



**Government
of Ontario**

**Managed Print
Services (MPS)**



VENDOR OF RECORD AGREEMENT
OSS-00457979

RICOH
imagine. change.



Welcome to Ricoh

Ricoh makes information work for you.

Welcome to Ricoh- your Vendor of Record for Managed Print Services. We're more than a supplier, we're an extension of your team, here to improve the way you work. With our six year history in working with the Ontario Government, including our work on the Ontario Public Sector Green Transformation Strategy, we understand the unique needs and complexities you face every day. We will provide you with the insight and expertise needed to put your organization in control so you work better, save time, reduce costs, remain compliant and safeguard information. The world of work is changing constantly- are you ready?

Extract insights. Empower your organization. Excel with Ricoh.



Getting Started

Ricoh Canada Vendor Of Record (OSS-00457979)

In 2015 The Ministry of Government and Consumer Services' Supply Chain Management awarded Ricoh Canada the contract to provide Managed Print Services (MPS) to the Government of Ontario under Vendor of Record (OSS-00457979). Ricoh was awarded this contract with the Province after a very long and complicated bid and evaluation process where it was determined that Ricoh had one of the best mixes of products, service competencies, security capabilities and overall infrastructure to meet the stringent requirements of the Provinces diversified Ministries and Agencies, Broader Public Sector and Publicly Funded Organizations.

Ricoh is compliant with the Broader Public Sector Accountability Act, 2010 and follows the principles of the BPS Procurement Directive- accountability, transparency, value for money, quality service delivery and process standardization.

Members of the Broader Public Sector may take advantage of all that VOR OSS-00457979 has to offer as well as having the benefit to configure solutions to meet specific requirements. Rest assured that Ricoh and our MFPs, printers, software and professional services capabilities have been thoroughly tested and will meet your most rigorous evaluation criteria. Committed to the issues that matter most to Publicly Funded Organizations, Ricoh focuses on ensuring information security, supporting environmental sustainability initiatives, facilitating regulatory compliance, improving business processes and reducing total cost of ownership (TCO).



Ricoh Canada Facts

- Headquartered in Mississauga, Ontario;
- Employees: 2,141 across Canada;
- Over 1500 Ricoh Certified Service Technicians nationally;
- Over 140 Service and Support Locations;
- Geographic Scope: National sales and service network providing presence in cities, towns and remote locations in all 10 Provinces and 3 Territories throughout Canada;
- Centralized Distribution.

Dedicated Partner Portal For Ontario Public Sector (OPS) And Broader Public Sector (BPS)

- Detailed product information;
- Web based product support;
- Real time asset tracking;
- Real time sales and service order tracking;
- Online requests for supplies and service, toner cartridge returns and meter read submissions;
- Training materials.



Placing An Order

Have a question?
Want to set up an account?
Contact us today!

Email:
BPS.gov.on.support@ricoh.ca
Phone: **905 268 5555**



Ricoh's Information Security Management System

ISO 27001:2005 is an internationally recognized Information Security Management System (ISMS) Standard. It provides a comprehensive solution to the protection of an organization's information. ISO 27001:2005 requires that all assets be protected to maintain the integrity of an organization's infrastructure and to secure an organization's customer collateral.

Ricoh Canada Inc., in conjunction with Ricoh business units worldwide, has committed to definitive action in safeguarding information, particularly that pertains to its customers. To that end, Ricoh has been introducing ISMS protocols in a number of its business locations in the Toronto area and is actively seeking certification at several key facilities nationally. Ricoh is pleased to announce that on March 2, 2008, Ricoh Canada Inc. officially received ISMS Certification to the ISO 27001: 2005 standard for its Corporate Head Office at Explorer Drive in Mississauga, Ontario.

Ricoh Canada Inc. and all of its employees are proud of the fact that BSI, a highly qualified third party ISO Registrar with a world renowned reputation, has audited and registered our company to ISO 27001:2005. This registration provides independent verification to Ricoh's valued customers and stakeholders that the company not only utilizes internationally recognized practices of information security management, but is a clear ISMS leader in our industry.

Ricoh Security For Our Customers

Ricoh takes security into account from the earliest stages of device design. From the Operating Systems to the hardware itself, security is a top priority. From encryption technology designed to safeguard data on the device, to DOD certified disk scrubbing options which securely erase data on the fly, we have solutions for even the most demanding environments.

