



# Solutions Proposal



PREPARED FOR  
**CITY OF BAY SAINT LOUIS**

SUBMITTED ON  
**04/02/25**

PREPARED BY  
**Michelle Gipson**  
Account Executive Gulfport  
(228) 380-8264



# About RJ Young

With a footprint throughout the Southeast, RJ Young is an industry leader providing technology solutions that power your business. We help small to enterprise-level organizations transition into modern workplaces and increase productivity with comprehensive managed IT solutions, office equipment and technology, business process outsourcing, digital communications and more.

After more than 60 years in operation, we are proud to be a work home to more than 600 team members and serve businesses in more than 30 sales and service locations across nine states. In everything we do, we stay anchored to our core values of honoring our people, customers, and communities.



## Our Approach

We are not here to sell you technology. We are here to help you achieve outcomes. To accomplish this, we leverage a four-step approach.

1. Goal exploration
2. Process optimization
3. Technology implementation
4. Process management

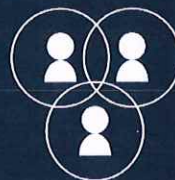
### In-House Leasing with RJ Young

Give your business financial flexibility with our in-house leasing programs. With the option to upgrade to new and improved equipment at the end of each leasing term, your organization will always have access to the latest technology – helping you stay as efficient as possible.

## Core Values



Integrity



Accountability



Empathy

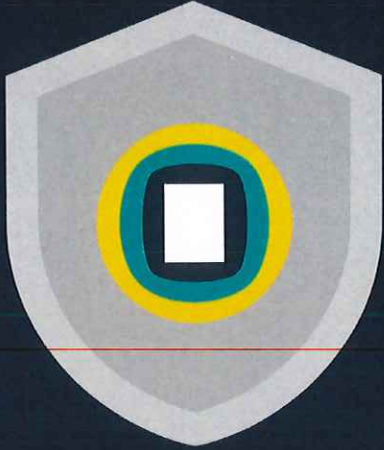


Excellence



Service



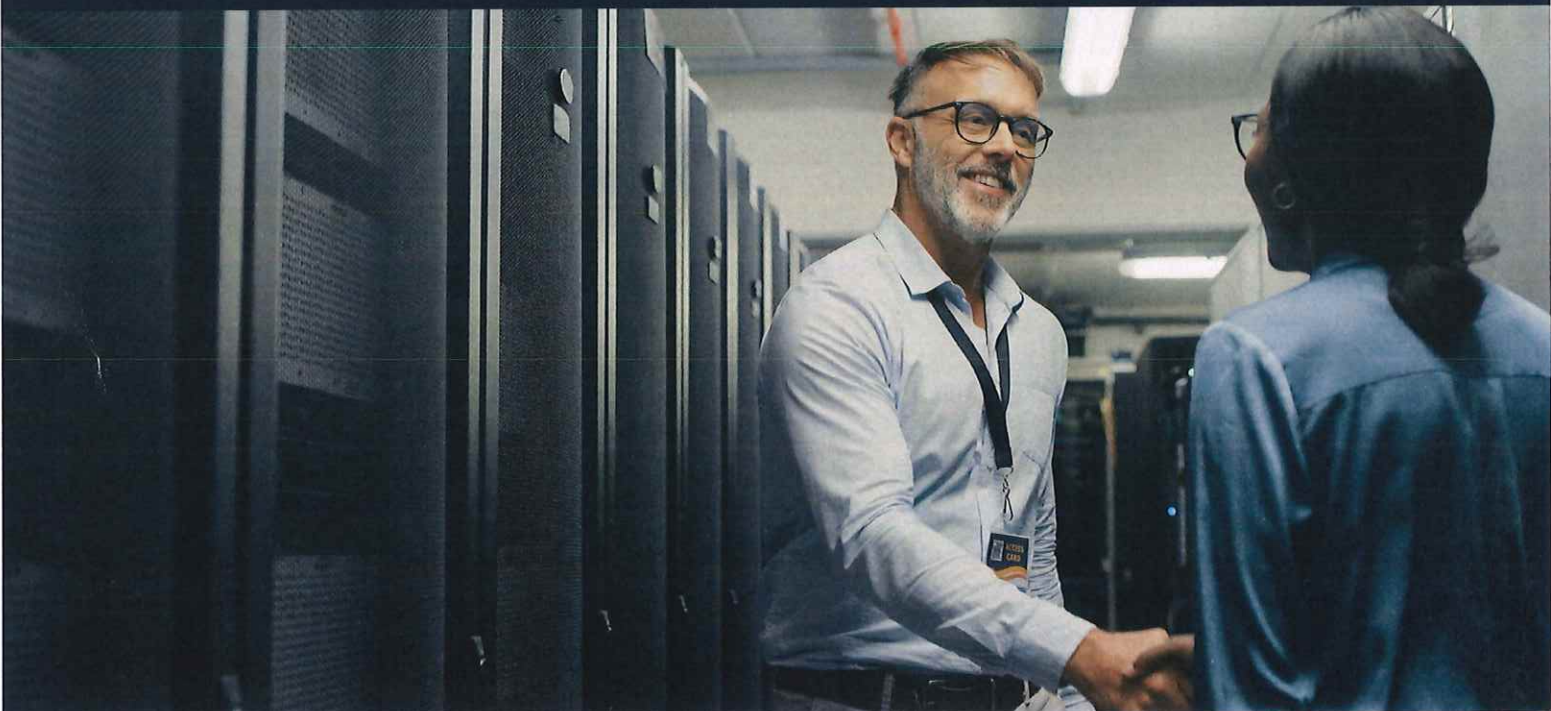


# We Make It Right™ Guarantee

*Careful attention to customer satisfaction is the reason we've been in business since 1955*

