

**Solicitation Number: RFP #030321****CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Ricoh USA, Inc., 300 Eagleview Blvd., Suite 200, Exton, PA 19341 (Vendor).

Sourcewell is a State of Minnesota local government agency and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for Copiers, Printers, and Multi-Function Devices with Related Supplies, Accessories, and Services from which Vendor was awarded a contract.

Vendor desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and the entities that access Sourcewell's cooperative purchasing contracts (Participating Entities).

1. TERM OF CONTRACT

- A. **EFFECTIVE DATE.** This Contract is effective upon the date of the final signature below.
- B. **EXPIRATION DATE AND EXTENSION.** This Contract expires April 19, 2025, unless it is cancelled sooner pursuant to Article 22. This Contract may be extended up to one additional one-year period upon request of Sourcewell and with written agreement by Vendor.
- C. **SURVIVAL OF TERMS.** Articles 11 through 14 survive the expiration or cancellation of this Contract.

2. EQUIPMENT, PRODUCTS, OR SERVICES

- A. **EQUIPMENT, PRODUCTS, OR SERVICES.** Vendor will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Vendor's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new/current model. Vendor may offer close-out or refurbished Equipment or Products if they are clearly indicated in Vendor's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B. **WARRANTY.** Vendor warrants that all Equipment, Products, and Services furnished are free from liens and encumbrances. At delivery, and for a period of 90 days after delivery, products manufactured by Vendor will be in good working order and free from any defect in materials or workmanship. Maintenance services performed by Vendor will be performed by Vendor in a workmanlike manner and in accordance with industry standards. Vendor's obligations under this warranty are limited solely to the repair or replacement (at Vendor's option) of parts proven to be defective upon inspection. Ricoh disclaims all other express or implied warranties including, but not limited to, any implied warranties of merchantability, fitness for use, or fitness for a particular purpose with respect to any Equipment or Products purchased or leased by a Participating Entity. Vendor's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that is effective past the expiration of the Vendor's warranty will be passed on to the Participating Entity.

C. **DEALERS, DISTRIBUTORS, AND/OR RESELLERS.** Upon Contract execution, Vendor will make available to Sourcewell a means to validate or authenticate Vendor's authorized dealers, distributors, and/or resellers relative to the Equipment, Products, and Services related to this Contract. This list may be updated from time-to-time and is incorporated into this Contract by reference. It is the Vendor's responsibility to ensure Sourcewell receives the most current version of this list.

3. PRICING

All Equipment, Products, or Services under this Contract will be priced as stated in Vendor's Proposal.

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

Regardless of the payment method chosen by the Participating Entity, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Participating Entity at the time of purchase.

A. SHIPPING AND SHIPPING COSTS. All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Vendor must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery.

Vendor must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Vendor in breach of this Contract if the Vendor intentionally delivers substandard or inferior Equipment or Products. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Vendor as soon as possible and the Vendor will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

B. SALES TAX. Each Participating Entity is responsible for supplying the Vendor with valid tax-exemption certification(s). When ordering, a Participating Entity must indicate if it is a tax-exempt entity.

C. HOT LIST PRICING. At any time during this Contract, Vendor may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Vendor determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

4. PRODUCT AND PRICING CHANGE REQUESTS

Vendor may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Contract Administrator. This form is available from the assigned Sourcewell Contract Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number;
- Clearly specify the requested change;

- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Request Form will become an amendment to this Contract and be incorporated by reference.

5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS

A. PARTICIPATION. Sourcewell's cooperative contracts are available and open to public and nonprofit entities across the United States and Canada; such as federal, state/province, municipal, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Participating Entities that can legally access the Equipment, Products, or Services under this Contract. A Participating Entity's authority to access this Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Vendor understands that a Participating Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

Vendor is responsible for familiarizing its sales and service forces with Sourcewell contract use eligibility requirements and documentation and will encourage potential participating entities to join Sourcewell. Sourcewell reserves the right to add and remove Participating Entities to its roster during the term of this Contract.

B. PUBLIC FACILITIES. Vendor's employees may be required to perform work at government-owned facilities, including schools. Vendor's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Participating Entity policies and procedures, and all applicable laws.

6. PARTICIPATING ENTITY USE AND PURCHASING

A. ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Vendor that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Vendor. Typically, a Participating Entity will issue an order directly to Vendor. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly

note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration of this Contract; however, Vendor performance, Participating Entity payment, and any applicable warranty periods or other Vendor or Participating Entity obligations may extend beyond the term of this Contract.

Vendor's acceptable forms of payment are included in Attachment A. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

B. ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM/ORDER OF PRECEDENCE. Additional terms and conditions to a purchase order, or other required transaction documentation, may be negotiated between a Participating Entity and Vendor, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum; the terms of which will be worked out directly between the Participating Entity and the Vendor. Vendor may require the use of its then-current standard Master Lease Agreement document or any other lease agreement satisfactory to Vendor. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

As it relates to any additional terms and conditions entered into between Vendor and the Participating Entity, including Vendor's then-current standard Master Lease Agreement, conflict shall be resolved by giving priority in the below order of precedence:

1. Master Lease Agreement or any other lease agreement satisfactory to Vendor
2. Lease Product Schedule
3. Purchase order, if applicable
4. Any other service agreement negotiated between the Participating Entity and Vendor
5. This Contract

This Order of Precedence is not applicable to any conflict between Vendor and Sourcewell.

C. SPECIALIZED SERVICE REQUIREMENTS. In the event that the Participating Entity requires service or specialized performance requirements (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements) not addressed in this Contract, the Participating Entity and the Vendor may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

D. TERMINATION OF ORDERS. Participating Entities may terminate an order, in whole or in part, immediately upon notice to Vendor in the event of any of the following events:

1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the goods to be purchased;
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements; or
3. Vendor commits any material breach of this Contract or the additional terms agreed to between the Vendor and a Participating Entity, and such breach continues for a period of 30 days following notice and an opportunity to cure.

E. GOVERNING LAW AND VENUE. The governing law and venue for any action related to a Participating Entity's order will be determined by the Participating Entity making the purchase.

7. CUSTOMER SERVICE

A. PRIMARY ACCOUNT REPRESENTATIVE. Vendor will assign an Account Representative to Sourcwell for this Contract and must provide prompt notice to Sourcwell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcwell and Participating Entity inquiries; and
- Business reviews to Sourcwell and Participating Entities, if applicable.

B. BUSINESS REVIEWS. Vendor must perform a minimum of one business review with Sourcwell per contract year. The business review will cover sales to Participating Entities, pricing and contract terms, administrative fees, supply issues, customer issues, and any other necessary information.

8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT

A. CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Vendor must provide a contract sales activity report (Report) to the Sourcwell Contract Administrator assigned to this Contract. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Vendor must submit a report indicating no sales were made).

The Report must contain the following fields:

- Customer Name (e.g., City of Staples Highway Department);
- Customer Physical Street Address;
- Customer City;
- Customer State/Province;
- Customer Zip Code;
- Customer Contact Name;
- Customer Contact Email Address;

- Customer Contact Telephone Number;
- Sourcwell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Vendor.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Vendor will pay an administrative fee to Sourcwell on all Equipment, Products, and Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Vendor may not charge Participating Entities more than the contracted price to offset the Administrative Fee.

