Knight
office solutions

Technology Proposal and Investment Plan

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San Marcos, TX 78666

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Thank you for your consideration.

Knight Office Solutions has helped customers manage their office technology for nearly three decades, and if longevity has taught us anything, it's the importance of relationships. In life and in business, it is so often the strength of our bond that makes the difference. Knight Office Solutions understands this, and we never lose sight of the trust that our customers have placed in us to help them achieve their goals. We are excited at the opportunity to continue to work with the City of San Marcos and we hope that this proposal serves as the next step in a relationship that will endure for years to come.

Sincerely,

Mitch Huffman and John Cheney
Co-Presidents

Why Knight?

Third party customer surveys rank Knight Office Solutions among the most highly rated companies in any industry. How did an office technology dealer become home to some of the country's happiest customers? The answer is simple:

Best-in-Class Technology

Many office equipment companies are bound by partnerships that limit their solutions to a single manufacturer. As an independent dealer, Knight has access to a wide range of products from many of the best brands in business technology. What does that mean for you? It means you can rest easy in knowing that you're getting the very best solution for your unique needs.

On-the-Spot Service

Knight customers enjoy some of the fastest response times anywhere. In addition, our extensive on-hand inventory allows us to resolve the vast majority of service calls in just one visit. But we don't stop there: Our technicians will not only address your immediate need, we'll also perform a comprehensive inspection of your entire system to prevent future issues.

Convenient Account Access

Order supplies, place a service call, and record your meters from anywhere you have Internet access. Our 24/7 online portal provides an intuitive user experience that makes managing your account fast and easy. Have a question about your equipment? Our locally-staffed help desk can process orders, place service calls and address many minor issues right over the phone.

95%

of Knight customers would recommend us to a friend or business associate.*

*2021 Net Promoter Score (NPS). NPS is an objective measure of customer satisfaction based on surveys distributed by an independent third party. NPS is trusted by organizations such as Costco (74%), Southwest Airlines (71%), and USAA (68%).

TOP WORK PLACES

2014-2023

Award-Winning Culture

At Knight, we believe that happy employees make for happy customers, and we are proud to have been recognized as a Top Workplace for each of the past ten years. It really all comes back to priorities. At Knight, we encourage a balanced life that prioritizes faith, family, health, and work.

Advanced Fleet Support

Meter collection. Repair management. Fleet optimization. They all add up to time spent away from the work that drives your business—but now there's a better way. Automate your meter reporting and enjoy a more streamlined managed print experience with Knight Vision Advanced Fleet Support. Free to all customers, Knight Vision gives you a direct line of sight into your print environment with real-time reporting on the status of your equipment.

KNIGHT VISION

Quick Fix Videos

We've all been there: Your copier just jammed and it couldn't have happened at a worse time. You need those printouts and you need to get out the door. Knight's got your back. Our library of step-by-step tutorial videos will walk you through fixes for a variety of common issues, including paper jams, toner replacement, and driver installation. It's like having a service tech on standby.

Our Mission

We help our customers reach their goals by providing client-focused technology solutions supported by a culture of service excellence and a commitment to doing the right thing.

Proposed Solution

The current equipment of the City of San Marcos is listed on the next few pages. I have combined all printers into one cost per page for Black pages and Color pages. The only exception is the HP Color LaserJet M477 MFP printers and one HP Color LaserJet E45028 Color printer. I have separated this group of printers into their own tables. The cost per page for Black pages and Color pages is listed below the table of equipment and locations. The HP DesignJet Z5400, T730, T1300 and the Canon iPF TX3000 and iPF TX3100 are wide format printers that are on parts and labor contracts only that are renewed annually.

