

Proposal for Copiers/MFP/ Managed Print

Prepared For:



Crete Public Schools

Proposal Date:

February 24, 2025

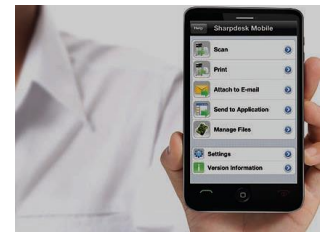
Prepared By: Scott Lilleskov



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ABOUT EAKES OFFICE SOLUTIONS

Eakes Office Solutions has been an industry leader in the commercial office products and services business for 80 years and is one of the largest independent dealers in the United States. The company specializes in copiers, printers, office supplies, janitorial products, office furniture and design, and represents brand names such as Sharp, Ricoh, HP, Steelcase, Hon, and many other major lines. Today, Eakes employs over 300 people across multiple locations.



MANAGED PRINT SOLUTIONS

Managed Print Solutions redefines document management, transcending mere copying to revolutionize how information flows within your organization. Explore cost-efficient bundling strategies that elevate profits, enhance efficiency, and integrate innovative technology seamlessly. Our suite of multi-function devices acts as a central hub, streamlining workflows and maximizing productivity, ensuring that your organization operates at the forefront of technological innovation.

CUSTOMER C.A.R.E.

Consult

Understanding your current printing practices gives us a launching point to explore solutions. We uncover priorities that might not have been apparent initially.

Analyze

We assemble a specialized team proficient in printing technology and software. Aligning with your organization's goals.

Recommend

Let us reconnect for further discussion. We will review the customized print management solution with you and fine-tune it to ensure it aligns with your needs.

Execute

Now, it is time to put plans into action. Our team at Eakes – comprised of specialists, technology consultants, and service engineers will execute the implementation of your print management solution within your organization.



INDUSTRY LEADER



Hyakuman Kai Award

Eakes is one of 23 Sharp "Hyakuman Kai Elite Dealers" which represent the largest dealers in the nation.



Elite Dealer Award

Eakes has been named one of the country's Elite Dealers by Enx Magazine, receiving the award multiple times.



Ricoh Pro Dealer Services

Ricoh Dealer Services Pro Dealer program was designed to recognize only the top group of dealerships who provide outstanding support in accordance with Ricoh's guidelines.

MANUFACTURE PARTNERS

Sharp's legacy of innovation spans from the iconic Ever-Sharp pencil to pioneering Liquid Crystal Displays and cutting-edge office technologies. Their award-winning MFPs redefine ease of setup and operation, leveraging precision engineering for heightened workflow efficiency and exceptional image quality.



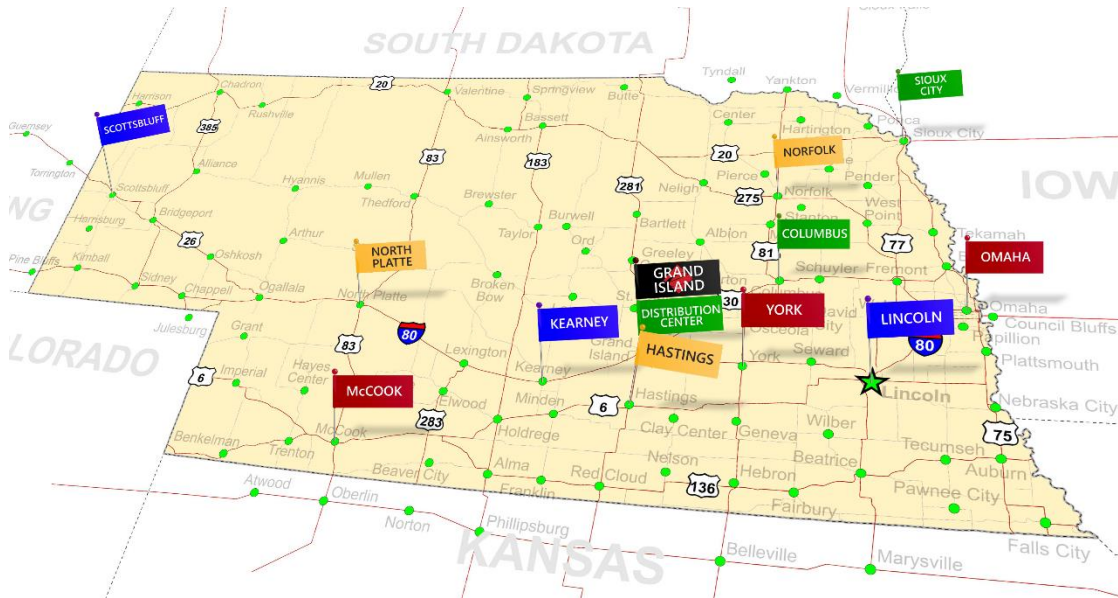
With over 80 years of global technology leadership, Ricoh excels in capturing, managing, and transforming information. Their diverse product portfolio, spanning desktop to production, fosters innovation and growth. Ricoh goes beyond redefining workplaces, offering solutions that drive productivity and efficiency, making information work to your advantage.



