



Lori A. Cox
Agency Director

Thomas L. Berkley Square
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Oakland, California 94612
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ssadirector@acgov.org
<http://alamedasocialservices.org>

October 19, 2012

Honorable Board of Supervisors
1221 Oak Street
Oakland, CA 94612

Dear Board Members:

SUBJECT: Approval of a Fourth Amendment to the Standard Services Agreement with Ricoh USA for Additional Client File Imaging Services

RECOMMENDATION:

- Approve and authorize Amendment #4 to the current standard service agreement (Procurement #29, PO #9963) with Ricoh USA. (Principal: Jeffrey Hickling, President and Chief Operating Officer; Location: Sacramento), increasing the current award of \$3,475,547.32 by an additional \$129,600 for a total new award of \$3,605,147.32 for the period of January 1, 2006 – June 30, 2014 for additional client file imaging.

SUMMARY/DISCUSSION:

This letter requests action by your Board to approve a fourth amendment to the current standard services agreement with Ricoh, to address a backlog of client documents that need to be imaged in a timely and cost effective manner. Documents not imaged in a timely manner and placed in a client's online case file can cause discontinuance of benefits to that family. Due to an increase in client cases the Agency is six weeks behind in its efforts to image and place documents in the web files. The backlog represents about 11% of the Agency's annual output of over 3500 boxes of files. The recommended amendment with Ricoh will ensure imaging services are provided to address the current backlog. Over the past 9 months the Agency has made great strides and has implemented procedural improvements to eliminate future backlog. When electronic files are up-to-date, this electronic storage system allows staff access to documents as needed without having to request hard case folders from other locations, saving time and reducing the need for storage space.

SELECTION CRITERIA/PROCESS:

SSA is recommending Amendment #4 to the current standard services agreement with Ricoh. This recommendation is supported by your Board's original approval (May 3, 2005, File #19794). SSA partnered with the Information Technology Department to evaluate a variety of vendor-proposed document management solutions. Ricoh was selected due to its low cost, state of the art technology, ease of implementation and compatibility with our current systems. On July 18, 2006 (File #21143, Item #2) and subsequently on May 13, 2008 (File #21143, Item #9), July 12, 2011 (File #27441, Item #43) and December 20, 2011 (File# 27442, Item#53) your Board approved the ongoing imaging, maintenance and enhancements to the system. GSA has approved the SLEB waiver extension request by the Agency with the finding "Licensing Exempt, proprietary software," and assigned SLEB Waiver #846 through June 30, 2014.

FINANCING:

The requested FY 2012-2013 contract amount for this project (\$129,600) is available within the Agency's budget for FY 2012-2013. There are no additional net county costs.

Sincerely,



Lori A. Cox
Agency Director

ATT: One Set of five (5) Amendments documents for Board President signature

c: County Auditor
County Administrator
County Counsel

FOURTH AMENDMENT TO AGREEMENT

This Fourth Amendment to Agreement (“Fourth Amendment”) is made by the County of Alameda (“County”) and Ricoh USA, (“Contractor”) with respect to that certain agreement entered by them on 1/1/2006 and that certain First Amendment, Second and Third Amendments to Contract, (collectively referred to herein as the “Contract”) pursuant to which Contractor provides software, conversions and maintenance services to County.

County and Contractor agree as follows:

1. For valuable consideration, the receipt and sufficiency of which are hereby acknowledged, County and Contractor agree to amend the Agreement in the following respects:
 - a. Revised Exhibit A – Statement of Work, is attached to this Agreement. Backlog conversion services to be provided by the Contractor from 11/20/12 to 3/31/13.
 - b. Revised Exhibit B1 – Contract Payment Terms, is attached to this Agreement.
 - c. Revised Exhibit B2 Part2 – Backlog Conversion Services Payment Schedules, is attached to this Agreement. Additional conversion services to be provided by the Contractor.
2. Except as otherwise stated in this Fourth Amendment, the terms and provisions of this Amendment will be considered to be effective as of the date this Fourth Amendment is executed by the County.
3. The term of the Agreement is currently scheduled to expire on 6/30/14. In consideration for Contractor’s additional services, the County shall pay Contractor in an additional amount not to exceed One hundred thousand twenty-nine thousand six hundred dollars (\$129,600.00). As a result of these additional services the not to exceed amount has increased from Three million four hundred seventy-five thousand five hundred forty-seven dollars and thirty –two cents

(\$3,475,547.32) to Three million six hundred five thousand one hundred forty-seven dollars and thirty-two cents. (\$3,605,147.32) over the term of the Agreement and any amendments.

