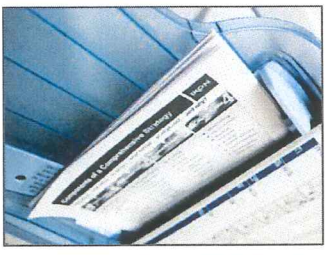
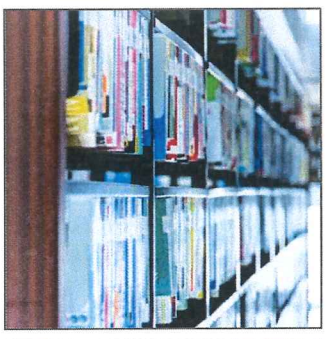


Ledyard Public Schools  
LPS-0046-Copier/Printers



**RICOH**  
Imagine. change.

Ledyard Public Schools  
LPS-0046-Copiers / Printers

Tim Chambers  
Manager

Government & Education  
Ricoh USA, Inc.  
500 Enterprise Drive  
Rocky Hill, CT 06067  
tim.chambers@ricoh-usa.com

Frank Macchi  
Account Manager

Ricoh USA, Inc.  
500 Enterprise Drive  
Rocky Hill, CT 06067  
(860)-305-4135  
frank.macchi@ricoh-usa.com

**Reservation 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, we are 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 that you lease any equipment, 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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June 4, 2019

Ledyard Board of Education

Sam Kilpatrick III

Subject: LPS-0046 – Copiers / Printers

Mr. Kilpatrick:

Ricoh USA, Inc. (Ricoh) is pleased to submit the enclosed proposal, in response to the Copier / Printer RFP. At Ricoh, our focus is to provide, our customers with the necessary resources to meet the dynamic needs of the K-12 market. We are passionate about what we do, but more importantly, how we do it. Although we feel strongly that the level of our experience, resources, and support infrastructure surrounding our solution is the strongest in the industry and the area, the true cornerstone to our success is you. Your feedback is an integral part of our solution, and your satisfaction is paramount to our success.

**Our response includes 3 Options for your review**

- Option 1:** 20 MFP's to upgrade (7) Ricoh Machines and (13) Xerox Units –
- Pricing includes all remaining obligation on Ricoh units / Hard Drive Surrender and return of all Ricoh units
  - Check cut to Ledyard Public Schools for \$6,500 to assist with shipping back (13) Lease end Xerox units and Hard Drive Surrender of Xerox units
- Option 2:** 20 MFP's to upgrade (7) Ricoh Machines and (13) Xerox Units –
- Includes everything in Option 1 and check to Ledyard Public Schools for \$210,000 to buyout the lease obligation on (5) Xerox units as provided in the RFP.
  - Note: We do not recommend buying out the lease. Financially Ledyard Public Schools is best served to let this lease run its course. The buyout of these machines is more than the cost of getting 20 new MFP's.
- Option 3:** 14 MFP's to upgrade (1) Ricoh Owned Machines and (13) lease end Xerox Units –
- Includes upgrading only the (1) Ricoh Owned machine and (13) lease end Xerox units – let the Ricoh leased machines and Xerox units (that have very high buyout) run until lease end or close to lease end. For all options the service and supplies will be billed as a cost per copy with the B&W copies / prints billed at \$.004 and color copies / prints billed at \$.04.

If you have any questions or require additional information, please do not hesitate to contact me.

We look forward to hearing from you and continuing our partnership.

Sincerely,

Frank Macchi



Account Manager

Government & Education

- Proposal Form
- Legal Status Disclosure
- Hold Harmless Agreement
- Proposers Certification
- Non Collusion Affidavit
- References
- Bidder Qualifications Statement
- Pricing Spreadsheet

**See:**

---

***REQUIRED FORMS***



TOWN OF LEDYARD, CONNECTICUT

PROPOSAL FORM  
COPIERS/PRINTERS

PROPOSAL LPS-0046

PROPOSER'S FULL LEGAL NAME:

RICOH USA INC.

Pursuant to and in full compliance with the RFP, the undersigned proposer, having visited the site or property if applicable, and having thoroughly examined each and every document comprising the RFP, including any addenda, hereby offers and agrees as follows:

To provide the products and/or services specified in, and upon the terms and conditions of, the RFP for the total sum of \$ 117,600.00

One Hundred Seventeen Thousand /100 Dollars (write out in words) SIX HUNDRED DOLLARS).

ACKNOWLEDGEMENT

In submitting this Proposal Form, the undersigned proposer acknowledges that the price(s) include all labor, materials, transportation, hauling, overhead, fees and insurances, bonds or letters of credit, profit, security, permits and licenses, and all other costs to cover the completed work called for in the RFP. Except as otherwise expressly stated in the RFP, no additional payment of any kind will be made for work accomplished under the price(s) as proposed.

REQUIRED DISCLOSURES

1. Exceptions to or Modifications or Clarifications of the RFP

✓ This proposal does not take exception to or seek to modify or clarify any requirement of the RFP, including but not only any of the Contract Terms set forth in Section 26 of the Standard Instructions to Proposers.

OR

This proposal takes exception(s) to or seeks to modify or clarify certain of the RFP requirements, including but not only the following Contract Terms set forth in Section 26 of the Standard Instructions to Proposers. Attached is a sheet fully describing each such exception.

\*Note: Upon Award Ricoh USA Inc. will work with Ledyard Board of Education to execute contract terms that satisfy both parties. IC.

2. State Debarment List

Is the proposer on the State of Connecticut's Debarment List?

Yes \_\_\_\_\_  
No   X  

3. Occupational Safety and Health Law Violations

Has the proposer or any firm, corporation, partnership or association in which it has an interest (1) been cited for three (3) or more willful or serious violations of any occupational safety and health act or of any standard, order or regulation promulgated pursuant to such act, during the three-year period preceding the proposal (provided such violations were cited in accordance with the provisions of any state occupational safety and health act or the Occupational Safety and Health Act of 1970, and not abated within the time fixed by the citation and such citation has not been set aside following appeal to the appropriate agency or court having jurisdiction) or (2) received one or more criminal convictions related to the injury or death of any employee in the three-year period preceding the proposal?

Yes \_\_\_\_\_  
No   X  

If "yes," attach a sheet fully describing each such matter.

4. Arbitration/Litigation

Has either the proposer or any of its principals (regardless of place of employment) been involved for the most recent ten (10) years in any pending or resolved arbitration or litigation?

Yes \_\_\_\_\_  
No   X  

If "yes," attach a sheet fully describing each such matter.

5. Criminal Proceedings


Has the proposer or any of its principals (regardless of place of employment) ever been the subject of any criminal proceedings?

Yes \_\_\_\_\_  
No   X  

If "yes," attach a sheet fully describing each such matter.

END OF PROPOSAL FORM

**NOTE:** THIS DOCUMENT, IN ORDER TO BE CONSIDERED A VALID PROPOSAL, MUST BE SIGNED BY A PRINCIPAL OFFICER OR OWNER OF THE BUSINESS ENTITY THAT IS SUBMITTING THE PROPOSAL. SUCH SIGNATURE CONSTITUTES THE PROPOSER'S REPRESENTATIONS THAT IT HAS READ, UNDERSTOOD AND FULLY ACCEPTED EACH AND EVERY PROVISION OF EACH DOCUMENT COMPROMISING THE RFP, UNLESS AN EXCEPTION IS DESCRIBED ABOVE.

BY DSM TITLE: \_\_\_\_\_  
(PRINT NAME) Timothy A. Chambers  
(SIGNATURE)   
DATE: 5-24-19

No bid security is required for this proposal

**PROPOSAL (BID) SECURITY**

If "yes," attach a sheet fully describing each such matter.

Yes \_\_\_\_\_  
No X

Has either the proposer or any of its principals (regardless of place of employment) ever been found to have violated any state or local ethics law, regulation, ordinance, code, policy or standard, or to have committed any other offense arising out of the submission of proposals or bids or the performance of work on public works projects or contracts?



TOWN OF LEDYARD, CONNECTICUT

**PROPOSER'S LEGAL STATUS DISCLOSURE**

Please fully complete the applicable section below, attaching a separate sheet if you need additional space.

For purposes of this disclosure, "permanent place of business" means an office continuously maintained, occupied and used by the proposer's regular employees regularly in attendance to carry on the proposer's business in the proposer's own name. An office maintained, occupied and used by a proposer only for the duration of a contract will not be considered a permanent place of business. An office maintained, occupied and used by a person affiliated with a proposer will not be considered a permanent place of business of the proposer.

**IF A SOLELY OWNED BUSINESS:**

Proposer's Full Legal Name \_\_\_\_\_  
Street Address \_\_\_\_\_  
Mailing Address (if different from Street Address) \_\_\_\_\_  
Owner's Full Legal Name \_\_\_\_\_  
Number of years engaged in business under sole proprietor or trade name \_\_\_\_\_  
Does the proposer have a "permanent place of business" in Connecticut, as defined above? \_\_\_\_\_

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please state the full street address (not a post office box) of that "permanent place of business."

**IF A CORPORATION:**

Proposer's Full Legal Name RIICOIT USA Inc.  
Street Address 70 Valley Stream  
Mailing Address (if different from Street Address) Malvern, PA 19355  
Owner's Full Legal Name \_\_\_\_\_  
Number of years engaged in business 64 years  
Names of Current Officers  
President Joji Tokunaga  
Secretary William LaSalle  
Chief Financial Officer Sven Adler

Does the proposer have a "permanent place of business" in Connecticut, as defined above?

Yes  No

If yes, please state the full street address (not a post office box) of that "permanent place of business."

500 Enterprise Drive Rocky Hill, CT 06067

**IF A LIMITED LIABILITY COMPANY:**

Proposer's Full Legal Name

\_\_\_\_\_  
Street Address

Mailing Address (if different from Street Address) \_\_\_\_\_

Owner's Full Legal Name \_\_\_\_\_

Number of years engaged in business \_\_\_\_\_

Names of Current Manager(s) and Member(s) \_\_\_\_\_

\_\_\_\_\_  
Name & Title (if any) Residential Address (street only)

\_\_\_\_\_  
Name & Title (if any) Residential Address (street only)

\_\_\_\_\_  
Name & Title (if any) Residential Address (street only)

\_\_\_\_\_  
Name & Title (if any) Residential Address (street only)

\_\_\_\_\_  
Name & Title (if any) Residential Address (street only)

Does the proposer have a "permanent place of business" in Connecticut, as defined above?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please state the full street address (not a post office box) of that "permanent place of business."

\_\_\_\_\_

END OF LEGAL STATUS DISCLOSURE FORM

**IF A PARTNERSHIP:**

Proposer's Full Legal Name \_\_\_\_\_  
 Street Address \_\_\_\_\_  
 Mailing Address (if different from Street Address) \_\_\_\_\_  
 Owner's Full Legal Name \_\_\_\_\_  
 Number of years engaged in business \_\_\_\_\_  
 Names of Current Partners \_\_\_\_\_

\_\_\_\_\_  
 Name & Title (if any) \_\_\_\_\_  
 Residential Address (street only) \_\_\_\_\_

\_\_\_\_\_  
 Name & Title (if any) \_\_\_\_\_  
 Residential Address (street only) \_\_\_\_\_

\_\_\_\_\_  
 Name & Title (if any) \_\_\_\_\_  
 Residential Address (street only) \_\_\_\_\_

\_\_\_\_\_  
 Name & Title (if any) \_\_\_\_\_  
 Residential Address (street only) \_\_\_\_\_

Does the proposer have a "permanent place of business" in Connecticut, as defined above?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please state the full street address (not a post office box) of that "permanent place of business."

\_\_\_\_\_  
 Proposer's Full Legal Name  
 RICOH USA INC.

\_\_\_\_\_  
 Name and Title of Proposer's Authorized Representative  
 Timothy A Chambers

\_\_\_\_\_  
 Proposer's Representative, Duly Authorized  
 (signature)

\_\_\_\_\_  
 Date  
 5-22-19



TOWN OF LEDYARD, CONNECTICUT

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PROPOSAL LPS-0046

HOLD HARMLESS AGREEMENT

Contractor/organization agrees that it will indemnify and hold harmless the Ledyard Board of Education its respective officers, agents and employees from any loss, costs, damages, expenses, judgments and liability whatsoever kind or nature howsoever the same may be caused resulting directly or indirectly by any act or omission of the contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable resulting in bodily injury including sickness and death, personal injury or damage to property directly or indirectly, including the loss of use resulting there from as permitted by law unless and to the extent caused by the Ledyard Board of Education's willful acts.

I/we understand the conditions set forth within this instrument and agree to provide the required certification and will hold the Ledyard Board of Education harmless as outlined in the above statement.

CONTRACTOR/ORGANIZATION NAME

*RICOH USA INC.*

AUTHORIZED SIGNATURE



PRINTED NAME

*Timothy A Chambers*

AUTHORIZED SIGNATURE

PRINTED NAME

DATE

*\* see attached copy of RICOH USA INC. standard*

*indemnification language.*  
TOWN OF LEDYARD, CONNECTICUT



**RICOH USA, Inc.**

Mutual Indemnification Language

Our standard mutual indemnification language follows:

“Each party (“Indemnifying Party”) shall indemnify, defend and hold harmless the other (“Indemnified Party”) from all claims incurred by the Indemnified Party arising out of the death or bodily injury of any agent, employee, or business invitee of the Indemnified Party, or the damage, loss, or destruction of any tangible property of the Indemnified Party up to a maximum of \$1,000,000, to the extent caused by the negligent acts or omissions or willful misconduct of the Indemnifying Party, its employees, or agents. Customer shall indemnify, defend and hold harmless Ricoh and its representatives and affiliates from and against any claim, suit, demand, liability, cause of action, damage or cost (including reasonable attorneys’ fees) for actual or alleged infringement of any intellectual property right, including but not limited to copyright, trademark, or right of publicity, arising from the copying of materials provided by Customer herunder. Notwithstanding any other provision of this Agreement, nothing in this Agreement shall be construed to give Ricoh any control over decisions relating to choosing the content of information copied or otherwise handled hereunder. Customer warrants and represents that it violates no intellectual property rights of third-parties by having Ricoh perform Services under this Agreement. Without intending to create any limitation relating to the survival of any other provisions of this Agreement, Ricoh and Customer agree that the terms of this paragraph shall survive the expiration or earlier termination of this Agreement. Each party shall promptly notify the other in the event of the threat or initiation of any claim, demand, action or proceeding to which the indemnification obligations set forth in this Section may apply.”

TOWN OF LEDYARD, CONNECTICUT

PROPOSAL LPS-0046

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PROPOSER'S CERTIFICATION

Concerning Equal Employment Opportunities  
And Affirmative Action Policy

I/we, the proposer, certify that:

1) I/we are in compliance with the equal opportunity clause as set forth in Connecticut State law (Executive Order No. Three, <http://www.cslib.org/exeorder3.htm>).

2) I/we do not maintain segregated facilities.

3) I/we have filed all required employer's information reports.

4) I/we have developed and maintain written affirmative action programs.

5) I/we list job openings with federal and state employment services.

6) I/we attempt to employ and advance in employment qualified handicapped individuals.

7) I/we are in compliance with the Americans with Disabilities Act.

8) I/we (check one):

\_\_\_\_\_ have an Affirmative Action Program, or

\_\_\_\_\_ employ 10 people or fewer.

\_\_\_\_\_  
Legal Name of Proposer

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
Proposer's Representative, Duly Authorized

\_\_\_\_\_  
Name of Proposer's Authorized Representative

\_\_\_\_\_  
Title of Proposer's Authorized Representative

\_\_\_\_\_  
Date

RICCH is up to date with all required  
state of CT forms on the DAS website



TOWN OF LEDYARD, CONNECTICUT

PROPOSER'S NON COLLUSION AFFIDAVIT

PROPOSAL FOR:


PROPOSAL NUMBER:

The undersigned proposer, having fully informed himself/herself/itself regarding the accuracy of the statements made herein, certifies that:

- (1) the proposal is genuine; it is not a collusive or sham proposal;
- (2) the proposer developed the proposal independently and submitted it without collusion with, and without any agreement, understanding, communication or planned common course of action with, any other person or entity designed to limit independent competition;
- (3) the proposer, its employees and agents have not communicated the contents of the proposal to any person not an employee or agent of the proposer and will not communicate the proposal to any such person prior to the official opening of the proposal; and
- (4) no elected or appointed official or other officer or employee of the Town of Ledyard is directly or indirectly interested in the proposer's proposal, or in the supplies, materials, equipment, work or labor to which it relates, or in any of the profits thereof.

The undersigned proposer further certifies that this affidavit is executed for the purpose of inducing the Town of Ledyard to consider its proposal and make an award in accordance therewith.

Legal Name of Proposer  
RICOH USA INC.

(Signature)  


Proposer's Representative, Duly Authorized

Name of Proposer's Authorized Representative  
Timothy A. Chambers

Title of Proposer's Authorized Representative  
DSM

Date  
5-24-19

Subscribed and sworn to before me this 24<sup>th</sup> day of May, 2019.

Notary Public  
Christina Hughes

My Commission Expires: 10-31-2019

TOWN OF LEDYARD, CONNECTICUT

PROPOSAL LPS-0046

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PROPOSER'S STATEMENT OF REFERENCES

Provide at least three (3) references:

1. BUSINESS NAME TOWN OF LEDYARD  
ADDRESS 741 COLONIAL LEDYARD HIGHWAY  
CITY, STATE LEDYARD CT. 06339  
TELEPHONE: 860-464-3222  
INDIVIDUAL CONTACT NAME AND POSITION MARY BETH HUBBARD MAYORAL ASST.

2. BUSINESS NAME PLAINFIELD PUBLIC SCHOOLS  
ADDRESS 651 NORWICH AVE.  
CITY, STATE PLAINFIELD CT. 06374  
TELEPHONE: 860-564-6444  
INDIVIDUAL CONTACT NAME AND POSITION RON LUSSIER BUSINESS MANAGER

3. BUSINESS NAME NEW LONDON PUBLIC SCHOOLS  
ADDRESS 134 WILLIAMS STREET  
CITY, STATE NEW LONDON CT. 06320  
TELEPHONE 860-447-6000  
INDIVIDUAL CONTACT NAME AND POSITION DOREEN BONO DIRECTOR OF OPERATIONS

END OF STATEMENT OF REFERENCES

*RITCH is up to date with all required State of CT contractor forms / documentation online with DAS.*

*[Handwritten Signature]*

**STATE OF CONNECTICUT BIDDER QUALIFICATION STATEMENT**

**SECTION 00 45 14  
GENERAL CONTRACTOR'S  
BIDDER QUALIFICATION STATEMENT**

**PAGE 1 OF 5**

**GENERAL CONTRACTOR  
BIDDER'S QUALIFICATION STATEMENT**

All bidders are required to file this form, properly completed, WITH THEIR PROPOSAL. Failure of a bidder to answer any question or provide required information may be grounds for the awarding authority to disqualify and reject the bid. If a question or request for information does not pertain to your organization in any way, use the symbol "NA" (Not Applicable). Use additional 8 1/2 x 11" sheets with your letterhead as necessary.

**THE DEPARTMENT RESERVES THE RIGHT TO REQUEST ANY ADDITIONAL OR SUPPLEMENTAL INFORMATION NECESSARY TO COMPLETE ITS EVALUATION OF A BIDDER'S QUALIFICATION.**

1. Indicate exactly the name by which this organization is known:

Name: \_\_\_\_\_

2. How many years has this organization been in business under its present business name?

Years: \_\_\_\_\_

3. How many years has this organization been in business as a General Contractor?

Years: \_\_\_\_\_

4. Indicate all other names by which this organization has been known and the length of time known by each name:

4.1 \_\_\_\_\_

4.2 \_\_\_\_\_

4.3 \_\_\_\_\_

5. This firm is a:

Corporation

Partnership

Sole Proprietorship

Joint Venture

Other



6 Attach resumes of all supervisory personnel, such as Principals, Project Managers, and Superintendents, and Construction Scheduler (see Section 01 32 16 or 01 32 16 13 of the General Requirements as applicable) who will be directly involved with the project on which you are now a bidder. Indicate their construction related training, certifications and licenses and the number of years of actual construction experience. Indicate the number of years of this actual construction experience which were in a Supervisory capacity.

7 List all sub-trades, which your firm customarily performs with own employees

7 1 \_\_\_\_\_

7 2 \_\_\_\_\_

7 3 \_\_\_\_\_

7 4 \_\_\_\_\_

7 5 \_\_\_\_\_

8. All Construction Projects your organization has in process (attach separate sheets using the following format as necessary)

8 1 Specific Title & Location \_\_\_\_\_

8 2 Contract Amount \_\_\_\_\_

8 3 Description of your scope of work performed \_\_\_\_\_

8 4 Owners Representatives \_\_\_\_\_

(Name) \_\_\_\_\_  
Telephone Number \_\_\_\_\_

9 Has your organization ever failed to complete a contract, or has any officer or partner of your organization ever been an officer or partner of another organization that failed to complete a contract?

YES  
 NO

If yes, indicate the circumstances leading to the project failure and the name of the company which provided the bonding for the failed contract(s)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10 Has your organization ever had a contract terminated?

YES  
 NO

If yes indicate the circumstances leading to the project termination of contract(s)

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11 Has your organization had any legal or administrative proceedings against the organization, or any officers, principals, partners, members, or employees of the organization currently pending or concluded adversely within the last five years, and any judicial or administrative sanctions that are still in effect against such organization, and any of its officers, principals, partners, members, or employees? (Exclude OSHA violations which are called for elsewhere in this statement)

YES  
 NO

If yes, list and explain

12 Has your organization had any disbarments or suspensions that have been imposed in the past five years or that was still in effect during the five year period or is still in effect?

YES  
 NO

If yes, list and explain, such list must include disbarments and suspensions of officers, principals, partners, members, and employees of your organization

13 Has your organization had any other reason that precludes your organization or any officer, principal, partner, member, or employees thereof from bidding on a contract in Connecticut or any other jurisdiction?

YES  
 NO

If yes list and explain

14 Has your organization had any willful or serious violations of any Occupational Safety and Health Act (OSHA) or of any standard, order or regulation promulgated pursuant to such act, during the three-year period preceding the bid, provided such violations were cited in accordance with the provisions of any State Occupational Safety and Health Act or Occupational Safety and Health Act of 1970?

YES  
 NO

If yes, list and explain, indicate whether these were abated within the time fixed by the citation or whether the citation was appealed. If appealed, what is the status or disposition?

15 Has your organization had any criminal convictions related to the injury or death of any employee in the three year period preceding the bid?

YES  
 NO

If yes, list and explain any such convictions

16 Have there been any changes in your company's financial condition or business organization, which might affect your company's ability to successfully complete this contract?

YES  
 NO

If yes, list and explain



**GENERAL CONTRACTOR'S  
BIDDER QUALIFICATION STATEMENT**

Dated at \_\_\_\_\_

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Name of Organization \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_

(Print Name) \_\_\_\_\_

**Notary Statement:**

Mr./Mrs./Ms \_\_\_\_\_ being duly sworn

Deposes and says that he/she is the \_\_\_\_\_  
of

(Position or Title)

\_\_\_\_\_ and that the answers to the  
foregoing \_\_\_\_\_  
(Firm Name)

Questions and all statements therein contained are true and correct

Notary Public \_\_\_\_\_

My Commission Expires \_\_\_\_\_, 20\_\_\_\_

**END OF SECTION**

**Directions to Contractor:** Connecticut law requires that any contractor applying or bidding for a contract (including individuals who are independent contractors) with a local or regional board of education, a governing council of a state or local charter school, or interdistrict magnet school operator require any employee with the contractor who would be in a position involving direct student contact to supply the contractor with the information provided in this form. Information may be collected either through a written communication or telephonically.

In addition, pursuant to Connecticut General Statutes (C.G.S.) § 10-233c, the contractor is required to contact – either telephonically or through written communication – any current or former employer of an employee if such employer was a local or regional board of education, a governing council of a state or local charter school, or interdistrict magnet school operator or if the employment caused the employee to have contact with children, to request any information concerning whether there was a finding of abuse or neglect or sexual misconduct against the employee. If the contractor receives any information indicating such a finding, or otherwise has knowledge of such a condition, the contractor must immediately forward such information to any local or regional board of education with which the contractor is under contract.

**Directions to Employee of Contractor:** Pursuant to Connecticut state law, employees of a contractor who would be in a position involving direct student contact must supply all of the information provided in Section 2 of this form.

**Section 1 – To be completed by Contractor**

	Name
	Street address
	City, State, Zip Code
	Contact person
	Telephone number/email address

**Part A.** Please list the name, address and telephone number of each current or former employer below, if such current or former employer was a local or regional board of education, a governing council of a state or local charter school, or interdistrict magnet school operator, or if such employment otherwise caused you to have contact with children.