HP, a technology frontrunner, acknowledges Eakes' outstanding customer service by awarding them the prestigious Gold Managed Print Advanced Specialist Partner status. As the sole HP independent dealer in Nebraska with this recognition, Eakes demonstrates exceptional expertise across HP Managed Print solutions, meeting rigorous standards.



ACCESSIBLE LOCATIONS



With locations across Nebraska that provide service to Nebraska, Iowa, Kansas, Colorado, Wyoming and South Dakota, Eakes continues the tradition of personal customer service that our customers value the most.

EAKES MANAGEMENT

Company Management

Mark Miller	President and CEO
Paul McKinney	CFO/COO
David Leahy	Managed Print Division Manager
Cameron Peister	Director of Sales
Vicki Tautenhan	Director of Sales Strategy
Scott Lilleskov	Major Accounts Manager

Location Management

Justin Dembowski	Managing Partner
Kevin Hafer	Managing Partner
Dylan Popple	Managing Partner
Matthew Scheef	Managing Partner
Holly Hopkins	Managing Partner
Michael Anderson	Sales Manager

Service Management

Mike Nierman	Corporate Service Manager
Adam Kieckhafer	Technical Service Manager - West
Rick Hays	Technical Service Manager - East



VENDOR QUALIFICATIONS AND REQUESTED SERVICES

1. Eakes Office Solutions is locally owned, and Nebraska based with 13 locations over 300 employees. Since 1945, (80 years in Service) Eakes has been providing services to our customers and we have over 10,000 customers across Nebraska with both Sharp, Ricoh and HP products. Sharp is a leader in multi-functional printers and copiers, and this product is used in over 200+ Schools, Districts and Higher Education institutions within Nebraska in addition to Hospitals, Banks, Law Firms and a variety of businesses. Sharp is owned by Foxconn which is the largest technology manufacturer in the world.

Eakes provides over 50 Certified Technicians and Technology Solution Specialists focused on servicing copiers and printers. Our value-added programs include our different divisions including Office Products, Furniture and Janitorial products. Crete is a customer today within our other Divisions including office products and furniture. Eakes continues to grow, and we can offer additional services like IT Services and Electronic Document Management solutions (cloud services) to help provide continuous improvement. We believe customer experience is the most important thing today and we start by taking care of our own employees, so they focus on taking care of our customers.

Scott Lilleskov, Managing Partner and Major Accounts Specialist will be the primary account manager who has been in this business for 28 years. Lindsey Kirkendall is a Managed Print Specialist and will also be assigned to support the needs of Crete Public Schools. Jeff Vaughn, Casey Pfeiffer and Landon Banks are local Technology specialists who assist with Papercut and software.

