

THANK YOU

On behalf of the entire staff of United Business Machines of Washington, allow me to take this opportunity to thank the City of Tenino for this privileged opportunity to serve your document imaging needs. It would be our sincere pleasure to partner with the City of Tenino as we have designed a replacement solution that we believe supports your productivity and purpose. It is my hope that you will find this proposed replacement solution to be cost effective and offer a dependable solution that delivers considerable efficiency and benefit to the City of Tenino and those you serve.

As your dedicated Account Executive of United Business Machines of Washington, I, Rich Fisher am fully authorized by the organization to negotiate and provide clarifications regarding the details of this proposal. Feel free to contact me at any time with your questions and/or concerns.

Once again, thank you for this opportunity to service the document imaging needs of the City of Tenino.

Sincerely,

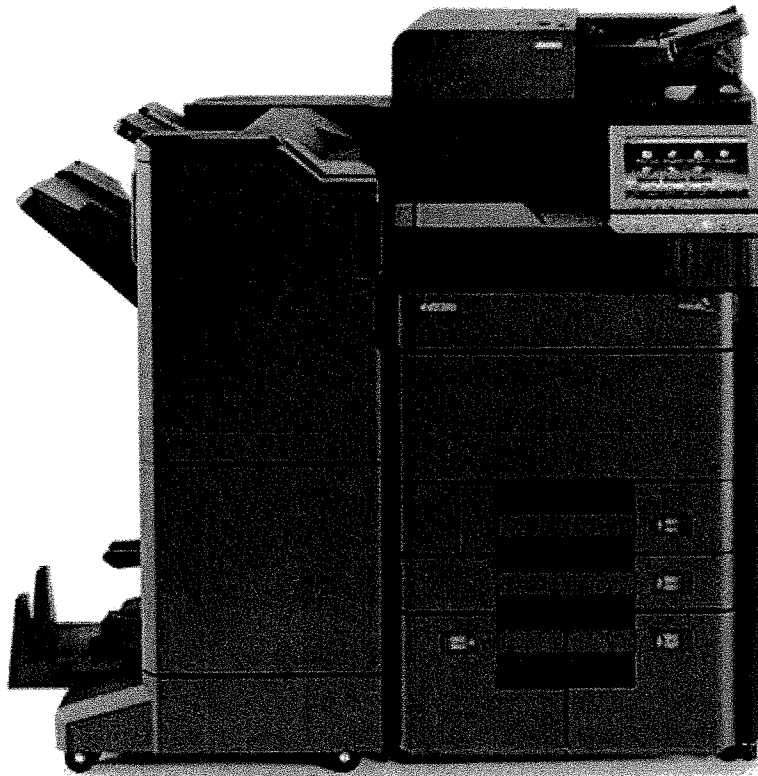
A handwritten signature in cursive script that reads "Rich Fisher".

Rich Fisher
Account Executive
United Business Machines of Washington, Incorporated



PROPOSED MULTIFUNCTION DEVICE

KYOCERA TASKALFA 4052CI
Color Multifunctional System



SHOWN WITH TWO 1,500 SHEET PAPER DRAWERS NOT INCLUDED





SPECIFICATIONS

- 40 PPM Black & White / 40 PPM Color MFP
- Warm Up Time – 17 Seconds or Less
- FCOT – 4.5 Seconds or Less (BW)
- Zoom Ratio – 25% to 400%
- 1,000 Account Codes
- USB Host Interface
- 270 Sheet Capacity Single Pass Duplexing Feeder
- Scanning Speeds Up To 160 Images Per Minute (Duplex)
- 9" Color Touch Screen Control Panel
- Scan To File & Email
- Standard Duplexing
- Two 500 Sheet Paper Drawers Up To 12 x 18"
- 150 Sheet Multi-Purpose Tray
- 4,000 Sheet Stapling Finisher with Booklet/Tri-Folding Unit
- Standard Air Print
- Wireless Printing & Scan



SERVICE AND SUPPORT

As a service first company, we place great emphasis on the technical support that we provide to our clients. United Business Machines proposed solutions provides the City of Tenino with high quality, reliable and consistent services including