**Section 2 – To be completed by Employee or Contractor**

Employer 1. Name	Address	Phone
Employer 2. Name	Address	Phone
Employer 3. Name	Address	Phone
Employer 4. Name	Address	Phone
Employer 5. Name	Address	Phone
Employer 6. Name	Address	Phone
Employer 7. Name	Address	Phone
Employer 8. Name	Address	Phone
Employer 9. Name	Address	Phone



**Part B.** Please complete the questions below in their entirety.

Have you ever:

Been the subject of an abuse or neglect or sexual misconduct investigation by any employer, state agency or municipal police department (answer "no" if the investigation resulted in a finding that all allegations were unsubstantiated)?

Y  N

Been disciplined or asked to resign from employment or resigned from or otherwise separated from any employment while an allegation of abuse or neglect was pending or under investigation by the Department of Children and Families (the "department"), or an allegation of sexual misconduct was pending or under investigation or due to an allegation substantiated pursuant to section 17a-101g of abuse or neglect, or of sexual misconduct or a conviction for abuse or neglect or sexual misconduct?

Y  N

Had a professional or occupational license or certificate suspended or revoked or ever surrendered such a license or certificate while an allegation of abuse or neglect was pending or under investigation by the department or an investigation of sexual misconduct was pending or under investigation, or due to an allegation substantiated by the department of abuse or neglect or of sexual misconduct or a conviction for abuse or neglect or sexual misconduct?

Y  N

**Part C – Written Consent and Disclosure Authorization.** I hereby authorize the entities I have listed in Section 2 of this form to release to the entity listed in Section 1 of this form the information required to be released by my previous employer pursuant to (C.G.S.) § 10-222c along with any related records. I hereby consent to and authorize disclosure by the State Department of Education of the information requested pursuant to C.G.S. § 10-222c, as amended by Public Act 16-67, and I hereby authorize the release by the State Department of Education of any related records. I further hereby release the above-named employer(s) and the State Department of Education from any and all liability of any kind that may arise from the disclosure or release of records requested pursuant to C.G.S. § 10-222c, as amended by Public Act 16-67.

Signature

Date

**NOTES:**

The terms provided below are currently defined in state law as follows. Please note that statutes may be amended from time to time.

Sexual Misconduct means – “any verbal, nonverbal, written or electronic communication, or any other act directed toward or with a student that is designed to establish a sexual relationship with the student, including a sexual invitation, dating or soliciting a date, engaging in sexual dialog, making sexually suggestive comments, self-disclosure or physical exposure of a sexual or erotic nature and any other sexual, indecent or erotic contact with a student.” Connecticut General Statutes § 10-222c(k).

Abuse or neglect means – “abuse or neglect as described in Section 46b-120, and includes any violation of Sections 53a-70, 53a-70a, 53a-71, 53a-72a, 53a-72b or 53a-73a.” Connecticut General Statutes § 10-222c(k).

The Connecticut State Department of Education is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, gender identity or expression, sexual orientation, marital status, national origin, ancestry, age, criminal record, political beliefs, genetic information, intellectual disability, past or present history of mental disability, learning disability, or physical disability, including, but not limited to, blindness or any other basis prohibited by Connecticut state and/or federal nondiscrimination laws



# Ledyard Public Schools

## Current Models vs Recommended Models

Party Name	Location	City	Mfr Serial Number	Model	Recommended Model	B&W Cost Per Page	Color Cost per Page
LEDYARD BOARD OF ED	GHS	LEDYARD	EX7402148	Worcentre 5855	IMC6000	\$ 0.004	\$ 0.04
LEDYARD BOARD OF ED	GHS	LEDYARD	EX9309609	5875	MP6503	\$ 0.004	na
LEDYARD BOARD OF ED	GHS	LEDYARD	W875LA00656	MP7502SP	MP6503	\$ 0.004	na
LEDYARD BOARD OF ED	GFS	LEDYARD	W865LA00659	MP6002SP	MP6503	\$ 0.004	na
LEDYARD BOARD OF ED	GFS	LEDYARD	W865LA00177	MP6002SP	IMC6000	\$ 0.004	0.04
LEDYARD BOARD OF ED	JWL	GALES FERRY	EX9017978	5875	MP6503	\$ 0.004	na
LEDYARD BOARD OF ED	GFS	Room 226	BB1253011	Phaser 3635	IMC3500	\$ 0.004	0.04
LEDYARD BOARD OF ED	LMS	Library Media Ctr	AE9123414	5335	MP3555	\$ 0.004	na
LEDYARD BOARD OF ED	LMS	Library Media Ctr	EX7402176	5855	MP3555	\$ 0.004	na
LEDYARD BOARD OF ED	LMS	Library Media Ctr	W875LA00259	MP7502SP	MP6503	\$ 0.004	na
LEDYARD BOARD OF ED	LMS	Main Office	BG2941622	D95	IMC8003	\$ 0.004	0.04
LEDYARD BOARD OF ED	LHS	Asst Principal	AE7199429N	5330	MP3555	\$ 0.004	na
LEDYARD BOARD OF ED	LHS	Agri-Science	MX1192143	7835	IMC3500	\$ 0.004	0.04
LEDYARD BOARD OF ED	LHS	100's English Dept	EX7402146	5855	MP5055	\$ 0.004	na
LEDYARD BOARD OF ED	LHS	600s Computer Math	EX7402211	5855	MP5055	\$ 0.004	na
LEDYARD BOARD OF ED	LHS	Foreign Language	EX7402237	5855	MP5055	\$ 0.004	na
LEDYARD BOARD OF ED	LHS	Library Media Ctr	V6905800002	AFMP6001	MP6503	\$ 0.004	na
LEDYARD BOARD OF ED	LHS	Main Office	W865LA00164	MP6002SP	MP6503	\$ 0.004	na
LEDYARD BOARD OF ED	LHS	Main Office	W865LA00666	MP6002SP	MP6503	\$ 0.004	na
LEDYARD BOARD OF ED	LHS	Guidance	EX9309712	5875	MP6503	\$ 0.004	na

**Option 3:** (Upgrade of 14 machines highlighted above) 1 Ricoh owned Machine and 13 off lease Xerox Machines

48 Month Lease Payment	60 Month Lease Payment	Lease Includes:
\$3,937.89	\$2,450.00	
\$3,417.34	\$1,950.00	
<b>Below Included</b>		
\$28,800		* \$6,500 check to Ledyard Board of Ed for shipping charges of (13) Xerox leased end machines and to assist with Hard Driver Surrender of Xerox units.
\$1,750		* Hard Drive surrender and replacement on (7) Ricoh machines
\$2,100		* Return of (7) Ricoh machines
\$6,500		* \$6,500 check to Ledyard Board of Ed for shipping charges of (13) Xerox leased machines and to assist with Hard Driver Surrender of Xerox units.
		Includes the (14) models highlighted on equipment list (13) Xerox and (1) Ricoh Owned Machine

**Option 2:** (Includes everything in Option 1 plus \$210,000 Xerox Buyout

Xerox Buyout \$210,000

We do not recommend buying out this lease. Financially Ledyard is best served to let this lease runs its course and not roll the buyout into the new lease however if you wanted to include the Xerox buyout into this lease the increase in the 48 and 60 month lease would be as outlined below:

Xerox Buyout on 48 Month Lease	48 Month Lease	Total 48 Month including all upgrades
\$5,369.70	\$3,937.89	\$9,307.59
Xerox Buyout on 60 Month Lease	60 Month Lease	Total 60 Month including all upgrades
\$4,634.70	\$3,417.34	\$8,052.04



We provide our customers with the best solutions and products in the business, backed by the most flexible, most responsive technical service and support. Ricoh Technology Services technicians currently support over 1.3 million machines in the field. First and foremost, we are committed to service levels that ensure maximum uptime and productivity for LEBANON PUBLIC SCHOOLS.

We dedicate a team of certified service technicians to LEBANON PUBLIC SCHOOLS, assigning both a primary and back-up technician to each machine placed. The service team assumes total accountability for servicing the account, with each technician taking a proactive role in maintaining and repairing equipment. Our technicians effectively function independently, using all resources available to provide maximum equipment uptime with a minimum number of service calls.

We have implemented a number of programs to empower technicians to effect the most immediate and efficient repair for the client. *Know Before You Go* is a proactive call strategy in which the technician formulates a response plan that enables him or her to begin work immediately after arriving at the LEDYARD PUBLIC SCHOOLS site. *Once and Done* is a response strategy in which the technician focuses on fixing the problem on the very first call. We provide incentives for our technicians to keep contracted equipment operational as long as possible and to produce the greatest number of impressions between equipment failures.

We provide the described on-site service support during routine business hours. We can also provide after-hours service in all major markets and select nonmetropolitan areas for an additional fee.

**Dispatching the Service Request**

In the event of equipment failure, LEDYARD PUBLIC SCHOOLS places a service request using either a toll-free telephone number or web-based service request portal. We use Oracle as our standardized dispatching system. This interactive voice response system connects directly with our computer network to facilitate service-call placement and closure. Technicians are equipped with our Edge™ wireless handheld devices that not only receive the service request, but also are used for bar-code scanning of parts and equipment, tracking parts inventory and managing other service-call activity to drive efficiency.

Oracle automatically passes each service request to the assigned technician, including the customer name, address, telephone number and problem description. The service request is assigned a unique identification number to ensure total tracking and full reporting status at all times.

The technician contacts LEDYARD PUBLIC SCHOOLS within one hour, both to gain a full understanding of the problem and to provide an estimated time of arrival. As detailed in our contracts, service technicians meet a quarterly average response time of two to four hours for all service calls located within 35 miles of one of our service centers and four to eight hours for all service calls located 36 miles or greater from a service center. These response time ranges vary based on equipment speed and volume. In any event, the response time will comply with any parameters agreed to during contractual negotiations.

At this point, the technician follows a formal service response process to complete the requested service.

**SERVICE AND SUPPORT CAPABILITIES**

### Responding to a Service Request

After determining the part(s) required to complete the repair, our technicians first check their car stock, which is replenished twice weekly and includes the most commonly required equipment parts, based on historical usage. If the part is in the car stock, the technician completes the repair and closes the call via their handheld device.

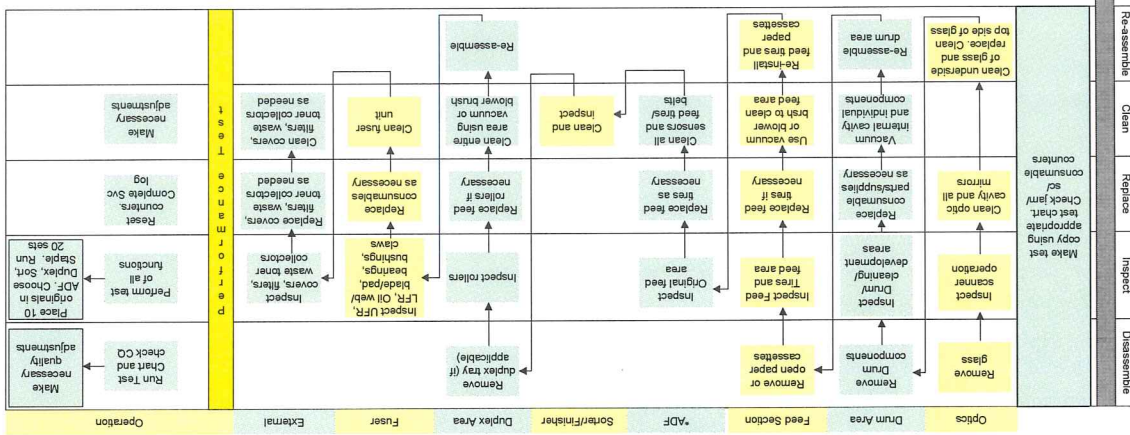
If the part is not in the car stock, the technician has the ability to check parts availability within his or her team of technicians. If the part is not in the team's inventory, the technician initiates an incomplete Order Process through the handheld device. Oracle responds to the technician and initiates a Pick Ticket, noting part(s) availability at one of our Shared Distribution Centers (SDCs). If the part is available at the SDC, warehouse staff pull the part and stage it for delivery to the technician.

If the part is unavailable, the SDC orders it directly from the vendor, based on the priority defined by the technician (i.e., overnight for urgent orders; second-day or regular ground transportation for less-urgent orders). The vendor ships the order to the defined ship-to location. A technician may also request that our car stock analyst (CSA) query other SDCs for parts availability. On request, the CSA can also check for local machines that are no longer in use and have been reserved for parts availability.

When the part arrives, the technician installs it and ensures proper operation of the machine. If the repairs are then complete, the technician closes out the service call in Oracle.

### Total Quality Call Procedure

Our technicians apply the following national Total Quality Call (TQC) procedure, which requires them to service the entire machine during all customer-initiated service calls—not just the part requiring repair. TQC is an extremely effective method of increasing equipment performance, by ensuring full functionality on every service request.



(Double-click on image to view large version)

For equipment that does not receive a customer-initiated service call, we provide preventive maintenance based on the manufacturer's recommendations for the device and its usage.

### Providing Backup Service and Support

Our technicians typically complete the repair on the first visit. However, a technician may engage additional resources to complete the repair, if necessary to ensure continuity of customer service. First, the technician may contact the field supervisor for assistance. If that



individual is unable to complete repairs, the technician may contact the service manager and arrange for immediate intervention, which may include one or more of the following remedies:

- Manufacturer support for repairs
- Equipment removal for extended repair
- Loaner equipment

**Loaner Unit Plan**

Included in the LEDYARD PUBLIC SCHOOLS equipment services agreement is a Loaner Unit Plan. Under this provision, if we are unable to return a nonfunctioning unit to operational condition, as defined in the agreement, loaner equipment with comparable features and capacity will be provided on request. This equipment will remain on site at no charge until the original unit is returned to operational condition or until we determine that the affected unit cannot be repaired to operational condition and advises LEDYARD PUBLIC SCHOOLS as such. Arrangements for replacement equipment will be made at that time.

**Customer Service Escalation Procedures**

Nothing is more important to us than consistent delivery of exceptional customer service. To build on and improve existing service levels, we have implemented a training program that focuses on the commitment to excellence in customer service. Within this program, all of our professionals are required to complete two five-hour modules: *Setting the Customer Service Foundation* and *The Pride Model*. The first module focuses on strategy, culture and values, and deals with setting, meeting and exceeding expectations. The second module focuses on partnership, responsiveness, integrity, differentiation and empowerment.

This program is only one example of our many customer-service-focused activities. An unrivaled focus on excellent customer service differentiates us from our primary competitors. The commitment to excellence starts at the top of the organization and permeates throughout.

**General Customer Service Support Escalation Procedures**

At any time, LEDYARD PUBLIC SCHOOLS may obtain customer service support from each of our representatives starting at the local service level and extending to the corporate level. Service representatives at the local level are assigned a high degree of autonomy to resolve customer needs as expeditiously as possible. Our local, regional and corporate personnel are available at any time to assist in resolving customer service issues.

Project-specific account management is responsible for service quality control. Working with LEDYARD PUBLIC SCHOOLS, we will develop customized procedures that reflect specific business requirements. These procedures will define the processes to be followed to achieve specific quality standards. This approach illustrates the type of quality processes inherent throughout our company.

We take the following general steps to correct any customer-reported instances of compromised service:

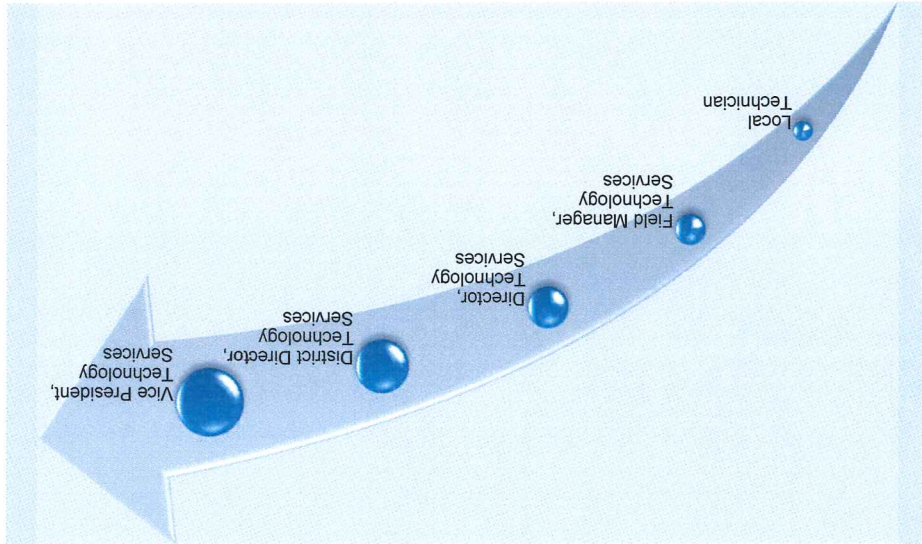
- Meet with local staff responsible for service delivery
- Discuss the problem
- Determine a solution that is appropriate and acceptable to LEDYARD PUBLIC SCHOOLS
- Formulate an action plan to avoid a recurrence
- Document the occurrence and resolution

Product Segment	On-site Response Time* (in hours)
B&W Copier Segment 1 and 2	4
B&W Copier Segment 3 and 4	4
B&W Copier Segment 5	3
B&W Copier Segment 6	2
Office Color	4
Production Color	2
Desktop Printers	Next Day
Workgroup Printers	4
Enterprise Printers	2

Standard hours of operation for on-site maintenance support are 8 am to 5 pm, Monday through Friday, excluding Ricoh-recognized major U.S. holidays. Our technicians will contact LEDYARD PUBLIC SCHOOLS via telephone within one business hour after receiving the call to provide technical assistance and offer an estimated time of arrival. Our fleet quarterly average response times for metered equipment by product segment are provided in the following table.

**Hours of Operation**

We will finalize specific contact information (e.g., names, phone numbers, e mail addresses) and communicate it to LEDYARD PUBLIC SCHOOLS after contract award and before implementation.



If LEDYARD PUBLIC SCHOOLS is not satisfied with the level of equipment service support provided by the assigned customer service technician (CST), the following escalation procedure can be applied.

*Equipment Service Resource Escalation*

To ensure that LEDYARD PUBLIC SCHOOLS receives the highest quality of customer service, we have established escalation procedures that can be implemented depending on the nature of the specific service issue.

**Issue-specific Escalation Procedures**

- Include the core information in the next scheduled account performance review with our staff and LEDYARD PUBLIC SCHOOLS team members



- If a device recognizes that it needs service, @Remote will automatically send a message to Ricoh alerting them to the potential problem. A field engineer is often dispatched before anyone even realizes there is a problem.
  - Manual requests for service are significantly reduced as self-diagnostic data is automatically forwarded to our Data Center. Ricoh can then take immediate and appropriate action, making rapid arrangements to streamline the maintenance process. Service efficiency can be maximized, as field engineers are able to arrive at the location with the tools and parts necessary to service the system in one stop.
  - Alerts can be sent warning about low toner, further ensuring that the devices are constantly up and running.
  - Firmware can be upgraded remotely, making sure the device is always up-to-date.
- If an MFD or printer needs attention, @Remote offers functionality to help reduce unwelcome surprises:
- Data is protected with HTTPS secure protocol, the same highly reliable protection used for online banking.
  - Monthly invoices are accurate and delivered on time, minimizing inaccurate or estimated billings.
- @Remote Automated Meter Readings
- Our embedded @Remote™ Intelligent Remote Management System eliminates manual collection and reporting of usage data from Ricoh MFDs and printers for companies with cost-per-copy leases. Equipment equipped with Ricoh @Remote technology automatically communicates its own meter data and reports it directly to Ricoh:
- Data is protected with HTTPS secure protocol, the same highly reliable protection used for online banking.
  - Monthly invoices are accurate and delivered on time, minimizing inaccurate or estimated billings.

**Usage Reporting**

On-site maintenance support during nonstandard hours of operation may also be included in the LEDYARD PUBLIC SCHOOLS contract for an additional fee. Specifics regarding nonstandard hours of operational support and availability are discussed during contract negotiations.

Facsimile Equipment	6
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*\*Response time is defined as the total number of consecutive contractual coverage business hours that have elapsed from receipt of a service request from the customer by Ricoh (via web, email, fax, phone) until arrival of the service technician on-site.*

*\* Response times apply to any metered equipment installed and operated consistent with the manufacturers' specifications, within a 35-mile radius of a Ricoh U.S. service facility.*



After contract execution, our account team will initiate the activities that will ensure the successful installation of equipment and training of personnel. Training occurs at the time of deployment. Overall, Ricoh views training as a joint investment to ensure that your devices operate properly and that the potential for follow-up service calls is minimized. Our training is evaluated and modified based on customer feedback.

Our intent is to create a cohesive and cooperative process that works best for all parties. Since many service calls occur during the early period of a deployment from the result of end-user misunderstanding, we believe that a high level of quality training is important to ensure maximum uptime. Moreover, we find that customized training ensures that you experience the optimal return-on-investment and productivity gains.

To begin, our training team is introduced to the key contacts at your site. After the delivery schedule is defined, this team communicates with the main contact at each individual location to arrange a convenient time to provide training.

### **Equipment Training Programs**

We provide several levels of training, depending on the type of equipment and approach determined with our customer.

### **End-user/Key Operator Training included with purchase**

Ricoh offers our customers short on-line training through our How-To Videos which are available 24/7.

Ricoh launched a series of "How-To" videos to increase customer satisfaction and provide the more modern services our customer's desire. Ricoh's Services Training Organization has been hard at work developing these videos to provide customers with quick and easy, multi-media instruction for their Ricoh products. Designed to bring the product operation manual to life, "How-To" videos are currently available

The videos are located via the following link: [http://www.tsrc.ricoh-usa.com/public/customer\\_videos/](http://www.tsrc.ricoh-usa.com/public/customer_videos/)

### **Ricoh Also Offers Fee Based Onsite or Customized Training**

End-user training usually addresses the common features, functions and benefits of the equipment and accessories used by the local employees. We generally allot 45 minutes to 1 hour for standard fleet/convenience copier training, and 1 ½ hours for Print Shop production-grade copiers. In addition, we add approximately 30 minutes for each print, scan and fax module. If end-users require additional forms of training, we can also provide the following training methods:

- One-on-one, hands-on training
- Train-the-trainer
- Classroom training for groups/departments of end-users (7 to 10)
- Auditorium training for large group through Screen shots/Device panel projected
- Printed Quick Reference Guides

If we have an on-site Managed Services presence managing your fleet (e.g., in a copy/print center), our on-site staff is also available at all times to assist end-users with any machine or training-related issues.

For particularly large groups it may be necessary to schedule multiple sessions or—in an unstructured environment—a trainer may have to block off a period of time during which he or she is available at the site to provide varying degrees of training. If required, we are willing to set up and schedule training for groups of users in a classroom environment, using a device commonly used. In this event, we recommend that the group be somewhere between 7 to 10 end-users, as smaller or larger groups can reduce the effectiveness of the training (i.e., a small number of end-users may delay the completion of the overall training, and groups that exceed 10 end-users often do not allow each to receive the individual attention he or she may require). To aid end-users after the training session, we provide a manual for every device for reference purposes. In addition, we offer Quick Reference Guides and 24-hour toll-free end-user technical support for everyday minor troubleshooting.

To effectively migrate print volume from high cost devices to the copier fleet, it is critical to educate end-users on how simple and cost-effective the copiers are to use. Through effective training, users perform their print jobs on the lowest cost and most efficient digital copiers. After they are familiar with this simple procedure, end-users continue to use this approach on an ongoing basis.

Please see a sample Quick Reference Guide below.

## Copy Quick Reference



**1 Original Settings**  
Use this setting when your original contains mostly text images.  
Text/Photo  
Use this setting when your original contains both text and photographs or graphics.  
Photo  
Use this setting when your original contains photographs or graphics.  
Pale  
Use this setting to darken your copy when you have a low density original or an original that is in pencil.  
Generation Copy  
Use this setting when you are making a copy of a copy. Manually select your copy paper size if your original is a non standard size, doesn't match the paper size loaded in any of your trays or if you are using the reduce/enlarge feature.  
Special Original  
Select this setting to choose the [Mixed Sizes] feature when your originals are not all one size.

**2 Paper Tray Selection**  
When selecting the bypass tray, press the **k** key to specify the paper type for thicker stocks or for OHPs (transparencies).  
Auto Paper Select (default)  
When your original size is the same exact size as the paper you have loaded in one of your paper trays.  
Manually select your copy paper size if your original is a non standard size, doesn't match the paper size loaded in any of your trays or if you are using the reduce/enlarge feature.

