Government of Ontario
Workplace Print and Services

RICOH
imagine. change.

Welcome to Ricoh

Ricoh makes information work for you.

Welcome to Ricoh - your Vendor of Record for **Workplace Print and Services**. We're more than a supplier, we're an extension of your team. Ricoh transforms the way people work with breakthrough technologies that help organizations innovate and grow. We'll help you stay connected, productive and secure in the New World of Work.

With our **15+ year** history in working with the Ontario Government, including our work on the Ontario Public Sector Green Transformation Strategy, we understand the unique needs and complexities that you face. We will provide you with the insight and expertise needed to put your organization in control, so you work better, save time, reduce costs, remain compliant and safeguard information.

Ricoh makes information work for you

In 2015 The Ministry of Government and Consumer Services' Supply Chain Management awarded Ricoh Canada the contract to provide Managed Print Services (MPS) to the Government of Ontario under Vendor of Record (OSS-00457979). Ricoh was awarded this contract with the Province after a rigorous evaluation process where it was determined that Ricoh had one of the best mixes of products, service competencies, security capabilities and overall infrastructure to meet the stringent requirements of the Province's diversified Ministries and Agencies, Broader Public Sector and Provincially Funded Organizations.

With the 2020 award of the Workplace Services Vendor of Record (Tender WPS#11359), the Ministry of Government Services has introduced a procurement vehicle which allows organizations to further streamline ongoing efforts for **print modernization and digital transformation**. Further enhancements include the addition of Mobile Device Print Services, Document Capture Services, Print Analytics Services and Electronic Signature (eSignature) Services as examples. A comprehensive list of services is available from your Ricoh Account Representative.

Ricoh is compliant with the Broader Public Sector Accountability Act, 2010 and follows the principles of the BPS Procurement Directive - accountability, transparency, value for money, quality service delivery and process standardization.

Members of the Broader Public Sector may take advantage of all that Tender WPS#11359 has to offer as well as having the benefit to configure solutions to meet specific requirements. Rest assured that Ricoh and our MFPs, printers, software and professional services capabilities have been thoroughly tested and will meet your most rigorous evaluation criteria. Ricoh is committed to the issues that matter most to provincially funded organizations.
We focus on ensuring information security, supporting environmental sustainability initiatives, facilitating regulatory compliance, improving business processes and reducing total cost of ownership (TCO).

Digital Transformation

Print
If you are primarily paper-driven, our print solutions help you create and manage your paper-based information.

Insight
Easily access and analyze the data you need to make more informed business decisions, predict and resolve potential issues and uncover new opportunities.

Digitize
Convert from paper to digital. Store information in databases for easy access by processes and workflows, and analysis to generate reports and valuable insights.

Optimize
Improve processes, leverage or scale resources to support business goals and optimize how information flows across your business.

Ricoh Canada Facts

- Headquartered in **Mississauga, Ontario**
- Employees: **2,091** across Canada
- **500+ Ricoh Certified Service Technicians nationally**
- Over **40** Service and Support locations across Ontario
- **Centralized warehouse** based in Vaughan Ontario

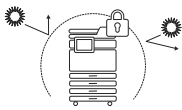## Require information? Have a question?

Reach out to your Ricoh **Account Representative today!**

Your Business Goals, Our Solutions

Considering the distinct needs of all Broader Public Stakeholders, we can put together a specialized Ricoh consulting team that can assess where you are today and help get you where you need to be in the future.

Intelligent Devices
Designed to operate sustainably and securely, these are Multifunction Printers for the modern office. The future-proof platform is scalable, secure and simple to use with innovative technology for the forward-thinking business.

Document Capture & Pull Printing Services
Lower printing costs, safeguard information and reduce waste. Ricoh Software and Cloud Workflow solutions, help you centralize your output, improve workflow and simplify fleet management.

New Technology and Service Innovation
Emerging technologies provide continued support of changing business needs. Workplaces are being redefined to include end to end visual communications system integration with desk & meeting room reservation solutions. Connect teams remotely, anytime with interactive Flat Panel Displays, Projectors and Unified Communication Systems (UCS) to drive collaboration and efficiency.

Ad-hoc IT Services
Optimize costs and grow your business. Ricoh's IT Services specializes in the design, implementation, security, and support of all infrastructure, cloud and networking systems to help you work smarter and faster.