- Ricoh's Data Overwrite Security System (DOSS) destroys latent digital images on MFD hard drives.
- HDD encryption can encrypt the system's hard drive to protect against data theft. Even if the hard drive is stolen, data will not be disclosed.
- The hard drive can be removed and left with the customer or can be destroyed.
- Ricoh conforms to National Security Agency (NSA) recommended methods of managing classified information.
- Certified with Common Criteria ISO/IEC 15408, EAL3.



Ricoh Canada will work with the Ministry of Government and Consumer Services to determine and establish the best strategic approach towards enhancing a managed print environment through full print assessments and optimization strategies available to all Ontario Public Sector facilities.



Sustainability Platform

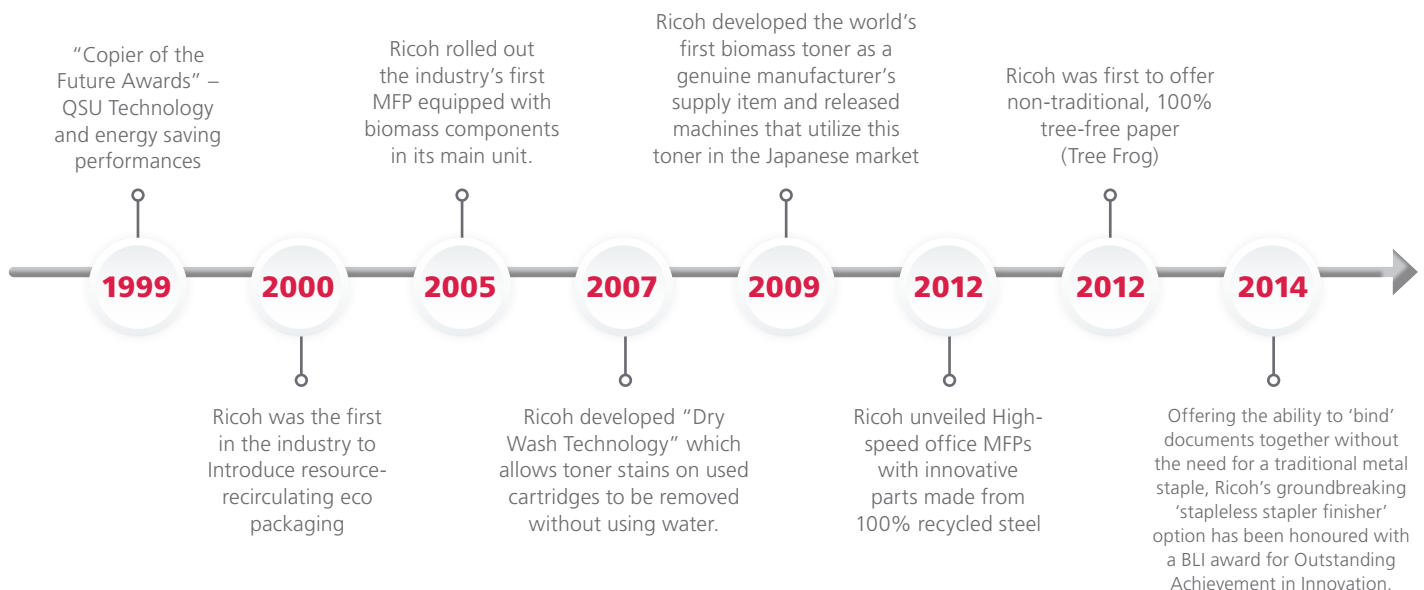
Ricoh believes that environmental management is one of our highest corporate priorities and that we conduct all aspects of our business as responsible stewards of the environment. We integrate the principles and practices of conserving our natural resources and reducing pollution as essential elements of our management, corporate culture, and community relations.