**3 How to Save Paper**  
Use 1 sided → 2 sided to have single sided originals copied double sided.  
Use 2 sided → 2 sided to have double sided originals copied double sided.  
Use 1 sided → Comb 4 orig to have 4 single sided originals copied onto one side onto one page.  
Use 1 sided → Comb 2 orig to have 2 single sided originals copied side by side onto one page.

**4 Finishing Options**  
Note: Features as shown will vary depending on device configuration.  
Select sort to have your copies collated into sets. (1,2,3 / 1,2,3 / 1,2,3)  
Select stack to have multiple copies of the same original grouped together. (1,1,1 / 2,2,2 / 3,3,3)  
Corner Staple  
Select this option to have your copies stapled in the top left corner.  
Double Staple  
Select this option to have your copies stapled with 2 staples down the left edge.  
3 Hole Punch  
Select this option to have your copies hole punched on the left edge or along the top edge depending on your original orientation.

## End User Training

For training to be effective, it needs to take place at a location where the device is present and can therefore only accommodate a group of up to 10 people.



The following features are only demonstrated if they are included equipment features and you have expresses an interest in having end-users and/or key operators trained on these options:

- Part 1: General Maintenance
  - ❖ Loading paper
  - ❖ Replacing consumables
  - ❖ Clearing paper jams
- Part 2: Basic Operation of the Copy Function
  - ❖ Original settings
  - ❖ Selecting paper trays
  - ❖ Using the bypass tray for special stocks
  - ❖ Paper weights supported by each tray
  - ❖ Reducing/Enlarging
  - ❖ Duplex copying
  - ❖ Finishing options
- Other Advanced Features (upon on request only) follow:
  - ❖ Storing files
  - ❖ Selecting and printing stored files
  - ❖ Deleting stored files
  - Part 3: Basic Operation of the Document Server
  - Part 4: Basic Operation of the Fax Function
    - ❖ Adjusting original settings
    - ❖ Sending a fax (manual dial vs. using quick dials)
    - ❖ Broadcasting
    - ❖ Transmission modes (memory vs. immediate)
    - ❖ Sending at a specific time (send later)
    - ❖ Cancelling a transmission
    - ❖ Confirming a transmission
    - ❖ Storing fax numbers
  - Part 5: Basic Operation of the Scan Function
    - ❖ Adjusting scan settings
    - ❖ Selecting the scan destination (email/folder)
    - ❖ Entering file information
  - Part 6: Basic Features of the LAN Fax Driver
    - ❖ Sending a fax
    - ❖ Attaching a cover sheet
    - ❖ Using/programming the address book
  - Part 7: Basic Features of the Print Driver (if using PCL/PS/RPCS)
    - ❖ Duplex printing
    - ❖ Finishing options
    - ❖ Using locked print
    - ❖ Printing to the document server
    - ❖ Choosing a paper tray
    - ❖ Fitting to print size
    - ❖ Using the bypass tray
    - ❖ Using watermarks

Ultimately, it is in the best interest of both parties to take training very seriously: first for you to gain maximum benefit from the solution provided with as limited a learning curve as possible, and second for Ricoh so that the implementation and operation of each product is understood and unnecessary service calls are minimized.

We recognize that events can occur that make additional training necessary (e.g., some staff members unavailable for initial training, key operator changes when a device is relocated, staff needs additional training on specific features). We can therefore provide additional training on an as needed basis throughout the term of the contract to maintain qualified key operators. Ricoh offers the customer short on-line training through our How-To Videos which are available 24/7.

Ricoh launched a series of "How-To" videos to increase customer satisfaction and provide the more modern services our customer's desire. Ricoh's Services Training Organization has been hard at work developing these videos to provide customers with quick and easy, multi-media instruction for their Ricoh products. Designed to bring the product operation manual to life, "How-To" videos are currently available

### Ongoing Training

Our training specialists are accessible to key operators after the completion of training.

- Overview of all functions of the equipment
- User prompts and conditions
- Originals (e.g., letter, legal, ledger, magazines, paste-up, line erase)
- Paper trays (function and use of all paper trays that accompany the offered equipment)
- Copying, printing, faxing and scanning (e.g., review of control panel, paper sizes, reduction and enlargement)
- Applicable accessories (e.g., function and use of feeder, sorter, auto duplex, editing)
- Supply replenishment, such as toner and oil (developer is added by a service technician)
- Misfeeds (e.g., function and use of the diagnostics center; original, sorter, duplex misfeeds; paper removal)
- Special applications (e.g., image shift, auto duplexing if applicable, book copy, job interrupt, line erase, zoom lens)
- Problem determination and correction procedures
- Ricoh service contacts and service call procedures
- Meter reading procedures
- Managing users (Fax, Address book, Document Server)

A summary of the topics covered during this training session follows:

Key operators complete an additional 30 minutes of key operator training after completing the end-user training. This training is provided after equipment installation. During this training we provide more detailed maintenance and simple trouble-shooting information (e.g., changing toner), than we cover during the end-user training. After training, each key operator will understand all of the facets of the product, including the paper paths and the paper feed locations, specialty features, all maintenance items, and all pertinent information required when placing service calls.

### Key Operator Training



The videos are located via the following link: [http://www.tsrc.ricoh-usa.com/public/customer\\_videos/](http://www.tsrc.ricoh-usa.com/public/customer_videos/)

Ricoh requires a reasonable charge in the event that additional on-site end user training or on-site key operator training is necessary. For large-scale deployments or fleet refreshing, we provide a customized Statement of Work (SOW), which includes the training plan and any associated costs. Customized training guides are also available on request for an additional fee.

**APPENDIX 1 - BROCHURES**

All Proposed Ricoh Models are Energy Star Compliant devices, additionally Ricoh has been engaged in the Electronic Product Environmental Assessment Tool (EPEAT) standard development process for imaging equipment and has had the opportunity to work with various stakeholders to help achieve green procurement from a holistic approach. We continue to work closely with our business partners to evaluate and improve our products and services and to provide our customers with greener imaging equipment. Ricoh is committed to offering "EPEAT-registered" imaging devices and creating a greener partnership with our customers in the U.S.

EPEAT is a comprehensive environmental procurement program based on the Institute of Electrical and Electronic Engineers (IEEE) 1680 International Standards. It includes a rating of various environmental criteria on products and environmental programs to help identify greener imaging equipment and other electronics devices. The program includes energy efficiency, take-back programs for equipment, packaging and consumables; reduction/elimination of environmentally sensitive substances; and other important environmental attributes.

EPEAT was first implemented in 2006 for computers and displays (IEEE 1680.1 standard), and has now expanded to imaging equipment under the IEEE 1680.2 standard from January 2013.

There are three levels of EPEAT status based on number of criteria met by each product.

- **Gold**  
Meets all of the 33 "required" criteria and 75% of the "optional" criteria
- **Silver**  
Meets all of the 33 "required" criteria and 50% of the "optional" criteria
- **Bronze**  
Meets all of the 33 "required" criteria



Additional information on the EPEAT Imaging Equipment Program is available here: [www.epeat.net](http://www.epeat.net).

The complete list of Ricoh's EPEAT-registered products is available here: <http://www.ricoh-usa.com/about/epeat/docs/pdf/EPEAT-Registered-Models.pdf>. For Ricoh programs available in response to specific EPEAT standards, please see the Program section of this website and use the dropdown menu to select the specific criteria number/requirement: <http://www.ricoh-usa.com/about/epeat/homepage.aspx>.

**Ricoh USA Performance Guaranty**

Our standard equipment warranty is 90 days. This warranty typically covers defective materials, workmanship and retrofits, but does not cover misuse or abuse, routine cleaning or preventive maintenance.

Our standard service contract essentially takes the place of this traditional equipment warranty, further extending the warranty period and providing a replacement guarantee for the **life of the agreement** as long as Ricoh provides continuous maintenance services for LEDYARD PUBLIC SCHOOLS.

Following Pages are Brochures for the (7) Ricoh models requested in the RFP:

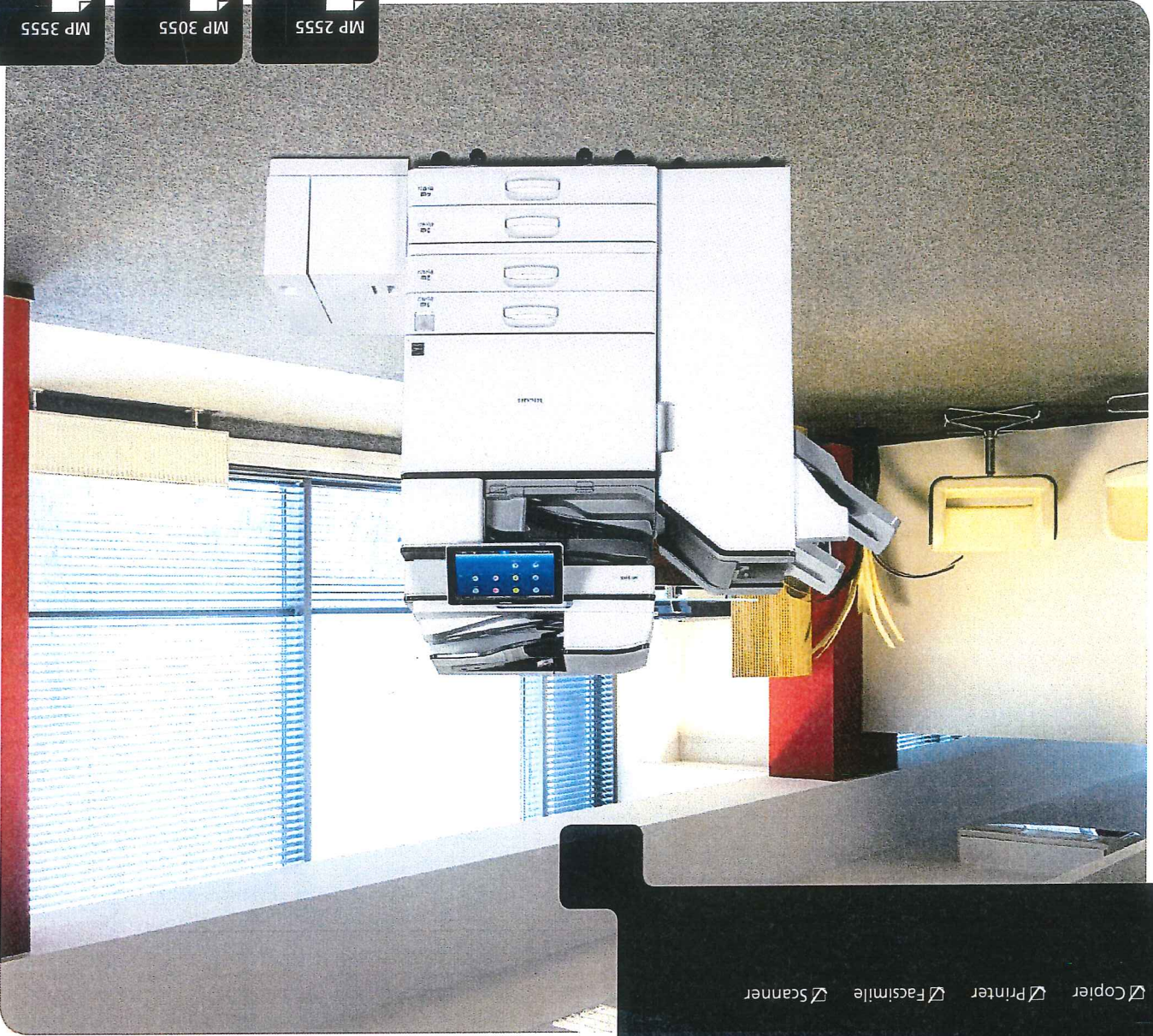
**Color Units:**

Ricoh IMC3500 / Ricoh IMC6000 / Ricoh IMC8003

**Black & White Units:**

Ricoh MP3555 / Ricoh MP5055 / Ricoh MP6503





Copier 
  Printer 
  Facsimile 
  Scanner

**RICOH**  
 MP 2555/MP 3055/  
 MP 3555

Multifunction B&W

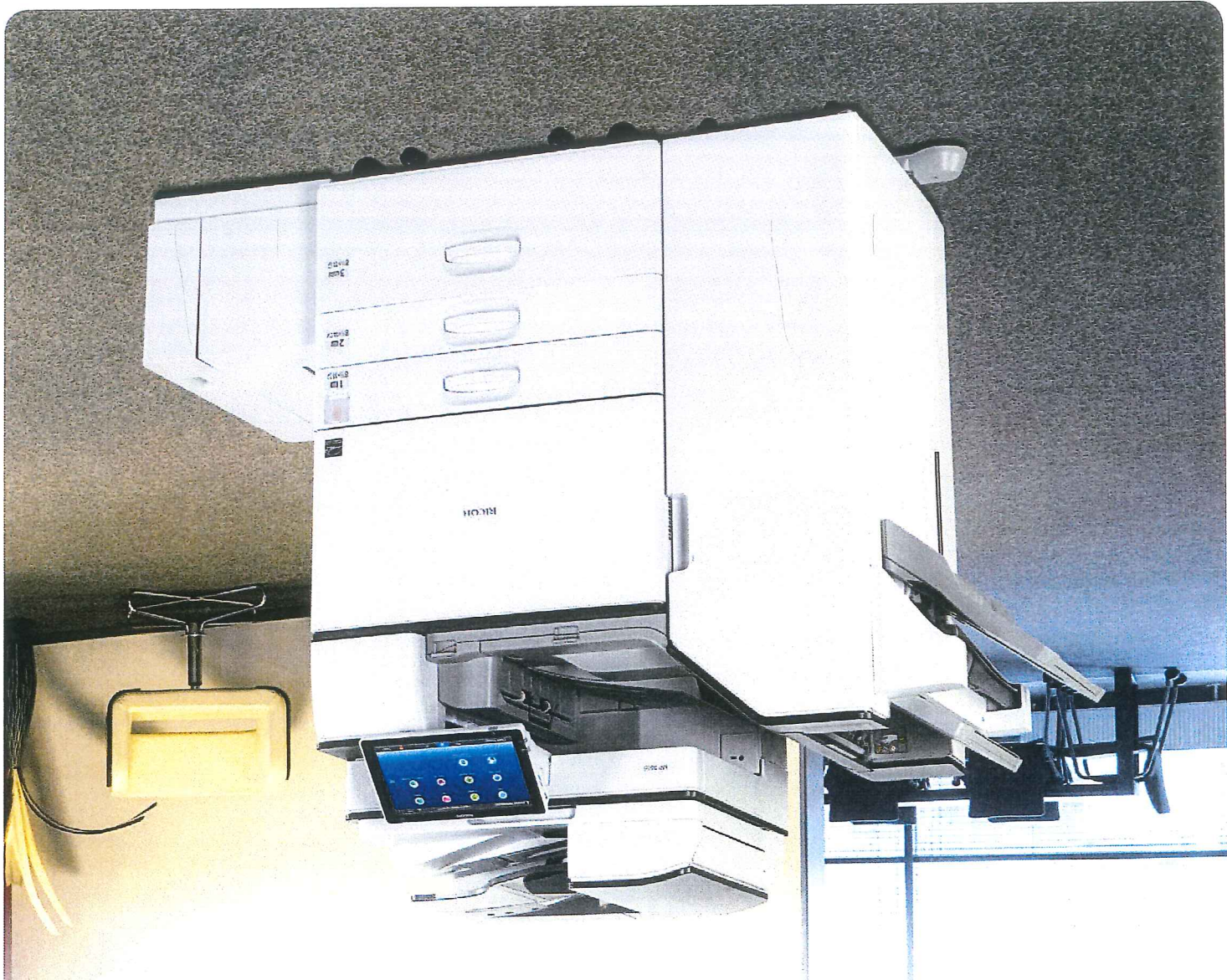
**RICOH**  
 imagine. change.



## Turn the everyday into an easy day

There are no easy answers. But at least there's an easy way to share the answers you have. Use the RICOH® MP 2555/MP 3055/MP 3555 to simplify everyday office tasks and move information to the people who need it most, in the format they prefer. Print and copy important business-class presentations and proposals and choose between multiple internal and external finishers for a professional, polished look. Scan full-color images, brochures and other forms and distribute them instantly. With the same pinch-and-flick and scrolling gestures you use on your smartphone or tablet, you can access critical information, set shortcuts and distribute information from the advanced 10.1"-wide Super VGA Smart Operation Panel. Or, connect remotely and work on the go. Take advantage of advanced security controls to help protect your data wherever it goes, from wherever you are.

- Print up to 35 prints/copies per minute for productive black-and-white output
- Use intuitive touchscreen controls to copy, print, scan and fax quickly
- Create your own workflows with shortcuts to simplify tasks
- Access, print and distribute information from your personal mobile device
- Minimize energy costs via a wide range of innovative eco-friendly features
- Produce professional-looking saddle-stitched and punched booklets, presentations and proposals
- Simplify sorting and stapling tasks with compact internal and high-output external finishers
- Toggle between stapled or stapleless finishing automatically with an external hybrid 1,000-sheet finisher





## Add value to everything, everywhere

Enhance multifunction productivity effortlessly

### Get the word out quickly

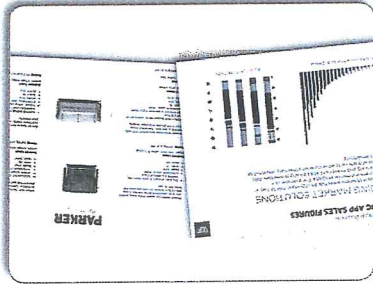
When sharing information, on-time delivery leads to on-the-money decisions. Use one-touch controls on the MP 2555/MP 3055/MP 3555 to print black-and-white notes, reports, presentations and more at up to 35 pages per minute (ppm). Use the 100-sheet Automatic Reversing Document Feeder (ARDF) or 220-sheet Single Pass Document Feeder (SPDF) to scan black-and-white or full-color originals and distribute them digitally in an instant. Store up to 3,000 files on the embedded Document Server. Grab the one you need and print or send it immediately with fewer steps to save time. Add paper trays and expand total paper capacity to 4,700 sheets to minimize interruptions.

### Work whenever, wherever

A great idea can come out of nowhere. The key is being able to send it somewhere. Simply download the RICOH Smart Device Connector app on your Android® or iOS® devices to share information and print without printer setup configurations or utilities. Connect your Android and iOS devices with the MFP via Bluetooth (BLE), or Android devices using the Near Field Communication (NFC) tag. Grab information directly from cloud storage applications, such as Google Drive™, Box™ or Dropbox™, and print it using the RICOH Smart Device Connector app. Plus, you can now print emails and attachments with the latest version (v3.0) of the app. Scan originals at the MFP and send them to your personal device or directly to cloud storage, so you can access or distribute them digitally at your convenience. Printing from AirPrint® is also available.

### Compel with quality

It's not a good look when your message goes unnoticed. Use the MP 2555/MP 3055/MP 3555 to impress audiences with sharp images and precise text at up to 1200 x 1200 dpi resolution in PC, Mac or Linux. Find important details and make changes quickly in fewer steps with the icon-driven drivers. For customers that require more complex work flows, these new devices now include standard PostScript to help improve productivity. With the 1.46 GHz Intel® based controller, you can handle your most complex printing and scanning tasks. Print on a wide range of paper types, from envelopes to cardstock to 11" x 17" sizes. Give output a new feel with thicker stocks up to 300 g/m<sup>2</sup>. You can even create an easy-to-see poster from one of your current documents.





# Speed up your workflow

## Get in touch with productivity

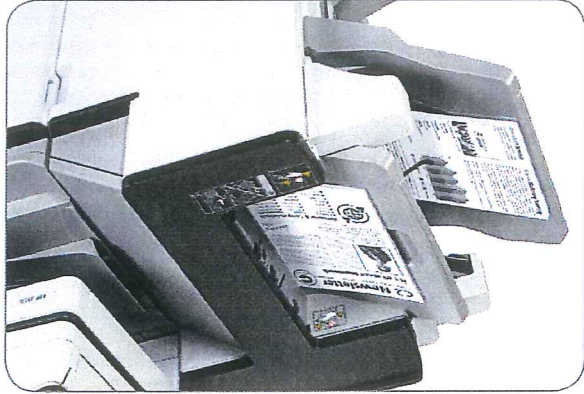
Designed with RICOH Workstyle Innovation Technology, the customizable 10.1"-wide Smart Operation Panel uses your familiarity with today's touchscreen devices to provide a more intuitive user experience. Find the critical information you need quickly with the same pinch-and-flick, swipe scrolling and drag-and-drop gestures you use on your smartphone or tablet. All hard keys have been removed and information is displayed via easily identifiable icons in a grid-like interface. Customize the user interface with specific icons for important settings and features that you use regularly and perform specific tasks with a single touch. The MFP includes a web browser, so you can also print web pages, images and documents found online as PDFs.

## Use shortcuts to move ahead quickly

You know what you have to do. Now, you know how to do it faster. Customize your own automated workflows on the Smart Operation Panel and reduce repetitive manual steps that can impede the flow of information. Download easy-to-use workflow apps from the RICOH Application Site to add specific features or single-function capabilities to simplify how you perform everyday tasks. For example, you can download the Conference Concierge app for step-by-step instructions on how to create supporting materials in the right format for your next big event. Download the ID Card Scan & Copy app to scan two-sided originals onto one side of a sheet of paper. You can even download the How-to Videos app for quick, convenient tutorials to expedite troubleshooting and customization tasks.

## Integrate with fast, easy workflows

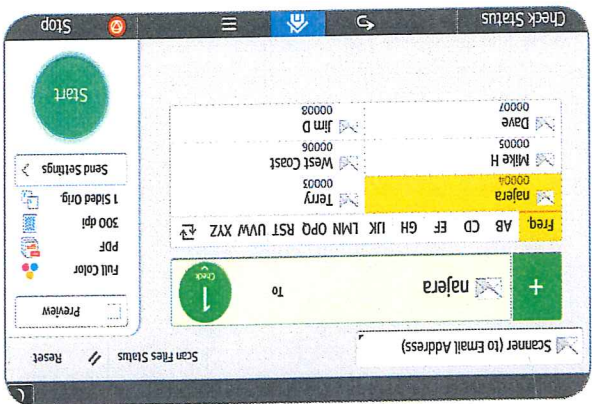
Your office does everything. But does everyone know how to do it? Simplify even the most complex tasks by integrating the MP 2555/MP 3055/MP 3555 with Ricoh and third-party workflow software. Automate document management workflows, improve printer security controls, track costs, issue chargebacks and much more. For example, you might handle hundreds of paper documents every day. Use RICOH GlobalScan™ NX to reduce manual touch points, so you can convert them into digital files and route them around the globe in only moments. You can even use device management software, such as RICOH Streamline NX®, for centralized one-source control to expedite document management tasks for your entire fleet.



# Turn your best ideas into immediate action

## Scan and share critical information

Make real productivity gains in real time with a wide range of scanning capabilities. Convert hardcopy documents and images into digital PDF, JPG or TIFF files and share them instantly via multiple Scan-to capabilities. Even your most complex and graphics-intensive files can be compressed, so you can send them without delays or image degradation. With optional Optical Character Recognition (OCR) scanning, you can create PDF files that can be searched for by keywords. Use Distributed Scan Management (DSM) to simplify scanning for your entire organization. Set user permissions, assign rules and customize delivery preferences to automate and expedite everyday scanning tasks.



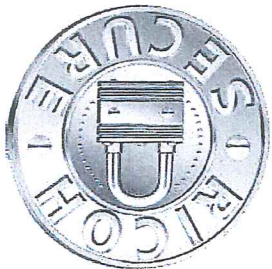
## Cut your costs and environmental impact

Saving money should always be part of the plan. That's why we designed the MP 2555/MP 3055/MP 3555 with a wide range of sustainable, eco-friendly features. It is ENERGY STAR® certified and meets EPA® Gold criteria\* to help reduce your environmental footprint. You can also schedule the MFP to power down when the office is empty and reduce paper costs with default duplex printing.

\*EPA Gold rating is applicable only in the USA.

## Keep tabs on your best people and ideas

A misplaced idea can turn into a missed opportunity. Protect information with a wide range of security controls. With user authentication, users have to log in to the MFP to gain access to information and controls. Have them enter a passcode, billing code or swipe an ID card with the optional NFC or HID card readers. You can track each user and see what they print and distribute. With Locked Print, jobs are held until the user releases them via authentication. Worried about excessive printing? Set print quotas. Want to charge departments for print usage? Add optional accounting software, such as RICOH Device Manager NX Accounting, to issue chargebacks. The hard disk drive offers powerful encryption protection. The built-in DataOverwriteSecurity System (DOSS) overwrites latent images remaining on the hard drive.