The Vendor will submit payment to Sourcwell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Vendor's name and Sourcwell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcwell's banking institution per Sourcwell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Vendor agrees to cooperate with Sourcwell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Vendor is delinquent in any undisputed administrative fees, Sourcwell reserves the right to cancel this Contract and reject any proposal submitted by the Vendor in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

9. AUTHORIZED REPRESENTATIVE

Sourcwell's Authorized Representative is its Chief Procurement Officer.

Vendor's Authorized Representative is the person named in the Vendor's Proposal. If Vendor's Authorized Representative changes at any time during this Contract, Vendor must promptly notify Sourcwell in writing.

10. AUDIT, ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE

A. AUDIT. Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to

examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. ASSIGNMENT. Neither the Vendor nor Sourcewell may assign or transfer any rights or obligations under this Contract without the prior consent of the other and a fully executed assignment agreement. Such consent will not be unreasonably withheld.

C. AMENDMENTS. Any amendment to this Contract must be in writing and will not be effective until it has been fully executed by the parties.

D. WAIVER. If either party fails to enforce any provision of this Contract, that failure does not waive the provision or the right to enforce it.

E. CONTRACT COMPLETE. This Contract contains all negotiations and agreements between Sourcewell and Vendor. No other understanding regarding this Contract, whether written or oral, may be used to bind either party. For any conflict between the attached Proposal and the terms set out in Articles 1-22, the terms of Articles 1-22 will govern.

F. RELATIONSHIP OF THE PARTIES. The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, or any other relationship such as master-servant, or principal-agent.

11. LIABILITY

Vendor must indemnify, save, and hold Sourcewell, including its agents and employees, harmless from any claims or causes of action, including attorneys' fees, arising out injury or death to person(s) or property to the extent alleged to have been caused by some defect in the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has been used according to its specifications. Vendor's indemnity obligations, if any, with respect to a Participating Entity will be as set forth in any service or lease agreement between Vendor and the Participating Entity.

Vendor will not be liable to Sourcewell under this Section for indirect, special, incidental, or consequential damages of any kind, however caused, whether or not it has been advised of the possibility of such damages.

12. GOVERNMENT DATA PRACTICES

Vendor and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell

under this Contract and as it applies to all data created, collected, received, stored, used, maintained, or disseminated by the Vendor under this Contract.

13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT

A. INTELLECTUAL PROPERTY

1. *Grant of License.* During the term of this Contract:
 - a. Sourcewell grants to Vendor a royalty-free, worldwide, non-exclusive right and license to use the Trademark(s) provided to Vendor by Sourcewell in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Vendor.
 - b. Vendor grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Vendor's Trademarks in advertising and promotional materials for the purpose of marketing Vendor's relationship with Sourcewell.
2. *Limited Right of Sublicense.* The right and license granted herein includes a limited right of each party to grant sublicenses to its and their respective distributors, marketing representatives, and agents (collectively "Permitted Sublicensees") in advertising and promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.
3. *Use; Quality Control.*
 - a. Sourcewell must not alter Vendor's Trademarks from the form provided by Vendor and must comply with Vendor's removal requests as to specific uses of its trademarks or logos.
 - b. Vendor must not alter Sourcewell's Trademarks from the form provided by Sourcewell and must comply with Sourcewell's removal requests as to specific uses of its trademarks or logos.
 - c. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's Trademarks only in good faith and in a dignified manner consistent with such party's use of the Trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.
4. Vendor will defend, indemnify, and hold Sourcewell harmless from all losses, damages, injuries, costs, and expenses (including, without limitation, court costs and reasonable attorneys' fees) arising from a claim that any Product or Equipment manufactured by Vendor ("Vendor Equipment") infringes the Intellectual Property Rights of any third party, provided that Sourcewell complies with the procedure set forth below. In such event Vendor may at its expense either: (i) modify such Vendor Equipment to make them non-infringing while retaining the same or equivalent functionality; (ii) obtain for or on behalf of Sourcewell a license to continue using such Vendor Equipment; or (iii) replace the Vendor Equipment with substantially similar products with the same or equivalent functionality. The foregoing indemnity shall not apply to the extent that the alleged infringement arises

out of or relates to: (i) infringing property information or data which is not provided by Vendor; (ii) any act or omission of Sourcewell not authorized under the resulting agreement or the relevant order (as applicable); (iii) the use of the Intellectual Property in combination with other software, materials, equipment, or services which are not supplied by Vendor; (iv) customized portions of a product designed in accordance with written specifications provided by Sourcewell; or (v) alterations or amendments made to the Intellectual Property or equipment which are not made by Vendor.

5. Termination. Upon the termination of this Contract for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of vendors which may be used until the next printing). Vendor must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

B. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Vendor individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

C. **MARKETING.** Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Materials should be sent to the Sourcewell Contract Administrator assigned to this Contract.

D. **ENDORSEMENT.** The Vendor must not claim that Sourcewell endorses its Equipment, Products, or Services.

14. GOVERNING LAW, JURISDICTION, AND VENUE

Minnesota law governs this Contract. Venue for all legal proceedings out of this Contract, or its breach, must be in the appropriate state court in Todd County or federal court in Fergus Falls, Minnesota.

15. FORCE MAJEURE

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

16. SEVERABILITY

If any provision of this Contract is found to be illegal, unenforceable, or void then both Sourcewell and Vendor will be relieved of all obligations arising under such provisions. If the

remainder of this Contract is capable of performance, it will not be affected by such declaration or finding and must be fully performed.

17. PERFORMANCE, DEFAULT, AND REMEDIES

A. PERFORMANCE. During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Vendor will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Vendor may escalate the resolution of the issue to a higher level of management. The Vendor will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Vendor must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute.

B. DEFAULT AND REMEDIES. Either of the following constitutes cause to declare this Contract in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

Written notice of default and a reasonable opportunity to cure must be issued by the party claiming default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof.

Default and related remedies as between Vendor and a Participating Entity will be as set forth in the service or lease agreement between Vendor and the Participating Entity.

18. INSURANCE

A. REQUIREMENTS. At its own expense, Vendor must maintain insurance policy(ies) in effect at all times during the performance of this Contract with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

1. *Workers' Compensation and Employer's Liability.*

Workers' Compensation: As required by any applicable law or regulation.

Employer's Liability Insurance: must be provided in amounts not less than listed below:

Minimum limits:

\$500,000 each accident for bodily injury by accident

\$500,000 policy limit for bodily injury by disease

\$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* Vendor will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.

Minimum Limits:

\$1,000,000 each occurrence Bodily Injury and Property Damage

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for Products-Completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Vendor will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.

