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# Cooperative Purchasing Catalog

## Multifunctional Devices and Related Products, Services & Solutions

Lead Agency: Fairfax County Government  
Originating Contract No. 4400003990

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Prepared for

## Baltimore Metropolitan Council

Baltimore Regional Cooperative Purchasing Committee  
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Submitted by

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# Meridian Catalog Overview: Print Management Products & Services

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## Catalog Foreword

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Meridian refines the products and services contained in this catalog on an ongoing basis to provide access to the best, most comprehensive range of technologies to **Baltimore Regional Cooperative Purchasing Committee** and associated contract participants.

- **Product Discounts:** Meridian commits to offer a minimum discount on products that are contained in our core offerings of 10% off MSRP. Depending on the product and volumes required, the discount can exceed 10%, and in certain circumstances, result in up to 40% off MSRP.
- **Services Discounts:** In addition, services offered other than those expressly listed on our response, but available as an offering through Meridian, will be discounted at a minimum of 1% off MSRP, with a potential discount of 10% off MSRP. These services include, but are not limited to: maintenance, professional services and labor categories outside of our contract response.

In addition to the products contained in the following catalog, Meridian's offerings also include, but are not limited to:

- Panasonic Whiteboards and Fax Machines
- Promethean Boards and Services
- Kyocera Mita Printers, Software, Services and Consumables
- Objective Lune Software and Services (Planet Press)
- Sharp Aquas Digital White Boards
- Canon Scanners

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## Frequently Asked Questions

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### **1. What is the basis of award for the Multifunctional Devices and Related Products, Services & Solutions contract?**

In 2011, Meridian responded to an RFP issued by Fairfax County Government for **Multifunctional Devices and Related Products, Services & Solutions**, resulting in a contract effective June 2012. Meridian was awarded a three (3) year contract (4400003990), with six (6) one- (1-) year options, using 2,200 units as the benchmark for pricing. The contract includes Konica Minolta devices, RISO duplicator products, managed print services and many other adjacent offerings at substantial discounts.

All terms and conditions in Contract 4400003990 will be honored for BRCPC participants.

### **2. Are there fees or commissions that need to be paid by BRCPC or any of its' members for using this contract?**

No, there are no fees associated with use of this contract.

### **3. Are there financing options associated with this contract?**

Meridian can offer several different financing options for equipment leasing, including municipal and operating lease plans.

### **4. How does this pricing compare to other competitively bid contracts, similar in scope?**

BRCPC members are eligible to receive an additional 20% discount on most products off nationally discounted pricing (up to 65% MSRP). In addition, further reductions may be determined using membership numbers, participation projections and specific scope details.

### **5. Can Meridian provide equipment and services to all BRCPC participating entities, throughout the state of Maryland?**

Yes, Meridian is a wholly-owned subsidiary of Konica Minolta, an \$8 billion multinational corporation with global coverage. Meridian is fully capable of servicing the entire state of Maryland.

### **6. Accurate invoicing has been an ongoing problem with our copier contracts. How are you different?**

Meridian has assembled a team of the industry's best billing analysts, specializing in the idiosyncrasies of leasing. We have many clients with custom billing requirements including specialty terms, lease-to-purchase, coterminous rates, pooled and bundled billing, and more. We have been frequently recognized for our superior invoicing capabilities by clients.

### **7. Is Konica Minolta a good brand for school systems and government organizations?**

Konica Minolta is a very well respected, established product line in the public sector. For years, Meridian has been leading with Konica Minolta when recommending products, underscoring the confidence in the products we're committed to maintain and troubleshoot. We have specific past and current project performance experience servicing Konica Minolta products in the following environments: Calvert County Public Schools, St. Mary's County Public Schools, Howard County Public School System, Alexandria City Public Schools, University of Maryland, Montgomery County Government, and more.

## 8. Do you have any unique management tools that are available to BRCPC?


Yes, Meridian has an e-info portal, otherwise known as Customer Internet Access, is a web-based application that allows you to login to our in-house enterprise management system in real time, so you can manage your fleet anytime, anywhere

Use the Customer Internet Access (CIA) portal to:

- Place and track service tickets
- Review service request history and metrics (real time)
- Order the right supplies for your device(s)
- View accounting information
- And more!

## 9. What type of product performance guarantees are offered with equipment?

Meridian offers among the most competitive warranties in the industry, the “Customer One Guarantee”, offering peace of mind and a commitment to product replacement, if necessary, for five (5) years.



KONICA MINOLTA

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**CUSTOMER ONE GUARANTEE**

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We believe the best customer experience comes from not only how our products perform and how easy they are to use, but also from giving our customers the peace of mind to know that our MFP are backed by the best guarantee in the industry. So when your new MFP arrives, you'll know you are getting the latest technology, superior service and support and a lease-long guarantee, **direct from the manufacturer.**

**“It Works or It Walks”**

We are so confident in the quality of our products that we guarantee your Konica Minolta MFP will (1) meet factory specifications and (2) be compatible with your network, or we'll replace it with an equivalent model:

- First two years: replacement will be a **brand new MFP**
- After two years: replacement may be new or refurbished
- **Plus**, Konica Minolta will also provide a \$1,000 credit towards your next Konica Minolta MFP as a way to say “we're sorry for the inconvenience.”

**We've Got You Covered**

The best customer experience is one that avoids problems altogether which is why we've established remote monitoring and a rapid response process in conjunction with your local sales representative.

- Our Solutions & Support team will proactively monitor our installed MFP's performance, looking to identify potential issues before they become problems for our customers.
- Should a problem arise, our technical support, local service manager and advanced diagnostics team members are all empowered to authorize a replacement, allowing for a fast and easy resolution.

## 10. How is device activity monitored? Does this contract provide automated meter readings and service reporting?

Meridian offers data collection agents and reporting tools designed to minimize cumbersome end user involvement. Through vCare and FM Audit, all meters, service calls and supply management can be accomplished in a centralized place without inconvenience to the user.

**11. Are there advantages in using this contract instead of other vehicles such as Keystone Purchasing Network (KPN) or Association of Educational Purchasing Agencies (AEPA)?**

Meridian and BRCPC are supporting this contract commodity directly, providing a high level of account management and ongoing customer support. We have dedicated three (3) experienced account executives to this effort, intended to serve as consultative resources and project managers. These executives understand school systems and municipalities, with over fifty (50) years of collective industry experience. Our team can help with product selection, configuration, fleet consolidation and optimization, workflow solutions implementation, print reduction strategies and more.

**12. Can an advisor meet with me to discuss my specific needs?**

Our account executives are happy to schedule onsite visits to better understand your environment and objectives. Informational interviews, onsite surveys, and periodic account reviews are all important components of the services we provide.

**13. Can Meridian provide duplicator products through this contract?**

Yes. Duplicators are very cost-effective devices for many schools. We provide the full suite of RISO duplicator products and services.

**14. Can Meridian do a print assessment through this contract?**

Yes, as an added value to participating in the BRCPC program, Meridian can conduct a print assessment for your organization at no cost. Meridian has managed print programs that are intended to show incremental improvements to the printing environments, that incorporate economic and environmental advantages.

**15. Many cooperative purchasing contracts obligate us to volume minimums that we don't meet. How does your contract work?**

This is not a one-size-fits-all contract. Each of our clients is unique, and we aim to tailor maintenance programs accordingly. For example, we offer pooled billing and only tally overages annually for our school systems, understanding that there are spikes and plummets through the academic year. Our account managers will work closely with your organization to ensure we make the right recommendations. Similarly, we work with municipalities and other local public bodies to identify specific organizational traits to structure the right maintenance agreement.