State of Texas DIR-CPO-4435

CURRENT EQUIPMENT

EQ Number	Serial Number	Make & Model	Location
EQ00009190	CNDJB41321	HP 2420dn	Fire Station 5 Karl's Office
EQ00017382	CNGKJ66021	HP 2420dn	Fire Station 5 Captain's Office
EQC00011382	CNGKC46558	HP 2420dn	Fire Station 5 Chief's Office
EQ00003751	USBNJ23177	HP 4100TN	Parks & Recreation - Grant Harris Supply Hallway
EQ00017010	CNRXC98537	HP 4350DTN	Old Muni Court Bldg. Finance - Main Area
EQ00004930	CNBXB16873	HP 5200dtn	Public Works/Transportation Front Office
EQ00015361	CNGCG4J04Z	HP CP5225N	Parks - Discovery Center Main Area
EQ00027528	PHBCG08654	HP E40040DN	Finance Department
EQ00032118	PHBCG36344	HP E40040DN	Fire Station 6
EQ00032966	PHBCG39322	HP E40040DN	Human Resources
EQ00032002	CNCRR3N7Q2	HP E47528F	Judge Dallari Landry
EQ00032119	CNCRR4N40Q	HP E47528F	Fire Station 6
EQ00029534	MXSC18VG10	HP E62655DN	1040 Hwy 123 Behind the call-takers
EQ00021554	VNB3M69301	HP M452DN	SMEU Tom's Office
EQ00021729	VNB3B60088	HP M452DN	Lloyd Juarez
EQ00024597	VNB3L04838	HP M454DW	City Hall
EQ00025352	VNB3T04248	HP M454DW	HR Training room
EQ00012126	CNB8D3NS4P	HP M475D	Police Department, 2300 S I35
EQ00025032	PHBTR71675	HP M501DN	100 Carlson Cir
EQ00028209	PHBTR96317	HP M501DN	205 Flint Ridge Rd
EQ00018684	JPBCJ8J16C	HP M553N	Fire Station 5 Jana's Office
EQ00019196	JPBCJ470F6	HP M553N	Library CIRC Desk
EQ00018458	JPBCHCR16N	HP M553N	City Manager's Office -- Stephanie's Office
EQ00017698	CNB9H5FKCK	HP M570DN	Planning Upstairs (Printer Alley)

EQ Number	Serial Number	Make & Model	Location
EQ00015177	CN59FD21M4	HP M570DN	City Hall Bldg. - Legal Department Next to Bobette
EQ00015788	CNDCG8Y0HH	HP M602N	Library By Kay's Desk
EQ00014169	CNCCF6L01X	HP M602X	Library Tech Area
EQ00019516	CNBJ600943	HP P2055	Parks - Grant Harris Drew Well's Office
EQ00019517	CNB9938021	HP P2055	Parks - Grant Harris Jr. Bldg. Left Hall (Side of Bull Pen)
EQ00060306	CNB9N65300	HP P2055	Old Muni Court Building Finance (Robert's Office)
EQ00014374	CNB9960083	HP P2055	Utility Billing Front Office Front Window M
EQ00014294	CND1R30925	HP P3005N	Police- Tyler Training Room
EQ00018783	VND3716716	HP P3015	Water/Waste Warehouse (Esther's Office)
EQ00017271	VND3F66714	HP P3015	HPLI5200 W/WW & Trans Countertop/Ricky Gee's Office
EQ00031446	CNDYB53131	HP P4015N	Library CIRC Desk
EQ00006313	CNDY238634	HP P4015N	Library Diane's Office
EQ00013387	NQX2X04906	KYOCERA FS1035MFP/DP	Police Department Dispatch Office
EQ00014761	NQX3X08659	KYOCERA FS1035MFP/DP	Parks & Rec- Hwy 21-Softball Complex
EQ00015299	LVK3Z00776	KYOCERA P2135D	SMEU Inventory Area
EQ00015298	LVK3Z00786	KYOCERA P2135D	Ch at: 100 Carlson Cir.- Fire Station #5
EQ00032001	4413R330907	LANIER IM2500	WIC-Kyle
EQ00032516	4413R330841	LANIER IM2500	WIC-San Marcos
EQ00031999	4413R232010	LANIER IM2500	WIC- Seguin
EQ00032000	4413R130574	LANIER IM2500	WIC-NB
EQ00032520	4413R331174	LANIER IM2500	WIC-Lockhart
EQ00029403	3351P652503	LANIER IM430F	Christie Murillo office
EQ00029404	3351P652502	LANIER IM430F	Front Desk
EQ00029397	3351P652498	LANIER IM430F	Discovery Center Front Desk
EQ00029398	3351P652499	LANIER IM430F	Activity Center Front Desk
EQ00028973	3091R500191	LANIER IMC2500	1402 Hopkins St. Lobby
EQ00031946	3092RC03302	LANIER IMC2500	WIC-San Marcos
EQ00031479	3091R901177	LANIER IMC2500	Transportation Department