Minimum Limits:

\$1,000,000 each accident, combined single limit

4. *Umbrella Insurance.* During the term of this Contract, Vendor will maintain umbrella coverage over Workers' Compensation, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Network Security and Privacy Liability Insurance.* During the term of this Contract, Vendor will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Vendor's security resulting in, but not limited to, computer attacks, unauthorized access,

disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

Minimum limits:

\$2,000,000 per occurrence

\$2,000,000 annual aggregate

Failure of Vendor to maintain the required insurance will constitute a material breach entitling Sourcwell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Vendor must furnish to Sourcwell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcwell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcwell Contract Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

Failure to request certificates of insurance by Sourcwell, or failure of Vendor to provide certificates of insurance, in no way limits or relieves Vendor of its duties and responsibilities in this Contract.

C. ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE. Vendor agrees to list Sourcwell, including their officers, agents, and employees, as an additional insured under the Vendor's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Vendor, and products and completed operations of Vendor. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D. WAIVER OF SUBROGATION. Vendor waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcwell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Vendor or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Vendor or its subcontractors. Where permitted by law, Vendor must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. UMBRELLA/EXCESS LIABILITY/SELF-INSURED RETENTION. The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

19. COMPLIANCE

A. **LAWS AND REGULATIONS.** All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B. **LICENSES.** Vendor must maintain a valid and current status on all required federal, state/provincial, and local licenses, bonds, and permits required for the operation of the business that the Vendor conducts with Sourcewell and Participating Entities.

20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION

Vendor certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Vendor declares bankruptcy, Vendor must immediately notify Sourcewell in writing.

Vendor certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Vendor further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time.

21. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may also require additional requirements based on specific funding specifications. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Vendor’s Equipment, Products, or Services with United States federal funds, and in that case Vendor and the applicable Participating Entity will add any applicable terms into the executed service agreement between Vendor and Participating Entity.

A. **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319,

12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 C.F.R. § 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." The equal opportunity clause is incorporated herein by reference.

B. DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148). When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Vendor must be in compliance with all applicable Davis-Bacon Act provisions.

C. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708). Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Contract. Vendor certifies that during the term of an

award for all contracts by Sourcewell resulting from this procurement process, Vendor must comply with applicable requirements as referenced above.

D. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Vendor certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Vendor must comply with applicable requirements as referenced above.

E. CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Vendor certifies that during the term of this Contract will comply with applicable requirements as referenced above.

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Vendor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G. BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Vendors must file any required certifications. Vendors must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Vendors must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Vendors must file all certifications and disclosures

required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

H. RECORD RETENTION REQUIREMENTS. To the extent applicable, Vendor must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Vendor further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

I. ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Vendor must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

J. BUY AMERICAN PROVISIONS COMPLIANCE. Vendor is unable to provide certification of compliance with the Buy American Act, but will provide, in lieu thereof, comparable assurances under the Trade Agreement Act, as applicable.

K. ACCESS TO RECORDS (2 C.F.R. § 200.336). Vendor agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Vendor that are directly pertinent to Vendor's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Vendor's personnel for the purpose of interview and discussion relating to such documents.

L. PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322). A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

22. CANCELLATION

Sourcwell or Vendor may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcwell may cancel this Contract immediately upon discovery of a material defect in any certification made in Vendor's Proposal.

Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcewell

Ricoh USA, Inc.

DocuSigned by:
Jeremy Schwartz
C0FD2A139D06489...

DocuSigned by:
Steven W. Bissey
2EB557ACE7F84C3...

By: _____

By: _____

Jeremy Schwartz

Steven W. Bissey

Title: Chief Procurement Officer

Title: Director Corporate & Public Sector
Contract Sales

7/20/2021 | 5:24 PM CDT

8/12/2021 | 11:32 AM CDT

Date: _____

Date: _____

Approved:

DocuSigned by:
Chad Coquette
7E42B8F817A64CC...

By: _____

Chad Coquette

Title: Executive Director/CEO

8/12/2021 | 11:43 AM CDT

Date: _____

RFP 030321 - Copiers, Printers, and Multi-Function Devices with Related Supplies, Accessories, and Services

Vendor Details

Company Name: Ricoh USA, Inc.
Address: 70 Valley Stream Parkway
Malvern, PA 19355
Contact: Mke Stowell
Email: mike.stowell@ricoh-usa.com
Phone: 913-485-6852
HST#: 23-0334400

Submission Details

Created On: Thursday January 14, 2021 11:17:41
Submitted On: Wednesday March 03, 2021 14:35:03
Submitted By: Mke Stowell
Email: mike.stowell@ricoh-usa.com
Transaction #: 2a69d5e0-d331-41df-aca9-5436c9c0a160
Submitter's IP Address: 205.145.18.4

Specifications

Table 1: Proposer Identity & Authorized Representatives

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Please do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; mark "NA" if the question does not apply to you (preferably with an explanation).

Line Item	Question	Response *																																
1	Proposer Legal Name (and applicable d/b/a, if any):	Ricoh USA, Inc.																																
2	Proposer Address:	300 Eagleview Blvd., Suite 200, Exton, PA 19341 Phone: (610) 296-8000																																
3	Proposer website address:	www.ricoh-usa.com																																
4	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Steven W. Bissey Director, Corporate & Public Sector Contract Sales 1265 Drummers Lane Wayne, PA 19087 610-517-7648 steve.bissey@ricoh-usa.com																																
5	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Steven W. Bissey Director, Corporate & Public Sector Contract Sales 1265 Drummers Lane Wayne, PA 19087 610-517-7648 steve.bissey@ricoh-usa.com																																
6	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Ricoh has a dedicated Corporate State and Local Government (SLG) team comprised of 8 tenured individuals strategically located throughout the United States with experience supporting our dealer and direct sales organizations and engaging with government, education and non-profit accounts. Below is a list of Ricoh's SLG Team, email, phone and their respective states. The SLG team works remotely, so addresses are not listed. <table border="0"> <tr> <td>William Finke</td> <td>bill.finke@ricoh-usa.com</td> <td>505-681-1728</td> <td>AZ, ID, MN, NV, UT, TX</td> </tr> <tr> <td>Roger Hosler</td> <td>roger.hosler@ricoh-usa.com</td> <td>561-598-9365</td> <td>AL, FL, LA, MS, NC, SC, WV</td> </tr> <tr> <td>Todd Marron</td> <td>todd.marron@ricoh-usa.com</td> <td>971-217-3421</td> <td>AK, CA, HA, OR, WA</td> </tr> <tr> <td>Travis Massman</td> <td>travis.massman@ricoh-usa.com</td> <td>573-353-2559</td> <td>IA, MN, MO, MT, ND, SD, WI, WY</td> </tr> <tr> <td>Mike Pallotta</td> <td>mike.pallotta@ricoh-usa.com</td> <td>978-621-1276</td> <td>CT, MA, ME, NH, NJ, NY, RI, VT</td> </tr> <tr> <td>Mike Stowell</td> <td>mike.stowell@ricoh-usa.com</td> <td>913-485-6852</td> <td>AR, CO, KS, OK, NE</td> </tr> <tr> <td>Lori Toth</td> <td>lori.toth@ricoh-usa.com</td> <td>717-487-2888</td> <td>DE, DC, GA, MD, PA, VA</td> </tr> <tr> <td>Mark Williamson</td> <td>mark.williamson@ricoh-usa.com</td> <td>513-702-7583</td> <td>IN, IL, KY, MI, OH, TN</td> </tr> </table> Canada: Brett Duncan Brett.Duncan@Ricoh.ca 780- 231-8854 Canada	William Finke	bill.finke@ricoh-usa.com	505-681-1728	AZ, ID, MN, NV, UT, TX	Roger Hosler	roger.hosler@ricoh-usa.com	561-598-9365	AL, FL, LA, MS, NC, SC, WV	Todd Marron	todd.marron@ricoh-usa.com	971-217-3421	AK, CA, HA, OR, WA	Travis Massman	travis.massman@ricoh-usa.com	573-353-2559	IA, MN, MO, MT, ND, SD, WI, WY	Mike Pallotta	mike.pallotta@ricoh-usa.com	978-621-1276	CT, MA, ME, NH, NJ, NY, RI, VT	Mike Stowell	mike.stowell@ricoh-usa.com	913-485-6852	AR, CO, KS, OK, NE	Lori Toth	lori.toth@ricoh-usa.com	717-487-2888	DE, DC, GA, MD, PA, VA	Mark Williamson	mark.williamson@ricoh-usa.com	513-702-7583	IN, IL, KY, MI, OH, TN
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Mark Williamson	mark.williamson@ricoh-usa.com	513-702-7583	IN, IL, KY, MI, OH, TN																															

