



To Whom It May Concern:

Beginning September 2018 Harford County Public Library entered into a five-year lease with Doceo for the provision of two Toshiba copiers for the Administrative Office. Since that time, the library has leased four additional devices for use in three of our libraries in both staff and public capacity.

Doceo provided competitive pricing based on the Toshiba Maryland C-GEM Contract, (Cooperative Government, Education and Medical) which was a better solution for HCPL than previous State of Maryland cooperative agreements. They allowed the Administrative Office to use the device for a trial period of two weeks, during which time I was able to solicit feedback from staff, which was overwhelmingly positive.

I have found their representatives, Tom Kuhn, VP of Sales, and Calvin Holland, Senior Field Technician, to be professional and courteous throughout the entire process from scheduling the installation, being available for any questions and with training on the machines and coin-op devices. To date we have not encountered any issues with either the machines or supplies that are not be solved by staff in a matter of moments.

It is my pleasure to recommend Doceo to you for copier services.

Sincerely,



Matthew Smith, CPP
Purchasing Manager
Harford County Public Library
smithma@hcplonline.org
(p) 410.273.5601 ext.: 6548