- Replenishment of consumable supplies (toner, imaging units, drums & maintenance kits)
- Break-Fix / Repair services to maximize the performance and lifecycle
- Management of the City of Tenino MFP's including customized reporting and recommendations for fleet optimization.
- Emergency Phone Number For Service Call (800)544-4120

SERVICES PROVIDED	MFP'S
All Toner Included	YES
Service Included	YES
Loaner Machine(s) If Necessary	YES
Maintenance Kits Included	YES
Parts / Labor & Travel Time	YES
Quarterly Review of Fleet Performance & Volumes	YES
Tracked Response Time	YES
Single Vendor	YES
Single Monthly Itemized Invoice	YES
Dedicated Account Executive	YES
Proactive Approach Based On Objectives & Equipment Uptime	YES
Customized Reporting	YES
Shipping	YES





SERVICE AGREEMENT

UBM will manage all service, supply, and billing inquiries for the City of Tenino. We will also manage the dispatch of local Field Technicians and Network Engineers to the respective locations requesting service.

Service Level Agreements

- UBM will maintain a minimum average rate of 97% uptime per calendar quarter.
- UBM will provide the City of Tenino with a guarantee average four hour response time for all devices from time of call to time of onsite technician.
- UBM's technicians strive to repair the device on the first visit; although each service call varies, we make every effort to provide a resolution within eight (8) business hours.

Telephone Support

UBM offers live helpdesk and dispatch support from 8:00 A.M., to 5:00 P.M., Pacific Standard Time, Monday through Friday with the exception of US Statutory Holidays.

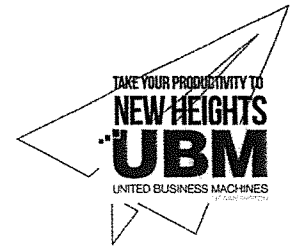
Escalation Process

All active service calls are monitored with alerts and notifications built into our service dispatch and client management systems to identify both service sequences and devices not meeting our predefined performance levels. When a notification is triggered by the system, the following escalation process is followed:

1. UBM's Service Manager and Director of Service are immediately notified of situation.
2. The issue is researched internally and followed up with the customer to discuss a proposed plan of action. Once the plan agreed upon, steps will be taken to execute the plan.

Parts

UBM stocks our Service technician's vehicles with commonly used parts for the devices he or she services within their geographic territory. Parts inventories are mainly located at UBM's corporate warehouse in Kirkland. Parts are also readily available in our branch locations in Tacoma, Olympia and Yakima. Technicians can view parts inventories and order parts onsite to reduce equipment downtime. If a part is on backorder, UBM will immediately notify the customer and provide an estimated time of availability.



PERFORMANCE METRICS

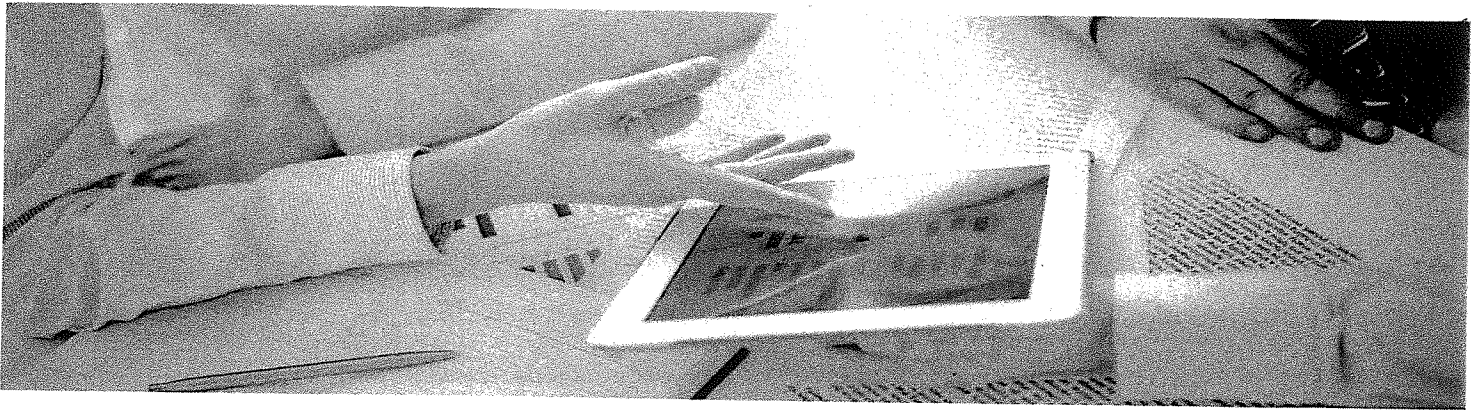
Technician Performance Metrics

UBM's Service Performance is measured by numerous elements including first call efficiency, callbacks, incomplete calls, customer downtime, technician response time, and customer resolution time. First call efficiency is based on completing the service call on the first trip without an additional callback for a recurring issue on the same unit.