To view detailed features of our multifunction products online go to [www.ricoh-usa.com/products](http://www.ricoh-usa.com/products)



# Make big productivity gains in small offices



**1 Full-Color 10.1"-Wide Super VGA Smart Operation Panel:** Navigate between jobs and tasks with precise fingertip control. Use the same pinch-and-flick and swipe scrolling gestures you use on your smartphone and tablet to access menus, check settings and initiate jobs effortlessly.

**2 Automatic Reversing Document Feeder:** Load up to 100 single-sided or double-sided color or black-and-white originals for fast and easy scanning, copying and faxing.

**3 Standard Paper Trays:** Load up to 1,200 sheets of paper — up to 11" x 17" — with two 550-Sheet Paper Trays and the 100-Sheet Bypass Tray.

**4 Additional Paper Storage (Optional):** Add the 2,000-Sheet Tandem Large Capacity Tray and 1,500-Sheet Side Large Capacity Tray to expand paper capacity up to an incredible 4,700 sheets for longer, uninterrupted print runs. Or, use the optional 1 x 550-Sheet Paper Tray or 2 x 550-Sheet Paper Tray for multiple paper sources on demand.

**5 Document Retrieval:** Separate output for easy retrieval even in the busiest offices with the optional 125-Sheet One-Bin Tray and the 250-Sheet Internal Shift-Sort Tray.

**6 Document Finishing:** Produce professional documents to minimize outsourcing. Design your own complete document production solution with optional finishers, including a 1,000-Sheet Booklet Finisher, 500-Sheet Internal Finisher and 250-Sheet Internal Staple + Stapleless Finisher. With the 1,000-Sheet Hybrid Staple + Stapleless Finisher, you can choose between traditional automated staples, or stapleless output for up to five sheets of paper. This unique technology minimizes supply costs, simplifies paper shredding and offers a safer option for unique audiences such as schools and food manufacturing organizations.

**Single Pass Document Feeder (not shown):** The MP 2555/MP 3055/MP 3555 have Single Pass Document Feeder (SPDF) versions to help expedite scanning tasks. Load up to 220 single-sided or double-sided color or black-and-white originals in the SPDF for fast and easy scanning, copying and faxing.

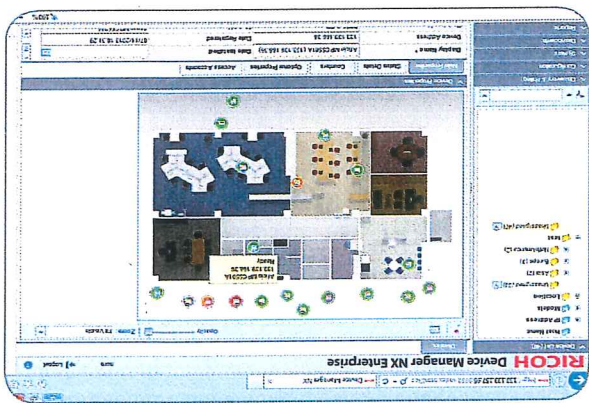


# Improve workflows in your small office

## or workgroup

### Manage configurations, updates and more remotely

Expand productivity from one device to an entire fleet. Use RICOH Device Manager NX from any web browser to configure devices, add updates and monitor usage. Updating print drivers has never been easier. Simply install RICOH Device Software Manager and they'll update automatically. Use RICOH @Remote to collect meter readings automatically. You'll also receive automated service alerts, so you can react quickly when maintenance is required. Need technical assistance? You can download a series of How-To apps from the RICOH Application Site.



Engine/Copier Specifications	
Configuration	Desktop
Scanning Element	One-Dimensional Solid Scanning Through CCD
Printing Process	Single Laser Beam Scanning & Electrophotographic Printing
Toner Type	Dry, dual component
Copy Resolution	600 x 600 dpi
Maximum Copy Quantity	Up to 999
First Page Out Time	4.6 seconds for MP 2555/MP 3055
Warm-Up Time	Less than 24 seconds
Memory Mode	2 GB RAM + 320 GB HDD (Shared)
Maximum Original Size	Up to 11" x 17"
Original Type	Book/Sheet/Object
B&W Print Speed (Letter/A4)	MP 3055: 30 prints/minute MP 2555: 25 prints/minute
Power Source	120V/60Hz/12A
Max. Power Consumption	Less than 1.6kW
Typical Electricity Consumption (TEC)**	MP 3055: 1.1 kWh/week MP 2555: 0.9 kWh/week
Standard Paper Capacity	1,200 sheets (550 sheets x 2 trays and 100-sheet Bypass Tray)
Maximum Paper Capacity	4,700 sheets (w/Random LCT + Side Tray)
Supported Paper Types	Plain, Recycled, Colored, Special, Letterhead, Preprinted, Pre-punched, Bond, Cardstock, Envelope, OHP*, Label*
Supported Paper Sizes	Tray 1 & 2: 5.5" x 8.5" - 11" x 17" (A6 - A3) Bypass Tray: 5.5" x 8.5" - 12" x 18" (A6 - A3)
Supported Paper Weights	Tray 1 & 2: 16 - 80 lb. Bond (60 - 300 g/m <sup>2</sup> ) Bypass: 14 - 80 lb. Bond (52 - 300 g/m <sup>2</sup> ) Duplex: 14 - 88 lb. Bond (52 - 256 g/m <sup>2</sup> )
Standard Output Capacity	500 sheets
Maximum Output Capacity	1,000-sheet Finisher
Document Feeder Type	Automatic Reversing Document Feeder (ARDF) Version or Single Pass
Document Feeder	Document Feeder (SFD) Version
Original Size	5.5" x 8.5" - 11" x 17" (A5 - A3)

Printer Specifications (Standard)	
Document Feeder	Simplex: 11 - 34 lb. Bond (40 - 128 g/m <sup>2</sup> ) Duplex: 14 - 34 lb. Bond (52 - 128 g/m <sup>2</sup> ) ARDF: 100 sheets, SFD: 220 sheets
Paper Weight	146 g/m <sup>2</sup>
Connection Type	Standard on Device: 10Base-T/100Base-TX 1000Base-T Ethernet, USB Host Type A
Processor Speed	Intel Atom Processor BayTrail
Weight	168.6 lbs (76.5 kg) w/SDF 156.5 lbs (71 kg) w/ARDF
Dimensions (WxDxH)	22.1" x 26.9" x 35.9" (87 x 68.4 x 91.3 mm) w/ARDF 23.1" x 26.9" x 37.9" (57 x 68.4 x 96.3 mm) w/SDF
Standard Features	Zoom Range: 25% to 400% in 1% increments Auto Image Select, Auto Tray Switch, Auto Paper Select, Auto Start, Auto Off Auto Separation, Auto Start, Auto Off Server (3,000 file capacity) with Folder Management and Password Protection, Web Browser, Duplex, Electronic Rotate Sorting, 8 Job Presets, 25 Job Programs, Negative/Positive, Sample Copy, Series Copy, Simplified Display, 1,000 User Codes, Stamp/Numbering, Interrupt Copy, Login/Logout Button, of Preference Settings, Eco-Friendly Management
Printer Languages	PCL5e/PCL6 Standard: Postscript emulation, Printer Driver Packager NX
Utilities	Device Manager NX, @Remote Enterprise Pro, Device Manager NX Lite and Accounting, Connector NX, @Remote Enterprise Pro, @Remote Office Appliance, @Remote Web Image Monitor, Embedded @Remote
Network Protocols	TCPIP (IPv4, IPv6)
Supported Operating Systems	Windows Vista/7/8/8.1/10, Server 2008/2008R2/2012/2012R2, Unix Filters for Sun Solaris 9/10, HP-UX 11.x/11.11/11.2/11.3, SCO OpenServer 5.0, 7/6.0, Red Hat Linux Enterprise V4/V5/V6, IBM AIX 5L/V5.5/V6, 1/V7.1, Mac OS X 10.7 or later, SAP R/3, IBM iSeries AS/400 using OS/400 Host Print Transform, Citrix Xen App 6.5 or later
Device Management	Web Image Monitor, Embedded @Remote
Printer Languages	Standard: Postscript emulation, Printer Driver Packager NX
Print Resolution	Up to 1200 x 1200 dpi Optional: Adobe® Postscript® 3™, XPS
Standard Features	Sample/Locked/Hold/Scheduled/Store/Store and Print, PDF Direct Print, Mail to Print, Classification Code, Bonjour Support, Windows Active Directory Support, DNS Support, PCL Resident Front Adoption, Tray Parameter Change from Web Image Monitor, 1200 dpi support, Universal Driver, XPS Support, VPS Printing, Media Direct Print (Print from USB/SD), Banner Page Print, Auto Job Promotion, Poster Print, VPS Support, Send to Document Server, Layout (N-up), Watermark, Slip Sheet, Rotate, Do Not Print Blank Pages, Dithering, Toner Saving, Black Over Print, User ID/Code/Authentication, Edge to Edge Print
Security Features (Standard)	DataOverwrite/Security System (DOSS), Windows/LDAP/Basic/User Code/802.1x Wired Authentication, Address Book/Authentication/Password/SSL Communication/Secure Communication/HDD/SMTP over SSL/TLS/Wireless LAN Encryption, Network Protocol On/Off, IP Filtering, Unauthorized Copy/Print Prevention, Quiet Setting/Account Limit, Compulsory Security Stamp, HDD Encryption
Wireless LAN	Optional: IEEE 1284/ECP, IEEE 802.11b/g/n



RICOH @Remote

# RICOH MP 255S/MP 305S/MP 355S

SYSTEM SPECIFICATIONS

**Scanner Specifications (Standard)**  
 Scan Speed: ARRF at 200/300 dpi: 79 ipm (Letter) / 80 ipm (A4)  
 SRF at 200/300 dpi: Simplex - 110 ipm / Duplex - 180 ipm (A4)  
 Scan Resolution: Full Color & B&W: Up to 600 dpi / TMAiNK: Up to 1200 dpi / Up to 11 x 17"

**Scan Area/Plate Size**  
 Connection Type: Standard: 10Base-T/100Base-TX/1000Base-T Ethernet  
 Optional: IEEE 802.11a/b/g/n Wireless LAN  
 TCP/IP, SMB, SMTP, POP, LDAP, FTP, IMAP4  
 Single and Multi-Page TIFF/PDF, High Compression PDF, PDF/A and Single-Page JPEF

**Standard Features**  
 Embedded Scan-to-Email/Folder/SMB/FTP/URL/PDF/A/Digitally Signed PDF, TMAIN and Color Scanning, Auto Size Detection, Auto Density Selection, Image Rotation, SADF/Batch Mode, Mixed Size Mode, Reduce and Enlarge, Split Scan from Booklet Type Original, WS Scanner, LDAP Support, Preview Before Transmission, PDF Encryption, Drop Out Color Send, Distributed Scan Management

**File Formats**  
 Compression PDF, PDF/A and Single-Page JPEF  
 Embedded Scan-to-Email/Folder/SMB/FTP/URL/PDF/A/Digitally Signed PDF, TMAIN and Color Scanning, Auto Size Detection, Auto Density Selection, Image Rotation, SADF/Batch Mode, Mixed Size Mode, Reduce and Enlarge, Split Scan from Booklet Type Original, WS Scanner, LDAP Support, Preview Before Transmission, PDF Encryption, Drop Out Color Send, Distributed Scan Management

**Optional Hardware Accessories**  
**Paper Handling & Cabinet Options**  
 One-Tray Paper Bank (PB150/PB250)\*\*  
 Tray Capacity: 550 sheets x 1 tray  
 Paper Size: 5.5" x 8.5" to 11" x 17" (A5 - A3)  
 Paper Weight: 16 - 80 lb. Bond/166 lb. Index  
 Dimensions (WxDxH): 23.1" x 27" x 4.7" (587 x 685 x 120 mm)  
 Requires installation of Caster Table Type M3

**Two-Tray Paper Bank (PB220)\***  
 Tray Capacity: 1,100 sheets (550 sheets x 2 trays)  
 Paper Size: 5.5" x 8.5" to 11" x 17" (A5 - A3)  
 Paper Weight: 16 - 80 lb. Bond/166 lb. Index  
 Dimensions (WxDxH): 23.1" x 27" x 9.7" (587 x 685 x 247 mm)

**Tandem Large Capacity Tray (PB230/PB260)\***  
 Tray Capacity: 2,000 sheets (1,000 sheets x 2)  
 Paper Size: 8.5" x 11" (A4)  
 Paper Weight: 16 - 80 lb. Bond/166 lb. Index  
 Dimensions (WxDxH): 23.1" x 27" x 9.7" (587 x 685 x 247 mm)

**Side Large Capacity Tray (RT3030)**  
 Tray Capacity: 1,500 sheets  
 Paper Size: 8.5" x 11" (A4)  
 Paper Weight: 16 - 80 lb. Bond/166 lb. Index  
 Dimensions (WxDxH): 13.0" x 21.4" x 11.4" (340 x 545 x 290 mm)  
 Requires installation of Two-Tray Paper Bank (PB220) or Tandem LCT (PB230/PB260)

**Cabinet Type F**  
 Dimensions (WxDxH): 23.1" x 26.7" x 10" (586 x 679 x 256 mm)  
 Weight: Less than 29.3 lbs. (13.25 kg)  
 Output Trays & Finisher Options  
 Internal Shift-Sort Tray (SH3070)  
 Tray Capacity: 250 sheets (8.5" x 11" or smaller) (A4 - A5) / 125 sheets (8.5" x 14" or larger) (B4 - A3)  
 Paper Size: 5.5" x 8.5" to 12" x 18" (A5 - A3)  
 Paper Weight: 14 - 80 lb. Bond/166 lb. Index  
 Dimensions (WxDxH): 14 - 80 lb. Bond/166 lb. Index

**1 Bin Tray (BN3110)**  
 Paper Size: 5.5" x 8.5" to 11" x 17" (A5 - A3)  
 Paper Weight: 14 - 80 lb. Bond/166 lb. Index  
 Tray Capacity: 125 Sheets  
 Paper Size: 5.5" x 8.5" to 11" x 17" (A5 - A3)  
 Paper Weight: 14 - 80 lb. Bond/166 lb. Index  
 Dimensions (WxDxH): 17.1" x 20.3" x 5.9" (435 x 515 x 150 mm)

**500-Sheet Internal Finisher (SR1310)\***  
 Paper Size: 5.5" x 8.5" to 12" x 18" (A6 - A3)  
 Paper Weight: 14 - 80 lb. Bond/166 lb. Index  
 Stack Capacity: 500 sheets (8.5" x 11" or smaller) (A4) / 250 sheets (8.5" x 14" or larger) (B4 - A3)  
 Paper Weight: 14 - 80 lb. Bond/166 lb. Index  
 Dimensions (WxDxH): 21.5" x 20.6" x 6.7" (546 x 523 x 170 mm)

**2-3-Hole Punch Unit (PU3040A)**  
 (Optional; installs inside SR1310 Internal Finisher)  
 Punch Paper Weight: 7.25" to 10.5" to 11" x 17" (A4 - A3) / 14 - 45 lb. Bond/93 lb. Index  
 Paper Weight: 14 - 45 lb. Bond/93 lb. Index  
 Dimensions (WxDxH): 14 - 45 lb. Bond/93 lb. Index

**1,000-Sheet Hybrid Staple + Stapleless Finisher (SR210)\*\***  
 Paper Size: 5.5" x 8.5" to 12" x 18" (A6 - A3)  
 Paper Weight: 14 - 45 lb. Bond/93 lb. Index  
 Stack Capacity: 500 sheets (8.5" x 11" (A4) or larger) (A4 - B3) / 250 sheets (8.5" x 14" or larger) (A4 - B3)  
 Paper Weight: 14 - 45 lb. Bond/93 lb. Index  
 Dimensions (WxDxH): 14 - 45 lb. Bond/93 lb. Index

**2-3-Hole Punch Unit (PU3040A)**  
 (Optional; installs inside SR1310 Internal Finisher)  
 Punch Paper Weight: 7.25" to 10.5" to 11" x 17" (A4 - A3) / 14 - 45 lb. Bond/93 lb. Index  
 Paper Weight: 14 - 45 lb. Bond/93 lb. Index  
 Dimensions (WxDxH): 14 - 45 lb. Bond/93 lb. Index

**1,000-Sheet Booklet Finisher (SR220)\*\***  
 Paper Size: 5.5" x 8.5" to 12" x 18" (A6 - A3)  
 Paper Weight: 14 - 80 lb. Bond/166 lb. Index  
 Stack Capacity: 1,000 sheets (8.5" x 11" or smaller) (A4) / 500 sheets (8.5" x 14" or larger) (B4 - A3)  
 Paper Weight: 14 - 80 lb. Bond/166 lb. Index  
 Dimensions (WxDxH): 22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)

**2-3-Hole Punch Unit (PU3050A)**  
 (Optional; installs inside SR210 or SR220 Finisher)  
 Punch Paper Weight: 5.5" x 8.5" to 11" x 17" (A5 - A3) / 14 - 80 lb. Bond/142 lb. Index  
 Paper Weight: 14 - 80 lb. Bond/142 lb. Index  
 Dimensions (WxDxH): 22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)

**2-3-Hole Punch Unit (PU3040A)**  
 (Optional; installs inside SR210 or SR220 Finisher)  
 Punch Paper Weight: 5.5" x 8.5" to 11" x 17" (A5 - A3) / 14 - 80 lb. Bond/142 lb. Index  
 Paper Weight: 14 - 80 lb. Bond/142 lb. Index  
 Dimensions (WxDxH): 22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)

**Additional Accessory Options**  
 Bridge Unit BU3070, NFC Card Reader Type M29, Hotspot MFP Option Type 5, ESP XG-FC5-150 Power Filter, Fax Connection Unit Type M29, G3 Interface Unit Type M29, Fax Memory Unit Type M19, Fax Board Type M19, Format Converter Type M19, IEEE 1284 Interface Board Type M19, IEEE 802.11a/b/g/n Interface Unit Type M19, Key Counter Bracket Type M3, OCR Unit Type M13, Optional Counter Interface Unit Type M12, Postscript Unit Type M29, Smart Card Reader Built-in Unit Type M29, SC-R310V2 USB Smart Card Reader, XPS Direct Print Option Type M29, Extended USB Board Type M19, External USB Keyboard (No Bracket), External Keyboard Bracket Type M19, Caster Table Type M3  
 \*Caster Table Type M3 must be installed.  
 \*\*Requires configuration with Bridge Unit BU3070.  
 \*Cannot be installed together.  
 \*Availability is limited. The PB230 will be replaced by the PB260 at a later date. \*Availability is limited. The PB150 will be replaced by the PB250 at a later date. Note: Some accessories require additional equipment or may be pre-reqs. For other options. Some images contained in this brochure do not show the stabilizers that ship with the optional paper feed units. Some options may not be available at the time of market release.

**Optional Hardware Accessories**  
**Paper Handling & Cabinet Options**  
 One-Tray Paper Bank (PB150/PB250)\*\*  
 Tray Capacity: 550 sheets x 1 tray  
 Paper Size: 5.5" x 8.5" to 11" x 17" (A5 - A3)  
 Paper Weight: 16 - 80 lb. Bond/166 lb. Index  
 Dimensions (WxDxH): 23.1" x 27" x 4.7" (587 x 685 x 120 mm)  
 Requires installation of Caster Table Type M3

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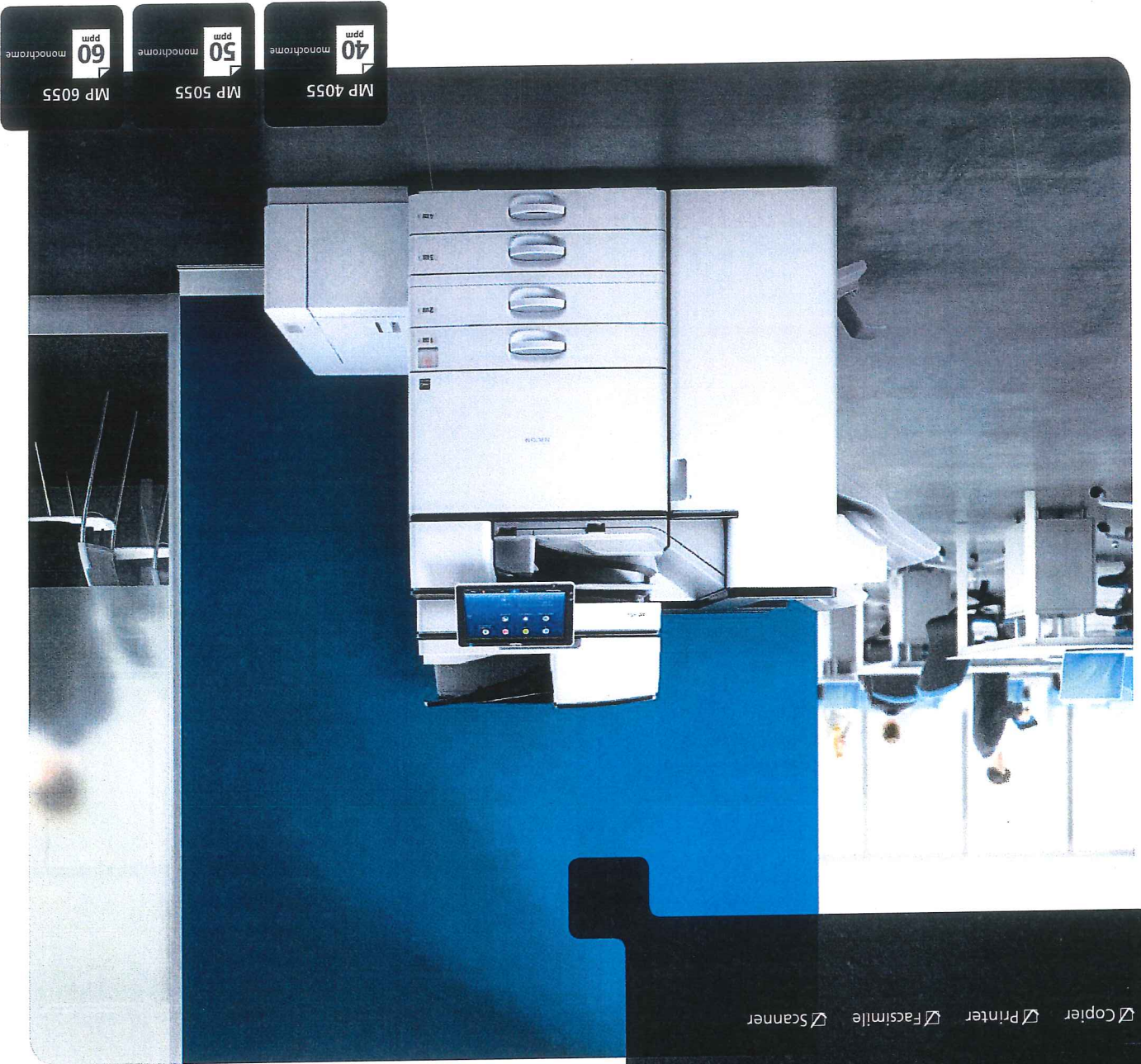


**RICOH**  
imagine. change.

Multifunction B&W

RICOH  
MP 4055/MP 5055/  
MP 6055

✓ Copier ✓ Printer ✓ Facsimile ✓ Scanner



MP 4055  
40 ppm  
monochrome

MP 5055  
50 ppm  
monochrome

MP 6055  
60 ppm  
monochrome



## Put productivity on display

You face difficult choices every day. Fortunately, they're a lot easier to make when you have the right information. Choose the RICOH® MP 4055/MP 5055/MP 6055 to print, copy, scan and fax important notes, brochures, invoices, contracts and other documents quickly and economically. With the advanced 10.1"-wide Super VGA Smart Operation Panel, you can pinch, swipe and scroll like you do on your smartphone or tablet to check and adjust settings, automate tasks and distribute information with speed and precision. Select from multiple finishing options to add a professional touch to documents while eliminating outsourced printing costs. Set shortcuts to expedite everyday jobs. Print and distribute files while on the move using your personal mobile device. Help keep your best ideas safe with user authentication and other security capabilities. Plus, the versatile all-in-one MFP is designed specifically to use less energy, which helps reduce costs.