*"Our policy is very simple. If you are not happy with our equipment, service, supplies, billing - anything - let us know and we'll make it right, right away."*

**Chip Crunk**  
CEO



# Executive Summary

## Customers

  
**43,000**  
customers

  
**67,411**  
devices  
under Management

  
**4.3**  
billion clicks  
under management

  
**9,821**  
monthly phone calls

  
**157**  
monthly virtual calls

## Employees

**14.9**  
years  
average service  
technician tenure

**9.3**  
years  
average employee  
tenure at RJ Young

  
**15,000** hours  
technicians spent  
training in 2021

## Service

  
**76.1%**  
calls resolved  
on 1st technician visit

  
**96%**  
help desk  
resolution rate

  
**11 seconds**  
average customer care  
response time

  
**3:23 minutes**  
average help desk  
response time

  
**1.29 hours**  
average service  
call length

  
**42,447**  
average copies  
between service calls



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# Solution Pricing

## Recommended Models in Proposed Equipment Configurations



- Ricoh IM C4510
- Color Laser Multifunction Printer
- Prints up to 45 ppm, copy, scan, fax (optional)
- Prints up to 12"x18"
- (4) 550 Sheet Paper Drawers

Proposed Accessories: SR3320 Finisher 1,000 sheets, BU3100 Bridge unit, PB3320 Paper-feed unit 2 x 550 sheets

## Equipment Pricing for Administration 2<sup>nd</sup> Floor

Quantity	Model	Accessories
1	IM C4510	SR3320 Finisher 1,000 sheets, BU3100 Bridge unit, PB3320 Paper-feed unit 2 x 550 sheets

## Recommended Monthly Plan

State Contract Rental Option	Monthly Payment	BW Allowance	Color Allowance
48 Month FMV - Standard	\$177.42	0	0

Overages: **BW:** 0.0104 **Full Color:** 0.0529

*Unless otherwise noted, this plan includes all service, parts, and supplies excluding paper and staples. Manage account activity through RJ Young ePASS for supply orders, meter reading, and more.*

BOGO for Utility Dept. replacing current BOGO Ricoh MP5054SP ID#AAA76655



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## **NOTES for Administration Department:**

**Mississippi State Contract # 8200073983**

**48 Month Rental Payment \$252.32/mo.**

**Your current monthly state contract rental is \$111.69/mo.  
(Just Ricoh MP5055SP BW Copier/Scanner/Printer with Cabinet no accessories)**



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# Solution Pricing

## Recommended Models in Proposed Equipment Configurations



- Ricoh IM C4510
- Color Laser Multifunction Printer
- Prints up to 45 ppm, copy, scan, fax (optional)
- Prints up to 12"x18"
- (4) 550 Sheet Paper Drawers

Proposed Accessories: SR3320 Finisher 1,000 sheets, BU3100 Bridge unit, PB3320 Paper-feed unit 2 x 550 sheets, Type M52 Fax option

## Equipment Pricing for Building & Court Department

Quantity	Model	Accessories
1	IM C4510	SR3320 Finisher 1,000 sheets, BU3100 Bridge unit, PB3320 Paper-feed unit 2 x 550 sheets, Type M52 Fax option

## Recommended Monthly Plan

State Contract Rental Option	Monthly Payment	BW Allowance	Color Allowance
48 Month FMV - Standard	\$187.77	0	0

Overages: **BW:** 0.0104 **Full Color:** 0.0529

Unless otherwise noted, this plan includes all service, parts, and supplies excluding paper and staples. Manage account activity through RJ Young ePASS for supply orders, meter reading, and more.

BOGO For Fire Dept. replacing current BOGO Ricoh MP C5503 ID#AAA76654



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## Notes for Building & Court Department:

**Mississippi State Contract # 8200073983**

**48 Month State Contract Rental Payment \$289.53/mo.**

**Your current monthly state contract rental payment is \$164.21/mo.**

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# Solution Pricing

## Recommended Models in Proposed Equipment Configurations



- Ricoh IM C4510
- Color Laser Multifunction Printer
- Prints up to 45 ppm, copy, scan, fax (optional)
- Prints up to 12"x18"
- (2) 550 Sheet Paper Drawers

Proposed Accessories: SR3320 Finisher 1,000 sheets, BU3100 Bridge unit, PU3080 Punch unit, A5 Cabinet

## Equipment Pricing for Bay St. Louis Police Department

Quantity	Model	Accessories
1	IM C4510	SR3320 Finisher 1,000 sheets, BU3100 Bridge unit, PU3080 Punch unit, A5 Cabinet

## Recommended Monthly Plan

State Contract Rental Option	Monthly Payment	BW Allowance	Color Allowance
48 Month FMV - Standard	\$177.32	0	0

Overages: **BW:** 0.0104 **Full Color:** 0.0529

*Unless otherwise noted, this plan includes all service, parts, and supplies excluding paper and staples. Manage account activity through RJ Young ePASS for supply orders, meter reading, and more.*

BOGO for Police Dept. to replace current BOGO Ricoh MP C5503 ID#AAA76656



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## Notes for Police Department

Mississippi State Contract # 8200073983

~~48 Month State Contract Rental Payment \$242.89~~

Your current monthly state contract rental is \$170.15/mo.



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