proprietary rights it may have in the information provided to the Ricoh TRAC Solution™ and the content of any reports generated therefrom, provided, however, that Ricoh may access the data contained in Ricoh TRAC Solution™ and/or the reports generated from the Ricoh TRAC Solution™ so that Ricoh can provide the Services required hereunder.
EXHIBIT B TO MPC SERVICE ORDER
SERVICED EQUIPMENT

Ricoh shall provide Services in accordance with Ricoh’s response to RFP V211-12-047.

INCLUSIVE SUPPLIES: Ricoh will provide the following specified supplies at no additional cost for the specific items of Serviced Equipment (defined below) to which the Gold Level applies:

- Toner/Developer: Copiers
- Toner/Developer: Fax
- Toner/Developer: Printer

Ricoh Equipment. In connection with performing the Services, Ricoh will provide (i) the equipment identified herein as “Ricoh-Provided Equipment” and (ii) additional equipment from time to time, which will be new (the “Additional Ricoh-Provided Equipment”), pursuant to an Equipment Addition / EJuction Addendum, which is to be signed by both parties and substantially in the form attached hereto as Exhibit B.

Customer Equipment. Customer shall provide the equipment listed within this Exhibit B under the heading “Customer Equipment”. All Customer Equipment shall remain the property of Customer, and Ricoh shall have no right, title or interest in or to the Customer Equipment.

Third Party Equipment. Any equipment which is leased, rented, or serviced by a third party from Customer pursuant to a separate agreement between Customer and such third party (a “Third Party Agreement”), and which is covered by this Service Order, is listed on herein/or attached hereto under the heading “Third Party Equipment.” In the event any of the Third Party Equipment is to be removed during the rightsizing of Customer’s fleet and returned to the third party, Ricoh will coordinate the removal of such Third Party Equipment with the third party. In addition, in the event there is any amount due to the third party with respect to such removed equipment under the Third Party Agreement, such as an “equipment buyout fee” or “equipment removal fee”, any such fee shall be the sole responsibility and obligation of Customer. In addition, Ricoh shall have no obligation, and does not assume any obligation, under the Third Party Agreement.

Service Calls. Service calls will, between 8:00am and 5:00pm, Monday thru Friday excluding VMI’s recognized holiday schedule (“Normal Business Hours”) will be made during Normal Business Hours. Travel and labor-time for Service calls outside of Normal Business Hours, if and when available and only in the event and to the extent that Ricoh agrees to provide such non-standard coverage, will be charged on a time-and-material basis. Ricoh representatives will not handle, disconnect or repair unauthorized attachments or components. Customer is responsible for disconnecting and re-connecting unauthorized attachments or components. Customer shall hold Ricoh and its employees and representatives harmless from and against damages to any unauthorized parts, components or accessories as well as any claims arising there from. Reconditioning and similar major overhauls may be covered by applicable manufacturer warranties, but are not covered by the Agreement or any Order Form. If Ricoh determines that such actions may be necessary as a result of normal wear and tear of materials and age factors caused by normal usage in order to keep the Equipment in working condition, Ricoh will submit to Customer an estimate of the needed repairs and the cost for such repairs (which costs will be in addition to the charges payable under the applicable Order Form).

Service Warranties. (a) Ricoh will perform its Services (i) in accordance with the applicable manufacturer’s specifications and (ii) to meet the Service Levels, as defined in the current master services agreement. If the Equipment fails to perform in accordance with the manufacturer’s specifications or fails to meet the Service Levels, and Customer provides Ricoh with written notice of the problem, then Ricoh shall promptly use reasonable commercial efforts to repair such Equipment. If Ricoh is unable to repair the Equipment, Ricoh will provide temporary replacement Equipment at no additional cost to Customer while the Equipment is being repaired at a Ricoh Service center. If Ricoh is unable to repair the Equipment, Ricoh will install replacement Equipment of equal or greater functionality at no additional charge to Customer. (b) Ricoh warrants that the Services performed hereunder will be performed in a good and workmanlike manner, and Customer’s exclusive remedy shall be for Ricoh to re-perform any Services not in compliance with this warranty and brought to Ricoh’s attention in writing within a reasonable time, but in no event more than thirty (30) days after such Services are performed. Ricoh warrants that the Ricoh Service technicians will meet the Service Levels.
EXHIBIT C TO MPC SERVICE ORDER
SCOPE OF WORK

Scope of Work
Ricoh will provide the Services described more fully in the paragraph entitled “Service Areas” below and in this scope of work ("Scope of Work"). Each service area ("Service Area") will include quantitative baseline information derived from Ricoh’s analysis of the Customer’s current operations. Each Service Area will also include a description and outline of the Services that Ricoh will perform, including Ricoh’s responsibilities. Ricoh tasks are to be further detailed in the Ricoh Management Services Site Procedures Guide prepared for Customer. Customer responsibilities are also included below where such responsibilities are necessary for Ricoh’s performance of the Services.

SERVICE AREAS
Ricoh will provide the following Services to Customer:

☐ Copy Center Services
☒ Convenience Copier Fleet Services
☐ Mail Room Service
☐ Shipping & Receiving
☐ Facsimile Services
☒ Printer Fleet Services
☐ Professional Services
☐ Imaging Services
☐ Records Management Services
☒ Device Monitoring Command Center w/ Service Delivery Manager

ON-SITE DMCC (DEVICE MONITORING COMMAND CENTER) RESPONSIBILITIES:

1. Lifecycle Management:
   This service provides a fleet-wide approach to output asset management, with individual devices being tracked through each phase of their lifecycle (deployment, in-service, removal and disposal). Lifecycle management should ensure accurate configuration prior to implementation, balanced use of fleet devices and environmentally responsible processes for device removal and disposal. The following activities are included in the service:
   • Planning removal and device disposal at the end of the device usable life
   • The account executive will work with the DMCC in developing a refresh strategy for all output devices (Ricoh and 3rd party products), to include anticipated refresh date and replacement, developed with VMI, and based on established criteria such as age of device, lifetime utilization, TCO and device performance
   • Ensuring security compliance by deleting data from all removed devices
   • Ensuring environmentally friendly removal of all outgoing devices

2. Service Desk:
   The Ricoh on-site full time employee logs customer calls and emails into an Oracle database. If the issue cannot be resolved by the service desk, Ricoh dispatches a technician to the customer location using the dispatch module of the TRAC System.
   • Initiate appropriate actions to improve service levels through a Service Improvement Plan
   • Maintain Service Level Agreements (SLA)/Key Performance Indicators (KPI) with Virginia Military Institute’s
   • Establish appropriate SLA/KPI monitoring
   • Oversees the daily care and upkeep of the customer output fleet
   • First recipient of service call requests
   • Identifies opportunities for movement of over/under utilized devices
   • Ongoing interaction with the customer key contact
   • Collects and provides data for monthly/quarterly customer reports
   • First line of escalation for service issues
   • The on-site Ricoh FTE will act as an extension of VMI’s help desk and work in conjunction to support and assist VMI.
- VMI will exercise final authority as to the individual positioned at VMI

Service Request Module:
- Using the Ricoh TRAC Solution™ Service Request Management Module end users can monitor the status of all submitted requests. The Service Request Module features on-the-fly, real-time reporting, allowing you to evaluate service levels in order to improve performance.

The Ricoh Account Manager will provide the customer with periodic reports and conduct review meetings at agreed-upon intervals. These reports and meetings focus on contractual obligations and agreed-upon metrics, which typically include:
- SLA: cost, volume, response time, repair time and uptime
- Trends in key SLA metrics
- Problem solving and process troubleshooting/updating
- Product portfolio updates
- Escalation management

3. Asset Management:
Ricoh will maintain a detailed inventory of all output asset devices and provide regular assessment reporting to help maintain a complete and accurate picture of the fleet. This is accomplished by:
- Maintaining a fleet inventory database including 3rd party devices under management
- Assigning and applying unique asset tags to output devices based on a client’s requirements
- Managing the location and utilization of each device from one centralized system
- Storing information such as contract terms and conditions, lease information, copier and printer volumes and any other pertinent asset information required by Virginia Military Institute’s. Virginia Military Institute’s responsibility is to provide all 3rd party contracts which will be entered into the TRAC system.
- Tracking asset history
- Managing device utilization

The Asset Management Module within TRAC simplifies the process of maintaining physical location and pertinent data about each device and is a compliance solution for Sarbanes-Oxley as well as a cost savings opportunity through tighter fiscal control. Virginia Military Institute will realize improved office efficiency with a centralized device database.

Improved Office Efficiency
- Cycle time required to update and search for devices and information
- Accountability and productivity
- Expenses by more effectively tracking asset location, ownership, costs and leases/deprecations

Reduce operating costs by:
- Analyzing equipment utilization to optimize usage and avoid unnecessary expenses
- Improving asset tracking accuracy costs by department

Capture metadata in the asset database to:
- Maintain device data related to fleet inventory including all devices under management such as brand, model, category, IP address, serial number, unique asset tag number, location, installation date, contact name, billing information and contract information

4. Remote Management:
Ricoh will provide remote device management services to monitor and report on output devices in the fleet. Elements of remote device monitoring include remote collection of Management Information Base (MIB) compliant networked device information in order to fulfill reporting requirements.

Benefits of Remote Device Management include:
- Remote monitoring of select critical service incidents and low toner alerts for networked Ricoh-managed devices in order to dispatch service or order supplies
- Remote firmware updates on Ricoh devices
- Configuration of select aspects of Ricoh networked devices

Remote management will provide for the following device services:
- Ricoh TRAC Solution provides services for the entire fleet include collection of population information including manufacturer name, model, IP address, serial number or MAC address as well as collection of public and private management information base (MIB) meter data. Ricoh uses this data to populate print fleet reports to fulfill data reporting requirements.

Services for Ricoh managed devices include the following:
- Remote detection of select incidents, such as critical service and low toner alerts
• Capability for reporting incidents via email notification. One or more email addresses can be assigned to each type of incident and the incident is then dealt with via incident management.

The following activities are included in the service:
• Monitor alerts, dispatch service or order supplies as required.
• Polling devices to determine their status relative to supplies levels and usability at regular intervals. Managed Devices do not need to be polled as they can generate Service and Toner Alerts on their own.
• Corrective action to restore the device to its ready state when the monitoring process detects a condition that can be resolved immediately via the offsite DMCC.
• Automated meter submission for networked Ricoh devices, which facilitates the meter billing process.
• Automated toner replenishment for Ricoh products. TRAC recognizes and communicates the low toner state to the service provider.
• Ricoh sends a notification to the appropriate contact for further processing (control and deliver) when the monitoring process detects low toner or other supplies condition (e.g. scheduled maintenance)

5. Service Level Management:
Ricoh provides a process for ensuring Service Level Agreements (SLA) and Operating Level Agreements are met and ensures any adverse impact on service quality is kept to a minimum, allowing for instigating corrective action for underperformance. Service Level Management is critical to ensure all operating companies understand expectations and required service delivery.

The Ricoh Account Manager will provide periodic reports and conduct review meetings at agreed-upon intervals. These reports and meetings focus on contractual obligations and agreed-upon metrics, which typically include the following:
• Service Level Agreements (SLAs): cost, volume, response time, repair time and uptime
• Trends in key SLA metrics
• Problem solving and process troubleshooting/updating
• Product portfolio updates
• Escalation management

Virginia Military Institute Responsibilities
Virginia Military Institute will:
• Provide Ricoh with a list of Location Service Contacts with their contact information (telephone, e-mail), who will be the single point of contact for all Ricoh staff regarding local service delivery at each location.
• Notify Ricoh of any changes to Location Service Contacts.
• Notify Ricoh of any moved devices. (IMAC-D)

6. Financial Management:
This service provides convenient, consolidated invoices to all MPC customers.

Ricoh Responsibilities
Ricoh will:
• Develop customized reporting to meet Virginia Military Institute's financial reporting requirements for this SOW. These reports will be fully implemented 90 days after going live.
• Ricoh will also create a mutually agreed upon billing template for IT staff to bill back individual departments.

Virginia Military Institute's Responsibilities
Virginia Military Institute will:
• Accept the invoice and reports for the billing period or report discrepancies for correction on or before the next monthly billing period for total time of 30 day issue resolution.

7. Maintenance Services:
Ricoh will provide break-fix services including preventive maintenance for the output fleet detailed in Exhibit B. All maintenance services will be performed by service and support representatives.
• Break-fix services
  • Troubleshooting and device repair by an authorized technician
8. Consumables Management:
   a. The service includes:
      • Determining maximum and minimum supply levels per device or location to determine ordering needs
      • Ordering and installing toner upon receipt of low toner alerts
   b. Evaluating consumable orders for compliance with the contract and any errors.
   c. The following activities are included in the service:
      • Asset identification
      • Configuration database maintenance
      • Asset information audit verification
      • Monitor alerts, dispatch service or supply orders as required
Ricoh will proactively manage the consumables needs with an automated toner replenishment system.
   • Ordering of consumables for the fleet
   • Managing inventory to par levels
   • Ensures consumables are delivered to the point of contact for each device
   • Oversees the depletion of consumable inventory as technology refresh begins
   • Provides consumables data for monthly/quarterly customer reports

<table>
<thead>
<tr>
<th>Role</th>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ricoh Systems</td>
<td>1</td>
<td>TRAC Solution Consumable Alert</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Web Smart Toner Out alert is emailed directly to the On-Site Ricoh Full Time employee.</td>
</tr>
<tr>
<td>First Level Contact</td>
<td>4</td>
<td>Identify Consumable Need</td>
</tr>
<tr>
<td></td>
<td></td>
<td>First Level Contact identifies need for new consumable item, other than by TRAC Solution service request or automated consumables alert</td>
</tr>
<tr>
<td>First Level Contact</td>
<td>5</td>
<td>Check Onsite Inventory</td>
</tr>
<tr>
<td></td>
<td></td>
<td>First Level Contact determines if requested item is on-hand. Contact the requestor to update status (if service request originated from end user)</td>
</tr>
<tr>
<td>First Level Contact</td>
<td>10</td>
<td>Install/Replenish</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Install or replenish consumables item.</td>
</tr>
<tr>
<td>First Level Contact</td>
<td>11</td>
<td>Update Inventory Record</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Update inventory spreadsheet to decrement count of replenished item</td>
</tr>
<tr>
<td>First Level Contact</td>
<td>12</td>
<td>Inventory Low?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If Yes, Re-order submitted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If No, proceed to End</td>
</tr>
</tbody>
</table>

9. IMAC-D Management
IMAC-D (Install-Move-Add-Change-Disposition) Management administers and coordinates all device-level aspects of installations, movements, additions, changes or disposals to device layouts and fleet configurations. The aim is to act as a liaison between Virginia Military Institute and 3rd party and to conduct all aspects of device removal in a secure and environmentally safe manner.

Ricoh provides services to manage and coordinate all aspects of installations, moves, additions, changes or disposal (IMAC-D's) to device layouts and fleet configurations. Upon request, Ricoh provides logistical support to ensure a smooth implementation related to IMAC-D's. For Ricoh-serviced devices, Ricoh service technicians perform the actual device IMAC-Ds. Ricoh also acts as a liaison between the customer and third party vendors when necessary.

RICOH RESPONSIBILITIES
Ricoh will:
• Develop an IMAC-D process, form and checklist as part of the MPS Operations Procedure guide that will be used for each IMAC-D transaction.
• Dispose of removed devices in a certified environmentally responsible way as defined by the local authority at the location within the United States at which the devices are disposed, and in accordance with Virginia Military Institute's documented asset management and security policies.
• Update TRAC asset database to reflect changes.
• Maintain documentation for the delivery to include pre-installation, installation and post installation operational checklist verification with Virginia Military Institute.
Virginia Military Institute’s Responsibilities

Virginia Military Institute will:
- Provide Ricoh with documented asset management and security policy at the start of the implementation phase and any updates thereto, throughout the term of the SOW.
- Review and approve Ricoh’s IMAC-D process document to ensure compliance with Virginia Military Institute’s documented change management process.
- Follow the agreed IMAC-D process for all device installations, changes, moves, additions and deletions, including those conducted by Virginia Military Institute personnel.

10. Management Information Reporting:
Management Information Reporting includes continuous trending, control and service activities reporting. The core services of Management Information Reporting are:
- Transforming data into trend analysis
- Total Cost of Ownership & Utilization
- Providing operational information for service delivery management
- Supporting Service Level Agreements
- Monitoring performance of Service Improvement Plans (SIP)
- Presenting data with accuracy, identifying benefits and transforming processes aligning with strategic and operational decisions
- Automating a web-based customer satisfaction survey
- These reports will be provided during scheduled account reviews.

11. TRAC System for Help Desk Support
- Ricoh will provide Virginia Military Institute’s IT staff with the service request module and asset module to utilize for their IT help desk ticketing system.
- The inventory module will allow for 2500 assets to be contained inside the system.
- Ricoh will provide training for Virginia Military Institute personnel for the Help Desk.
- Ricoh will upload or enter the initial asset inventory as provided by VMI into the TRAC ticketing system.
- VMI staff with enter subsequent assets into the TRAC system.

TRAC Reporting Procedures
There are twelve primary reports that will be used to effectively manage and analyze fleet performance. The following table identifies the reports, the report location and frequency of use for each report.

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Report Location</th>
<th>Frequency of Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset Location Report</td>
<td>Asset Module</td>
<td>Monthly</td>
</tr>
<tr>
<td>Asset Expenses and TCO</td>
<td>Asset Module</td>
<td>Monthly</td>
</tr>
<tr>
<td>Asset Utilization and Cost</td>
<td>Asset Module</td>
<td>Monthly</td>
</tr>
<tr>
<td>Asset Utilization BW &amp; Color</td>
<td>Asset Module</td>
<td>Monthly</td>
</tr>
<tr>
<td>MPC Fleet Service Call Summary by Device</td>
<td>Service Module</td>
<td>Monthly or with exception to elevated service calls</td>
</tr>
<tr>
<td>Open Work Orders</td>
<td>Service Module</td>
<td>Daily</td>
</tr>
<tr>
<td>Machine Uptime Performance</td>
<td>Service Module</td>
<td>Weekly</td>
</tr>
<tr>
<td>MPC Fleet Service Summary Enterprise</td>
<td>Service Module</td>
<td>Monthly</td>
</tr>
</tbody>
</table>

12. Accessories
   a. Adding
      The chart below outlines the monthly cost structure to add accessories to devices in the field after the initial installation.
   b. Request
      for accessories will be made through VMI’s purchasing department and added to the contract.
with an approved addendum.

Ricoch will add these fees to the monthly bill to VMI as well as the billing template to the departments that has added the accessory.

<table>
<thead>
<tr>
<th>Model</th>
<th>Monthly Flat Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ricoh Aficio MP201SPF</strong></td>
<td></td>
</tr>
<tr>
<td>Optional accessories</td>
<td></td>
</tr>
<tr>
<td>Paper Feed Unit PB1030</td>
<td>$9.00</td>
</tr>
<tr>
<td><strong>Ricoh Aficio MPC2051</strong></td>
<td></td>
</tr>
<tr>
<td>Optional accessories</td>
<td></td>
</tr>
<tr>
<td>Punch Unit PU3010NA</td>
<td>$20.00</td>
</tr>
<tr>
<td><strong>Ricoh Aficio MP4002SP</strong></td>
<td></td>
</tr>
<tr>
<td>Optional accessories</td>
<td></td>
</tr>
<tr>
<td>Finisher SR3120</td>
<td>$61.00</td>
</tr>
<tr>
<td>Punch Unit PU3030 NA</td>
<td>$17.00</td>
</tr>
<tr>
<td><strong>Ricoh Aficio MPC3502</strong></td>
<td></td>
</tr>
<tr>
<td>Optional accessories</td>
<td></td>
</tr>
<tr>
<td>Booklet Finisher SR3100</td>
<td>$68.00</td>
</tr>
<tr>
<td>Punch Unit Kit PU3000</td>
<td>$17.00</td>
</tr>
<tr>
<td><strong>Ricoh Aficio MP C4502</strong></td>
<td></td>
</tr>
<tr>
<td>Optional accessories</td>
<td></td>
</tr>
<tr>
<td>Booklet Finisher SR3110</td>
<td>$87.00</td>
</tr>
<tr>
<td>Finisher SR3120</td>
<td>$61.00</td>
</tr>
<tr>
<td>Punch Unit PU3030 NA</td>
<td>$17.00</td>
</tr>
<tr>
<td><strong>Ricoh Aficio MP6001</strong></td>
<td></td>
</tr>
<tr>
<td>Optional accessories</td>
<td></td>
</tr>
<tr>
<td>RT43</td>
<td>$47.00</td>
</tr>
<tr>
<td>2/3 Hole Punch Unit Type 3260</td>
<td>$16.00</td>
</tr>
<tr>
<td><strong>Ricoh Aficio MPC6501</strong></td>
<td></td>
</tr>
<tr>
<td>Optional accessories</td>
<td></td>
</tr>
<tr>
<td>SR4040 Finisher (2,000 Sheet Finisher - Saddle Stitch)</td>
<td>$114.00</td>
</tr>
</tbody>
</table>

13. Additional Equipment

a. will have the ability to add equipment after initial contract start date. The requirement to add equipment will be based on a minimum copy volume outlined below.

b. If minimum volume bands are not met in a given month, VMI will be billed the minimum monthly copy volume for these devices.

Adding VMI
<table>
<thead>
<tr>
<th>Model</th>
<th>Minimum Monthly Copy Volume</th>
<th>Maximum Monthly Copy Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ricoh Aficio MP201SPF</td>
<td>500</td>
<td>2000</td>
</tr>
<tr>
<td>Ricoh Aficio MPC2051</td>
<td>2000</td>
<td>4500</td>
</tr>
<tr>
<td>Ricoh Aficio MP4002SP</td>
<td>4500</td>
<td>8000</td>
</tr>
<tr>
<td>Ricoh Aficio MP C4502</td>
<td>8000</td>
<td>10000</td>
</tr>
<tr>
<td>Ricoh Aficio MPC3502</td>
<td>6000</td>
<td>8000</td>
</tr>
<tr>
<td>Ricoh Aficio MP6001</td>
<td>10000</td>
<td>15000</td>
</tr>
<tr>
<td>Ricoh Aficio MPC6501</td>
<td>20000</td>
<td>30000</td>
</tr>
<tr>
<td>Ricoh SP 4310N</td>
<td>500</td>
<td>2000</td>
</tr>
<tr>
<td>Ricoh SPC242N</td>
<td>Minimum Color Volume 250</td>
<td>Maximum total volume 2000</td>
</tr>
</tbody>
</table>

**Facility Logistics and Environment**

| Number of Locations: | 1 |
| Locations Serviced:   |   |

**Changes in Scope of Work**

Any change to the Scope of Work must be made through a written addendum to the Agreement and signed by both parties.
Managed Printer, Fax and Copier Services Proposal (Project #V211-12-047)

Charles Hammond  
Senior Account Executive  
IXON Office Solutions, Inc.  
A Ricoh Company  
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Roanoke, VA 24018  
(540) 776-1412  
charles.hammond@ricoh-usa.com

Chris Newsom  
Managed Document Services Specialist  
IXON Office Solutions, Inc.  
A Ricoh Company  
8701 Park Central Drive, Suite 400  
Richmond, VA 23227  
(804) 287-4119  
christopher.newsom@ricoh-usa.com

Reservations of Rights—In response to your request, we have reviewed and are responding to the terms and conditions in your RFP or invitation. Based on our review of the information provided by you, Ricoh is confident that contracts acceptable to us may be reached promptly following any award. Specifically, we recognize your right to negotiate and approve the terms and conditions of any contract following award and respectfully reserve the same right. We acknowledge that all contract terms and conditions must be mutually agreed upon by both of us. Our proposal represents our commitment with respect to pricing, equipment specifications and our proposed solution. Following bid award, we contemplate that we will both negotiate and sign, in the exercise of good faith, customary definitive agreement(s) to govern our relationship, and provide reasonable assurances of our authority to enter into such agreements. In an effort to expedite the finalization of our agreements, we have noted the following topics for our discussion, which are either not addressed in your request or for which we request further clarification:

- To the extent you lease from us, customary terms and conditions related to equipment financing, subject to customary non-appropriation rights;
- Mutually acceptable terms related to the measurement and calculation of service levels, including customary terms related to reporting requirements and remedies;
- Standard industry service termination and default, rights and remedies, including reasonable written notice requirements and cure periods;
- Risk of loss and insurance requirements during possession of provided equipment;
- Assignment rights subject to prior credit approval;
- Standard industry warranties for service and support and the transfer of applicable manufacturer product warranties, as well as customary limitations of implied warranties;
- Mutual indemnification for third-party claims arising from acts of misconduct in connection with the performance of services; and
- Mutual liability protections for consequential and similar damages

As is customary for transactions of this type, any acknowledgements made by each of us are qualified by the right to negotiate mutually acceptable terms. Our proposal is based upon the information provided by you, and the assumptions made by us in preparing our response. Any changes to information or assumptions may, if material, require modification. Upon award, we will be pleased to work with you to promptly finalize mutually acceptable contract terms and, if applicable, provide copies of appropriate contract forms for that purpose.

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February 8, 2012

Virginia Military Institute
Purchasing Office
314 Smith Hall
Lexington, VA 24450

Subject: Managed Printer, Fax and Copier Services Proposal (Project #V211-12-047)

Dear Ms. Kelly:

Ricoh Americas Corporation (Ricoh), is pleased to submit the enclosed proposal for Managed Printer, Fax and Copier Services to Virginia Military Institute, in response to the December 14, 2011, Request for Proposal, No. V211-12-047. Our package includes one original and four hard copies, as required by the RFP.

If you have any questions or require additional information, please do not hesitate to contact me. We look forward to hearing from you.

Sincerely,

Charles Hammond
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<td>Tab 10</td>
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<td>Tab 11</td>
</tr>
<tr>
<td>Appendix F—Proposed Equipment Specifications</td>
<td>Tab 12</td>
</tr>
</tbody>
</table>

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EXECUTIVE SUMMARY

VIRGINIA MILITARY INSTITUTE GOALS AND OBJECTIVES

Through its December 14, 2011, Request for Proposal (RFP), Virginia Military Institute seeks a supplier to provide managed printer, fax and copier services. As stated in the RFP, Virginia Military Institute’s objectives are as follows:

- VMI has approximately 365 laser printers and MFPS, which produce approximately 9,450,000 mono and 1,200,000 color images annually. For more than half of the printer inventory, the volume is estimated to be less than 750 images per month for each printer. The bulk of the devices are located on the main VMI Post with some at the remote Physical Plant facility located at 110 Hines, Lexington. Several devices are located in New Market, Virginia and at the Stonewall Jackson House in downtown Lexington.

- VMI has approximately 36 analog fax machines that are connected to its network via analog-to-IP converter devices. The vendor shall propose a server/fax solution with native IP, faxing-capable MFP devices so that most of these machines can be abandoned. Inbound faxes are to be diverted to VMI’s Exchange email system. VMI’s telephone system is nearly 100% VoIP, and uses Cisco’s Communications Manager, Version 7. Connection to the PSTN is via two Century Link PRI’s. In 2012, it is expected that the PRI’s will be replaced with SIP.

- VMI desires to have a supplier to manage printer, fax and copier services for the above situation. In so doing, VMI anticipates cost savings, a better end-user experience with associated process efficiencies, better allocation of VMI IT resources and optimized use of correctly placed network peripheral resources.

Ricoh Americas Corporation (Ricoh) has carefully reviewed the requirements of the RFP and all information provided by Virginia Military Institute throughout the RFP process. This proposal is the result of our analysis of that information and defines our approach to the requested services. We are confident that the Ricoh advantage will be clearly evident.

Current Partnership with Virginia Military Institute

Ricoh Americas Corporation through Ricoh’s owned subsidiary IKON Office Solutions has been providing document services to VMI in excess of 25 years. During that time we have worked closely with multiple areas on Post. Current examples are Information Technology, Comptroller’s Office, Psychology Department, and Business Office.

Additionally, during this time we have regularly introduced document services concepts and ideas to VMI in a continual effort to assist VMI in the mission of continual improvement. Our history and involvement with VMI has enabled us to transcend the mere vendor / customer relationship and enabled a partnership and trusted advisor relationship that has benefited both Ricoh Americas and VMI. We look forward to continuing this relationship with VMI through the award and implementation of this RFP.
Proposal Highlights

Our proposed solution includes the following components:

- Replacement of all current networked MFP’s and printers with brand new Ricoh devices that are of similar capabilities than current installed base.
- Fax Server
- Business partner and trusted advisor to VMI that results in cost savings both initially and on a continual basis
- A better end-user experience with improved process efficiencies
- Better allocation of VMI IT resources
- Optimized use of correctly placed network peripheral resources.
- TRAC Software
- FTE on-site taking complete responsibility for devices defined in this RFP
- Golf Cart
- Help Desk Support by FTE

The following table illustrates the key features and benefits of our solution, as they relate to both of the primary objectives stated in the RFP.

<table>
<thead>
<tr>
<th>Virginia Military Institute Objective</th>
<th>Features of Our Proposed Solution</th>
<th>Benefits to Virginia Military Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier to provide managed printer, fax and copier services</td>
<td>On-Site FTE, Printer and MFP replacement, TRAC Software</td>
<td>Better allocation of VMI IT Staff, More collaborative relationship and intuitive understanding of the unique requirements of VMI because of on-site FTE presence, better end user experience with improved business processes, optimized use of correctly placed network peripheral devices, lower costs both initially and on-going.</td>
</tr>
<tr>
<td>Server/fax solution with native IP, faxing-capable MFP devices</td>
<td>Open Text RightFax Server</td>
<td>Elimination of 36 antiquated fax machines and associated costs; elimination of analog fax lines; reduced costs; improved accuracies, efficiencies and tracking of fax receipt, fax transmission and fax routing because of advanced RightFax server capabilities.</td>
</tr>
</tbody>
</table>

Proposal Term

Ricoh’s proposed pricing is valid for 45 calendar days from the date of its submittal to Virginia Military Institute.

ALIGNMENT OF GOALS

Virginia Military Institute’s mission is to produce educated, honorable men and women, prepared for the varied work of civil life, imbued with love of learning, confident in the functions and attitudes of leadership, possessing a high sense of public service, advocates of the American democracy and free enterprise system, and ready as citizen-soldiers to defend their country in time of national peril.

To accomplish this result, Virginia Military Institute shall provide to qualified young men and women undergraduate education of highest quality—embracing engineering, science, and the arts—conducted in and facilitated by the unique VMI system of military discipline.
Ricoh’s focus is on providing superior solutions related to document workflow and managed services that support and advance this mission. Our approach is one of careful, detailed evaluation by exceptional people, using defined best practices and processes, and applying best-in-class technology to determine the optimal solution. Indeed, one of our core values is that we are customer-centric, stated as follows:

Although we are a global company, we must not lose sight of our entrepreneurial spirit to understand each customer’s needs from their “eye-level,” which brings new value to those we serve.

**OUR COMMITMENT TO THE RFP PROCESS**

Ricoh understands that Virginia Military Institute intends to select its supplier as quickly as possible, after careful consideration. We also understand that proposals often raise as many questions as they answer. The success of our consultative approach is based on our commitment to match the most appropriate and cost-effective solution to each customer’s specific business needs. Therefore, we look forward to the opportunity to address any questions Virginia Military Institute may have and to present our solution.
Virginia Military Institute  
Lexington, Virginia 24450-0304  

REQUEST FOR PROPOSAL  
RFP MV211-12-047  

Issue Date:  
15 December 2011  

Title:  
Managed Printer, Fax and Copier Services  

Pre-Proposal  
Conference Date:  
Tuesday, 10 January 2012 at 10:00 AM EST -- Mandatory  

Due Date:  
Wednesday, 8 February 2012 at 3:00 PM EST (mailed or hand delivered to the VMI Purchasing Office)  

Commodity Code:  
98525 Copiers; 20477 Laser Printers; 60046 Facsimiles  

Issuing Agency:  
Virginia Military Institute  
Purchasing Office  
314 Smith Hall  
Lexington, VA 24450  

Period of Contract: The term of this contract is for a period of five (5) years from the Date of Award with an option for five (5) successive one (1) year renewals. 

If Proposals are mailed: send directly to the Issuing Agency shown above. If proposals are hand delivered, deliver to the Virginia Military Institute, Purchasing Office, 314 Smith Hall, Lexington, VA 24450.  

IDENTIFICATION OF PROPOSAL ENVELOPE: The signed bid should be returned in a separate envelope or package, sealed and identified as instructed in Section IX, paragraph H. The envelope should be addressed as directed in the heading of this Page of the solicitation. No other correspondence or other bids should be placed in the envelope. 

PRE-PROPOSAL CONFERENCE: Mandatory: A mandatory pre-proposal conference will be Tuesday, 10 January 2011 at 10:00 AM EST at the Information Technology Offices, 338 Nichols Engineering Building, Lexington, VA. The purpose of this conference is to allow potential offerors an opportunity to present questions and obtain clarification relative to any facet of this solicitation. 

Due to the importance of all offerors having a clear understanding of the specifications/scope of work and requirements of this solicitation, attendance at this conference will be a prerequisite for submitting a proposal. Proposals will only be accepted from those offerors who are represented at this pre-proposal conference. Attendance at the conference will be evidenced by the representative’s signature on the attendance roster. No one will be admitted after 10:00 am EST. Bring a copy of the solicitation with you. Any changes resulting from this conference will be issued in a written addendum to the solicitation. Claims as a result of failure to inspect the job site will not be considered by the Institute. 

All Inquiries for Information Should Be Directed To: Dinah A. Kelly, VMI Purchasing Office - Phone (540) 464-7137 or kellyda@vmi.edu. Use of the Understanding of Requirement Form, Attachment A must be used for questions concerning specifications or statement of needs and submitted ten (10) days prior to due date of your proposal. 

In Compliance With This Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. 

Name and Address Of Firm:  

Date:  
2/2/12  

By:  

Name:  
(william gale, Jr.)  

Title:  
EVA Vendor ID or DUNS number: 
ES8 37114  

Phone: (804) 727-5209  
E-mail: william.gale@vmi.edu  
Fax: (804) 727-5112  

Minority Vendor: _____ Woman owned: _____ Small Business: _____ Dept. of Minority Business Enterprise Cert.: _____  

*NOTE: If you are an individual with a disability and need reasonable accommodations, please contact VMI Purchasing (540) 464-7323, no later than Noon, 9 January 2011.  

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, §2.2-3343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.
ADDENDUM NO. 1 TO ALL OFFERORS: 19 January 2012

Reference RFP: V211-12-047
Dated: 15 December 2011
Response Due Date: 8 February 2012

Meeting minutes/questions and answers:

Pre Proposal Conference was mandatory to respond to the RFP. The meeting started promptly at 10:00 am.

Ms. Kelly cautioned against overnight/next day delivery of proposals via UPS, USPS and FedEx. There is no guarantee of delivery to VMI by 3:00 pm on the due date by any of the above mentioned delivery services.

Meeting was turned over to Col Hopkins and Wes Robinson for questions and answers. Answers to all questions are in bold below.

Attachments with this addendum include:

VMI Fleet Statistics
Copier (MFP’s) Specifications
Volumes by devices

QUESTIONS AND ANSWERS

1. Page 8- 9, 1f – iii - Provide electrical vehicle – will a motorized vehicle work?
   No, only an electric vehicle is acceptable. The model VMI uses is made by “GEM”.

2. Will VMI provide parking and power for electrical vehicle?
   Yes
3. Page 9 – 2b – Explain the methodology for adding new assets related to this proposal to the Institute after initial installation.

   The vendor shall propose the method of adding additional printers after the initial deployment cycle.

4. Page 10, 3b – Please explain; Provide documentation describing how the solution can reduce the total cost of printing as compared to the current environment, enhance productivity, and provide a "greener" solution.

   Current environment has very little control, some devices we lease, rent and some we own. VMI wants to improve service and lower its cost. *NOTE – DELETE – "compared to the current environment".*

5. Will this be a single take down or roll out when leases are expired?

   Single take down, but will consider a proposal to replace when the lease or warranty expires.

6. How did VMI come up with the total page counts?

   Monitored network, comfortable with the network figures, non-network is a guesstimate.

7. Will vendor supply paper?

   No

8. Are you looking to replace single printers?

   We are looking to optimize our printing devices, some areas we will optimize and some will be one on one replacement.

9. What proportion of which devices are networked and which are not?

   All new devices will be networked; vendor will need to manage this as well.

10. Page 28 & 29 – list of devices:

    The assumption to be made is that all devices listed will be replaced with equivalent models and in accordance with the specifications outlined in this document. The current VMI owned devices will be moved by the vendor to a central storage area. VMI will manage the disposal of those devices.

11. Number of devices on list doesn’t add up. What is the total?

    See corrected list attached (VMI Fleet Statistics).

12. What operating system will devices need to support?
Windows 2008, 2003, 7, XP, and MAC OS

13. Will vendor pay off lease cost?

No VMI will take care of this. VMI will also take care of disposal of all devices.

14. Page 10, 3c – Will VMI provide print server?

VMI will provide print server, fax hardware. Vendor will provide fax server.

15. Is vendor expected to handle help desk?

VMI may consider integrating our helpdesk with vendor’s helpdesk or offer its system for all VMI help desk transactions.

16. What are the specifics of VMI’s helpdesk and what software is used?

VMI has three helpdesk staff members. Two staff members are located at the main help desk for faculty and staff, and one member is located in the Barracks for cadets. The current Help Desk ticketing application is Epicor Clientele Version 7.30.3600. The ticketing system maintains all IT related calls including reporting and resolution of software and hardware issues, installation of software and hardware, and user training related questions.

17. Is VMI interested in hearing what value vendor has to add?

Yes

18. Will VMI be doing charge backs to departments?

No, the billing must be able to provide usage statistics by department.

19. What does VMI want the fax server to do?

Outbound faxes are to be scanned by the copier and sent to the fax server for delivery. Inbound faxes are to be handed off to departmental email inboxes on the VMI Exchange unified message system.

20. Regarding cost accounting, what does VMI want?

VMI does not need a coin machine or dollar bill machine. Cost accounting just for printing.

21. Can VMI provide total fax volume?

Outbound – NO

22. What access will vendor have to install and maintain devices?

Classes cannot be disrupted.
23. Does VMI have an on-site print shop?

   No

24. What is expected of on-site person provided by vendor?

   This person will be available every work day, if on vacation or out sick a replacement will be provided by vendor. This person will be part of the IT infrastructure here at VMI. Primary on-site point of contact for all printer, copier, and fax help desk calls.

25. Define SLA.

   The SLA is to be proposed by the vendor.

26. What is the implementation schedule?

   Would like to start no sooner than 1 March 2012 and complete by June 2012.

27. Page 9 regarding zero minimums - will VMI accept base?

   No, however variable rates will be considered.

28. When does school close?

   Graduation is May 16; this work is to be done during normal working hours.

29. What are the details of installing printers, drivers?
   
   a. Unboxing and physically placing printer at the designated site.
   
   b. Installation of toner and other local configuration as specified by the manufacturer.
   
   c. Physically connecting the device to the electrical outlet and Ethernet network.
   
   d. Installing necessary print drivers, configuring the IP port, and assigning a printer name.

   In accordance with a standard naming convention on a centralized print server.
   
   e. Providing information to IT staff and/or users for purpose of mapping the printer.
   
   f. The print server hardware, OS, and back end configuration, as well as physical network connection will be provided and maintained by IT.

30. How many desktop are on post?

   Approximately 1500 installed on print server.

31. Is the pricing to include all equipment?

   Yes
32. How do we know what to replace each device with?
   Each device is to be replaced with “similar or better”.

33. Do you have volumes for printer?

34. See attached (volumes by devices).

35. As a vendor we need to know what historical volume is.
   See attached (volumes by devices).

36. Will faxes be delivered to individual people?
   No, faxes will be delivered to departmental email in boxes on VMI’s Exchange system.

37. Is there a requirement for wireless printing?
   A wireless printing solution for the public wireless network in select locations is desired.

38. What is the vision for fax service, will this be included in cost per click?
   Yes

39. What cellular phone service will the FTE be required to have?
   Verizon

40. Is VMI open to help desk off-site?
   The system may be in the “cloud” but, the technician must be on-site.

41. Does VMI’s help desk ticket everything?
   We have a centralized IT environment.

42. Will there be a job site inspection?
   VMI will work with the vendor regarding the placement and size of devices for each area.

43. What will vendor provide?
   Everything except paper.

44. Will wide printers (plotters, etc.) be replaced?
   No

45. Vendors need to know what VMI wants on each device; 1 or 2 drawers, stapling, 3 hole punch, fax, scanning, etc.
VMI will provide vendors with a multi-tier equipment specification, see attached) (MFP's Specifications).

46. Can you provide network volume of system borrowed?

See attached (VMI Fleet Statistics).

47. Can you provide information on networked devices including location?

Network devices exist primarily on VMI Post with the exception of 24 devices located at the VMI Physical Plant at 110 Hines Lane, and four devices located at the Stonewall Jackson House at 8 East Washington Street.

