

# Investment Proposal

Proposal For:

City of Star

Presented By:

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OFFICE SYSTEMS





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5461 Kendall Street  
Boise, Idaho 83706

(208) 384-5954

valleyofficesystems.com

## Company Executives

### Howard Hansen

Owner & President

With nearly 30 years of industry experience and more than 10 years of ownership, Howard has the knowledge and expertise to ensure that Valley meets the needs of your business.

Howard is actively involved in the day to day operations and can often be found meeting with customers to develop strong business relationships.



### Bart Cornwall

Vice President of Service

32 years of experience in the office equipment industry has provided Bart with a vast knowledge of the equipment that we offer. Bart has extensive training from our manufactures.

Barts' knowledge goes far beyond the technical aspect and can be seen as the driving force behind our entire service team and their outstanding short call back times and efficiency levels.



### Jim Kolsen

Vice President

Jim has over 20 years in the copier and banking industries.

Jim has a very extensive knowledge of not only the equipment and solutions we provide and how to best implement them to help our customers run at optimum efficiencies.

Jim's ultimate goal is to make sure that our customers are taken care of.







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August 30, 2022

**City of Star**

10769 W State Street  
Star, Id 83669

Dear Jacob,

Thank you for considering Valley Office Systems to help you in your upcoming office equipment and/or solutions decision(s). When making important decisions for your business, there are many variables you need to consider: the company, the features of the product, the quality of the product, the financing available, the cost to obtain and implement, and the service support you will receive. Each company or individual has their own criteria when making a long-term decision, but we feel that Valley Office Systems can offer you a complete solution to your needs along with providing you with the highest level of service and support.

Valley Office Systems has been in business since 1974. Our financial resources are very strong as we are a debt free company. Our local ownership is vested in your success, not only are they involved in daily business within the company, but they also desire to improve the communities we live in and help other companies succeed in each community we serve. Having local ownership empowers us to be the leader in handling large relationships in our market. Because of our culture we are easy to do business with. We have flexible programs that can be tailored to your billing and/or service requirements.

To continue to grow as we have over the past 47+ years, we strive to have complete client satisfaction. Which has provided our group with double digit growth, each and every year since being in the market. Our "**Customer Satisfaction Guarantees**" are in writing and ensures your satisfaction both now and in the future. We take pride in what we do and are continually motivated to do better.

We also hold several awards within the industry for service, sales, and overall company support. We have been selected as an elite dealer with ENX Magazine for more than 5 years running. Our outstanding service has earned us the Ricoh Service in Excellence award for 10 years running – this award is only given to a select few dealers throughout the US. Due to our outstanding achievements with Sharp we have been awarded the Hyakuman Kai award year after year for the past 20 years. We are also honored to be selected as one of the top 100 business in Idaho for the 4<sup>th</sup> consecutive year.

I appreciate the opportunity to propose a solution for City of Star. I look forward to implementing our programs and solutions for you.

Sincerely,  
Andy Bowen



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## COMPANY HISTORY

Since 1974, Valley Office Systems has been a copier dealer providing sales and service to the State of Idaho. Based out of Pocatello Idaho, this family-owned business soon became one of the strongest and most well-respected Sharp, Ricoh, Kyocera, and HP dealers in the area. Throughout the years, the company has represented several different product lines such as microfilm, typewriters and more. For the past 47+ years, however, the core business has been document imaging systems that include copiers, fax machines scanners and network printers and full Document Management Systems. In the year 2006, Valley expanded its office into the Utah and Western Wyoming markets. In an effort to achieve market growth and long-term stability, the company continues to look for other acquisitions that will enable us to help the wide range of customers that we service.

## MISSION STATEMENT

We have a very simple and honest mission statement:

*"To be recognized by our customers and our competitors as being the leading office solutions provider in Idaho, Utah and Western Wyoming, developing leaders in our industry while providing the best customer service, value, and quality available."*

## WHAT WE DO

Today we proudly offer the Sharp, Ricoh, Hewlett Packard (HP), and Kyocera digital lines of black and white along with full color multifunctional devices, printers, and facsimiles. We also offer solutions for electronic document filing. With the support from our manufacturers and partners we have the right solution for every office. Because we are a service company above all else, our technicians are continually being trained in order to provide our customers with the highest level of professional service available. We also have dedicated supply representatives that are available to assist you with the necessary supplies for your office machines.

## OUR SERVICE PHILOSOPHY THAT SETS US APART

- Our service technicians are compensated in a different manner than other servicing organizations. They receive compensation on how many copies your systems run between service calls. This is a huge benefit to our customers!
- Our technicians do a complete call and not only fix the current issue but look for other problems that might occur in the near future.
- By providing this complete call philosophy, your systems stay up and running for longer periods of time.
- Technicians carry complete car stocks (\$9000+) to fix any issue.
- Our branch locations are fully stocked with equipment, parts & supplies
- Local Billing and Local Dispatch
- Our technicians are actually factory trained. They are compensated by how well your systems run, not by how many times they have to repair it. This provides a greater level of competence in resolving any equipment issue.

