

July 25, 2025

Scott Burkhart
Dakota County Finance
1590 Highway 55
Hastings, MN 55033

Dear Scott,

On behalf of Loffler Companies, Inc., we would like to thank you for the opportunity to respond to your RFP for Managed Print Services.

We are confident our expertise and success will earn us the opportunity to explore further how Loffler Companies will provide these services in a quality manner for Dakota County.

Why Loffler believes we can provide the best overall solution for Dakota County:

- Loffler Companies, Inc. has been with Dakota County for the past 5 years providing superior local service. Please see page #15 for customer surveys turned into Loffler from Dakota County staff.
- Skills and adaptability to smoothly transition existing services to a partnered solution.
- Depth of knowledge of print operations, document workflow and electronic filing solutions combined with world class implementation services to assure a smooth transition and a high level of user adoption.
- Community Involvement – recently awarded the Jefferson Award for Public Service exhibiting our commitment to the local community.
- Jim Loffler, our CEO and owner, says, “Do what is right.” Team members are given the authority to do the right things in a timely manner and offer reasonable flexibility to help the client.

We are excited about the opportunity to continue our partnership with Dakota County. Our goal is to continue to grow our relationship with you and to maintain a mutually beneficial partnership for years to come. We will accomplish this by providing continuous improvement and delivering on our promises. Thank you for your consideration on this initiative.

Sincerely,

Tait Thomsen
Strategic Account Executive
Loffler Companies, Inc
Direct Phone: (952) 925-6867
tthomsen@loffler.com

A Response for



Managed Print Services

Submitted by Loffler Companies, Inc.

**3745 Louisiana Ave S
St Louis Park, MN 55426**

Tait Thomsen
Strategic Account Executive
Direct Phone: (952) 925-6867
Tthomsen@loffler.com

The contents of this proposal are considered private and confidential for the exclusive use of Dakota County and its relationship with Loffler.

All furnished information, including prices, will remain valid for 120-days from the date of the deadline for submission of this RFP.

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VENDOR INTRODUCTION

Loffler's headquarters, Document Services Center and primary warehouse are in St Louis Park, MN, with branch offices in St. Cloud, Willmar, Rochester and Mankato, MN, Onalaska, Hudson, Eau Claire, WI, Aberdeen and Sioux Falls, SD, Fargo and Grand Forks, ND, and Sioux City and Spencer, IA.

Company Headquarters:	3745 Louisiana Ave S, St Louis Park, MN 55426
Phone/Fax:	952.925.6800 / 952.925.6801
Ownership Status:	Privately held; local/regional business; national support
Years in Business:	39 years; established October 1986 in Minnesota
Number of Employees:	515 in the Twin Cities, Central/Southern Minnesota, Western Wisconsin areas, South and North Dakota, Iowa, and Nebraska areas



In 1992, Loffler Companies began their partnership with Canon as a Segment 1 dealer in the Twin Cities. By 1995, Loffler was authorized to sell Canon's full line of black and white copiers and faxes. In 1999, Loffler was recognized by Canon as a premier dealer. We are also a certified Canon training facility. Today, Loffler sells and services all Canon software products such as imageWARE and uniFLOW. Loffler is the **#7 ranked independent dealer in Canon hardware sales** in the country, and **#1 ranked independent dealer in uniFLOW software sales** in the country.

In Loffler's 37 years of business, we have developed a turnkey **Managed Print Services Solution** and have become one of the largest MPS providers in the Upper Midwest.

Loffler has always been an **HP Partner**, but in 2007 Loffler achieved the prestigious HP Solutions Value Incentive Partner (SVIP) Elite Status. This program is awarded to HP partners that go beyond providing hardware and demonstrate a consultative sales approach to solve customers' business problems. Loffler Companies is now an **HP Gold Partner**, with a managed print specialization. Loffler is one of only 66 dealers in the United States to earn this distinction.