48. What scanning capabilities are required?

Scan to email, PDF conversion, and to the FAX server.

49. What printing capabilities are required; post script or standard print?

VMI uses PCL 5 & 6; we also need the ability to print from MAC's.

50. How many users are networked?

1600 Cadets

500 faculty, staff and employees

51. Would VMI consider a variable rate depending on volume with each printer?

Yes

52. Is there a preferred manufacturer?

No specific manufacturer however the manufacturer is expected to be a reputable and recognized company.

53. Do you want new or refurbished devices?

VMI will accept new devices.

54. If a certificed SWaM business is serving as prime, does this satisfy the requirement to utilize Swam partners, or does this mean that another SWaM partner has to be identified to be in compliance.

Yes, if the SWaM business is certified with DMBE and is the prime this does satisfy the requirement.
55. Can VMI provide a count of the number of current MFP machines that do 3 hole punch? Machines that do 3 hole punches are considerably more expensive and we need to factor that into our proposal.

The number of present hole punching machines is not relevant. On the MFP/Printer requirements document, all Level 2 and higher MFP machines will require 2/3 hole punching.

NOTE: A signed acknowledgement of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must also be signed.

[Signature]

Ricoh Americas Corporation

Name of firm

[Signature] Title ES005 Date 2/2/12
ADDENDUM NO. 2 TO ALL OFFERORS: 26 January 2012

Reference RFP: V211-12-047

Dated: 15 December 2011

Response Due Date: 8 February 2012 (THIS DATE HAS NOT BEEN EXTENDED)

NOTE: Friday January 27 is the cutoff date for questions regarding this RFP. No more questions will be answered after this date.

QUESTIONS AND ANSWERS

1. I have some questions regarding the addendum that was released for the above mentioned RFP. The following Dell and Lexmark machines appear on the “Volumes by Device PDF” but not on the “VMI Fleet Statistics PDF”. Do you know why they do not appear on the "VMI Fleet Statistics PDF"? Are they being replaced?

<table>
<thead>
<tr>
<th>Device</th>
<th>Quantity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell 2335dn Multifunction Laser Printer</td>
<td>1,645</td>
<td>0</td>
</tr>
<tr>
<td>Dell 2335dn Multifunction Laser Printer</td>
<td>272</td>
<td>0</td>
</tr>
<tr>
<td>Dell 2335dn Multifunction Laser Printer</td>
<td>183</td>
<td>0</td>
</tr>
<tr>
<td>Dell 2335dn Multifunction Laser Printer</td>
<td>419</td>
<td>0</td>
</tr>
<tr>
<td>Dell 2335dn Multifunction Laser Printer</td>
<td>159</td>
<td>0</td>
</tr>
<tr>
<td>Dell Color Laser Multifunction 3115cn</td>
<td>11</td>
<td>52</td>
</tr>
<tr>
<td>Dell Laser 3000cn</td>
<td>455</td>
<td>1216</td>
</tr>
<tr>
<td>Lexmark T630</td>
<td>3,925</td>
<td>0</td>
</tr>
<tr>
<td>Lexmark T634</td>
<td>413</td>
<td>0</td>
</tr>
<tr>
<td>Lexmark T640</td>
<td>1296</td>
<td>0</td>
</tr>
</tbody>
</table>

[Type text]
Lexmark T640  86   0
Lexmark T640  972   0

The following device listed on the “VMI Fleet Statistics PDF” does not list a model number; do you know what the model number is? HP Color LaserJet

The Dell and Lexmark printers are owned by the Federal Government and are not to be replaced.

The HP LaserJet model is 2600 and the monthly page count is unknown.

2. During the conference the Col told us that each MFP would need to send incoming faxes from a department fax to “one” email address and the one would be accessible to all of the employees that used that MFP. Can you verify that this is the way VMI will use fax forwarding to email?

We prefer every MFP to not have a FAX card. Rather the MFP will need to be configured to deliver a scanned FAX image over the IP network to a FAX server which will send out the FAX. Inbound FAX will be received by the FAX server and it will deliver the FAX to a departmental Exchange email box associated with the fax number. We expect to have as many as 36 FAX numbers already assigned to various departments. The vendor is required to provide the FAX server software and setup. VMI will provide the FAX server hardware and operating system. If the vendor wishes to offer a variation on this, it will be considered.

3. To be able to forward faxes to an email address from the MFP there will have to be a fax option on each MFP. You will also need to fax out from the Post to an outside location which would require a fax on each MFP.

The only communications requirement to send a FAX (scanned facsimile) from a MFP to an email address is for the MFP to be connected to the IP network. We presently have MFP’s without FAX cards doing this.

To send a FAX (scanned facsimile) from a MFP to a dedicated FAX machine in our current environment does require the MFP to have a FAX card, because we do not have a FAX server. In an environment where a FAX server is present, having a FAX card in each MFP is redundant. My earlier answer describes how it can and should function.
NOTE: A signed acknowledgement of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must also be signed.

Ricoh Americas Corporation

Name of firm

[Signature]

Title: ES005

Date: 2/2/12
ADDENDUM NO. 3 TO ALL OFFERORS: 27 January 2012

Reference RFP: V211-12-047

Dated: 15 December 2011

Response Due Date: 8 February 2012 (THIS DATE HAS NOT BEEN EXTENDED)

NOTE: Friday January 27 is the cutoff date for questions regarding this RFP. No more questions will be answered after the close of business for VMI (4:30) on this date.

QUESTION/ANSWERS

1. I notice that there is 2 section “B’s” under Roman numeral VI.

   B. General Requirements – page 7

   B. Specific Requirements – page 8

   Should the second “B” actually be a “C”? I only ask because we want to make sure that our proposal is clear for VMI when we submit.

   Yes

2. Is the selected vendor going to provide a PC for the help desk person or will VMI be providing the PC? If VMI is providing, what is the specifications of the PC?

   VMI will provide the PC. The PC will be a Dell OptiPlex 790.

ADDITION/DELETION:

For Levels 1, 2, 3 and 4 under MFP Specification by Print Speed and Volume Level (this was an attachment in Addendum # 1), DELETE, “Placement at sites needing a minimum of” and replace with, “Placement at sites require a target of”
GENERAL REQUIREMENTS

To facilitate your review of our response, we have inserted text from the Virginia Military Institute RFP in blue, and Ricoh responses primarily in black (Ricoh tables will be navy blue).

Proposals should be as thorough and detailed as possible so that the Institute may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following information/items as a complete proposal:

1. QUALIFICATIONS AND EXPERIENCE:
   a. Provide an organizational chart indicating which individuals or positions would have knowledge of an agreement with the Institute, and the degree to which each person would be responsible to an Institute account, including names of project managers and construction superintendents. Include proof of required trade certifications.

   We assign a cedicated team of professionals to each customer engagement based on individual project requirements. This team assesses the specific project requirements, goals and objectives and tailors a set of services accordingly.

   The organization of our Virginia Military Institute account team is illustrated in the following chart. The team consists of the integrated account manager, the management operations support organization and the on-site customer service team. This organizational structure ensures a dedicated customer service team with the expertise necessary to provide day-to-day support. The team also includes specialized project support from management personnel who have the ability to assign resources, manage operations and provide technical support and financial analysis.

   ![Organizational Chart Image]
Key Account Team Roles and Responsibilities

A summary of key account team roles and responsibilities follows:

Strategic Account Executive—Charles Hammond

Following contract award, our strategic account executive (SAE) assists in the transition, implementation and ongoing provision of local on-site operations. The primary responsibility of the SAE is to serve as an additional resource and liaison between our team and Virginia Military Institute executives. To ensure satisfaction, our SAE will work closely with Virginia Military Institute to develop tailored solutions that align with the organization’s specific business objectives. The SAE will continually assess each situation to find opportunities for improvement and increased efficiency. In addition, the SAE is responsible for participating in formal quarterly account reviews and maintaining communication with Virginia Military Institute executives.

Integrated Account Manager—Melissa Anderson

We designate an integrated account manager (IAM) for each customer project. This individual is ultimately responsible for ensuring compliance with agreed service levels, intra-site communication and Virginia Military Institute satisfaction. The IAM will coordinate operational functions between on-site customer representative(s) and other support personnel.

The IAM will also function as a liaison among our management, Virginia Military Institute and our customer service team. If situations arise that it deems are beyond our on-site leader’s scope, Virginia Military Institute has direct access to the IAM, who can provide additional assistance or engage other resources, as required. The IAM will also coordinate support from our management operations support group for the on-site leader.

Major Responsibilities

- Ensure total Virginia Military Institute satisfaction
- Act as primary liaison for our relationship with Virginia Military Institute
- Communicate with our Human Resources team for site staffing requirements
- Resolve problems and develop appropriate action plans
- Provide ongoing employee development and site-specific training
- Manage employees through goal setting, feedback and training
- Evaluate all equipment and technology on a regular basis to ensure that Virginia Military Institute requirements are fulfilled by the current configuration
- Provide appropriate reporting on volume, service levels, user satisfaction, issue resolution and proposed procedural changes
- Initiate and coordinate all Virginia Military Institute account review programs, including the monthly operational performance report, a quarterly review and the annual review
- Communicate with our management operations support resources to gain information on new technology, obtain analysis support and draw from our best practices using our Ricoh Service ExcellenceSM methodology

Service Delivery Manager—TBD

- Oversees daily care and upkeep of Virginia Military Institute output fleet
- First recipient of service-call requests
- Identifies opportunities for movement of over/underutilized devices
- Interacts daily with key Virginia Military Institute contact
- Collects and provides data for monthly/quarterly reports to Virginia Military Institute
- Responsible for IMAC-D activities and approvals
- First line of escalation for service issues
- Manage copier/printer fleet using a proactive approach that focuses on delivering professional and courteous customer service
- Communicate with users regarding requirements and any concerns that arise
- Resolve Virginia Military Institute concerns and implement appropriate action items
- Function as the contact for Virginia Military Institute work requests
- Fulfill work requests, as defined by the contract and directed by Virginia Military Institute customers
- Maintain an open line of communication with customers, peers and management
- Initiate communication and problem-solving regarding customer requirements and concerns
- Orders non-paper consumables for Virginia Military Institute fleet
- Manages inventory to par levels
- Ensures consumables are delivered to point of need
- Oversees the depletion of consumables inventory as technology refresh begins
- Provides consumables data for monthly/quarterly reports to Virginia Military Institute

Field Support Representatives

Field support representatives (FSRs) are responsible for supporting operational objectives at all existing customer sites within a geographic territory. They are considered to be on call and can be assigned to a customer location on very short notice. FSRs substitute for personnel who are out of the office because of events such as illness or vacation and are trained on the functions and methods specific to individual site operations. To maintain consistency and service levels, FSRs are rotated into site operations regularly to ensure familiarity with the personnel, equipment and operating environment. FSRs are routinely recertified on site-specific procedures and operations.

Project Manager—TBD

- Is a national/regional/country resource
- Creates master project plan for implementation of new site or new service area
- Interacts with all internal resources to ensure smooth implementation of MDS contracted services
- Works with Virginia Military Institute project manager
- Drives communication with all parties
- Is certified in either PMI or PRINCE2 methodologies
Implementation Manager—TBD
- Installs services and hardware
- Works with project manager to execute tactical project plan requirements
- Completes template for operational documents
- Acts as liaison to Virginia Military Institute
- Is present on-site during implementation

Solution Consultant—Mike Ives
- Supports Virginia Military Institute at local level
- Acts as primary, presales point of contact for our team regarding software and network solutions
- Conducts device and workflow assessments
- Develops technology and software solutions
- Supports document process optimization activities
- Defines document lifecycle services

Trainer—Logan Proctor
- Trains MDS team employees
- Provides training structure for Virginia Military Institute

b. Describe the offeror's general experience in providing construction of the nature the Institute seeks.

Ricoh has been providing advanced office technology, innovative document services and software for over 75 years. Ricoh's fully integrated hardware and customizable services and software help Institutions share information efficiently and effectively by enabling customers to control the input, management and output of documents.

Ricoh Professional Services began offering Facilities Management outsourcing services over 20 years ago and continues to customize solutions to meet our customer's specific and evolving requirements.

Business support services include, but are not limited to: Managed Print Services (MPS) and/or Convenience Fleet Management Services, IT/Network Services, Facsimile Management Services, Printer Management Services, Mail/Distribution Services, Central Reprographics Management, Shipping and Receiving, Imaging Services, Records Management Services, Help Desk Services, Fulfillment and Inventory Management Services, Host Print Services and Ancillary Services.

Ricoh Managed Document Services is a suite of services focused on effectively governing all aspects of a client's document-related environment. Services involve developing, consolidating, monitoring, controlling and optimizing the output and imaging infrastructure, and can extend beyond the print realm, addressing the entire document lifecycle.

Ricoh was named the winner of the 2011 Leadership Award by the Managed Print Services Association
d. Provide a list of all clients lost within the last three years which includes: a) a contact name and telephone number, b) length of contract and c) reason for the loss.

With over 500,000 customers, we pride ourselves on our customer satisfaction track record. Customers choose to terminate partnerships for various reasons, many of them not related to performance, such as bankruptcies, mergers and restructuring. Confidentiality agreements with these customers often survive the relationships, and many of the contacts with whom we closely worked have moved on to new companies or positions. With that said we have provided references that have agreed to be listed.

Please see Attachment C (Tab 4) - Contractor Data Sheet.

2. PLAN FOR PROVIDING SERVICES:

a. Provide a complete and detailed description of the offeror’s methodology and plan for providing the services described herein.

Ricoh is very familiar with handling managed printer, fax, and copier services within institutions all across the country. Ricoh’s Managed Document Services uses a documented methodology in providing services to new customers. Ricoh Managed Document Services is delivered through our adaptive, customer-centric, five phased approach.

Ricoh's Adaptive Customer-Focused Approach

Every Ricoh MDS deployment is unique, because the services we provide align with the customer’s particular Institutional environment and strategic objectives. Because Ricoh MDS is unique in each deployment — and because it consists of some configuration of 28 services — explaining it requires informational graphics. To that end, we have created two informational graphics representing Ricoh MDS. The first one is a circle that explains our adaptive customer-focused approach. The second is a portfolio that conveys the services we offer.

We chose a circle to depict the Ricoh MDS Journey at the highest level because it is not a linear process with a beginning and end but rather a commitment to continuous improvement and optimization. Our adaptive approach enables our customers to turn over all or part of their document workflow to us. In turn, we collaborate with them to deliver cost savings, competitive advantage, efficiency and security.

While the Understand phase of the MDS Journey is the most logical place to engage with Virginia Military Institute, we can adapt and engage with our customers during any of the five phases (Figure 1).

Figure 1: The MDS Phases
Historically, Ricoh has grown by inventing and selling new products and our commitment to hardware and software innovation is stronger than ever. MDS, however, is about much more than products. Managed Print Services (MPS) is at the heart of Ricoh’s Managed Document Services and MPS best practices set the groundwork; however Ricoh MDS goes beyond printing by focusing on our customers’ strategic objectives and engaging their employees to make long-term improvements to their document information management. This empowers our customers to gain competitive advantages, drive down costs, improve efficiencies and strengthen data security.

Awards and Recognition:

- Ricoh was named as a Leader in Gartner’s Magic Quadrant for Managed Print Services, 2011
- Ricoh was named as a Leader in Gartner’s Magic Quadrant for Multifunction Products and Printers, 2011
- Ricoh was named the Winner of the 2011 Leadership Award by the Managed Print Services Association
- Ricoh was named as a Leader by the International Data Corporation (IDC) in its 2011 MarketScape analysis of Managed Print Services providers
- For the 4th year in a row, Ricoh held the #1 market share for B/W and Color Copiers in the United States, 2011
- Ricoh was named one of the “World’s Most Ethical Companies” for the Third Year in a Row by the Ethisphere Institute, 2011
- Ricoh was named the World’s Best Performing Business for Sustainability Performance in the IT Industry by Oekom Research, 2011
- For the 8th year in a row, Ricoh was again named one of the Global 100 Most Sustainable Corporations in the World by Corporate Knights, 2012
- Ricoh was the first office equipment manufacturer to win the Deming Medal, and is the only such company to win this award twice. The Deming Medal recognizes corporations and individuals who demonstrate an outstanding commitment to quality control, and whose products or inventions make exceptional advances in the pursuit of quality. Fewer than 100 companies have received the Deming Medal.

c. Provide a list of all the offeror’s clients comparable to the Institute’s indicating length of contract and the nature of each project. The Institute may contact and/or visit any of these clients.

Out of respect for our customers and adherence to select nondisclosure agreements Ricoh is somewhat limited to the level of detail we may share with prospective clients. Many clients have asked that Ricoh schedule reference calls to a negotiated time and date so calls are promptly answered and their time is respected. During further discussions and a collaborative dialogue Ricoh can provide customer details. This same courtesy of confidentiality will be extended to Virginia Military Institute.

Please see attachment D (Tab 5) - Client References.
The Elements of Ricoh Managed Document Services

Ricoh MDS Service Delivery Portfolio

This contract-based approach is comprised of a highly-defined portfolio of stand-alone service offerings. For the response of this RFP we will move straight to the Improve and Transform offerings in order to fulfill the specific Virginia Military Institute requirements. This portfolio enables Ricoh to deliver a comprehensive customized solution for each engagement.
Phase II: Improve

Based on the information provided, Ricoh experts articulate a desired future state that will align with Virginia Military Institute's strategic objectives. This Ricoh offering is designed to enhance efficiency, increase productivity, and drive measurable and sustained cost savings.

Technology Solution Design

Using the information provided in this RFP as baseline data, the Ricoh team consisting of the Business Analysts, an Account Manager, an Enterprise Solutions Engineer, a Project Manager, and several technology specialists will provide Virginia Military Institute a recommended future state. Ricoh will provide:

Technology Layout
- Floor mapping—zoned by department, workgroup or physical proximity
- Appropriate number of output systems by zone (based on proximity and proper employee to device ratios)
- Appropriate mix of technology in each zone
- Appropriate device configuration

TCO Reduction
- Placement of the most cost effective technology
- Device monitoring and cost accounting (remote and on-site)
- Standardization of technology and consumables where applicable
- Elimination / reduction of waste (pre-printed forms, old supplies, etc)

Productivity/Process Improvement
- Proper utilization of technology
- Mobile printing
- Load balancing (through rules-based printing)
- Automatic consumable replenishment/firmware downloads
- Automation of service dispatch
- Printer driver management
- Help desk support

Security Enhancement
- Data encryption
- User authentication
- Locked printing
- Fax routing
Green Design
Ricoh will design an output and imaging infrastructure that minimizes the negative impact to the environment. Elements of our green design will go beyond technology right-sizing, addressing areas such as:
- Device recycling, disposal and de-manufacturing
- Toner, consumables and paper recycling
- Print Policy development
- Carbon footprint monitoring and management

Phase III: Transform
Ricoh experts then provide a clear roadmap that shows precisely how to make a successful transition from the current state to the desired future state. Using proven methodologies, Ricoh experts apply a structured approach to ensure that Virginia Military Institute can quickly realize objectives by systematically aligning leadership goals and end-user behaviors.

Implementation Project Management
Effective project planning and management is required to ensure that the transition to Virginia Military Institute’s new environment is accomplished efficiently and with minimized impact to the day-to-day business. Ricoh will work with Virginia Military Institute through a team of dedicated, PMI certified Project Managers who have significant experience in managing complex projects. Our experience will enable us to leverage best-practices for ongoing management support of Virginia Military Institute’s transition to the Ricoh solution. These practices are aimed at minimizing/eliminating impact to the end user, and delivering a consistent level of support in the event an issue should arise. Implementation Project management services include:
- Team development (includes Ricoh and Virginia Military Institute Sponsors)
- Project scope development—objectives, deliverables and timeline
- Roles and responsibilities for project team
- A clear and precise Statement of Work
- A detailed Work Breakdown Structure
- Communications procedures
- Quality control procedures
- Risk control procedures
- Change Management procedures

Delivery, Installation and Configuration Management
Delivery, installation and configuration management ensures that any installations are carefully coordinated with the removal of any old technology in order to minimize any potential disruption to Virginia Military Institute’s daily business. New technology will arrive pre-configured to the specs mutually agreed upon. Elements of Ricoh Delivery, Installation and Configuration Management include:
- Effective coordination of:
  - Delivery and installation of new equipment
  - Removal and disposal of old equipment
  - Configuration of new technology based on agreement
Managed Printer, Fax and Copier Services
Proposal (Project #V211-12-047)

- Hardware/ peripherals/ finishing
- Network information such as IP address, subnet mask and default gateway (if provided)
- Label with asset information
- Printer driver setting management (if provided in advance)
- Device-level programming (e.g., color usage restriction) upon request

Education and Training Services

In order to get Virginia Military Institute end users up and running as fast as possible, Ricoh has developed several different types of educational programs, each designed around the level of need of the individual end user. Education and training services include:

- End user and administrator training on all Ricoh MFPs and Ricoh Software Solutions
- Customized format and agenda based on specific needs
- Ricoh University computer-based training
- Ricoh Global Knowledgebase

Phase IV: Govern

During this phase, Ricoh provides onsite services to drive realization of cost savings, fleet productivity and workflow improvements. We deliver measurable and sustained improvements that differentiate Ricoh MDS from other print solutions and ensure measurable cost containment, reduced IT effort and enhanced end-user satisfaction.

The key to a successful Managed Document Services program lies in the effective on-going governance of the output environment. Measurable benefits are continuously delivered. With the assistance of a variety of tools and utilities, Ricoh will provide on-going assessments and recommendations to help Virginia Military Institute stick to the plan so that the projected cost savings and productivity gains are realized on a continuous basis. Depending on the scope of service, Ricoh can dedicate full-time Service Delivery Managers on-site at any number of Virginia Military Institute locations or provide the service off-site as part of Ricoh’s customer support.

Management Information Reporting

The Service Delivery Manager(s) will provide Virginia Military Institute with detailed reports which include a summary of services, analysis of equipment, performance data, and billing data reconciliation. Reporting on equipment performance and volumes allow Ricoh to identify trends in usage and accurately forecast and plan for the future. These reports are also a mechanism to present opportunities for improvement and will be presented to a Virginia Military Institute executive level contact on a regular basis.

Service Level Management

The Ricoh Service Delivery Manager(s) will provide Virginia Military Institute with periodic reports and conduct review meetings at agreed upon intervals. These reports and meetings focus on contractual obligations and agreed upon metrics, which typically include:

- Service Level Agreements (SLAs)—cost, volume, response time, repair time and uptime.
- Trenns in key SLA metrics
- Problem solving and process troubleshooting/updating
- Product portfolio updates
- Escalation management

Financial Management Services

Ricoh understands that many clients have unique needs when it comes to billing and invoicing. In order to accomplish your financial goals Ricoh will provide Virginia Military Institute with a custom billing and invoicing program based on your organizational needs. Financial Management Services Include:
- Master summary invoicing
- Additional billing information upon request, including:
  - Departmental usage
  - Chargeback files
  - Individual machine usage
- This supplemental information may be customized per your request.

Continuous Optimization

Ricoh will continuously assess Virginia Military Institute’s output and imaging environment and seek further opportunities to gain greater efficiencies and deliver cost savings to Virginia Military Institute. Our continuous optimization methodology is comprised of two elements:
- Fleet Optimization: Ricoh will regularly review and analyze device placement and utilization as well as associated document workflow and recommend optimization strategies including technology relocation, replacement, upgrade/downgrade and technology customization.
- Service Optimization: Ricoh will regularly review and analyze other areas within Virginia Military Institute’s document output and imaging environment and recommend new services or solutions based on technology, software and workflow improvements.

Lifecycle Management

Ricoh will work with Virginia Military Institute in establishing a comprehensive plan to address lifecycle management for all output devices, regardless of brand. This includes:
- The development of an equipment acquisition/refresh/disposition strategy for all output devices, regardless of manufacturer, to include anticipated refresh dates and replacement technology types. This is developed in conjunction with Virginia Military Institute based on established criteria such as age of device, lifetime utilization, TCO, and device performance.
- The development of policies and procedures for equipment installations, moves, adds, changes and disposals (IMAC-D).
- The secure destruction of proprietary Virginia Military Institute information from all outgoing output devices (i.e. hard-drive removal and destruction).
- Environmentally friendly disposal of all outgoing output devices and related consumables.
Maintenance Services

Ricoh will provide Virginia Military Institute with regularly scheduled preventive maintenance and break-fix services for the output fleet. All maintenance services will be performed by service and support representatives at a Virginia Military Institute facility. Maintenance Services include:

- On-site Preventive Maintenance provided by Service Delivery Manager
  - Regular device inspection (paper, toner, overall condition)
  - First response to service requests: check device, clear jams, etc.
  - Unscheduled MFP troubleshooting
  - Placing and tracking service calls
  - Additional user training
  - Break-fix Services
  - Troubleshooting and device repair by an authorized technician

Service Desk

The Ricoh SDM will offer on-site service desk support. Services include:

- Basic Help Desk services for break/fix service calls
- Technical Help Desk support for Ricoh software and solutions
- Integration of Ricoh service calls with Virginia Military Institute’s internal Help Desk system. Options may include:
  - Ricoh staff based on-site using a Virginia Military Institute terminal and manually entering/updating/closing calls in Virginia Military Institute’s system, and using remote management tools to proactively monitor fleet and initiate calls as needed
  - Automated integration of Ricoh’s Service Desk with Virginia Military Institute’s system.

Asset Management

Ricoh will maintain a detailed inventory of all output devices (assets) within Virginia Military Institute through a centralized asset management solution and provide regular assessment reporting to help Virginia Military Institute maintain a complete and accurate inventory of the fleet. This is accomplished through:

- Assigning and applying asset tags to output devices based on Virginia Military Institute’s requirements.
- Maintaining a database related to fleet inventory including 3rd party devices under management. This includes but is not limited to the following device information:
  - Brand, model, category, volume, cost, configuration, serial #, asset tag # (if applicable), IP address, location, installation date, contact name, billing information.
- Updating the database on a regular basis to account for new installs, moves, additions, changes and disposals (IMAC-D).
Consumables Management

Ricoh will proactively manage Virginia Military Institute’s consumables in two separate but not mutually exclusive ways: with a centralized on-site inventory in all staffed locations, and an automated, on-demand toner replenishment system for any non-staffed location. Ricoh will accomplish this through:

- Determining maximum and minimum supply levels per device (or per location) to determine ordering needs
- Ordering and delivering toner to any Virginia Military Institute location upon receipt of low toner alerts
- Maintaining consumables for all devices at or above pre-determined levels. When toner level falls below minimum level, on-site staff will order additional supplies to ensure toner availability
- Ricoh will provide 3rd party device management services, consumables requests will be handled in accordance with the contractual arrangement made with the 3rd party.

On-site Services

As part of a comprehensive MDS offering, Ricoh will provide Virginia Military Institute with on-site services including:

- First response to service requests: check device, clear jams, etc.
- Replacing toner and other consumables
- Paper delivery as needed
- Responding to end users needs
- Additional user training
- Monthly meter readings
- Wiping down copiers
- Cleaning glass

Installation, Movement, Addition, Change and Disposal (IMAC-D) Management

Ricoh will provide services to manage and coordinate all aspects of installations, moves, additions or changes (IMAC-Ds) to device layouts and fleet configurations. Upon request, Ricoh provides logistical support to ensure a smooth implementation related to IMACs. For Ricoh-serviced devices, Ricoh Service Technicians perform the actual device IMAC-Ds. Ricoh can also act as a liaison between Virginia Military Institute and 3rd party vendors when necessary. As part of IMAC-D management, Ricoh will:

- Maintain and manage the latest asset information (Brand, model, category, volume, cost, configuration, serial #, asset tag # (if applicable), IP address, location, installation date, contact name) for all devices.
- Complete the IMAC-D service by the agreed-upon due date.
- Ensure security and destruction of information for all removed devices
- Ensure environmentally friendly removal of all outgoing devices
Device Management

Ricoh will provide device management services to monitor, manage, and report on all output devices in Virginia Military Institute’s fleet from one or more centralized locations. Elements of Device Management include:

- Collection of device information in order to fulfill reporting requirements
- Monitoring of all incidents / alerts in order to dispatch service or order supplies as required
- Enforcement of print policies through rules-based printing
- Energy management
- Automatic firmware updates on Ricoh devices

Ricoh has developed several tools for accurately monitoring and managing your fleet of document output technology. These tools can be used stand-alone or in conjunction with Virginia Military Institute’s existing system in order to provide device management services.

Ricoh TRAC

A Software as a Service (SaaS) tool that tracks and manages assets across the enterprise, manages service requests, consumables, meter readings and environmental impact, and provides fleet usage reporting in real time.

Security Management

In order to assist with any security initiatives within Virginia Military Institute, Ricoh will:

- Ensure security of Ricoh devices and the information contained on those devices.
- Ensure all Ricoh hardware and software (including monitoring tools) comply with Virginia Military Institute's security requirements
- Configure security measures and requirements related to device and documents:
  - User authentication
  - Device-centric security
  - Encryption
  - Access control
  - Access role
- Provide regular audits as required to ensure agreed security measures are current.
- Ensure security and destruction of information for all removed devices.

Document Process Optimization (DPO)

Ricoh can help Virginia Military Institute streamline your document-intensive business processes to reduce costs, and gain time and resource efficiencies. We accomplish this through conducting a detailed analysis of your key business processes and developing customized technology and software solutions to automate steps in the process.
**Organizational Change Management**

Whenever Ricoh implements new processes and infrastructures for our customers, end-user acceptance and adoption are essential for long-term success. However, changing the way people work can be challenging, and overcoming the natural inertia surrounding existing processes requires proactive measures. To address this concern, Ricoh deploys a global change management methodology based on Prosci’s ADKAR®2 Change Management model. Using this structured approach, we enable our customers’ organizations to quickly realize strategic objectives by systematically aligning leadership goals with staff behaviors. Our services ensure that end users have the knowledge and skills they need to meet their corporate goals.

To increase the end user adoption rate of a new output and imaging environment, Ricoh can help Virginia Military Institute construct a Change Management program designed to help employees embrace the change and take ownership of the new environment.

Ricoh offers Organizational Change Management based upon Prosci’s globally recognized ADKAR® methodology, which stands for:

<table>
<thead>
<tr>
<th>Acronym Letter</th>
<th>Definition</th>
<th>What is involved?</th>
</tr>
</thead>
</table>
| A              | Create Awareness of the need for Change | - Management communications  
- End user input  
- Branding initiative  
- Ready-access to information |
| D              | Develop the Desire among the end user community to participate in and support the change | - Environmental sustainability  
- Affiliation and sense of accomplishment  
- Process improvement  
- Incentives |
| K              | Establish the Knowledge of HOW to change | - Training and education  
- Information access  
- Examples and role models |
| A              | Create the Ability to implement required skills and behaviors | - Practice applying new skills or using new processes and tools  
- Coaching  
- Mentoring |
| R              | Apply consistent Reinforcement to sustain the change | - Incentives and rewards  
- Celebrations  
- Personal recognition |

A Ricoh team including the Account Manager, the Project Manager, and the Service Delivery Manager will work with a designated Virginia Military Institute project team to develop the program and ensure its success throughout Virginia Military Institute. Elements of the Change Management Program may include but not be limited to:

- The development of standard policies and procedures
- Official communications materials, including but not limited to:
  - Official branded e-mail announcements endorsed by top management
  - “Did you know” pamphlets
  - Lobby / break room posters
- Ricoh University training developed for Virginia Military Institute employees
- Sponsored contests and events to encourage the change
Phase V: Optimize

These services transform Virginia Military Institute's workflow and enable organizations to deliver the right information, at the right time, and in the right format, all while saving significant amounts of money. We bring our specialized talent in-house without adding headcount and without Virginia Military Institute relinquishing strategic control of information architecture, and work as an extension of Virginia Military Institute's staff, applying the exact expertise required, exactly when it is needed.

Configured to Align with Virginia Military Institute

Our MDS Adaptive Model demonstrates how we use our customer-focused approach to engage Virginia Military Institute's organization. Our portfolio of services clearly articulates what we offer. While each service in this model can serve as a stand-alone offering, it is critical to understand two key concepts. The first is the adaptive nature of the portfolio; our MDS services are configured to create a perfectly aligned solution for each customer. The second is our delivery method; Ricoh Service Management is the fundamental pillar to govern the print and document services program, aided with expert consultancy and proven Project and Organizational Change Management methodologies.

Project Management

Ricoh certified project managers follow globally-accepted best practices to manage each engagement, and use refined processes and tools to track project scope, timelines, milestones, budgets and resource allocations throughout the life of the MDS engagement.

Service Management

Ricoh service management professionals are employed to ensure the transformed environment—or the desired "future state"—is effectively governed, expertly measured and continuously optimized. This ensures operational stability, continuous productivity gains and achievement of sustainable outcomes.
Environmental Sustainability Services

Ricoh defines its Environmental Sustainability services as making improvements that directly and positively impact employee efficiency, environmental resource sustainability and expenses. Succinctly put, Ricoh provides environmental sustainability solutions that are good for people, the environment and costs. The three core components include:

- **Employee Efficiencies**: Ricoh enables end-user efficient ease of use, which can reduce device use and print time, and improve productivity.

- **Resource Savings**: Ricoh measures CO2 output based on paper and energy use, and has methods to identify energy and paper resource savings, and offset unavoidable CO2 emissions.

- **Cost Savings**: Ricoh helps customers save money by identifying their Total Cost of Ownership (TCO) and recommending cost reduction strategies.

Ricoh Delivers Through Outsourcing

Our adaptive customer-focused MDS model creates a unique opportunity for our customers we call *outsourcing*. Most organizations simply do not have the in-house expertise or bandwidth to execute a successful MDS initiative. Ricoh does. Our MDS approach enables customers to bring our specialized talent in-house without adding to their headcount—or relinquishing strategic control of their information architecture.

Dedicated Ricoh experts lead current state assessments, roadmap design, future state deployment and ongoing governance and optimization efforts. We’ll work as an extension of Virginia Military Institute’s staff and provide true collaboration, flexibility and scalability and can bring in the exact expertise required, exactly when it’s needed. We call this approach outsourcing, because it gives customers the best of both worlds—outside expertise and full strategic control.

The key to a successful Managed Document Services program lies in the effective on-going governance of the output environment. Measurable benefits are continuously delivered. With the assistance of a variety of tools and utilities, Ricoh will provide on-going assessments and recommendations to help Virginia Military Institute stick to the plan so that the projected cost savings and productivity gains are realized on a continuous basis.

b. **Describe the offeror’s commitment to the Institute in terms of resources, personnel, investment, etc.**

Ricoh is fully committed to the Institute in terms of all aspects, from resources, personnel and investment. The structure of this contract puts all risk on Ricoh, due to the no minimums and the CPC contract. Ricoh will provide all resources, personnel, equipment, and software at no upfront cost to the Institute.

c. **Provide a list of the subcontractors the offeror would use to provide subcontracting.**

Ricoh will not be utilizing subcontractors for this contract.
d. Provide representation that the prices, terms, warranties and benefits specified in the proposal are comparable to or better than the equivalent terms being offered by the offeror to any present customer.

Ricoh’s terms, warranties and benefits specified in the proposal are comparable or better than the equivalent terms being offered to any present customer.

e. Comment on your willingness to furnish Commonwealth of Virginia Standard Performance and Labor and Material Payment Bonds for some projects when requested by the Institute.

Ricoh is willing to furnish Commonwealth of Virginia Standard Performance and Labor and Material Bond upon request.

3. SMALL, WOMEN-OWNED AND MINORITY-OWNED BUSINESS (SWAM) UTILIZATION:

Describe your plan for utilizing small businesses and businesses owned by women and minorities if awarded a contract. Describe your ability to provide statistical reporting on actual SWAM subcontracting when requested. Specify if your business or the business or businesses that you plan to subcontract with are certified by the Department of Minority Business Enterprise.

Ricoh’s M/WBE Program

Ricoh has a formal and measurable M/WBE program in place. All spend is tracked and quarterly reports outlining the M/WBE spend versus the total spend are recorded and analyzed. Targeted spend projections are developed with specific targets for the next three years. A business plan to meet these goals is formulated each year. Ricoh has met its yearly targeted spends on a consistent basis.

The primary concern of Ricoh’s Minority Business Development Program is to establish business relationships that will benefit both Ricoh Worldwide, Inc. in terms of purchasing quality products, or services at competitive prices, and the minority community in terms of employment and economic stability. Ricoh collaborates with Ricoh’s Diversity Office to not only expand listings of M/WBE companies, but to seek ways to enhance relationships with minority owned suppliers.

The focus of Ricoh’s efforts is primarily through the staff members authorized to purchase products and services, which support this process by:

- Assuring the consideration of minority and women-owned businesses.
- Developing positive business relationships with qualified minority and women-owned businesses.
- Taking a proactive minority purchasing posture by identifying capable minority firms that meet our objectives.

The goal of expanding our minority purchases is compatible with maintaining quality and increasing the value Ricoh receives from the goods and services that are purchased. If Ricoh is to continue to grow in an increasingly diverse marketplace, we must continually grow in our relationships with minority/women owned businesses as suppliers.

Every effort will be made to work with VMI and our minority supplier chain to meet and/or exceed a l of VMI’s requirements in this area.

Please see Appendix E (Tab 11) - MWBE Policy & Procedures documents for more information.
4. **REFERENCES:**

Three (3) recent references, either educational or governmental, for whom you have provided the type services described herein. Include the date(s) the services were furnished, the client name, address and the name and phone number of the individual the Institute has your permission to contact. (See Attachment D)

Please refer to Attachment D (Tab 5) for reference information.

5. **FINANCIAL STABILITY:**

Submit a copy of the offeror's most recent financial statements or other evidence of financial stability.

Financial information for Ricoh is available via the following link to the company website:

6. **GENERAL INFORMATION FORM AND ADDENDA**

The return of the General Information Form and addenda, if any, signed and filled out as required.

See Page I for signed form.
SPECIFIC REQUIREMENTS

Proposals should be as thorough and detailed as possible to that the Institute can properly evaluate capabilities in providing the required services. Offerors are required to submit the following information as a part of a complete proposal:

1. PLAN FOR PROVIDING SERVICES:

a. A list of the types of copiers proposed for use at the Institute;

The list of copiers and printers that we propose are as follows:

<table>
<thead>
<tr>
<th>B/W Copiers / MFP's</th>
<th>Color Copiers/MFP's</th>
<th>B/W Printers</th>
<th>Color Printers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ricoh Aficio MP2352SP</td>
<td>Ricoh Aficio MPC2551</td>
<td>Ricoh SP 3400</td>
<td>Ricoh SP C242</td>
</tr>
<tr>
<td>Ricoh Aficio MP4301SP</td>
<td>Ricoh Aficio MPC4501</td>
<td>Ricoh SP 4310</td>
<td>Ricoh SP C431</td>
</tr>
<tr>
<td>Ricoh Aficio MP6501</td>
<td>Ricoh Aficio MPC5501</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ricoh Pro 1107EX</td>
<td>Ricoh Aficio MPC6501</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ricoh was named as a Leader in Gartner’s Magic Quadrant for Multifunction Products and Printers

Award Winning Equipment

During the last five years, Ricoh’s equipment offerings have won more than fifty (50) product awards for technical innovation and excellence from independent industry analysts such as Buyers Laboratory Inc., BERTL Digital Test Laboratory, and Better Buys for Business.

For the 4th year in a row in 2011, Ricoh held the #1 market share for B/W and Color Copiers in the United States.

Ricoh was also named as a Leader in Gartner’s Magic Quadrant for Multifunction Products and Printers, 2011

Deming Medal

Named for Dr. W. Edwards Deming, the Deming Medal recognizes corporations and individuals who demonstrate an outstanding commitment to quality control, and whose products or inventions make exceptional advances in the pursuit of quality.

Fewer than 100 companies have received the Deming Medal. Ricoh was the first office equipment manufacturer to win this award, and is the only such company to win this award twice.
b. Service capabilities for on-site installation and support including both personnel services and infrastructure support in a highly critical business environment while ensuring ease of use, efficiency and productivity;

Installation:

Ricoh will work closely with VMI to ensure that delivery of all equipment happens in a timely and efficient fashion and in such a way as to not be intrusive of faculty/staff/cadet time and space, nor overwhelming in regards to the changes taking place. We will take special care to not be disruptive of classes in any way. Ricoh is committed to the process of change management in order to make this transition as seamless and painless as possible for VMI’s end-users and IT staff.

Ricoh suggests that we have a staging area where large shipments of equipment can be delivered and set up before they are delivered to their respective destinations on post in order to minimize disruption and downtime. Technicians will configure the equipment in that space and then a smaller truck and installation team will make scheduled deliveries across post, with someone available immediately afterward to provide an immediate “Green Button” training, so that staff can begin using the equipment immediately. The Service Delivery Manager (SDM) and other Ricoh staff will follow up soon after with more in-depth, scheduled trainings for each department. Following installation, the SDM and other Ricoh staff will follow up with departments regularly over the next few weeks to answer questions and provide additional training as needed.