2. Eakes has 2 Primary warehouses in Grand Island and Lincoln, NE. Eakes has 13 office locations including Lincoln, NE, which is the area that services Crete. We also have local technicians that directly work in the Crete and surrounding area to provide quick on-site support within 4 hours.
3. We believe Crete Public Schools was shown how our team works and the strategy we use to assess the needs of the various departments. In summary, our local team provided: On-site individual walkthroughs of all buildings; interviews with local staff; asking questions regarding current and on-going needs; consultative support reviewing and understanding current configurations, current usage, while recommending and showing future device options and discussing feedback. Our objective is to provide the right recommendations while achieving the highest efficiency and end user satisfaction for the entire contract term.
4. Eakes is proud to be a local company and dedicated to Nebraska business, and we have no plans to see. Eakes has acquired several companies inside Nebraska, making us one



of the largest independent dealers. Manufacturers will always guarantee they will have another service provider available should a dealer for any reason discontinue their business.

- 5.
6. Eakes can provide the Performance Guarantee below:



Unconditional Guarantee of Customer Satisfaction
Eakes Print Management Program

Eakes Office Solutions guarantees that your new Copier will perform to your expectations and satisfaction during the entire term of the Print Management Program.

Should your Copier fail to perform to "Your Expectations", at any time during the entire term of the Print Management Program, we will replace it with a similar machine! Free of Charge!

CUSTOMER

STORE MANAGER

EQUIPMENT MAKE AND MODEL

DATE

7. Customer References:
 - a. **Doane University**; 57 Copiers & Printers; Quinn Stryker (Director); 1014 Boswell Ave, Crete, NE; 402-826-8285; quinn.stryker@doane.edu; Managed Print Services including Papercut Software.
 - b. **Gretna Public Schools**; 63 Copiers & Printers; Travis Lightle (Superintendent); 11717 S 216th St, Gretna, NE; 402-332-3265; tlightle@gpsne.org; Managed Print Services including Papercut Software and eGoldfax Cloud Faxing.
 - c. **Hastings Public Schools**; 84 Copiers & Printers; Trent Kelly (Director of Technology); 1515 W 8th, Hastings, NE; 402-461-7573; trent.kelly@hpstigers.org; Managed Print Services including Papercut Software.
 - d. **York Public Schools**; 66 Copiers & Printers; Chris Ericson (IT Director); 1715 North Delaware, York, NE; 402-362-6655; chris.ericson@yorkdukes.com; Managed Print Services including Papercut Software and eGoldfax Cloud faxing.
 - e. **Eakes provides copiers and printers to over 200+ schools and Districts across Nebraska.** More References available on request.



8. Eakes confirms and the Managing Partner will sign the proposal here attached.

EQUIPMENT: FEATURES AND FUNCTIONALITY

- A. Eakes is providing all new equipment as requested. It has been agreed by Crete Public Schools and accepted that we can take over the service of your existing stand-alone desktop printer devices if applicable.
- B – K. Eakes has read and will comply with all equipment and feature requirements.

SERVICE, SUPPORT, MAINTENANCE AND SUPPLIES

- A. Eakes service hours are 8am-5pm Monday – Friday. Eakes can provide after-hours support if needed.
- B. Eakes can guarantee 98% uptime for equipment and less than 4-hour response time. Eakes provides periodic semi-annual or annual account reviews regarding service history, usage and records. We can also provide monthly or quarterly reports if required. Any corrective action process resolving an issue involves:
- a. Technician
 - b. Escalation to Service Manager
 - c. Escalation to Manufacturer (if applicable)
- C. Toner will be set up through Printanista software for Auto-Toner replenishment. Back up toners will already be in place, and when the current toner level reaches 20% remaining, toner will automatically be sent directly to the location to replace the back up toner. Online ordering is available if any device cannot be on the network.

Recycling toner is made possible and will be removed by Eakes personnel when delivering the new toner. Toner is always delivered by Eakes personnel.

- D. Eakes service technicians are manufacture trained and follow manufacturer preventative maintenance schedules dictated by each device. To help with overall customer satisfaction, technicians are given incentives for:
- a. Response Time
 - b. First Call Effectiveness
 - c. Time between failures (thus may replace parts sooner to avoid coming back sooner)
- E. Eakes provides unlimited training. Training will be performed day of delivery and special times can be set up for each school for advanced training by our Trainer. Any on-going training is free and can either be scheduled by placing a service call or coordinated through the Account Manager.