- Print up to 60 black-and-white prints/copies per minute
- Use the Smart Operation Panel to copy, print, scan and fax quickly
- Create automated workflows and shortcuts to simplify everyday tasks
- Expedite sorting, stapling, folding and hole punching via a wide range of finishing options
- Share information from your smartphone or tablet using the MFP





## Create an easier way to work

Simplify tasks with customization and automation

### Deliver on good information

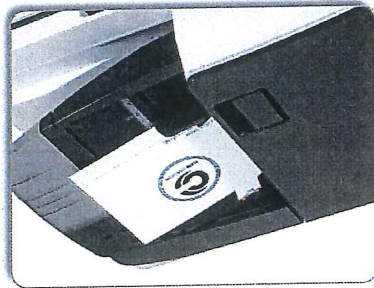
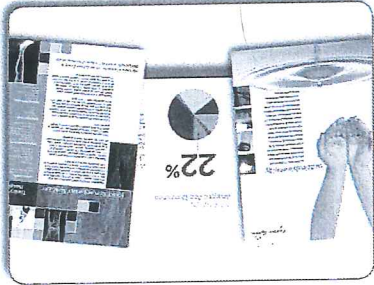
Your best ideas can come at any time. Shouldn't you be able to share them the same way? Print up to 60 black-and-white pages per minute (ppm) to get the word out quickly. Use the standard Single Pass Document Feeder (SPDF) to transform one- or two-sided originals into digital files and distribute them via Scan-to options, including Scan-to-Email, FTP, PDF, URL and more. Store up to 3,000 frequently used files on the embedded Document Server to keep the latest versions readily accessible. Add optional Optical Character Recognition (OCR) scanning to create searchable PDF files, so you can easily do a simple keyword search. An optional fax module lets you choose either Internet Faxing or LAN faxing over IP via optional Super G3 faxing to send digital files directly to your email inbox and reduce paper, transmission delays and multiple trips to the MFP.

### Carry a lighter workload

When you stop, work stops. Use the MP 4055/MP 5055/MP 6055 to add workplace freedom without compromising productivity. Simply download the RICOH Smart Device Connector app on your Android® or iOS® devices to share information and print without printer setup configurations or utilities. Connect your Android and iOS devices with the MFP via Bluetooth (BLE), or Android devices using the Near Field Communication (NFC) tag. Grab information directly from cloud storage applications, such as Google Drive™, Box™ or Dropbox™ and print it using the RICOH Smart Device Connector app. Plus, you can now print emails and attachments with the latest version (v3.0) of the app. Scan originals at the MFP and send them to your personal device or directly to cloud storage, so you can access or distribute them digitally at your convenience. Printing from AirPrint® is also available.

### Discover more ways to impress

Your audience knows a good idea when they see it. Use the MP 4055/MP 5055/MP 6055 to ensure they get a clearer look. Whether you're in a PC, Mac or Linux, you can produce crisp images with smooth gradations and precise text at up to 1200 dpi resolution. Print brochures, direct mail, presentations and more on a wide range of media — including envelopes, 11" x 17" sizes and thicker stocks up to 300 g/m<sup>2</sup> — to keep any audience's attention. You can even create an easy-to-see poster from one of your current documents. Choose between the icon-driven drivers to easily make subtle image changes prior to printing. For customers that require more complex work flows, these new devices now include standard PostScript to help improve productivity. With the 1.46 GHz Intel® controller, you can perform any task quickly and handle multiple jobs simultaneously. Plus, you can add optional paper trays to expand paper capacity to 4,700 sheets and output job after job on various paper types and sizes.





# Press ahead with customized convenience



## Tap into critical information

Use the large intuitive Smart Operation Panel to find important information and toggle between jobs and tasks quickly and conveniently with a single pinch, swipe or scroll. Designed with RICOH Workstyle Innovation Technology, the touchscreen offers multiple all-digital user interfaces that display critical information in a grid-like layout via easily identifiable icons. You can customize the look and layout and choose what's on display. Simply tap on any icon to access data, change settings, perform tasks and more. You can also find information online with the embedded web browser. Print web pages, images and documents as PDFs at any time.

## Create shortcuts to productivity

You know what you have to do. Now, you know how to do it faster. Customize your own automated workflows on the Smart Operation Panel and reduce repetitive manual steps that can impede the flow of information. Download easy-to-use workflow apps from the RICOH Application Site to add specific features or single-function capabilities to simplify how you perform everyday tasks. For example, you can download the Conference Concierge app for step-by-step instructions on how to create supporting materials in the right format for your next big event. Download the ID Card Scan & Copy app to scan two-sided originals onto one side of a sheet of paper. You can even download the How-to Videos app for quick, convenient tutorials to expedite troubleshooting and customization tasks.

## Add software solutions to reduce your workload

There's always a way to get things done. More importantly, with the MP 4055/MP 5055/MP 6055, there's always an easier way. Add Ricoh and third-party solutions to simplify complex workflows and automate many of your repetitive everyday tasks. With RICOH GlobalScan™ NX, you can digitize hardcopy originals and distribute them anywhere almost instantly with minimal effort. Use RICOH Streamline NX™ for document creation, storage, retrieval, distribution, card authentication and more. Add RICOH Device Manager NX Accounting and issue chargebacks for individuals and workgroups with incredible speed and accuracy.





# Perform every task with everyday consistency

## Be secure with your message

Reduce risks with a wide range of security controls. Track users and their activity with User Authentication. Have every person enter a passcode or swipe an ID card by the optional NFC or HID card readers to access the device. Set print quotas for individuals or workgroups to minimize unnecessary printing. With Locked Print, jobs are held until the authorized user releases them, so sensitive information isn't left unattended for passersby. The hard disk drive includes powerful encryption protection, so you can share files with confidence, and a DataOverwriteSecurity System (DOSS) overwrites latent images on the hard drive.

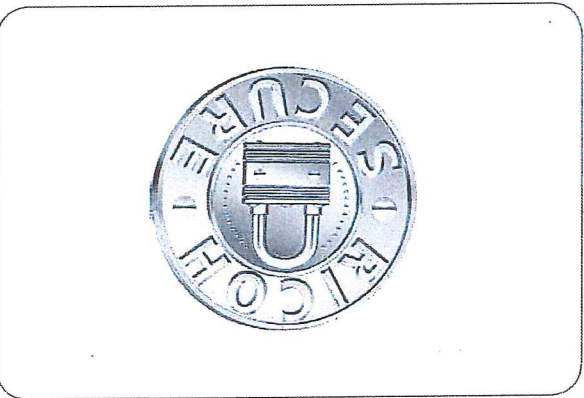
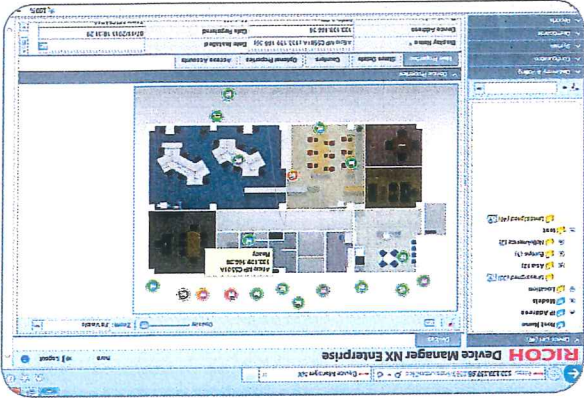
## Help reduce environmental impact

The MP 4055/MP 5055/MP 6055 is easy on your workload — and your budget. Take advantage of its many eco-friendly features. The MFP is ENERGY STAR® certified and meets EPEAT® Gold criteria\*. We left some of the energy-saving options up to you. For example, you can schedule the MFP to power down when the office is empty and keep duplex printing as the default to reduce paper costs.

\*EPEAT Gold rating is applicable only in the USA.

## Perform administrative tasks with ease

Improve productivity throughout your fleet with multiple remote administrative tools. Add RICOH Device Manager NX to configure devices, add updates, monitor usage and more from a web browser. Install print drivers remotely with RICOH Device Software Manager. For meter reads and performance reports, use RICOH @Remote to collect data automatically. You'll know immediately when service is required via automated service alerts sent directly to your email inbox. Plus, our trained technicians are ready to help at any time.



To view detailed features of our multifunction products online go to [www.ricoh-usa.com/products](http://www.ricoh-usa.com/products)

# Bring many enhancements to any environment

- 1 **Full-Color 10.1"-Wide Super VGA Smart Operation Panel:** With the same pinch-and-flick and swipe scrolling gestures you use on your smartphone and tablet, you can access information, check settings and perform tasks quickly and effortlessly.
- 2 **Single Pass Document Feeder:** Load up to 220 single-sided or double-sided color or black-and-white originals in the Single Pass Document Feeder (SPDF) for fast and easy scanning, copying and faxing.
- 3 **Standard Paper Trays:** Take advantage of two 550-Sheet Paper Trays and the 100-Sheet Bypass Tray to store up to 1,200 sheets of paper, including 11" x 17" stocks.
- 4 **Additional Paper Storage (Optional):** Expand capacity up to 4,700 sheets with a 2,000-Sheet Tandem Large Capacity Tray and 1,500-Sheet Side Large Capacity Tray. You can also choose a 1 x 550-Sheet Paper Tray or 2 x 550-Sheet Paper Tray to encourage on-demand printing.
- 5 **Document Retrieval:** Retrieve output easily — even in larger offices with multiple users — via the optional 125-Sheet 1-Bin Tray and the 250-Sheet Internal Shift-Sort Tray.
- 6 **Document Finishing:** Create your own production solution by choosing from multiple optional finishers. Choose a 500-Sheet Stapler Finisher to save floor space or opt for the external 3,000-Sheet Stapler Finisher to add a professional touch to larger jobs. Take your pick between 1,000-Sheet and 2,000-Sheet Booklet Finishers. Plus, you can opt for the 1,000-Sheet Hybrid Staple + Stapleless Finisher. Use it to toggle between stapled or stapleless finishing automatically depending on the number of pages you print. Stapleless finishing is ideal for schools, hospitals and public offices where recycling and safety are especially important.
- Document Folding (not shown): Use the optional Internal Multi-Fold Unit to automate different types of paper folds, including tri-, Z and half-folding, and produce more types of professional output in-house.





Choose from a wide range of optional, easy-to-use finishers to enhance presentations, handouts, manuals and more to engage customers and coworkers. Each finisher helps automate tedious manual and repetitive tasks so you can move on to the next idea and the next opportunity quickly.

## Be professional to the finish



Finisher	Paper	Hole-Punch	Saddle-Stitch	Stapleless	Supported Systems
SR3130 Internal Stapler Finisher	500 Sheets	Optional	N/A	N/A	MP 4055/MP 5055
SR3210 Hybrid Staple + Stapleless Finisher	1,000 Sheets	Optional	N/A	2 - 5 Sheets/Set	All
SR3220 Booklet Finisher	1,000 Sheets	Optional	Up to 15 Sheets	N/A	All
SR3240 Booklet Finisher	2,000 Sheets	Optional	Up to 20 Sheets	N/A	All
SR3230 Stapler Finisher	3,000 Sheets	Optional	N/A	N/A	All

### Engine/Copier Specifications

Configuration Scanning Element	Desktop One-Dimensional Solid Scanning Through CCD
Printing Process	Two Laser Beam Scanning & Electrophotographic Printing
Toner Type	Dry, dual component
Copy Resolution	600 x 600 dpi
Maximum Copy Quantity	Up to 999
First Page Out Time	4.0 seconds for MP 4055
Warm-Up Time	Less than 24 seconds
Recovery From Sleep Mode	MP 4055: 7.9 seconds MP 5055: 8.2 seconds
Memory	2 GB RAM + 320 GB HDD (Shared)
Original Type (Standard/Maximum)	Book/Sheet/Object
Maximum Original Size (Letter/A4)	Up to 11" x 17"
B&W Print Speed	MP 4055: 40 prints/minute
(Letter/A4)	MP 5055: 50 prints/minute
Weight	120V/60Hz/12kVA
Max Power Consumption	Less than 1.6kW
Typical Electricity Consumption (TEC)**	MP 4055: 2.1 kWh/week MP 5055: 2.6 kWh/week
Standard Paper Capacity	1,200 sheets (550 sheets x 2 trays and 100-sheet Bypass Tray)
Maximum Paper Capacity	4,700 sheets (W/ tandem LCT + Side LCT) Plain, Recycled, Colored, Special
Supported Paper Types	Letterhead, Preprinted, Pre-punched, Bond, Cardstock, Envelope, OHP, Label
Supported Paper Sizes	Tray 1 & 2: 5.5" x 8.5" - 11" x 17" Tray 1 & 2: 5.5" x 8.5" - 12" x 18"
Supported Paper Weights	(60 - 300 g/m <sup>2</sup> ) Bypass: 14 - 68 lb. Bond (52 - 300 g/m <sup>2</sup> ) Duplex: 14 - 68 lb. Bond (52 - 256 g/m <sup>2</sup> )
Standard Output Capacity	500 sheets
Maximum Output Capacity	3,625 sheets (Fridge Unit + 1 Bin + Standard Single Pass Document Feeder (SPDF))
Document Feeder	Original Size Document Feeder Document Feeder Document Feeder
Document Feeder	5.5" x 8.5" - 11" x 17" (A5 - A3)
Original Size	Simplex: 11 - 34 lb. Bond (40 - 128 g/m <sup>2</sup> ) Duplex: 14 - 34 lb. Bond (52 - 128 g/m <sup>2</sup> ) 220 sheets
Paper Weight	25%, 50%, 65%, 73%, 78%, 85%, 93%, 100%, 121%, 129%, 155%, 200%, 400%

### Zoom Range

Zoom Range	25% to 400% in 1% increments
Standard Features	Auto Paper Select, Auto Task & Photo Separation, Auto Start, Auto Off Timer, Booklet/Magazine Copy, Shift Eras/Margin Adjustment, Combine (Layout), Cover/hapri/Slip Sheets Support, Image Rotation, Document Management and Password Protection, Web Browser, Duplex, Electronic/Rotate Sorting, 8 Job Presets, 25 Job Programs, Copy, Simplified Display, 1,000 User Codes, Stamp/Lumbering, Interrupt Copy, Login/Layout Button, System Reset, Eco-friendly Indicator, Settings, Eco-friendly Indicator, Centralized Address Book Management (23" x 26.9" x 37.9") (587 x 684 x 963 mm)
Dimensions (WxDxH)	168.6 lbs. (76.5) kg
Printer Specifications (Standard)	Intel Atom Processor BayTrail-1.46 GHz Standard on Device: 10Base-T/100Base-TX/1000Base-T Ethernet, USB Host Type A (7 ports on back of device) Standard on Operation Panel: USB Host (Type A: Port/Support USB Flash Memory), USB Host (Type A: Port/Support optional Keyboard etc.), USB Host Type Mini B and SD Card Slot Optional: IEEE 1284/FCP, IEEE 802.11b/g/n Wireless LAN (TCP/IP (IPv4, IPv6) Windows Vista/7/8/8.1/10, Server 2008/2008R2/2012/2012R2, Unix Filters for Sun Solaris 9/10, HP-UX 11.x/11 v2/11 v3, SCO OpenServer 5.0.7/6.0, Red Hat Linux Enterprise V4/V5/V6, IBM AIX 5L V5.3/V6.1/V7.1, MAC OS X 10.7 or later, SAP R/3, IBM iSeries AS/400 using OS/400 Host Print Transform, Citrix Xen App 6.5 or later Web Image Monitor, Embedded @Remote, @Remote Office Appliance, @Remote Connector NX, @Remote Enterprises Pro, Device Manager NX, Life and Accounting, Device Manager NX Pro and Enterprise, Printer Driver Packager NX

### Printer Languages

Printer Languages	Standard: Postscript emulation, PCL5e/PCL6 Optional: Adobe Postscript <sup>®</sup> 3, XPS Up to 1200 x 1200 dpi
Print Resolution	Sample/Locked/hold/scheduled/stored/Store and Print, PDF Direct Print, Mail Support, Classification Code, Bonjour Support, Windows Active Directory Support, DNS Support, FCL Resident from Adoption, Tray Parameter Change from Web Image Monitor, 1200 dpi Support, Universal Driver, XPS Support, W5 Printer, Media Direct Print (Print from USB/D), Banner Page Print, Auto Job Promotion, Poster Print, WPS Support, Send to Document Server Layout (N-up), Watermark, Slip Sheet, Rotate, Do Not Print, Blank Pages, Dithering, Toner Saving, Black Over Print, User ID/Code/Authentication, Edge to Edge Print
Scan Area/Platen Size	Full Color & B&W: Up to 600 dpi TMAIN: Up to 1200 dpi Up to 11" x 17"
Scan Speed	Simplex - 110 ipm/Duplex - 180 ipm (A4)
Connection Type	Standard: 10Base-T/100Base-TX/1000Base-T Ethernet
File Formats	Optional: IEEE 802.11a/b/g/n Wireless LAN TCH/PS, SMB, SMTF, PCL, LDP, MFP4, Single and Multi-Page TIFF/RT, High Compression PDF, PDF/A and Single-Page JPE
Standard Features	Embedded Scan-to-Email/Folder/SMB/FTP/URL/PDF/A/Digitally Signed PDF, TMAIN and Color Scanning, Auto Size Detection, Auto Density Selection, Image Rotation, SADF/Batch Mode, Mixed Size Mode, Reduce andEnlarge, Split Scan from Booklet Type Original, W5 Scanner, LDP Support, Preview, Before Transmission, PDF Encryption, Drop Out Color Send, Distributed Scan Management

### Scanner Specifications (Standard)

Scanner Specifications (Standard)	Intel Atom Processor BayTrail-1.46 GHz Standard on Device: 10Base-T/100Base-TX/1000Base-T Ethernet, USB Host Type A (7 ports on back of device) Standard on Operation Panel: USB Host (Type A: Port/Support USB Flash Memory), USB Host (Type A: Port/Support optional Keyboard etc.), USB Host Type Mini B and SD Card Slot Optional: IEEE 1284/FCP, IEEE 802.11b/g/n Wireless LAN (TCP/IP (IPv4, IPv6) Windows Vista/7/8/8.1/10, Server 2008/2008R2/2012/2012R2, Unix Filters for Sun Solaris 9/10, HP-UX 11.x/11 v2/11 v3, SCO OpenServer 5.0.7/6.0, Red Hat Linux Enterprise V4/V5/V6, IBM AIX 5L V5.3/V6.1/V7.1, MAC OS X 10.7 or later, SAP R/3, IBM iSeries AS/400 using OS/400 Host Print Transform, Citrix Xen App 6.5 or later Web Image Monitor, Embedded @Remote, @Remote Office Appliance, @Remote Connector NX, @Remote Enterprises Pro, Device Manager NX, Life and Accounting, Device Manager NX Pro and Enterprise, Printer Driver Packager NX
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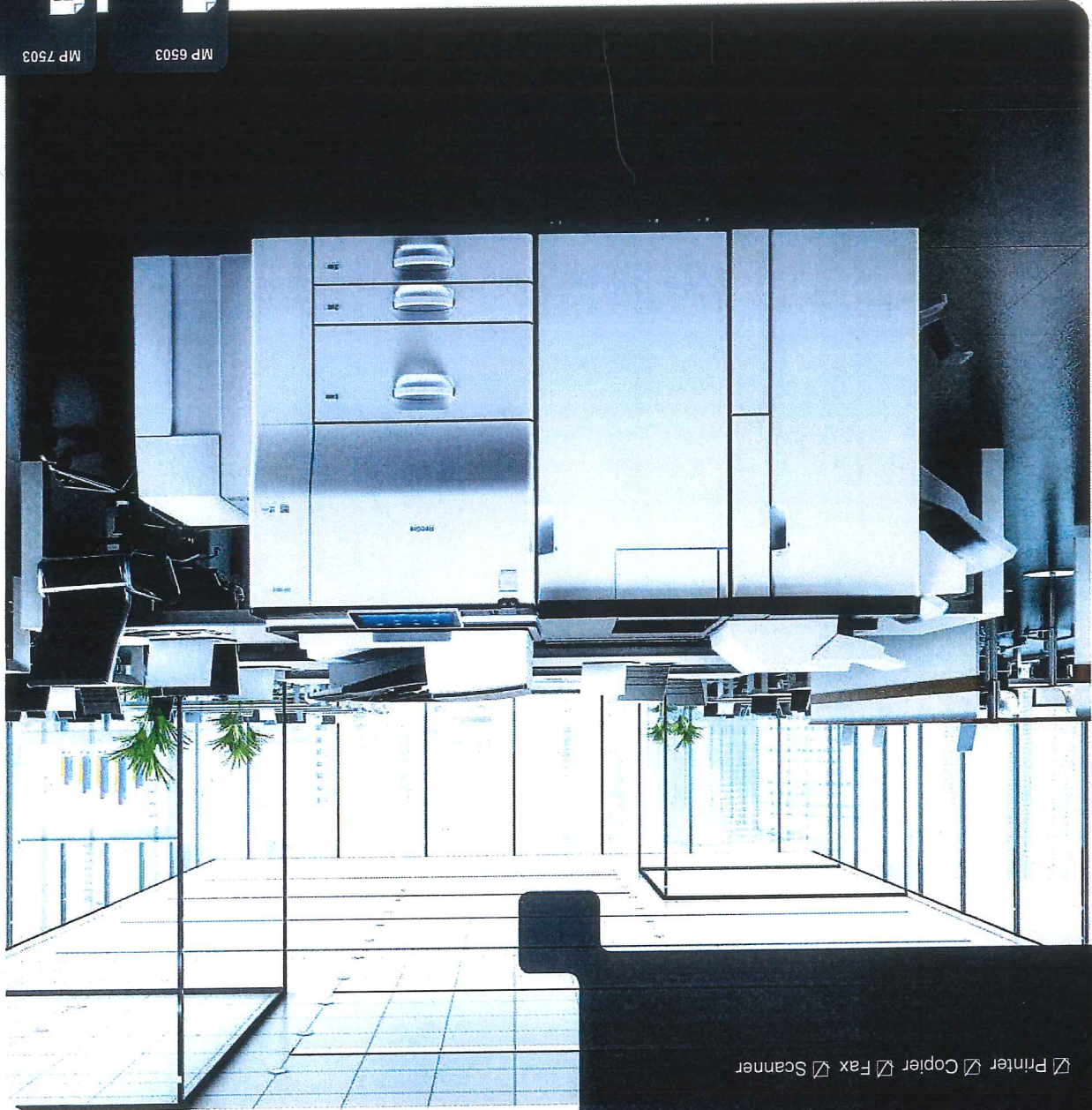




MP 9003  
90  
ppm  
BMW

MP 7503  
75  
ppm  
BMW

MP 6503  
65  
ppm  
BMW



Printer  Copier  Fax  Scanner

MP 6503  
MP 7503  
MP 9003

Multifunction B&W Printer

**RICOH**  
imagine. change.

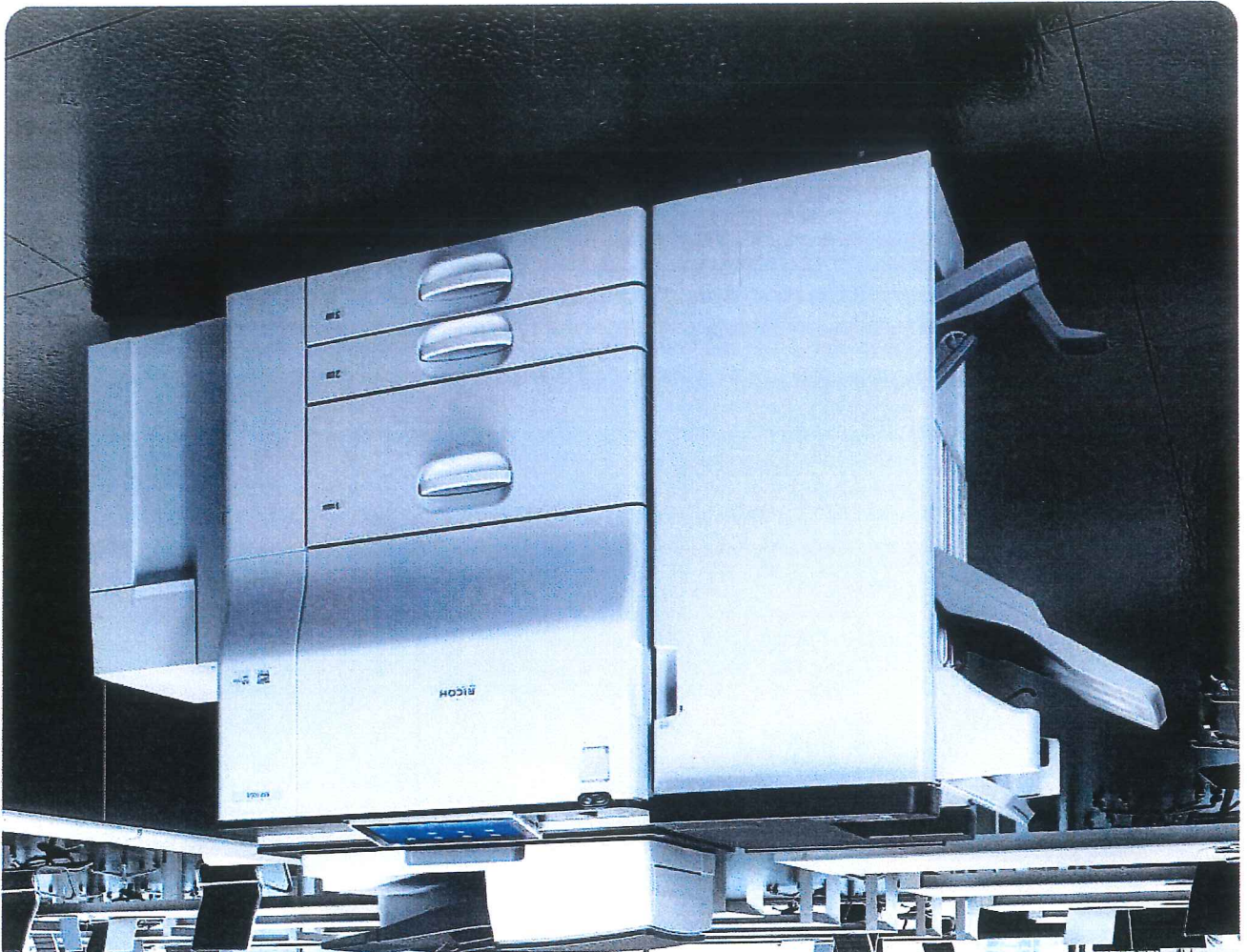


# Introduce a faster and more productive angle to your business

Transform your office with professional-quality Smart MFPs designed for high-end print environments that never stop. With three distinct models – MP 6503, MP 7503, MP 9003 – you can choose from a range of print speeds, but no matter what model you choose, you'll get supreme reliability, productivity and functionality all designed to smooth business-level workflow. The 10.1 inch Smart Operation Panel allows for much more intuitive document management and also ensures outstanding security for your total

output.