Table 2: Company Information and Financial Strength

Line Item	Question	Response *
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7	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	<p>Headquartered in Exton, Pennsylvania, USA, Ricoh USA, Inc. has more than 30,000 employees. Ricoh Company, Ltd. was established in Tokyo in 1936. Ricoh USA, Inc. was incorporated in Ohio on November 24, 1952. Today, the Ricoh Group operates in more than 200 countries and regions.</p> <p>Ricoh delivers products, services and solutions to help organizations make the most of their information and work faster, smarter and more successfully. These include:</p> <ul style="list-style-type: none"> • Office printing and imaging equipment • Production print solutions • Document workflow solutions • Audiovisual collaboration technologies • IT and technical support services • Targeted solutions for government, education, healthcare, legal, and other industries <p>Ricoh is a global information and technology company and a leader in information mobility for today's changing workforce. With a strong legacy of introducing new technologies into the workplace and a deep expertise in managing and accessing information, Ricoh is changing the way people work today with innovative products and dynamic solutions that harness the power of today's worker in a new world of work.</p> <p>Core Values and Business Philosophy:</p> <p>THE RICOH WAY</p> <p>When Kiyoshi Ichimura founded the Ricoh Group in 1946, he had a vision for how we should treat our customers, planet and each other:</p> <p>Love your neighbor. Love your country. Love your work.</p> <p>He called that The Spirit of Three Loves. We call it the heart of The RICOH Way, which is what we use to guide our company's mission, vision and values.</p> <p>MISSION STATEMENT</p> <p>We are committed to providing excellence to improve the quality of living and to drive sustainability.</p> <p>VISION STATEMENT</p> <p>To be the most trusted global company.</p> <p>VALUES</p> <ul style="list-style-type: none"> • CUSTOMER-CENTRIC - Act from the customer's perspective • PASSION - Approach everything positively and purposefully • GEMBA - Learn and improve from the facts • INNOVATION - Break with the status quo to create value without limits • TEAMWORK - Respect all stakeholders and co-create value • WINNING SPIRIT - Succeed by embracing challenges through courage and agility • ETHICS AND INTEGRITY - Act with honesty and accountability
8	What are your company's expectations in the event of an award?	<p>Ricoh is excited about the opportunity to engage in a business partnership with Sourcewell. Your concise, direct mission statement "We are a force multiplier" resonates powerfully with public and non profit members, and suppliers such as Ricoh.</p> <p>With executive endorsement and organizational backing, Ricoh is prepared to promote the Sourcewell cooperative program throughout the United States and Canada to all qualifying education and government entities, as well as nonpublic schools and nonprofit organizations.</p> <p>Ricoh's strength in the public sector market combined with the trusted reputation of Sourcewell and your publicly solicited and awarded contracts, Ricoh's expectation is to increase our business footprint in government, education and nonprofit markets.</p>

9	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.</p>	<p>Ricoh's financial data is publicly accessible through the following link: https://www.ricoh.com/about/integrated-report/download/.</p> <p>Debt ratings for Ricoh Company as of November 12, 2020 follow: Standard & Poor's (S&P) Rating Services - Long-term rating: BBB+ - Short-term rating: A-2 Rating and Investment Information, Inc. - Long-term rating: A+ - Short-term rating: a-1</p> <p>We believe that operating cash flows, together with our current cash position and other financing arrangements, will be sufficient to finance short-term operating requirements, including capital expenditures and payments of dividends.</p>	*
10	<p>What is your US market share for the solutions that you are proposing?</p>	<p>Ricoh MFP market share across all channels is approximately 18%.</p>	*
11	<p>What is your Canadian market share for the solutions that you are proposing?</p>	<p>FY2020 – BW = 19.73% and FY2020 – Color = 19.72%</p>	*
12	<p>Has your business ever petitioned for bankruptcy protection? If so, explain in detail.</p>	<p>Ricoh USA, Inc. and Ricoh Canada have never filed for bankruptcy.</p>	*
13	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization. a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>Ricoh is a manufacturer.</p> <p>a) As a manufacturer responding to this RFP, the Ricoh go to market strategy includes both company-owned direct operations, as well as over 360 independent authorized dealer partners (300 in the US and 60 in Canada).</p> <p>b) Ricoh USA, Inc. and Ricoh Canada distribute Ricoh products and services in North America. Supporting the marketing and sales for its services and full line of digital office solutions, Ricoh utilizes a national Ricoh Direct Sales organization, as well as a nationwide network of over 360 authorized independent dealers. In addition to these Direct and Dealer distribution channels, Ricoh utilizes an inside sales team consisting of over 300 sales and administrative personnel. These three distribution channels combined, enable Ricoh to provide sales and service coverage throughout all 50 States and Canada, supporting the goals and initiatives of this RFP.</p> <p>Ricoh enforces high standards for its Direct sales offices and maintains strict contractual and quality controls over all the dealers that service its Ricoh government, education and not for profit accounts. Ricoh Authorized Sales and Service Locations are staffed by Ricoh factory-trained technicians, ensuring not only rapid service response, but also technical expertise in preventive, remedial and emergency service of all Ricoh products.</p> <p>Total number of employees: With a global workforce of over 90,000, the Ricoh Group consists of 235 companies and operates in Europe, the Americas, Asia Pacific, China and Japan. Ricoh USA has 17,242 employees</p> <p>Canada has 2,138 employees</p> <p>In addition, the 360 independent dealers (300 in US, 60 in Canada) also employ thousands of sales representatives.</p> <p>Number of Service technicians dedicated to service/repair of MFDs: Ricoh employs approximately 30,000 MFD technicians worldwide. Every Ricoh technician is factory-trained and certified on the equipment they service/repair. Ricoh USA has approximately 3,000 technicians. In addition, the 300 independent dealers in the US employ thousands of Ricoh factory-trained and authorized technicians.</p> <p>Ricoh Canada has over 650 direct technicians and 400 Ricoh certified technicians through our Canadian dealer network.</p>	*