- F. Each building has their own choice on they want to place service calls:
1. Online through Eakes Website (Eakes can also set up online portal so when user logs in all they see is their machine(s))
 2. Contact Customer Service at 800-658-4072
- G. Eakes guarantees 98% uptime for equipment and less than 4 hour response time. Eakes provides periodic semi-annual or annual account reviews regarding service history, usage and records. We can also provide monthly or quarterly reports if required. ***Any corrective action process resolving an issue involves:***
- a. Technician follow up and communication with customer or key contact
 - b. Escalation to Service Manager, Service Manager will follow up with customer or key contact and also explain the situation or gather feedback to help resolve.
 - c. Escalation to Manufacturer (if applicable). For example, unknown issue never seen before items can be escalated to Sharp and Eakes Service team will keep customer updated.
 - d. If a device cannot be repaired if down for any extended period, a free loaner can be put into place. This will be communicated with the customer.
- H. Our quality assurance guarantee is provided through on-going account management and periodic business reviews to always understand if there are any concerns or items to be addressed. Customer satisfaction is our 100% goal.
- I. Our billing procedure has 2 options:
1. Monthly SPA agreement including lease and base amount for color and black/white - copy/print allowance. At the end of the year an annual reconciliation will take place, and customers will receive an annual overage or a credit for any unused copies/prints. You only pay for the exact number of copies/prints made.
 2. (Or) Eakes will provide a monthly lease invoice and then a separate quarterly service invoice will be sent where you will be invoiced for the exact number of copies/prints ran based on color and black/white.
- J. When service calls are placed, our service help desk personnel are also able to help resolve service calls remotely if it is non-hardware specific. Sometimes it can be resolved through end user training or guidance over the phone to help reduce downtime and waiting for a technician to arrive on site.
- K. Technological improvements can be made available via firmware or device upgrades when applicable. When improvements are made available, a service technician is dispatched to the account or device, and it is communicated with the customer when any changes are made.



- L. All power and electrical requirements are included in Appendix B including dimensions of the equipment.
- M. Eakes provides equipment guarantees as mentioned previously and passes along all warranty information from the manufacturer to guarantee parts replacement. We both have similar goals in mind to have this equipment up and running to your satisfaction, and if a lemon presents itself, we will replace it with like or better equipment.

COST STRUCTURE

- A. Eakes has read and will comply with the pricing structure and all pricing will be fixed for the entire contract.
- B – G. Eakes has read and will comply with this entire section. Billing procedure was detailed in previous question and again here below as requested:
 - 1. Monthly SPA agreement including lease and base amount for color and black/white - copy/print allowance. At the end of the year an annual reconciliation will take place, and customers will receive an annual overage or a credit for any unused copies/prints. You only pay for the exact number of copies/prints made.
 - 2. (Or) Eakes will provide a monthly lease invoice and then a separate quarterly service invoice will be sent where you will be invoiced for the exact number of copies/prints ran based on color and black/white.
 - 3. Eakes utilizes Five Points Bank (aka Hometown leasing) as it's local Nebraska leasing partner. The lease is a \$1 buyout lease so the equipment is owned at the end of the term, no shipping costs and no property taxes will be owed as applicable.

ACCEPTANCE AND REJECTION OF PROPOSAL

Eakes has read and will comply with this section.

SCOPE OF WORK

- A. Eakes has read and will comply with this section. Furthermore, Eakes will work with Crete Public Schools and create an implementation plan and gather all network and set up information in advance so devices can be delivered quickly and efficiently when they arrive.