- Consistent and high-quality print output
- Native user experience and simplified operation with intuitive 10.1 inch touch panel
- Resolve stoppages quickly with LED paper jam recognition
- Includes technology to minimise toner wastage so overall TCO is lower
- Large capacity trays to keep your device running for longer







### Save time, save power, save money.

In addition to a wealth of other functions, these devices come with Human Detection Sensor for improved productivity. This means these MFPS jump into action as you approach, so you spend less time waiting for the machine to warm up. These devices also consume less power in the ECO friendly sleep mode, which means you not only save time, you can also save money on operating costs.

### Takes functionality to the next level.

The 10.1 inch Smart Operation Panel offers an impressive touch, swipe and pinch operation, so every function is always close at hand. Extended software capabilities include integration with a range of our workflow enhancing technologies including Streamline NX and GlobalScan NX and its ease of use and customisable homepage mean every employee can efficiently and securely access every feature available.

# Boost production.

## Workflow made seamless.

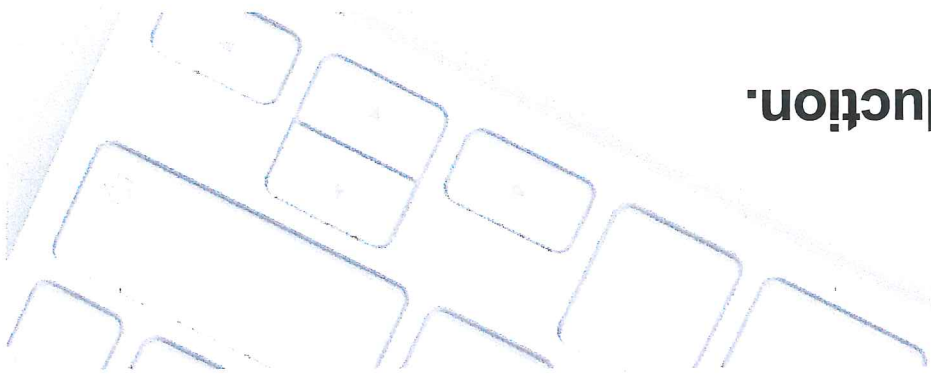
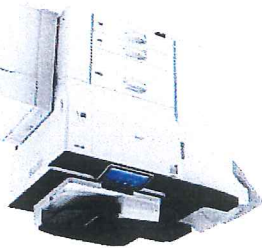
In any demanding work environment, you need technology you can trust. And these high-end, powerful A3 B&W MFPs are machines you can rely on – no matter how big the job is. Delivering professional level output, you get all the print speed and functionality of an outsourced print facility, with the extra security of having all the features these MFPs offer contained within your in-house environment.

## Speedy output with smart technology.

With three different print speeds – 65, 75 and 90ppm – each device is perfectly suited for a range of fast-paced environments. They deliver greater software capabilities so you can get more out of the device with Ricoh software and apps. And when you combine these speeds with all the reliability and output quality you'd expect from a powerful MFP printer, you get a device that's ideal for flexible and high volume-working.

## Always take the smart option.

Ricoh's innovative 10.1" Smart Operation Panel will change the way you interface with our MFPs. This tablet-style control panel brings a wealth of usability benefits as well as productivity enhancing and capability extending applications that will improve your workflow and operations. Just touch, swipe, pinch and get the job done.





# Smart technology. Advanced Workstyle

## Continuous quality, while controlling costs.

These MFPs are not only ultra capable and ultra fast – but all of these devices are rich in functionality too. They include innovative features like finishers and a multi-folding unit which can fold documents into a variety of different styles – including tri-fold, gatefold and four-fold – which means you can create letters and invoices ready for envelope insertion and avoid any outsourcing of complex print requirements.

## Less waiting, more productivity.

This range of MFPs are some of the most efficient and functional ever. But they also help lessen your impact on the environment. So you get innovations like our Human Detection Sensor, this feature allows the device to wake on approach helping you to efficiently move on to the next task without delay. And with built-in powersave capabilities, you can keep an eye on costs but still maintain continuous, high-quality output.



## Built-in efficiency.

When you need to get huge volumes of work done on time, we make it easy. Downloadable apps for built-in features help erase shadows, enabling books and loose sheets originals to be scanned with the Single Pass Document Feeder open – all of which are designed to minimise toner wastage – lowering your operating costs while meeting deadlines. Other productivity features include large capacity trays and a faster scan speed.



# All the security features you need.

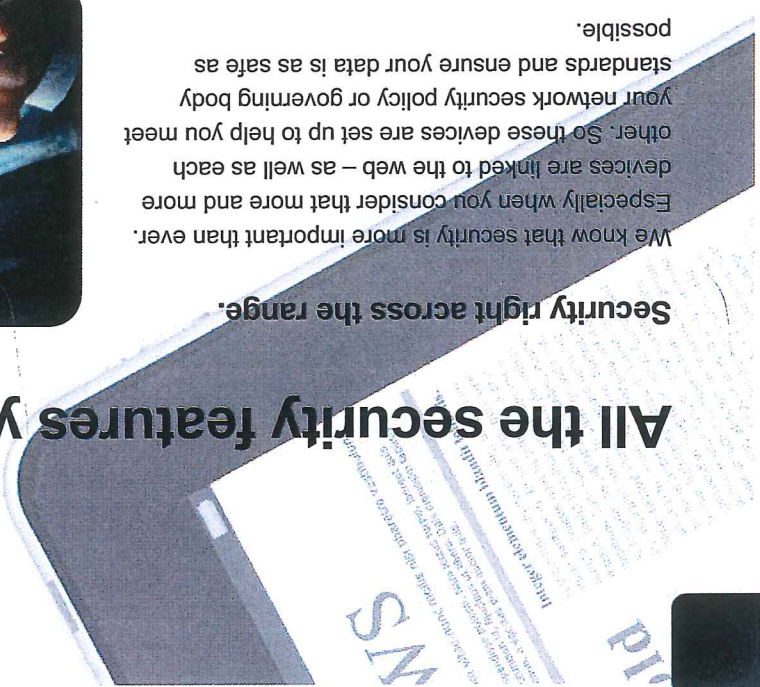
Security right across the range.

We know that security is more important than ever. Especially when you consider that more and more devices are linked to the web – as well as each other. So these devices are set up to help you meet your network security policy or governing body standards and ensure your data is as safe as possible.



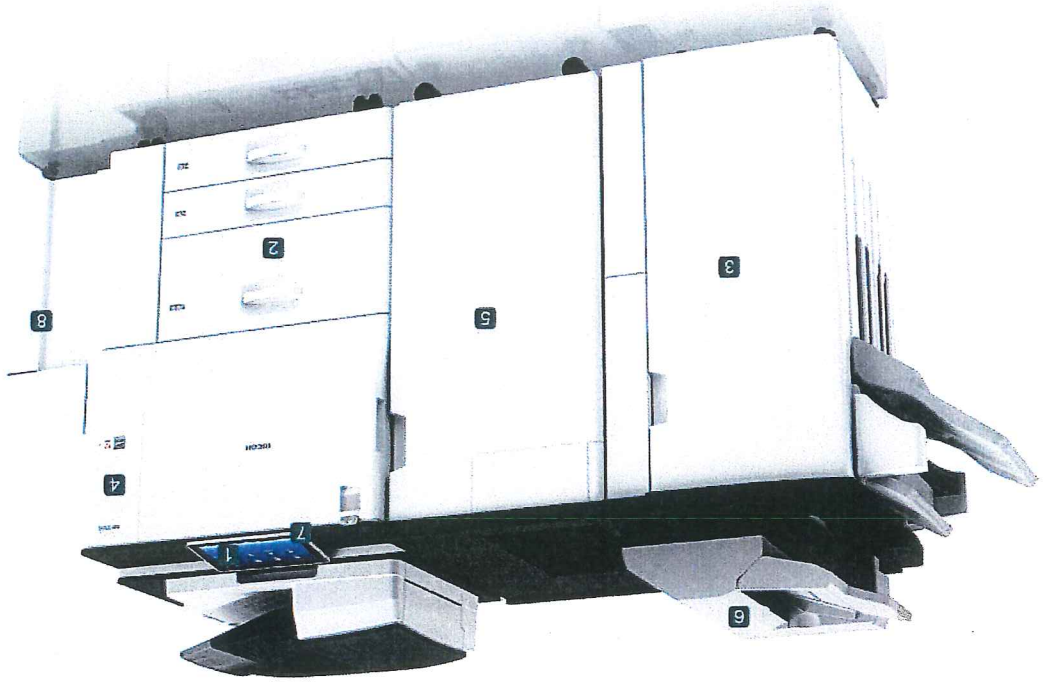
Easy to connect yet still secure.

When you're on the move, you often need to print from a range of devices. And we offer apps and hardware to ensure you – and your customers – can do this safely and securely. Our user friendly Network-Security Setting also enables you to set up your MFP securely too. All you need to do is set-up via the Web Image Monitor in installation – which enables you to set custom security levels with the least amount of fuss.





# Critical capabilities for business communications



- 1 Easy access via intuitive Smart Operation Panel.
- 2 Standard 4,300-sheet paper trays to avoid frequent refills.
- 3 2,000-sheet booklet maker with 65-page stapler.
- 4 Standard 100-sheet bypass tray for paper types up to 300 g/m<sup>2</sup>.

- 5 Multi-folding unit supporting 6 folding patterns for creative printing solutions.
- 6 Cover interposer to insert pre-printed colour sheets/covers.
- 7 USB/SD card reader to print from/scan to flash memory.
- 8 4,000-sheet A4 Large Capacity Tray for high volume productivity.

# MP 6503/MP 7503/MP 9003

MAIN SPECIFICATIONS

GENERAL	
Warm-up time:	20/20/300 seconds
First output speed:	3.2/3.2/2.9 seconds
Continuous output speed:	65/75/90 pages per minute
Memory:	Standard: 2 GB
HDD:	Standard: 320 GB
Dimensions (W x D x H):	690 x 803 x 1,161 mm
Weight:	200 kg
Power source:	220 - 240 V, 50/60 Hz
COPIER	
Copying process:	Four laser beams scanning and electro-photographic printing
Multiple copying:	Up to 999 copies
Resolution:	600 dpi
Zoom:	From 25% to 400% in 1% steps
PRINTER	
Printer language:	Standard: PCL5e, PCL6, PDF direct print
Option: XPS, Adobe® PostScript® 3™, IPDS	
Print resolution:	Maximum (300 x 300 dpi, 600 x 600 dpi, 1,200 x 1,200 dpi)
Fonts:	PCL (scalable: 45 fonts, Bitmapmed: 6 fonts, International fonts: 13 fonts, International fonts: 13 fonts, Intel fonts), PS3 (136 Roman fonts), IPDS (108 fonts)
Interface:	Standard: SD slot, USB Host I/F, Ethernet 10 base-T/100 base-TX/1000 base-T
Option: Bi-directional IEEE 1284, Wireless LAN (IEEE 802.11a/b/g/n), Bluetooth, USB 2.0 (Type B) TCP/IP (IP v4, IP 6)	
Network protocol:	Windows® Vista, Windows® 7, Windows® 8, Windows® 8.1, Windows® Server 2003, Windows® Server 2003R2, Windows® Server 2008, Windows® Server 2008R2, Windows® Server 2012, Windows® Server 2012R2
Mac OS environments:	Macintosh OS X v10.7 or later
UNIX environments:	UNIX Sun® Solaris
HP-UX	
SCO OpenServer	
Redhat® Linux	
IBM AIX	
SAP® R/3® environments:	SAP® R/3® AS/400® using OS/400 Host Print Transform
IBM iSeries	
SCANNER	
Scanning speed:	Max: 120 (Simplex)/220 (duplex) originals per minute
Resolution:	Maximum (600 dpi)
Original size:	A3, A4, A5, B4, B5
Scan to:	E-mail, Folder

www.ricoh.com.au

**RICOH**  
imagine. change.

FAX	
Circuit:	PSTN, PBX
Compatibility:	ITU-T (CCITT) G3
Standard:	8 x 3.85 line/m, 200 x 100 dpi, 8 x 7.7 line/m, 200 x 200 dpi, 8 x 7.7 line/m, 400 x 400 dpi, 8 x 15.4 line/m, 400 x 400 dpi, 16 x 15.4 line/m, 400 x 400 dpi
Transmission speed:	G3 (2 second(s) (200 x 100 dpi, JBIG), 3 second(s) (200 x 100 dpi, MMR))
Modem speed:	Maximum: 33.6 kbps
PAPER HANDLING	
Recommended paper size:	Standard paper tray(s): A3, A4, A5
Bypass tray:	A3, A4, A5, A6
Paper input capacity:	Standard: 4,300 sheets
Maximum:	8,300 sheets
Paper output capacity:	Maximum: 3,500 sheets
Paper weight:	52 - 300 g/m <sup>2</sup>
ECOLOG	
Power consumption:	Maximum: 1,900 W
Ready mode:	261 W or less
Low power mode:	165/167/198 W
Sleep mode:	Less than 0.9 W
TEC (Typical Electricity Consumption):	4.9/5.4/12.6 kWh
OPTIONS	
ADF handle, 4,000-sheet large capacity tray, Side large capacity tray, A3 tray unit, 3,000-sheet finisher with 65-sheet stapler, 3,000-sheet finisher with 100-sheet stapler, 2,000-sheet booklet finisher with 65-sheet stapler, Punch kits, 9-bin mailbox, Cover interposer, Tab sheet unit, Copy tray, Jogger unit, Copy Connector, Bi-directional IEEE 1284, Wireless LAN	
PostScript®3, IPDS unit, Counter interface, File format converter, Key counter bracket, Card reader bracket, Data Overwrite Security Unit, (Certified version), Copy Data Security Unit, Fax Connection Unit, 2nd Super G3 port, Fax memory, Fax option, Multi folding unit, OCR Unit, XPS direct print, Enhanced security HDD, NFC Card Reader, NIC2 Port	
Toner capacity:	Black: 43,000 prints
For availability of models, options and software, please consult your local Ricoh supplier.	

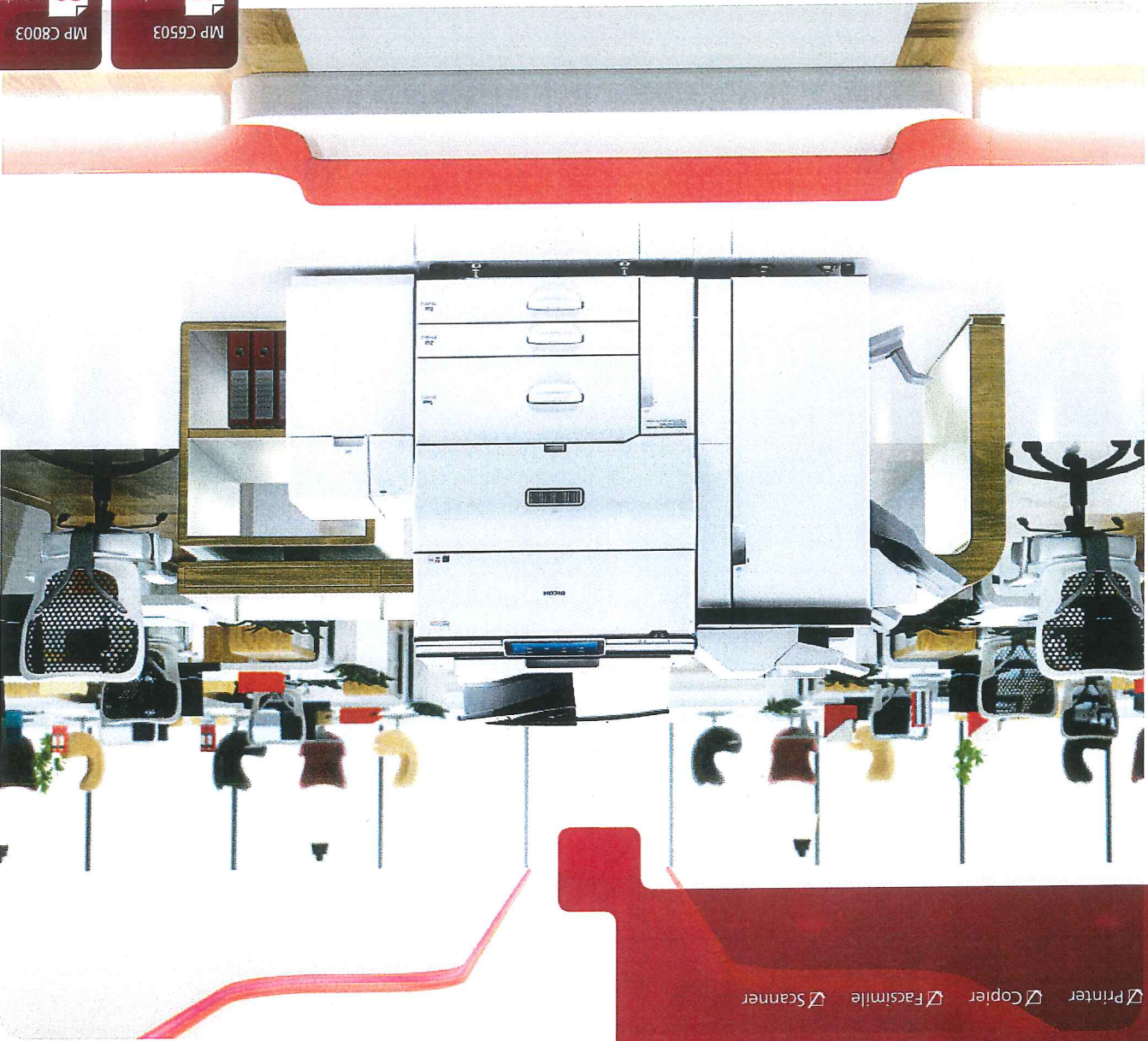
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MP C8003  
80 ppm  
monochrome  
and full-color

MP C6503  
65 ppm  
monochrome  
and full-color



✓ Printer ✓ Copier ✓ Facsimile ✓ Scanner

RICOH  
MP C6503  
MP C8003

Multifunction Color

**RICOH**  
imagine. change.



## Be more productive by working smarter

How much do you value intelligent technology? Find out with the customizable RICOH® MP C6503/MP C8003 color digital MFP. Simplify everyday document management tasks and move information quickly and accurately — so you can make smarter decisions that improve productivity and grow your business. Produce a wider range of high-quality media in general office environments at up to 80 pages per minute (ppm). Distribute documents and images instantly via convenient Scan-to capabilities. Use paperless faxing to deliver important forms with fewer hassles and less cost. Take advantage of advanced security features to protect your best ideas. With our Workstyle Innovation Technology, you can create your own one-touch automated shortcuts on the dynamic Smart Operation Panel. Or, use your smartphone, tablet or laptop to manage the same tasks on the go.

- Produce color or black-and-white documents at up to 80 ppm
- Minimize errors and delays by creating automated workflows
- Use intuitive Smart Operation Panel features to transition quickly between jobs
- Print and share information from your personal mobile device
- Create more color documents in-house to reduce outsourcing costs
- Conserve energy and paper with environmentally friendly features





Add personalization and productivity to high-volume workloads

## Meet every demand every time

### Go all in with all-in-one performance

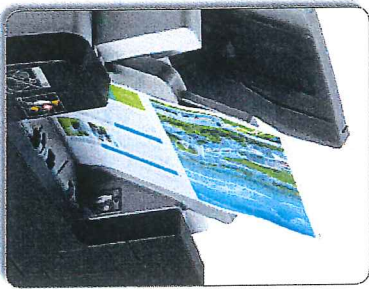
Every day brings something different, but at least you'll know how to get it done quickly with the reliable MP C6503/MP C8003. It includes a motion sensor that wakes up the control panel automatically from sleep mode as you approach, so you can start multitasking immediately. Take advantage of output speeds that reach up to 80 pages per minute to print and copy notes, invoices, handouts and other forms with incredible speed and precision. Scan originals via a 220-sheet Single Pass Document Feeder (SPDF) and choose from a wide range of Scan-to capabilities to share them electronically in only moments. Send and receive contracts and other fax documents through email and save on paper and transmission costs.

### Perform more tasks in more places

Don't stop working when you start moving. Download the RICOH Smart Device Connector app to control all print, copy, scan and fax functions from your Android® or iOS® device. Access digital files directly from your device or Cloud applications and send them to the MFP. Scan originals at the MFP and send them to your device electronically as PDFs that you can carry with you. Or, send them directly to contacts in your personal address book just as easily.

### Impress with more media options

Give every audience what it wants. Expand paper capacity up to 8,100 sheets to work continuously with fewer delays. Choose from multiple paper trays, including tandem trays, and load the device with the right stocks for the right audience. Print black-and-white output or compelling full-color brochures, proposals and more with image quality up to 1200 x 4800 dpi. You can even produce colorful banners up to 49.6" long.





# Use technology intelligently



## Tap into a new way to work

Complete more jobs quickly via innovative RICOH Workstyle Innovation Technology. We've removed all hardwired keys on the large 10.1" touchscreen Smart Operation Panel, so you can use the same scrolling and pinch-and-flick movements you use on your personal mobile device to access settings, change details and transition between jobs and tasks with ease. Users can choose from multiple interfaces. Simply tap an icon to perform primary tasks such as copying, scanning or faxing with a single touch. Choose an intuitive, straightforward grid layout to access critical information quickly and dive deeper into details without extensive searches or delays. You can even opt for the look of our legacy control panels and pack more information onto a single screen.

## Customize how your work flows

You know what needs to be done. With the MP C6503/MP C8003, you'll know exactly how to do it faster. Create iconic one-touch shortcuts for frequently used workflows. If you know you'll be sending a weekly newsletter to clients, create a workflow for it and avoid repetitive manual rekeying. Simply press the customized icon, grab your file or scan the document and your list of recipients populates automatically. For other specialized functions, choose from a wide range of downloadable workflow apps and customize the control panel to fit your unique needs. Do you handle a lot of two-sided forms, such as insurance cards? Use the ID Card Copy app and scan them onto a single-sided document. Opt for other apps, including Scan-to-Folder Helper, Printer Native, Conference Conierge, Shared Folder Print and Easy Book Copy, just as easily.

## Put critical information within your reach

Searching for answers is easier when you know where to look. Find critical information in moments with the MP C6503/MP C8003. Store up to 3,000 frequently used files on the Document Server. Select the one you need with a single tap on the Smart Operation Panel. You can also take advantage of optical character recognition (OCR) to place metadata on documents, images and PDF files — and search for them via keywords. Utilize the embedded web browser or Cloud-based applications to work with important information, images, documents, and more.





# Control information and costs throughout the enterprise

## Make smarter administrative decisions

Get closer to optimal performance even when you're far away. Capture critical information remotely to make more informed administrative decisions for your entire fleet. Use RICOH @Remote™ to monitor the status of every device and collect critical information and meter reads in real time, so you can identify and resolve issues before they compromise productivity. Use RICOH Device Manager NX to manage configurations and updates in moments via any web browser. Detect, install or update print drivers automatically with RICOH Device Software Manager.