EQ Number	Serial Number	Make & Model	Location
EQ00030148	3091R900403	LANIER IMC2500	Dispatch
EQ00027971	3091R200208	LANIER IMC2500	Anex - Narcotics task Force
EQ00030157	3091R900637	LANIER IMC2500	Public Works Building, Planning
EQ00029815	3922P150041	LANIER IMC300F	Fleet Services
EQ00031738	3922P850156	LANIER IMC300F	Front Office-Adoption Center
EQ00031736	3922P850154	LANIER IMC300F	Storage
EQ00031739	3922PB50701	LANIER IMC300F	Receiving Office
EQ00031737	3922PC51126	LANIER IMC300F	Supervisor Office
EQ00030317	3941P850239	LANIER IMC400	Police Department
EQ00024835	3129RC01288	LANIER IMC4500	100 Carlson Cir
EQ00027223	3122R211361	LANIER IMC4500	1040 Hwy 123 Bldg. 5
EQ00023105	3128MC00842	LANIER IMC4500	Back Utility Office
EQ00023107	3128MC00881	LANIER IMC4500	Main Office
EQ00030427	3121R810305	LANIER IMC4500	Public Services Complex 2nd Floor
EQ00030145	3121R711393	LANIER IMC4500	Records
EQ00023375	3129M401047	LANIER IMC4500	Building 4 Hallway
EQ00030646	3122R211569	LANIER IMC4500	Finance Department
EQ00029719	3122R210988	LANIER IMC4500	Community Enhancement
EQ00016231	S9349300588	LANIER LP137CN	Public Works/Transportation 2217 East McCarty Lane, Front Office
EQ00015398	S9339200381	LANIER LP137CN	Planning Dept Upstairs (Printer Alley)
EQ00018860	S3888700714	LANIER LP331CN	SMEU Behind Call Takers
EQ00007097	S3888600254	LANIER LP331CN	Old Muni Court Bldg. Finance - Ismael's Office
EQ00022016	C298R500226	LANIER MP2555SP	WIC-NB-LanierMP2555-BW
EQ00027972	C331R100205	LANIER MP5055SP	PRK-Grant-Lanier_MP5055-BW Grant Harris Printer/Supply Hallway
EQ00027790	C330R900144	LANIER MP5055SP	Library
EQ00029374	E155MC60981	LANIER MPC3003	Loaner for EQ#7215 LD525C S/N V2495400565
EQ00015868	W794P300018	LANIER MPC305SPF	Rio Vista Park Main Office
EQ00018530	G446P703962	LANIER MPC306SPF	Police Dept Evidence Office
EQ00023153	C509P300308	LANIER MPC307	City Hall, Bldg. #2, File Room
EQ00016686	E174MC11487	LANIER MPC4503	Municipal Court