Optimization Services
Collect data and determine utilization levels to develop key performance indicators (KPIs) to measure business processes. Recommendations can include the ability to digitize and automate manual error-prone core business processes like Accounts Payable to improve employee productivity and enhance reporting while improving the user experience.
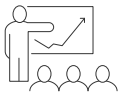
Centralized Print Device Management Services
Solutions for remote fleet management that enable proactive monitoring and diagnostic functions. Professional services can outsource key business functions so you can focus on your core business. From managed print shops whether on-site or off-site, leverage an experienced talent pool for predictable costs and scale up or down as needed.
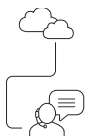
Digital Workflows
Manage, process, store and retrieve information throughout its life cycle. Highly efficient and secure solutions integrating eSignatures that enable employees and customers to access the information they need on demand.

Print Analytics Services
Predictive analysis enables data driven business decisions. Digital Rights Management, Intelligent eDiscovery and File Analysis & Migration ensure users can find, manage, organize and secure data at rest, in transit and in use while file-level policies control user access and permissions.

Technology Overview

Ricoh offers an extensive line up of multifunction devices, and B/W or colour printers that will fulfill your printing, scanning, and faxing requirements.

Within the agreement you will find a variety of core devices ranging from 5-90 pages per minute. Refer to the product catalogue for a complete list of products available for your selection and reach out to your Ricoh Account Representative to find the right device providing exceptional performance and ease of use for your requirements.

*Actual product configurations may differ from the image

Multifunction Devices & Printers

BASE | DEPARTAMENTAL | WORKGROUP | PERSONAL | MOBILE

Additional Features for Base, Workgroup & Departamental
- Smart Operation Panel
- Hard Drive Encryption and Disk Overwrite Security
- Support of multiple software solutions & card authentication
- Devices are AODA compliant

BASE	**WORKGROUP**	**DEPARTAMENTAL**	**B/W PRINTERS**	**THERMAL RUGGED MOBILE B/W PRINTER**
Compact letter/legal black & white MFP	Mid-sized letter/legal black & white MFP	Floor-standing black & white MFP with internal finisher	Compact letter/legal black & white laser printer	Thermal Paper - letter/legal
Black & white copy/ print & colour scan capabilities	Black & white copy/ print & colour scan capabilities	Black & white copy/ print & colour scan capabilities (Supports up to 11" × 17" ledger/tabloid size paper)	Standard duplex printing	300 x 203 dpi USB 2.0
Volume Range: 2,500 - 5,000 pages	Volume Range: 5,000 - 16,600 pages	Volume Range: 15,000 - 50,000 pages	Volume Range: 10,000 - 50,000 pages	
Minimum 35 PPM	Minimum 50 PPM	Minimum 50 PPM	Minimum 25 PPM	Minimum 5 PPM

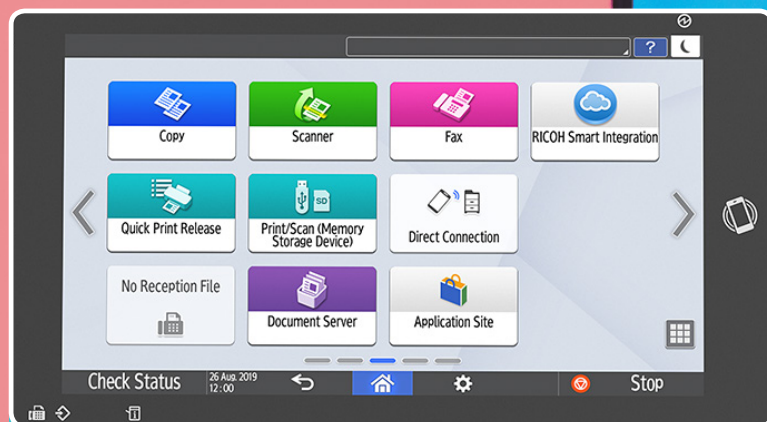Actual product configurations may differ from the image. Images not to scale

Additional Features for Base, Workgroup & Departamental
• Smart Operation Panel
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BASE	WORKGROUP	DEPARTAMENTAL	SMALL COLOUR MFP	MOBILE COLOUR PRINTER
Compact letter/legal colour MFP	Floor-standing colour MFP (Optional Finishing Options)	Floor-standing colour MFP with internal finisher	Compact letter/legal colour MFP	Letter/legal size paper
Colour copy, print & scan capabilities	Colour copy/print & colour scan capabilities (Supports up to 11″ × 17″ ledger/tabloid size paper)	Colour copy/print & colour scan capabilities (Supports up to 11″ × 17″ ledger/tabloid size paper)	Colour copy/print & colour scan capabilities	Mobile device with 2″ display USB 2.0 , Bluetooth + Wi-Fi
Volume Range: 3,000- 10,000 pages	Volume Range: 5,000 - 20,000 pages	Volume Range: 10,000 - 50,000 pages	Volume Range: 2,000 - 7,500 pages	
Minimum 40 PPM	Minimum 30 PPM	Minimum 45 PPM	Minimum 10 PPM	Minimum 15 PPM