4. Item 20 of the Standard Services Agreement has been amended as follows:

TERMINATION: The County has and reserves the right to suspend, terminate or abandon the execution of any work by the Contractor without cause at any time upon giving to the Contractor prior written notice. In the event that the County should abandon, terminate or suspend the Contractor's work, the Contractor shall be entitled to payment for services provided hereunder prior to the effective date of said suspension, termination or abandonment. Said payment shall be computed in accordance with Exhibit B hereto, provided that the maximum amount payable to Contractor for its software, conversions and maintenance Services shall not exceed \$3,605,147.32 payment for services provided hereunder prior to the effective date of said suspension, termination or abandonment.

5. DEBARMENT AND SUSPENSION CERTIFICATION:

- a. By signing this Fourth Amendment and Exhibit D, F, G, Debarment and Suspension Certification, Contractor/Grantee agrees to comply with applicable federal suspension and debarment regulations, including but not limited to 7 Code of Federal Regulations (CFR) 3016.35, 28 CFR 66.35, 29 CFR 97.35, 34 CFR 80.35, 45 CFR 92.35 and Executive Order 12549.
- b. By signing this agreement, Contractor certifies to the best of its knowledge and belief, that it and its principals:
- (1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntary excluded by any federal department or agency;

- (2) Shall not knowingly enter into any covered transaction with a person who is proposed for debarment under federal regulations, debarred, suspended, declared ineligible, or voluntarily excluded from participation in such transaction.
6. Except as expressly modified by this Fourth Amendment, all of the terms and conditions of the Contract are and remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment to the Agreement as of the day and year first above written.

COUNTY OF ALAMEDA

CONTRACTOR/COMPANY NAME
Ricoh USA

By: _____
Signature

By: [Signature]
Signature

Name: _____
(Printed)

Name: Eric Wangler
(Printed)

Title: President of the Board of Supervisors

Title: Vice President - Legal

Date: 10/17/12

Approved as to Form:

By: _____
County Counsel Signature

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

Approved as to Form
DONNA B. ZIEGLER, County Counsel

By: [Signature]
Print Name Calvin Tano

Exhibit A

Statement of Work - Backlog Conversion Services

November 20, 2012 through March 31, 2013

- Alameda staff will box files.
- CONTRACTOR will pick-up files, as required.
- CONTRACTOR will perform prep work at CONTRACTOR'S Sacramento facility.
- No back prep is required.
- No purging is required.
- Estimated 400 boxes.
- Estimated number images to be created – 1,080,000.
- Blank back-side of pages will be detected and deleted.
- Scanning will be at 200 DPI.
- Scanning to be perform at CONTRACTOR'S Sacramento facility.
- CONTRACTOR will perform random Q.C.
- CONTRACTOR will export conversion data to an external hard drive to be delivered to Alameda for importing into DISC Image.
- CONTRACTOR will shred files after 3-4 weeks of scanning.
- Indexing will be by case # and Document Type. All other index data fields will be provided by Alameda via a lookup file.

Exhibit B – Part 2**Backlog Conversion Services Fee Schedule****November 20, 2012 through March 31, 2013**

11-20-12 to 3-31-13		Qty	Rate	Amount	Taxable
Product or Service					
Scanning:					
Estimate 400 boxes of Files					
Estimate number of images per box – 2,700	1,080,000	\$0.12	\$129,600.00		N
Prepping:					
Included	0	\$0.00	\$0.00		N
Shredding:					
Included	0	\$0.00	\$0.00		N
Pick-Up/Delivery:					
Included	0	\$0.00	\$0.00		N
Export to DISC Image:					
Included	0	\$0.00	\$0.00		N
Job Set-Up:					
Included	0	\$0.00	\$0.00		N
Sub-Total			\$129,600.00		
Sales Tax			\$0.00		
Total for Period Two			\$129,600.00		

EXHIBIT B-1

Contract Payment Terms

1. Payment under the terms of this Agreement shall not exceed the total amount of \$3,605,147.32 for the period of the contract.

Maximum allowable for the additional conversion services as specified in this Fourth Amendment = \$129,600.00. This cost includes all taxes and all other charges.