Imaging Solutions includes copiers, printers, faxes, scanners, MFD/MFPs, and software solutions. We provide solutions through our industry-leading manufacturing partners Canon, Konica Minolta, Xerox, HP and Lexmark, backed up by our specialized trainers and award-winning service and support.

Loffler Consulting Group (LCG) is comprised of process consultants, technical analysts, specialists, programmers and solutions support engineers. This group provides and supports Loffler Professional Services to clients through analysis, installation and implementation of complex solutions. LCG continuously reviews emerging technology to find and incorporate the best solutions for clients.

Managed Print Services (MPS) incorporates technology and services to facilitate monitoring and proactive management of printing environments. PrintVision, our nationally branded MPS provides complete fleet management including automated service and supply calls, extensive reporting and tools to assist in right-sizing equipment across organizations.

The Information Technology Solutions Group (IT, Phone & Voice Solutions) delivers a broad

range of information technology and services with best-of-class solutions. The IT Solutions Group provides IT Solutions including Managed IT Services, Security, Cloud, Unified Communications, CIO and Professional Services.

Our experienced team and proven processes for delivery, installation, implementation and training are world class and waiting to help you succeed.

Loffler has been recognized by the business community for doing things right; we also participate and contribute to local teams and charitable organizations.

Industry Recognition

Loffler has also been recognized by the business community for doing things right. Some of the recent recognition includes:

- Star Tribune Top Workplace (12 years)
- Inc. 5000 Fastest Growing Private Companies in America (10 years)
- Ernst & Young Entrepreneur of the Year Finalist (Jim Loffler; 2 years)
- Elite Dealer Award (14 years)
- CRN Elite 150 MSP (7 years)

Twin Cities Sports Teams Affiliations

- MN Wild
- MN Vikings
- MN Timberwolves
- MN Lynx
- MN Saints
- University of MN Gopher Athletics



Charitable Affiliations

- Susan G. Komen Race for the Cure
- American Cancer Society
- Ronald McDonald House
- Feed My Starving Children
- Memorial Blood Centers
- Loaves & Fishes
- St. Joseph's Home for Children
- Catholic Charities of St. Paul & Minneapolis
- Meals on Wheels
- Wounded Warrior Project
- Special Olympics
- Operation Christmas Child
- One Warm Coat
- Second Stork
- University of Minnesota Masonic Children's Hospital
- People Incorporated



SERVICE OVERVIEW

Service Call Overview

Service: Loffler employs 100 full-time, manufacturer-certified service technicians. In addition, we have technical analysts, certified manufacturer trainers, product segment supervisors and service managers on staff in the Twin Cities metropolitan area, Duluth, St. Cloud, Rochester, Mankato and Western Wisconsin.

Loffler's technician trainer is formally trained and certified by our partners. In our technician training facility, our trainer then provides training and manufacturer certification for all our technicians.

Our service team consists of multiple teams focused on color, office and production devices and based on manufacturer. Technicians spend time in primary service teams using these distinctions. Each service team is assigned to a group and customers have assigned technicians based on territory location and on their equipment.

Loffler technicians will respond to tickets within 30 minutes (during business hours) to triage the problem and determine the next steps if necessary. Technicians will be on site within our guaranteed four-hour response time for device assistance.

Replacement parts for units in the customer's location will either be stocked by the field engineer or at one of the parts depots located throughout the Metropolitan Area. If the parts are not available in these locations and are not available at Loffler's main warehouse facility in St Louis Park, they will be overnight expressed from the manufacturer.

Warehouse and Local Parts Inventory: Loffler is one of few remaining providers with a warehouse in the Twin Cities Metro. Our warehouse provides inventory for parts and supplies, receipt and initial delivery of all customer equipment, as well as a parts and supply depot for technicians and clients.

Here trained technicians unpack and pre-stage all customer units before delivery including configuration of network parameters when provided. Machines are fully tested to ensure they are ready to be placed in your environment and be up and running with minimal disruption to your users.