Actual product configurations may differ from the image. Images not to scale

At the heart of our security model is the device itself. The Operating System (OS) at the core of our current Ricoh-designed devices has been specifically engineered and hardened by Ricoh for our equipment, and many of our MFP device models are certified to the IEEE 2600.2 Standard Protection Profile for Hardcopy Devices. Hard disk encryption and disk overwrite security come standard on all HDD equipped RICOH devices and help ensure that processed data remains confidential. Ricoh has worked hard to ensure that device security is not weakened by the introduction of the Smart Operation Panel. Ricoh does not install unnecessary components, and root access is not available. Embedded applications must pass Ricoh compatibility testing and be digitally signed before they can run on the Smart Operation Panel.

Ricoh is commited to working with our customers to deliver products and services that are in sync with their IT and network security policies. We use a number of techniques to help protect against "man-in-the-middle" or "inside job" threats — including end-to-end encryption of print and scan files, encryption of data on servers and segregation of administrator duties. An industry leading range of security services — including consultancy and managed services — wraps around the other layers to monitor, optimize and effectively manage document and information security.

Ricoh's layered approach

Device security
- ISO / IEEE 15408 / IEEE 2600.2 certification
- Ricoh-only OS
- Hard drive encryption
- Disk overwrite security
- Trusted platform module for secure boot
- Digitally signed firmware updates

User interface
Smart Operation Panel
- Ricoh hardened OS based using specific modules
- Unnecessary tools and components, tools with known issues are not installed
- Kernel and services are customized
- Root access is not available

Embedded applications
- Providing extended features
- Tested, compatibility certified and digitally signed by Ricoh
- Examples: Authentication, secure print, encryption, workflow

Network (transport & data link layer)
- Leverage and comply with customer's network security policies and measures
- End to end encryption of scan and print files to protect against "man in the middle"

Server security
- Leverage and comply with customer's server security policies and measures
- Encrypted files
- Segregation of administrator roles

Services
- Security optimization services
- End of life disposal services

Our Commitment

Ricoh's commitment to environmental conservation has been woven into the DNA of our manufacturing, logistics, product use and final disposal process since 1976. Through technological innovations and collaborative efforts with suppliers, Ricoh has made tremendous strides in energy conservation, global warming and pollution prevention, resource conservation and recycling. Ricoh was the **first Japanese company to join the RE100**; a collaborative, global initiative of influential businesses committed to 100% renewable electricity. By Joining the RE100, Ricoh has committed to using **30% renewable energy by 2030 and 100% by 2050**.

Environmentally Friendly By Design

RICOH Intelligent Devices bring advanced energy management features and cutting-edge technologies that enable eco-friendly printing and greener digital processes. Energy management features include; motion sensors, Proprietary Quick Start-Up technology and low sleep mode electricity consumption.

Ricoh's equipment demanufacturing program recovers nearly 100% of material waste. Our commitment to sustainability also extends to our toner bottles and cartridges with a complementary return program for our customers.