Environmentally Friendly By Design

- Proprietary **Quick Start Up** Technology returns device from sleep mode to operating condition in 10-15 seconds, **Chemical PXP Toners** use much less temperature/heat energy, **Eco-Friendly Indicator Screens**
- Ricoh's **Toner Cartridge Return and Equipment Demanufacturing Programs** divert tons of material waste from landfills while recovering nearly 100% of material content
- Zero Waste to Landfill** in all Ricoh production facilities worldwide
- ISO 14001** certification in all Ricoh production facilities worldwide
- Ricoh's Energy Star compliant office equipment uses **30% less electricity** than standard equipment
- Ecologo Certification:** Assurance that the products and services bearing the logo meet stringent standards of environmental leadership
- Ricoh **@Remote Green Reporting and TCO Fullview:** Embedded software proprietary to Ricoh provides, at no additional cost, a full view of document activity to identify opportunities to reduce environmental footprint

Read our latest sustainability report: www.ricoh.com/environment/report

Ricoh: Green Technology Innovator





Ricoh: Repeatedly Recognized As A Front Runner In Sustainability

It is a source of pride for us that our environmental and corporate sustainability efforts are recognized as industry leading. Below are some quick facts that speak to this;



Jan 2014

100 Most Sustainable Corporations in the World by Corporate Knights. Ricoh has made this list every year for TEN consecutive years



Apr 2014

Excellence in Energy Efficient Product Design award for protecting the environment through superior energy efficiency



Oct 2014

Platinum Award by the Recycling Council of Canada in the category of **Sustainable Product or Service**



Dec 2014

FTSE4 Good Index Series - 11th consecutive year



Mar 2015

Ricoh named as a 2015 **World's Most Ethical Company** by the Ethisphere Institute for the 6th time



Ricoh Canada provides expertise in managed print services, including innovative technologies and its entrenched commitment to environmental sustainability.

Ricoh complies with key government requirements such as Accessibility for Ontarians with Disabilities (AODA) and the Broader Public Sector Accountability Act, 2010



Hardware Overview

Actual product configurations may differ from the image

Multi Functional Devices



RicoH MP 301SPF

- compact letter/legal black & white MFP
- 31 pages per minute output speed
- black & white copy/fax/print and colour scan capabilities
- legal size platen



RicoH MP C305SPF

- compact letter/legal colour MFP
- 31 pages per minute output speed
- copy/fax/print and colour scan capabilities
- legal size platen



RicoH SP 5200S

- mid-sized letter/legal black & white MFP
- 47 pages per minute output speed
- black & white copy/print and colour scan capabilities



RicoH MP C401

- mid-sized letter/legal colour MFP
- 42 pages per minute output speed
- colour copy, print and scan capabilities



RicoH MP 3554SP

- floor-standing black & white MFP
- supports up to 11" x 17" ledger/tabloid size paper
- 35 pages per minute output speed
- black & white copy/print and colour scan capabilities



RicoH MP C3003

- floor-standing colour MFP
- supports up to 11" x 17" ledger/tabloid size paper
- 30 pages per minute output speed
- colour copy, print and scan capabilities



RicoH MP 5054SP

- floor-standing black & white MFP
- supports up to 11" x 17" ledger/tabloid size paper
- 50 pages per minute output speed
- black & white copy/print and colour scan capabilities



RicoH MP C4503

- floor-standing colour MFP
- supports up to 11" x 17" ledger/tabloid size paper
- 45 pages per minute output speed
- colour copy, print and scan capabilities





Hardware Overview

Actual product configurations may differ from the image

Network Printers



Ricoh SP 4520DN

- mid-sized letter/legal monochrome laser printer
- 42 pages per minute output speed
- 4.3 inch touch screen for ease of use and integration with software solutions
- standard duplex printing



Ricoh SP C431DN

- mid-sized letter/legal colour laser printer
- 42 pages per minute output speed
- embedded keypad for easy input of IDs and passwords
- standard duplex printing



Compact & Mobile Printers



Ricoh SP 4510DN

- mid-sized letter/legal monochrome laser printer
- 42 pages per minute output speed
- standard duplex printing



Ricoh SP C252SF

- compact letter/legal colour MFP
- 21 pages per minute output speed
- copy/fax/print and colour scan capabilities
- standard duplex printing



Brother PocketJet6Plus Rugged Thermal Mobile Printer

- lightweight, compact thermal mobile printer
- 6 pages per minute output speed
- easy connection to laptops and handhelds



HP Officejet 100 Colour

- compact thermal inkjet printer
- up to 22 pages per minute black / up to 18 pages per minute colour output speed
- built-in Bluetooth Wireless capability