14	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>Ricoh possesses the following employee and corporate licenses and certifications that are relevant for business contemplated in response to this RFP:</p> <p>Ricoh Employee Certifications: Ricoh has an extensive list of personnel that either directly or indirectly support Sourcewell members. In addition to the account team, there are engineers, technicians, design, implementation, project management and administrative job functions that will support the account. The personnel have many types of IT certifications at varying levels including ITIL, ECM, GRC, CSSBB, CDIA+, MBA and many others. All Ricoh service technicians are trained and certified on all of our equipment. In addition, they have the following certifications based on their level within the organization: CompTIA A+, CompTIA Net+, CompTIA Security+, MCSA, MCSE, PMP and CompTIA IT Fundamentals. Technology Applications Specialists are required to be CTT+ (Certified Technical Trainer) certification as a job requirement. Many team members hold additional industry certifications, such as vCTT+, A+, Net+, CDIA+, IT Fundamentals and EFI Fiery Professional.</p> <p>Lastly, from a Total Quality Management standpoint, Ricoh has four (4) Master Black Belts, approximately fifty (50) Black Belts and many Green Belts employed in formal Process Improvement positions, with hundreds of others distributed throughout the business. Our Black Belts have been certified for a minimum of five years, and our Master Black Belts have been certified for over eight years.</p> <p>Ricoh Data Center ISO 27001 Certification Ricoh is ISO/IEC 27001 certified for its data center. ISO/IEC 27001—an information security management system (ISMS) standard published in October 2005—formally specifies a management system that is intended to bring information security under explicit management control. It requires that management:</p> <ul style="list-style-type: none"> • Systematically examines the organization’s information security risks, taking account of the threats, vulnerabilities and impacts • Designs and implements a coherent and comprehensive suite of information security controls and/or other forms of risk treatment (e.g., risk avoidance, risk transfer), to address those risks that are deemed unacceptable • Adopts an overarching management process, to ensure that the information security controls continue to meet the organization’s information security needs on an ongoing basis <p>Ricoh Worldwide ISO 14001 Certification Environmental perspectives need to be incorporated into business to realize sustainable environmental management instead of carrying out business and environmental preservation activities separately. Ricoh has traditionally promoted the acquisition of ISO 14001 certification by each business site and division, aiming to fortify its environmental management system. All Ricoh manufacturing plants worldwide are ISO 14001 certified, an international standard for environmental management, and all have achieved a resource recovery ratio.</p> <p>Ricoh ISO 9001:2001 Certification All of Ricoh’s manufacturing plants worldwide are ISO 9001 certified. Successful manufacturing organizations focus on doing the right thing the first time, on time, every time and always to the customer’s satisfaction. Additionally, they recognize that this can only be accomplished through the involvement of everyone and through their commitment to continuous improvement. This way of thinking has led to the development of our quality policies, which serve as the cornerstone of Ricoh’s ISO 9001 quality management system.</p>
15	<p>Provide all “Suspension or Debarment” information that has applied to your organization during the past ten years.</p>	<p>Ricoh has a national presence in the U.S. and Canada and, accordingly, the company has contracts in place with numerous customers and vendors. Ricoh does have contract disputes from time to time with customers and/or vendors which occur in the ordinary course of business and which can lead to litigation. Any such litigation is likewise ordinary in the course of our business and not expected to have any material effect on our ability to deliver the proposed services.</p>

Table 3: Industry Recognition & Marketplace Success

Line Item	Question	Response *
16	<p>Describe any relevant industry awards or recognition that your company has received in the past five years</p>	<p>As a leading provider of innovative multifunctional products, software, services and solutions, Ricoh understand that there are many importance factors when selecting a supplier. The outstanding commitment of our employees and the quality of the services and products we provide have resulted in numerous awards and recognitions. The following respected industry experts have recognized Ricoh for our commitment to excellence and innovative solutions:</p>

Keypoint Intelligence awarded Ricoh a Buyers Lab (BLI) Pacesetter award 2020-2021 in Business Process Services (BPS). Buyers Lab recognized Ricoh's ability to provide a holistic approach to BPS with its Intelligent Business Platform, noting that its evolving library of services focuses on workflow and process automation, document digitization, intelligent capture and more. Analysts also noted that because IBP is cloud-based, customers get immediate access to enhanced or new services as they are available without the need to install or update software.

IDC named Ricoh a leader in print transformation in its IDC MarketScape: Worldwide Print Transformation 2020 Vendor Assessment (doc #US45354420, August 2020). The report notes Ricoh's customer-centric, services-led approach central to its ability to "address critical factors currently impacting the digital workplace." It recognized Ricoh's emphasis on simplifying complexity, from automating workflows to providing a scalable, modular, platform-based ecosystem of services that converts data into highly valuable insights, workflows and documents, automatically updated with the best tools to address a customer's evolving business needs.

Ricoh won a BLI PaceSetter Award in Smart Workplace: Collaboration Systems 2020-2021, resulting from its focus on empowering collaboration through digital transformation. Keypoint Intelligence – Buyers Lab (BLI), the world's leading independent evaluator of document imaging and smart workplace business products, selected winners "that have the most comprehensive hardware, software and services offerings for enabling collaboration in the office and beyond."

Ricoh was recognized as an ENERGY STAR® Partner of the Year in 2020 for the fifth straight year for its continued leadership and superior contributions to ENERGY STAR. 2020 also marks the third straight year Ricoh has received the Sustained Excellence distinction for its enduring commitment. This latest accolade acknowledges Ricoh's hard work to foster environmental sustainability in its own operations and evangelize sustainability to customers, employees and the larger business community.

Ricoh Cloud Workflow Solutions won the Keypoint Intelligence – Buyers Lab (BLI) Pick award for Outstanding Productivity Ecosystem in 2020. Buyers Lab recognized Ricoh's ability to deliver device-agnostic workflow automation, such as smart integration cloud connectors and workflow packages that include cloud storage connectivity. Analysts also positively cited the reduction of burden on IT resulting from this Ricoh offering, allowing them to focus on further process improvements.

IDC named Ricoh a worldwide leader in high-speed inkjet, citing Ricoh's broad strengths, including technological innovation, attentiveness to customer feedback and a large install base in its IDC MarketScape: Worldwide High-Speed Inkjet Press 2019-2020 Vendor Assessment (doc #US45705519, December 2019). In its analysis, IDC cited Ricoh's "business development programs with high visibility and strong reputation" as powerful complements to a robust technology portfolio.

Ricoh received the highest Gold rating in the 2020 sustainability survey conducted by EcoVadis. Since receiving the first Gold rating in 2014, Ricoh has consistently received the highest rating in the survey. EcoVadis assesses suppliers from 155 countries and across 198 business sectors on corporate policies, initiatives and achievements in areas concerning the Environment, Labor and Human Rights, Ethics and Sustainable Procurement. Ricoh once again ranked within the top 5% of all companies surveyed.