ATTACHMENT B – EAKES DETAIL

Option 1. Separate Monthly Lease and Quarterly Service Billing

60 Month Fixed Equipment and Papercut Software Lease Cost	\$1,928.00
Fixed Black/White cost per print with zero base allowance (invoiced quarterly)	\$0.0029
Fixed Color cost per print with zero base allowance (invoiced quarterly)	\$0.0250

Option 2. Combined Monthly Lease and Service Billing

60 Month Fixed Equipment and Papercut Software Lease Cost	\$3,600.79
Monthly costs include:	
Monthly Allowance for 217,410 black/white prints (2,608,920 annually)	
Monthly Allowance for 41,692 color prints (500,304 annually)	
Overage Black/White cost per print based on 2,608,920 annual allowance	\$0.0029
Overage Color cost per print based on 500,304 annual allowance	\$0.0250

Annual reconciliation to be completed each year. Either an overage or a credit will be sent to Crete Public Schools.

All Leases are billed as \$1 Buyout Capital Lease with no Property Taxes, and no return shipping fees. Lease through the local Nebraska Five Points Bank (aka Hometown Leasing).

Both Option 1 and Option 2 include:

Papercut MF Software – 15 licenses and 5 Years Support
eGoldfax Cloud Faxing: Includes 750-page monthly plan with Overages billed at \$0.11 each

See Attachment A for detailed Excel Spreadsheet listing Recommended Models and Configurations.

See Appendix A for additional pricing and accessory options including Folders & Inserter.



Attachment A – Recommended Models and Configurations

Building	Location	BW/Color	
		Speed	Configuration
Elementary	Copy/Work Rm	75/70	Sharp MX-7081 with 100-Sheet Saddle Finisher, Hole punch, 2x550 sheet Trays + 2,000 Sheet Tandem Tray, 3,500 Large Capacity Tray
Elementary	Copy/Work Rm	65/65	Sharp BP-70C65 with 3,000-Sheet Saddle Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
Elementary	Office	45/45	Sharp BP-70C45 with Internal Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
High School	Staff Lounge	65/65	Sharp BP-70C65 with 3,000-Sheet Saddle Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
High School	Copy/Work Rm	65/65	Sharp BP-70C65 with 3,000-Sheet Stapler Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
High School	Library	65/65	Sharp BP-70C65 with 3,000-Sheet Stapler Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
Intermediate	Book Room	65/65	Sharp BP-70C65 with 3,000-Sheet Stapler Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
Intermediate	Front Office	75/70	Sharp MX-7081 with 100-Sheet Saddle Finisher, Hole punch, 2x550 sheet Trays + 2,000 Sheet Tandem Tray, 3,500 Large Capacity Tray
Middle School	Front Office	65/65	Sharp BP-70C65 with 3,000-Sheet Stapler Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
Middle School	Staff Lounge	75/70	Sharp MX-7081 with 100-Sheet Saddle Finisher, Hole punch, 2x550 sheet Trays + 2,000 Sheet Tandem Tray, 3,500 Large Capacity Tray

Middle School Success Academy	50	Sharp BP-B550WD with 2x550 sheet Trays, Cabinet
Welcome Center WC109	45/45	Sharp BP-70C45 with Internal Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
Welcome Center WC121	45/45	Sharp BP-70C45 with Internal Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
Welcome Center WC137	65/65	Sharp BP-70C65 with 3,000-Sheet Saddle Finisher, Hole Punch, 2x550 sheet trays + 2,100 Sheet Tandem Tray
Maintenance Shop	46	Sharp MX-468F with 1-Tray
Welcome Center Front Desk	46	Sharp MX-468F with 1-Tray

Printers (Ross confirmed during walk through OK to take over service of current printers when possible)

High School Main Office	40	Keep HP M402N
Intermediate Main Office	40	Replace with HP404N or better at no charge
High School Guidance	52	Keep HP M602N
Middle School Kitchen	40	Keep HP M402N
UCC Church	50	Sharp BP-B550WD with 2 Trays and Cabinet
Welcome Center Check Printer	40	Replace with HP404N or better at no charge
High School Large Format		Keep in place – no change

Complete spreadsheet including current usage and recommended models provided in attached spreadsheet to this RFP (Attachment A-Eakes Equipment Spreadsheet)