EQ Number	Serial Number	Make & Model	Location
EQ00018466	G716M760877	LANIER MPC4504	Capital Improvements Dept/2nd Floor Outside Laurie Moyer's Office
EQ00034713	G716M760083	LANIER MPC4504	City Hall Building - Legal Office Main Area
EQ00018518	G716M661697	LANIER MPC4504	City Hall Building Main Area - HR Department
EQ00020859	C738M340931	LANIER MPC4504EX	Activity Center
EQ00020168	C737M440127	LANIER MPC4504EX	City of San Marcos Visitor's Bureau Printer Room
EQ00017547	C076C800091	LANIER MPC8003	City Clerk Office Next to City Council Side Door
EQ00030857	5322X731493	LANIER PC600	Jose Aguilar
EQ00013606	T423M110002	LANIER SP8300DN	SMEU Behind Call Takers
EQ00015408	T364M300208	LANIER SPC830DN	Parks & Rec Dept - Grant Harris Bldg.
EQ00017721	T365G600127	LANIER SPC830DN	Water/Waste Break Room
EQ00017053	T364GC00247	LANIER SPC830DN	Old Muni Court Bldg. IT Dept
EQ00021808	Y226MB10091	LANIER SPC840DN	Library Main Back Office
EQ00022167	X688P800546	LANIER SPC440DN	Finance dept., next to admin desk
EQ00017712	E175M860877	LANIER MPC4503	WW-WQ
EQ00033321	JPBCRBV0NG	HP COLOR LASER JET X55745DN	Neighborhood Enhancement
EQ00033524	9173R400097	RICOH IM C4510	Engineering Dept; Bldg. 1; 2nd Floor
EQ00033581	3913P251343	LANIER IM C400	City Marshalls; Back Office
EQ00034043	3944PC50374	RICOH IM C400SRF	Police Department Admin
EQ00034727	3914P650342	RICOH IM C400	City Marshal's Office – Back Building
EQ00034678	9174R602002	RICOH IM C4510	Fire Station 5

EQ Number	Serial Number	Make & Model	Location
EQ00035030	9173RB00991	RICOH IM C4510	Community Services
EQ00035031	9173R402058	RICOH IM C4510	Report Writing
EQ00035571	3353P450649	LANIER IM430F	Public Works
EQ00034959	3843CC00012	LANIER IM C8000	630 Hopkins, 2nd Floor

All Black Pages Billed at $0.011

All Color Pages Billed at $0.056

HP E45028DN

EQ Number	Serial Number	Make & Model	Location
EQ00031382	VND3P01697	HP E45028DN	Bldg. 3 / 2nd Fl = Planning & Development Services Amanda's Office

All Black Pages Billed at $0.0173

All Color Pages Billed at $0.101

HP Color LaserJet M477 MFP Printers

EQ Number	Serial Number	Make & Model	Location
EQ00021747	VNBKK68HBS	HP M477F	Fire Station 1
EQ00021748	VNBKKCJB34	HP M477F	Fire Station 2
EQ00021750	VNBKK68HC2	HP M477F	Fire Station 4
EQ00021341	VNBKL1W2HW	HP M477F	Diane Wellman
EQ00021342	VNBKK7G5FB	HP M477F	Dispatch Freddy's Office
EQ00021749	VNBKK68HD8	HP M477F	Fire Station 3
EQ00021746	VNBKK7G6VP	HP M477F	Main Street
EQ00021175	VNBKL2QDBL	HP M477F	Library
EQ00021345	VNBKK7L4QY	HP M477F	Library Reference Desk
EQ00022782	VNCKM1ZBHZ	HP M477F	Fire Station 5 Watch Room
EQ00021344	VNBKK68HB5	HP M477F	Fire Station 5 Training Room
EQ00021321	VNBKKC9JDH	HP M477F	City Clerks Birth Certificate Window
EQ00021753	VNBKL4K3FF	HP M477F	404 Broadway
EQ00059909	VNB8J60MD3	HP M477F	Public Works/Transportation Sign Shop (Rachel's Office)
EQ00060162	VNB8J33BMZ	HP M477F	CVB
EQ00061163	VNBKK584Q5	HP M477F	Municipal Court - Suite 2233 inside the court room.
EQ00061164	VNBKK5830F	HP M477F	Municipal Court -
EQ00021174	VNBKK584MF	HP M477F	Municipal Court office suite 2233
EQ00021751	VNBKL35GGW	HP M477F	Wastewater Treatment Plant
EQ00020301	VNB8K3D3H7	HP M477F	Public Works/Transportation Bull Pen