2. Payment will be made upon execution of work as described in Exhibit A. The Social Services Agency Contract Liaison will review and approve the invoice.
3. Contractor will invoice County upon completion for service rendered as described in Exhibit A. For conversion services, Contractor shall invoice the County on a monthly basis. All invoices will be sent to County at the address set forth in Section 11. All invoices are payable within thirty (30) days of receipt of said invoice by County. Any amount not paid within the time period specified herein will be subject to interest at the maximum legal rate (computed on a daily basis).
4. Contractor shall submit invoice and all other documents as required to:

Alameda County Social Services
Information Services Department
2000 San Pablo Ave., 4th floor
Oakland, CA 94612
Attn: Don Edwards

EXHIBIT C
COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS

Without limiting any other obligation or liability under this Agreement, the Contractor, at its sole cost and expense, shall secure and keep in force during the entire term of the Agreement or longer, as may be specified below, the following insurance coverage, limits and endorsements:

TYPE OF INSURANCE COVERAGES		MINIMUM LIMITS
A	Commercial General Liability Premises Liability; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability	\$1,000,000 per occurrence (CSL) Bodily Injury and Property Damage
B	Commercial or Business Automobile Liability All owned vehicles, hired or leased vehicles, non-owned, borrowed and permissive uses. Personal Automobile Liability is acceptable for individual contractors with no transportation or hauling related activities	\$1,000,000 per occurrence (CSL) Any Auto Bodily Injury and Property Damage
C	Workers' Compensation (WC) and Employers Liability (EL) Required for all contractors with employees	WC: Statutory Limits EL: \$100,000 per accident for bodily injury or disease
D	Endorsements and Conditions: <ol style="list-style-type: none"> 1. ADDITIONAL INSURED: All insurance required above with the exception of Personal Automobile Liability, Workers' Compensation and Employers Liability, shall be endorsed to name as additional insured: <u>County of Alameda, its Board of Supervisors, the individual members thereof, and all County officers, agents, employees and representatives.</u> 2. DURATION OF COVERAGE: All required insurance shall be maintained during the entire term of the Agreement with the following exception: Insurance policies and coverage(s) written on a claims-made basis shall be maintained during the entire term of the Agreement and until 3 years following termination and acceptance of all work provided under the Agreement, with the retroactive date of said insurance (as may be applicable) concurrent with the commencement of activities pursuant to this Agreement. 3. REDUCTION OR LIMIT OF OBLIGATION: All insurance policies shall be primary insurance to any insurance available to the Indemnified Parties and Additional Insured(s). Pursuant to the provisions of this Agreement, insurance effected or procured by the Contractor shall not reduce or limit Contractor's contractual obligation to indemnify and defend the Indemnified Parties. 4. INSURER FINANCIAL RATING: Insurance shall be maintained through an insurer with a A.M. Best Rating of no less than A:VII or equivalent, shall be admitted to the State of California unless otherwise waived by Risk Management, and with deductible amounts acceptable to the County. Acceptance of Contractor's insurance by County shall not relieve or decrease the liability of Contractor hereunder. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. 5. SUBCONTRACTORS: Contractor shall include all subcontractors as an insured (covered party) under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein. 6. JOINT VENTURES: If Contractor is an association, partnership or other joint business venture, required insurance shall be provided by any one of the following methods: <ul style="list-style-type: none"> - Separate insurance policies issued for each individual entity, with each entity included as a "Named Insured (covered party), or at minimum named as an "Additional Insured" on the other's policies. - Joint insurance program with the association, partnership or other joint business venture included as a "Named Insured. 7. CANCELLATION OF INSURANCE: All required insurance shall be endorsed to provide thirty (30) days advance written notice to the County of cancellation. 8. CERTIFICATE OF INSURANCE: Before commencing operations under this Agreement, Contractor shall provide Certificate(s) of Insurance and applicable insurance endorsements, in form and satisfactory to County, evidencing that all required insurance coverage is in effect. The County reserves the rights to require the Contractor to provide complete, certified copies of all required insurance policies. The require certificate(s) and endorsements must be sent to: <ul style="list-style-type: none"> - Department/Agency issuing the contract - With a copy to the Contracts Office (2000 San Pablo Ave. 4th floor, Oakland, CA 94612) 	

EXHIBIT D
CONFIDENTIALITY STATEMENT

All individuals served by Alameda County Social Services Agency have a legal right to maintain their privacy. While working within our programs you may witness something you would like to share with friends or family, or you may recognize one of our clients. However, in accordance with the law we require that you maintain the privacy of the individuals and families we serve.