Loffler carries over 8 million dollars of parts inventory stored at our local warehouse. This inventory is based on manufacturer's recommendation as well as our own weekly parts usage reports. Each technician carries a car stock inventory of commonly used/consumable parts that they replenish daily. In addition, Loffler has four (4) drop sites throughout the metro area and St. Cloud for greater efficiency. Loffler employs a courier to bring parts to these locations up to twice daily.

NetConnect: Loffler's NetConnect service offering also provides ongoing support for MFPs. Services offered are listed below:

- Print driver set up and new version releases of print and/or scan drivers
- Training of Network Administrator and/or Key Operators
 - Coordinate delivery of system upgrades and accessories
 - Installation and testing of all purchased system upgrades and software

- Telephone support for printing/scanning issues
- Scanner folder setup and address adds
- Change/Upgrade IP address and gateway
- Firmware update installation for connected products

Help Desk: Loffler's Help Desk gives all clients the opportunity to do some troubleshooting or ask questions about copier settings, basic scan to email processes, driver settings, certain error codes, how to calibrate the machine, copy quality issues and much more.

Many questions can be answered on the phone or we can email you a reference guide to help you work through it on your own.



Customer Service Portal: Loffler is leading in technology innovation by introducing a Customer Service Portal. This is a live web-based ticketing system for instant access to all service calls, and the entire fleet history.

Clients can access the Loffler web-based portal using personal log in credentials to place new service requests, monitor current calls, and check past service history. They can also view their current equipment fleet at a specific location or for multiple locations.

- Our portal is designed to be very user friendly and intuitive with real time information. Loffler Companies strives to provide innovative solutions for our customers. As always, you still have the ability to call and speak with our live customer service team to help you with any questions or service needs.

Ticket Tracking: Loffler's Call Center provides a single point of contact for help desk service calls and supply orders, 7 to 5, Monday through Friday. In addition, your Account Manager, Tait Thomsen is your primary contact for your contracts and for requests such as training or issue escalation.

Calls for service are taken through the Call Center or through our Client Portal. Complete service records are maintained to provide historical information. Calls are monitored to guarantee timely response to tickets (response within one hour; on site in less than four hours) and to extended downtime (no longer than 48 hours).

Service and supply calls can also be placed through our Portal (Web interface loffler.com/support), email, or fax. Calls to the Call Center can also provide Help Desk support for end users with questions.

PROBLEM RESOLUTION

Loffler Companies, Inc. is committed to responding to all service calls in less than four hours.

- The first response will be by the Field Engineer assigned to the area.
- If that person cannot isolate a solution to the problem in 30 minutes, he or she will call another Field Engineer or the Field Supervisor.



- Initially they will try to resolve the problem over the telephone. If that cannot be done, the Supervisor will go to the account.
- If together they cannot resolve the problem, they will call the manufacturer's Technical Support Line.
- If the problem still cannot be resolved they will immediately order a "loaner" device.
- When the "loaner" is delivered, the defective unit will be brought to the Shop for further analysis.
- If it cannot be repaired, it will be replaced.

ESCALATION PROCESS

Loffler Companies, Inc. has the following procedure outlined in its service manual if a Field Engineer cannot resolve an equipment problem:

1. Telephone another Field Engineer for verbal assistance.
2. Telephone a Field Supervisor for verbal assistance.
3. Call the manufacturer's Technical Support Line.
4. Meet the Supervisor at the account for assistance.
5. If the Supervisor is tied up at another account, the nearest Field Technician will meet at the account.
6. If the Field Engineer's workload is excessively high, the Supervisor will work on the problem at the account along.
7. If the problem cannot be resolved, a "loaner unit" will be sent to the account the next day and the customer's unit will be brought to Loffler Companies, Inc. main facility for repair.
8. If the unit cannot be repaired, it will be replaced.
9. The Supervisor will complete a follow-up worksheet and present it at the next Team Meeting.

Guarantee: Loffler utilizes a Service Issue Resolution Process. Darren will manage this process for an identified problem device.

If the problem cannot be resolved at the customer site, a "loaner unit" will be sent to the account the next day and the customer's unit will be brought to our main facility for repair.