APPENDIX A – ADDITIONAL PRICING / ACCESSORY OPTIONS

Optional Accessories / Folders / Envelope Stuffers

All leases \$1 Buyout

Equipment

Formax FD38xi Fully Automatic Folder

Folds up to 4 sheets at a time; up to 17,000 sheets/hour; 36 custom folds

60 Month Lease

\$95.22 per month

Formax FD6210 Basic2 Folder Inserter (Folder/Envelope Stuffer)

Up to 2,000/2,500 pieces/hour; Up to 150 envelopes top loading

\$269.59 per month

Original pricing per Attachment B are Eakes recommendations and these options below are optional as manufacturers can offer multiple options and can sometimes be hard to compare. We are confident that our proposal will meet or exceed your expectations for service, and if Crete Public Schools is looking to reduce costs further or make other comparisons these options can be available.

Sharp MX-7081 Options:

60 Month Amount Lease Reduction

Amount **to remove** 3,500 Sheet Side Large Capacity Tray on MX-7081

(\$9.97) per month

Amount **to reduce** 100-Sheet Stapler Saddle Finisher to 65-Sheet size

(\$31.00) per month

Sharp BP-70C65 Options:

60 Month Amount Lease Reduction

Amount **to reduce** 3,000 sheet External Finisher to 1,000 Sheet size

(\$4.56) per month

Additional configurations available upon request.



EXECUTIVE SUMMARY

98% Up-Time

Our commitment to quality and service results in an average up-time of 98% for the equipment we provide. We guarantee a quarterly average up-time of 98%, and we will exchange any machine that fails to achieve this.

Manufacturer's Specifications

We provide precise records that track a complete customer history of equipment performance, print usage and maintenance requirements to ensure peak operation of your system. Should the unit be unrepairable onsite, we will provide a temporary replacement at no charge until repairs are completed.

4-Hour Response Time

Our dealership provides rapid call back with a 4-hour or less service response time.

Manufacturer-Trained Personnel

All improvements made available by the manufacturer will be installed at no additional charge. Equipment operators will be provided with free, unlimited training for the lifetime of the digital system while maintained under one of our Agreements.

- Primary Service Technician dedicated to Crete Public Schools
- Eakes has 43 Service Technicians across the State (+7 Technology Sales Consultants)
 - East side of the Nebraska has 21 Technicians (all of them within 2 hours of Crete Public Schools)
- Service Level On-Site Response is within 4 hours & minimum 98% Uptime
- Remote Service Desk Support Available
- Eakes Service Technician Bonus Program to meet our Customer Goals and Objectives. They are rated on:
 - Response Time
 - First Call Effectiveness
 - Time Between Failures



EAKES SERVICE

Expertise

When it comes to industry experience, we excel! Our team comprises 43 Service Engineers strategically situated across our market, boasting an average tenure of 16 years in the field – that's a collective expertise of over 665 years.

Advanced Service Dispatch

Upon reaching out to us, a Service Engineer is promptly notified and mobilized within minutes.

Remote Service

Leveraging cutting-edge technology, many service calls are swiftly resolved as our Service Engineers remotely access devices. That's efficiency at its finest.

Online Service Portal

Eakes' user-friendly online service portal, e-info, streamlines your experience. From ordering toner to service requests and meter submissions, it's all seamlessly integrated into one intuitive interface.

Team Leadership

Guiding our Service team is a triumvirate boasting nearly 85 years of collective technical experience at Eakes.



TECHNOLOGY SERVICES CONSULTANTS

Our Technology Services Consultants offer tailored training and support. From fundamental printing needs to intricate networked systems and software solutions, our user-specific training ensures proficiency.

Your key contact collaborates with Eakes Technology Services Consultants to devise a customized technology training plan. Training sessions occur directly in front of the machines, fostering hands-on interaction for competence assurance.

Our specialized trainers cover a spectrum of expertise, including installation, integration, printing, account control software, document management, and fax servers.



APPENDIX B – POWER AND DIMENSIONS (SEE ATTACHED PDF)