Onsite Service and Support

Ricoh’s SDM will be an integrated member of the IT department, as well as the overall VMI community and culture. (See full description of SDM role and responsibilities on Pages 25-26)
The SDM will take full responsibility for all networked print output devices included in this RFQ and be the first to respond to, diagnose and fix any service calls placed by the end-users. The SDM will manage all consumables (ordering and inventory management), and will proactively deliver toner cartridges, etc. across Post and replace them before they run out. The SDM will work closely with end-users and IT staff to ensure total satisfaction through ongoing training and communication regarding equipment performance and utilization.

Advanced Service and Support

For certain types of advanced service necessary on MFP’s, the SDM will place a service call that will automatically be routed to the Ricoh service technician assigned to that equipment. SDM can also call in other Ricoh technicians for support on an as-needed basis if the volume of calls at a particular time is such that end-users are experiencing extended downtime. SDM will manage all communication with Ricoh technicians and end-users through problem resolution.

Ricoh has made significant investments in technology that allows our service techs to be very productive while in the field. That technology includes the Edge™ PDA device, which uses state-of-the-art wireless technology to get the information they need when and where they need it. The Edge device enables them to automatically receive service calls in the field, transfer calls to/from other techs, view on-hand parts inventory, order parts, see which techs are in the vicinity and what parts they have in their inventory, etc. The benefit to VMI is that techs can be more productive while on site, can more readily obtain parts and deliver consistently better uptime. Service techs also carry a significant number of parts in their cars, which can decrease the amount of downtime. Parts stock is evaluated and updated as product is added or changed in active equipment. National, regional, and local warehouses provide 24-hour parts availability, with overnight shipping directly to VMI.

In an industry where product capabilities and features are often similar, Ricoh’s competitive advantage includes our unparalleled service and support. Acting in a support role to the SDM and VMI, Ricoh has the largest and most experienced service team in Western Virginia, with a team of 22 technicians reporting to service manager Anthony Fitzgerald in Roanoke. The average tenure of a Ricoh service technician in Western Virginia is 25 years.

Ricoh ensures the continual education of our techs with ongoing service training in Atlanta and at regional centers across the United States, as well as online. In every location, Ricoh technicians must pass rigorous testing prior to being certified on any Ricoh product. A Ricoh service technician only works on equipment on which he or she is fully trained and certified. Ricoh’s service team is supported by Ricoh’s in-depth technical support team comprised of multiple levels of engineering personnel found at local, regional and national levels.

Customer Service Team

Service team members who will support Virginia Military Institute include:

*Customer Service Technicians (CSTs)*

- Nelson Harris is a CST with 30 years of industry experience.
- Steve Hazlewood is a Service Team Leader and CST with 30 years of industry experience.
- John Warren is a CST with 31 years of industry experience.
- Jerome Henschel is a CST with 34 years of industry experience.
- Blair Stone is a Service Team Leader and CST with 25 years of industry experience.
- Keith Davidson is a CST with 16 years of industry experience.
- Steve Sipe is a CST with 24 years of industry experience.
- George Harkrader is a CST with 40 years of industry experience.
- Ed Combs is a CST with 23 years of industry experience.
- Kelly Blankenship is a CST with 15 years of industry experience.
- Andy Eames is a CST with 30 years of industry experience.
- Paul Ininger is a CST with 24 years of industry experience.
- Russell Pence is a CST with 22 years of industry experience.
- Brad Wilson is a CST with 27 years of industry experience.
- Garry Nichols is a CST with 20 years of industry experience.
- Patricia Jernigan is a CST with 23 years of industry experience.
- Tim Kincaid is a CST with 25 years of industry experience.
- Dwayne Barnes is a CST with 24 years of industry experience.
- William Figgins is a CST with 20 years of industry experience.
- John Thraves is a CST with 23 years of industry experience.
- Steven Batten is a CST with 22 years of industry experience.
- Ben Reynolds is a CST with 22 years of industry experience.

Field Service Manager

Anthony Fitzgerald manages the CST team and has 28 years of industry experience.

Service Accountability and Customer Satisfaction

Ricoh is committed to total customer satisfaction. In order to provide accountability to VMI for the services we provide, Ricoh is able to provide—on a scheduled or as-requested basis—a number of reports that use key performance indicators to benchmark our service delivery process such as:

- Response times by device and by fleet
- Percentage of uptime/downtime by device and by fleet
- Volume trends by device and by fleet
- Number of service calls by device and by fleet
- Etc.

Ricoh understands, however, that statistics don’t always tell the entire story. To that end, we will provide custom-written online surveys that can be made available to any segment of the end-user population that VMI would like to poll in order to get direct feedback on:

- End-user satisfaction
- End-user adoption of new/key features and services
- Need for additional training/support
- Need for additional equipment capabilities or provided services
- Feedback on end-user adaptation to the change in how copy/print/scan/fax equipment and services are being provided

Ricoh was named one of the “World’s Most Ethical Companies” for the Third Year in a Row

Ethisphere Institute, March 2011

©2012 Ricoh Americas Corporation
See Appendix C (Tab 9) for a sample custom online survey.

c. Billing Capabilities (Offeror must provide a sample of the proposed billing statement and describe the frequency and process);

Ricoh will provide VMI with a single monthly invoice that will be all-inclusive of the services provided, on a cost-per-copy basis. Ricoh will use the TRAC software reporting to provide the usage data for the billing.

See Appendix B (Tab 8) for a copy of a sample invoice.

d. Descriptive literature for each device proposed;

See Appendix F (Tab 12) for detailed equipment specifications for proposed devices.

e. Demonstrated ability to provide lowest Total Cost of Ownership (TCO) over the contract term.

Ricoh has been recognized by Gartner, Inc. as being a ‘Leader’ in Gartner’s Magic Quadrant Report for Managed Print Services. Managed Print Services is defined as the active management and optimization of document output devices and related business processes. A key component of MPS fleet optimization is the focus on continually reducing the customer’s TCO, as related to copy/print/scan/fax devices and processes. Gartner evaluated service providers according to their completeness of vision and ability to execute, and recognized Ricoh as a ‘Leader’ in the field.

In this proposal, Ricoh has provided VMI with the lowest TCO possible at this time, based upon the requirements in this RFP and understanding that there is a limited tolerance for significant change. However, Ricoh’s MPS philosophy involves continual evaluation and optimization strategy, and over the course of the contract term, Ricoh is committed to continually helping VMI to lower its TCO by:

- providing accurate and relevant reporting via TRAC software
- advising on relevant technology and industry changes that affect TCO
- making recommendations on fleet optimization
- helping end-users to understand and adapt to new changes that affect TCO through:
  - understanding their unique departmental needs and workflows
  - educating them on the effects of their choices
  - providing ongoing training on new technology and processes

f. Present a comprehensive Service-Level Plan to include the following:

i. Manage all non-paper consumables (ordering and inventory management) and proactively deliver and install toner cartridges, etc., across Post before consumables are expended;

ii. Primary on-site point of contact for all printer, copier, and fax help desk calls;

iii. Provide an electrical vehicle for travel to destinations on Post, and move any equipment to and from any Post facilities;

iv. Collect and analyze data for service accountability reports to ensure that Offeror performance standards and service-level agreements are met;

v. Monitor fleet utilization to track business changes and respond to customer needs;

vi. Manage collection of meter readings for billing;
vii. Coordinate, track and report machine moves, machine removals, and new machine installations;

Ricoh will provide an onsite full-time employee known as a Service Delivery Manager. The SCM will be an integrated member of the IT department, as well as the overall VMI community and culture. The SDM will take full responsibility for all networked print output devices on Post (included in this RFP) with a focus on maximizing uptime, utilization and user satisfaction while minimizing costs. The SDM will be the first to respond to, diagnose and fix any service calls placed by the end-users. The SDM will manage all consumables (ordering and inventory management), and will proactively deliver toner cartridges, etc. across Post and replace them before they run out. The SDM will work closely with end-users and IT staff to ensure total satisfaction through ongoing training and communication regarding equipment performance and utilization. Ricoh will provide an electric vehicle for the SDM to use to quickly and efficiently respond to service calls and deliver parts, supplies and hot-swap printers across Post.

The SDM’s responsibilities will include:

**Management of all networked print output devices**

- Responsible for implementation, equipment installation, asset tagging, setting supply inventory par levels, asset validation and process creation/documentation
- Engages with customer’s facilities team, IT group, etc. to ensure proper implementation and post-installation support is provided
- Provides end user training for equipment installations, as well as training on an ongoing, as-needed basis to ensure the satisfaction of end-users and ensure they are able to fully utilize the capabilities of their devices
- Acts as a supporting liaison to outside Ricoh service technicians for performance issue management
- Monitors Call/Support Center activity to ensure service response requirements are met
- Acts as an advocate and liaison for VMI in all matters concerning the printer fleet and provides miscellaneous administrative support as required
- Monitors all facets of the Managed Document Services (MDS) program to ensure that RICOH performance standards are maintained and VMI’s requirements (contracted service levels) are consistently met

**Inventory Management**

- Monitors the just-in-time (JIT) parts and supplies procurement and distribution program, as well as an on-site inventory of key parts and supply items
- Tracks machine projected end of service life dates, as required
- Coordinates, tracks and reports machine moves, machine removals and new machine installations

**Help Desk Function**

- The function between the end user and VMI’s IT department (eliminates all output related calls to IT)
The determiner of HW and Network related issues
The first line of defense to end user related issues.

Providing ongoing feedback for further strategy development, enhancement, correction, and deployment, and ongoing cost-savings opportunities

- Reports progress and performance versus MDS Strategy to customer and Ricoh via the Monthly Management Report, including TRAC reports, Service Level Agreement performance and any VMI specific reporting requirements
- Conduct periodic customer satisfaction surveys to gather data as to the extent that each machine’s capabilities match the requirements of its actual use
- Based on the information gathered and reported by RICOH’s Fleet Management tools, the Service Delivery Manager makes recommendations for machine deployments, machine replacements, user training, etc.
- Provides summary, analysis and action plan for all survey results
- Analyzes fleet printer utilization to ensure that each machine’s capabilities match the requirements of its actual use.
- Works with the Ricoh support team and VMI’s IT staff to recommend ongoing fleet optimization through machine deployment, machine replacement, user training, etc.
- Together with RICOH Account Executives, provide a semi-annual executive overview of emerging business printing technology and industry trends
- Generates and distributes periodic reports including the following:
  - Total cost per impression/printed page
  - Machine up time & utilization
  - Print volumes by machine and site
  - Service request count, detail and response time
  - Toner and other supply yields, usage and costs
  - Machine inventory, location and status
  - Projected “end of service life” dates

Controlling all aspects of TRAC Fleet Management Software

- Trending (continually monitor output trends)
- Reporting (Develop and present reports)
- Analysis (Analyze the output)
- Communicate (Effectively communicate recommendations back to IT staff)

viii. Describe required work space and material storage needs.

The SDM will need a small office or cubicle with a computer in which to conduct office tasks, as well as a small room for onsite storage of parts, supplies and hot-swap printers.

g. All printers and MFPs will be replaced with brand-new devices that will connect to the network to enable central accounting and access control (to report on usage, etc.). VMI is requesting the replacement devices be equivalent or greater in functionality to the current inventory, as detailed in Attachment G.
Ricoh Response: Representatives from Ricoh Americas Corporation have read and agree to this section of the RFP, as modified by Addendum 3.

2. PRICING:

a. A cost-per-image charge must be submitted for all managed services requested in this solicitation and explain in detail the components of the firm fixed cost-per-image;

The pricing below is inclusive of:

Ricoh will provide all Laser Printers and MFP's, a fax server solution, all supplies and all non-paper consumables related to the contracted output devices. In addition Ricoh will provide a full time on-site resource described in section F. The pricing below is inclusive.

All B&W Images will be billed at 0.0237 per image.

All Color Images will be billed at 0.099 per image.

b. Explain the methodology for adding new assets related to this proposal to the Institute after initial installation.

The methodology for adding new equipment will be based upon a volume increase above the estimated 787,500 monthly for B&W images and 100,000 monthly for color images, and also the current layout of VMI’s Post. Once determined that the institution has increased the estimated monthly volume or changed the current configuration of the Post, Ricoh will perform an onsite analysis and make the recommendation to VMI’s IT department.

c. Pricing is to include all equipment (on-site fleet management), service, all maintenance, delivery, installation, training, labor and all supplies excluding paper. The cost-per-image must be billed based on impression rate with zero minimums.

Please see section 2. Pricing a. for response.

3. TECHNOLOGY:

a. Software and products offered must be currently available for release to existing customers and currently supported by the publisher. “End of Life” software for vendor support or security updates will be kept current;

Ricoh Response: Representatives from Ricoh Americas Corporation have read and agree to this section of the RFP.

b. Provide documentation describing how the solution can reduce the total cost of printing, enhance productivity, and provide a “greener” solution;

According to IDC research, “Centralized control and management of output infrastructure can provide customers with 15% to 30% annual savings.” Ricoh Managed Document Services (MDS) transforms infrastructures and allows organizations to deliver the right information at the right time in the right form—all while saving significant amounts of money.

Currently, VMI is operating in an extremely decentralized fashion with regards to print output devices. Departments make their own decisions about copiers and printers without input from IT or purchasing (provided they use acceptable contract vehicles). Printers are purchased with ETF funds without regard to long-term TCO of the equipment. This has resulted in a proliferation
of many different manufacturers, models and service providers. Additionally, some departments are paying vastly different prices for similar equipment.

With a managed print services model, significant cost-savings are achieved by streamlining to a single service provider and a limited number of models. Centralized purchasing for all equipment and supplies ensures that every department is getting the same pricing, and the Institute is achieving significant volume discounts. Further cost-savings are achieved through rigorous study of VMI’s environment to recommend the appropriate, lowest-TCO devices in each area, and to optimize the print-output environment wherever feasible and acceptable to end-users. Also with a managed services model, supplies are provided as a part of the program, instead of individual departments paying retail prices for them.

Less often measured, but just as significant are the soft costs of paying highly trained IT staff members to clear paper jams and other printer-related tasks, instead of their primary duties. In a managed services model, printer-related tasks are performed by a Ricoh Service Delivery Manager, who is more appropriately experienced, trained and compensated for these responsibilities.

MDS can help your organization in the following areas:

- Recover up to 30% of document related expenses
- Immediate and Sustained Savings
- Controlled Costs
- Increased Productivity
- Reduced Waste
- Greener Business Practices
- Better and Quicker Access to Information
- Agile and Collaborative Working Environment
- Change-ready Organization
- Continuous Improvement

Commitment to the Environment

Ricoh is deeply committed to the environment and protecting the resources in our care. This commitment includes every aspect of our business, from the products we provide, the way we run our offices and how we interact with local communities. Environmental stewardship is one of our highest corporate priorities and remaining a strong environmental citizen is a responsibility we take very seriously.

Conserve Energy & Reduce Costs without Affecting Productivity

Reducing the amount of energy your organization consumes is an easy way to have a positive impact on the environment. To this end, Ricoh offers energy-efficient document management systems that minimize power and resource consumption without sacrificing productivity or convenience. These systems offer many of the following features:

- **Ultra-Low Power Sleep Mode**—After a short period of idling, systems enter a low-power sleep mode during which they consume just six to eight watts of electricity—significantly less than during normal operation.
Quick Start Up—Warm-up time is nearly 66% faster than competitive systems. This makes the sleep feature invisible to users, so the low-power mode does not get disabled.

Fast Duplexing—All systems operate in duplex mode at 95% to 100% of their rated speed, so users can quickly and easily complete copying jobs using half the paper.

Toner Recycling—This internal process helps improve toner yields, reduce wasted toner and decrease the frequency of cartridge replacements.

Sample Mode—This feature prevents paper waste by allowing users to print one sample copy to check settings prior to printing the entire job.

Energy Star®—The majority of Ricoh systems have earned the Energy Star. Copiers that have earned the Energy Star “sleep” or power down when not in use, and use 40% less electricity compared to standard models. For more information about the Energy Star®, visit http://www.energystar.gov

Demanufacturing Program

At the end of their service life cycle, document management systems from Ricoh enter our demanufacturing program. The demanufacturing process allows us to recycle nearly all of the materials in these products and keeps our systems out of landfills. It also prevents them from being shipped overseas for improper disposal in nations where environmental regulations are not as strict. (Ricoh is firmly opposed to this practice, often referred to as “exporting harm,” which is unfortunately, common in this and many other industries.)

When scrap systems enter our demanufacturing program, they are sent to one of our recycling centers in the U.S. They are then disassembled, processed and separated into commodity streams of steel, copper, aluminum, other metals and plastics. These materials are sent to other approved recyclers for conversion into new, usable resources. By using state-of-the-art technology, our demanufacturing facilities have improved the average rate of recovery from between 30 and 60% up to 95% of total equipment weight.

Energy Conservation

The majority of Ricoh MFPs have been awarded the Energy Star® sponsored by the U.S. Environmental Protection Agency.

(Ricoh) Energy Star promotes energy efficiency in office equipment. Ricoh systems are engineered to conserve electric power, paper and other consumable supplies. Energy Star Products prevent greenhouse emissions by meeting strict energy efficiency guidelines set by the U.S. EPA and the U.S. Department of Energy.

Ricoh’s Energy Star high-speed MFPs feature duplexing units that automatically make double-sided copies, which reduce paper costs by about $60 a month on average. Using less paper also saves energy because it takes 10 times more energy to manufacture a piece of paper than it does to copy an image onto it. Spending a large portion of time in low-power mode not only saves energy, but helps copy equipment run cooler and last longer.

Office equipment is generally turned on 24 hours a day, so power management features are important for saving energy and are an easy way to reduce air pollution. Energy Star
prevented more than 150 million metric tons of pollution and has helped businesses and consumers save an estimated $50 billion in energy costs.

Green Factories
Ricoh Company Ltd., Ricoh’s parent company, operates 23 manufacturing facilities around the world. These factories are among the leading green manufacturing plants worldwide. All have earned ISO 14001 certification for Environmental Management, as well as ISO 9002 certification for Quality Management. They have also achieved coveted “zero waste to landfill” status, which means they send absolutely no waste materials to landfills. Instead, all waste streams are either reused or recycled. By making green factories a high priority, Ricoh Company Ltd. enables Ricoh to bring high-quality document management solutions to our customers and maintain strong environmental responsibility.

Recycling
Ricoh actively promotes recycling programs to reduce waste sent to landfills and help conserve energy. The Ricoh Headquarters and Technical Buildings in Atlanta received ISO 14001 certification in 2004. Ricoh has certified all of its manufacturing plants and many other facilities worldwide to the ISO 14001 standard.

Ricoh will provide recycling services of all toner cartridges used on Post.

Ricoh Recognition | Environmental Memberships & Awards
Ricoh has won numerous awards over the years for our strong commitment to the environment. A few of these awards and recognitions received include:

- **One of the Global 100 Most Sustainable Corporations in the World**—For eight consecutive years since 2005, Ricoh was named one of the top 100 most sustainable companies in the world. As a Global 100 honoree, Ricoh is part of a select group of companies whose sustainability performance falls within the top 5% of their sector. More information on this recent award can be found at [www.global100.org](http://www.global100.org)
- Ricoh was named the World’s Best Performing Business for Sustainability Performance in the IT Industry by Oekom Research Industry Focus Report on Information Technology
- Ricoh is a UN Global Compact member company in Japan since April 2002
- Ricoh was named as one of the “100 World’s Most Ethical Companies” by the Ethisphere Institute for the second year in a row (2011)
- Ricoh is a board member company of World Environment Center (WEC) and 2003 winner of the Gold Medal for International Achievement in Sustainable Development (http://www.wec.org)
- SRI Index: Dow Jones Sustainability Index for 7 consecutive years
- FTSE4 Good Global Index for 6 consecutive years

c. All vendor-supplied hardware and software must be fully installed, configured, optimized, and tested prior to user acceptance testing and signoff by VMI. This includes any necessary print server and driver configuration. Vendors shall provide acceptance testing procedures, test
plans, test templates, test scripts and any other information that demonstrates how acceptance may be accomplished, along with a schedule for accomplishing the same.

Ricoh Response: Representatives from Ricoh Americas Corporation have read and agree to this section of the RFP.

d. Vendor will implement a fully-automated vendor-hosted tool to govern this entire workflow. This tool will integrate with existing help desk ticketing system or utilize vendor-hosted solution to manage all incoming service tickets. It is desirable that this system can interface with VMI’s ITSM helpdesk system or that VMI can use the offeror’s system for its help desk system.

Ricoh’s TRAC Solution™ for MDS

Our Trend Reporting, Analysis and Communication Solution (TRAC Solution™) provides unique value in the deployment of our Managed Document Services strategy. An enterprise management tool that integrates multi-vendor data and Ricoh @Remote™ technology, it features state-of-the-art technology and robust functionality to help drive efficient fleet management and effective device rationalization. TRAC uses online controls to help reduce costs and improve return-on-investment (ROI), efficiency and productivity through the following modules:

- **Asset Management**: This module provides a single point of access for information about the entire Virginia Military Institute fleet. It allows us to monitor multiple devices from multiple manufacturers—easily viewing a range of pertinent details. Virginia Military Institute may choose from standard options (e.g., location, IP address, contract terms, device-specific data) or customize fields to the organization’s unique structure and needs (e.g., cost center codes).

- **Inventory Management**: This module gives us a clear view of Virginia Military Institute’s inventory and use of consumables (e.g., paper, toner). Because of its multivendor engine, TRAC provides visibility into the current inventory by device, department and manufacturer. With that insight, Virginia Military Institute can be more efficient and cost-effective in using the equipment it has. We can also use that data to help Virginia Military Institute secure more favorable supply pricing.

- **Intelligent Device Monitoring**: TRAC communicates directly with Virginia Military Institute’s output devices to monitor and provide real-time device usage, consumable usage and service information and to facilitate centralized reporting and analysis. Using this data, our experts can help Virginia Military Institute achieve a balanced deployment that maximizes utilization and productivity.

- **Service Request Management**: TRAC provides a turnkey solution for managing service requests related to printers, copiers and multifunctional devices (MFPs). It integrates seamlessly with help desk technology, so that Virginia Military Institute’s IT personnel can generate a trouble ticket and automatically route it to TRAC. It also integrates with our service management system, so our technicians can quickly identify and address issues as they arise.
TRAC allows Virginia Military Institute unprecedented visibility and control over its enterprise fleet:

- **Accurate Total Cost of Ownership (TCO) Data:** TRAC will make planning and budgeting for the fleet easier, with cost reports based on actual use and not just industry averages.
- **Proactive Notices:** TRAC will keep Virginia Military Institute up-to-date on equipment warranty expirations, toner levels and other important milestones.
- **Remote Monitoring:** TRAC will provide both Virginia Military Institute and our team with hourly and daily reports on urgent issues (e.g., paper jams, low supply levels).
- **Business Intelligence:** TRAC will allow more powerful analysis, using reports that help rationalize equipment and consumables choices, and optimize business processes.

**e. Provide a plan to ensure data privacy and security.** The plan shall include an acceptable process for clearing of all data from a device's memory when the device is taken out of service.

- **For New Devices being Installed under this proposal:** All Ricoh devices provide technology to overwrite data using the Ricoh Data Overwrite Security System (DOSS), utilizing technology based on U.S. Department of Defense (DoD) and National Security Administration (NSA) overwrite methodologies. DOSS offers two processes for overwriting the hard drive data, "Event Driven" and "Overwrite All".
  - **Event Driven:** DOSS overwrites the sector of the hard drive used for data processing after the completion of each job. During the overwrite process, the data is destroyed to preclude illicit recovery.
  - **Overwrite All:** DOSS can also offer the capability to overwrite the entire hard drive up to nine times. Overwriting the entire hard drive is designed to destroy all data at the end of the system's useful life or when being returned at the end of the contract.

- **For MFPs Being Removed from Service:** For Ricoh MFPs on Post that are to be eliminated as part of this fleet refresh, Ricoh will remove the hard drives and surrender them to Virginia Military Institute for storage or destruction before taking the MFP off the site. This allows Virginia Military Institute to choose and apply the archiving or disposal method most appropriate to meet its security requirements.

- **Locked Print:** Helps maintain confidentiality by suspending document printing until the authorized user (author/creator) enters the correct PIN (Personal Identification Number) from the device control panel. This reduces the possibility of an unauthorized person viewing or removing a document from the paper tray.

Please note that every customer must make its own decisions regarding security, data privacy and confidentiality compliance. Each customer environment is unique, and each customer must make its own risk assessment. For example, we are not able to advise Virginia Military Institute on regulatory or other obligations, or promise that a particular solution will ensure compliance. However, we are able to offer our solutions as tools that may help Virginia Military Institute achieve its objectives.
4. **Training Requirements:**

The Institute requires a comprehensive training program that includes training for users, system administrators, and technical support personnel.

Below is a sample training program for a large fleet installation. Ricoh will work with VMI’s IT staff to customize this program to best meet the needs of VMI.

As soon as the equipment requirements and installation locations are identified, we contact each key operator and offer the following options:

- Pre-installation training in a classroom environment, if desired
- Initial “Green Button” training immediately after installation
- In-depth post-installation training at a time designated by the department
- Post-installation follow-up training approximately one week after delivery or at a time designated by the key operator
- Training documentation materials, manuals, and training exercises
- Ongoing training on an as-needed basis

The hands-on training typically lasts between 30 to 60 minutes, depending on end-user familiarity with the equipment and the desired depth of the training. We encourage end-users to bring samples of their own work to use throughout the training and stress group participation and questions. The equipment training program includes:

- User needs analysis
- Equipment overview
- Equipment demonstration
- Operator panel usage
- Hands-on operating experience
- Jam removal
- Administrative issues (e.g., placing a service call to the SDM)
- Questions and answers

Specific topics typically covered during basic training sessions (depending on the functionality of the equipment) follow:

- **Equipment Maintenance and Care**
  - Fuser sources
  - Fuser sources
  - Confirmation of drawer setup
  - Misfeed removal and tips

- **Copier Functions**
  - Basic panel functions (e.g., start/stop, clear vs. reset, interrupt, energy save, etc.)
  - Touch panel functions (e.g., automatic paper selection, R/E—multiple ways of accomplishing a task, exposure—including photo mode, duplexing, sorting/stapling/three-hole punching/grouping)
  - Additional functions/special features

- **Fax Functions**
  - Proper document placement discussion
Procedure for sending fax
Faxing a duplex document
Reports
Fax defaults

- **User Desktop Printing Functions**
  - File/print/fax
  - Choose printer if not set as default (system configuration)
  - Properties
  - Discussion regarding selections to be made from desktop

5. **Solution Implementation Requirements:**

a. **The Offeror shall begin implementation no later than 1 March 2012;**

Ricoh Response: Representatives from Ricoh Americas Corporation have read and agree to this section of the RFP.

b. **The Offeror shall provide a project implementation schedule;**

Once an award has been made Ricoh will work with VMI to address all scheduling in regards to implementation based on VMI resources.

*See Appendix A (Tab 7) for a Sample Implementation Schedule.*

c. **The Offeror shall cause minimal or no disruption to daily VMI operations during the implementation of the solution;**

Ricoh Response: Ricoh will cause minimal or no disruption to daily operations during the implementation of the solution.

d. **The Offeror shall schedule classroom installation and maintenance sensitive to the VMI class schedule.**

Ricoh Response: Ricoh will schedule classroom installation and maintenance sensitive to the VMI class schedule.

6. **Help Desk Support:**

a. **Offerors shall provide a description of on-site daily Help Desk Support services available to the end user. This description must include the service hours of operation. Cost for these services shall be included in the vendor’s cost-per-image. On-site personnel will be the first responder to printer, MFP, and fax-related help desk calls.**

Ricoh will provide you with all levels of technological support ranging from basic break / fix support to questions related to Ricoh software and solutions through on-site Help Desk services provided by the SDM, who works in collaboration with your organization’s existing help desk. Service calls to the Ricoh staff may also be integrated with the customer’s current tracking system.

- Help Desk services for break/fix service calls
- Service hours will be between 8:00 am and 5:00 pm
First responder to all printer, MFP, and fax-related help desk calls.
- The function between the end user and the customer’s IT department (eliminates all output related calls to IT)
- The corrector of HW and Network related issues (This is not application specific)
- The first line of defense to end user related issues.

b. VMI will provide suitable workspace at the IT Help Desk. Assigned personnel shall have a vendor-provided mobile phone for communication with the help desk.

Ricoh will provide assigned personnel with a mobile phone.

c. Offerors shall be required to demonstrate how an experienced Project Manager with prior experience in managing a similar-sized project will be provided. The methodology shall include the method by which the Project Management deliverables designated herein will be maintained, disseminated and adhered to. It shall also address each Project Management deliverable described herein including, but not limited to:

- Project Schedule,
- Project Scope,
- Project Approach,
- Project Communications Plan,
- Requirements Traceability Matrix, and
- Quality Control Plan.

Ricoh certified project managers will lead your organization throughout the transition. Our project managers follow globally accepted PMI best practices and proven methodologies. We use refined processes to track project scope, timelines, milestones, budgets, and resource allocations throughout the term of the MDS engagement.

The following diagram summarizes each step of our Ricoh Methodology Framework (RMF), as it applies to a large MDS deployment.
**Discovery Phase**

- **Prerequisites**
  - Contract award/project approval
  - RFP documentation
- **Discovery Phase Activities (centralized)**
  - Commitment review and resource documentation
  - Project initiation
  - Project scope management
  - Project communication management
  - Project risk management
  - Discovery activities
  - Discovery/strategy document
- **Deliverables**
  - Communications plan
  - Project governance
  - Sales support Statement of Work (SOW; i.e., project charter)
  - Discovery/Strategy document
Design Phase

- Prerequisites
  - Sales support SOW
  - Discovery/Strategy Document
  - Project Governance

- Design Phase Activities (centralized)
  - Product selection criteria
  - Product certification
  - Product configuration criteria
  - Solution Proof of Concept (POC)
  - Solution design
  - High-level timeline
  - Preliminary forecasts
  - Operational process development
  - Implementation process documentation

- Deliverables
  - Deployment package
  - SOW
  - Affiliate SOW(s)
  - Project Plan

Implementation Phase

- Prerequisites
  - SOW
  - Project plan
  - Project governance
  - Applicable contracts

- Implementation Phase Activities (local level)
  - Local kick-off
  - Local site assessment
  - Resource allocation and field launch
  - Site discovery/design
  - Site preparation/order processing
  - Equipment delivery/installation/training
  - Solution implementation
  - Schedule management
  - Cost/budget management
  - Resource allocation and management

- Deliverables
  - Solution delivery and acceptance
  - Updated process documentation
Support Phase

- Prerequisites
  - Solution delivery and acceptance
  - Updated process documentation
- Support Phase Activities (local level)
  - Transition to Operations
  - Project closure
- Deliverables
  - Standard Operating Procedures (SOP) Guide
  - Key performance indicators/service-level reporting
  - Project closure
  - Continuous improvement activities

Planning Activities (Entire Project Lifecycle)

- Resource requirements review with Virginia Military Institute
- Risk management review and mitigation planning
- Schedule and timeline requirements review
- Implementation plan development and maintenance
- Deployment package development and maintenance
- Communications plan development and implementation
- Project scope control through change-control process

7. REFERENCES:

Provide three (3) recent references for which you have provided the type of services described herein. Include the date(s) the services were furnished, the client's name, address, and the name and phone number of the individual with the understanding that the Institute will make contact.

See Attachment D (Tab 5) for reference information
ATTACHMENT B

CONFLICT OF INTEREST STATEMENT

RFP# V211-12-047

Ensure that the solicitation is thoroughly read and completed. Complete, sign and return the information requested below with your proposal. FAILURE TO FURNISH THIS DATA MAY RESULT IN REJECTING YOUR PROPOSAL.

NAME: Rich Americas Corporation

ADDRESS: 8701 Park Central Drive, Suite 400

CITY/STATE: Richmond, VA

TELEPHONE NUMBER: 804-287-4119

FEDERAL ID NUMBER (FIN): 22-2783521

THE ABOVE FIRM IS A: (CHECK, AS APPLICABLE)

( ) SMALL BUSINESS  ( ) INDIVIDUAL BUSINESS
( ) WOMAN-OWNED BUSINESS  ( ) SOLE PROPRIETORSHIP
( ) MINORITY-OWNED BUSINESS  ( ) PARTNERSHIP
( ) SHELTERED WORKSHOP  ( ) CORPORATION

RELATIONSHIP WITH THE COLLEGE OF VIRGINIA:

IS ANY MEMBER OF THE FIRM AN EMPLOYEE OF THE COMMONWEALTH OF VIRGINIA WHO HAS A PERSONAL INTEREST IN THIS CONTRACT PURSUANT TO THE CODE OF VIRGINIA, SECTION 2.1-639.1-639.24?  ( ) YES  ☑ NO

IF YES, EXPLAIN:

[Signature]

DATE: 2/2/12

SIGNATURE OF OFFEROR

Please tell us how you received this solicitation:

☒ It was mailed to you directly.

( ) You requested a copy through the Virginia Business Opportunities.

( ) You obtained a copy from the Virginia Department of Minority Business Enterprise.

( ) Other (please specify) ________________________________.
QUALIFICATIONS OF OFFEROR:
Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirement.
Indicate the length of time you have been in business providing this type of service.
75 years
Provide a list of current references, either college, Educational Institutions, and/or other companies that your firm is servicing. Include the length of service, dollar volume, year contract was entered into, and the name and address of the person the State has your permission to contact. Such listing shall be comprehensive of your firm's customer base and can be formatted as follows:
Unfortunately, Ricoh cannot release contract values of any customers as this would breach confidentiality agreements we have with our customers. We have provided references with similar contracts being requested by VMI.

CURRENT ACCOUNTS:

<table>
<thead>
<tr>
<th>Account Name, Address &amp; Phone #</th>
<th>Length of Service</th>
<th>$ Volume/Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>The College of William and Mary 200 Stadium Drive, Williamsburg, VA</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>The City of Norfolk 801 City Hall Ave, Norfolk, VA</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>The University of Richmond 28 West Hampton Way, Richmond, VA</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>The University of Kentucky Lexington, Kentucky</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

LOST ACCOUNTS:

<table>
<thead>
<tr>
<th>Account Name, Address &amp; Phone #</th>
<th>Length of Service</th>
<th>$ Volume/Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rappahannock Regional Jail</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Rappahannock Community College</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Columbia Gas</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>
# RFP ATTACHMENT D—REFERENCES

Please list at least three (3) references for whom you have performed each applicable category of service specified herein and within the past five years.

<table>
<thead>
<tr>
<th>1. CLIENT:</th>
<th>The College of William and Mary</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS:</td>
<td>200 Stadium Drive, Williamsburg, VA</td>
</tr>
<tr>
<td>CONTACT PERSON/PHONE#:</td>
<td>Sherrene Moore, 757-221-3958</td>
</tr>
<tr>
<td>APPROXIMATE DOLLAR VOLUME PER YEAR:</td>
<td></td>
</tr>
<tr>
<td>PROJECTS/DATES/DESCRIPTION:</td>
<td>On Site Managed Production Print, Mail, Courier and Fleet Management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. CLIENT:</th>
<th>The University of Richmond</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS:</td>
<td>28 West Hampton Way</td>
</tr>
<tr>
<td></td>
<td>Richmond, VA</td>
</tr>
<tr>
<td>CONTACT PERSON/PHONE#:</td>
<td>Dianne Hardy, (804) 289-8515</td>
</tr>
<tr>
<td>APPROXIMATE DOLLAR VOLUME PER YEAR:</td>
<td></td>
</tr>
<tr>
<td>PROJECTS/DATES/DESCRIPTION:</td>
<td>On Site Managed Production Print, Mail, Courier and Fleet Management</td>
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<table>
<thead>
<tr>
<th>3. CLIENT:</th>
<th>The City of Norfolk</th>
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<tbody>
<tr>
<td>ADDRESS:</td>
<td>801 City Hall Ave, Norfolk, VA</td>
</tr>
<tr>
<td>CONTACT PERSON/PHONE#:</td>
<td>Terri Smith, (757) 664-4268</td>
</tr>
<tr>
<td>APPROXIMATE DOLLAR VOLUME PER YEAR:</td>
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<tr>
<td>PROJECTS/DATES/DESCRIPTION:</td>
<td>On Site Managed Production Print, Mail and fleet management.</td>
</tr>
</tbody>
</table>
RFP ATTACHMENT E—SMALL BUSINESS SUBCONTRACTING PLAN

DEFINITIONS

Small Business:
"Small business" means an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of $10 million or less averaged over the previous three years. Note: This shall not exclude DMBE-certified women- and minority-owned businesses when they have received DMBE small business certification.

Women-Owned Business:
Women-owned business means a business concern that is at least 51% owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, and both the management and daily business operations are controlled by one or more women who are citizens of the United States or non-citizens who are in full compliance with the United States immigration law.

Minority-Owned Business:
Minority-owned business means a business concern that is at least 51% owned by one or more minority individuals or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals and both the management and daily business operations are controlled by one or more minority individuals.

All small businesses must be certified by the Commonwealth of Virginia, Department of Minority Business Enterprise (DMBE) by the due date of the solicitation to participate in the SWAM program. Certification applications are available through DMBE online at www.dmbv.virginia.gov (Customer Service).

Offeror Name: Ricoh Americas Corporation
Preparer Name: Charles Hammond	 Date: Feb. 8, 2012

INSTRUCTIONS

A. If you are certified by the Department of Minority Business Enterprise (DMBE) as a small business, complete only Section A of this form. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received DMBE small business certification.
B. If you are not a DMBE-certified small business, complete Section B of this form. For the offeror to receive credit for the small business subcontracting plan evaluation criteria, the offeror shall identify the portions of the contract that will be subcontracted to DMBE-certified small business in this section. Points will be assigned based on each offeror's proposed subcontracting expenditures with DMBE certified small businesses for the initial contract period as indicated in Section B in relation to the offeror's total price.

SECTION A

If your firm is certified by the Department of Minority Business Enterprise (DMBE), are you certified as a (check only one below):

☐ Small Business ☐ Small & Women-owned Business ☐ Small & Minority-owned Business

Certification number: ______________ Certification Date: ______________

SECTION B

Populate the table below to show your firm's plans for utilization of DMBE-certified small businesses in the performance of this contract. This shall not exclude DMBE-certified women-owned and minority-owned businesses when they have received the DMBE small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

<table>
<thead>
<tr>
<th>Small Business Name &amp; Address</th>
<th>DMBE Certificate #</th>
<th>Status If Small Business is also: Women (W), Minority (M)</th>
<th>Contact Person, Telephone &amp; Email</th>
<th>Type of Goods and/or Services</th>
<th>Planned Involvement During Initial Period of the Contract</th>
<th>Planned Contract Dollars During Initial Period of the Contract</th>
</tr>
</thead>
<tbody>
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</table>

See Appendix E (Tab 11) MWBE Policy and Procedures for response.
APPENDIX A—SAMPLE IMPLEMENTATION PLAN

Our implementation plan, which we will fully customize after contract award, follows.