It is mandatory that you agree not to divulge any information concerning any client without proper authorization in accordance with California Welfare and Institutions Code Sections 5328 and 10850.

It is imperative that information concerning Social Services clients is not shared outside of the agency without written consent from the client or parent or legal guardian if the client is a minor except as waived by law. We strongly support the legal safeguarding of a client's right to privacy. We appreciate your cooperation in our efforts to ensure client confidentiality.

For the purposes of IKON employees working within Alameda County Social Services Agency for a period of time, it is critical that this guideline include the understanding that client information may not be shared. Failure to protect the confidentiality of client information can be a criminal violation under the law.

I have read and understand the above policy statement and agree to maintain strict client confidentiality.

Contractor: Bech USA

Principle: Eric Wangler Title: Vice president - Legal

Signature:  Date: 10/17/12

EXHIBIT E

**COUNTY OF ALAMEDA
CONTRACT COMPLIANCE REPORTING REQUIREMENTS**

Upon receipt of signed amendment, prime contractor shall, even if not required in the original contract and any subsequent amendments, immediately enter/assign subcontractors in the System, confirm payments received from the County within 5 business days in the System, immediately enter payments made to subcontractors and ensure that subcontractors confirm they received payments within 5 business days in the System. Subcontractors shall confirm their payments received from the prime contractor within 5 business days in the System.

Alameda County Contract Compliance System training and ongoing support are provided at no charge to contractors and participating sub-contractors awarded a County contract. Contractors having contracts with the County should schedule a representative from their office/company, along with each of their subcontractors, to attend training. The training schedule may be viewed online at http://www.elationsys.com/elationsys/support_1.htm or call Elation Systems at (510) 764-1870. A special access code will be provided to contractors and subcontractors participating in this contract to allow use of the System free of charge.

It is the Contractor's responsibility to ensure that they and their subcontractors are registered and trained as required to utilize the Alameda County Contract Compliance System. Training sessions are approximately one hour and will be held periodically in a number of locations throughout Alameda County.

EXHIBIT F

**COUNTY OF ALAMEDA
DEBARMENT AND SUSPENSION CERTIFICATION**

The contractor, under penalty of perjury, certifies that, except as noted below, contractor, its principals, and any named or unnamed subcontractor:

- Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
- Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past three years;
- Does not have a proposed debarment pending; and
- Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three years.

If there are any exceptions to this certification, insert the exceptions in the following space.

Exceptions will not necessary result in denial of award, but will be considered in determining contractor responsibility. For any exception noted above, indicate below to whom it applies, initiating agency, and dates of action.

Notes: Providing false information may result in criminal prosecution or administrative sanctions. The above certification is part of the Standard Services Agreement. Signing this Standard Services Agreement on the signature portion thereof shall also constitute signature of this Certification.

CONTRACTOR: Rich USA

PRINCIPAL: Eric Wangler TITLE: Vice president - Legal

SIGNATURE:  DATE: 10/17/12

EXHIBIT G

**COUNTY OF ALAMEDA
THE IRAN CONTRACTING ACT (ICA) OF 2010
For Procurements of \$1,000,000 or more**

The California Legislature adopted the Iran Contracting Act (ICA) to respond to policies of Iran in a uniform fashion (PCC § 2201(q)). The ICA prohibits persons engaged in investment activities in Iran from bidding on, submitting proposals for, or entering into or renewing contracts with public entities for goods and services of one million dollars (\$1,000,000) or more (PCC § 2203(a)). A person who “engages in investment activities in Iran” is defined in either of two ways:

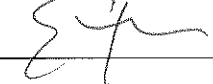
1. The person provides goods or services of twenty million dollars (\$20,000,000) or more in the energy sector of Iran, including a person that provides oil or liquefied natural gas tankers, or products used to construct or maintain pipelines used to transport oil or liquefied natural gas, for the energy sector of Iran; or
2. The person is a financial institution (as that term is defined in 50 U.S.C. § 1701) that extends twenty million dollars (\$20,000,000) or more in credit to another person, for 45 days or more, if that person will use the credit to provide goods or services in the energy sector in Iran and is identified on a list created by the California Department of General Services (DGS) pursuant to PCC § 2201(b) as a person engaging in the investment activities described in paragraph 1 above.