If the unit cannot be repaired, it will be replaced with a unit of equal or greater value. Our Total Satisfaction Guarantee states:

If you are not totally satisfied with Loffler equipment maintained under a Loffler maintenance agreement, we will replace it with a similar model without charge for up to five years after installation.

One of the main programs we utilize here at Loffler is BEI (Business Equipment Indicator). BEI is a 3rd party software program that 249 dealers nationally participate in.

Dealers upload their entire service data on a monthly basis. This is done so dealers can see all their service metrics in a multitude of ways, from parts usage to response times.

One of the most important service metrics is FCE (First Call Effectiveness). As a service organization, we have tied bonus dollars into our technicians for this service metric. One of our goals is to do a complete service call at every stop; not just fix the original problem but go through the equipment thoroughly so we don't have to come back tomorrow or even next week. This create

QUALIFICATIONS AND EXPERIENCE

Identify similar projects undertaken by the Contractor within the last five (5) years. For each project, provide the client's name, address, and telephone number for a contact person currently available who is familiar with the firm's performance on each project listed. Provide at least (3) references from other public-sector clients, preferably from ones that your organization has provided similar services to for services as requested in this RFP.

1. City of St Louis Park
5005 Minnetonka Blvd
St Louis Park, MN 55416
Jason Huber – IT Director
763-780-2114 -- jhuber@stlouisparkmn.gov

2. Pine County
635 Northridge Dr NW
Pine City, MN 55063
Ryan Findell – IT Manager
320-591-1702 - Ryan.Findell@pinecountymn.gov

3. City of Bloomington
1800 W Old Shakopee Rd
Bloomington, MN 55431
Amy Cheney – Chief Information Officer/Interim Assistant City Manager
952-563-4877 - acheney@bloomingtonmn.gov

4. Intermediate School District 917
1300 145th St E
Rosemount, MN 55068
Barb Schmitz – Purchasing
651-423-8379 - barbara.schmitz@isd917.k12.mn.us
Cory Langenfeld – Technology Coordinator
651-423-8290 – cory.langenfeld@isd917.org

WORK PLAN AND BUDGET FOR SCOPE OF SERVICES

The Contractor's quote/proposal must demonstrate the Contractor's understanding of the scope of services as described in this RFP. The Contractor's quote/proposal must include a scope of work, clear description of each deliverable, and estimated timeline to completion. For this proposal assume work can begin on or shortly after September 25, 2025. The selected Contractor will work with County to make any necessary adjustments to the work plan as determined by the County, in consultation with the Contractor, during the contract period.

Loffler acknowledges will comply with the work plan and scope of work for this project.

PROPOSED MAINTENANCE DETAILS FOR KONICA AND HP PRINTERS

Loffler is offering to match the same pricing we have offered the past 5 years:

- All BW images @.006
- All COLOR images @.06
 1. Rate are locked for 36 months
 2. Rates includes all service, parts, help desk, onsite training, and toner (BW and COLOR). Excludes staples and paper.

CONFLICT OF INTEREST

The Contractor must identify any potential conflict of interest it may have with this proposal. See Attachment D: Non-Collusion and Conflict of Interest Statement

Loffler does not have any conflict of interest with this proposal.

EXCEPTIONS AND DEVIATIONS

Any exceptions to the requirements in this RFQ/RFP must be included in the proposal submitted by the Contractor. Segregate such exceptions as a separate element of the proposal under the heading “Exceptions and Deviations.

Loffler does not have any exceptions or deviations to this proposal.

CONTACT TERM AND GENERAL CONDITIONS

Attachment A of this RFQ/RFP sets forth the Dakota County standard Contract Terms and General Conditions. Quotes/proposals should indicate the firm's willingness to agree to such provisions

Loffler agrees.

REGISTRATION AND GOOD STANDING

All responders must be in compliance with Minnesota law governing transaction of business in the State of Minnesota. Upon award of the contract, the County will verify compliance prior to contracting

Loffler agrees.