Deskside Personal Printers



Ricoh SP 4520DN

- mid-sized letter/legal monochrome laser printer
- 42 pages per minute output speed
- 4.3 inch touch screen for ease of use and integration with software solutions
- standard duplex printing



For more information on Ricoh's complete suite of offerings, contact:

Email:
BPS.gov.on.support@ricoh.ca or
Call:
905 268 5555



Services

Do you operate complex and geographically dispersed fleets of printers and MFPs? Do you have a comprehensive view of where devices are located, how they're being used and how much they cost to operate organization wide? Lack of visibility can result in poor device utilization, unnecessarily high supply costs, reactive maintenance that leads to device downtime and missed opportunities to enhance document-driven business processes. Disjointed management can also make it difficult to manage authentication and chargebacks at the individual end-user level. That's where we can help.

Through the VOR agreement, Ricoh optimizes and manages your print and electronic information infrastructure. We focus on the three fundamental elements of document management: capture (input, the creation of information), transform (throughput, how information moves around a business) and manage (output, processing information in a way to add business value). We will right-size your print devices, achieve document process optimization and reduce print costs.

We do this by conducting an in-depth analysis of how an organization accesses, uses and stores both print and electronic information. Inefficiencies in the capture, transformation and management of information are identified. Based on the analysis, a strategy is proposed including document process and print device optimization, followed by implementation of the proposed solution.

Our Approach

Ricoh believes in the value of real partnership. We understand your business challenges and our dedicated team of experts can work as an extension of your staff and provide true collaboration, flexibility and scalability.

By following a five-phased process that travels from initial discovery to partnership, we work with you every step of the way and adapt our recommendations to your needs to create a journey of continuous improvement, so you can reach and sustain your goals.



Ricoh can engage your organization at any stage of this process to help develop, execute, and/or monitor a comprehensive improvement strategy that can optimize your critical business processes, break down information silos in your organization, make your workforce more effective, and give your organization the strong competitive advantage you need to be successful in the new world of work.



Services

Contract Services Under VOR

Under the VOR agreement, you may take advantage of a comprehensive suite of service offerings including;

- New Technology and Service Innovation
- Equipment Lifecycle Management
- Acquisition, Configuration and Delivery of Equipment
- Installation of Equipment
- Training Services for Equipment
- Warranty Services (Enhanced, Premium, Depot Swap, Off-Warranty)
- Equipment Move Services
- Equipment Removal Services
- Additional Print Support Services
- Accessibility Support for Equipment
- Centralized Print Device Management Services
- Automated Meter Reads Service
- Print Assessment and Optimization Services
- Print Authentication Services (PAS)
- Document Capture Services (DCS)
- Centralized Direct Printing Services (CDPS)
- Transition Services

Service Delivery Framework-Lifecycle Services

UNDERSTAND

Order and Acquisition Services

Assess

Design

Procure

Manager Order

Configuration/Pre-Delivery Preparation

IMPROVE

Deployment Services

Ship

Install/Integrate

Train

TRANSFORM

Asset Services

Consumables

Asset Management

Remote Monitoring

Disposal

GOVERN

Support Services

Drivers and Servers

Service Desk

IMAC Coordination+ Performance

Key Operator Support

Utility Billing

Continuous Optimization

OPTIMIZE CONTINUOUS IMPROVEMENT

Technology Enablement

Content Management

Process Transformation

Application Integration

Workflow Consulting



Conclusion

The Result

In partnership with Ricoh, you can maximize your investment in print technologies by focusing on business processes and workflow improvement initiatives that enhance the end-user experience. Our solution includes Business Process Consulting (to understand key challenges and goals), Managed Fleet Optimization (to establish print governance and reporting), On-Site Support (for preventive maintenance, troubleshooting and ongoing analysis/support for fleet right-sizing), and Output Management Solutions (to enable better access along with greater control).

Key outcomes include;

- 1 Accurate view of fleet
- 2 Right-sized fleet and established print governance
- 3 Enhanced experience for users
- 4 Optimized workflow



It's time to change the way you work. With Ricoh as your information mobility partner, you'll maximize efficiencies with effective hardware and software, enjoy access to a dedicated support team, save money by taking advantage of the exclusive VOR agreement and be confident that information is secure.

Take efficiency to the next level. Boost your cost savings and empower your bottom line. Ricoh; Making information work for you.

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