IDC named Ricoh a leader in global print and document security in its IDC MarketScape: Worldwide Security Solutions and Services Hardcopy 2019–2020 Vendor Assessment," (doc #US44911119, December 2019). According to the IDC MarketScape report, Ricoh's consistent global delivery model and customer-driven approach are key differentiators.

Keypoint Intelligence Buyers Lab (BLI) awarded Ricoh a 2019-2020 BLI PaceSetter award in the Ease of Use: A4 Mid-size Workgroup arena. To determine which OEMs lead the market, analysts at Keypoint Intelligence conducted an in-depth study on tested Ease of Use functionality, focusing on features that directly relate to small and mid-size workgroup habits and environments. Key areas of evaluation included print, scan, and copy functionality, control panels, routine maintenance procedures, and feedback. Ricoh stood out in this category due to its intuitive and customizable Smart Operation Panel, which includes a web browser and lets users select from a wide range of Ricoh smart apps to help streamline workflows.

Keypoint Intelligence Buyers Lab (BLI) awarded Ricoh a 2019-2020 BLI PaceSetter award in the MFP Cloud Ecosystem arena. Buyers Lab, the world's leading independent evaluator of document imaging software, hardware, and services, selected Ricoh as a winner in this category due to its work at the forefront of the evolving MFP ecosystem, delivering updateable, configurable technologies for today's rapidly changing digital workplaces as part of its Dynamic Workplace Intelligence approach. In Keypoint's analysis, Ricoh stood out due to its Ricoh Smart Integration platform, which enables cloud-connected apps to run seamlessly on the company's latest intelligent MFPs and other IoT devices.

Keypoint Intelligence Buyers Lab (BLI) awarded Ricoh a 2019-2020 BLI PaceSetter award for Healthcare in the Hospital Networks category. Buyers Lab selected Ricoh as a winner in this category due to its wide-ranging offerings and

expertise that empower hospital networks with secured, effective tools ranging from transformative secured communications solutions and back-end streamlining services, to traditional document imaging and innovative medical devices.

Ricoh was named a gold winner in the Most Customer Friendly Company category in the 2019 Best in Biz Awards, the only independent business awards program judged by prominent editors and reporters from top-tier publications in North America. Ricoh earned this honor thanks to a number of initiatives within the company's overall strategy to make customer satisfaction and success the primary metric by which it measures its own success. Ricoh was recognized for creating a role focused entirely on "voice of the customer" data collection, survey governance and feedback implementation as well as for its Smart Hands technology for field technicians.

Ricoh was recognized as an ENERGY STAR® Partner of the Year in 2019 for the fourth year in a row for its continued leadership and superior contributions to ENERGY STAR. 2019 also marks the second straight year we've received the Sustained Excellence distinction for our enduring commitment. The accolades acknowledge Ricoh's hard work in furthering environmental sustainability in its own operations and promoting sustainability to customers, employees and the larger business community.

IDG's 32nd annual CIO award program recognized Ricoh as a recipient of a 2019 CIO 100 award for Smart Hands, Ricoh's hands-free way for field technicians to connect directly and immediately with cloud-hosted knowledge repositories and subject matter experts. This award celebrates 100 organizations that exemplify the highest level of operational and strategic excellence in information technology (IT). Smart Hands enables Ricoh's 4,500 field technicians to improve first-time fix rate and customer satisfaction, allowing immediate access to the information required to solve complex customer issues.

Ricoh received an Advocating for Veterans Award as part of the Coalition for Government Procurement's 2019 Excellence in Partnership Awards for its strong commitment to supporting a diverse employee base, including veterans and service members. This commitment is demonstrated in various ways, such as veteran-specific hiring initiatives and skills training programs, and through partnerships with outside organizations.

Ricoh was named a winner of the Qualtrics 2019 Insights to Action (I2A) Award. As a Gold winner in the Customer Experience category, Ricoh was recognized for its ability to collect, analyze and act upon customer data. Ricoh uses that information to constantly innovate and offer solutions to customers' most pressing needs, while making it easy for customers to do business with us. With almost 400 submissions, what set Ricoh apart was its ability to confront and solve very different problems with speed and agility.

In 2019 Ricoh was again included in Training magazine's annual Training Top 125, which ranks companies' excellence in employer-sponsored training and development programs. Ricoh has been proud to receive this honor 16 out of the last 17 years. The Training Top 125 ranking is based on a variety of benchmarking statistics, such as total training budget; percentage of payroll; number of training hours per employee program; goals, evaluation, measurement, and workplace surveys; hours of training per employee annually; and detailed formal programs.

IDC named Ricoh a leader in its IDC MarketScape: Worldwide Contractual Print and Document Services 2018 Vendor Assessment (doc #US44387318, December 2018). In its analysis, IDC cited Ricoh's customer-driven approach based on a high-touch client engagement process, enabling the company to stay in front of evolving customer needs and provide custom solutions to address business demands efficiently and consistently for local, regional and global deployments.

In December 2018, Ricoh was named a gold winner in the Most Innovative Company category of the Best in Biz Awards, an independent business awards program judged each year by prominent editors and reporters from top-tier publications in North America. In the past year, Ricoh launched its Ricoh Ignite global growth strategy, which outlines the company's plans to push traditional technology boundaries to empower digital workplaces to facilitate more streamlined and secured information sharing, enhanced collaboration and productivity and much more. As part of this strategy, Ricoh has demonstrated innovation and evolution on multiple fronts, from augmented reality options for communicators to reimagined collaboration for modern offices and workstyles.

For the third consecutive year, received an ENERGY STAR® Partner of the Year Award from the U.S. EPA in 2018 for its outstanding contribution to reducing greenhouse gas emissions by manufacturing energy-efficient products, offering sustainable services and solutions and educating consumers about energy efficiency. Ricoh also won the ENERGY STAR Sustained Excellence Award for continued leadership and superior contributions to the program. The 2018 Partner of the Year – Sustained Excellence Awards are bestowed upon companies and other organizations demonstrating continued leadership in energy efficiency and commitment to the ENERGY STAR program.

In November 2018, Ricoh announced that it had received the highest gold rating for the fourth year in a row in a sustainability survey conducted by EcoVadis, an organization that operates the first collaborative online platform allowing companies to monitor the environmental and social performance of their suppliers

on a global basis. They assess suppliers from 110 countries and across 150 business sectors on corporate policies, initiatives and achievements in areas concerning the environment, labor practices, fair business practices and supply chain. Ricoh ranked within the top 5% of all companies surveyed following last year.

Keypoint Intelligence recognized Ricoh as a winner of the 2018-2019 Buyers Lab PaceSetter Award for the Legal vertical, noting that "Rico...offers an in-house IT services division with experts well-versed in the software legal customers are using every day. And when it comes to e-discovery solutions, Ricoh offers a complete end-to-end solution that includes digital forensics, cloud-based e-discovery, and managed review services."

Ricoh was awarded the 2018 Supplier Excellence Award at the 2018 HealthTrust University Conference. HealthTrust Purchasing Group (HPG) is a healthcare purchasing group that also operates under CoreTrust for their commercial members. Supplier Excellence Award recipients are chosen based on a variety of factors including product quality, on-time delivery, billing accuracy, customer service and overall price/value. Ricoh was the only supplier in our category honored with this award.