Dakota County Customer Net Promoter Surveys

Survey Title	Customer	Tech	Survey Sent To	Answer	Type	Created Date	Completed Date
Help Desk Call Feedback (ID525)	Dakota County - License Center	Podhue Xiong	jennifer.kurtzhaltz@co.dakota.mn.us	9	Promoter	6/26/2025	6/26/2025
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Eric Harder	lisa.watters@co.dakota.mn.us	8	Passive	8/31/2016	8/31/2016
Service Call Feedback (ID109)	Dakota County - License Center	Pao Vang	mary.odden@co.dakota.mn.us	10	Promoter	10/14/2016	10/14/2016
Service Call Feedback (ID109)	Dakota County - License Center	Brian Millard	mary.odden@co.dakota.mn.us	10	Promoter	10/27/2016	10/27/2016
Service Call Feedback (ID109)	Dakota County - License Center	Marty Dyson	mary.odden@co.dakota.mn.us		N/A	4/4/2017	4/4/2017
Service Call Feedback (ID109)	Dakota County - License Center	Marty Dyson	mary.odden@co.dakota.mn.us	10	Promoter	5/23/2017	5/23/2017
Service Call Feedback (ID109)	Dakota County - License Center	Charles Garrett	mary.odden@co.dakota.mn.us	10	Promoter	6/27/2017	6/27/2017
Service Call Feedback (ID109)	Dakota County - License Center	Charles Garrett	mary.odden@co.dakota.mn.us	10	Promoter	11/29/2017	11/29/2017
Service Call Feedback (ID109)	Dakota County - License Center	Marty Dyson	kimberly.koss@co.dakota.mn.us	10	Promoter	8/24/2018	8/25/2018
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Eric Harder	tracy.cox@co.dakota.mn.us	9	Promoter	2/6/2019	2/8/2019
Service Call Feedback (ID109)	Dakota County - License Center	Marty Dyson	mary.odden@co.dakota.mn.us	10	Promoter	8/8/2019	8/8/2019
Service Call Feedback (ID109)	Dakota County - License Center	Marty Dyson	nancy.kill@co.dakota.mn.us	10	Promoter	10/23/2019	10/23/2019
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Eric Harder	tracy.cox@co.dakota.mn.us	9	Promoter	1/15/2020	1/16/2020
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Pao Vang	tracy.cox@co.dakota.mn.us	10	Promoter	5/28/2021	5/28/2021
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Marty Dyson	jordan.klug@co.dakota.mn.us	10	Promoter	6/3/2021	6/5/2021
Service Call Feedback (ID109)	Dakota County - Community Service Admin	Marty Dyson	Stephanie.Hunter@CO.DAKOTA.MN.US	10	Promoter	2/12/2022	2/14/2022
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Terry Gardner	tracy.cox@co.dakota.mn.us	9	Promoter	2/17/2022	2/17/2022
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Pao Vang	tracy.cox@co.dakota.mn.us	9	Promoter	2/15/2023	2/16/2023
Service Call Feedback (ID109)	Dakota County - Community Service Admin	Brandon Serier	Stephanie.Hunter@CO.DAKOTA.MN.US	10	Promoter	11/17/2023	11/17/2023
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Brandon Serier	tracy.cox@co.dakota.mn.us	9	Promoter	1/13/2024	1/16/2024
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Pao Vang	tracy.cox@co.dakota.mn.us	10	Promoter	5/10/2024	5/13/2024
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Aaron Zinnel	tracy.cox@co.dakota.mn.us	10	Promoter	2/12/2025	2/13/2025
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	Brandon Serier	tracy.cox@co.dakota.mn.us	10	Promoter	5/29/2025	5/30/2025
Service Call Feedback (ID109)	Dakota County - Community Service Admin	Brandon Serier	Stephanie.Hunter@CO.DAKOTA.MN.US	10	Promoter	6/12/2025	6/12/2025
Service Call Feedback (ID109)	Dakota County - Empire Transportation Facility	David Engler	tracy.cox@co.dakota.mn.us	10	Promoter	6/18/2025	6/20/2025