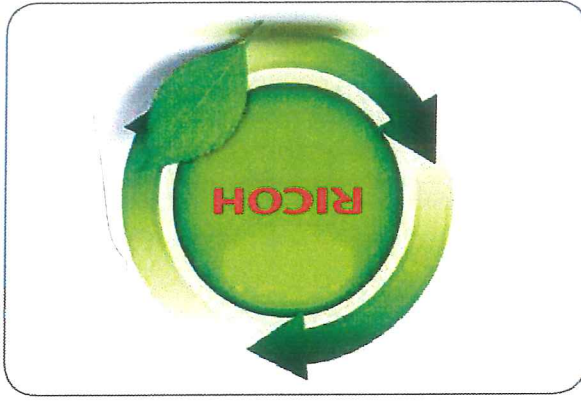
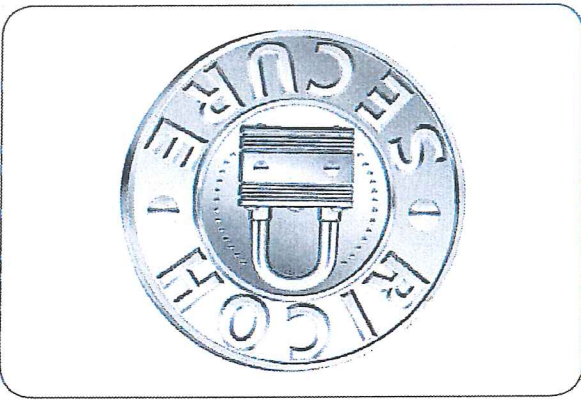
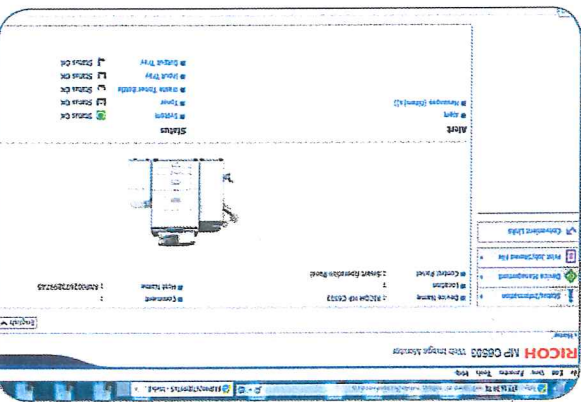
## Bring accountability to the enterprise

The most effective messages are targeted for specific audiences. Why risk losing them before they get there? With user authentication, users must login using a passcode on the control panel or present their ID or proximity card to the optional NFC Card Reader to access critical information and perform MFP functions. Use it to track specific projects to identify bottlenecks and unnecessary printing. Plus, you can pair the MFP with RICOH Streamline NX® and issue chargebacks to specific users and workgroups. Take advantage of Locked Print to keep each job in the print queue — and out of the hands of passersby — until the authorized user releases them. Add a watermark to documents to prevent unauthorized users from trying to copy confidential information. In addition, the device offers powerful data encryption and automatic latent data overwrite to help protect information on the hard drive.

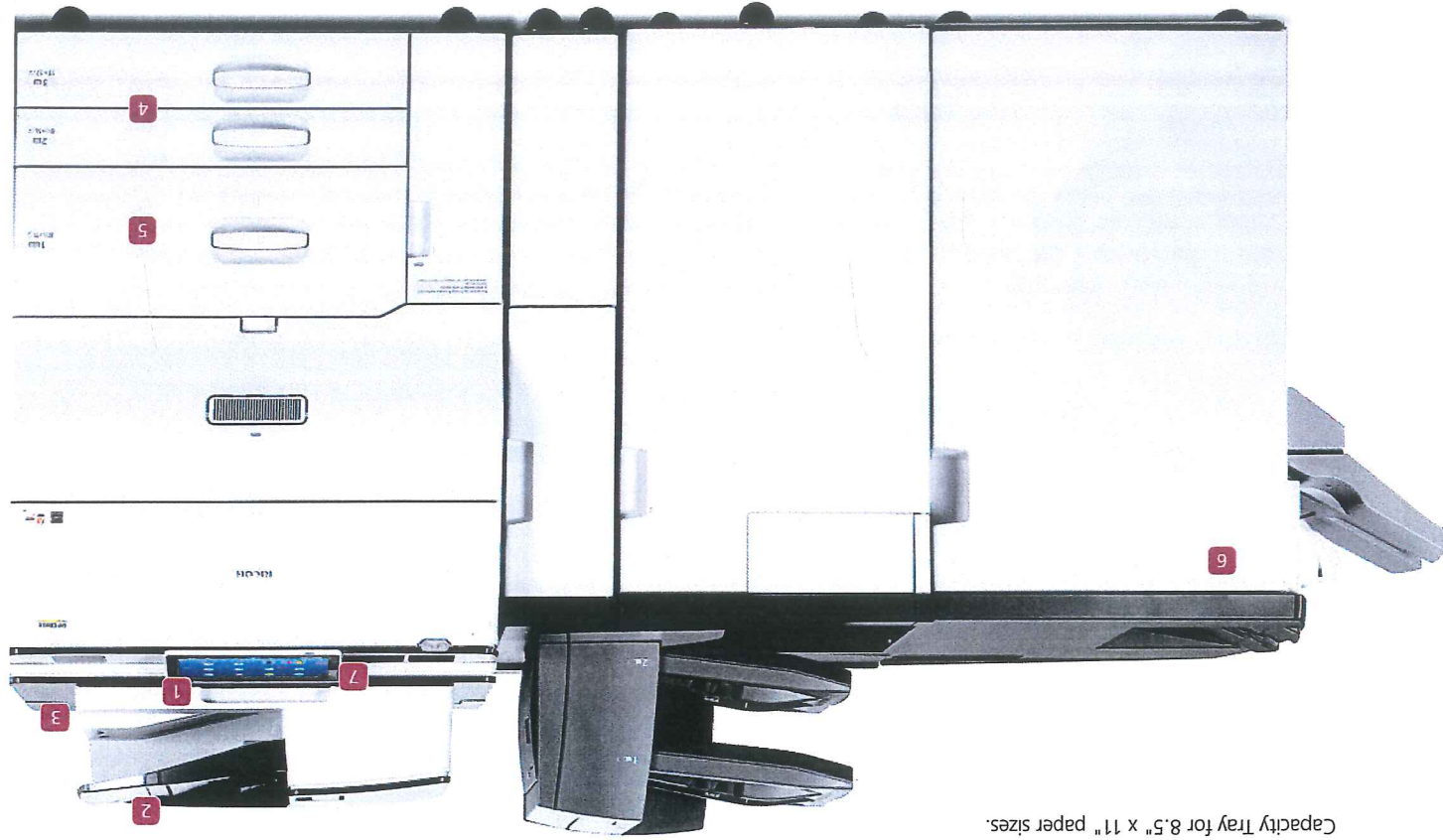
## Make a big impact with less energy

You may be consumed by work, but that's no reason to let it drain your energy. The MP C6503/MP C8003 is ENERGY STAR® certified, meets EPEAT® Gold rating\* and offers a Typical Electricity Consumption (TEC) as low as 4.6 kWh/week. It's also designed specifically for quieter operation. Do your part by programming the device to power off at a time of your choosing. To save paper costs, keep duplex printing as the default setting. To reduce output costs, set quotas to limit unnecessary printing or restrict specific users or workgroups to black-and-white printing. You can also share reminders about responsible paper usage via the Eco-Friendly indicator at the control panel.

\*EPEAT Gold rating is applicable only in the USA.



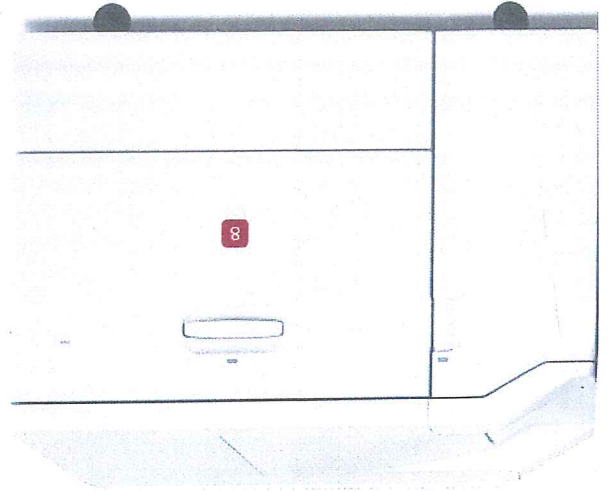
# Add high-end performance in high-volume environments



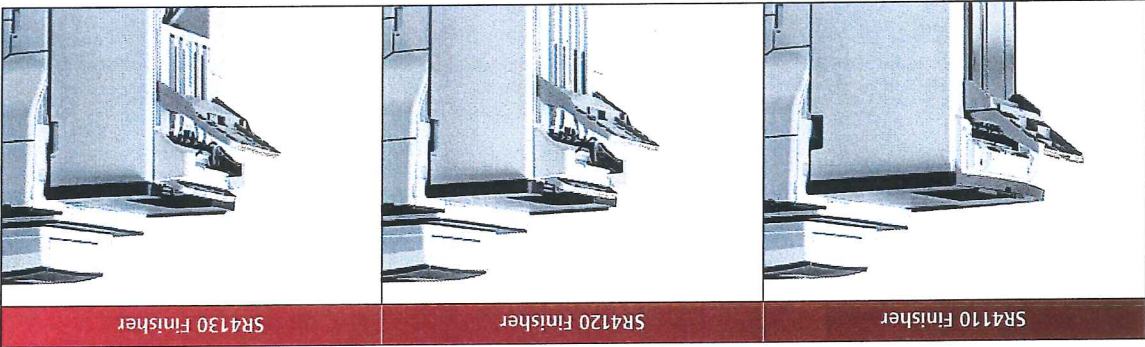
- 1 **Smart Operation Panel:** Find faster transitions between tasks at your fingertips. Choose from multiple user interfaces and create customized shortcuts on the 10.1"-wide Smart Operation Panel. Perform everyday MFP functions and access important details via familiar swipe scrolling and pinch-and-flick movements. Download convenient apps to capture even more information or to automate workflows and minimize manual tasks. Add helpful widgets and tap into more information about supplies, energy usage, incoming faxes and more.
- 2 **220-Sheet Single Pass Document Feeder (SPDF):** Place multi-page, multi-sized originals and one-sided documents up to 11" x 17" in the convenient feeder for faster, more reliable scanning.
- 3 **User Authentication:** Take advantage of an optional NFC Card Reader to authenticate users and track activity.
- 4 **Paper Trays and 100-Sheet Bypass Tray:** Minimize paper reloads with four standard paper sources – a 2,500-Sheet (1,250 sheets x 2) Tandem Paper Tray, two 550-Sheet Paper Trays and a 100-Sheet Bypass Tray. Use the optional Banner Paper Guide Tray to accommodate banner printing on sheets up to 12.6" x 49.6".
- 5 **Paper Banks (Optional):** Expand paper capacity via an optional 2,200-Sheet Large Capacity Tray for paper sizes up to 13" x 19.2" or a 4,400-Sheet Large Capacity Tray for 8.5" x 11" paper sizes.
- 6 **Finishers (Optional):** Choose from 65- or 100-Sheet stapling for documents up to 13" x 19.2". Or, produce full-color booklets with an in-line Booklet Finisher. Other finishing options include Cover Interposers, a Multi-Folding Unit, a GBC StreamPunch and a Plokkmatic Booklet Maker.
- 7 **USB/SD Card Slot:** Use the standard USB/SD Card Slot located conveniently on the control panel to print/scan from portable media.
- 8 **OverSize and Heavy Media Support:** Accepts 13" x 19.2" paper sizes and heavy media (up to 110 lb. Cover stock through the Bypass Tray and the RT4050 LCT) to give you many more options for in-house production.
- Document Server:** Store up to 3,000 frequently used files on the MFP's hard drive and access them with the touch of a button. Create up to 200 shared or passcode-protected personal folders to store the digital files.
- VSEL and PXP-EQ Toner Technology:** Vertical Cavity Surface Emitting Laser and high-quality toner provide more vivid colors and smooth gradations for improved text, fine lines, graphics and photographic reproductions.
- 640 GB (320 GB x 2) Hard Disk Drive:** Secure documents with DataOverwriteSecurity System (DOSS), Data Encryption, Locked Print and more.



To view detailed features of our multifunction color products online go to [www.ricoh-usa.com/products](http://www.ricoh-usa.com/products)



Finisher	Paper Capacity	Staple Capacity	Saddle Stitch	Hole-Punch
SR4130	2,000 Sheets	Up to 65 Sheets (LT)	Up to 20 Sheets	Option
SR4120	3,000 Sheets	Up to 65 Sheets (LT)	N/A	Option
SR4110	3,000 Sheets	Up to 100 Sheets (LT)	N/A	Option



Choose how you want to finish. Take your pick from three powerful finishers to accommodate the unique needs of you and your audience. Each is designed specifically to minimize manual tasks, so you can create professional-quality booklets, brochures, proposals and other output quickly and economically.

## Finish with impressive professionalism

- **Web Browser:** Search for web pages directly or download files from Cloud applications using the embedded Web Browser on the Smart Operation Panel and print them as PDF files.
- **9-Bin Mailbox (Optional):** Keep print, copy and fax output from multiple users separate, so they can be retrieved quickly.
- **Automatic Duplexing (Standard):** Save paper and filling space with standard automatic duplexing that runs at the same speed as one-sided output.
- **Broad Compatibility:** Quickly integrate these systems with built-in compatibility for PC and Mac® environments in LAN or wireless networks.







## 11" x 17" Multifunction Color

Work smarter and more effectively with the RICOH IM C4500/IM C6000 range of Intelligent Devices — technology that is designed to grow and adapt, just as your business does.

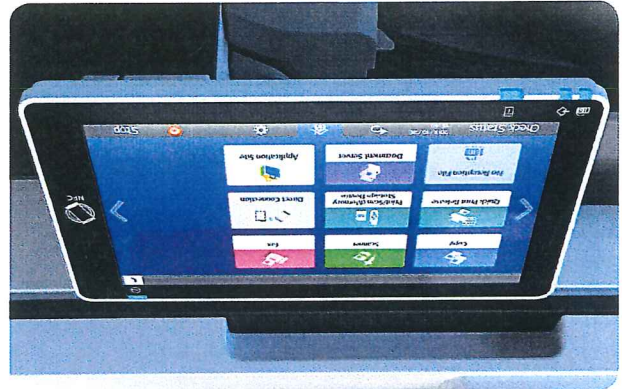
It's time to:

- Work smarter — using integrated workflow scan processes.
- Get personal — with easy access to the apps you use most often.
- Stay current — add new functions as needed.
- Save costs — by reducing energy and paper consumption.

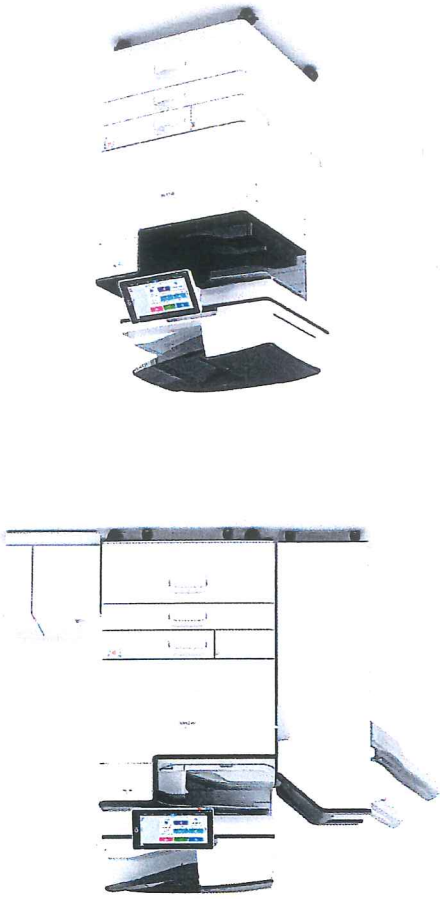
Have access to essential feature enhancements and upgrades, whenever you need them. Boost productivity by seamlessly integrating apps from our secure application site to optimize and streamline your workflow. Have confidence that your Intelligent Devices are ready to meet all your demands now and in the future — using technology that's scalable, secure, sustainable and simple.



- All devices let you:
- Produce professional flyers with the optional multi-folding unit.
  - Reduce outsourcing costs — by producing printed materials in-house.
  - Work efficiently and reduce user intervention — by expanding paper capacity.
  - Stay productive — with RICOH Intelligent Support.



- Get more from your intelligent device:
- Save time and streamline workflow — with the right finishing solution for the job.
  - Scan smaller documents with the small size paper scan unit.
  - Improved scan accuracy — double feed detection unit.
  - Enhance print management — with the Color Controller E-25C.



Take advantage of a variety of finishing and paper options to add a professional touch while meeting the printing demands of medium to large workgroups. Environmentally-friendly low TEC (Typical Electricity Consumption) values deliver reduced energy consumption and cut running costs. RICOH Intelligent Support tools ensure your device uptime is maximized while self-help tools enable your teams to make simple fixes such as changing supplies — without involving expensive IT-resources.

With print speeds from 45 to 60 CPM, the RICOH IM C4500/IM C6000 Intelligent Devices are here to add value to your business. The easy-to-use 10.1" Smart Operation Panel with touch screen controls has a new look with large icons. Settings can be configured to suit each individual user's needs. With easier mobile connectivity, users can print or scan to the office network or cloud from their smart device — with built-in support for NFC, Apple AirPrint® or Mopria.



# RICOH IM C4500/IM C6000 MAIN SPECIFICATIONS

## GENERAL

<p>Warm-up time First output speed: BMV First output speed: full color Continuous output speed Memory: standard Memory: maximum HDD: standard HDD: maximum SDF capacity Weight Dimensions: W x D x H Power source</p>	<p>2.9 seconds 4.2 seconds 60 ppm</p> <p>2 MB 4 MB 320 GB 320 GB 220 sheets 223.5 lbs / 101.4 kg 23.1" x 27" x 37.9" 120V - 127V 60Hz</p>	<p>3.6 seconds 5.4 seconds 45 ppm</p>
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## COPIER (STANDARD)

<p>Print resolution Network interface: standard Network interface: option Mobile printing capability Windows® environments Mac OS environments UNIX environments SAP® environments Other supported environments</p>	<p>Print resolution Up to 1,200 x 1,200 dpi Ethernet 10 base-T/100 base-TX/1000 base-T, USB Host I/F Type A, USB Device I/F Type B Wireless LAN (IEEE 802.11 a/b/g/n), Additional NIC (2nd port) Apple AirPrint®, Mopria, Google Cloud Print, NFC, Ricoh Smart Device Connector Windows® 7, Windows® 8.1, Windows® 10, Windows® Server 2008, Windows® Server 2008R2, Windows® Server 2012R2, Windows® Server 2016 Macintosh OS X v10.11 or later UNIX Sun® Solaris, HP-UX, SCO OpenServer, RedHat® Linux Enterprise, IBM® AIX SAP® R/3, S/4® IBM iSeries AS/400 using OS/400 Host Print Transform</p>	<p>Printer language: standard Printer language: option Genuine Adobe® PostScript® 3™, IPDS™, PDF Direct from Adobe® *Available December 2019. Up to 1,200 x 1,200 dpi Ethernet 10 base-T/100 base-TX/1000 base-T, USB Host I/F Type A, USB Device I/F Type B Wireless LAN (IEEE 802.11 a/b/g/n), Additional NIC (2nd port) Apple AirPrint®, Mopria, Google Cloud Print, NFC, Ricoh Smart Device Connector Windows® 7, Windows® 8.1, Windows® 10, Windows® Server 2008, Windows® Server 2008R2, Windows® Server 2012R2, Windows® Server 2016 Macintosh OS X v10.11 or later UNIX Sun® Solaris, HP-UX, SCO OpenServer, RedHat® Linux Enterprise, IBM® AIX SAP® R/3, S/4® IBM iSeries AS/400 using OS/400 Host Print Transform</p>
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## SCANNER (STANDARD)

<p>Scanning speed Resolution: maximum Resolution: standard Compression method File formats Scan modes</p>	<p>120 ipm (simplex) / 240 ipm (duplex) Up to 1,200 dpi TIFF (MH, MR, MMIR, JBIG2), GrayScale Single Page: TIFF, JPEG, PDF, PDF/A, High Compression PDF, encryption PDF, OCR* Multi Page: TIFF, PDF (Default), PDF/A, High Compression PDF, encryption PDF, OCR* *Requires optional OCR Unit Type M13 E-mail, Folder, USB, SD Card</p>	<p>Circuit Transmission speed Modem speed: maximum Resolution: standard Resolution: option Compression method Scanning speed Memory: standard Memory: maximum</p>
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## PAPER HANDLING

<p>Recommended paper size Paper input: standard Paper input: maximum Paper output: standard Paper output: maximum Paper weight Paper types</p>	<p>Tray 1: 8-1/2" x 11" (A4), Tray 2: 5-1/2" x 8" - 12" x 18" (SRA3, A3 - A6, B4 - B6), Envelopes Bypass tray: Up to 12" x 18" (A4) or smaller, 250 sheets (B4) or larger 1,200 sheets 4,700 sheets 500 sheets 8.5" x 11" (A4) or smaller, 250 sheets (B4) or larger 3,625 sheets Trays: 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m²) By-pass: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m²) Duplex: 14 - 68 lb. Bond/142 lb. Index (52 - 256 g/m²) Plain, Recycled, Special, Colored, Letterhead, Cardstock, Pre-printed, Bond, Coated, Envelope, Label, OHP, Gloss</p>	<p>Power consumption: maximum Power consumption operation: BMV Power consumption operation: full color Power consumption: ready Power consumption: sleep TEC</p>
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## ECOLOGICAL

<p>Power consumption: maximum Power consumption operation: BMV Power consumption operation: full color Power consumption: ready Power consumption: sleep TEC</p>	<p>619.7 W 704.6 W 1.75 kWh</p>	<p>Less than 1,584 W 54.3 W 0.59 W</p>
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## IM C6000

<p>2.9 seconds 4.2 seconds 60 ppm</p>	<p>21 seconds</p>	<p>3.6 seconds 5.4 seconds 45 ppm</p>
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## IM C4500

<p>2.9 seconds 4.2 seconds 60 ppm</p>	<p>21 seconds</p>	<p>3.6 seconds 5.4 seconds 45 ppm</p>
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# RICOH IM C4500/IM C6000