<table>
<thead>
<tr>
<th>Action</th>
<th>Action Owner</th>
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<tbody>
<tr>
<td><strong>Solution Development</strong></td>
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<tr>
<td>1. OM meeting with SD team</td>
<td>AE</td>
<td></td>
</tr>
<tr>
<td>2. Review of study findings</td>
<td>Analyst</td>
<td></td>
</tr>
<tr>
<td>3. Review of initial proposed solution</td>
<td>Analyst/SAE</td>
<td></td>
</tr>
<tr>
<td>4. OM validation of pricing</td>
<td>OM</td>
<td></td>
</tr>
<tr>
<td>5. OM validation of staffing requirements</td>
<td>OM</td>
<td></td>
</tr>
<tr>
<td>6. OM validation of operational commitments</td>
<td>OM</td>
<td></td>
</tr>
<tr>
<td>7. OM validation of preliminary implementation timeline</td>
<td>OM</td>
<td></td>
</tr>
<tr>
<td>8. OM best practices recommendation</td>
<td>OM</td>
<td></td>
</tr>
<tr>
<td><strong>General</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Assign IAM to account</td>
<td>OM</td>
<td></td>
</tr>
<tr>
<td>10. Assign FSR to account</td>
<td>OM</td>
<td></td>
</tr>
<tr>
<td>11. Confirm staffing needs</td>
<td>IAM/OM/SAE</td>
<td></td>
</tr>
<tr>
<td>12. Submit staffing request to recruiter</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>13. Determine implementation team members</td>
<td>OM/IAM</td>
<td></td>
</tr>
<tr>
<td>14. E-mail PDF documents (e.g., contract, proposal) to team members</td>
<td>SAE</td>
<td></td>
</tr>
<tr>
<td>15. Develop implementation activity deadlines</td>
<td>OM/IAM</td>
<td></td>
</tr>
<tr>
<td>16. Schedule first internal implementation meetings</td>
<td>OM</td>
<td></td>
</tr>
<tr>
<td>17. Schedule weekly internal implementation meetings</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>18. Determine training needs for new account</td>
<td>IAM/RT</td>
<td></td>
</tr>
<tr>
<td>19. Communicate start date to implementation team</td>
<td>SAE</td>
<td></td>
</tr>
<tr>
<td>20. Create agenda for first implementation meeting</td>
<td>SAE/OM/IAM</td>
<td></td>
</tr>
<tr>
<td>21. Introduce account team members/review account contacts</td>
<td>SAE</td>
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</tr>
<tr>
<td>22. Pass out first draft of implementation plan</td>
<td>IAM</td>
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</tr>
<tr>
<td>23. Review study findings, scope of work, contract, proposal, etc.</td>
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</tr>
<tr>
<td>24. Explain history of account to team members</td>
<td>SAE</td>
<td></td>
</tr>
<tr>
<td>25. Identify key decision-makers at the account</td>
<td>SAE/OM/IAM</td>
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</tr>
<tr>
<td>26. Discuss roles and task assignments on implementation plan</td>
<td>ALL</td>
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</tr>
</tbody>
</table>

Abbreviation Key

- **C**: Customer
- **IAM**: Integrated Account Manager
- **IM**: Implementation Manager
- **SAF**: Strategic Account Executive
- **Analyst**: Analyst
- **BA**: Billing Administrator
- **OM**: Operations Manager
- **RT**: Recruiter/Trainer
- **SM**: Site Manager
<table>
<thead>
<tr>
<th>Action</th>
<th>Action Owner</th>
<th>Target Date</th>
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</thead>
<tbody>
<tr>
<td>27. Approve assignments and deadlines</td>
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</tr>
<tr>
<td>28. Discuss equipment configuration/update on orders</td>
<td>ALL</td>
<td></td>
</tr>
<tr>
<td>29. Discuss staff and specific training needs</td>
<td>ALL</td>
<td></td>
</tr>
<tr>
<td>30. Set up tour for recruiter</td>
<td>ALL</td>
<td></td>
</tr>
<tr>
<td>31. Identify professional services resources</td>
<td>SAE/Analyst</td>
<td></td>
</tr>
<tr>
<td><strong>Postmeeting Action Items</strong></td>
<td></td>
<td></td>
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<tr>
<td>32. Schedule first implementation meeting with customer</td>
<td>SAE</td>
<td></td>
</tr>
<tr>
<td>33. Schedule weekly implementation meetings with customer</td>
<td>AE</td>
<td></td>
</tr>
<tr>
<td>34. E-mail updated implementation plan to all parties and customer.</td>
<td>OM</td>
<td></td>
</tr>
<tr>
<td>35. Place orders for all equipment/software</td>
<td>SAE</td>
<td></td>
</tr>
<tr>
<td><strong>Customer Implementation Meeting</strong></td>
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<td></td>
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<tr>
<td>36. Review roles of team members</td>
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</tr>
<tr>
<td>37. Review draft of updated implementation plan</td>
<td>OM/SAE</td>
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</tr>
<tr>
<td>38. Provide staffing and equipment update</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>39. Communicate power requirements to customer</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>40. Communicate install date to customer</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>41. Discuss removal and credit of old equipment</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>42. Identify and tag equip added to removal list</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>43. Review scope of work</td>
<td>IAM</td>
<td></td>
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<tr>
<td>44. Present and review ESE site branding components</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>45. Request desk for site (if not currently available)</td>
<td>IAM</td>
<td></td>
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<tr>
<td>46. Request chairs for site (if currently not available)</td>
<td>IAM</td>
<td></td>
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<tr>
<td>47. Request phone for site (if not currently available)</td>
<td>IAM</td>
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<tr>
<td>48. Request e-mail address for site</td>
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<tr>
<td>49. Request voice mail (if not currently available)</td>
<td>IAM</td>
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<tr>
<td>50. Request appropriate number of data drops and location</td>
<td>IAM</td>
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<tr>
<td>51. Determine Intranet capabilities</td>
<td>IAM</td>
<td></td>
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<tr>
<td>52. Request office supplies needed (if new start up)</td>
<td>IAM</td>
<td></td>
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<tr>
<td>53. Request list of department/cost centers from customer</td>
<td>IAM</td>
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<tr>
<td>54. Confirm/review customer dress code requirements</td>
<td>IAM</td>
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<tr>
<td>55. Obtain copy of customer's holiday schedule</td>
<td>IAM</td>
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<tr>
<td>56. Obtain copy of customer's emergency closing procedures</td>
<td>IAM</td>
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<tr>
<td>57. Obtain copy of customer's site safety procedures</td>
<td>IAM</td>
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<tr>
<td>58. Obtain copy of customer's telephone directory and map</td>
<td>IAM</td>
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<tr>
<td>59. Identify key users/request to schedule meetings</td>
<td>ALL</td>
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<tr>
<td>60. Request security badge for on-site employees and keys, if needed</td>
<td>IAM</td>
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<tr>
<td>61. Schedule monthly reporting meetings</td>
<td>IAM</td>
<td></td>
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<tr>
<td>62. Schedule quarterly strategy updates</td>
<td>SAE</td>
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<tr>
<td>63. Discuss software needs</td>
<td>IAM</td>
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<tr>
<td>Action</td>
<td>Action Owner</td>
<td>Target Date</td>
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<tr>
<td>First Internal Preimplementation Meeting</td>
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<tr>
<td>64. Order/Install any additional finishing equipment</td>
<td>IAM</td>
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<tr>
<td>65. Order PC if necessary</td>
<td>IAM</td>
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<tr>
<td>66. Document serial number and asset number on inventory list</td>
<td>IAM</td>
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<tr>
<td>67. Load Site Procedure Guide onto PC</td>
<td>IAM</td>
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<tr>
<td>Room Design</td>
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<tr>
<td>68. Discuss minor floor plan changes or move plans</td>
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<tr>
<td>69. Obtain current floor layout and dimensions</td>
<td>IAM</td>
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<tr>
<td>70. Obtain current equipment measurements</td>
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<td></td>
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<tr>
<td>71. Review ventilation requirements for copy center</td>
<td>IAM</td>
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<tr>
<td>72. Validate power requirements</td>
<td>IAM</td>
<td></td>
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<tr>
<td>73. Obtain new equipment measurements</td>
<td>IAM</td>
<td></td>
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<tr>
<td>74. Create draft of room design</td>
<td>IAM</td>
<td></td>
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<tr>
<td>75. Obtain room design approval</td>
<td>IAM</td>
<td></td>
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<tr>
<td>Billing Process</td>
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<tr>
<td>76. Discuss billing receipt requirements with client</td>
<td>SAE</td>
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<tr>
<td>77. Determine customer check-cut dates</td>
<td>IAM</td>
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<tr>
<td>78. Determine if customer will pay by credit card</td>
<td>IAM</td>
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<tr>
<td>79. Provide sample bill package/invoice to customer</td>
<td>IAM</td>
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<tr>
<td>80. Train site manager on billing procedure</td>
<td>IAM</td>
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<tr>
<td>81. Discuss specialized reporting needs</td>
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<tr>
<td>Staff Meeting with IAM On-site</td>
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<tr>
<td>82. Review scope of work and service-level agreement with staff</td>
<td>IAM</td>
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<tr>
<td>83. Ensure that IAM is on site all day first day</td>
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<tr>
<td>84. Commit to minimum of 4 hours daily on site for first week</td>
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<tr>
<td>Human Resources Info On-site</td>
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<td>85. The Manager’s Guide</td>
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<td>86. Employee Handbook</td>
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<tr>
<td>87. Absence request forms</td>
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<tr>
<td>88. Federal and state posters</td>
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<tr>
<td>89. Update employee site code on ACN form</td>
<td>IAM</td>
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<tr>
<td>90. Training class lists</td>
<td>RT</td>
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<tr>
<td>Signage</td>
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<tr>
<td>91. Create all Service Excellence signage</td>
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<td>92. Order install kit</td>
<td>IAM</td>
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<td>Miscellaneous</td>
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<tr>
<td>93. Develop cross-training matrix</td>
<td>IAM</td>
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<tr>
<td>94. Order new postage metering equipment</td>
<td>IAM</td>
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<tr>
<td>95. Request check for postage from client</td>
<td>IAM</td>
<td></td>
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<tr>
<td>96. Request new shipping system (if needed)</td>
<td>IAM</td>
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<tr>
<td>97. Create daily task list</td>
<td>IAM</td>
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### Managed Printer, Fax and Copier Services

**Proposal (Project #V211-12-047)**

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<tr>
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<tbody>
<tr>
<td>98. Create weekly task list</td>
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<tr>
<td>99. Create monthly task list</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>100. Order business cards for site manager, if appropriate</td>
<td>IAM</td>
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<tr>
<td>101. Create Site Procedures Guide</td>
<td>IAM/SM</td>
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</table>

**Third-party Copier/Fax**

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<tr>
<td>102. Determine whether we will service existing equipment</td>
<td>IAM</td>
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<tr>
<td>103. Schedule service visit on equipment for PM call.</td>
<td>IAM</td>
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<tr>
<td>104. Provide customer with service report</td>
<td>IAM</td>
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</tr>
<tr>
<td>105. Set up maintenance for additional equipment</td>
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</table>

### Copy Services

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<tr>
<td><strong>Copier Equipment</strong></td>
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</tr>
<tr>
<td>1. Develop inventory list and numbering scheme for copiers</td>
<td>IAM</td>
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</tr>
<tr>
<td>2. Read meter on first day</td>
<td>SM</td>
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</tr>
<tr>
<td>3. Enter Dept numbers on auditrons/cost recovery systems</td>
<td>SM</td>
<td></td>
</tr>
<tr>
<td>4. Activate auditrons/cost recovery systems</td>
<td>SM</td>
<td></td>
</tr>
<tr>
<td>5. Document location/ID numbers of all equipment on map</td>
<td>SM</td>
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<tr>
<td>6. Determine meter reading process needs</td>
<td>SM/IAM</td>
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</tr>
<tr>
<td>7. Develop meter reading documentation form and procedure</td>
<td>IAM</td>
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</tr>
<tr>
<td>8. Train staff on meter reading/cost recovery process</td>
<td>SM</td>
<td></td>
</tr>
<tr>
<td>9. Train staff on calling for service</td>
<td>SM</td>
<td></td>
</tr>
<tr>
<td>10. Train staff on documenting service calls</td>
<td>SM</td>
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</tr>
<tr>
<td>11. Fill out EMF form</td>
<td>IAM</td>
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<tr>
<td><strong>Copier Equipment Training</strong></td>
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<tr>
<td>12. Schedule training classes for end-users</td>
<td>RT</td>
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<tr>
<td>13. Post user training calendar at customer site</td>
<td>RT</td>
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<tr>
<td>14. Schedule training for IMS on-site employees</td>
<td>SM/RT</td>
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<tr>
<td><strong>Third-party Equipment and Supplies</strong></td>
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<tr>
<td>15. Negotiate service reporting requirements</td>
<td>IAM</td>
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<tr>
<td>16. Document service agreement and problem escalation process</td>
<td>IAM/SM</td>
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<tr>
<td>17. Review service and escalation process with staff</td>
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</tr>
<tr>
<td>18. Develop vendor list including phone numbers</td>
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<tr>
<td>19. Develop supply-ordering procedures</td>
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<tr>
<td>20. Document receiving procedures</td>
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<tr>
<td><strong>Job Entry Process</strong></td>
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<tr>
<td>21. Discuss job submission/distribution process with customer</td>
<td>IAM/SM</td>
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</tr>
<tr>
<td>22. Create hard copy request form</td>
<td>IAM</td>
<td></td>
</tr>
<tr>
<td>23. Create electronic copy request form</td>
<td>IAM</td>
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</tr>
<tr>
<td>24. Procure approval of copy request forms from customer</td>
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</tr>
<tr>
<td>Action</td>
<td>Action Owner</td>
<td>Target Date</td>
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<td>------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>25. Establish job pick-up/delivery process</td>
<td>IAM/SM</td>
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<tr>
<td>26. Purchase/identify cart for job pick-up/delivery</td>
<td>IAM</td>
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</tr>
<tr>
<td>27. Document written process and create location maps</td>
<td>IAM/SM</td>
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<tr>
<td>28. Communicate job submission process to end-users</td>
<td>IAM/SM</td>
<td></td>
</tr>
<tr>
<td>29. Copy a supply of job tickets and distribute</td>
<td>SM</td>
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<tr>
<td><strong>Copier Supply Process</strong></td>
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<tr>
<td>30. Determine inventory needed</td>
<td>IAM/SM</td>
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<tr>
<td>31. Establish reorder levels</td>
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<tr>
<td>32. Create supply order form</td>
<td>IAM/SM</td>
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<tr>
<td>33. Create inventory report</td>
<td>IAM/SM</td>
<td></td>
</tr>
<tr>
<td>34. Determine storage location</td>
<td>IAM/SM</td>
<td></td>
</tr>
<tr>
<td>35. Determine paper delivery procedures</td>
<td>IAM/SM</td>
<td></td>
</tr>
<tr>
<td>36. Train staff on process and ordering</td>
<td>IAM/SM</td>
<td></td>
</tr>
<tr>
<td><strong>Convenience Copiers</strong></td>
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<tr>
<td>37. Establish key operator daily schedule</td>
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<tr>
<td>38. Create key operator daily log for each machine</td>
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</tr>
<tr>
<td>39. Train staff on key operator process</td>
<td>IAM/SM</td>
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</tr>
</tbody>
</table>
APPENDIX B—SAMPLE INVOICE

See following page for Sample Invoice
### MAINTENANCE AGREEMENT SUPPORT

**Customer Number:** 4455544  
**Drawer Accounts Payable**  
**ABC COMPANY**  
100 MAIN ST  
ANYTOWN CT 00000-0000

| SHIP TO CUSTOMER | SHIP TO ADDR | SHIP TO CITY | SHIP TO ZIP | DEPT | COST CENTER | EID | MAKE / MODEL | SERIAL NUMBER | METER TYPE | BEGIN DATE | END DATE | TOTAL IMAGES | ALLOWED IMAGES | OVERAGE IMAGES | RATE | BASE CHARGES | OVERAGE CHARGES | TAX AMOUNT | TOTAL |
|------------------|--------------|--------------|-------------|------|-------------|-----|--------------|---------------|-------------|------------|----------|-----------|----------------|-----------------|-------------|------|-------------|----------------|----------|-------|
| ABC COMPANY      | 100 MAIN ST  | ANYTOWN CT   | 00000-0000  | 115161 | RICOH MPT1000000 | 80007 | TOTAL METE  | 68,154         | 10/22/2009 | 63,955     | 11/11/2009 | 789       | 900               | 0.250000       | 0            | 135.91 | 0.00 | 135.91     |
| ABC COMPANY      | 100 MAIN ST  | ANYTOWN CT   | 00000-0000  | 115161 | RICOH MPT1000000 | 80007 | TOTAL METE  | 63,254         | 12/21/2009 | 92,484     | 11/12/2009 | 972       | 972               | 0.000000       | 0            | 50.92 | 0.00 | 50.92     |
| ABC COMPANY      | 100 MAIN ST  | ANYTOWN CT   | 00000-0000  | 123   | RICOH MPT1000000 | 80007 | TOTAL METE  | 63,254         | 10/22/2009 | 70,288     | 11/11/2009 | 972       | 972               | 0.000000       | 0            | 50.92 | 0.00 | 50.92     |
| ABC COMPANY      | 100 MAIN ST  | ANYTOWN CT   | 00000-0000  | 123   | RICOH MPT1000000 | 80007 | TOTAL METE  | 63,254         | 11/22/2009 | 12/20/2009 | 972       | 972               | 0.250000       | 0            | 46.20 | 0.00 | 46.20     |
APPENDIX C—SAMPLE ONLINE SURVEY

See following page for Sample Online Survey
Summary

Date Range
from [ ] Choose date until [ ] Choose date
Date format: yyyy-MM-dd

Respondent Status
Responden: s

<table>
<thead>
<tr>
<th>Partial</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>55</td>
</tr>
<tr>
<td>12.7%</td>
<td>87.3%</td>
</tr>
<tr>
<td>0.8%</td>
<td>5.5%</td>
</tr>
</tbody>
</table>

Count % of resp. % of max

63 6.3%

Maximum allowed 1000 starts

apply filters clear filters

---

Graph showing data over time:
- Starts
- Total Partials
- Total Completes
## Disposition

**Date Range**

- **Choose date from:**
- **Choose date until:**

  Date format: `yyyy-MM-dd`

**Respondent Status**

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>% of resp.</th>
<th>% of max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondents</td>
<td>63</td>
<td>6.3%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Partial</td>
<td>8</td>
<td>12.7%</td>
<td>5.5%</td>
</tr>
<tr>
<td>Complete</td>
<td>55</td>
<td>87.3%</td>
<td></td>
</tr>
</tbody>
</table>

**Maximum allowed starts:** 1000

### Respondent Details

<table>
<thead>
<tr>
<th>RespondentId</th>
<th>Created/invited date</th>
<th>Take start time</th>
<th>Last submit time</th>
<th>Take finish time</th>
</tr>
</thead>
<tbody>
<tr>
<td>43517755</td>
<td>1/27/2012 2:10:24 PM</td>
<td>1/27/2012 2:10:24 PM</td>
<td>1/27/2012 2:10:40 PM</td>
<td></td>
</tr>
<tr>
<td>43521373</td>
<td>1/30/2012 1:42:01 PM</td>
<td>1/30/2012 1:42:01 PM</td>
<td>1/30/2012 1:42:49 PM</td>
<td>1/30/2012 1:42:49 PM</td>
</tr>
<tr>
<td>43521374</td>
<td>1/30/2012 1:42:45 PM</td>
<td>1/30/2012 1:42:45 PM</td>
<td>1/30/2012 1:43:48 PM</td>
<td>1/30/2012 1:43:48 PM</td>
</tr>
<tr>
<td>43521376</td>
<td>1/30/2012 1:43:00 PM</td>
<td>1/30/2012 1:43:00 PM</td>
<td>1/30/2012 1:44:34 PM</td>
<td>1/30/2012 1:44:34 PM</td>
</tr>
<tr>
<td>43521377</td>
<td>1/30/2012 1:43:29 PM</td>
<td>1/30/2012 1:43:29 PM</td>
<td>1/30/2012 1:46:52 PM</td>
<td>1/30/2012 1:46:52 PM</td>
</tr>
<tr>
<td>43521379</td>
<td>1/30/2012 1:44:23 PM</td>
<td>1/30/2012 1:44:23 PM</td>
<td>1/30/2012 1:45:48 PM</td>
<td>1/30/2012 1:45:48 PM</td>
</tr>
<tr>
<td>43521386</td>
<td>1/30/2012 1:48:06 PM</td>
<td>1/30/2012 1:48:06 PM</td>
<td>1/30/2012 1:50:04 PM</td>
<td>1/30/2012 1:50:04 PM</td>
</tr>
<tr>
<td>43521390</td>
<td>1/30/2012 1:51:34 PM</td>
<td>1/30/2012 1:51:34 PM</td>
<td>1/30/2012 1:58:53 PM</td>
<td>1/30/2012 1:58:53 PM</td>
</tr>
</tbody>
</table>
TopLine for Page 1

Date Range
from [ ] Choose date until [ ] Choose date
Date format: yyyy-MM-dd

Respondent Status
Respondents

- □ Partial  8  12.7%  0.8%
- □ Complete  55  87.3%  5.5%

63  6.3%

Maximum allowed 1000 starts

Please indicate your department name.
Marketing
metals
material handling
Metals Process Automation Eng
Metals
Global Drives
Metals
Sourcing
Marketing
MH
Project Coordination
Metals
General Industries
Metals
Technology
Metals BU
Sourcing
Metals / Global Paper
GI
Customer Support

page: 1 2 3

show: 10 | 20 | 50 | all |
How often do you use the in-house IKON staffed Copy Center?
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>A few times a year</td>
<td>12</td>
<td>20%</td>
</tr>
<tr>
<td>Once a Quarter</td>
<td>5</td>
<td>8%</td>
</tr>
<tr>
<td>Once a Month</td>
<td>19</td>
<td>31%</td>
</tr>
<tr>
<td>Once a Week</td>
<td>15</td>
<td>25%</td>
</tr>
<tr>
<td>Multiple times a Week</td>
<td>10</td>
<td>16%</td>
</tr>
</tbody>
</table>

Total Responses: 61  0%  20%  40%  60%  80%

- **Staff Professionalism**
  (Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>55</td>
<td>90%</td>
</tr>
<tr>
<td>Good</td>
<td>6</td>
<td>10%</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total Responses: 61  0%  20%  40%  60%  80%

- **Staff Job Knowledge**
  (Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>49</td>
<td>83%</td>
</tr>
<tr>
<td>Good</td>
<td>10</td>
<td>17%</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total Responses: 59  0%  20%  40%  60%  80%

- **Staff Customer Service Focus**
  (Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>53</td>
<td>90%</td>
</tr>
<tr>
<td>Good</td>
<td>5</td>
<td>8%</td>
</tr>
<tr>
<td>Fair</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total Responses: 59  0%  20%  40%  60%  80%
### Accuracy of work
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>54</td>
<td>90%</td>
</tr>
<tr>
<td>Good</td>
<td>6</td>
<td>10%</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total Responses: 60

### Ability to meet deadlines
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>55</td>
<td>95%</td>
</tr>
<tr>
<td>Good</td>
<td>3</td>
<td>5%</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total Responses: 58

### Handling of special requests/rush orders
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>51</td>
<td>88%</td>
</tr>
<tr>
<td>Good</td>
<td>6</td>
<td>10%</td>
</tr>
<tr>
<td>Fair</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total Responses: 58

### Scope of services available
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>43</td>
<td>74%</td>
</tr>
<tr>
<td>Good</td>
<td>15</td>
<td>26%</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total Responses: 58

### Overall Rating
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>55</td>
<td></td>
<td>95</td>
</tr>
<tr>
<td>Good</td>
<td>3</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

**Total Responses: 58  0%  20%  40%  60%  80%**

**How frequently do you send printing work to an outside vendor?**
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>54</td>
<td></td>
<td>89</td>
</tr>
<tr>
<td>A few times a year</td>
<td>6</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Once a Quarter</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Once a Month</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Once a Week</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Multiple times a Week</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

**Total Responses: 61  0%  20%  40%  60%  80%**

Please identify any outside...etc) in the past 12 months.

- Printers in China for copying specifications
- Printers (a few special jobs like posters) once a year
- Large autocad files.
- None
- None
- None
- None for oversized printouts because they have large format printer
- None

- This is for special transparency printing for legacy
- Stations.
- on Road. This is for special transparency printing for legacy
- Stations.
- on Road. This is for special transparency printing for legacy
- Stations.

None
N/A
N/A
What unique or specific office services needs do you have within your department that are not provided by the IKON print center or your office copiers (multi-function devices)?
(Each Respondent could choose ANY of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Format (CAD Drawings)</td>
<td>14</td>
<td>30%</td>
</tr>
<tr>
<td>Laminating</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Binding</td>
<td>7</td>
<td>15%</td>
</tr>
<tr>
<td>Scanning</td>
<td>3</td>
<td>6%</td>
</tr>
<tr>
<td>Posters</td>
<td>4</td>
<td>9%</td>
</tr>
<tr>
<td>Presentation Materials</td>
<td>3</td>
<td>6%</td>
</tr>
<tr>
<td>Brochures</td>
<td>5</td>
<td>11%</td>
</tr>
<tr>
<td>Banners</td>
<td>4</td>
<td>9%</td>
</tr>
<tr>
<td>Confidential Material</td>
<td>3</td>
<td>6%</td>
</tr>
<tr>
<td>Optical Character Recognition (OCR) Scanning</td>
<td>6</td>
<td>13%</td>
</tr>
<tr>
<td>None</td>
<td>19</td>
<td>40%</td>
</tr>
</tbody>
</table>

Total Responses: 47

Please provide any additional comments regarding your office services needs.
Large numbers of binders or brochures for a school or show for example, can delay other small jobs.
IKON does a good job in meeting our office and customer needs.
don't make many copies
Printing stationery for customers with company logo for training purpose is needed.
I know others go to outside printers for large drawings
need a way to print out long length drawings that we get from OEM vendors. Scaled to full size.
I marked OCR scanning above because what exists is geared toward processing text documents. It is ineffective at finding component labels on drawings. We need something that recognizes text amid artwork, then makes the text searchable wherever it may be on the image. The font and orientation will be varied.
need a way to print out long length drawings that we get from OEM vendors. Scaled to full size.
A DESKTOP SOLUTION WITH THE ABILITY TO MODIFY AND EDIT PDF'S

Please add any comments...experiences more satisfying.
I like the printer located outside ikon, for convenience and speed on small draft printing jobs.
Excellent service, they usually exceed my expectations on those last minute rush orders.
My experience so far has been very positive. The IKON team seems to be very knowledgable, extremely helpful, and seem to always meet deadlines.

I am very pleased with the service received from the copy center. They have always beat the time frame given to me.

I use the IKON copy center anytime that I have a need. On some occasions the need is to get something done at the last minute. We don't like to do that but when it happens, The people in IKON jump on it and get it done without a problem. When we have schools or proposal books to be done, Jackie is always there to make things happen to take the worry off of us.

They are efficient and conscientious. Great team.

IKON is great. They are efficient and accomodate my requests promptly. Jackie and Kim should receive two gold stars!

IKON is great. They are efficient and accomodate my requests promptly. Jackie and Kim should receive two gold stars!

IKON is great. They are efficient and accomodate my requests promptly. Jackie and Kim should receive two gold stars!

The IKON staff have been great at completing duplication tasks. However, it is rare that I receive responses to any questions that I ask of them (e.g. estimated completion dates, shipping qtys and methods to my remote office, etc.). It is a little thing, but if this communication is bolstered, it would make IKON near perfect. Cheers.

The staff is very courteous, friendly, and prompt in handling my overseas mailings.
TopLine for Page 2

Date Range
from ___________ Choose date until ___________ Choose date
Date format: yyyy-MM-dd
Date format: yyyy-MM-dd

Respondent Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Count</th>
<th>% of resp.</th>
<th>% of max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partial</td>
<td>8</td>
<td>12.7%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Complete</td>
<td>55</td>
<td>87.3%</td>
<td>5.5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>63</td>
<td><strong>6.3%</strong></td>
<td></td>
</tr>
</tbody>
</table>

Maximum allowed 1000 starts

Overall, how would you rate the Ricoh copiers (multifunction devices) that you use?
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>21</td>
<td>38%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>32</td>
<td>57%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
<td>4%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>I do not use the equipment</td>
<td>1</td>
<td>2%</td>
</tr>
</tbody>
</table>

Total Responses: 56

Is there any specific... with the office equipment?

Need to have User Guides posted with machines
Seems to have high downtime.
New copiers more likely to mutilate worn originals than the previous machines. I think that is because the new machines are faster, which is a good thing. It would be nice to have a slow feed speed for old or delicate originals.
Text books, dividers, diplomas, class photos are done in the proper devices and help speak quality into the program.
No problems...
the copiers work when I need them
For some printers, the drivers for Windows 7 Professional OS is not available. It would be nice if they could provide some help in getting drivers for windows 7 professional OS.
Advance scanning PDF editing
The IKON staff who service them do an excellent job of it!
N/A
I love being able to scan and fax from them - with scan results either emailed or posted to a known directory.
I believe there has been better up time lately than a few years back.
When I have been in Roanoke I send color copies to Metals and black and white to GI. I am not sure if GI can print color.
Avoid collating and stapling because it usually causes a problem.

- **Ease of use**
  (Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>19</td>
<td></td>
<td>35%</td>
</tr>
<tr>
<td>Good</td>
<td>31</td>
<td></td>
<td>57%</td>
</tr>
<tr>
<td>Fair</td>
<td>4</td>
<td></td>
<td>7%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td></td>
<td>0%</td>
</tr>
</tbody>
</table>

**Total Responses:** 54 0% 20% 40% 60% 80%

- **Quality of output**
  (Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>24</td>
<td></td>
<td>44%</td>
</tr>
<tr>
<td>Good</td>
<td>29</td>
<td></td>
<td>53%</td>
</tr>
<tr>
<td>Fair</td>
<td>2</td>
<td></td>
<td>4%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td></td>
<td>0%</td>
</tr>
</tbody>
</table>

**Total Responses:** 55 0% 20% 40% 60% 80%

- **Speed**
  (Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>30</td>
<td></td>
<td>55%</td>
</tr>
<tr>
<td>Good</td>
<td>25</td>
<td></td>
<td>45%</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td></td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td></td>
<td>0%</td>
</tr>
</tbody>
</table>

**Total Responses:** 55 0% 20% 40% 60% 80%
### Availability
(Each Respondent could choose only **ONE** of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>22</td>
<td>40%</td>
</tr>
<tr>
<td>Good</td>
<td>30</td>
<td>55%</td>
</tr>
<tr>
<td>Fair</td>
<td>3</td>
<td>5%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Total Responses: 55**

### Copying
(Each Respondent could choose only **ONE** of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>28</td>
<td>51%</td>
</tr>
<tr>
<td>Good</td>
<td>27</td>
<td>49%</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Total Responses: 55**

### Printing
(Each Respondent could choose only **ONE** of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>32</td>
<td>58%</td>
</tr>
<tr>
<td>Good</td>
<td>23</td>
<td>42%</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Total Responses: 55**

### Scanning
(Each Respondent could choose only **ONE** of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>28</td>
<td>51%</td>
</tr>
<tr>
<td>Good</td>
<td>25</td>
<td>45%</td>
</tr>
<tr>
<td>Fair</td>
<td>2</td>
<td>4%</td>
</tr>
<tr>
<td>Poor</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Total Responses: 55**

### Faxing
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>18</td>
<td></td>
<td>38%</td>
</tr>
<tr>
<td>Good</td>
<td>28</td>
<td></td>
<td>58%</td>
</tr>
<tr>
<td>Fair</td>
<td>0</td>
<td></td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>2</td>
<td></td>
<td>4%</td>
</tr>
</tbody>
</table>

Total Responses: 48

---

**How often do you send faxes?**

(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>0</td>
<td></td>
<td>0%</td>
</tr>
<tr>
<td>Occasionally</td>
<td>38</td>
<td></td>
<td>69%</td>
</tr>
<tr>
<td>Never</td>
<td>17</td>
<td></td>
<td>31%</td>
</tr>
</tbody>
</table>

Total Responses: 55

---

**How often do you receive faxes?**

(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>2</td>
<td></td>
<td>4%</td>
</tr>
<tr>
<td>Occasionally</td>
<td>28</td>
<td></td>
<td>51%</td>
</tr>
<tr>
<td>Never</td>
<td>25</td>
<td></td>
<td>45%</td>
</tr>
</tbody>
</table>

Total Responses: 55

---

Please elaborate on how you...as a part of your work:

Occasionally fax purchase orders when our Oracle auto-faxing is down.

I use maybe once a week, when requested by the receiver. Its faster than scanning and emailing. I hardly ever get a Fax.

There are still a lot of customer PO's that come in via FAX

In GI we use a separate dedicated fax machine.

I almost never send a fax and only receive faxes as part of a purchase order received from a few customers.

Almost all my business contacts are internal to Roanok or Salem facilities. So, no opportunity to use it.

I try to send e-mails instead of faxes.

very infrequent

Very rare..

communications to / from customers, Purchase orders received etc.

Sometimes a PO is sent by FAX but this is now rare.
On very rare occasion do we receive faxes. I do not recall faxing any material in the last year. Some clients insist on sending certain documents via fax.

very hard to figure out status of current job, to know if it is in the resend que or has a bad number or what. does not seem to update the completed fax queue.

improve the fax status, never seems to update or give me information on a fax in the queue until it is dialing or is done.

CORRESPONDENCE WITH INTERNATIONAL CUSTOMERS

page: 1

Please add any comments...office copiers that you use:

Quite often there are different types of marks or smudgings on the printout.

Ability to print and bind large jobs, avoiding manual operations, would speed up all the Ikon functions.

Better reliability

I wish I could set up one of several default setups to serve the function I am running... Have to set up Color/BlacknWhite, 8.5/11, etc.

None

all good for my use

Only drivers are missing for Windows 7 Professional for some printers

not really applicable to me, as I'm rarely in the Roanoke office... When I am, the equipment has worked great.

why not color everywhere? we pay as we use so why not everywhere. no fun to walk across the building or downstairs to get to one.
TopLine for Page 3

Date Range
from ___________ Choose date until ___________ Choose date
Date format: yyyy-MM-dd

Respondent Status
Respondents: 63
☐ Partial 8 12.7% 0.8%
☐ Complete 55 87.3% 5.5%
Maximum allowed 1000 starts

• Accuracy of Mail Sorting
(Each Respondent could choose only ONE of the following options:)

Response Total % of Total Respondents %
Excellent 39 [ ] 75%
Good 13 [ ] 25%
Fair 0 [ ] 0%
Poor 0 [ ] 0%
Total Responses: 52 0% 20% 40% 60% 80%

• Maintenance of Mail Areas
(Each Respondent could choose only ONE of the following options:)

Response Total % of Total Respondents %
Excellent 40 [ ] 77%
Good 11 [ ] 21%
Fair 1 [ ] 2%
Poor 0 [ ] 0%
Total Responses: 52 0% 20% 40% 60% 80%

• Handling of Special Requests
(Each Respondent could choose only ONE of the following options:)

Response Total % of Total Respondents %
Excellent 38 [ ] 75%
Good 13 [ ] 25%
Fair 0 [ ] 0%
Please indicate your level of satisfaction with the Mail Delivery time(s).
(Each Respondent could choose only ONE of the following options:)

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsatisfied: Not a good time or does not meet my needs</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Satisfied: This is a good time, please do not change it</td>
<td>50</td>
<td>98%</td>
</tr>
</tbody>
</table>

Total Responses: 51 0% 20% 40% 60% 80%

Please share any additional...mail services or delivery.

Overnight deliveries should be delivered as soon as possible.

None I can think of

Not applicable to me, as I'm not in the Roanoke office.

Special requests don't always seem to be handled well. It is more because of the communication lines than the individuals involved. There are too many people in the middle of the originating requester and the person in IKON who will actually handle the package, and message gets diluted/lost.

In all our years of IKON service, I've only had one packaging issue - where a heavy shipment wasn't sufficiently packed to properly survive transport. These folks are good!

I am not sure what they are, but it seems that I am not getting all mail on a daily basis.

I get mail in my mailbox maybe once a year. do not have any comments.

do not get mail, no comment
### TopLine for Page 4

<table>
<thead>
<tr>
<th>Date Range</th>
<th>from _________ Choose date until _________ Choose date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Date format: yyyy-MM-dd</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Respondent Status</th>
<th>Count</th>
<th>% of resp.</th>
<th>% of max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent/s</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Partial</td>
<td>8</td>
<td>12.7%</td>
<td>0.8%</td>
</tr>
<tr>
<td>□ Complete</td>
<td>55</td>
<td>87.3%</td>
<td>5.5%</td>
</tr>
<tr>
<td></td>
<td>63</td>
<td></td>
<td>6.3%</td>
</tr>
</tbody>
</table>

| Maximum allowed   | 1000 starts |

Please provide us with your overall rating of IKON/Ricoh here at this site. (Each Respondent could choose only ONE of the following options:)

- **Excellent**: 51 (94%)
- **Average**: 3 (6%)
- **Below Average**: 0 (0%)
- **Unacceptable**: 0 (0%)

**Total Responses**: 54 0% 20% 40% 60% 80%

Would you like to be...and contact information.

- Paul [Redacted]
- Mark [Redacted] x2312
- Bill [Redacted] 540 [Redacted]
- I am afraid my needs are not very common to others here. I am rather unique in job requirements.
- Rene [Redacted] 2050
- Chris [Redacted] x2093
- Clinton [Redacted] [Redacted] [Redacted] Usually at x3987 (in the lab)
- ron [Redacted]
APPENDIX D—RICOH AMERICAS CORPORATION AWARDS

See following pages for Awards
RICOH NAMED TO ETHISPHHERE'S 2011 "WORLD'S MOST ETHICAL COMPANIES" FOR THIRD YEAR IN A ROW

Award Recognizes Exceptional Ethical Leadership Actively Upheld within Various Industries

West Caldwell, NJ March 21, 2011 – Ricoh Company, Ltd., a worldwide leader in digital office equipment and advanced document management solutions and services, announced today that it has been recognized by the Ethisphere Institute as one of the 2011 World's Most Ethical Companies. This is the third year in a row that the company is thus honored for going beyond legal minimums, introducing innovative ideas to benefit the public and forcing its competitors to follow suit by consistently upping the ante for what it takes to be an ethical leader. Out of a record number of nominations for the award, Ricoh secured a hard-earned spot on the list by going the extra mile and implementing upright business practices and initiatives that are instrumental to the company's success, benefit the community, and raise the bar for ethical standards within the industry.

"Ricoh is committed to a corporate and business structure that can responsibly respond to changes in today's world. This includes evaluating Ricoh's role and the role of each and every employee in order to provide products and services that truly satisfy our customers' needs worldwide," said Mariko Azuma, General Manager, CSR Office. "Being named to Ethisphere's 2011 World's Most Ethical Companies list is a testament to the solid foundation we have in place."

This is the fifth year Ethisphere, a think-tank dedicated to the creation, advancement and sharing of best practices in business ethics, corporate social responsibility, anti-corruption and sustainability, has published the WME rankings, which appear in Ethisphere Magazine's Q1 issue.

Ethisphere reviewed thousands of companies and evaluated a record number of applications utilizing its propriety methodology through in-depth research and multi-step analysis, naming 110 companies that surpassed their industry peers to this year's World's Most Ethical Companies list. The 2011 list features companies in 38 industries including 43 companies headquartered outside the United States.

"As companies strive to maintain a competitive advantage, good ethics translate into better business, and better business means better bottom lines. Ricoh recognizes the important role that principled practices play in brand reputation, which ultimately is the most valuable asset for a corporation," said Alex Brigham, Executive Director of the Ethisphere Institute. "Each year, the competition gets more intense for the World's Most Ethical Companies and this year was no exception with a record number of organizations vying for this distinguished honor. Ethisphere congratulates Ricoh on being one of the World's Most Ethical Companies for 2011."

The methodology for the WME ranking includes reviewing codes of ethics, litigation and regulatory infraction histories; evaluating the investment in innovation and sustainable business practices; looking at
activities designed to improve corporate citizenship; and studying nominations from senior executives, industry peers, suppliers and customers.

Read about the methodology and view the complete list of the 2011 World’s Most Ethical Companies at http://ethisphere.com/worlds-most-ethical-companies-rankings/.

About Ricoh Company, Ltd.
Ricoh Company, Ltd. is a global technology leader, specializing in the office and production printing markets. Ricoh works with organizations around the world to modernize work environments and optimize document efficiency. With more than 108,500 employees worldwide, Ricoh operates in Europe, the Americas, Asia/Pacific, China, and Japan. Ricoh’s worldwide sales were more than 2,016 billion yen ($21 billion USD) in the year ended March 31, 2010.

About Ethisphere Institute
The research-based Ethisphere Institute is a leading international think-tank dedicated to the creation, advancement and sharing of best practices in business ethics, corporate social responsibility, anti-corruption and sustainability. The Institute’s associated membership groups, the Ethisphere Council and Business Ethics Leadership Alliance, are forums for business ethics that includes over 200 leading corporations, universities and institutions. These groups are dedicated to the development and advancement of members through increased efficiency, innovation, tools, mentoring, advice, and unique career opportunities. Ethisphere Magazine, which publishes the globally recognized World’s Most Ethical Companies Ranking™, is the quarterly publication of the Institute. Ethisphere provides the only third-party verifications of compliance programs and ethical cultures, Ethics Inside Certification®, Anti-Corruption Leader Verification and Compliance Program Verification. More information on the Ethisphere Institute, including ranking projects and membership, can be found at http://www.ethisphere.com

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PRESS RELEASE

Ricoh Web Site: www.ricoh.com

RICOH POSITIONED IN THE ‘LEADERS’ QUADRANT OF THE MAGIC QUADRANT FOR MANAGED PRINT SERVICES WORLDWIDE

Evaluation based on completeness of vision and ability to execute

Tokyo, Japan, Oct. 31, 2011 – Ricoh Company, Ltd., a worldwide leader in digital office equipment and advanced document management solutions and services, has been named a leader in Gartner, Inc.’s “Magic Quadrant: Managed Print Services Worldwide.”¹

Managed print services (MPS) is defined as the active management and optimization of document output devices and related business processes.² While many MPS offerings focus tightly on devices and print management, Ricoh Managed Document Services™ (Ricoh MDS) addresses all business information, including its input (creation), throughput (workflow) and output (processing for added business value), whether paper-based or electronic. As a result, companies gain access to the right information at the right time in the right form.

According to Gartner, Leaders provide MPS to a wide range of customers, including the largest and most geographically dispersed, so they must demonstrate a truly global reach. They must demonstrate not only the skills to deliver today’s MPS, but also the understanding, initiative and resources to prepare for tomorrow’s MPS. Leaders characteristically augment the full scope of MPS with a wide range of added-value services. As a result, they are frequently shortlisted by large and midsize customers.