[valleyofficesystems.com](http://valleyofficesystems.com) | 1-800-610-2865





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## SUMMARY OF CURRENT EXPENSES

### CURRENT LEASE

Remaining Lease Term	Total Payment
	\$

### CURRENT MAINTENANCE COSTS

	MONO	COLOR
Monthly Volume Image Charge		
Total Current Costs		\$

## PROPOSED SOLUTION FOR: City of Star(NASPO Contract)

### EQUIPMENT PROPOSED

Quantity	Model	Description
1	418227	Ricoh IM C4500
1	Connect Fee	Connect Fee
1	Lease Return	Lease Return Fee
1	418337	Finisher SR3260 (1,000 Sheet)
1	418349	Paper Feed Unit PB3280 (550 x 2)
1	418345	Bridge Unit BU3090

Please see attached brochure or specification sheet for more details.

### BUNDLED PAYMENT TERMS

Term	Total Payment
60	\$163.93

### MAINTENANCE AND SUPPLIES

The CPP option also includes: all parts, labor, toner, and service calls. Excludes: paper and staples

- Includes 0 mono copies per month with additional mono copies billed monthly at \$0.0062 per copy.
- Includes 0 color copies per month with additional color copies billed monthly at \$0.0480 per copy.

### MONTHLY SAVINGS

Savings	
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## OUR GUARANTEES

### Lifetime Copy Guarantee

Valley guarantees continuous equipment performance. In fact, we guarantee your equipment will perform as well on the last copy as it did on the first. Under our Full-Service Maintenance Agreement, should you ever have three service calls in a 30-day period for the same issue, our senior management team will come to you to personally address the issue. If we have to remove the equipment for further repairs, we supply you a loaner, and if we cannot resolve the issue, we will replace it with a comparable piece of equipment. \*

### Uptime Performance Guarantee

Valley is the only office equipment company delivering service 24x7 in the Boise area. When you're covered by our Full-Service Maintenance Agreement and place an emergency call for service, our average response time is only 2.5 hours, and we guarantee you will never have to wait more than 4 hours. This guarantee applies to all calls for service placed during normal business hours (8:00 a.m. to 5:00 p.m., Monday through Friday with the exception of holidays).

### Quality Supply Guarantee

Valley guarantees the best quality supplies at considerable savings, which can save your company the expense of unnecessary downtime and costly service calls. Our unique Cost-per-Copy Program protects your operating cost against inflation by freezing the costs of your supplies for up to one year. We will replace any defective or damaged supplies without question. So you save money on supplies today and tomorrow. You also save big on delivery charges. We also offer automatic supply fulfillment with Print Tracker software.

### Billing Guarantee

At Valley, we understand the importance of accurate billing. We guarantee the accuracy of billing. As a local company adjustments are simple, and we respond quickly to inquiries should the rare error occur.

\*This guarantee does not apply in cases of accidental damage or abuse.

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## AWARDS THAT SET US APART

**RICOH**

RFG Circle of Excellence  
Certified Dealership  
**2022**



### A TRADITION OF EXCELLENCE

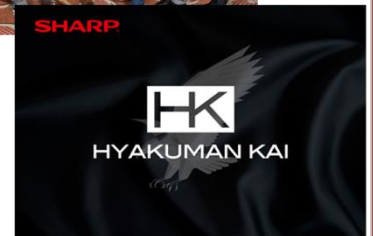
**For the past 10 years, Valley Office Systems has achieved the prestigious Circle of Excellence Award. This award is only given to a select few Dealers across the United States.**

The Ricoh Circle of Excellence Award honors the top dealers in the United States based on technical expertise, quality of service, model certification, efficiency, response time, success rates, and overall customer satisfaction. A Circle of Excellence Award signifies a quality business relationship with Ricoh that is unmatched by Valley Office Systems competitors.



### SHARP HYAKUMAN KAI

Valley Office Systems has been honored to receive the HYAKUMAN KAI award for the past 20 consecutive years. This is SHARP's most prestigious award and is only awarded to dealers that have exponential growth and leadership throughout the year.



### Idaho Top 100 Private Companies

For 4 consecutive years Valley Office Systems has been honored to be a part of the top 100 Idaho Private Companies. This award is based on annual revenue.

Proud to be one of Idaho's  
Top Private Companies

**IDAHO  
PRIVATE  
100**

**2021**

IdahoStatesman.com/Private100

**2020**

IdahoStatesman.com/Private100

**2019**

IdahoStatesman.com/Private100

**2018**

IdahoStatesman.com/Private100



### Elite Dealer Award

The elite dealer award from ENX Magazine is a judged award based on a number of criteria. It takes into consideration everything from technical service to marketing proficiency. There are only 120 companies nationwide that are selected for this award.



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