## MAIN SPECIFICATIONS

### OUTPUT TRAYS AND FINISHER OPTIONS

1 x 550-sheet Paper Tray (PB3270)	Paper size: 5.5" x 8.5" to 12" x 18" (A6 - A3); Paper weight: 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m <sup>2</sup> )
2 x 550-sheet Paper Tray (PB3280)	Paper size: 5.5" x 8.5" to 12" x 18" (A6 - A3); Paper weight: 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m <sup>2</sup> )
2,000-sheet Large Capacity Tray (PB3290)	Paper size: 8.5" x 11" (A4), Paper weight: 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m <sup>2</sup> )
1,500-sheet Side Large Capacity Tray (LCT RT3040)	Paper size: 8.5" x 11" (A4, B5), Paper weight: 16 - 80 lb. Bond/166 lb. Index (60 - 300 g/m <sup>2</sup> )
1,000-sheet Hybrid Finisher (SR3260)	Paper size: Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m <sup>2</sup> ); Staple capacity: 50 sheets; Staple paper weight: 14 - 28 lb. Bond (52 - 105 g/m <sup>2</sup> ); Staple positions: Top, Bottom, 2 Staples
3,000-sheet Finisher (SR3280)	Paper size: Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Shift Tray: 5.5" x 8.5" to 12" x 18" (A4 - A3); Paper weight: 14 - 28 lb. Bond (52 - 105 g/m <sup>2</sup> ); Staple capacity: 50 sheets; Staple paper weight: 14 - 28 lb. Bond (52 - 105 g/m <sup>2</sup> ); Staple positions: Top, Bottom, 2 Staples
1,000-sheet Booklet Finisher (SR3270)	Paper size: Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m <sup>2</sup> ); Stack capacity: 1,000 sheets; Staple capacity: 50 sheets; Staple paper weight: 14 - 28 lb. Bond (52 - 105 g/m <sup>2</sup> ); Staple positions: Normal Staple: 8.5" x 11" to 12x18" (A4 - A3); Saddle Stitch: 8.5" x 11" to 12" x 18" (A4 - A3); Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m <sup>2</sup> ); Stack capacity: 50 sheets; Staple paper weight: 14 - 28 lb. Bond (52 - 105 g/m <sup>2</sup> ); Staple positions: Top, Bottom, 2 Staples, Booklet
2,000-sheet Booklet Finisher (SR3290)	Paper size: Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 - A3); Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m <sup>2</sup> ); Stack capacity: 2,000 sheets; Staple capacity: 50 sheets; Staple paper weight: 14 - 28 lb. Bond (52 - 105 g/m <sup>2</sup> ); Staple positions: Normal Staple: 8.5" x 11" to 12" x 18" (A4 - A3); Saddle Stitch: 8.5" x 11" to 12" x 18" (A4 - A3); Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m <sup>2</sup> ); Stack capacity: 50 sheets; Staple paper weight: 14 - 28 lb. Bond (52 - 105 g/m <sup>2</sup> ); Staple positions: Top, Bottom, 2 Staples
500-sheet Internal Finisher (SR3250)*	* IM C4500 only Paper size: 5.5" x 8.5" to 12" x 18" (A6 - A3); Paper weight: 14 - 80 lb. Bond (52 - 300 g/m <sup>2</sup> ); Stack capacity: 500 sheets; Staple capacity: 50 sheets; Staple paper size: 7.25" x 10.5" to 11" x 17" (A4 - A3); Paper weight: 14 - 28 lb. Bond (52 - 105 g/m <sup>2</sup> ); Staple positions: Top, Bottom, 2 Staples
Internal Shift Tray (SH3080)	Tray capacity: 250 sheets with 80g/m <sup>2</sup> paper (A4, LT or smaller), 125 sheets with 80g/m <sup>2</sup> paper (B4, LG or larger); Paper size: 12.60" x 23.62" or smaller, 12.60" x 49.61" by using SF mode; Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m <sup>2</sup> )
One-bin Tray (BN1310)	Tray capacity: 125 sheets; Paper size: 5.5" x 8.5" to 12" x 18" (A5 - A3); Paper weight: 14 - 80 lb. Bond/166 lb. Index (52 - 300 g/m <sup>2</sup> )
Internal Multi-feed Unit (FD3010)	When External Finisher is attached: A3 - A6 SFF, DT - HLT, 12.6" x 17.7", 12" x 18" Z folding: A3, B4, A4, DT, LG, LT, 8.5" x 13.4" (Office) Half-folding: A3, B4, A4, DT, LG, LT, 8.5" x 13.4" (Office) Inner three-folding: A3, A4, DT, LG, LT, 8.5" x 13.4" (Office) When External Finisher is not attached: A3 - A6 SFF, DT - HLT Z folding: A3, B4, A4, DT, LG, LT, 8.5" x 13.4" (Office) Half-folding: A3, B4, A4, DT, LG, LT, 8.5" x 13.4" (Office) Inner three-folding: A3, A4, DT, LG, LT, 8.5" x 13.4" (Office)

### OTHER OPTIONS

Fast option Type M37, g3 Interface Unit Type M37, Memory Unit Type M37 4GB, VM CARD Type M37, punch Unit PU3070, punch Unit PU3080, Punch Unit PU3090, Device Server Option Type M37, IPDS Unit Type M37\*, PostScript Unit Type M37, Color Controller E-25C, IEEE 802.11a/g/n Interface Unit Type M19, File Format Converter Type M19, OCR Unit Type M13, Small Paper Feeding Unit Type M37, Page Keeper Type M37, Imageable Area Extension Unit Type M19, External Keyboard Bracket Type M19, Optional Counter Interface Unit Type M12, Key Counter Bracket Type M13, NFC Card Reader Type M37, Smart Card Reader Built-in Unit Type M37, Caster Table Type M3, Banner Paper Guide M19, Tray Type M19, Cabinet Type f, ESP XG-PC5-15D, External USB Keyboard (No Bracket), EFI Impose Type F5150, EFI Compose Type F5150, Hot Folders Type FS-100, Spot On Type F5100, Auto Trap Type FS-100, Flyer CPS v4, Flyer FS-2000 Spectrophotometer, EFI Productivity Pack for Flyer E22b E22c, Bridge Unit BU3090

### CONSUMABLES

Some options may not be available at the time of market release. Specifications are subject to change without notice. For maximum performance and yield, we recommend using genuine Ricoh parts and supplies. Some features may require additional options and/or charges.

Toner: black	33,000 prints
Toner: cyan/magenta/yellow	22,500 prints
Consumable yield measuring method	ISO / IEC 19752

## Ricoh USA, Inc.

70 Valley Stream Parkway  
Malvern, PA 19355



1-800-63-RICOH

www.ricoh-usa.com

**RICOH**  
imagine. change.

Ricoh USA, Inc., 70 Valley Stream Parkway, Malvern, PA 19355, 1-800-63-RICOH  
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# RICOH IM C3000 / IM C3500 / IM C4500 / IM C6000

MAIN SPECIFICATIONS

MODEL			
MODEL	RICOH IM C3000	RICOH IM C3500	RICOH IM C4500
<b>GENERAL</b>			
Warm-up Time	21 Seconds		
First Output Speed : BMV	4.5 Seconds	4.5 Seconds	3.6 Seconds
First Output Speed : Full Color	6.9 Seconds	6.9 Seconds	5.4 Seconds
Continuous Output Speed	30ppm	35ppm	45ppm
Memory Std/Max	2GB Std / 4GB Max		
HDD Std/Max	320GB Std/Max		
ARF Capacity	100 Sheets		
SPDF Capacity	220 Sheets		
Weight [Mainframe]	Less Than 85.5kg		
Dimensions W x D x H [Standard]	587 x 685 x 788 mm		
Dimensions W x D x H [Maximum] (excluding ARDF/SPDF)	668 x 738 x 1030 mm		
Power Source	220 - 240V 50/60Hz		
<b>COPIER</b>			
Multiple Copying	Up to 999 Copies		
Resolution	600 dpi		
Zoom	From 25% to 400% in 1% Step		
<b>PRINTER</b>			
CPU	Intel Atom Processor Apollolake 1.6GHz		
Printer Language : Standard	PCL5C, PCL6, Postscript 3 (emulation), PDF direct (emulation)		
Printer Language : Option	Genuine Adobe® Postscript®3™, XPS, IPDS, PictBridge, PDF Direct from Adobe®		
Print Resolution	1,200 x 1,200 dpi		
Network Interface : Standard	Ethernet 10 base-T/100base-TX/1000 base-T, USB Host I/F Type A, USB Device I/F Type B		
Network Interface : Option	Bi-directional IEEE 1284/ECB, Wireless LAN (IEEE 802.11a/b/g/n), Additional NIC (2nd port)		
Mobile Printing Capability	Apple AirPrint™, Mopria, Google Cloud Print, NFC, Ricoh Smart Device Connector		
Windows® environments	Windows® 7, Windows® 8.1, Windows® 10, Windows® Server 2008, Windows® Server 2008R2, Windows® Server 2012R2, Windows® Server 2016		
Mac OS environments	Macintosh OS X10.11 or Later		
UNIX environments	UNIX Sun® Solaris, HP-UX, SCO OpenServer, RedHat® Linux Enterprise, IBM® AIX		
SAP® environments	SAP® S/4®		
Other Supported environments	IBM iSeries		
<b>SCANNER</b>			
Scanning Speed	120ipm (Simplex) / 240ipm (duplex)		
Resolution : Maximum	1,200 dpi		
Compression Method	TIFF (MH, MR, MMR, JBIG2), Grayscale		
File Formats	Single Page TIFF, Single page JPEG, Single Page High compression PDF, Single page PDF-A, Multi page TIFF, Multi page PDF, Multi page High compression PDF, Multi Page PDF-A		
Scan Modes	Email, Folder, USB, SD Card		
<b>FACSIMILE</b>			
Circuit	PSTN, PBX		
Transmission Speed	2 Seconds		
Modem Speed : Maximum	33.6 Kbps		
Resolution : Standard	8 x 3.65 line/mm, 200 x 100 dpi		
Resolution : Option	16 x 15.4 line/mm, 400 x 400 dpi		
Compression Method	MH, MR, MMR, JBIG		
Memory : Standard	4MB (320 Pages)		
Memory : Maximum	60MB (4,800 Pages)		
<b>PAPER HANDLING</b>			
Recommended Paper Size	SRA3, A3, A4, A5, A6, B4, B5, B6		
Paper Input Capacity Std	1,200 Sheets		
Paper Input Capacity Max	4,700 Sheets		
Paper Output Capacity Std	500 Sheets		
Paper Output Capacity Max	1,625 Sheets		
Paper Weight	60 - 300g/m²		
Paper Types	Plain paper, Recycle paper, Special paper, Color paper, Letterhead, Cardstock, Preprinted paper, Bond paper, Coated paper, Envelope, Gloss paper, Label paper, OHP		
<b>ECOLOGY</b>			
Power Consumption : Max	Less Than 1,700 W		
Power Consumption : Ready	47.6 W		
Power Consumption : Sleep	0.55 W		
TFC Value	1.1kWh	1.3kWh	1.8kWh
			2.7kWh



# RICOH IM C3000 / IM C3500 / IM C4500 / IM C6000

MAIN SPECIFICATIONS

MODEL	RICOH IM C3000	RICOH IM C3500	RICOH IM C4500	RICOH IM C6000
<b>OUTPUT TRAY AND FINISHER OPTION</b>				
1 x 550-Sheets Paper Tray (PB 3270)	Paper Size : A6-SRA3, Paper Weight : 60-300g/m <sup>2</sup>			
2 x 550-Sheets Paper Tray (PB 3280)	Paper Size : A6-SRA3, Paper Weight : 60-300g/m <sup>2</sup>			
2,000-Sheets Large Capacity Tray (LCIT PB3290)	Paper Size : A4, Paper Weight : 60-300g/m <sup>2</sup>			
1,500-Sheets Large Capacity Tray (LCIT RT3040)	Paper Size : A4, Paper Weight : 60-300g/m <sup>2</sup>			
1,000-Sheets Hybrid Finisher (SR3260)	Paper Size : Proof Tray : A6-A3, Shift Tray : A6-A3, Paper weight : 60-300g/m <sup>2</sup> Staple paper size : A4-A3, Staple paper weight : 52-105g/m Staple position : Top, Bottom, 2 Staples Staple capacity Max : 50 sheets (A4) 30 Sheets (A3) Stapleless capacity Max : 5 sheets (A4/A3)			
3,000-sheet Finisher (SR 3280)	Paper Size : Proof Tray : A6-A3, Shift Tray : A6-A3, Paper weight : 60-300g/m <sup>2</sup> Staple paper size : A4-A3, Staple paper weight : 52-105g/m Staple position : Top, Bottom, 2 Staples, Top slant Staple capacity Max : 50 sheets (A4) 30 Sheets (A3)			
[Available for IM C4500, IM C6000 only]	Paper Size : Proof Tray : A6-A3, Shift Tray : A6-A3, Booklet tray : A4-A3 Paper weight : 60-300g/m <sup>2</sup> Staple paper size : A4-A3, Staple paper weight : 52-105g/m Staple position : Top, Bottom, 2 Staples, Booklet Staple capacity Max : 50 sheets (A4) 30 Sheets (A3)			
1,000-Sheet Booklet Finisher (SR3270)	Paper Size : Proof Tray : A6-A3, Shift Tray : A6-A3, Booklet tray : A4-A3 Paper weight : 60-300g/m <sup>2</sup> Staple paper size : A4-A3, Staple paper weight : 52-105g/m Staple position : Top, Bottom, 2 Staples, Booklet Staple capacity Max : 50 sheets (A4) 30 Sheets (A3)			
2,000-Sheet Booklet Finisher (SR3290)	Paper Size : Proof Tray : A6-A3, Shift Tray : A6-A3, Booklet tray : A4-A3 Paper weight : 60-300g/m <sup>2</sup> Staple paper size : A4-A3, Staple paper weight : 52-105g/m Staple position : Top, Bottom, 2 Staples, Booklet Staple capacity Max : 50 sheets (A4) 30 Sheets (A3)			
[Available for IM C4500, IM C6000 only]	Paper Size : A6-A3, Paper weight : 60-300g/m <sup>2</sup> Staple paper size : A4-A3, Staple paper weight : 52-105g/m Staple position : Top, Bottom, 2 Staples Staple capacity Max : 50 sheets (A4) 30 Sheets (A3)			
500-Sheet Internal Finisher (SR3250)	Paper Size : A6-A3, Paper weight : 60-300g/m <sup>2</sup> Staple paper size : A4-A3, Staple paper weight : 52-105g/m Staple position : Top, Bottom, 2 Staples Staple capacity Max : 50 sheets (A4) 30 Sheets (A3)			
250-Sheet Internal Finisher (SR3300)	Paper Size : A6-A3, Paper weight : 60-300g/m <sup>2</sup> Staple paper size : A4-A3, Staple paper weight : 52-105g/m Staple position : Top, 1 Staple Staple capacity Max : 2-5 sheets (A4)			
(Available for IM C3000, IM C3500 only)	Internal Shift Tray (SH3080)			
One-bin tray (BN3130)	Tray Capacity : 250 sheets, Paper size : 320 mm x 600 mm or smaller, Paper weight : 60-300g/m <sup>2</sup>			
<b>OTHER OPTIONS</b>				
Platen Cover PN2000, DF3110, DF3120, Fax Option Unit Type M37, G3 Interface Unit Type M37, Fax Connection unit Type M37, FAX Memory unit Type M19 64MB, Memory Unit Type M37 4GB, Caster Table Type M3, VM Card Type M37, Side Tray, Punch Unit NA/EU/SC (PU3070, PU3080, PU3090), Internal Multi-fold unit FD3010, Camera direct print card, Postscript3 Unit Type M37, XPS direct print Option Unit Type M37, IEEE 1284 I/F Type M19, IEEE 802.11a/g/n I/F Type M19, Device server option Type M37, File format Converter Type M19, OCR Unit Type M13, Small Paper Feeding Unit Type M37, Page Keeper Type M37, ADF Handle, External Keyboard Bracket Type M19, Optional Counter Interface Unit Type M12, Key Counter Bracket Type M3, NFC Card Reader Type M37, Smart Card Reader Built in Unit Type M37, External USB Keyboard (No bracket), Color Controller E-25C, Unicode Font Package for SAP License.				

\*AirPrint certification will be available in 2019.

# RICOH

imagine. change.

www.ricoh-ap.com

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RICOH @Remote



- Ricoh is a leading provider of innovative document management systems and services. We understand the importance of many factors in choosing a supplier. The outstanding commitment of our employees and the quality of the services and products we provide have resulted in our growth. The following respected industry experts have recognized us for our commitment to excellence and innovative solutions:

  - Ranked as a Leader in the high-speed inkjet continuous feed market by IDC (U.S. *Quarterly Production Print Tracker for 4Q'15*), which includes the year's cumulative installation numbers, noting that Ricoh's market share increased to 46 percent in 2015—more than twice that of the next closest competitor.

    - Recognized for the seventh year in 2016 as one of the World's Most Ethical Companies by Ethisphere, which recognizes companies that align principle with action, work tirelessly to make trust part of their corporate DNA and in doing so, shape future industry standards by introducing tomorrow's best practices today.
    - Ranked as a Leader in managed print services and managed workflow services by IDC (*IDC MarketScape Criteria: 2015 Managed Workflow Services Hardcopy Vendor Assessment—Building on MPDS, doc #US40586715, November 2015*). Ricoh has been named a Leader in all five of the IDC MarketScape reports published to date for Managed Print and Document Services.
    - Named "Best Manufacturer" of the year in 2015 by *The Cannata Report*, published by Marketing Research Consultants LLC, based on responses to its 30<sup>th</sup> Annual Dealer Survey in which dealers provided feedback on the manufacturer they believe offers the best products
    - Earned 16 awards for its product lines in the Buyers Laboratory LLC (BLI) 2015 Winter Pick Awards, including Outstanding Achievement in Innovation, A3 MFP Line of the Year for Energy Efficiency and A3 MFP Line of the Year



## Business References—RICOH's Policy

Out of courtesy, we have established a reference policy that respects the confidentiality of our customers. The policy is intended to limit the potential for inconvenience that may result from numerous reference information requests. Consequently, we respectfully request the opportunity to coordinate a mutually agreeable time to contact the listed references. At the point in the evaluation process when the Public Schools is ready to interview business references, please contact Frank Macchi-Major Account Executive, at 860-305-4135. Frank will arrange direct contact with the following references at that time:

- Town of Ledyard
- Plainfield Public Schools
- New London Public Schools

- Ranked as a Leader in MFDs and printers by Gartner, Inc., every year since 2004 (*Magic Quadrant for MFPs and Printers, Worldwide*)
- Ranked as a Leader for Managed Print Services by Gartner, Inc., every year since 2008 (*Magic Quadrant for Managed Print Services, Worldwide*)
- Ranked as a Leader by IDC for Smart MFPs (*MarketScape: U.S. Smart Multifunction Peripheral 2014-2015 Vendor Assessment {doc #254761, March 2015}*)
- Awarded 2015 "Prime" status for sustainability by oekom research AG, one of the world's leading rating agencies in the field of sustainable investment. Ricoh ranked high for its comprehensive product reuse and recycling guidelines; development and launch of energy-efficient product; products' compliance with strict criteria for prevention of environmentally sensitive chemical substances; and increase in product recovery, reuse and recycling.
- Recognized in 2015 as a "Silver" class company in the Computers & Peripherals and Office Electronics industry, based on a sustainability evaluation by RobecoSAM (a well known socially responsible investment research company), with the industry's highest assessment in Innovation Management (economic dimension) and Talent Attraction & Retention (social dimension)
- Recognized in 2015 for the third consecutive year by the Dow Jones Sustainability Indices (DJSI)—compiled by Dow Jones and RobecoSAM
- 

Group—with the industry best score in four categories: "Innovation Management," "Privacy Protection," "Environmental Policy/Management System" and "Climate Strategy." Ricoh was also recognized as a sustainability leader in the Computers & Peripherals and Office Electronics industry, and was added to the DJSI World Index as well as the DJSI Asia/Pacific Index.
- Ranked as a worldwide leader in Managed Print and Document Services by IDC (*MarketScape: Worldwide Managed Print and Document Services 2014 Hardcopy Vendor Assessment—Focus on Managed Workflow Services*)
- Named a 2014 Energy Star® Award winner for Excellence in Energy Efficient Product Design by the U.S. Environmental Protection Agency (EPA) for its outstanding contribution to reducing greenhouse gas emissions by designing energy-efficient products and educating consumers about energy efficiency
- Recognized by *Incentive Magazine's* 2014 Grand Motivation Masters Award for Ricoh's Services Team Annual Recognition (STAR) Program, which acknowledges the company's top-performing, customer-facing field and service management professionals
- Named MFP Manufacturer of the Year in 2014 for second consecutive year by Marketing Research Consultants LLC in *The Cannata Report*, based on the 29th Annual Dealer Survey in which dealers provided feedback on the manufacturer they believe provides the best MFPs
- Recognized by the European Financial Times Stock Exchange for Good (FTSE4GOOD) Global Index for the 11<sup>th</sup> consecutive year in 2014
- Received two 2014 Editors' Choice Awards from *PC Magazine* for Ricoh's ultra short throw projectors
- Named the winner of the 2013 Leadership Award for Best Direct Managed Print Services Plus Provider in the Managed Print Services Industry by the Managed Print Services Association (LEBANON PUBLIC SCHOOLS) at the CompTIA ChannelCon event in Orlando, FL



- Ranked as a worldwide leader in high-speed inkjet web presses by IDC (*MarketScape: Worldwide High-Speed Inkjet Web Press 2013 Vendor Analysis*)
- Listed by Corporate Knights as one of the Global 100 Most Sustainable Corporations in the World for the 10<sup>th</sup> consecutive year in 2014 (*Ricoh is one of only 12 companies to have been included on this list every year since its inception*)
- Honored by CompTIA, a leading non-profit association for the information technology (IT) industry, with its CompTIA Managed Print Trustmark™ on August 22, 2013, for its adherence to industry best practices for service delivery and customer interaction in the managed print market
- Listed on the Fortune Global 500 list for 2012
- Listed on the 2014 Top 100 Global Innovators list by Thomson Reuters, which recognizes companies that lead global business by protecting the creative ideas of inventions through intellectual property rights and transforming them into successful forms of business; this is the second time Ricoh has been recognized for this list
- Named on *Training* magazine's Top 125 list every year since 2003
- Included on *Fortune* magazine's 2012 Most Admired Companies list for eight of 10 years
- Named on the 2013 and 2012 *InformationWeek 500*, an annual list of the nation's most innovative users of business technology
- Received the Logistics Award for technical packaging with the reuse packaging for large copy machine units at the Japan Packaging Contest 2012 sponsored by the Japan Packaging Institute
- Named a winner of the Business Marketing Association (BMA) Gold Key Award—which celebrates innovative, strategic marketing campaigns that produce real-world results—for its 2012 *Go Beyond the Meter* campaign for the utilities market
- Christina Morrow, Director of Indirect Procurement and Supplier Diversity, was named a 2012 Top 30 Champion of Diversity by *DiversityPlus Magazine*, one of the nation's leading diversity magazines with an international readership of more than 114,000; the award recognizes leaders who have developed and implemented innovative strategies reflecting best internal and external practices to help increase participation of minority and women-owned businesses (MWBES) as suppliers in the national and global economies
- Received the 2011 Leadership Award for excellence in Managed Print Services as a Direct/Manufacturer for its Ricoh® Managed Document Services™ Program
- Honored with the BMA Gold Key Award for Social Media in 2011
- Recognized by eekom research as one of the World's Best Office Electronics Companies in Social and Environmental Performance (2011)
- Placed first in *The Connecticut Law Tribune's* sixth annual readers' poll in March 2011, and placed first in *The Recorder's* fourth annual *The Best Issue in California*; also voted one of the top office equipment suppliers by readers of the *Legal Intelligence* in Philadelphia
- Voted 2010 Best Document Management Service Provider by readers of the *New York Law Journal*
- Recognized in 2009 by the Association of Diversity Councils as having one of the top 25 organizational diversity councils in the U.S.
- Included as No. 22 on the 2008 VARBusiness 500 list of top solutions providers

- Received VHA Inc. (national healthcare alliance) 2008 Leadership Award for Service Excellence—for IKON's contributions, support and commitment in helping VHA members achieve their supply-chain goals
- Received STAPLES Business Depot's (Canada) Best Category Management for Business Services award—for IKON WebPrint, a Web-based print ordering and workflow solution, which provides the backbone of STAPLES Business Depot's online print procurement system
- Named to the Global Outsourcing 100 list for 2006, sponsored by the International Association of Outsourcing Professionals (IAOP)
- Named to *Diversity Inc's* Top 50 Companies for Diversity list for 2006 and 2005
- Awarded Kodak Quality Supplier Certification in 2006 for best-in-class product and service levels, high performance levels and quality management
- Received a 2005 diamond Marketing Excellence Award from the Information Technology Services Marketing Association for "Improving the Customer Experience" through the IKON Service Excellence<sup>SM</sup> methodology for on-site managed services
- Received Gold Partner Growth award from Captaris Inc. in 2005
- Recognized by *Selling Power* magazine in its 50 Best Companies to Sell For list in 2004, 2003, 2002 and 2001
- Awarded Corporate University Best in Class (CUBIC) awards for excellence in training in 2003 and 2004, including Best Mature Corporate University in 2004
- Selected as 2004 Corporation of the Year by the Minority Supplier Development Council of PA-NJ-DE
- Ricoh has been awarded numerous product, industry and environmental awards, and is a **two-time recipient of the Deming Award**. Named for Dr. W. Edwards Deming, the Deming Award 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 select companies have won the Deming Medal. **Ricoh was the first office equipment manufacturer to win one and is the only such company to have won two.**



**APPENDIX 3 - RICOH SUPPORT TEAM**

All decisions regarding LEDYARD PUBLIC SCHOOLS are made at a local level by the following individuals:

Sherrie Price	SNE Area Vice-President	203-701-4124	22 Years
Joe Flaherty	Vice-President of Service	203-499-7369	30 Years
Sales Field Support			
Frank Macchi	Account Manager	860-305-4135	22 Years
Tim Chambers	Manager	401-207-5743	21 Years
Service Field Support			
Ron Bushey	Field Service Manager	413-271-9574	36 Years
Sue Wheeler	Field Service Technician	860-368-6518	21 Years
Gabe Janosi	Field Service Technician	860-659-1361	25 Years
Dave Welskop	Field Service Technician	860-234-0810	20 Years
Stan Schuetz	Field Service Technician	860-887-1628	28 Years