All Black Pages Billed at $0.022

All Color Pages Billed at $0.11

Wide Format Printers

EQ #	Serial #	Make & Model	Location
EQ00027853	AFMN00296	CANON TX3000	Public Services Admin Login-AFMN00296
EQ00032050	BASY01549	CANON TX3100	First Floor
EQ00026089	CN1BA5H003	HP T1300	Planning & Development, 2nd Floor Municipal Building
EQ00026095	CN5AN0M05Y	HP T730	Police Dept
EQ00026090	CN65H9H03R	HP Z5400	Planning & Development, 2nd Floor Municipal Building

All Wide format printers are parts and labor contracts.

Financial Consideration

In summary, the average monthly maintenance cost is $6,397.60 for the above-mentioned contracts. The average number of pages produced per month on these devices is 92,225 Black and 77,365 Color pages. Based on this average, the total maintenance cost for the year would be $76,771.20. This includes the parts and labor contract for the wide format printers. There were no increases in the cost per page of the Black & White and Color charges over last year's renewal.

Based on the above-mentioned monthly averages outlined above, the projected annual cost for the next five years are as follows:

09/26/2025 – 09/25/2026	$76,771.20
09/26/2026 – 09/25/2027	$76,771.20
09/26/2027 – 09/25/2028	$76,771.20
09/26/2028 – 09/25/2029	$80,609.76
09/26/2029 – 09/25/2030	$84,640.25

To account for potential economic changes, Knight Office Solutions has included a contingency increase of up to 5% in Years 4 and 5. However, if there are no increases in the cost of goods, pricing will remain unchanged during those years.

Testimonials

With Knight, I never worry about our printers. In fact, I rarely think about them at all. On the rare occasion that we do have a problem, Knight's service team is on-site promptly and they almost always get us back up and running on the same day.

Chris Kean
Chief Operating Officer

Catto has worked with Knight for over 20 years and I feel we have a true business partnership. Knight's sales and service teams are very responsive, and they have done a great job positioning our fleet to be out in front of growth.

Doug Dunlap, Jr.
Chief Financial Officer

It takes a lot of printers and PCs and office equipment [to make the Rodeo successful]. Knight Office Solutions has been a great partner for us ... with rapid response and equipment that held up [throughout the event].

Cody Davenport
CEO & Executive Director

Additional Services

Managed IT Services

Knight Office Solutions offers full-service IT support with 24/7 monitoring and managed system security. From help desk and user management to backup and business continuity, our highly skilled team has the expertise you need to keep your systems up-to-date and available.

Managed Print Services

Are day-to-day printer maintenance issues a drain on your IT and operations teams? Our managed print services take the burden off your internal resources so that your team can focus on value producing activities.

Document Workflow

Streamline your processes and increase productivity with Knight's robust suite of business efficiency tools. From document search and retrieval to print cost recovery and enterprise fax, our best-in-class offering can help you solve your trickiest workflow issues.

Production Equipment

Perfect for organizations with ongoing, high-quantity printing needs, our production machines are built to perform in the most demanding print environments. Enjoy the freedom and cost savings that come from printing your bulk jobs in-house.

Digital Displays and Interactive Whiteboards

Elevate your space with a best-in-class display from the leading names in commercial screens. Whether you're looking for a high-impact digital sign or a collaborative whiteboard, Knight has a display solution that will perform brilliantly for years to come.

Our Partners

As an independent dealer, Knight Office Solutions isn't limited to products from a single manufacturer. This gives us the freedom to find the very best solution for our customers. Whether you're a small office with a single copier, or a national enterprise with dozens of locations, Knight's skilled consultants can help define your requirements and identify a solution that meets your needs and your budget.

RICOH   hp   Canon

LANIER   KYOCERA   SHARP

DocuWare   EPSON®   Lexmark™

FORMAX®   KOFAX   PaperCut™

drivve   XMedius FAX®   GoldFax