“We consider our Leaders quadrant position in Gartner’s Magic Quadrant as confirmation of our strategy to deliver solutions that extend beyond MPS to the entire business information workflow,” said Sergio Kato, Associate Director of Ricoh Company, Ltd. and General Manager of Global MDS Center. “Our services can help customers manage document costs while enabling them to create

¹ Gartner, Inc., Magic Quadrant for Managed Print Services, Worldwide, Ken Weilerstein, Cecile Drew, Yulan Li, October 25, 2011.
² Managed Print Services Association (MPSA)
smart, agile work environments with more rapid, intuitive access to information, giving them a
distinct advantage over competitors. This approach, and our ability to deliver Ricoh Managed
Document Services consistently across the globe, has given us strong momentum in the MPS
market.”

Ricoh is uniquely equipped to help customers achieve their goals through an adaptive, customer-
focused approach that includes holistic, vendor-agnostic infrastructure management and a global
force of 30,000 professionals reaching 95 percent of the Global Fortune 500. Solutions address a
wide variety of challenges around documents, including the growing concern of environmental
sustainability.

Ricoh MDS is designed to not only help customers achieve better efficiencies related to document
management, but also improve an organization’s ability to serve customers and compete in
increasingly global and connected markets. This approach directly addresses the depletion of
productivity that comes with employees spending hours each day searching for or recreating
information that already exists.

Ricoh helps ensure the success of MDS engagements with a proven Organizational Change
Management process based on Prosci’s ADKAR® (Awareness, Desire, Knowledge, Ability,
Reinforcement) methodology, a goal-oriented framework for managed, properly sequenced change in
order to achieve a desired business result. This systematic approach helps make process
improvements a permanent part of the culture.

To learn more about Ricoh’s approach to Managed Document Services and for free information and
guidance – including case studies, white papers and videos – visit mds.ricoh.com.

About the Magic Quadrant
The Magic Quadrant is copyrighted 2011 by Gartner, Inc. and is reused with permission. The Magic
Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts
Gartner’s analysis of how certain vendors measure against criteria for that marketplace, as defined by
Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant,
and does not advise technology users to select only those vendors placed in the “Leaders” quadrant.
The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to
action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

About Ricoh Company, Ltd.
Ricoh Company, Ltd. is a company specializing in technology and services that transform high-volume, document-intensive business processes into more efficient ones. This is achieved through Ricoh’s expertise in Managed Document Services, Production Printing, Office Solutions and IT Services. By working with Ricoh, businesses can streamline the way they work, become more efficient and profitable, and share knowledge more effectively within their organizations. Ricoh’s worldwide operation covers more than 180 countries and territories in Europe, the Americas, Asia Pacific, China and Japan.

# # #

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RICOH HONORED WITH 2011 MANAGED PRINT SERVICES ASSOCIATION LEADERSHIP AWARD

West Caldwell, NJ, May 18, 2011 – Ricoh Americas Corporation, a leading provider of digital office equipment and advanced document management solutions and services, today announced its recognition by The Managed Print Services Association (MPSA) as the winner of the 2011 MPSA Leadership Awards for excellence in Managed Print Services as a Direct/Manufacturer. MPSA announced Ricoh as the winner of the award on Wednesday, May 4th at the 2011 Global MPS Conference in Orlando, FL, followed by a Leadership Awards Reception at the Peabody Hotel.

MPSA recognized Ricoh for its Managed Document Services (MDS) approach, which is an extension and evolution of MPS. Ricoh’s MDS solutions address the three fundamental functions relating to the entire document management ecosystem of input, throughput, and output. Ricoh’s MDS aims to streamline core business processes by focusing on process, people, and technology and innovation to create a state of continuous improvement. Ricoh helps organizations better manage and leverage information for improved business outcomes through a flexible, proactive approach.

“At Ricoh, we take a unique, customer-centric, step-by-step approach to document management that goes beyond MPS. Our MDS solution provides sustainable, long-term savings that impact our customers’ bottom line,” said Mark Boelhouwer, Vice President,
Strategic Marketing, Ricoh, U.S. “We are proud to receive this recognition as a symbol of our innovative approach and the value we bring to our customers.”

“Ricoh has been an outstanding supporter of the Managed Print Services Association and of the MPS industry. Its nomination really stood out against tough competition as an example of leadership, innovation and talent. We are very pleased that Ricoh received this well-deserved recognition,” said MPSA President, Joe Barganier.

The MPSA Leadership Award brings winners greater visibility and credibility by showcasing MPS excellence and raising awareness about successful MPS programs and their benefits within the MPSA community and the global MPS market. The judging panel consists of the MPSA Board of Directors, who review nominees and select the winners. Judges consider a wide list of criteria when selecting the winner; MPS best practices, operational fit, flexibility and growth, as well as business benefits and ROI.

For more information on Ricoh’s Managed Document Services and other Ricoh products and solutions, please visit www.ricoh-usa.com.

About the Managed Print Services Association

As an independent, not-for-profit organization, the Managed Print Services Association (MPSA) serves the emerging MPS industry through development of standards and industry guidelines, which unite the different segments of the industry. MPSA also presents the annual MPS Leadership Awards. For more information, visit www.yourmpsa.org.

About Ricoh Americas Corporation

Ricoh Americas Corporation, headquartered in West Caldwell, N.J., is a subsidiary of Ricoh Company, Ltd., the 74-year-old leading provider of advanced office technology and innovative document imaging products, services and software, with fiscal year 2009 sales in excess of $21 billion.
Ricoh's fully integrated hardware and customizable services and software help businesses share information efficiently and effectively by enabling customers to control the input, management and output of documents.

Ricoh Americas Corporation, directly or through its network of authorized dealers, markets and distributes products in North, Central and South America.

Information about Ricoh's complete range of offerings can be found at www.ricoh-usa.com.

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PRESS RELEASE

FOR IMMEDIATE RELEASE
Ricoh Web Site: www.ricoh.com

RICOH A ‘LEADER’ IN WORLDWIDE MANAGED PRINT SERVICES MARKETSCAPE ANALYSIS BY IDC

*Evaluation reflects high scores in strategy and capabilities*

TOKYO, Jan. 18, 2012 – Ricoh Company, Ltd. today announced it has again been named a Leader in the "IDC MarketScape: Worldwide Managed Print Services 2011 Hardcopy Vendor Analysis."1 This is the second year of the report.

The latest analysis compares 11 hardcopy vendors participating in the worldwide managed print services (MPS) market. IDC’s detailed MPS definition emphasizes proactive management of customers’ imaging and printing environment, continuous improvement of that environment, and change management.

As a Leader, Ricoh achieved high scores in both the strategic and capabilities categories. “Ricoh’s development of its global scope (consistent global structure, governance and process) is one of its biggest differentiators,” states the report, authored by IDC’s Holly Muscolino, Research Director for the Hardcopy Peripherals: Software and Services program. “The company’s structured approach to MDS delivery is also distinctive.”

Ricoh has leveraged its deep, global experience to shape its Managed Document Services (MDS) strategy for addressing pressing customer concerns in MPS, including cost control, environmental sustainability, information security and governance, business process efficiency, organizational change management, information worker (iWorker) productivity, information optimization and strategic infrastructure.

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“Ricoh’s leadership position in this study confirms what we’ve already discovered by working closely with the company for five years in MPS and beyond,” said Don Kupper, Vice President Supply Chain, Clinical Support, & Chief Pharmacy Officer of the University of Louisville Hospital in Kentucky. “They worked with us to analyze our challenges, develop creative solutions, effect a transformation, and follow through with continuous improvement. We increased our efficiency, productivity, improved our information flow and saved $1.6 million.”

Ricoh MDS is a globally cohesive approach to executing Ricoh programs based entirely on the ways clients prefer to do business. Its streamlined delivery framework – Understand, Improve, Transform, Govern and Optimize – strengthens the three stages of partnership engagement: Project Management, Service Management and Organizational Change Management.

“While competitive MPS offerings focus tightly on devices and print management, Ricoh MDS addresses the business practices surrounding the management of both print and electronic information,” said Sergio Kato, Associate Director of Ricoh Company, Ltd. and General Manager of Global MDS Center. “Ricoh MDS teams work to understand how each enterprise accesses, uses and stores information. Then we adapt and optimize those processes to make them more secure, more efficient and more effective with less environmental footprint.”

Ricoh has delivered custom MDS solutions to customers around the world. For customer success stories on Ricoh’s MDS approach, please visit ricoh.com/mds.

About IDC MarketScape

IDC’s MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT (information and communications technology) suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor’s position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective vendors.
About Ricoh Company, Ltd.
Ricoh Company, Ltd. is a company specializing in technology and services that transform high-volume, document-intensive business processes into more efficient ones. This is achieved through Ricoh’s expertise in Managed Document Services, Production Printing, Office Solutions and IT Services. By working with Ricoh, businesses can streamline the way they work, become more efficient and profitable, and share knowledge more effectively within their organizations. Ricoh’s worldwide operation covers more than 180 countries and territories in Europe, the Americas, Asia Pacific, China and Japan.

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RICOH NAMED AS LEADER IN
LEADING ANALYST FIRM’S MAGIC QUADRANT FOR
MULTIFUNCTION PRODUCTS AND PRINTERS

West Caldwell, NJ, Oct. 26, 2011—Ricoh Americas Corporation, a leading provider of
digital office equipment and advanced document management solutions and services,
today announced that Gartner placed Ricoh as a Leader in its Magic Quadrant for
multifunction products (MFPs) and printers worldwide.¹ Gartner’s Magic Quadrant
serves as a guide for midsize to large organizations to identify and evaluate technology
providers that can match their global footprint, become their partners in helping them
reduce costs and gain control of their printer fleets and help them reduce the
environmental impact of the organization’s print environment.

According to Gartner, “Leaders are the most capable in providing MFPs (including
SMFPs), printers and the associated printing solutions and services, regardless of
customer location. Providers in the Leaders quadrant offer the most extensive product
portfolio relative to their peers, and they have the broad channel capability to deliver the
products to customers where they want to procure them. Thus, Leaders hold consistently
high market share worldwide and are capable of delivering consistent service levels in the
regions where Gartner customers are located. Leaders tend to have the deepest global
capability and the inventiveness and resources, skills and vision to deliver superior levels
of support to existing and future customers globally. Leaders have a proven track record of channeling R&D initiatives into products and solutions that customers need.”

Ricoh offers a complete line of network-capable MFPs and printers that print in black and white, color, or both. Ricoh multifunction products offer scanning, fax and copier options as well as advanced finishing capabilities. From small offices to centralized production printing environments, Ricoh MFPs and printers can help customers be more efficient and enhance productivity.

“We believe Ricoh’s recognition by Gartner as a Leader in the 2011 MFP Magic Quadrant continues to affirm not only the strength of our products but our genuine commitment to customers and partners around the globe who share our vision,” said Shun Sato, Senior Vice President, Marketing, Ricoh Americas Corporation. “We are also very proud to be recognized for our environmental track record which is so vital to sustaining our world as well as our ability to provide the global services needed to satisfy our customers.”

To learn more about Ricoh’s full line of products, services and solutions please visit http://www.ricoh-usa.com.

1 Gartner "Magic Quadrant for MFPs and Printers" by Sharon McNece and Federico De Silva, Principal Analysts, Security, Imaging anc Print Services, Technology & Service Provider Research, October 24, 2011.

About the Magic Quadrant

The Magic Quadrant is copyrighted 2011 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.
About Ricoh Americas Corporation

Ricoh Americas Corporation, headquartered in West Caldwell, N.J., is a subsidiary of Ricoh Company, Ltd., the 75-year-old leading provider of advanced office technology and innovative document imaging products, services and software, with fiscal year 2010 sales in excess of $23 billion. Ricoh’s fully integrated hardware and customizable services and software help businesses share information efficiently and effectively by enabling customers to control the input, management and output of documents. Ricoh Americas Corporation, directly or through its network of authorized dealers, markets and distributes products in North, Central and South America. Information about Ricoh’s complete range of offerings can be found at www.ricoh-usa.com.

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Ricoh’s Global Market Share

22% Global Market Shareholder

- Nearly 1/4 of all office technology products sold worldwide are Ricoh
  - Total color and monochrome units
  - Non-retail channels

USA: A3+A4 and B2C- Gartner
Canada: A3 & Ségment 2+-IDC
Europe :B2C Western Europe Only-Infosource
China: A3 only-GEO Consultants + RCN
Asia/Pacific: R2C ndia Excluded-IDC_RIAA
PRESS RELEASE

FOR IMMEDIATE RELEASE
Ricoh Web Site: www.ricoh.com

RICOH MAKES ‘GLOBAL 100’ SUSTAINABILITY LIST
FOR 8TH YEAR IN A ROW

The honor, sponsored by Corporate Knights, also reflects business concerns

TOKYO, Jan. 31, 2012 – Ricoh Company, Ltd., a worldwide leader in digital office equipment and advanced document management solutions and services, today announced that Ricoh has been listed on the “Global 100 Most Sustainable Corporations in the World” for the eighth consecutive year. Ricoh has made the Global 100 every year since the list’s inception in 2005.

Billed as “the most extensive data-driven corporate sustainability assessment in existence,” the Global 100 is based on 11 specific key performance indicators for business and the environment. The Global 100 was announced Jan. 25 at the World Economic Forum in Davos, Switzerland, at a dinner hosted by Corporate Knights Inc., the company behind the honor.

The Global 100 includes companies from 22 countries encompassing all sectors of the economy, with collective annual sales in excess of $3.02 trillion, and 5,285,645 employees.

Takashi Nakamura, Ricoh Deputy President, responsible for corporate social responsibility (CSR) at Ricoh Company, Ltd., said, “We’re grateful for our consistent inclusion in the Global 100. It affirms our commitment to our customers, our people and the environment. We deeply believe business and the environment are complementary – in fact, interdependent – and try to express that belief in our operations and the services we provide.”

Toby Heaps, CEO of Corporate Knights, said, “In a year in which Wall Street was occupied and capitalism became a bad word, the Global 100 companies serve as ambassadors for a better, cleaner kind of capitalism which, it also turns out, is more profitable.” From its inception on Feb. 1, 2005, to Dec. 31, 2011, the Global 100 Most Sustainable Corporations has achieved a total return of
41.70 percent, outperforming its benchmark, (the MSCI All Country World Index at 29.30 percent) by more than 11 percent.

**Caring for business and the environment**

In 2005, Ricoh set aggressive goals for reducing its environmental impact. The company is progressing toward its long-term goal of reducing CO2 emissions by 87.5 percent by 2050 from the level of 2000. In addition:

- Ricoh was recognized by oekom research as one of the “World’s Best Companies among IT industry in Social and Environmental Performance.”
- Ricoh was selected as one of the “2011 World’s Most Ethical Companies” by the Ethisphere Institute. It was the company's third listing in as many years.
- Ricoh has been listed for eight consecutive years from 2004 to 2011 in the FTSE4Good Index.
- Ricoh has installed its billboards in NYC, London and Sydney, which are lit by 100 percent renewable energy generated on site.

While Ricoh is cited as a sustainable corporation itself, it is also committed to helping other organizations improve their sustainability through the products and services it delivers, including its Managed Document Services (MDS) program.

To learn more about Ricoh’s environmental commitment, please visit [http://ricoh.com/environment/](http://ricoh.com/environment/).

**Global 100 Key Performance Indicators**

- **Energy Productivity (US$)** Sales (US$) / Total direct and indirect energy consumption (gigajoules)
- **Carbon Productivity (US$)** Sales (US$) / Total CO2 and CO2 equivalents emissions (tons)
- **Water Productivity (US$)** Sales (US$) / Total water use (cubic meters)
- **Waste Productivity (US$)** Sales (US$) / Total amount of waste produced (tons)
- **Leadership Diversity** percentage of women Board Directors
- **CEO-to-average worker pay**
  Ratio of highest paid officer’s compensation to average employee compensation (3-year average)
- **Percent Tax Paid** percentage reported tax obligation paid in cash (3-year average)
Safety Productivity Sales (US$) / lost-time incidents*$50k and fatalities*$1M

Sustainability Remuneration
Whether or not at least one senior officer has his/her pay linked to sustainability

Innovation Capacity R&D/sales (3-year average)

Employee Turnover Total Number of employees who leave the organization voluntarily or due to dismissal, retirement, or death in service as a percentage of the total employee numbers at the end of the reporting period

About Ricoh Company, Ltd.
Ricoh Company, Ltd specializes in technology and services that transform high-volume, document-intensive business processes into more efficient ones. This is achieved through Ricoh’s expertise in Managed Document Services, Production Printing, Office Solutions and IT Services. By working with Ricoh, businesses can streamline the way they work, become more efficient and profitable, and share knowledge more effectively within their organizations. Ricoh’s worldwide operation covers more than 200 countries and areas in the Americas, Europe, Asia Pacific, China and Japan.

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Ricoh Aficio MP 2352/MP 2852/MP 3352
Digital Imaging System
Your choice for more efficient workflow
Customize document management for any workflow. Expectations are high. You’re facing more tasks, more challenges—and less time. So why not demand more from your multifunction system? The RICOH® Aficio® MP 2352/MP 2852/MP 3352 offers unmatched versatility and innovative security for superior productivity and efficiency. It provides copy, print, scan and fax capabilities in a compact design so you can produce a wide range of jobs with exceptional quality. Plus, it incorporates a host of sustainable, eco-friendly features that can enable fast-paced offices to save money while conserving energy. Use it as your workhorse device to streamline workflow from creation to finishing, or integrate it into a comprehensive Managed Document Services (MDS) strategy and improve productivity while reducing total cost of ownership.

The Ricoh Aficio MP 2352/MP 2852/MP 3352 offers versatile multifunction performance, innovative security and advanced distribution capabilities in a compact, environmentally-friendly design.
APPENDIX E—MWBE POLICY & PROCEDURES

See following pages for MWBE Policy and Procedures
Dear Customer:

Thank you for inquiring about Ricoh Corporation's Company-wide Minority Vendor Purchasing Plan. We would like to take this opportunity to point out some of the progress and changes that have been made and some of the future challenges that we face as we continue to further cultivate our MVP Plan.

COMPANY-WIDE

There is virtually no subcontracting involved in the performance of customer contracts since Ricoh, our subsidiaries or our affiliates perform practically all aspects of manufacture, delivery and support on Major Account contracts.

A company-wide Minority Vendor Program (MVP) Plan is necessary since essentially all products for resale are obtained from our parent company (Ricoh Co., Ltd., Japan), their subsidiaries or affiliates.

Ricoh has adopted a company-wide MVP Plan in order to insure that Minority Vendors are considered for a broad spectrum of procurement categories rather than just those who would normally be associated with specific purchase order fulfillment.

Job-specific supplier opportunities are not significant.

Ricoh has designated a management position dedicated to the success of the "company-wide" MVP Plan.

AWARD OF DISTINCTION

Ricoh was the proud recipient of the U.S. Small Business Administration's "Award of Distinction". Only about 2% of our government's large prime suppliers are active recipients of this award. To be recognized as a large Federal contractor having an exceptional small business supplier diversity program affirms our commitment to this cause.

TOP MANAGEMENT COMMITMENT

The Top Management Committee reviewed and accepted the company-wide MVP Plan and has encouraged and supported awareness, sensitivity, outreach and inclusion activity. The Chairman has embraced his MVP Plan as a distinguished part of Ricoh's "Corporate Culture".
MINORITY PURCHASING COUNCIL MEMBERSHIP

The NY/NJ Minority Supplier Development Council is an excellent awareness outlet for our MVP Plan and has helped us locate and invite bone fide and qualified Minority Vendors to participate in fulfilling our purchasing needs. The NY/NJ MSDC is also a development organization that we can refer Minority Vendors to for business assistance to help them become more competitive.

CHAIRMAN OF THE NY/NJ MPC NJ SECTION

Ricoh Corporation is a proud member of the NY/NJ Minority Supplier Development Council and has served as chairman of its New Jersey Section for three consecutive years. Ricoh is extremely active and supportive of the NY/NJ MSDC’s operations. We have assisted the planning committees for the Council's Marketing and Business Fair and Exposition and have made significant donations to the organization.

SENSITIVITY AND AWARENESS TRAINING

Ricoh has supported the development of sensitivity and awareness training seminar programs for purchasing decision-makers. The NY/NJ MSDC has agreed to conduct the informative and enlightening classes for our buyers, agents and others associated with spending activity.

N.M.S.D.C. (The National Minority Supplier Development Council)

Ricoh also participates in the NMSDC’s annual conference and business fairs. In addition to supporting the national network they have provided us with valuable business contacts and exposure to "world class" Minority Vendor Purchasing Plans. Ricoh participated on the National Conference Program Committee for their NYC metropolitan area 25th anniversary event.

INTERNATIONAL MINORITY BUSINESS CORPORATION (IMBC)

Ricoh has attended the National and International Minority Business Conference and Exposition presented by the IMBC in the New Jersey Meadowlands and attended seminars and workshops on promoting and marketing the Minority and Women-owned Business Enterprise Programs to the corporation and purchasing decision makers.

ADVERTISEMENT

Ricoh has advertised in event journals of both of the above organizations specifically aimed at the Minority Business Entrepreneur. Ricoh is also a prominent advertiser in the Historically Black College and University Sports Programs. We have also advertised in the Caribbean American & Hispanic Business Journal. Ricoh is listed as a business opportunity in numerous publications such as "Minorities and Women in Business magazine" and "Hispanic Business magazine". Ricoh has access to, and has advertised in the "Challenge
News" which is the focus and trade publication of the Association for Service Disabled American Veterans. Ricoh's new internet world wide web site also reaches out to MBW/WBE/DVBE and Small and Small Disadvantaged businesses to participate in our Minority Vendor Purchasing Program. Minority Vendors searching for Supplier Diversity Programs will find us at the following website...
http://www.ricoh-usa.com/about/

INTRANET MVP AWARENESS

Our Minority Vendor Purchasing Program was one of the first internally broadcasted topics on our new Intranet. All employees are aware, supportive and proud of our MVP achievements. They can also participate in activities that promote minority vendor development and learn about the benefits of the MVP Program.

OUTREACH

Ricoh utilizes the CCR/SBA's Internet based ProNet service as an electronic directory for locating and inviting Small and Small Disadvantaged Business Enterprises. We had also subscribed to the national minority supplier directory known as The "Try Us(r) " directory. In addition to these fine sources, we have access to the NY/NJ MSDC 's database and the NMSDC's MBISYS electronic database of certified MBE's. To further augment our outreach capabilities we have obtained the minority database directories of many of our large national customers such as IBM, GM, PacBell and Transit organizations to name a few. Participation in the Business Fairs, and Expositions has also provided us with a wealth of contacts with Minority Vendors.

MENTORING

Ricoh has provided counseling and advice to small and small disadvantaged businesses at Regional business opportunity fairs and speaking engagements such as Essex County's Saturday seminars for small businesses and other forums. As a collateral effort to help in the minority community, Ricoh has partnered with the George Westinghouse Vocational High School in Brooklyn, NY to develop the B.E.S.T. program (Business Electronic Student Training) to help students in the inner cities.

PURCHASING PRACTICES

Ricoh Corporation's purchasing practices have always been based upon dealing honestly, fairly, impartially and in good faith with our suppliers and potential suppliers of goods and services. We are taking a more aggressive and proactive approach to insure that Minority Vendors are afforded the maximum practical opportunity to participate in Ricoh's purchasing activities. We identify the status and classification of all bidders in advance of the decision process to insure that an affirmative representation of qualified Minority Vendors are in the final list.
PURCHASING PATTERNS

Our major challenge now is dealing with our "decentralized" purchasing organization, which permits virtually every group to conduct procurement activity (with some exceptions). The Minority Vendor Program Manager is also the Purchasing Coordination Manager, which helps facilitate the MVP Plan within the "decentralized" purchasing environment. We are developing ways to analyze Minority Vendor Participation down at the department and group level so that we can establish challenging goals at the decision maker elements. Our Information Technologies Group is presently addressing this need and pursuing several options.

V.I.P.

Our simple Vendor Introduction Practice puts prospective Minority Vendors together with the appropriate Ricoh Purchasing Decision-Makers. The MVP Coordinator solicits feedback from both the Minority Vendor and the Ricoh Purchasing Decision-maker. This feedback helps to facilitate the inclusion process and the constant improvement our MVP Program.

SUMMATION

It is our intention to expand and refine the programs that support our plan and to continue to promote the MVP Program both internally and externally as a positive and profitable business objective.

Very truly yours,
RICOH CORPORATION

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APPENDIX F—PROPOSED EQUIPMENT SPECIFICATIONS

See following pages for specifications of proposed equipment
Enhance Productivity
Accomplish every task with incredible speed and convenience. The Ricoh Aficio MP 2352/MP 2852/MP 3352 offers all-in-one performance for fast, cost-effective workflow.

- Deliver exceptional multifunction performance with printing, copying, color scanning and faxing. The MP 2852/MP 3352 is available in two configurations—a standard scan/print version and a highly-configurable copier version, which can also be modified to print, scan or fax to suit your office environment. The MP 2352 is available in a standard scan/print configuration.
- Generate up to 33 black-and-white pages-per-minute and proceed to the next job quickly.
- Execute workflows seamlessly with a wide range of document distribution tools that can be tailored for your office for maximum convenience.
- Reprint, relax or scan instantly with the Document Server. It stores up to 3,000 frequently-used documents to expedite workflow.

Share More Efficiently
With its wide range of scanning capabilities, this digital imaging system enables quick electronic document capture and convenient distribution options for incredible flexibility, productivity and value.

- Capture documents in monochrome or in vibrant color and reduce file sizes with high-compression PDF for faster transmission and printing without compromising image quality.
- Distribute documents instantly with Scan-to-Email or automate document sharing and archiving with Scan-to-Folder.
- Employ Scan-to-URL for network flexibility. Users can store the document on the Hard Disk Drive to reduce network traffic and view and download files via Web browser.
- Preview electronic documents as full-color thumbnails for accurate review that can enhance efficiency while minimizing wasted supplies.

Deliver High-Quality Results
The Ricoh Aficio MP 2352/MP 2852/MP 3352 offers powerful network printing to ensure fast-moving workflows and affordable output.

- Simplify print jobs with the icon-driven, PCL6 user interface driver and optional genuine Adobe® PostScript® drivers.
- Enjoy seamless integration with Windows, Macintosh, Unix and AS/400 environments and a host of standard or optional interfaces to ensure that local network requirements are met.
- Modify queues for print jobs at any time with the Job Function List feature and meet even the most ambitious deadlines.
- Expedite jobs with PDF Direct Print. Users can print PDFs without opening Adobe Acrobat or taxing the network.
- Avoid print bottlenecks with Auto Job Promote. This feature holds a job when a resource is not available—such as a different paper size—and automatically prints the next job in the queue.

Print Volume Use Limitation

Set output limits for individuals and groups with the Quota Setting feature to effectively control print costs.
Outstanding Efficiency in a Compact Design

50-Sheet Automatic Reversing Document Feeder (standard)
(Optional for the MP 2852/MP 3352 copier only configurations)
Scan multi-page and mixed size originals quickly and easily.

500-Sheet External Finisher (optional)
Realize greater cost savings and productivity by printing reports and presentations in-house.

1,000-Sheet Booklet Finisher

1,000-Sheet Finisher

500-Sheet Internal Finisher

Finish In-House with Style
Produce compelling, professionally finished documents and minimize outsourcing.
Choose from a variety of optional finishers to design a complete end-to-end document production solution that meets your unique application demands.

1 x 500 and 1 x 550-Sheet Paper Trays (standard)
Front-facing, user-adjustable trays accommodate a wide range of paper stocks and sizes, including envelopes.

1 x 550-Sheet Paper Tray* (optional)
Provides lower height making it easy for all users to access.

2 x 550-Sheet Paper Tray* (optional)
Add more paper capacity for larger jobs and uninterrupted printing and copying.

2,000-Sheet Large Capacity Tray* (optional)
Increase total system volume up to 3,150 sheets for less reloading. (Letter-size/A4 only)

Cabinet Stand* (optional)
Add a convenient storage space for supplies when the standard paper supply meets your needs.

*Cannot be combined with other optional paper sources.
Ricoh Aficio MP 2352/MP 2852/MP 3352

Intuitive 8.5" Color Control Panel
This easy-to-use control panel simplifies operations.

One-Bin Tray (optional)
Separate copy output from fax/print output.

Duplex Unit (standard)
Support environmental initiatives, cut paper use in half and save on supply costs by printing double-sided documents.

100-Sheet Bypass Tray (standard)
Print envelopes, labels and transparencies on a variety of paper types and sizes.

Choose the Configuration that Best Meets Your Office Requirements

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Copier</th>
<th>Copy / Print / Scan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speeds Available</td>
<td>28 ppm, 33 ppm</td>
<td>23 ppm, 28 ppm, 33 ppm</td>
</tr>
<tr>
<td>ADF</td>
<td>Optional</td>
<td>Standard</td>
</tr>
<tr>
<td>Print/Scan Connectivity</td>
<td>Optional</td>
<td>Standard</td>
</tr>
<tr>
<td>Fax</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>System Memory (Std/Max.)</td>
<td>512 MB / 1 GB</td>
<td>1 GB / 1 GB</td>
</tr>
<tr>
<td>Hard Disk Drive</td>
<td>Optional</td>
<td>Standard 120 CB</td>
</tr>
<tr>
<td>Personal Paperless Document Manager (PPDM)</td>
<td>Optional</td>
<td>Standard 1 License</td>
</tr>
<tr>
<td>Java VM Card</td>
<td>Optional</td>
<td>Standard</td>
</tr>
</tbody>
</table>

*Hard Disk Drive required to enable these features.
Management Made Easy
Engineered for maximum convenience, the Ricoh Aficio MP 2352/MP 2852/MP 3352 simplifies administrative tasks—including system management, device monitoring and troubleshooting.

- Access a wide range of system settings including supply levels and job details, assign e-mail notification to key team members, cancel jobs and reboot the system remotely with Web Image Monitor.
- Use Web SmartDeviceMonitor to configure, monitor and manage your entire fleet of connected Ricoh devices—right from your desktop.
- Promote proactive maintenance with automated alerts for low supplies and errors with Auto-Email Notification.
- Automate meter submissions, critical event notifications and remote firmware updates with @Remote.

Advanced Document Security
Help ensure document integrity at every stage of the creation and distribution process with comprehensive security that protects your most important information assets.

- Protect sensitive documents on the hard drive with the standard DataOverwriteSecurity System (DOSS). It automatically overwrites the hard drive to prevent retrieval of confidential information when enabled.
- Add a powerful layer of security with standard HDD Encryption and encode stored documents for maximum protection from hackers.
- Safeguard critical data during transmission with Encrypted PDF Transmission. Use it to scramble and encrypt transparent and vulnerable data, including user name and password.
- Ensure accurate user authentication with a variety of methods, including user codes, LDAP, Windows Authentication and card based authentication solutions.

Fast Fax Transmission
Handle any workload—whether it’s one page or hundreds—with innovative faxing features that simplify management and expedite delivery.

- Send and receive faxes electronically with Internet faxing, using either a PC or conventional fax numbers via IP to save on transmission costs and paper.
- Preview pages prior to transmission to decrease errors and detect blank pages.
- Route inbound faxes to an e-mail address or network folder to ensure timely, accurate delivery and distribution.
Enable Mobile Workers
Give mobile users an easy way to print documents while on the go without compromising security.

- Print documents, e-mails and Web content from anywhere with optional HotSpot Printing. Users can forward documents to the MFP via PDAs or other Internet-enabled devices without installing drivers or software.
- Accommodate visitors, such as employees visiting branch offices, with the Mail-to-Print feature. This allows users to send emails with attachments directly to the MFP to print PDF/JPG files automatically without installing print drivers.

Customize Workflows
The Ricoh Aficio MP 2352/MP 2852/MP 3352 offers innovative tools that accommodate the unique demands of your environment and streamline business-critical activities.

- Customize MFP touch-screen menus directly from the PC quickly without IT support and create secure, searchable PDFs from text files, spreadsheets and scanned documents with Personal Paperless Document Manager (PPDM) software.
- Expedite metadata entry and integrate directly with many of the leading Document Management Systems at the MFP with optional support for GlobalScan NX, eCopy, NS AutoStore and other applications with the optional USB Keyboard.*
- Connect to optional Cloud applications such as DocumentMall. Documents can be securely scanned to a folder in DocumentMall or downloaded for printing.
- Develop customized applications using Embedded Software Architecture, a Java-compatible Software Development Kit (SDK).

Sustainable Efficiency
Conserve energy while boosting productivity. Ricoh has incorporated a variety of environmentally-friendly features that conserve time and money.

- Reduce paper consumption by printing double-sided documents—and reducing output by up to half—with standard automatic duplexing.
- Start printing and copying quickly. The Ricoh Aficio MP 2352/MP 2852/MP 3352 warms up in as few as 14 seconds and recovers from Sleep Mode as quickly as 10 seconds.
- Save energy with fast first-copy times. This digital imaging system can produce a first copy in as little as 4.5 seconds.

*Native embedded scanning is not supported.

The Total Green Office Solution
Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
Ricoh Aficio MP 4001/MP 5001
Digital Imaging System
Accelerate Your Workflow
Engineered for outstanding performance. To stay competitive, organizations are doing more with less. Companies are consolidating resources, eliminating redundancies and taking every opportunity to keep productivity high while maintaining information security and supporting sustainability. The RICOH® Aficio MP 4001/MP 5001 aligns perfectly with these strategies. These systems are designed to take on an incredibly wide variety of document tasks and come equipped with powerful new solutions: the Personal Paperless Document Manager (PPDM™) software and the breakthrough App2Me® portable workflow solution. These solutions will help you streamline workflow and minimize operating costs.
Improve Productivity Immediately
Expect fast, high-quality results from the Ricoh Aficio MP 4001/MP 5001. It is equipped to help your office print, copy, scan, fax or distribute critical documents.
- Boost productivity by copying or printing up to 50 pages per minute.
- Turn everyday documents into impressive, professionally finished output with three finishing options, including a 1,000-Sheet Booklet Finisher.
- Manage document processing and storage capacity with 768 MB RAM and a 40 GB Hard Disk Drive (HDD).

Keep Workflow Moving
Trust the Ricoh Aficio MP 4001/MP 5001 to provide practical functions that make it easy to run your office efficiently and help everyone stay on task.
- Establish cost control. Set print or copy quotas for up to 500 users with the account limit feature.
- Give critical print and copy jobs higher priority with the Job Function List, which allows you to send any job to the top of the queue for immediate output.
- Ensure efficient production of reports, presentations and training materials with standard support for PCL or optional Adobe PostScript® 3®.
- Keep your local network clear. PDF Direct Print* lets you send PDF files directly to the MFP without opening Adobe Acrobat® software.
- Give mobile workers an edge. Mail to Print* allows them to print without installing drivers. Users can send an e-mail to the system and have it print the attached PDF or JPEG file.
  *Requires optional equipment.

Customize Documents and Workflow
Personal Paperless Document Manager (PPDM) enables users to capture, combine, convert and share the three most prominent document types: paper, PDFs and Microsoft® Office files.
- Make document distribution easy, secure and productive. Send paper and electronic files to virtually any destination, including e-mail, FTP sites, Web folders, Microsoft SharePoint and content management systems.
- Transform paper originals into fully editable Microsoft Office files, PDFs or fillable forms that can be edited and electronically completed. Extract data from fillable forms into a .csv file for analysis. Convert digital and paper documents into WAV audio files.
- Create custom workflows. When users authenticate to the system, the interface shows only the personalized view they create at their desktop computers.

Enhance Personal Productivity App2Me
The App2Me® solution revolutionizes document management, enabling users to create customized workflows and execute them anywhere they go.
- Download widgets to any client (desktop PC, laptop or Smartphone) and use them on any Ricoh MFP enabled with App2Me.
- No matter where you go, your experience at each App2Me-enabled MFP remains completely personalized for maximum convenience.
- Simplify complex workflows. Widgets can be created to combine, distribute, edit and create documents, as well as perform many other tasks automatically.
- Maximize productivity. App2Me improves efficiency through widgets that control a virtually endless array of MFP, software or Web services-driven workflows.
- Create specialized widgets for virtually any need, in any framework across multiple platforms that App2Me supports, such as Google Desktop™ and more.

The optional keyboard provides an alternative way to enter data at the device*
*Does not support all functions.
Eliminate Distribution Costs
Designed to serve as your office's zero-cost document distribution portal, the Ricoh Aficio MP 4001/MP 5001 incorporates an impressive lineup of technologies.

- Scan full-color or black & white originals and share them instantly — and at no cost — with Scan-to-Email/Folder/HDD.
- Do not spend time searching for e-mail addresses. The system pulls the correct address for each recipient directly from up to five LDAP servers.
- Never waste time or resources on rescans. See full-color thumbnails of every scanned page on the control panel, so you can verify quality prior to distribution.
- Minimize file sizes for full-color scans with the High Compression PDF feature, which keeps large files off the network.
- Keep the network moving with Scan-to-URL. It stores documents on the HDD, then sends recipients a link that enables viewing or downloading via Web browser.

Next-Generation Faxing
The Ricoh Aficio MP 4001/MP 5001 includes the latest fax technologies to reduce costs and minimize transmission time.

- Take advantage of up to three analog lines with the Super G3 modem. This improves total fax capacity and helps prevent bottlenecks.
- Send documents directly to e-mail addresses and eliminate long-distance costs with Internet Fax capabilities.
- Forward inbound faxes to e-mail addresses, network folders or the system's HDD and go completely paperless.

Protect Critical Documents
The Ricoh Aficio MP 4001/MP 5001 includes the high-end security technologies required to keep documents safe from a variety of threats at every stage of workflow.

- Prevent unauthorized access and usage with password protection.
- Keep sensitive documents safe without expensive mail boxes. Locked Print holds printed files in memory until authorized users enter a PIN code or password.
- Secure latent images remaining on the system's internal hard drive with the DataOverwriteSecurity System (DOSS).

User-Friendly Management
Make every administrator's life easier with intuitive tools for system management, device monitoring, troubleshooting and other tasks.

- Configure system settings, address books and more with Web Image Monitor.
- Manage multiple Ricoh devices remotely with Web SmartDeviceMonitor.
- Request alerts for low supplies or error detection with Auto E-mail Notification.
- Automate service calls with @Remote™ (network appliance or embedded), which can be configured to notify service and supply alerts.

The Total Green Office Solution
Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
Improve Speed, Efficiency and Productivity

1,000-Sheet Finisher
Holds up to 1,000 sheets of 6.5" x 11" or smaller, 20 lb. Bond (500 sheets of 8.5" x 14" or larger) and offers automatic three-position stapling.

2,000-Sheet Booklet/Saddle Stitch Finisher
Automatically staples documents to produce professional-grade booklets with a variety of staple positions and optional 2- or 3-hole punching.

3,000-Sheet Multi-Tray Finisher
Enhances productivity, convenience and versatility with high-capacity trays, optional 2- or 3-hole punching and multi-position stapling for a wide variety of paper weights and sizes.

Dual 550-Sheet Paper Tray
Increases productivity and efficiency by minimizing the need to reload paper.

Two 550-Sheet Tray Paper Bank (Optional)
Holds up to five different sizes and orientations of paper at all times for maximum versatility. 2,000-Sheet (Letter-Sized) Large Capacity Tray also available.

Over/Underhand-Grip Tray
Handles and Easy-Open Trays
Ensure effortless paper loading for all users.

100-Sheet Automatic Reversing Document Feeder (ARDP)
Handles multi-page and double-sided originals up to 11" x 17" with extreme efficiency.

Automatic Stackless Duplexing
Produces two-sided booklets, brochures and more while cutting paper usage in half.

Inner One-Bin Tray (Optional)
Provides a cost-effective way to separate copy, print and fax output.

100-Sheet Stack Bypass
Holds a range of paper types and weights up to 58 lb. Bond.

Large Capacity Tray (Optional)
Holds an additional 1,200 letter-sized sheets to optimize workflow and minimize user intervention during large jobs.

Easy-to-Replace Toner Cartridge
Ensures quick replacement of toner to minimize maintenance time.