Ricoh Company, Ltd. has been selected for continuous inclusion in the FTSE4Good Index Series and in the FTSE Blossom Japan Index, which are share price indexes for Environmental, Social and Governance (ESG) investments. Ricoh has been included in the FTSE4Good Index for 15 consecutive years (since 2004), and in the FTSE Blossom Japan Index since it was created in 2017.

In 2018, Ricoh received the Best Veteran Hiring Award as part of the Coalition for Government Procurement's annual Excellence in Partnership Awards. This recognition honors Ricoh's work promoting and executing "a robust and successful veteran hiring" program. Our strong commitment to veterans and their families is a company-wide priority. Thanks to community outreach programs and innovative hiring practices, our veteran hiring increased 103 percent from the previous year.

In findings published by USA Today in January 2018, Ricoh was included as one of the "50 most innovative companies in the world," as determined by IFI Claims Patent Services, a patent research company, and 24/7 Wall Street (Samuel Stebbins, The world's 50 most innovative companies. Usatoday.com, January 12, 2018. <https://www.usatoday.com/story/money/business/2018/01/12/worlds-50-most-innovative-companies/1023095001/>). These two organizations evaluated the many thousands of patents granted last year to determine the top 50 innovative companies, each with at least 700 patents granted in 2017. Ricoh was recognized as number 30 on the list, with 1,145 patents granted in 2017. This ranking highlights Ricoh's commitment to continued innovation in the search for ways to better serve our customers.

In December 2017, Ricoh was named a gold winner for Most Environmentally Responsible Company of the Year in Best in Biz Awards, the only independent business awards program judged each year by prominent editors and reporters from top-tier publications in North America. The award for Most Environmentally Responsible Company of the Year was the latest recognition for Ricoh's ambitious sustainability efforts, including the global organization's commitment to using a minimum of 30 percent renewable energy by 2030 and 100 percent by 2050.

Recognized as one of the top 20 organizational diversity councils in the United States as part of the 9th Annual ERG & Council Honors Award. The Ricoh Diversity and Social Responsibility Council was honored for its commitment to and success in promoting diversity and inclusion within Ricoh, creating measurable results in its workforce, workplace and marketplace.

Named a global Leader in print and document security by IDC (IDC MarketScape: Worldwide Security Solutions and Services Hardcopy 2017 Vendor Assessment, doc #US41988517, October 2017). The report notes that Ricoh's "security solutions portfolio, combined with core competencies in managed services, infrastructure services, workflow services, and software development, help position the firm as one of the leading vendors for addressing security within the print and document environment."

Awarded Gold in the Customer Experience category of Qualtrics' prestigious Insights to Action (I2A) Award, which recognizes and celebrates Ricoh's ability to create actionable insights that drive innovation, growth and organizational success. Ricoh was able to reduce customer effort and leverage insights to support a services-led approach.

Named a global Leader in Quocirca's Managed Print Services Landscape, 2017 report for the sixth consecutive year, and cited as "one of the few traditional print vendors to have effectively transformed its legacy brand image".

Received a 2017 ENERGY STAR® Partner of the Year Award from the U.S. EPA for the second consecutive year. EPA recognized us for our outstanding contribution to reducing greenhouse gas emissions by manufacturing energy-efficient products, offering sustainable services and solutions and educating consumers about energy efficiency.

17 What percentage of your sales are to the governmental sector in the past three years

Ricoh's government sector business represents 10% of our overall revenue, comprised of Federal at 3% and SLG at 7%.

*

18	What percentage of your sales are to the education sector in the past three years	Ricoh's education sector business represents 10% of our overall revenue, comprised of K12 at 6% and higher education at 4%.	*
19	List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>United States: Ricoh holds state contracts in 46 states, 28 of which are based on NASPO and the remainder are traditional state procurement led bid awards. Based upon the last 3 years, Ricoh NASPO and U.S. Communities revenues respectively average \$110M and \$270M annually. The combined, USC and traditional state contracts average \$500M in annual revenue.</p> <p>Canada: Ricoh Canada has the following contracts in place: 2 Federal Contracts 7 provincial contracts 6 cooperative purchasing contracts Annual Sales Volume average \$90 million annually</p>	*
20	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>Ricoh averages \$65M annually within the Federal business sector. The following represent Ricoh current annual sales volume from the two GSA schedules:</p> <p>GS-35-0085U GSA (With FSSI) \$27.5M average per year. GS-35F0713V GSA (RPPS/CIP) \$ 1.7M average per year.</p>	*

Table 4: References/Testimonials

Line Item 21. Supply reference information from three customers who are eligible to be Sourcwell participating entities.

Entity Name *	Contact Name *	Phone Number *	
State of Michigan	Mary Ladd	(517) 241-7561	*
City of Houston	Ron Reeser	(713) 542-7393	*
Olathe Public Schools (Kansas)	Scott Carpenter	(913) 522-9104	*

Table 5: Top Five Government or Education Customers

Line Item 22. Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *	
State of Michigan	Government	Michigan - MI	MPS, Fleet Management, Web Submission (MiPRINT / MiDEAL), Scan Capture, Project Management, Production Print, Roll Fed Ink Production Print, On-Site Imaging, Document Management & Workflow. 10k+ Ricoh devices throughout the State.	Cost Per Copy Based Program Offering.	~\$43M	*
State of Washington	Government	Washington - WA	MPS, Fleet Management, User Authentication through Card ID, Print Server Mgmt, Production Print, Imaging, Document Management Workflow	Monthly lease and services payments around \$1.3M/month	~\$44M	*
City of Houston	Government	Texas - TX	MPS, Fleet Management, Diversity Partner (Sub-Contractor) for On-Site Service Desk, User Authentication with Card ID, Device Management for over 200 physical locations.	\$50k / month for maintenance? Dianne to Confirm. Lease is \$141k / month	~\$7M over the past three years	*
King County	Government	Washington - WA	MPS, Fleet Mgmt, User Authentication with Card ID, Device Management, Document Management & Workflow	\$80,000 / month	~\$3M over the past 3 years	*
City of Camrose	Government	AB - Alberta	MPS, Fleet Mgmt, User Authentication with Card ID, Device Management, Document Management & Workflow	\$15,103.41/Mo. (Averaged)	~\$544k over the past 3 yrs	*