By signing below, I hereby certify that as of the time of bidding or proposing for a new contract or renewal of an existing contract, neither I nor the company I own or work for are identified on the DGS list of ineligible persons and neither I nor the company I own or work for are engaged in investment activities in Iran in violation of the Iran Contracting Act of 2010.

If either I or the company I own or work for are ineligible to bid or submit a proposal or to renew a contract, but I believe I or it qualifies for an exception listed in PCC § 2202(c), I have described in detail the nature of the exception: _____

NAME: Bech USA

PRINCIPAL: Eric Wangler TITLE: Vice president - Legal

SIGNATURE:  DATE: 10/17/12



CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 1

DATE (MM/DD/YYYY)
04/04/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis of New York, Inc. c/o 26 Century Blvd. P. O. Box 305191 Nashville, TN 37230-5191	CONTACT NAME:		
	PHONE (A/C, NO, EXT):	877-945-7378	FAX (A/C, NO): 888-467-2378
	E-MAIL ADDRESS:	certificates@willis.com	
	INSURER(S) AFFORDING COVERAGE	INSURER A: Travelers Property Casualty Insurance Com 36161-001	
INSURED Ricoh Americas Holding Inc. IKON Office Solutions Inc. 5 Dedrick Place West Caldwell, NJ 07006	INSURER B:	Travelers Property Casualty Company of Am 25674-004	
	INSURER C:		
	INSURER D:		
	INSURER E:		
	INSURER F:		

COVERAGES

CERTIFICATE NUMBER: 17684374

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADD'L INSRD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY	Y		3C2JGLSA1193R908TIL12	4/1/2012	4/1/2013	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 10,000
							PERSONAL & ADV INJURY \$ 1,000,000
							GENERAL AGGREGATE \$ 2,000,000
							PRODUCTS - COMP/OP AGG \$ 2,000,000
		GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					
B	AUTOMOBILE LIABILITY			AOS 3IWJCAP1193R853TIL1	4/1/2012	4/1/2013	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input checked="" type="checkbox"/> ALL OWNED AUTOS						BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR						EACH OCCURRENCE \$
	EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE						AGGREGATE \$
	DED <input type="checkbox"/> RETENTION \$						\$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) if yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER <input type="checkbox"/>
							E.L. EACH ACCIDENT \$
							E.L. DISEASE - EA EMPLOYEE \$
							E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach Acord 101, Additional Remarks Schedule, if more space is required)
County of Alameda, its Board of Supervisors, the individual members thereof, and all County officers, agents, employees and representatives. are included as Additional Insureds as respects to General Liability.

CERTIFICATE HOLDER Alameda Co. Social Services Attn: Kathy Chen 2000 San Pablo Ave. 4th Floor Oakland, CA 94612	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

Coll:3688296 Tpl:1430644 Cert:17684374 ©1988-2010 ACORD CORPORATION. All rights reserved.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
04/24/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. Philadelphia PA Office One Liberty Place 1650 Market Street Suite 1000 Philadelphia PA 19103 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122		FAX (A/C. No.): (847) 952-5300
	E-MAIL ADDRESS:		
INSURED Ricoh Americas Holdings, Inc. IKON office Solutions, Inc. 5 Dedrick Place West Caldwell NJ 07006-6304 USA	INSURER A: Liberty Insurance Corporation		NAIC # 42404
	INSURER B: LM Insurance Corporation		33600
	INSURER C:		
	INSURER D:		
	INSURER E:		
	INSURER F:		

COVERAGES **CERTIFICATE NUMBER: 570045980083** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL BUIR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION					EACH OCCURRENCE AGGREGATE
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	WA763509974012 AQS WC7631509974022 WI	04/01/2012	04/01/2013	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000
B	Excess WC		EW563NS09974032 OH SIR applies per policy terms & conditions	04/01/2012	04/01/2013	EL Each Accident \$1,000,000 EL Disease - Policy \$1,000,000 EL Disease - Ea Emp \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER Alameda County Social Services Attn: Contract Office 2000 San Pablo Ave., 4th Floor Oakland CA 94612 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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Holder Identifier: 570045980083 Certificate No: 570045980083