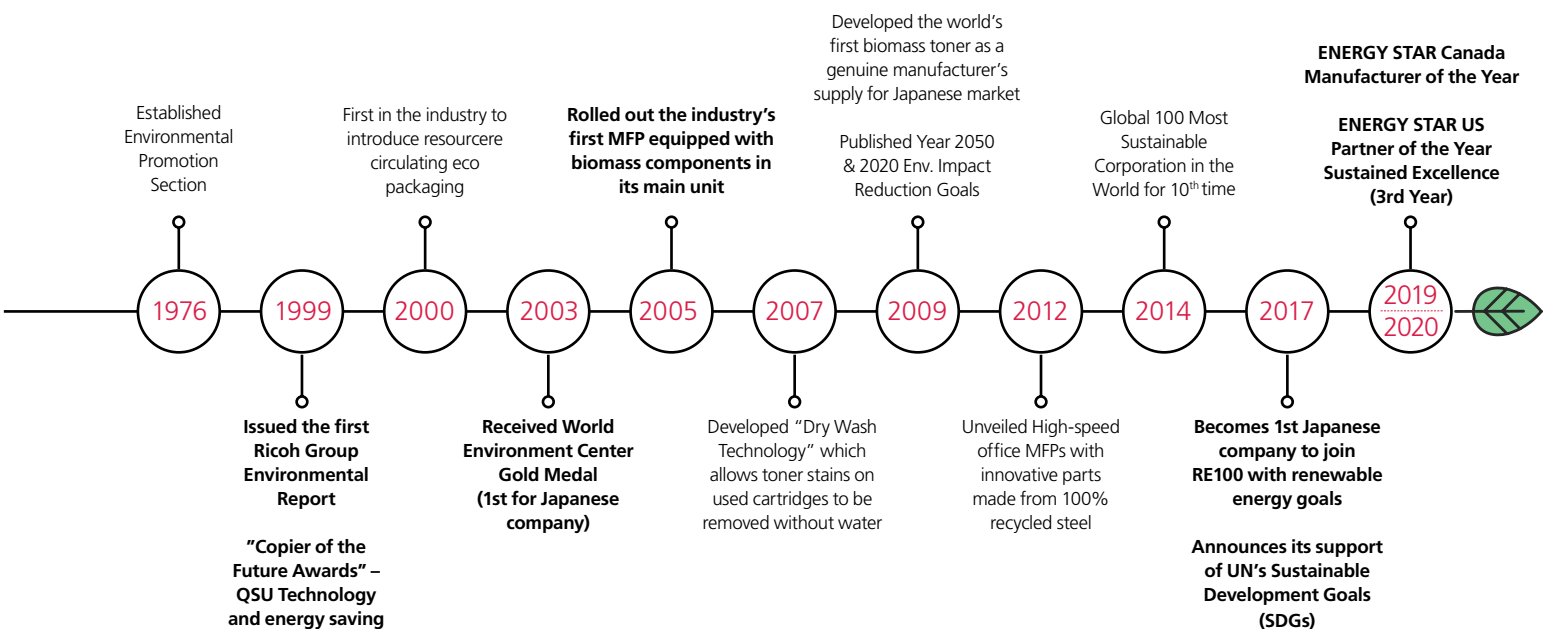Zero Waste to Landfill in all Ricoh production facilities worldwide

ISO 14001 certification in all Ricoh production facilities worldwide

Ricoh's ENERGY STAR compliant office equipment uses 30% less electricity than standard equipment

ECOLOGO® Certified products are certified for reduced environmental impact.

Timeline

1976 — Established Environmental Promotion Section

1999 — First in the industry to introduce resourcere circulating eco packaging
- Issued the first **Ricoh Group Environmental Report**
- **"Copier of the Future Awards"** – QSU Technology and energy saving

2000

2003 — **Rolled out the industry's first MFP equipped with biomass components in its main unit**
- Received **World Environment Center Gold Medal (1st for Japanese company)**

2005

2007 — Developed "Dry Wash Technology" which allows toner stains on used cartridges to be removed without water

2009 — Developed the world's first biomass toner as a genuine manufacturer's supply for Japanese market
- Published Year 2050 & 2020 Env. Impact Reduction Goals

2012 — Unveiled High-speed office MFPs with innovative parts made from 100% recycled steel

2014 — Global 100 Most Sustainable Corporation in the World for 10th time

2017 — **Becomes 1st Japanese company to join RE100 with renewable energy goals**
- Announces its support of UN's Sustainable Development Goals (SDGs)

2019 / 2020 — ENERGY STAR Canada Manufacturer of the Year
- ENERGY STAR US Partner of the Year Sustained Excellence (3rd Year)

View our Corporate Responsibility & Environmental Sustainability details:
www.ricoh.ca/en/about-us/corporate-responsibility-and-environmental-sustainability

SUSTAINABLE DEVELOPMENT GOALS

What is a VOR?

Vendor of Record (VOR) arrangement means a procurement arrangement, typically established through an RFP, that authorizes one or more qualified vendors to provide goods/services to one or more ministries for a defined period on terms and conditions, including pricing, as set out in the VOR agreement.

Can Broader Public Sector (BPS) (Non-OPS) buyers access Ontario's enterprise-wide Vendor of Record (VOR) arrangements?

Yes. Information about accessing the VORs can be found on the Doing Business with Ontario website.

Buyers must be registered to access the VORs. Information about how to register is provided on this website.

What entities would qualify to use Ontario's VOR arrangements?

In addition to Ontario government ministries, four types of public sector organizations have the option to use enterprise-wide VOR upon approval from their funding ministry:

• Select classified, non-classified and hydro entities (referred to as Other Included Entities in the Management Board of Cabinet Procurement Directive);

• Legislative Assembly;

• Municipalities, colleges, universities, school boards, hospitals, Community Care Access Centre, Ontario Health agency, Children's Aid Societies and shared service organizations; and

• Other transfer payment recipient organizations.

As this list includes organizations beyond the traditional definition of the Broader Public Sector, Supply Chain Ontario (SCO) of the Ministry of Government Services (MGS) refers to these organizations as "provincially funded organizations".

For more frequently asked questions, Contact your Ricoh Account Representative.

To find out more about how Ricoh solutions can support you, click the icons below:

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