Document Server
Stores up to 3,000 frequently used documents for instant reprinting, refaxing or redistribution.
Ricoh Aficio MP 4001/MP 5001 specifications

Engine/Coiler Specifications

Configuration: Cassette
Scanning Element: Flatbed with Moving CCD Array Image Sensor

Printing Process: Two Laser Beam Scanning & Electrophotographic Printing
Toner: Dry, Dual Component

System Memory: 768 MB RAM (std) 1280 MB RAM (max)
Hard Disk Drive: 40 GB Standard
Document Feeder: 100 sheet (ADF) (Standard)
Copy Resolution: 600 x 600 dpi
Grayscale: 256 levels
Exposure Adjustment: Manual & Automatic (Automatic)
Quantity Indicator: Up to 999

Original Type: Book/Sheet/Objects
Maximum Original Size: 8.5" x 11" / 11" x 17"
Paper Tray Copy Size: 8.5" x 11" / 11" x 17"
Bypass Tray Copy Size: 8.5" x 11" / 11" x 17"
Copy Type: Plain Paper, Transparencies, Recycled, Paper, Card Stock, Letterhead

Warm-Up Time: 24 seconds
First Copy Speed: MP 4001: 4.1 seconds
MP 5001: 3.5 seconds
Continuous Copying Speed: MP 4001: 40 copies/min (LTR)
MP 5001: 50 copies/min (LTR)

Power Source: 127/208V 60Hz/50Hz
Dimensions: 26.4" (W) x 35.8" (H) x 26.6" (D)
Weight: 213.8 lbs

Standard Paper: 550 sheets x 2 trays
Capacity: 100-sheet Bypass Tray
Optional Paper: 550 sheets x 2 trays OR 2,000 sheets x 1,200-sheet Large Capacity Tray (LCT)

Paper Size: 5.5" x 8.5" to 11" x 17"
Paper Weight: Tray 1 & 2: 16 - 45 lb. Bond/ 60 - 169 g/m²

Reduction Ratios: 14 - 38 lb. Bond/ 52 - 220 g/m²
Duplex: 16 - 45 lb. Bond/ 60 - 169 g/m²
25% to 70%, 50%, 63%, 73%, 85%, 91%,

Enlargement Ratios: 121%, 129%, 150%, 200%, 400% Stretch
Zoom: 25% to 400% in 1% increments

Standard Features: Auto Magnification, Auto Paper Select, Auto Tray Switch, Background Numbering, Booklet/Magazine Copy, Center/Border Erase, Chapters, Combine Mode, Cover Insertion, Date Stamp, Directional Magnification, Document Server (1,000 File Capacity), Scan to File, Scan to E-mail, Scan to FTP, Negative/Positive, OHP Slip Sheet, Page Number Stamps, Paper Designate, Sample Copy, Select Copy, Select Density, Display, 500 User Codes, User Stamps

Printer Specifications (Standard)

Print Speed: MP 4001: 40 ppm
MP 5001: 50 ppm
CPU: RISC 80x86/100 BaseX, USB 2.0
Standard Interfaces: 10BaseT/100 BaseX, USB 2.0, 2 x USB 2.0
Optional Interfaces: 1 x USB 2.0, 1 x Gigabit Ethernet, Bluetooth

Memory Capacity: 512 MB
Utilities: Web SmartDeviceMonitor, SmartDeviceMonitor, Web Image Monitor

Page Description: Standard PCL 5e and PCL 6
Languages: Adobe PostScript (Optional)
Print Resolution: Up to 600 dpi
Fonts for PCL 5e: 35 fonts plus TrueType fonts
Standard Fonts: 13 TrueType fonts
Standard Features: Stored Print, Direct Print
Optional Features: PDF Direct Print

Scanner Specifications (Standard)

Scanning Speed: 4.9 ipm (200 dpi), 12 ipm (800 dpi)
Scanning Resolution: 200 x 200 dpi (Standard)
Grayscale: 400 x 400 dpi (Optional)
Scan Area: 8.5" x 11" / 11" x 17"
Scan Interface: USB 2.0, USB 3.0, USB 3.1, USB 3.2

Memory: 4 MB standard (320 pages)

Fax Specifications (Optional)

Circuit: ITU Group 4
Compatibility: ITU Group 3
Resolution: 200 x 100 dpi (Standard)
Compression Method: MMR, ITU-Group 3, ITU-Group 4 (optional)
Scanning Speed: 4 seconds (LPI)
Transmission Speed: 14.4 Kbps

Security Features (Standard)

SAFEGate, IPsec, Firewall, Encrypted Print, Password Encryption, Encrypted Address Book, SSL Secure Socket Layer, PDF Encryption

One-Button BN3040 (Option)

Paper Size: 5.5" x 8.5" to 11" x 17" paper jams - AS
Paper Weight: 14 to 68 lb. Bond/ 160 - 190 g/m²
Paper Capacity: 125 sheets

SR790 Finisher (Option)

Paper Size: 5.5" x 8.5" to 11" x 17" - AS
Paper Weight: 14 to 68 lb. Bond/PS2 to 250 g/m²
Paper Capacity: 250 sheets (8.5" x 11" or smaller)

Stacker Capacity: 1,000 sheets (8.5" x 11")

Dimensions: 31.5" (W) x 21.5" (D) x 24" (H)

SR3020 Booklet Finisher (Option)

Paper Size: 5.5" x 8.5" to 11" x 17"
Paper Weight: 14 to 68 lb. Bond/ 160 - 190 g/m²
Stack Capacity: 250 sheets (8.5" x 11")

Dimensions: 27" (W) x 23.5" (D) x 24" (H)

SR3030 Finisher (Option)

Paper Size: 5.5" x 8.5" to 11" x 17"
Paper Weight: 14 to 68 lb. Bond/ 160 - 190 g/m²
Stack Capacity: 250 sheets (8.5" x 11" or smaller)

Dimensions: 27" (W) x 23.5" (D) x 24" (H)

RT3000 Large Capacity Tray (Option)

Paper Size: 8.5" x 11" A4
Paper Weight: 16 to 45 lb. Bond/ 160 - 190 g/m²
Paper Capacity: 1,200 sheets
Dimensions: 13.7" (W) x 21.3" (D) x 11.4" (H)

P33040 Paper Feed Unit (Option)

Paper Size: 8.5" x 11" A3 - A4
Paper Weight: 16 to 45 lb. Bond/ 160 - 190 g/m²
Paper Capacity: 150 sheets x 2
Dimensions: 22.9" (W) x 24.4" (D) x 10.2" (H)

P33050 Large Capacity Tray (Option)

Paper Size: 8.5" x 11" A3
Paper Weight: 16 to 45 lb. Bond/ 160 - 190 g/m²
Paper Capacity: 2,000 sheets
Dimensions: 22.9" (W) x 24.4" (D) x 10.2" (H)

Additional Options for MP 4001/MP 5001

Bluetooth Interface Type II 3245, Bridge Unit Type B3030, DOSS Type I, FAC Type, Cabinet, Filter Type, File Format
Converter Type II, GPIB Interface Type II, Gigabit Ethernet Type A, Harddisk Type 101B, HDD Encryption Unit Type A, IEEE 1284 Interface Type II, USB Interface Type II, Type A, Key Counter Bracket Type B, Optional Counter Interface Type A, PostScript 3 Type 5000, Punch Kit Type 2560 (for SR3020 & SR3030), Scanner Assembly Option Type 4035, 12 MB Fax Memory, Removable HDD and Additional Removable HDD, 36.18 USB External Keyboard, Hardware 4 Pack Bundle of PSM

Some accessories require additional equipment or may be prerequisite for other options.
Ricoh Aficio MP 6001/MP 7001/
MP 8001/MP 9001
Digital Imaging System
Maximize Speed and Efficiency

fast

reliable

versatile
Bring speed and precision to black & white workflow. Expand your productivity in large workgroups and demanding office environments with the RICOH® Aficio® MP 9001 series. These fully featured systems include a new 90 page-per-minute model which combines exceptional speed and productivity with a reliable design that offers enhanced usability and superior performance.
Fast, Efficient Distribution
Rely on this powerful 90 page-per-minute system to help you handle every document with extreme efficiency.

- Expect rapid results for every job with one of the fastest systems in the segment, featuring output speeds of 60, 70, 80 or 90 pages-per-minute.
- Complete scan jobs faster than ever with one-pass color duplex scanning at speeds up to 55 color or 80 black & white originals-per-minute.
- Ensure superior image quality for newsletters, legal documents, patient records and other output with true 1200 x 1200 dpi resolution.
- Streamline authentication to support productivity without compromising security using the Card Authentication Package.

Manage Documents Better
Consolidate document management tasks with a single system that does it all: copying, printing, scanning, faxing and finishing.

- Use Ricoh's advanced solutions to enable document capture and distribution, storage and management, or assessment and cost recovery. Create specialized, custom applications for Ricoh's Embedded Software Architecture, via a Java-compatible Software Development Kit (SDK).
- Locate Scan-to-Email addresses in seconds by searching the local e-mail database directly, via the standard Lightweight Directory Access Protocol (LDAP).
- Minimize errors for high-volume output with Sample Print. You can also use File Preview to review documents before printing if they are stored on the Document Server.
- Keep restricted files safe with Locked Print. This feature only releases documents for output after a user enters an authorized password.
- Reprint frequently used documents in seconds, without reprocessing files or reprogramming job settings, using Stored Print.

Maintain High Security
Keep confidential documents safe at all times, across multiple workflows, with an impressive array of security features.

- Defend documents against hard drive theft with the DataOverwriteSecurity System (DOSS), which erases latent image data after every job.
- Protect data on the HDD using the HDD Encryption Option.
- Encrypt sensitive files to make sure unintended recipients can't open them.
- Encrypt PDF transmission to prevent unauthorized data interception.
- Protect sensitive documents with Unauthorized Copy Control, which embeds a masking pattern that obscures copies if users attempt to duplicate originals on another system with the same capability.
- Stop unauthorized system access with unique user authentication codes.
Professional Finishing
Significantly reduce outsourcing costs with an extensive selection of high-quality finishing options.
- Create an incredible variety of finished materials with the Multi-Fold Unit, which offers Half-Fold, Z-Fold, Gate-Fold, Double Parallel Fold in-line and other patterns.
- Produce saddle-stitched booklets for students, clients and other audiences quickly and cost-effectively with the BK5010 Production Booklet Maker.
- Energize black & white documents with pre-printed, full-color covers using the Cover Interposer.
- Organize lengthy documents that require heavy-duty stapling with the 100-Sheet stapling finisher.
- Depend on the GBC StreamPunch III to deliver precision-punched documents that are prepared for a wide range of binding options.

Innovative Faxing
A complete lineup of fax features makes fax communication fast, simple and cost-efficient.
- Expect high productivity with up to three analog lines, a Super 3G modem and standard JBIG compression.
- Save multiple steps with LAN Faxing, this lets you send a document to a fax number directly from the desktop.
- Cut costs considerably with IP Faxing (T.38), which sends and receives faxes over the LAN or WAN virtually instantaneously.
- Prevent faxes from sitting unattended in the output tray. Forward incoming faxes to an e-mail address or network folder.
- Reduce the risk of fax errors. These systems detect blank pages and enable users to double-check fax destinations prior to transmission.

Intelligent Workflow
Use these convenient tools to streamline common tasks.
- Print e-mail attachments (JPEG or PCF) automatically by sending them to the system via the Mail-to-Print feature.
- Associate jobs with specific clients, users or other billing numbers for appropriate chargeback with the Classification Code feature.
- Utilize the system to seamlessly scan your documents directly to Ricoh DocumentMall. A “Software as a Service” (SaaS), DocumentMall allows you to store and manage documents and files from anywhere there is an Internet connection.
- Create automatic, one-step workflows for frequent scan tasks using optional GlobalScan NX software.

The Total Green Office Solution
Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
Ensure Fast, Professional Results

Cover Interposer Type 326C (Optional/not shown)
Add full-color or black & white covers and insert sheets with the Cover Interposer.

FD5000 Multi-Fold Unit (Optional/not shown)
Accommodate virtually any folding need with the flexible in-line Multi-Fold Unit. Available patterns include: Half-Fold, Letter Fold-in (Tri-Fold), Letter Fold-out (Tri-Fold), Gate-Fold, Double Parallel (Four-Fold) and Z-Fold.

SR4040 2,000-Sheet Saddle-Stitch Finisher with 50-Sheet Stapler (Optional/shown)
Also choose from two separate Finishers; SR4050 3,000-Sheet Finisher with 100-Sheet Stapler or SR4030 3,000-Sheet Finisher with 50-Sheet Stapler (Optional/not shown).

Tandem Paper Tray
This tray holds 1,550 sheets in each of two compartments for a total capacity of 3,100 sheets. Load paper on the fly while copying/printing.

Two 550-Sheet Paper Trays
Standard paper capacity is an ample 4,300 sheets, which includes dual front-loading paper trays.

Automatic Document Feeder
The one-pass color duplex scanning document feeder can scan up to 55 full-color or 80 black & white originals-per-minute.

Bypass Tray
Copy up to 110 lb. Index through the 100-Sheet Bypass Tray.

RT43 Large Capacity Tray (Optional)
Increase total paper capacity to 8,300 sheets with the optional 4,000-Sheet Large Capacity Tray (LCT).

Base System
Start with your choice of 60, 70, 80 or 90 pages-per-minute output speed.

Easy Grip Handles
Easy grip handles on all paper trays allow anyone to reload paper quickly and conveniently.

The Ricoh MP 9001 series enables you to produce more finished documents in-house and reduce outsourcing costs.
The GBC StreamPunch III delivers cleanly punched documents in several styles.
Use the Saddle-Stitch Finisher to create saddle-stitched booklets for handouts, educational and training materials, and many other applications.
RICOH Pro 907EX/1107EX/1357EX
Digital Imaging System
Maximum Efficiency,
Production-Class Performance

reliability
flexibility
speed
Exceptional uptime and flexibility for production workflow. Depend on the RICOH® Pro 907EX/1107EX/1357EX digital imaging systems to deliver the speed, flexibility and failsafe reliability you need to maximize productivity in production-grade environments. Whether you need to add capacity for commercial or corporate production, these powerful systems deliver precise black & white output at speeds up to 135 pages-per-minute with versatile inline finishing. So you can turn jobs faster, increase efficiency and consistently exceed customers’ expectations.

Set up complex jobs in seconds with the Super VGA Color Touch Panel Graphical Interface.
Unbeatable Reliability
Designed to run without interruption, the RICOH Pro 907EX/1107EX/1357EX ensure maximum uptime for high-volume copying, printing and scanning.
- Expect reliable operation during peak production, plus outstanding long-term reliability.
- Identify and correct multiple-sheet feeding, with an innovative ultrasonic sensor that improves detection accuracy.
- Use a wider range of stocks, from thin (40 g/m²) to thick (300 g/m²) with the Air Assist feature on the DLT/LCT. It uses precise airflow to ensure fast, error-free media handling.
- Minimize downtime with Trained Customer Replaceable Units (TCRUs), which can easily be replaced by trained users without making a service call.

Production-Class Productivity
Not only are these systems among the fastest in the market, they are equipped with the capabilities you need to maximize throughput and productivity.
- Process large or complicated files significantly faster with a 1.4 GHz CPU.
- Expect faster performance from the enhanced memory architecture, including 512 MB RAM standard (upgradeable to 1.5 GB) and a 320 GB Hard Disk Drive.
- Complete high-volume runs of large, multi-page documents without pausing to reload trays with the virtually limitless media supply.
- Expand in-house capabilities and reduce outsourcing by handling a wider variety of media sizes (up to offset-sized 13" x 19.2") and stocks (up to 300 g/m²).

Flexible Finishing
Create an incredible variety of professionally finished documents without losing valuable production time.
- Produce captivating booklets with a high-performance finisher that offers 100-Sheet stapling in two positions, 20-Sheet saddle-stitching, trimming and hole punching at speeds up to 135 pages-per-minute with extremely accurate registration.
- Give customers even more options with a new Multi-Folding Unit that offers six patterns, including Z-Fold, Half-Fold, Letter Fold-in, Letter Fold-out, Double Parallel Fold, and Gate-Fold.
- Take on high-volume finishing jobs with the High Capacity Stacker, which stacks up to 5,250 sheets. Connect two in tandem for 10,250-Sheet capacity. A roll-away cart makes it easy to transport output for nearline finishing.
- RICOH's Ring Binder Unit produces ready-to-distribute, ring-bound booklets that are seamlessly punched and bound completely inline.
- Create perfect-bound books up to 400 pages (duplex), such as technical manuals, training materials and operation guides, with the inline Perfect Binder.
- Significantly reduce labor costs when printing bound books with the GBC StreamPunch™ III, which offers inline punching in a variety of patterns.
Simple, Easy Operation
The RICOH Pro 907EX/1107EX/1357EX systems are designed to ensure intuitive, fast-paced operation in the face of demanding workloads.

- Find copy/scan features quickly with the Super VGA Color Touch Panel Display's large graphics, intuitive menus and tilting screen for convenient viewing.
- Eliminate errors by previewing and approving thumbnails of scanned documents before final output or distribution via Scan-to-Email or Scan-to-Folder.
- Perform administrative tasks remotely with Web Image Monitor, a utility that allows you to check supply levels, change print queues and adjust settings.
- Report usage meter data automatically with the Ricoh Remote Intelligent Remote Management System, which facilitates remote device management.
- Promote multitasking and minimize time spent at the system with high-speed scanning—up to 80 sides-per-minute—for black & white and color images.

Essential Security Tools
Protect sensitive customer documents and the system itself from unauthorized use with advanced security features.

- Confirm the identity of individuals prior to system access with internal and external authentication, including options for Windows and LDAP.
- Control which features authorized users can employ via access restriction.
- Protect data from interception, analysis and tampering with encrypted transmission supported by Secure Socket Layer (SSL) technology.
- Overwrite latent hard drive data automatically after every copy, print and scan job with the optional DataOverWriteSecurity System (DOSS).
- Prevent Denial of Service (DoS) attacks, reduce the risk of virus relay and defend against user name/password theft with the Network Protocol On/Off function.
- Embed an invisible masking pattern in originals that shows up if unauthorized users attempt to copy or scan documents on any system with this same feature.

The Total Green Office Solution
Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
**Quality Durability Flexibility Workflow**

**Base Unit:** Pro 907EX: 90 ppm; 1107EX: 110 ppm; 1357EX: 135 ppm

**CI5010 Cover Interposer (optional):** Energize black & white documents with preprinted color covers or color insert sheets. Each tray holds up to 200 sheets, up to 13" x 19.2" in size.

**TR5020 Booklet Trimmer (optional), SR5020 Booklet Finisher (optional):** Create professional booklets with your choice of two-position stapling, saddle-stitching, trimming, and hole punching.

**RT5040 DLT Large Capacity Trays (optional):** Customize the system with your choice of Large Capacity Trays for feeding all types and sizes of documents, including media sizes up to 13" x 19.2".

**High-Speed Color Scanner:** Scan black & white or color documents up to 80 sides-per-minute.

**Three Controllers:** Select the EFI Fiery EB-1357 controller to streamline digital workflow in controlled production environments. To maximize workflow automation, add PrintStation 0136r Connectivity for MicroPress. Or choose the Printer/Scanner Unit Type 1357 for large offices and workgroups.

**RB5000 Ring Binder (optional/not shown):** Produce finished ring-bound books completely inline. Users can even open the binding to insert or remove pages at will.

**SR5000 Finisher (optional/not shown):** Staple up to 100 sheets in multiple positions with a 3,000-Sheet Finisher.

**SK5010 High Capacity Stacker (optional/not shown):** Accept high-volume finishing jobs without hesitation. This stacker holds up to 5,250 sheets and can be connected to a second stacker to hold up to 10,250 sheets.

**FD5000 Multi-Folding Unit (optional/not shown):** Meet a wide range of folding requirements with the versatile Multi-Folding Unit.

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The Air Assist feature uses controlled airflow to handle a wider range of media stocks—from very thin to very thick—with high reliability.

*Note: Available on DLT/CT*

All systems feature Trained Customer Replaceable Units (TCRUs), which trained operators can replace quickly to maximize uptime without calling for service.
RICOH Pro 907EX/1107EX/1357EX
System Specifications

General Specifications
Warm-Up Time
Less than 300 seconds

Media Weights
Trays 1, 2, 3: 14 lb. Bond – 60 lb. Cover (52-216 g/m²)
LT Trays 4, 5: 14 lb. Bond – 60 lb. Cover (52-163 g/m²)
LT Trays 6, 7: 14 lb. Bond – 60 lb. Cover (52-163 g/m²)
DIT Trays 4, 6: 14 lb. Bond – 60 lb. Cover (52-256 g/m²)
DIT Trays 5: 11 lb. Bond – 100 lb. Cover (40-309 g/m²)

Standard Media Capacity
3,000 sheets

Power Requirements
208 – 240V, 50/60 Hz, 20A
(dedicated outlet)

Dimensions (WxDxH)
34.3” x 33.9” x 58.2”

System Specifications
Speed
Pro 907EX: 70 pages-per-minute
Pro 1107EX: 110 pages-per-minute
Pro 1357EX: 135 pages-per-minute

Throughput Size
5.5” x 8.5” x 13” x 19.2”
Reduction/Enlargement
25% – 400% (1% increments)

System Accessories
100-Sheet Automatic Document Feeder (Standard)
Original Media Weights
11 – 34 lb. Bond (simplex)
14 – 28 lb. Bond (duplex)

RTS930 LT Large Capacity Tray (Optional)
Media Sizes Supported
5.5” x 8.5” to 8.5” x 11”
Media Capacity
Tray 4: 4,000 sheets
Tray 5: 1,000 sheets
Tray 6: 2,500 sheets

Media Weights
Tray 4: 85 – 20 lb. Bond – 60 lb. Cover
Tray 5: 14 lb. Bond – 60 lb. Bond
Tray 6: 14 lb. Bond – 60 lb. Bond

Dimensions (WxDxH)
21.2” x 28.7” x 38.6”

RTS404 DL Large Capacity Tray (Optional)
Media Sizes Supported
5.5” x 8.5” to 13” x 19.2”
Media Capacity
Tray 4: 1,000 sheets
Tray 5: 2,000 sheets
Tray 6: 1,000 sheets

Media Weights
Tray 4: 48 – 60 lb. Bond – 60 lb. Cover
Tray 5: 51 lb. Bond – 100 lb. Cover

Dimensions (WxDxH)
34.6” x 28.8” x 38.6”

SR5000 Finisher with 100-Sheet Stapler (Optional)
Media Sizes Supported
5.5” x 8.5” to 8.5” x 11”
Media Capacity
Tray 1: 10,000 sheets

Shift Tray
3,000 sheets (8.5” x 11”)
1,500 sheets (8.5” x 11” x 11”)
1,000 sheets (11” x 17”)

Proof Tray
500 sheets (8.5” x 11” or smaller)
250 sheets (8.5” x 14” or larger)

Staple Capacity
100 sheets (based on 20 lb. Bond)

Hole Punching (optional)
2 or 3 holes (options)

Dimensions (WxDxH)
31.5” x 28.7” x 38.6”

CS510 Cover Interposer (Optional)
Media Sizes Supported
5.5” x 8.5” to 13” x 19.2”
Media Capacity
2x 200 sheets
Media Weights
17 – 58 lb. Bond/80 lb. Cover

Dimensions (WxDxH)
27.9” x 28.5” x 50”

BY5000 Multi Bypass Tray (Optional)
Media Capacity
500 sheets (based on 20 lb. Bond)
Media Sizes Supported
5.5” x 8.5” to 12” x 18” (RTS500)

Dimensions (WxDxH)
27.9” x 28.5” x 50”

FUS500 Punch Unit (Optional)
Punch Type
2 or 3 holes (user-selectable)

Weights Punched
16 lb. Bond – 90 lb. Index

Media Capacity
1,000 sheets

*This option is set on the Tandem LCT in Tray 1 of base unit and can feed DL or A3 media.

SSK510 High Capacity StackeR (Optional)
Dimensions (WxDxH)
35.4” x 38.6” x 28.7”

Power Consumption
120V, 60Hz

Media Weights Supported
14 lb. – 60 lb. Cover
Stack Capacity
14 lb. – 60 lb. Cover

Power Requirement
Shift Tray: 50 sheets (output jogger standard)

Roll-Away Car
One included (herd one optional)

*Decoll Unit must be connected when Large Capacity Stacker is configured.

DUS500 Decoll Unit (Optional)
Dimensions (WxDxH)
6.7” x 28.7” x 39”

Power Consumption
From mainframe

Decoll Function
Pressure Adjustment: 5 steps

Printer Specifications
CPU
Intel Pentium M 1.4 GHz
Memory
512 MB standard
1.5 GB standard + Printer
500 MB standard

HDD Capacity
320 GB (320 GB x 1)

Drivers / PDL
RCLS, PCISle6

Paint Resolution
1200 dpi (max)

Fonts
PCL: TrueType, 256, Intellifont, 13 International Fonts

Standard Connectivity
10Base-TX/10Base-T Ethernet, USB 2.0

Optional Connectivity
IEEE 1284, IEEE 302,11b/g

Network Protocol
TCP/IP, SLP, AppleTalk

Operating Systems

Utilities Supported
Web Image Monitor, Web Image Monitor 2, SmartDeviceMonitor, Printer Utility for Mac, PDF Direct Printing

Printer Options
IEIE 1284 Interface, IEEE 802,11b/g Wireless Interface

*Only one of these options can be installed at one time

Scanner Specifications (Standard)
Scan Speed
80 ppm in black & color

Optional Resolution
100 x 100 / 200 x 200 / 300 x 300 / 600 x 600 dpi

TWAIN Resolution
100 – 1200 dpi

File Formats
TIFF/JPEG/PDF and High Compression PDF

Scan-to-Email Requirement
SMTP Gateway and TCP/IP

Registered Email Addr.
2,000

Maximum Addresses/Send
500

Address Support via LDAP
100 addresses

Summary Folder
Protocol Support
SMTP/FTP/ICP

Resolution
100 x 100 / 200 x 200 / 300 x 300 / 600 x 600 dpi

Client Folders Per Send
50 (max)

File Types Supported
Single Page TIFF/JPEG/PDF, Multi-Page TIFF/PDF, High Compression PDF

For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.
Ricoh Aficio MP C2051/MP C2551
Color Digital Imaging System
Accelerate Your Workflow

versatile

smart

vibrant
Attention-grabbing color and efficient black-and-white in one compact system.
Today, organizations run lean and employees are expected to be smart, fast and versatile. The same holds true for MFPs. The RICOH MP C2051/MP C2551 gives you all of that—and more. Powerful management tools make it easy to build and maintain highly productive workflows to streamline your document-related processes. Plus, a host of physical and logical security features give you multiple ways to protect your documents and your data. Exceptional performance from features such as internal finishing makes it a perfect system for centralized printing environments—so you can get rid of the hassle and expense of multiple personal printers and produce professional quality documents in-house.
Smart System, Sustained Savings
The combination of timesaving technology and proven reliability all add up to an exceptionally low total cost of ownership.

- Keep every job on the fast track with reliable print speeds of up to 25 pages per minute.
- Use the productive duplexing feature to print two-sided documents. Get the double advantage of greatly reduced paper costs and more efficient document filing.
- Use less power without changing workflow. The innovative new color Quick Start-up (QSU) fusing system heats up quickly, using less electricity to do the same work and allows faster recovery time of less than 10 seconds from sleep mode where it only consumes 1 watt. All this leads to one of the lowest Typical Electricity Consumption (TEC) values in the industry.

Simplify Every Job for End-Users
Every task, from advanced scanning capabilities to paper replenishment, is fast and easy. End-users spend less time creating and managing documents and more time focusing on what they do best—helping you grow your business.

- Conserve valuable office space with a compact system that can be configured to meet your specific needs. You can even add in-line finishing capabilities with just a minimal increase to the system’s footprint.
- Manage simple tasks or complex jobs easily with the 8.5” full-color LCD display. The intuitive display allows users to preview stored documents for accuracy prior to printing—and view animated guidance for operational assistance.
- Replenish paper and supply items quickly with a user-friendly design that includes overhand/underhand grips on paper trays and simplified, single-handed toner replacement.

True Simplicity Meets Real Power
The Ricoh Aficio MP C2051/MP C2551 offers the intelligence and processing power you need for fast, efficient and affordable network printing.

- Complete jobs of all sizes faster and easier with a 600 MHz processor, 1.5 GB RAM and a 160 GB Hard Disk Drive.
- Streamline and simplify print jobs with icon-driven Ricoh one-click, preset PCL6/PS3 user interface drivers as well as XPS and optional genuine Adobe® PostScript®3™ drivers.
- Build a powerful, reliable network of Ricoh's Aficio MP C2051/MP C2551 with seamless integration for Windows, Macintosh, UNIX, AS/400 and other environments. Standard '0Base-T/100Base-TX Ethernet, USB 2.0 and 5D Slot interfaces, as well as optional Gigabit Ethernet and wireless connectivity, are also available.
Save Space, Drive Productivity

A System Designed to Exceed Expectations

The Internal Shift-Sort Tray (optional) separates finished sets for easy pickup and delivery.

Create professionally finished documents completely in-house with the 500-Sheet Internal Finisher and optional 2 & 3-hole punching.

Load scanned documents onto portable memory using Scan-to-Media capabilities with the USB/SD card slot (optional). Print TIFF, PDF or JPEG files from the removable media.

Choose the 1 x 500-Sheet Paper Bank (optional) or a larger 2 x 500-Sheet Paper Bank (optional/shown) which boosts paper capacity to 1,600 sheets. Up to five different paper sizes and orientations can be loaded for maximum flexibility.

Locked (Secure) Print lets users delay document printing until they enter a password at the device.
Ricoh Aficio MP C2051/MP C2551

Easily handle one- and two-sided originals up to 11" x 17" using the standard 50-Sheet Automatic Reversing Document Feeder.

Hold up to 50 sheets with the optional Side Tray.

Ricoh's energy-saving PnP™ toner produces brilliant color output for your business documents.

A helpful and highly intuitive 8.5" full-color LCD Control Panel with animated graphics simplifies a wide range of jobs.

Minimize paper replenishment time with two standard front-loading Paper Trays that hold 250 sheets each. A standard Bypass Tray holds an additional 100 sheets. All three trays accept a variety of paper types and weights.

Dramatically reduce paper usage with standard automatic two-sided (duplex) output.

Store up to 2,000 documents with a standard Document Server—a highly secure, virtual filing cabinet. Frequently used documents can be re-printed, re-faxed and re-distributed quickly and easily.
Sophisticated Features, Smart Investment
The Ricoh Aficio MP C2051/MP C2551 offers powerful features that are typically found on larger, more expensive systems. It's an affordable way to energize your document-related processes.

- Send scanned documents to any e-mail address at the touch of a key with Scan-to-Email. No dedicated servers or additional software are required.
- Save documents on a shared server for fast, easy distribution with a productive Scan-to-FTP feature. You can also send scanned documents to a local server for intelligent archiving with Scan-to-Folder.
- Scan or print documents directly from a USB memory device or SD memory card with Scan-to-Media. This makes document portability fast and easy.
- Reduce the file size of color documents with an easy-to-use High Compression JPEG 2000 PDF feature. This resolves the issue of large documents slowing down your network and the printing process.

Run Fast, Finish Strong
The system may be compact, but the paper handling is incredibly strong. Load the system with a wide variety of paper stocks and sizes, then use the internal finishing features to produce documents completely in-house.

- Produce professional and expertly finished documents without taking up excessive floor space. Both systems offer an internal finisher, which offers automatic stapling and optional 2- or 3-hole punching.
- Create spreadsheets, newsletters or other large documents on 11" x 17" paper using the copy or print functions.
- Push workgroup productivity to new heights with an ample paper supply. The system offers a total paper capacity up to 1,600 sheets, a standard 50-Sheet Automatic Reversing Document Feeder and up to five paper sources.
- Produce full-color or black & white postcards, posters and report covers on a variety of thick or unique paper stocks. Print onto envelopes directly from the envelope feeder tray or bypass tray.

Discover True System Versatility
The multi-functional power of the Ricoh Aficio MP C2051/MP C2551 allows small offices and workgroups to add full-color capabilities and replace up to four separate devices with one versatile solution.

- Send fax documents quickly and easily with an optional Super G3 fax modem and 2,000 Quick Dials.
- Cut costs with advanced LAN, IP (T.38) and Internet (T.37) faxing technologies.

Simplified System Management
- Monitor and manage the Ricoh Aficio MP C2051/MP C2551 from a remote location using advanced Web tools. Administrators can view system details, settings and supply status from a standard Web browser.
- Optimize your most critical workflows with the Embedded Software Architecture™, a Java-compatible Software Development Kit (SDK) that makes it easy to create unique system and network management applications.
Get Connected to Powerful Workflow Capabilities

The Ricoh Aficio MP C2051/MP C2551 are loaded with time-saving features that give end-users entirely new capabilities that allow them to work faster, smarter and more efficiently.

- Create full-color or black & white documents from a PDF or JPEG attachment by sending an e-mail directly to the system using the innovative Mail-to-Print feature.
- Save time and minimize network traffic with PDF Direct Print, a convenient capability that allows end-users to print PDFs without having to open them in Adobe® Acrobat®.
- Charge specific print jobs to specific clients, workgroups or job numbers using the advanced but easy Classification Code feature.
- Connect any PictBridge®-enabled digital camera to the system and print brilliant, full-color photos in seconds.

Ricoh Managed Document Services

Ricoh’s Managed Document Services (MDS) is a powerful way to streamline your document management environment. MDS enables control of output-related costs and assets and optimizes the fleet. Through on-site and off-site services, MDS improves workflow, productivity and end-user experiences.

- Control expenses with the Ricoh Aficio MP C2051/MP C2551, which provide a powerful combination of high-productivity, long-lasting reliability and low total cost of ownership (TCO).
- Consolidate copying, printing, scanning and document management into a single device, with a smaller footprint and one set of consumables.
- Place the right device for the right application with these systems and others—all part of our extensive line of Ricoh products.

Protect Documents, Data and Passwords

Select the following security features of the Ricoh Aficio MP C2051/MP C2551 to help you safeguard both printed and electronic documents.

- Provide strong lines of defense for sensitive information with the standard DataOverwriteSecurity System (DOSS). This robust security feature automatically overwrites the hard drive after each job. Standard HDD encryption lets you protect valuable data, even if the hard drive is stolen.
- Guard against unauthorized document viewing with encrypted PDF transmission. This feature encrypts PDF data prior to transmission via Scan-to-Email and Scan-to-Folder.
- Protect e-mail transmissions with advanced encryption technology and defend against unauthorized network interception with SMIME (Secure/Multipurpose Internet Mail Extensions).
- Print color documents without worrying about costly overuse. Several levels of authentication let you confirm user identity and control access to color, scanning and other functions.

The Total Green Office Solution

Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
Ricoh Aficio MP C2051/MP C2551
System Specifications

General Specifications
- Printing Process: Dry Electrostatic Transfer with Dry Dual Conformant Motor Direct Visual Development System: 4-Drum Method
- Output Speed: MP C2051: 20-ppm BW & Full-Color; MP C2551: 25-ppm BW & Full-Color
- Warm-Up Time: Less than 22 seconds (from Power On)
- First Copy Time: Less than 10 seconds (from Sleep Mode)
- Copy Resolution: 600 x 600 dpi
- Document Feeder: Automatic Reversing Document Feeder (ARDF)
- Original Capacity: 50 sheets
- Paper Size: 5.5" x 8.5" to 11" x 17"
- Paper Weight: Single: 11 lb to 34 lb Bond (40 - 128 g/m²), Duplex: 14 lb to 28 lb Bond (52 - 105 g/m²)
- Exposure Glass: Upper Units: 11" x 17"
- Quantity Indicator: Upper Units: 11" x 17"
- Copy Size: Upper Units: 11" x 17"
- Input Capacity: Standard: 2 x 250 sheets + 100 Sheet Bypass Tray, Maximum: 1,600 sheets
- Output Capacity: Standard: 500 sheets (Letter); 250 sheets (Legal/ Ledger)
- Max. Print Speed: MP C2051: 20-ppm BW & Full-Color; MP C2551: 25-ppm BW & Full-Color
- Page Description: PCL5c, PCL6, XPS, Generic Adobe® PostScript® 3™ (Optional), Includes PDF Print
- Max. Print Resolution: 1200 x 1200 dpi
- Standard Interfaces: 10Base-T/100Base-TX Ethernet (RJ-45), Direct Print
- Optional Interfaces: IEEE 802.11a/b/g Interface Type I, IEEE 1284 Interface Board Type A, USB 2.0 Host I/F
- Network Protocols: TCP/IP (IPv4, IPv6), IPX/SPX
- Fonts for PCL: 45 International Fonts
- Fonts for PS: 33 Fonts
- Systems: Server 2008Server, 2008R2, Novell Netware 3.12, 3.24, 4.1, 4.11, 5.0.5, 6.5, 6.6 or later, UNIX® filters for Solaris, HP-UX, SCO OpenServer, Redhat Linux, and IBM AIX, MAC: 10.2 or later, UNIX® for Solaris, UNIX® for SCO, Netware 3.x/4.x/5.x, MAC: 10.2 or later
- Utilities: SmartZone, 2 seconds for Admin and Client, Web SmartDeviceMonitor, Web Image Monitor
- For UNIX support, visit www.ricoh-usa.com/downloads.

Other Printer Features
- SampleHold/Store and Locked Print, Classifaction Code, PANTONE® Color Palette, Black Over Print, CLP Simulation, PictBridge™ Support, WSD Printer, Bonjour Support

Scanner Specifications (Standard)
- Scanner Resolution: From 100 to 600 dpi (1200 dpi for TWAIN), 600 x 600 dpi
- Resolution: 44-ppm BW, 44-ppm Full-Color (Color Mode: Hoover)
- Scan Mode: Standard, Text, Text/Line Art, Text, BW Text/Photo, BW Photo, BW Grayscale, BW Text, BW Text/Photo, BW Photo, Color Text/Photo
- Scan to-Mode: Scan-to-E-mail (with LDAP support), Scan-to-Folder, Scan-to-FTP, Scan-to-URL, Scan-to-Network, Scan-to-Email, Scan-to-Media (USB0/3.0, optional), WSD Scanner (for Vista)
- Document Server Specifications: Capacity: 160 GB (shared with other functions)
- Max. Stored Documents: 2,000 documents
- Max. Pages per Document: 1,000 pages
- Max. Pages of all Stored Documents: 6,000 pages

Facsimile Specifications (Optional)
- Fax Option Type C2551
  - Type: ITU-T (CCITT) G3
  - Circuit: PHS/ PBX
  - Resolution: 200 x 100 dpi, 200 x 200 dpi, 400 x 400 dpi (with optional SAP memory)
  - Modem Speed: 33.6 K, 4.8 K, 2.4 K, 1.2 K, 9600, 7200, 6400, 5600, 4800, 33600, 2400, 1200, 9600
  - Compression Mode: MH, MM, MR, MJPEG
  - Transmission Speed: G3, Automatic 2.400 pages (MH/JPEG compression); G3, Automatic 3.300 pages (MH/JPEG compression)
  - Scan Speed: 40 pages/min (Standard Mode), 38 pages/min (Detail Mode), 20 pages/min (Super Fine Mode)
  - Auto Dialing: 2,000 Quick Dials, 100 Group Dials (200 locations each)
  - Memory Capacity: 4 MB (approx. 320 pages), Maximum 28 MB (approx. 2,240 pages)
  - Additional Modes: Internet Fax (T.37), IP Fax (T.38), LAN Fax, Fax Forward to E-mail, LDAP Support, Detection of Misplaced Documents & Double Check Destination
  - Options: Handset Type, Memory Unit Type B, 32 MB (SAF Memory)

Hardware Accessories
- Paper Feed Unit (PF10901)
  - Paper Capacity: 500 sheets x 1 Tray
  - Sizes: 7.25" x 10.5" to 11" x 17"
  - Weights: 16 - 28 lb. Bond (60 - 105 g/m²)
- Dimensions (WxDxH): 21.7" x 20.5" x 10.7" (550 x 520 x 270 mm)
- The caster table is required with the 500 x 1 Paper Feed Unit (PF10901).
- Paper Feed Unit (PF10905)
  - Paper Capacity: 500 sheets x 2 Trays
  - Sizes: 7.25" x 10.5" to 11" x 17"
  - Weights: 16 - 28 lb. Bond (60 - 105 g/m²)
  - Dimensions (WxDxH): 21.7" x 20.5" x 10.7" (550 x 520 x 270 mm)
- Cabinet Type FAC49
  - Envelope Feeder Tray (EF10301)
    - Sizes: 5.5" x 8.5" to 11" x 17"
    - Comi10, Monarch, C1, C6 DL Envelopes
- Paper Weight: 14 - 68 lb. Bond (60 - 256 g/m²)
- Paper Capacity: 250 sheets (8.5" x 11" to 11" x 17")
  - 150 sheets (5.5" x 8.5"")
  - Approximately 40 envelopes (depending on envelope thickness)
- Internal 500-Sheet Finisher Type C2550
  - Paper Weights: 14 - 34 lb. Bond (52 - 128 g/m²)
  - Stack Capacity: 500 sheets (8.5" x 11"")
  - Staple Capacity: 250 sheets (8.5" x 11" or larger)
  - Stapler Paper Sizes: A4, B5, A5, 8K, A6, 10K
  - Staple Positions: Top, Bottom, Left, Right, Center, Top & Bottom (2-sided)
  - Dimensions (WxDxH): 19.5" x 20.7" x 8.4"
- All-In-One Punch Unit Option(9204881) available for Internal Finisher.
- Internal Finish-Sort Tray (5103030)
  - Paper Weights: 5.5" x 8.5" to 12" x 18"
  - Paper Capacity: 250 sheets
  - Paper Weights: 16 - 68 lb. Bond/14 lb. Index (52 - 256 g/m²)
  - Dimensions (WxDxH): 16.9" x 18.5" x 4.2" (431 x 477 x 107 mm)
- Internal Finish-Sort and/or Inner One Bin Tray cannot be installed with the Internal Finisher Internal Finisher
- Inner One Bin Tray (BN10306)
  - Paper Weights: 5.5" x 8.5" to 11" x 17"
  - Bin Capacity: 100 sheets per tray
  - Paper Weights: 16 - 28 lb. Bond (60 - 105 g/m²)
  - Dimensions (WxDxH): 16.9" x 19.6" x 4.4" (431 x 497 x 113 mm)
- Side Tray Type C2550
  - Paper Weights: 5.5" x 8.5" to 11" x 17"
  - Paper Capacity: 50 sheets
  - Paper Weights: 16 - 28 lb. Bond (60 - 105 g/m²)
  - Dimensions (WxDxH): 18.9" x 19.6" x 6.7" (460 x 465 x 170 mm)
- Please note, either the Cabinet Stand or one of the Super options must be installed.