Device Performance Metrics

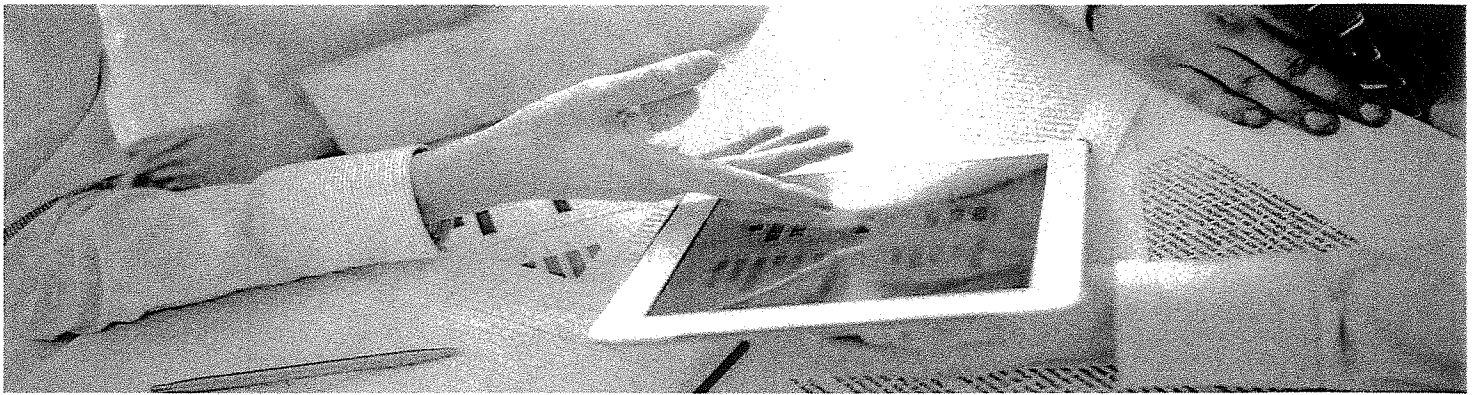
In addition to utilization levels, UBM's systems and tools capture and track data that can be leveraged for reporting within three broad categories.

- Device Performance
 - Gross number of service calls
 - Average days between calls
 - Number of pages between calls
- Service Response
 - Averages response time
 - Average repair time
 - Average resolution time
- Service Effectiveness
 - Percent of calls resolved on first call (FCE)
 - Percent of calls held for parts (HFP)
 - Call back percentage (CB)



CURRENT COST ANALYSIS

- Lease and Service Payment – City of Tenino \$ 483.78
 - Service on the Kyocera TA 45551ci
 - Includes 5,000 B&W images per month
 - Running 2,025 B&W images per month
 - Includes 1,000 color Images per month
 - Running 854 color images per month



INVESTMENT SUMMARY

- Lease Payment – City of Tenino

- | | |
|---------------------------|-----------|
| ○ 36 Month / 0 Down / FMV | \$ 514.00 |
| ○ 48 Month / 0 Down / FMV | \$ 385.00 |
| ○ 60 Month / 0 Down / FMV | \$ 372.00 |
-
- Includes lease payment and service on **Kyocera TASKalfa 4052ci**
 - 2,500 B&W images per month
 - Additional images billed monthly @ .0085
 - 1,000 color Images per month
 - Additional images billed monthly @ .055

REPLACEMENT PROPOSAL PREPARED FOR
THE CITY OF TENINO
PREPARED BY RICH FISHER



TRANSACTION NOTES

- Terminates existing lease.
- UBM is responsible for all shipping cost of equipment back to leasing company.
- UBM will sanitize the HDD prior to shipment back to lease company.