Additional Accessories
- Table Type, B, PostScript3 Type C2551, Camera Direct Print Card Type I, Key Counter Bracket Type H, Printer Font Converter Type E, Optional Counter Interface Type A, USB 2.0 500 Slot Type G, Handset Type 1018, E802.01, 11 Bearing, Wireless Interface Type I, Hotspot Printing, and more

Consumables*
- Black Toner 10K
  - Cyan, Magenta, Yellow Toner 5K
  - *Yield varies based on % usage

For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.

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Ricoh Aficio MP C3001/C3501
and MP C4501/C5501
Color Digital Imaging System
Exceptional Color, Remarkable Productivity
Versatile color in a secure, eco-friendly design. It’s not enough for full-color multifunctional systems to offer vibrant image quality, high productivity and incredible versatility. Beyond high performance, today’s users need environmentally-friendly solutions that offer security features and extensive choices for managing documents. The RICOH® Aficio® MP C3001/C3501 and MP C4501/C5501 deliver all this and more in a convenient, cost-effective design. Use these innovative systems to accomplish any critical task—from printing and copying to scanning and faxing, from finishing and distribution to color control and workflow execution. Each one helps fast-paced offices produce flawless documents securely and efficiently with more collaboration and less outsourcing.
All-In-One Office Document Portals
With four models to choose from, the Ricoh Aficio MP C3001/C3501 and MP C4501/C5501 provide an extensive array of capabilities for fast-paced, results-oriented offices.

- Expect powerful multifunction performance with a complete lineup of printing, copying, scanning and faxing functionality on all four models.
- Manage any workflow with speed and precision. Choose from a broad selection of on-board document distribution tools, portable plug-and-play media, mobile widgets and a host of other document-delivery tools.
- Create compelling presentations, comps, spreadsheets, booklets, brochures and other documents in eye-catching color or crisp, detailed black & white.
- Print or copy on a variety of paper stocks and sizes, then add professional inline finishing to generate ready-to-use marketing, education and collaboration materials.

Fast, High-Quality Output
Meet tough deadlines with exceptional speed and processing power.

- Keep more jobs in-house, printing or copying up to 55 pages-per-minute in both full-color and black & white.
- Process even the most complicated print jobs with ease. These systems offer controllers with blazing speed and substantial memory capacity, so users spend more time working and less time standing around waiting for documents.
- Accommodate local networking requirements and make life easier on IT. All four models offer a wide range of standard and optional interfaces as well as broad compatibility with Windows, Macintosh, Unix and AS/400 environments.

Superior Hard Drive Security
Hard drives often contain confidential files. If left unprotected, they can be a target for hackers and thieves. Ricoh helps ensure your hard drive stays safe.

- Reduce the risk of anyone extracting sensitive documents from the hard drive, even after the system reaches end of life. The standard DataOverWriteSecurity System (DOSS) automatically overwrites the area of the hard drive used for image processing after the completion of each job, making it virtually impossible to recover documents. At the end of the system’s useful life, the entire hard drive can be overwritten, which destroys the data before it leaves your location.
- Safeguard documents stored on the hard drive even if the drive is removed from the system. Standard HDD Encryption adds a powerful layer of security to certain stored files, encoding them for maximum defense against hackers.

Optimize Document Security
All four models offer advanced security features designed to protect business-critical documents.

- Prevent unauthorized viewing of confidential files with Locked Print. Users must enter a password at the control panel before jobs are printed.
- Add high-quality color to your projects without the risk of misuse. A multi-layered approach to authentication lets you confirm user identity and control access to color printing and other functions.
- Defend against unauthorized network interceptions with encrypted PDF transmission, which protects data for Scan-to-Email and Scan-to-Folder functions.

Prevent unauthorized users from accessing these systems with a variety of user authentication methods.
Advanced Document Distribution

Ensure recipients around the world receive important documents. The Ricoh Aficio MP C3001/C3501 and MP C4501/C5501 make it easy to manage document distribution.

- Distribute hardcopy documents immediately with a variety of “Scan-to” functions. Scan-to-Email reaches multiple recipients instantly, while Scan-to-Folder can be configured to share and archive documents automatically.
- Reduce network traffic with Scan-to-URL, which saves scanned documents on the hard drive and allows recipients to access them through a secure hyperlink. This avoids the risk of clogging the network when sending large files.
- Put all your documents in your pocket with Scan-to-Removable Media, which lets you easily store scanned files on a USB clip drive or SD card.
- Convert hardcopy documents into High Compression PDFs using the JPEG 2000 image compression standard. Unlike other methods, the JPEG 2000 standard helps ensure file sizes are small and portable without compromising image quality.
- Handle fax workflows quickly and conveniently. Send or receive faxes electronically with Internet (T.37) faxing, send faxes directly from a PC (LAN faxing), or use IP (T.38) and Super G3 faxing for quick delivery to conventional fax numbers.
- Decrease fax errors with the ability to detect blank pages and allow users to preview faxes prior to transmission.
- Ensure that information gets to the intended recipient by automatically routing inbound faxes to an e-mail address or network folder.

Professional Inline Finishing

Produce a diverse portfolio of attractive, ready-to-deliver documents using a full complement of finishing choices.

- Keep outsourcing to an absolute minimum for reports, plans and other essential documents. The Ricoh Aficio MP C3001/C3501 offers stapling with optional 500-sheet or 1,000-sheet Finishers, while the MP C4501/C5501 offers a 1,000-sheet or a 3,000-sheet Finisher.
- Create easy-to-read booklets with a 1,000-sheet Booklet Finisher for the MP C3001/C3501 or a 2,000-sheet Booklet Finisher for the MP C4501/C5501.
- Produce two- or three-hole punched documents that are ready for insertion in binders. All four systems offer optional hole punching.

Promote Environmental Sustainability

- Reduce unnecessary output with Locked Print, as well as the User Account Limit feature, which allows administrators to set limits on output for individual users. Minimize wasted energy and paper, minimize the workload of IT managers and increase users’ environmental awareness.
- Reduce paper consumption considerably with standard Automatic Stackless Duplexing, which produces two-sided booklets, brochures, agendas and more, with no additional user involvement.
- Ricoh has been an environmental leader for more than 30 years and remains committed to providing eco-friendly office solutions.

Ricoh was recently named one of the “Global 100 Most Sustainable Corporations in the World” for the sixth consecutive year.
Remarkable Energy Efficiency

All four models continue a long-standing Ricoh commitment to promoting energy savings without compromising quality or productivity.

- Use less power without changing workflow or inconveniencing users. The Ricoh Aficio MP C3001/C3501 warms up in 23 seconds and recovers from Sleep Mode in 13 seconds. The MP C4501 is ready to go in 22 seconds and recovers in 19 seconds or less (36 and 32 seconds for the MP C5501). The innovative induction heating fusing system heats up quickly, using less electricity to do the same work. All this leads to the lowest Typical Electricity Consumption (TEC) values in the industry for all four models (as of September, 2010).¹
- Get documents quickly and save energy with fast first-copy times. The MP C3001/C3501 delivers the first color copy in just 7.8 seconds or 4.9 seconds for black & white, while the MP C4501/C5501 provides a color copy in as little as 5.0 seconds and 3.1 seconds for black & white.

Support Mobile Workers

Mobile users often have no easy way to print important documents, even when traveling to branch offices. These systems give mobile users access to essential features without compromising security.

- Print without device-specific drivers, special software or a LAN connection using the Ricoh HotSpot MFP option. This capability lets mobile users print directly from a laptop, handheld device or smart phone—including BlackBerry® and iPhone®.
- Save time and improve flexibility with the innovative Mail-to-Print capability. This allows users to print a PDF or JPEG attachment automatically by sending an e-mail directly to the system instead of connecting to a local network.
- Print JPEGs, TIFFs and PDFs directly from a USB drive or SD card right at the system. There is no need to open native applications or gain access to the LAN.

¹Typical Electricity Consumption (TEC) Approach: A method of testing and comparing the energy performance of imaging equipment products which focuses on the typical electricity consumed by a product while in normal operation during a representative period of time. The key criteria of the TEC approach for imaging equipment is a value for typical weekly electricity consumption, measured in kilowatt-hours (kWh). Detailed information can be found in the "ENERGY STAR Qualified Imaging Equipment Typical Electricity Consumption Test Procedure" available at www.energystar.gov/products.
The optional 125-sheet Inner One-Bin Tray provides a cost-effective way to separate copy, print and fax output.

The Ricoh Aficio MP C3001/C3501 can be equipped with a 500-sheet or 1,000-sheet Finisher for traditional stapling, or a 1,000-sheet Booklet Finisher that creates professional-quality booklets and offers optional hole-punching.

The MP C4501/C5501 can be equipped with a 1,000-sheet Finisher or 3,000-sheet Finisher for traditional stapling, or a 2,000-sheet Booklet Finisher (shown) for professional-quality booklet-making. The 3,000-sheet Finisher and 2,000-sheet Booklet Finisher both offer optional hole-punching.

Use the optional Side Output Tray to keep output separate or the optional Internal Shift-Sort Tray to collate document sets when no finisher is selected.

Add a Two-Tray Paper Bank (shown) or the 2,000-sheet Tandem Large Capacity Tray (LCT) for maximum versatility. The MP C3001/C3501 can also be configured with a One-Tray Paper Bank (Caster Table required). These options accept stocks up to 140 lb. Index (256 g/m). Or add a Cabinet Stand if the standard paper supply meets your needs.
Ricoh Aficio MP C3001/C3501 and MP C4501/C5501

The standard 50-sheet (MP C3001/C3501) or 100-sheet (MP C4501/C5501) Automatic Reversing Document Feeder easily handles one- and two-sided originals up to 11" x 17".

The MP C4501A/C5501A feature a Single Pass Duplexing Document Feeder to scan both sides of a document automatically.

DIGITAL REVOLUTION IN THE BEGINNINGS

Two front-loading Standard Paper Trays each hold 550 sheets. With the 100-sheet Bypass Tray, total standard paper capacity is 1,200 sheets. Tray 2 can also be fitted with an option to feed envelopes right from the drawer.

Choose the optional 1,200-sheet Side Large Capacity Tray (LCT) to boost maximum paper capacity to 4,400 sheets (with Tandem LC™).
Transform the Way You Work

Revolutionize document management with new tools that enable users to customize workflows, manage documents on the go and dramatically increase personal productivity.

- Take advantage of “widgets” to simplify complex workflows with App2Me. Download widgets to your desktop and execute them on any Ricoh MFP enabled with App2Me. No matter where you go, your experience with App2Me-enabled MFPs remains completely personalized for maximum convenience. Widgets can be created to combine, distribute, edit and create documents, as well as perform many other tasks automatically.
- Personalize scanning with Personal Paperless Document Manager (PPDM). This software allows users to customize MFP touch-screen menus directly from the PC, without involving IT. Intuitive icon-based selections at the MFP seamlessly integrate with powerful desktop software to enhance the user experience.
- Spend less time waiting with PDF Direct Print, which leverages Ricoh’s true Adobe® PostScript® 3™ option to print even complex PDFs efficiently using a simple drag-and-drop process. There is no need to open files in a viewer application.
- Enhance the usability of embedded software, such as GlobalScan NX, eCopy ShareScan and Reform PDC, with an optional USB keyboard that makes data entry quicker and more accurate.

Enhanced Document Solutions

Transform the Ricoh Aficio MP C3001/C3501 and MP C4501/C5501 into powerful document portals. Choose from a long list of user-friendly, easy-to-integrate software solutions from Ricoh and many other innovative technology partners.

- Incorporate proven Ricoh solutions for document capture and distribution, storage and management, variable data printing, assessment and cost recovery, device management and print security. These offerings are designed to work with Ricoh MFPs, transforming them into true document portals.
- Leverage the smartest, most effective workflow tools and streamline every aspect of your organization with Ricoh. We partner with industry-leading technology innovators to make sure our MFPs can serve as on-ramps to an enormous selection of applications for content management and other business-critical activities.
- Develop customized applications for the Ricoh Aficio MP C3001/C3501 and MP C4501/C5501 using Embedded Software Architecture™, a Java-compatible Software Development Kit (SDK).

The optional keyboard makes data entry easier for embedded software applications, such as GlobalScan NX, eCopy ShareScan and Reform PDC.

Personal Paperless Document Manager (PPDM) lets users create unique workflows, combine multiple files in one PDF and convert scanned files into editable Microsoft® Office documents.

Solution partners extend the functionality of Ricoh MFPs to enhance your organization’s document-related workflow.
Reliable Paper Handling
With a number of choices for paper handling, these systems give offices the ability to create an extensive range of documents.

- Cut scanning time significantly and improve user convenience with the Single Pass Duplex Document Feeder, which scans both sides of a document automatically. (Available on Ricoh Aficio MP C4501A/ C5501A only.)
- Let users get creative with a wide range of paper stocks and sizes. These systems support very heavy paper for printing full-color proposals, postcards, flyers and more. The bypass tray expands paper handling with support for 12” x 18” paper and duplexing for sizes up to 11” x 17”.
- Run mailings without outsourcing. Print envelopes and statement-size documents directly from the Paper Trays (requires option).
- Keep output from different users or functions separate with the Side Output Tray.
- Minimize paper loading for long print and copy tasks. These systems offer a total paper capacity of 4,400 sheets for fewer interruptions.
- Customize paper capacity to match your workflow by adding a Cabinet Stand, one additional paper tray (available on MP C3001/C3501 only), a Two-Tray Paper Bank, or a 2,000-sheet Tandem Large Capacity Tray (LCT). The 1,200-sheet Side LCT can be added with either the Two-Tray Paper Bank or Tandem LCT.

Amazingly Vibrant Color
These systems incorporate patented PxP™ toner and powerful print engines to deliver rich, bold color for every document.

- Give client proposals, competitive bids, RFPs and business plans the sophisticated appearance they deserve. All four systems deliver superior color output with resolutions up to 1200 x 1200 dpi.
- Keep expensive outsourcing to a minimum. Instead, give your office or workgroup the capability to produce exceptional color documents in-house and on-demand with outstanding cost-efficiency.
- Energize your organization’s image. These systems make it affordable to use color more often which helps make documents more compelling, key messages more memorable, and your brand more striking.

Control Color With Precision
With the optional EFI Fiery™ Controller, users can leverage these productive MFPs to attain professional-grade color control and management.

- Take full advantage of the print engines’ outstanding color capabilities for graphic-intensive applications and accurate spot color matching.
- Fine-tune color output for application-specific needs. With the EFI Fiery™ Controller’s built-in tools, you can achieve superior results for RGB, CMYK and even PANTONE® colors.
- Print complex color documents such as page layouts, concept drawings or proof sheets quickly, consistently and accurately with the additional firepower of a Fiery™ Controller.
- Control workflow, reprint jobs and even combine documents with the powerful Command WorkStation™ tool.

Control costs and speed turnaround by keeping color document creation in house.

Ricoh’s PxP™ toner ensures vibrant color output for all of your business documents and is environmentally friendly.

The EFI Fiery™ Controller is ideal for users who require more sophisticated control over color workflows.
Ensure Accessibility for All
Ricoh makes it a priority to develop easy-to-use technology for everyone. Many of the features on the Ricoh Aficio MP C3001/C3501 and MP C4501/C5501 make them very user-friendly and help meet Section 508 requirements.

- Improve ease of use with the large, full-color W-VGA control panel. You can also use the Simplified Display feature, which shows fewer function keys and uses a larger screen font.
- Get animated, step-by-step instructions for routine tasks, such as clearing paper misfeeds or replacing toner.
- Accommodate all users with a convenient design. Toner cartridges can be replaced with one hand. Paper trays can be easily opened with an overhand or underhand grip. Also, the scanner and document feeder can be detached and placed on a desk, making every function accessible to seated users.
- Handle a long list of documents and device management tasks remotely. View detailed system information and network settings, and monitor supply status right from a standard Web browser.

Innovative Document Management
The Ricoh Aficio MP C3001/C3501 and MP C4501/C5501 provide numerous capabilities designed to help you deal with documents on your own terms.

- Simplify archiving with the ability to turn scanned documents into searchable PDFs. This makes it easy for users to locate documents using a keyword search.
- Never retype another document. Sophisticated OCR (Optical Character Recognition) tools let you transform scanned hardcopy documents into editable Microsoft Word, Excel or PowerPoint files.
- Take advantage of easy-to-use Bates Stamping for case files and discovery documents in legal environments.
- Remove information from electronic documents with powerful redaction tools that completely eradicate the unwanted data, quickly and easily.
- Create fillable PDF forms, crete sound files from scanned documents, combine pages created in different applications (e.g., Word and Adobe Photoshop) into a single document, and much more.

Ricoh Managed Document Services
Ricoh’s Managed Document Services (MDS) is a powerful way to streamline your document management environment. MDS enables control of output-related costs and assets and optimizes the fleet. Through on-site and off-site services, MDS improves workflow, productivity and end-user experiences.

- Control expenses with the Ricoh Aficio MP C3001/C3501 and MP C4501/C5501, which provide a powerful combination of high productivity, long-lasting reliability and low total cost of ownership (TCO).
- Consolidate copying, printing, scanning and document management into a single device, with a smaller footprint and one set of consumables.
- Place the right device for the right applications with these systems and others—all part of our extensive line of Ricoh products.

The Total Green Office Solution
Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
### General Specifications

Specifications for MP C3001/C3501 are the same for MP C4501/C5501 except where indicated.

<table>
<thead>
<tr>
<th>Configuration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Dual Core Laser MFP</td>
</tr>
<tr>
<td>Memory</td>
<td>1 GB RAM</td>
</tr>
</tbody>
</table>

#### Scanning

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution</td>
<td>1200 dpi</td>
</tr>
<tr>
<td>Color</td>
<td>1200 dpi</td>
</tr>
<tr>
<td>限定方式</td>
<td>1200 dpi</td>
</tr>
<tr>
<td>Output</td>
<td>1200 dpi</td>
</tr>
<tr>
<td>Input</td>
<td>1200 dpi</td>
</tr>
</tbody>
</table>

#### Printing

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution</td>
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</tr>
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</tr>
<tr>
<td>Input</td>
<td>1200 dpi</td>
</tr>
</tbody>
</table>

### Document Specifications

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>264 lb.</td>
</tr>
<tr>
<td>Power</td>
<td>120W</td>
</tr>
<tr>
<td>Power Consumption</td>
<td>1.58kW</td>
</tr>
<tr>
<td>TEC Value</td>
<td>1600 Watt</td>
</tr>
<tr>
<td>Memory Capacity</td>
<td>2 GB</td>
</tr>
<tr>
<td>Max. Print Resolution</td>
<td>1200 x 1200 dpi</td>
</tr>
</tbody>
</table>

#### Network Interface

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>TCP/IP, IPv6, IPX/SPX</td>
</tr>
<tr>
<td>Maximum Print Size</td>
<td>12 MB/hour</td>
</tr>
</tbody>
</table>

#### Utilities

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Gallery</td>
<td>200 x 150</td>
</tr>
<tr>
<td>PDF</td>
<td>1200 dpi</td>
</tr>
<tr>
<td>Print Quality</td>
<td>1200 dpi</td>
</tr>
<tr>
<td>Limited</td>
<td>1200 dpi</td>
</tr>
<tr>
<td>Output</td>
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</tr>
<tr>
<td>Input</td>
<td>1200 dpi</td>
</tr>
</tbody>
</table>

### Scanner Specifications

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution</td>
<td>200 x 200 dpi</td>
</tr>
<tr>
<td>Size</td>
<td>200 x 200 dpi</td>
</tr>
<tr>
<td>Weight</td>
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</tr>
<tr>
<td>Power</td>
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<tr>
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</tr>
</tbody>
</table>

### Hardware Accessories

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Handling Options</td>
<td></td>
</tr>
<tr>
<td>Tray Capacity</td>
<td>100 sheets (550 sheets x 2 trays)</td>
</tr>
<tr>
<td>Paper Size</td>
<td>5.8 x 8.3 to 11 x 17</td>
</tr>
<tr>
<td>Paper Weight</td>
<td>16 - 68 lb. Bond/100 lb. Index</td>
</tr>
</tbody>
</table>

#### Dimensions (Waist)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width</td>
<td>22.8 x 24.4 x 7.9</td>
</tr>
<tr>
<td>Height</td>
<td>22.8 x 24.4 x 7.9</td>
</tr>
<tr>
<td>Depth</td>
<td>22.8 x 24.4 x 7.9</td>
</tr>
</tbody>
</table>

#### Weight

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>57 lb.</td>
</tr>
</tbody>
</table>

### Security Features

- DataAccessWriteSecurity System (DDSS), HDD Encryption, User Account Limits, Network Protocol OxO, IP Filtering, SNMP v3 Support, Encryption (Address, Key Authentication, Password, Print), Locked Print, PDF, SSL, SSH, IPA, Print, User Authentication (Windows/Mac/Linux, External: Basic and User Codes- Internal: 802.1x Wired Authentication, IPv6-AP, Web Access Support, Classification Codes- Advanced)

### Security Features (Optional)

- DataAccessWriteSecurity System (DDSS), HDD Encryption, User Account Limits, Network Protocol OxO, IP Filtering, SNMP v3 Support, Encryption (Address, Key Authentication, Password, Print), Locked Print, PDF, SSL, SSH, IPA, Print, User Authentication (Windows/Mac/Linux, External: Basic and User Codes- Internal: 802.1x Wired Authentication, IPv6-AP, Web Access Support, Classification Codes- Advanced)

### Accessories

- Paper Handling Options: Two-Tray Paper Tray (BP3100) All Models
  | Tray Capacity | 100 sheets (550 sheets x 2 trays) |
  | Paper Size    | 5.8 x 8.3 to 11 x 17 |
  | Paper Weight  | 16 - 68 lb. Bond/100 lb. Index |

### Dimensions (Waist)

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</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>57 lb.</td>
</tr>
</tbody>
</table>

### Restrictions

- Requires installation of Center Tray A

### Tandem Large Capacity Tray (BP3101) All Models

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tray Capacity</td>
<td>2000 sheets (1000 sheets x 2)</td>
</tr>
<tr>
<td>Paper Size</td>
<td>5.8 x 11</td>
</tr>
<tr>
<td>Paper Weight</td>
<td>16 - 68 lb. Bond/100 lb. Index</td>
</tr>
</tbody>
</table>

#### Dimensions (Waist)

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</tr>
</tbody>
</table>

#### Weight

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>Less than 57 lb.</td>
</tr>
</tbody>
</table>

### FAC33 Cabinet Stand

- Inclined under Standard Paper Trays and provides storage for paper, toner, etc.
<table>
<thead>
<tr>
<th>Staple Capacity</th>
<th>50 sheets (8.5&quot; x 11&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staple Paper Sizes</td>
<td>8.5&quot; x 11&quot;</td>
</tr>
<tr>
<td>Staple Paper Weight</td>
<td>17 lb - 24 lb Bond (64 - 90 g/m²)</td>
</tr>
<tr>
<td>Staple Positions</td>
<td>1 staple: 2 positions; 2 staples: 3 positions</td>
</tr>
<tr>
<td>Staple Cartridge Capacity</td>
<td>5,000 staples/cartridge</td>
</tr>
<tr>
<td>Dimensions (WxDxH)</td>
<td>10.7&quot; x 20.5&quot; x 31.2&quot;</td>
</tr>
<tr>
<td>Weight</td>
<td>55.2 lbs (25.1 kg)</td>
</tr>
</tbody>
</table>

1,000-sheet Booklet Finisher (SR3000)!

**MP C5001/C5501 only**

<table>
<thead>
<tr>
<th>Paper Size</th>
<th>Proof Tray: 5.5&quot; x 8.5&quot; to 11&quot; x 17&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staple Paper Sizes</td>
<td>8.5&quot; x 11&quot;</td>
</tr>
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</tr>
<tr>
<td>Staple Cartridge Capacity</td>
<td>5,000 staples/cartridge</td>
</tr>
<tr>
<td>Dimensions (WxDxH)</td>
<td>25.8&quot; x 24.2&quot; x 37.8&quot;</td>
</tr>
<tr>
<td>Weight</td>
<td>138.8 lbs (63.0 kg) with Punch Unit</td>
</tr>
</tbody>
</table>

3,000-sheet Finisher (SR3030)!

**MP C5051 only**

<table>
<thead>
<tr>
<th>Paper Size</th>
<th>Proof Tray: 5.5&quot; x 8.5&quot; to 11&quot; x 17&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staple Paper Sizes</td>
<td>8.5&quot; x 11&quot;</td>
</tr>
<tr>
<td>Staple Paper Weight</td>
<td>17 lb - 24 lb Bond (64 - 90 g/m²)</td>
</tr>
<tr>
<td>Staple Positions</td>
<td>1 staple: 3 positions; 2 staples: 3 positions</td>
</tr>
<tr>
<td>Staple Cartridge Capacity</td>
<td>5,000 staples/cartridge</td>
</tr>
<tr>
<td>Dimensions (WxDxH)</td>
<td>25.8&quot; x 24.2&quot; x 37.8&quot;</td>
</tr>
<tr>
<td>Weight</td>
<td>143.3 lbs (65.0 kg) with Punch Unit</td>
</tr>
</tbody>
</table>

Additional Features

- File Converter, Key Counter Bracket, Maten Cover, Counter Interface, USB 2.0 port (for scan-to and print from remote modal), Camera Direct Print
- Scanner Accessibility Option (MP C5051/C5501 only) ADF Handle (MP C3001/C3501 only), PDS Unit, HotSpot "trimming Kit" Fixer™

Consumables

- **MP C5001/C5051 only**
  - Black Toner: 22,500 pages
  - Cyan Toner: 16,000 pages
  - Magenta Toner: 16,000 pages
  - Yellow Toner: 16,000 pages

- **MP C5501/C5501 Yield**
  - Toner Cartridge: 22,500 pages

- **MP C5001/C5501**
  - Toner Cartridge: 22,500 pages

- **MP C5501/C5501 Yield**
  - Toner Cartridge: 22,500 pages

*Yields calculated based on 5% image coverage. Black toner yields reduced by 1,500 pages when configured with Fixer™.

*Requires configuration with Bridge Unit.

*Not available on MFC4501/C4501A.
Ricoh Aficio MP C6501SP/C7501SP
Color Digital Imaging System
Exceptional Speed, Outstanding Quality

fast
versatile

Start

color
Stay competitive and reduce total cost of ownership.
Engineered to provide outstanding speed and image quality, the RICOH® Aficio® MP C6501SP/C7501SP is a complete solution for fast-paced offices and select high-volume environments, such as centralized reprographics departments. This powerful system delivers the advanced performance you need to handle any document-related task quickly and efficiently. It has the capacity and reliability to consolidate color volume to a single, cost-effective system. It also offers the flexible finishing, versatile paper handling and the impressive color quality you need to eliminate outsourcing and minimize total cost of ownership (TCO).
Proven Productivity
Staying competitive means doing more work in less time with accuracy and reliability. Trust the Ricoh Aficio MP C6501SP/C7501SP to provide exactly what demanding users need.

- Reduce turnaround time with fast output. The MP C6501SP delivers 60 color and 65 black & white pages per minute and the MP C7501SP achieves speeds up to 70 color and 75 black & white pages per minute. Both offer duplexing at 100% of rated speed.
- Accelerate productivity with one-pass duplex scanning. This not only reduces scan time, it minimizes wear and tear on sensitive originals.
- Navigate to the features you need in just a few quick selections. The large full-color WVGA control panel is the same intuitive LCD touch-screen available on all Ricoh MFPs, so you can upgrade the fleet without retraining users.
- Meet tight deadlines and complete quick-turn jobs with one of the shortest warm-up times and fastest first copy times of any high-speed color device in its class.
- Optimize efficiency with the ability to reload paper without interrupting the current job. Total paper capacity with all options is an incredible 7,400 sheets.

High-End Finishing
Extend the possibilities of document production with a variety of paper handling accessories and professional-grade finishing options.

- Experiment with new formats. The Multi-Fold Unit offers six folding options, including Half-Fold, Double Parallel Fold and Gate-Fold.
- Create full-color output on a wide range of paper grades. The system accepts up to 140 lb. Index (253 g/m²) through the Paper Trays and up to 110 lb. Cover (300 g/m²) through the Bypass Tray.
- Improve uptime with the optional Large Capacity Tray. This 2,000-sheet accessory holds paper sizes up to 12” x 18” and weights up to 110 lb. Cover (300 g/m²).
- Distribute high-quality finished documents with stapling, hole punching, ring binding or saddle-stitching, depending on your needs.

Reduce Operating Costs
In addition to its best-in-class affordability, the Ricoh Aficio MP C6501SP/C7501SP delivers the speed and versatility organizations need to keep operating expenses low.

- Perform a wide variety of color and finishing tasks in-house, eliminating the need to outsource complex jobs to expensive third-party providers.
- Consolidate jobs from multiple laser or inkjet printers to cut supply costs.
- Print marketing collateral, forms, training packets and other documents on demand instead of managing large volumes of preprinted inventory.
- Empower creative teams to produce high-quality layouts, proofs and mock-ups with exceptional speed and quality.
- Improve workflow in copy shops and print-for-pay environments by adding high-quality color capacity and finishing capabilities that are ideal for quick-turn jobs.
Enhance Performance and Quality While Reducing Cost

Optional Cover Interposers
Feed pre-printed sheets from one or two sources for front and back covers.

Optional 3,000-Sheet Finishers
Choose from 50- or 100-sheet stapling and 2- or 3-hole punching.

Optional 2,000-Sheet Booklet Finisher
Fold and staple full-color documents to produce finished booklets and 2- or 3-hole punching.

50-Sheet Finisher
This finisher lets you select multi-position stapling for documents up to 50 pages.

Optional FD5000 Multi-Fold Unit
Execute several different folds to create a variety of finished documents.

Optional RB5000 Ring Bind Unit
Punch holes and insert plastic rings to produce ready-to-distribute books.

BK5010e Booklet Maker
Saddle stitch up to 30 sheets to create 120-page booklets.

GBC StreamPunch™ III
Create professional-quality bound books with in-line punching in a variety of patterns.

Versatile Paper Sources
Standard paper sources include the Tandem 2 x 1,100-Sheet Paper Tray two 550-Sheet Paper Trays and Bypass Tray for a total of 3,400 sheets. With additional options also shown here, this system can hold up to 7,400 sheets.
Ricoh Aficio MP C6501SP/C7501SP

150-Sheet Automatic Document Feeder (ADF)
Offers single-pass color duplex scanning.

WVGA Control Panel
The large full-color LCD touch-screen simplifies job selection and programming.

Optional Large Capacity Trays
The RT4000 DLT/CT utilizes the system Bypass Tray for a straight paper path. This helps to reliably feed up to 110 lb. Cover stock (300 g/m²). The DLT tray holds 2,000 sheets, up to 12” x 18” and 110 lb. Cover. The RT43 LCT holds 4,000 sheets, up to 8.5” x 11” and 34 lb. Bond.
Impressive Image Quality
The high-powered color print engine in the Ricoh Aficio MP C6501SP/C7501SP creates high-resolution images that capture your customers’ attention.
- Maximize edge definition, coverage consistency and color density with breakthrough PrP oil-free toner from Ricoh. Smaller particles and a lower melting point combine to create smooth blends and solid fills.
- Help visually impaired users with a special printer driver function that adjusts color levels to enhance readability.

Optimize Color Output
Configure the Ricoh Aficio MP C6501SP/C7501SP with the Fiery E-7200 print controller for professional-grade print and color control.
- Boost onboard power and expedite complex processing tasks with a 2.0GHz processor.
- Get all the advantages of Fiery color manipulation without giving up familiar Ricoh functionality for other tasks. Even if you choose the optional Fiery controller, you can keep user-friendly Ricoh menus for a full host of scanning capabilities.
- Streamline workflow with convenient drag-and-drop functionality. Just point and click to move files from the desktop to a print queue, prepare files for output or balance workflow among multiple connected devices.
- Maximize job-to-job efficiency with the Command WorkStation utility. Switch effortlessly from managing jobs to configuring the controller’s settings.
- Bridge the gap between platforms. The Fiery controller provides identical functionality in both Windows and Mac environments.

Enhance Personal Productivity
The App2Me® solution revolutionizes document management, enabling users to create customized workflows and execute them anywhere they go.
- Download widgets to any client (desktop PC, laptop or Smartphone) and use them on any Ricoh MFP enabled with App2Me.
- Enjoy maximum convenience and a consistent experience at each App2Me-enabled MFP, which is completely personalized no matter where you go.
- Simplify complex workflows. Widgets can be created to combine, distribute, edit and create documents, as well as perform many other tasks automatically.
- Maximize productivity. App2Me improves efficiency through widgets that control a virtually endless array of MFP, software or Web services-driven workflows.
- Create specialized widgets for almost any need, in any framework across multiple platforms that App2Me supports, such as Google Desktop™ and more.

Expect vivid, intense colors with a powerful 1200 dpi print engine and new PrP oil-free toner.

Expedite full-color job processing with the incredibly fast, EFI Fiery E-7200 print controller.

With App2Me, you can download time-saving and workflow-enhancing widgets and use them at any Ricoh MFP enabled with the App2Me solution.
Multifunction Performance
The Ricoh Aficio MP C6501SP/C7501SP integrates a diverse range of capabilities into a relatively small footprint, enabling you to reach new heights of productivity and efficiency.

- Manage virtually any document-related task with this incredibly versatile, high-speed system. Choose from advanced printing, copying, faxing and scanning functions.
- Reduce network traffic with high-compression PDFs, especially when handling large full-color files.

Protect Every Document
Advanced security features ensure that sensitive documents and the system itself remain safe from multiple threats.

- Restrict system access to authorized users.
- The system supports external (Windows, LDAP) and internal (basic and user code) authentication.
- Protect business critical information with the DataOverwriteSecurity System (DOSS) option. It automatically overwrites the hard drive after copy, scan, fax and print jobs. You can also use the HDD Encryption option to protect data, even if the hard drive is removed or stolen.

Environmental Advantages
Many organizations are “going green” by setting goals for sustainability. The Ricoh Aficio MP C6501SP/C7501SP helps support these efforts.

- Minimize total energy consumption. The Ricoh Aficio MP C6501SP/C7501SP uses significantly less electricity without compromising speed, productivity or functionality. It is also designed to use less energy during sleep mode.
- Maintain outstanding image quality. With its lower melting point, PnP toner requires less energy, yet delivers the high-quality results you expect.

The Total Green Office Solution
Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
**General Specifications**
- **Configuration**: Console
- **Scanning Element**: Flatbed with flatter 3-line CCD array imaging-scanning
- **System Memory**: 3268B (660B x 2) (shared)
- **Document Feeder**: Standard 50-Sheet ADF with single-pass color duplex scanning
- **Copy Resolution**: 600 dpi
- **Color/Grayscale**: 255 Levels
- **Quantity Indicator**: 1 - 9,999
- **Original Type**: SheetBook/Object
- **Original Size**: Up to 11” x 17”
- **Warm-Up Time**: MP C6501SP: ≤79 sec.
  MP C7501SP: ≤60 sec.
- **First Copy Speed**: MP C6501SP: 5.35/3.67 sec. (BF/SC)
  MP C7501SP: 4.96/3.40 sec. (BF/SC)
- **Output Speed**: MP C6501SP: 60 sec.
  MP C7501SP: 50 sec.

**Standard Paper Capacity**
- 1st Tray: 1,100 x 2
- 550 sheets x 2nd & 3rd trays, 100 Sheet Bypass Tray
- 3,400 standard
- 7,400 sheet std. maxcapacity

**Paper Size**
- 5.5” x 8.5” to 12” x 18”

**Paper Weight**
- 14 lb. Bond - 80 lb. Cover (216 g/m²)
  (Tray 1, 2)
- 16 lb. Bond - 140 lb. Cover (253 g/m²)
  (Tray 3)
- 17 lb. Bond - 90 lb. Cover (163 g/m²)
  (Duplex)
- 18 lb. Bond - 110 lb. Cover (200 g/m²)
  (Bypass)

**Magnification**
- 1% reduction and 5 enlargement

**Zoom**
- 25% to 400% in 1% increments

**Power Requirements**
- MP C6501SP: 120-240VAC (60 Hz) / 120VAC (60 Hz)
- MP C7501SP: 200-240VAC (50 Hz) / 200-240VAC (60 Hz)

**Dimensions (WxDxH)**
- 29.5” x 35.3” x 44.4” (including ADF)

**Weight**
- 657 lbs.

**Copier Features**

**Printer Specifications**

### Standard Features
- **CPU**: Intel Pentium - 1.4GHz
- **RAM**: 2GB (STD/Max)
- **Standard Interfaces**: Ethernet (10/100BaseTX), USB 2.0
- **Optional Interfaces**: Parallel, Wireless LAN
- **Network Protocol**: TCP/IP, PPDS, AppleTalk
- **Operating Systems**: Windows 2000/XP/Server 2003, Server 2008, NetWare 3.12, 3.12, 4, 4.1, 5.1, 6, 5.1, 6, 6.5, Unix, Sun Solaris, HP-UX, SCO OpenServer, Redhat Linux, IBM AIX, MAC: OS 8.6
- **Print Drivers**: PC5, PC5s, XPS (Standard), Adobe PS (optional)
- **Max Print Resolution**: Up to 1200 dpi

**Scanner Specifications**

### Standard Interfaces
- **Scanning Resolution**: 600 dpi
- **Scan Area**: Up to 11” x 17”
- **Scan Speed**: Simplex: 35 ppm (50 sheets), 70 ppm (250 sheets)
  Duplex: 35 ppm (250 sheets), 70 ppm (500 sheets)
- **Compression**: B/W: TIFF, JPEG, PDF
- **Standard Interfaces**: 10/100BaseTX, Wireless LAN

**Document Server Specifications**

### Standard Document Size
- Max. Stored Documents: 3,000
- Max. Pages per Document: 5,000
- Max. Stored Pages: 15,000

**Fax Specifications**
- **Transmission Mode**: Send, Receive
- **Resolution**: Send: 300 dpi, Receive: 200 dpi
- **Fax Speed**: 3 minutes per page
- **Memory**: 500MB
- **Quick/Speed Dial**: 200 numbers
- **Group Dial**: 50 groups
- **Energy Saver**: Standard

**Accessories**
- **RT4000 DFLCT**
  - Paper Capacity: 2,000 sheets
  - Paper Weight: Up to 12” x 18”
  - Paper Size: 14 lb. Bond - 80 lb. Cover (216 g/m²)
- **RT4300**
  - Paper Capacity: 4,000 sheets
  - Paper Size: 8.5” x 11”
  - Paper Weight: 17 lb. Bond - 110 lb. Cover (200 g/m²)
  - Paper Size: 12” x 18”
- **CS0919 Bin Mailbox**
  - Number of Bins: 9
  - Capacity of Bins: 100 sheets
  - Paper Size: 5.5” x 8.5” x 11”
  - Paper Weight: 14 lb. Bond - 80 lb. Cover (216 g/m²)
- **Multifunctional**
  - 2 Source Cover Interposer
  - Paper Size: 5.5” x 8.5” x 11”
  - Paper Size: 17 lb. Bond - 110 lb. Cover (200 g/m²)
- **Printing Media**
  - Paper Size: 28” x 28” x 50”
  - Weight: 39 lbs.

**Saddle Stitch Stapler**
- 8.5” x 11” x 12” x 18” x 15”
- Weight: 139 lbs.
- **Paper Weight**: 5.5” x 8.5” x 11” x 12” x 18”

**DS5000 Multi-Folding Unit**
- Compatible with SX5000 and SX4000 Only.
- Folding Type:
  - Single Sheet Mode: 2 Folding
  - Single Copy Mode: 2 Folding

**Paper Size**
- Single Sheet Mode: 8.5” x 11” x 12” x 18”
- Single Copy Mode: 8.5” x 11” x 12” x 18”

**Power Requirements**
- Paper Weight: 16 lb. Bond - 110 lb. Cover (216 g/m²)
- Die Sets: CombiBond, Twin Loop Wire (2:1 or 3:1), ColorColl, Velobind, Threering, ProClicX
- **BK5910a Booklet Maker Booklet Gain**
  - Paper Size: 8.5” x 11” x 17”
  - Paper Weight: 16 lb. Bond - 110 lb. Cover (216 g/m²)
- **Ring Binder RS8000**
  - Ring Binder Size: 8.5” x 11” (Letter)
  - Ring Binder Capacity: 100-sheet booklet
  - Ring Size Supported: 8 mm/100 sheets
  - Paper Weight Pushed: 17 lb. Bond - 60 lb. Cover (216 g/m²)
  - Paper Weight Bound: 17 lb. Bond - 80 lb. Cover (216 g/m²)
  - Dimensions (WxDxH): 32.5” x 28.7” x 38.5”
  - Power Requirements: 110/120V, 50/60Hz
  - Weight: 6 lbs.

**Additional Accessories**
- **Single Source Cover Intesposer Type 3200, Pench Unit for S85000, Punch Unit for S84000, Jigger Option for S84000, Legal Tray Type RT4300 TYP (105” x 17” x 8.5”)
  - Type 2100: Copy Connector Type as TYP 2100, 2 Bin Sheet Unit
  - File Format Converter Type E: HDD Onsite Print Kit Type B: HDD Encryption Unit Kit Type A: Copy Data Security Kit Type B:eedPrint3 Type C: 8000E (11th Type A): IEEE1284 Type B: Bluetooth Interface Unit Type 3245: Scanner Interface Type C: G3 Interface Kit Type C: 2700: Key Card Key Type B: B: Key Card Kit Type A: Gigabit Ethernet Type B: Copy Tray Type 2700: Fax Memory Kit Type B: 32MB, USB 2.0/18 Slot Type D

**Fiery E-7200 Specifications**

### Controller Type
- **Fiery Platform**: Embedded Type
- **Fiery Engine**: Fiery E200
- **Maximum Continuous**: MP C6501SP: 65ppm BW, 60 ppm color
  MP C7501SP: 75ppm BW, 70 ppm color
- **Print Speed**: MP C6501SP: 12500 2.8GHz
- **Host Interface**: 10/100/1000BASE-T
- **Memory**: 1GB
- **Interface**: 10/100/1000BASE-T
- **Networking**: Linux
- **Network Protocol**: TCP/IP, NWAP, AppleTalk
- **Driver Configuration**: Linux

### Utilities
- **Fiery Driver Language**: Adobe ProUntact 3, PCL3
- **Max Print Resolution**: Up to 2400 dpi
- **Max Scan Resolution**: Up to 8000 dpi
- **Operation Panel**: Standard: CommandWorkStation 5, Color Wise ProTools, Fiery Scan
  - Printer Delete Utility, Fiery Web Tools Optional: SeeQuest Impage, Color ProFile Suite (BYV version), Auto Trapping, SpotOn, Hotfolders
- **Color Management**: ICC Profile, Color Chart, CMYK
  - Color Reference Pages, RGB Color Tests, Trapping Support, ColorWise Pro Tools
- **Calibration**: Color Management, Spectrophotometer

For maximum performance and yield, recommended genuine Ricoh parts and supplies.
Ricoh Aficio SP 3400N/SP 3410DN
B/W Laser Printer
A Remarkably Robust and Economical Desktop Printing Solution
Designed for Your Desktop and Your Budget
Choose from two compact models designed to meet today’s space, workflow and purchasing requirements while investing in a solution that will serve tomorrow’s needs as your business grows. The RICOH® Aficio® SP 3400N/SP 3410DN bring productive black & white network laser printing to home offices and small businesses at a low total cost of ownership.

Maximum Productivity, Minimal Effort
Fast, reliable and easy to use, bringing professional printing capabilities to every user.

- Finish every job faster with efficient 30-ppm output speeds, and make every page look its best with laser-sharp 1200 x 600 dpi maximum resolution.
- Process every file with ease. The 295MHz CPU and standard 64 MB RAM quickly handle incoming data streams in popular PCL 6 or PostScript 3 emulation to keep the pages flowing.
- Leverage the power of standard Ethernet networking. A USB 2.0 interface is also standard to drive the unit through a single Windows PC or Mac.
- Save time and energy with a fast 20-second warm-up time and first print speeds of just 8 seconds.

Versatile, Expandable Media Support
Support demanding workloads with a variety of media requirements.

- Choose the Ricoh Aficio SP 3410DN with standard automatic duplexing for productive two-sided printing, or the more economical Ricoh Aficio SP 3400N for single-sided output.
- Print onto a wide range of media sizes up to 8.5" x 14" and paper weights up to 90 lb. Index. User-adjustable, front-loading paper trays enhance system flexibility.
- Speed envelope printing via the 50- Sheet Bypass Tray for in-house customer invoicing and mailing applications.
- Expand paper capacity up to 550 sheets to handle longer jobs and growing volumes with less interruption. The optional 250-Sheet Paper Feed Unit installs beneath the standard 250-Sheet Tray to maintain a compact footprint.

Affordable and Virtually Maintenance Free
Compact and cost-effective, maximizing productivity while helping to control printing costs.

- Invest with confidence. Aggressive hardware pricing, a robust feature set and a high duty cycle deliver superior value and a low total cost of ownership.
- Choose the Standard Yield All-In-One (AIO) print cartridge (2,500 pages) to minimize out-of-pocket supply expenses, or the High Yield AIO (5,000 pages) to bring cost-per-page factors down even more.
- Simplify consumable replacement. Exchange the front-loading AIO print cartridge in seconds in a quick, mess-free process.
- Use integrated Automatic Duplexing (Ricoh Aficio SP 3410DN) to save paper, mailing costs and filing space.

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**Engine Specifications**

- **Aficio SP 3400N**
  - Part #: 406451
- **Aficio SP 3410DN**
  - Part #: 406454

**Configuration**
- Desktop

**Technology**
- Laser beam scanning, electrophotographic printing
- Using electrolyte-compute transfer development
- 600 x 600 dpi, 1200 x 600 dpi equivalent

**Resolution**
- 300 x 600 dpi

**Print Speed**
- 8 seconds or less

**Warm-Up Time**
- 20 seconds or less

**Maximum Paper Size**
- 8.5" x 14"

**Standard Paper Supply**
- 250-Sheet Tray + 50-Sheet Bypass Tray

**Optional Paper Supply**
- 250-Sheet Paper Feed Unit

**Maximum Paper Capacity**
- 550 sheets

**Duplexing**
- Manual: SP 3400N
- Automatic: SP 3410DN (approx. 50% productivity)

**Paper Sizes**
- Paper Tray: 8.5" x 11" to 8.5" x 14"; A4, B5, A5, A6, HLT, Executive, Foolscap, Folio,
- Custom Size: 3.94" x 5.83" to 8.5" x 14.02"
- Bypass Tray: 8.5" x 11" to 8.5" x 14.02"; A4, B5, A5, A6, HLT, Executive, Foolscap, Folio,
- Custom Size: 3.94" x 5.83" to 8.5" x 14.02"

**Paper Weights**
- Standard & Bypass Tray: 14 - 43 lb. Bond/90 lb. Index (52 - 162 g/m²)
- When Duplexing: 14 - 28 lb. Bond (60 - 105 g/m²)
- When Bypass Tray: 14 - 28 lb. Bond (60 - 105 g/m²)

**Paper Types**
- Standard Tray: Plain Paper, Recycled Paper
- Bypass Tray: Plain Paper, Recycled Paper
- Envelopes: Standard Tray
- Labels: Standard Tray

**Dimensions (WxDxH)**
- 14.5" x 15.4" x 10.3" (370 x 392 x 262 mm)

**Weight**
- SP 3400DN: 25 lb. (11.3 kg) (includes AIO)
- SP 3410DN: 27 lb. (12.5 kg) (includes AIO)

**Power Requirements**
- 120V, 60Hz

**Power Consumption**
- Maximum: 650W

**Environment Star**
- ECOClass B

**Safety Regulations**
- UL60950-1, FCC Class B

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**Print Controller Specifications**

- **CPU:** 295MHz
- **Memory:** 64 MB RAM standard/maximum
- **Standard Interfaces:** USB 2.0, Ethernet 10/100Base-TX
- **Printer Languages/Drivers:** PCL 6, PostScript 3 emulation
- **Fonts:** PCUS 3:8 fonts
- **Network Protocols:** TCP/IP

**Operating Systems:**
- Windows 2000, XP, Server 2003/2008R2
- Vista, 7
- Macintosh OS X 10.3.8 - 10.6

**Cirilc Print Server:**
- Ricoh UNIX Filter

**Advanced Printer Features:**
- Scaling, Collate, Layout/4-Up, Front Cover Sheet, Dithering, Watermarks, Repeat Print, Toner Saving, Mirror Image (PS3, Reverse Order Print (PS3), Do Not Print Blank Pages (PS3)
- Software Utilities:
  - Web Image Monitor (web connected to a LAN)
  - Printer Utility for Mac

**Optional Accessories**
- 250-Sheet Paper Feed Unit (Part #: 406496)
- Ricoh BB-HP10A-R High Definition Power Line
- Communications Ethernet Adapter (Part #: 10012R7)
- Shippings with one Master Adapter, one Terminal Adapter, plus two power cords

**Supplies**
- Standard Yield All-In-One Cartridge (Part #: 406464; yield: 2,500 pages)
- High Yield All-In-One Cartridge (Part #: 406465; yield: 5,000 pages)

**Warranty**
- The Ricoh Aficio SP 3400N/SP 3410DN is under warranty against defects for a period of one year from the date of purchase. Consumables are under warranty for a period of 90 days from the date of purchase. Please refer to your warranty document shipped with the product for more details.
A scalable business solution.
At 37-ppm, the versatile and eco-friendly RICOH® Aficio® SP 4310N black & white laser printer delivers superior performance that grows along with your business. Increase paper capacity without occupying more space to handle rising volumes. Install automatic duplexing when your needs call for efficient two-sided printing. Equip this solution-ready printer with optional interfaces and workflow tools to meet your unique connectivity and application requirements—the Ricoh Aficio SP 4310N easily fits into any environment whether front office or host print, wired or wireless networks. Add a Hard Disk Drive to enable robust local document storage and print-on-demand capabilities, plus built-in data and device security. Best of all, the compact SP 4310N employs Ricoh’s proven All-In-One (AIO) print cartridge technology and innovative energy saving features for maximum uptime and ease of use with a low total cost of ownership.
Expandable In So Many Ways
The Ricoh Aficio SP 4310N provides the speed and image quality every business demands, plus the versatility to address your specific needs.

- Meet every deadline. The powerful 466 MHz controller efficiently processes every job. Print with 37-ppm productivity at resolutions up to 1200 x 600 dpi. Standard Ethernet plus optional wireless or Gigabit connectivity share the printing power.
- Increase memory in step with expanding workgroups. Add more RAM to handle larger files and multiple print jobs with maximum efficiency. Install the optional 80 GB Hard Disk Drive to enable secure local document storage and print-on-demand capabilities for up to 9,000 pages.
- Maximize your investment through environmental versatility. In addition to support for Adobe® PostScript® 3® and PCL Windows and Mac printing, the Ricoh Aficio SP 4310N provides specialized tools such as Ricoh's genuine IPDS and barcode printing solution to optimize performance in host print workflows.
- Start small and boost paper capacity to meet growing volumes. Install one or two 500-sheet Paper Feed Jnits to minimize reloading. Add Automatic Duplexing for productive two-sided printing and a 60-piece Envelope Feeder to speed mailing applications. Every tray is user-adjustable and supports media up to 8.5" x 14"; the Bypass accepts sheets up to 17" long.

Efficient and Ecological
An All-In-One printer for everyone, the Ricoh Aficio SP 4310N combines simplicity in design and operability with affordable, energy-efficient laser printing.

- Maximize user friendliness with the informative 4-line LCD panel. View printer status at a glance, get simple maintenance guidance, and easily select stored documents for reprinting.
- Achieve affordable laser quality output with proven All-In-One print cartridge technology that delivers high yields and low cost-per-page factors. The user-serviceable design saves even more by minimizing service tasks. Replace the AIO cartridge in seconds for maximum uptime and do-it-yourself convenience.
- Reduce your total cost of ownership further with an energy efficient design. Save supplies with Toner Saving Mode and optional Automatic Duplexing.
- Manage job queues and network settings, view supplies status, and initiate proactive maintenance right from your desktop using the Web Image Monitor utility. Network administrators can use Ricoh's @Remote fleet management tool for enterprise-wide printer monitoring and optimization across multiple units and locations.

Control Data and Device Access
The Ricoh Aficio SP 4310N supports the security tools you need to manage device access and safeguard confidential data sent to the printer.

- Protect print jobs and passwords with standard 256-bit SSL data encryption to prevent information theft, interception, or falsification.
- Activate the User Code feature to restrict device access, set volume limits, and track printer usage for up to 200 individual users.
- Help ensure compliance with client/patient privacy regulations. The 80 GB Hard Disk Drive option provides a confidential Locked Print feature plus secure local document storage with advanced data encryption and overwrite protection.
- Enjoy the confidence that comes from knowing your decision to invest in the SP 4310N is backed by your local authorized Ricoh dealership committed to meeting your business objectives for performance, cost control, and security.

The Total Green Office Solution
Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
Main Unit Specifications

- **Configuration**: Desktop Monochrome Laser Printer
- **Technology**: Laser beam scanning & electrophotographic printing
- **Control Panel**: 4-line LCD + Integrated 12-key alphanumeric keypad
- **Print Resolution**: 300 x 300 dpi
- **Output Speed**: 19 pages per minute (Letter)
- **Warm-Up Time**: 12 seconds or less (from Energy Saver mode)
- **Non-printable Area**: Approx. 1/6" (4.2 mm) around all four sides
- **Standard Paper Supply**: 500-sheet Tray + 100-sheet Bypass Tray = 600 sheets
- **Optional Paper Supply**: 500-sheet Paper Feed Unit (1 or 2 may be installed)
- **Maximum Paper Capacity**: 1,600 sheets
- **Automatic Duplexing**: Optional (approx. 90% productivity)
- **Acceptable Paper Sizes**: Standard: 5.5" x 5.5" - 8.5" x 14" (139.7 mm x 139.7 mm - 216 x 356 mm)
  - Bypass Tray: 2.52" x 5.5" - 8.5" x 14" (64 mm x 139.7 mm - 216 x 356 mm)
  - Optional PUs: 5.5" x 6.3" - 8.5" x 14" (139.7 mm x 160 mm - 216 x 356 mm)
  - When Duplexing: 5.5" x 8.5" - 8.5" x 14" (139.7 mm x 216 mm - 216 x 356 mm)
- **Acceptable Paper Weights**: Standard Tray: 16 - 34 lb. Bond (60 - 130 g/m²)
  - Bypass Tray: 12 - 43 lb. Bond/90 lb. Index (67 - 162 g/m²)
  - Optional PUs: 16 - 34 lb. Bond (60 - 130 g/m²)
  - When Duplexing: 16 - 28 lb. Bond (60 - 105 g/m²)
  - Transparency, Envelopes
  - Optional PUs: Plain Paper, Thick Paper, Preprinted Paper, Letterhead, Labels
  - Envelope Feeder: Envelopes (installs inside optional PU)
- **Dimensions (WxDxH)**: 15.28" x 17.72" x 13.58" (388 mm x 450 mm x 345 mm)
  - 15.28" x 21.37" x 13.58" w/Duplex Unit
  - 18.38 mm x 54.3 mm x 345 mm
- **Weight**: 24 lbs. (11.5 kg) Main Unit only
  - 47 lbs. (21.4 kg) w/Duplex Unit
- **Power Requirements**: 170V, 47/63Hz
- **Power Consumption**: Maximum: 390W or less
  - Energy Saver: 3.9W or less
- **Safety Regulations**: UL60950-1, CAN/CSA C22.2 No.60950-1-04, IC IC-003
- **EMI**: FCC Part 15 Subpart B <Class B>, IC IC-003
- **Environmental Standards**: Energy Star, BAM

Hardware Accessories

- **Paper Feed Unit**: Part # 402807
  - **Paper Feed Unit**: TK 1030
    - Capacity: 500 sheets, 1 or 2 units may be installed
    - **Paper Size**: 5.5" x 5.5" - 8.5" x 14" (139.7 mm x 139.7 mm - 216 x 356 mm)
    - **Paper Weights**: 16 - 34 lb. Bond (60 - 130 g/m²)
    - **Dimensions (WxDxH)**: 15.28" x 17.72" x 13.58" (388 mm x 450 mm x 345 mm)
    - **Weight**: Less than 13.2 lbs. (Less than 6 kg)
    - **Duplex Unit**: Part # 402808
      - **Paper Size**: 5.5" x 8.5" to 8.5" x 14" (139.7 mm x 216 mm)
    - **Paper Weights**: 16 - 28 lb. Bond (60 - 105 g/m²)
    - **Dimensions (WxDxH)**: 10.9" x 13.2" x 8.5" (277 x 335 x 215 mm)
    - **Weight**: Less than 13.2 lbs. (6 kg)
  - **Envelope Feeder**: Part # 400599
    - **Type**: 400P
    - **Capacity**: Up to 60 envelopes
    - **Paper Size**: Crane Crest #10, Stockholm Classic #10, Neenah Classic Crest #10, C5, C6, DL
    - **Dimensions (WxDxH)**: 14.1" x 16.6" x 3.99" (358 x 422 x 100 mm)
    - **Weight**: Less than 4.4 lbs. (2 kg)

Print Controller Specifications

- **CPU**: 466 MHz
- **Memory**: 256 MB RAM standard
- **Standard Interfaces**: 80 GB Hard Disk Drive (Optional)
  - **USB 2.0 (Host A)**
  - **USB 2.0 Hi Speed (Type B)**
  - **Dual SD/MMC Card slots for expanded functionality
  - **Optional Interfaces**: IEEE 802.11a/g Wireless LAN
  - **Gigabit Ethernet (1000Base-T)**
  - **IEEE 1284/ECPort Parallel (Extended)**

Printer Languages/Drivers

- **Printer Languages**: PCL 5e
- **Drivers**: PCL 5, XPS
  - Adobe PostScript 3 + PDF Direct Print
  - Optional genuine IPDS
  - Fonts: PC-45, IBM C40, 13 International fonts
  - PostScript 3: 136 fonts
  - PCL: 108 fonts (optional)
- **Network Protocols**: TCP/IP
  - AppleTalk
  - IPX/SPX (optional)

Supported Environments

- **Mac**: OS 8.6 - 9.2, OS X v10.2 - 10.6
- **NetWare**: v6.5
- **SAP**: 6.5
- **Citrix Presentation Server
  - Linux/Unix OS

Software Utilities

- **Web Image Monitor
  - Printer Utility for Mac
  - Font Manager 2000
  - @Remote
  - Embedded Software Architecture (ESA)" ready
  - "Optional Utilities"

Standard Security

- **User Codes**: 256-bit SSL Print Job Data Encryption
- **Address Book & Password Encryption**
- **IP Address Filtering
  - Email Addressing
  - Network Protocol Management
  - SNMP V3 Authentication

Optional Security

- **Memory**: Administrator Authentication (5 levels)
- **User Security**: (3 types)
  - Network Print
  - HDD Data Encryption Unit + DataOverwrite Security System (DOSS)
  - (bundled with HDD option)
  - WPA-PSK (/Wi-Fi Protect Access)
  - (sold SEU 1.1 upgrade option)

Controller & Memory Options

- **Memory**: 256 MB RAM Memory Unit Type G
  - Part #: 402955
  - **Display**: 80 GB Hard Disk Drive Type 410 G
  - Part #: 406884
  - Includes HDD Encryption Unit & DataOverwrite Security System (DOSS)

Gigabit Ethernet (Type C)
  - Part #: 406914
  - IEEE 802.11a/g Wireless LAN (Type L)
  - Part #: 400000
  - IEEE 1284/ECPort Parallel (Extended)
  - Part #: 401199
  - IPDS Unit Type 410 G
  - Part #: 400807
  - SD Card for Netware Printing (Type G)
  - Part #: 406885
  - Data Storage Card Type A
  - Part #: 402627
  - VM Card Type O
  - Part #: 406567
  - Ricoh B&H LTP 10-A High Definition Power Line Communications Ethernet Adapter
  - Ships with 1 Master Adapter, 1 Terminal Adapter, and 2 power cords.
  - Optional Adapter can be purchased separately.

Consumables

- **Yield**: 15,000 prints

Maintenance Kit SP 4100
  - 406562
  - 9,000 prints

What's in the Box?

- Every Ricoh Aficio SP 4310N ships with the mainframe, a starter All-In-One print cartridge with toner for 6,000 pages. All other consumables ship at full yield. For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.

Warranty

- The Ricoh Aficio SP 4310N is under warranty against defects for a period of one year from the date of purchase. Consumables are under warranty for a period of 90 days from the date of purchase or until depleted, whichever comes first. Please refer to warranty documentation shipped with the product for more details.
Ricoh Aficio SP C242SF
Desktop Color Laser MFP
Versatile performance in vivid color
Manage more jobs more efficiently.

In today’s fast-paced office environments, success hinges on doing more with less. The new RICOH® Aficio® SP C242SF Desktop Color Laser MFP offers impressive copy/print/scan/fax performance in a small footprint with a price point to match. Meet everyday workflow demands with a host of productivity-enhancing features and produce documents in vibrant color for lasting impact. Designed with user-friendly controls to simplify administrative tasks in any environment, this multifunction system offers all-in-one performance to complete more jobs in less time. Whether the SP C242SF is used as a stand-alone, primary MFP or as an integrated component in a Ricoh Managed Document Services (MDS) strategy, you’ll realize the true value of versatility and convenience.

The Ricoh Aficio SP C242SF offers cost-effective print, copy, scan and fax capabilities for incredible multitasking performance and minimal total cost of ownership.
**Multitask and Streamline Workflow**
Manage more jobs efficiently with powerful performance from a single all-in-one system.
- Move from job to job quickly. The SP C242SF produces copies and prints up to 21 pages-per-minute for both full-color and black-and-white documents.
- Expedite printing and manage multiple jobs easily with a powerful 400 MHz controller and 256MB RAM.
- Offer convenient access for shared use in growing offices with standard networking—including IPv6 support—and an optional external wireless Ethernet adapter.
- Capture, edit and send information instantly. A full suite of Scan-To document distribution capabilities allows users to leverage existing infrastructure to improve document-related processes.
- Send faxes anywhere at the fastest available speeds with a 33.6 Kbps Super G3 Modem, built-in desktop PC faxing, Internet fax, 200 speed dials, authorized and paperless fax reception and more.
- Share information easily with a strategically placed USB port located on the front of the system. This gives users advanced Scan-to-USB functionality and convenient access for printing images from a digital camera using PictBridge™ software.
- Enjoy near-instant readiness with first print speeds of less than 14 seconds and a warm-up time of less than 30 seconds.
- Replace the standard or high-yield All-in-One print cartridges in seconds with a convenient top-loading design.

**Add Color and Energize Documents**
Enhance communications with sharp text and vibrant color delivered cost-effectively on a wide range of media for maximum impact.
- Create high-quality color business documents. True 600 x 600 dpi and interpolated resolutions up to 2,400 x 600 dpi meet even the highest image quality demands.
- Optimize toner usage with Economy Color Mode, limiting the amount of toner used on images and graphics to reduce color output costs.
- Capture true quality with full-color and monochrome TWAIN/WIA scanning at up to 1,200 x 1,200 dpi optical resolution and 19,200 x 19,200 dpi driver resolution.
- Accommodate more media with thick paper support up to 42 lb. Bond/83 lb. Index—for sizes up to 8.5" x 14"—from both the Standard and Bypass Trays.

**Simplify and Improve Functionality**
Designed to reduce total cost of ownership, the Ricoh Aficio SP C242SF packs an impressive collection of cost-efficient features into a compact desktop design.
- Preserve space with a footprint of less than 20 inches for incredible functionality while using minimal desk or counter space.
- Add paper without increasing the footprint. An optional 500-sheet Paper Feed Unit can be installed beneath the MFP to bring system capacity to 751 sheets and offer instant access to letter- and legal-size sheets.
- Enhance workflow with the standard 35-sheet Automatic Document Feeder. Users can scan originals as large as 8.5" x 14" without placing it on the platen glass to expedite multi-page copying, scanning and faxing.
- Minimize filing space and postage costs with standard automatic duplex printing.
- Protect information—and your budget. Access to system functions and page volume limits can be set with User Restriction controls. Using Locked Print can help secure confidential information.
- Monitor the system in real-time, remotely. Web Image Monitor offers immediate access to supply status and print network settings.

**The Total Green Office Solution**
Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
### Engine Specifications
- **Aficio SP C242SF**
- **Part #**: 406782
- **Configuration**: Desktop
- **Imaging Process**:
  - Laser beam scanning & electrophotographic printing with monocomponent toner development
  - 4-drum tandem method
- **Reading Element**: Flatbed with CCD array, image sensor
- **Print Resolution**:
  - 600 dpi x 600 dpi (Speed Mode)
  - 1200 dpi x 600 dpi (Fine Mode)
- **Print/Copy Speed (Letter)**:
  - 14 seconds or less
- **First Print Speed**: 30 seconds or less
- **Warm-Up Time**: 14 seconds or less
- **Operating Systems**:
- **Software Utilities**:
  - Web Image Monitor
- **Standard Paper Capacity**:
  - 250-sheet Paper Tray 1 (sheet)
  - Bypass Tray
- **Optional Paper Capacity**:
  - 500-sheet Paper Feed Unit
- **Maximum Input**: 751 sheets
- **Paper Capacity**:
  - 80 lbs. (35 lb. duplex)
- **Automatic Duplex**: Standard
- **Standard Paper Sizes**:
  - Standard and Bypass Tray Letter (8.5" x 11"), Legal (8.5" x 14"), EXEC (10.5" x 7.25"), half Letter (5.5" x 8.5"), A4 (8.3" x 11.7"), A5 (8.8" x 5.8"), A6 (4.1" x 5.8"), B5 (7.2" x 10.1"), B5J (5.0" x 7.2"), F (8.6" x 14.5"), Folio (8.5" x 13"), Tall (11" x 8.5"), 16K (7.6" x 10.5"
- **Envelopes**:
  - Com10, Monarch, C5, C6, DL
- **Custom size**: Min. 90 mm x 148 mm Custom refills: Max. 9 x 11.875"
- **Paper Weight (Standard)**:
  - Standard and Bypass Tray: 16 - 42 lb. Bond (60 - 163 gsm)
- **Optional Paper Feed Unit**: 16 - 28 lb. Bond (60 - 105 gsm)
- **Dimensions (WxHxD)**: 16.5 x 19.4 x 18.7" (420 x 493 x 476 mm)
- **Weight**: 66.2 lbs. (30 kg or less) (including consumables)
- **Power Requirements**: 120V, 60Hz
- **Max. Power Consumption**: 110W or less
- **Safety Regulations**: UL60950-1 2nd Edition, CAN/CSA C22.2 No. 60950-1-00, Energy Star 1.2
- **Color Management System**: PANTONE, PANTONE MATCHING SYSTEM
- **Color Rendering Index (CRI)**: ITU-T Group 3
- **Resolution**: Standard Mode: 200 x 100 dpi
- **Scanning Speed**: Less than 5 seconds-per-page (80W)
- **Transmission Speed**: 33.6 Kbps with automatic fallback
- **Memory Backup**: 1 hour
- **SAF Memory**: 24MB
- **One-Touch Speed Dials**: 20 locations/200 locations

### Print Specifications
- **CPU**: 400MHZ
- **Printer Languages**: PCL 5c, PCL 6, PostScript 3 emulation
- **Fonts**: 80 fonts
- **RAM Memory**: 256 MB RAM standard/maximum
- **Interfaces**: USB 2.0, 10/100Base-TX Ethernet, USB Host Interface for RicohLink
- **Network Protocols**: TCP/IP (IPv4, IPv6), IPP, Bonjour
- **Additional Features**: Wireless Option and 10/100Base-TX cannot operate simultaneously

### Controller Options
- **Wireless Adapter**
  - **Part #**: 10U1116W

### Copier Specifications
- **First Copy Speed**: 30 seconds for both B&W and Full-Color
- **Multi-Copy Speed**: 20 cpm BW/19 cpm Full-Color
- **Copy Resolution**: 600 x 600 dpi (Fast)
- **Quantity Indicator**: 1 - 99
- **Original Type**: Sheet/Book/300 Objects
- **Original Size**: Up to 8.5" x 11.7" (Platen); Up to 8.5" x 14" (ADF)
- **Zoom**: 25% - 400% in 1% increments
- **Reduction Ratios**: 50%, 65%, 75%, 90%
- **Enlargement Ratios**: 129%, 155%, 200%, 400%
- **Copier Features**: Image Density Adjustment (manual only: 5 levels), Copy Mode (Text/Photo/ Mixed), Color Balance Adjustment, Combine Copy (2-in-1, 4-in-1 via AFP only), Duplex Copy, i Card Copy, Memory Copy, Electronic Sorting (collation, AFP only)

### Scanner Specifications
- **Scan Modes**: Full-Color, Black and White, Grayscale
- **Compression**: Black and White: MM/MRM/RRM
- **Color/Grayscale**: JPEG
- **Scan Resolution**: Up to 1200 x 1200 dpi (optical)
- **Scan Speed**: Up to 19200 x 19200 dpi (interpolated)
- **Scan Interface**: USB 2.0, 10/100Base-TX Ethernet
- **Utilities & Drivers**: TWAIN Driver, Prestel Manager
- **Scanning Features**: TWAIN, Scan to E-mail, Fold/ Save to FTP

### Facsimile Specifications
- **Compatibility**: ITU-T Group 3
- **Resolution**: Standard Mode: 200 x 100 dpi
- **Scanning Speed**: Less than 5 seconds-per-page (80W)
- **Transmission Speed**: 33.6 Kbps with automatic fallback
- **Memory Backup**: 1 hour

### Hardware Accessories
- **Paper Feed Unit**
  - **Part #**: 406019
  - **Type**: TK1010
  - **Paper Size**: Letter (8.5" x 11"), A4 (8.3" x 11.7")
  - **Capacity**: 500 sheets

### Consumables
- **Item**: Black
  - **Yield**: 2,500 pages* Part # 406334
  - **Cartridge SP C310A**: 2,500 pages* Part # 406345
  - **Cartridge SP C310A**: 2,500 pages* Part # 406346
  - **Cartridge SP C310A**: 2,500 pages* Part # 406347
  - **Cartridge SP C310A**: 2,500 pages* Part # 406475
  - **Cartridge SP C310A**: 6,600 pages* Part # 406475
  - **Cartridge SP C310A**: 6,600 pages* Part # 406476
  - **Cartridge SP C310A**: 6,600 pages* Part # 406477
  - **Cartridge SP C310A**: 6,600 pages* Part # 406478
  - **Cartridge SP C310A**: 25,000 pages Part # 406010
  - **Type 220**: 2,500 pages Part # 406010

### Warranty
- The Ricoh Aficio SP C242SF is under warranty against defects for a period of one year from the date of purchase. Consumables are under warranty for a period of 90 days from the date of purchase or until depleted, whichever occurs first. This warranty applies to Ricoh products that are purchased and used in the United States. For more information, please refer to the warranty packets shipped with the product for more details.
Ricoh Aficio SP C430DN/SP C431DN

Make ordinary documents look brilliant. Invest in a business asset that will pay dividends for years to come. Spend your hard earned technology dollars wisely on the RICOH® Aficio® SP C430DN/SP C431DN Color Laser Printer. Solidly built for lasting value, this powerful yet easy-to-use network printer combines speed, reliability, and superior image quality with a broad range of media support. The Ricoh Aficio SP C430DN/SP C431DN does it all at a low cost of ownership with security and cost-saving tools that make dynamic color accessible to every authorized user.
You’re in command of productivity
The Ricoh Aficio SP C430DN/SP C431DN keeps pace with the busiest workgroups through its fast speed, powerful controller, and simplified ease of use.

- Choose from two engines to meet your volume and productivity requirements.
  - The Ricoh Aficio SP C430DN offers full-color and monochrome print speeds of 37 pages per minute. Busier workgroups can step up to the faster 42-ppm Ricoh Aficio SP C431DN.
- Rip through files faster with the high-performance 600MHz CPU and vast megabytes of memory. Get full-color first prints in as little as 15 seconds.
- Maximize uptime and ease of use with long-lasting supplies designed for quick and clean replacement, plus an angled 4-line LCD that displays system and consumable status at a glance.

You’re in charge of quality and cost
The Ricoh Aficio SP C430DN/SP C431DN delivers outstanding image quality at minimal cost.

- Produce vibrant color output and crisp text at true 1200 x 1200 dpi resolution for superior results.
- Optimize output quality for every job with advanced color calibration, ink simulation, and PANTONE® color matching support.
- Drive down printing costs with long-lasting supplies that yield up to 21,000 pages per color (CMY) toner bottle*.
- Plus, Ricoh's Economy Color mode reduces the density of graphic elements while printing text at full strength to lower printing costs without impacting legibility.
* Toner yields in accordance with JIS F 19798.

You choose the media for your message
The Ricoh Aficio SP C430DN/SP C431DN offers a versatile, expandable media supply to handle jobs of any size.

- Install up to three optional 550-Sheet Paper Feed Units for a maximum 2,300-sheet capacity. Keep up to 5 different media sizes/types available at all times for unmatched flexibility.
- Adjust each paper tray for media sizes up to 8.5" x 14" with support for thick stocks up to 120 lb. Index. Duplex printing is supported up to 90 lb. Index.
- Use the 100-Sheet Bypass Tray for extra heavy stocks up to 140 lb. Index and special media like static cling paper, waterproof/coated papers, and banners up to 8.5" x 49" long.

You’re in control of data security
The Ricoh Aficio SP C430DN/SP C431DN delivers simple yet advanced device access and data protection.

- Restrict device access, set volume limits, and track printer usage for up to 500 individual users.
- Use the 80 GB Hard Disk Drive (standard on the Ricoh Aficio SP C431DN) to enable advanced features like Locked Print, Stored Print, and Hold Print.
- Send print jobs securely from any computer to a network connected Ricoh Aficio SP C431DN with Enhanced Locked Print (ELP) NX. Once stored, users can retrieve files from any other ELP-NX enabled device on the network*.
* ELP-NX FlexRelease Server required.

Enhanced Locked Print-NX* enables secure, password-protected printing to any network device supporting ELP-NX. The Control Panel includes a 12-key alphanumeric keypad to make entering passwords easier.

*Standard on Ricoh Aficio SP C431CN.

Economy Color mode lowers color printing costs without sacrificing quality.

The Total Green Office Solution
Ricoh continues its long-standing commitment to developing office solutions with environmentally friendly and superior energy- and supply-saving features, without compromising productivity.
Ricoh Aficio SP C430DN/SP C431DN
System Specifications

General Specifications
Ricoh Aficio SP C430DN  Part # 406564
Ricoh Aficio SP C431DN  Part # 406568

Configuration
- Desktop

Technology
- Laser beam scanning & electrophotographic imaging
- 4 drum tandem method

Resolution
- 1200 x 1200 dpi (1 bit)
- 600 x 600 dpi (1 bit)
- 600 x 600 dpi (2 bits)

Print Speed (LTR)
- SP C430DN: 37 ppm Full-color & Monochrome
- SP C431DN: 42 ppm Full-color & Monochrome

First Print Speed
- Full-color: 15 seconds
- Monochrome: 10 seconds

Warm-up Time
- 30 seconds or less

Standard Paper Supply
- 550-Sheet Tray + 100-Sheet Bypass Tray

Optional Paper Supply
- 550-Sheet Paper Feed Unit
- Up to 3 may be installed

Maximum Paper Capacity
- 2,300 sheets

Automatic Duplexing* Standard
*Duplex output speed can approximately 100% of the rated simplex speed for each paper size.

Output Capacity
- 500 sheets, face down

Paper Sizes: Std. & Optional Trays
- Letter (8.5” x 11”), Legal (8.5” x 14”), Executive (10.5” x 7.5”), Half Letter (5.5” x 8.5”), A4 (210 x 297 mm), A5 (148 x 210 mm), A6 (105 x 148 mm), B5 (176 x 257 mm), B6 (128 x 182 mm), F (8” x 13”), Foolscap (8.5” x 13”), Folio (8.25” x 13”), Envelopes: Com/0/1/Monarch/CE/4x9”, Custom Size Range: Width: 3.35” – 8.25” (84 – 210 mm), Length: 5.83” – 14” (148 – 356 mm)

Bypass Tray
- Letter (8.5” x 11”), Legal (8.5” x 14”), Executive (10.5” x 7.5”), Half Letter (5.5” x 8.5”), A4 (210 x 297 mm), A5 (148 x 210 mm), A6 (105 x 148 mm), B5 (176 x 257 mm), B6 (128 x 182 mm), F (8” x 13”), Foolscap (8.5” x 13”), Folio (8.25” x 13”), Envelopes: Com/0/1/Monarch/CE/4x9”, Custom Size Range: Width: 3.35” – 8.25” (84 – 210 mm), Length: 5.83” – 14” (148 – 356 mm)

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Security Capabilities
- Enhanced Locked Print-NX (SP C431DN only)
- SP C431DN option on SP C430DN and other optional equipment

Dimensions (WxDxH)
17.48” x 25.91” x 19.29”
(444 x 658 x 490 mm)

Weight
126 lb. (57 kg) includes standard paper tray and FCU

Power Requirements
- Operating: SP C430DN: 825 W or less
- SP C431DN: 940 W or less

Energy Saver: 110W
Sleep: 6W

Safety Regulations
UL60950-1, CAN/CSA C22.2 No. 60335-1 (U.S.)
IEC 60950-1, CISPR 22, EN 55022 Class B
EN 61000-3-3: 2015

EMI Environmental Standard
EN55022: 2010 Class B

CPU
- 600 MHz

Memory
- SP C430DN: 384 MB RAM standard
- SP C431DN: 768 MB RAM maximum
- SP C430DN: 768 MB RAM standard
- SP C431DN: 768 MB RAM maximum

Hard Disk Drive
- SP C430DN: 80 Gb (optional)
- SP C431DN: 80 Gb (standard)

Standard Interfaces
- 10/100Base-TX Ethernet
- USB 2.0 (Type A & B)

Optional Interfaces
- IEEE 802.11a/b/g Wireless LAN
- Gigabit Ethernet, 1000Base-T
- Gigabit Ethernet, 1000Base-T
- Parallel
- Serial
- USB 2.0 (Type A & B)

Fonts
- PCL 5g, PCL 6, Adobe PostScript 3
- PDF Direct Print, PCL (optional)

Printer Languages
- PCL 5c, PCL 6, Adobe PostScript 3, PDF Direct Print, PCL (optional)

Network Protocols
- TCP/IP, IPv4, IPv6, AppleTalk, IPX/SPX (optional)

Supported Environments
- Windows 2000, XP, Vista, 7, Server 2003/2008/2012,
- Server 2008
- Mac OS 8.6 or later, Novell Netware v.6.3 or later, Unix (Rich Filter Protocol)
- 131x/150x/151x/153x/154x/155x/156x
- 133x
- OpenServer, RedHat Linux, IBM AIX
- Solaris 5.10, 6.x, 7.x, 8.x, 9.x, 10.x
- Citrix Metaframe

Dimensions (WxDxH)
23.39” x 24.21” x 25.40”
(594 x 615.5 x 128 mm)

Weight
21.16 lb. (9.6 kg)

*Installation requires the assistance of a technician.

Consumables & Yields

Black Toner Bottle SP C430A
24,000 pages

Yellow Toner Bottle SP C430A
21,000 pages

Magenta Toner Bottle SP C430A
21,000 pages

Cyan Toner Bottle SP C430A
21,000 pages

Black Photoc conductor Unit SP C430
50,000 pages

Color Photoc conductor Unit SP C430
50,000 pages

Intermediate Transfer Unit SP C430
100,000 pages

Fusing Unit SP C430
120,000 pages

* Declared yield values in accordance with ISO/IEC 19798. Actual yield may vary based on images printed and other factors.
** Declared yield based on 5% coverage, 3 page(s) per job and a 50% color ratio. Actual yield may vary based on images printed and other factors.

PANTONE® Support
PANTONE Look-up Tables and Color Palettes will be available December, 2010.

Warranty
The Ricoh Aficio SP C430DN and SP C431DN are under warranty against defects for a period of one year from the date of purchase. Consumables are under warranty for a period of 90 days from the date of purchase or until depleted, whichever comes first. Please refer to warranty documents shipped with the product for more details.

Hardware Accessories

Paper Feeder Unit (P81020)
Part # 406681

Paper Size

Paper Weights
- 14 – 59 lb. Bond/120 lb. Index (52 – 220 g/m²)

Capacity
- 550 sheets; up to 3 units may be added

Dimensions (WxDxH)
17.48” x 23.21” x 5.51”
(444 x 590 x 140 mm)

Weight
26.45 lb. (12 Kg)

*Installation requires the assistance of a technician.

www.ricoh-usa.com

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