Table 6: Ability to Sell and Deliver Service

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
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23	Sales force.	<p>Ricoh utilizes a dedicated Corporate State and Local Government (SLG) team comprised of 8 tenured individuals strategically located throughout the United States with experience supporting our direct sales and dealer organizations and engaging with government, education and non-profit accounts.</p> <p>Their responsibilities include 1) Central point of contact for state government and other primary cooperative procurement relationships and sharing best practices, 2) Developing and executing effective contract strategies that align with each customer's key initiatives and requirements, 3) Managing contract bid process and award lifecycle, 4) Providing channel expertise, direction and vertical strategy support to assist the local SLG teams, 5) Managing contract compliance and providing oversight to ensure that Ricoh meets and exceeds all contractual commitments, and 6) Managing relationships with public sector associations and channel partners. Below is a list of Ricoh's SLG Team, email, phone and their respective states.</p> <table border="0"> <tr> <td>- William Finke</td> <td>bill.finke@ricoh-usa.com</td> <td>505-681-1728</td> <td>AZ, ID, MN, NV, UT, TX</td> </tr> <tr> <td>- Roger Hosler</td> <td>roger.hosler@ricoh-usa.com</td> <td>561-598-9365</td> <td>AL, FL, LA, MS, NC, SC, WV</td> </tr> <tr> <td>- Todd Marron</td> <td>todd.marron@ricoh-usa.com</td> <td>971-217-3421</td> <td>AK, CA, HA, OR, WA</td> </tr> <tr> <td>- Travis Massman</td> <td>travis.massman@ricoh-usa.com</td> <td>573-353-2559</td> <td>IA, MN, MO, MT, ND, SD, WI, WY</td> </tr> <tr> <td>- Mike Pallotta</td> <td>mike.pallotta@ricoh-usa.com</td> <td>978-621-1276</td> <td>CT, MA, ME, NH, NJ, NY, RI, VT</td> </tr> <tr> <td>- Mike Stowell</td> <td>mike.stowell@ricoh-usa.com</td> <td>913-485-6852</td> <td>AR, CO, KS, OK, NE</td> </tr> <tr> <td>- Lori Toth</td> <td>lori.toth@ricoh-usa.com</td> <td>717-487-2888</td> <td>DE, DC, GA, MD, PA, VA</td> </tr> <tr> <td>Mark Williamson</td> <td>mark.williamson@ricoh-usa.com</td> <td>513-702-7583</td> <td>IN, IL, KY, MI, OH, TN</td> </tr> </table> <p>Office Sales is the operating unit responsible for all Ricoh sales organizations including: Direct Sales, Dealer Sales Division, and Inside Telemarketing Sales. Ricoh will leverage our three distribution channel organizations comprised of thousands of sales representatives to promote the Sourcewell contract nationally. The Ricoh Direct Sales channel is company-owned, with Ricoh personnel and facilities covering all 50 states. The Ricoh Dealer Sales channel is comprised of over 300 authorized independent dealers meeting Ricoh national distribution standards. The Ricoh Inside Sales Telemarketing organization of 300 sales and administrative personnel is company-owned and will supplement the contract promotion efforts for both Direct and Dealer organizations.</p> <p>Ricoh sales also include our Commercial and Industrial Printing Group who provide sales of products, services and staffing from the Continuous Feed and Software and Strategic Solutions and Graphic Communications Teams to support the Sourcewell Contract. Complimenting the Ricoh sheet-fed product line, the Ricoh continuous-feed printers (roll fed) deliver high-speed, near-offset quality to the high-volume graphic and critical communications printing market for government printing operations. The Ricoh Graphic Communications group provides products to create graphics as well as breakthrough printing onto signs, banners, vehicles and other objects that apply to government.</p> <p>Ricoh Canada Ricoh Canada Inc. (RCI) was incorporated in 1981 and is a wholly owned subsidiary of Ricoh Company Ltd. Headquartered in Mississauga, Ontario, Ricoh employs over 2400 employees across Canada. Ricoh Canada covers all cities, towns and remote locations in all 10 Provinces and 3 Territories throughout Canada. Ricoh provides 97% national coverage via Direct Network via over 120 Service and Support locations. Ricoh Canada has 13 Customer Experience Centers. In addition, we are fully equipped to run virtual demos allowing customers to have the 'walk-in' experience from any absolutely anywhere. There are 220 individuals in the Ricoh Canada sales organization that will support the Sourcewell contract. Ricoh Canada Location details can be found here: https://www.ricoh.ca/en/officelocator</p>	- William Finke	bill.finke@ricoh-usa.com	505-681-1728	AZ, ID, MN, NV, UT, TX	- Roger Hosler	roger.hosler@ricoh-usa.com	561-598-9365	AL, FL, LA, MS, NC, SC, WV	- Todd Marron	todd.marron@ricoh-usa.com	971-217-3421	AK, CA, HA, OR, WA	- Travis Massman	travis.massman@ricoh-usa.com	573-353-2559	IA, MN, MO, MT, ND, SD, WI, WY	- Mike Pallotta	mike.pallotta@ricoh-usa.com	978-621-1276	CT, MA, ME, NH, NJ, NY, RI, VT	- Mike Stowell	mike.stowell@ricoh-usa.com	913-485-6852	AR, CO, KS, OK, NE	- Lori Toth	lori.toth@ricoh-usa.com	717-487-2888	DE, DC, GA, MD, PA, VA	Mark Williamson	mark.williamson@ricoh-usa.com	513-702-7583	IN, IL, KY, MI, OH, TN
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24	Dealer network or other distribution methods.	<p>United States: In addition to our Direct and Inside Sales channels, Ricoh USA utilizes over 300 authorized independent dealers, representing one of the strongest dealer channels in our industry. Ricoh also maintains strict contractual and quality controls with all dealers supporting our Ricoh government, education and not for profit accounts. Ricoh Authorized independent dealers are manned by Ricoh factory-trained technicians, ensuring not only rapid service response, but also technical expertise in preventive, remedial and emergency service of all Ricoh products.</p> <p>Canada: In addition to the 30 Ricoh Canada direct locations, Ricoh Canada also leverages a network of over 60 authorized independent dealers. This enables us to serve every major city, town, and remote location across Canada. Ricoh Canada is the largest vendor certified service provider in Canada for our industry. Ricoh has 1046 Ricoh Certified Service resources available for service relevant responsibilities.</p>
25	Service force.	<p>Ricoh built one of the industry's largest services networks of over 17,000 field-based service employees worldwide, of which 3,500+ are technicians throughout the United States and Canada. Customers are serviced through either the Ricoh Direct Division Technology Services Group or Ricoh authorized independent dealers. Each Ricoh service technician is backed by a team consisting of a service manager, field service specialist, alternate service technician and back-up technicians.</p> <p>Our Technology Service Desk utilizes ITIL-based principles. It is comprised of multiple teams working cohesively together utilizing a variety of industry-leading IT Service Management and productivity tools to manage incidents, intelligently route calls to skilled technicians and systematically optimize schedules. Additionally, the teams utilize a multichannel system that prioritizes and manages alerts, emails and other customer communications that ensure effective and timely service response.</p>
26	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>Ricoh is committed to provide service levels that ensure maximum uptime and productivity for all Sourcewell members. With over 8,000 factory-trained technicians throughout the United States and Canada, Ricoh is well-positioned to support Sourcewell members.</p> <p>Ricoh will work with Sourcewell members to develop mutually agreeable Service Level Agreements with consequences, if applicable.</p> <p>As a basis for service level agreements, Ricoh established the following Performance Guarantees:</p> <ul style="list-style-type: none"> • Fleet quarterly average response time of four (4) hours for metered equipment located within Metro Market Areas and eight (8) hours in remote areas. For covered Ricoh production equipment, Ricoh will maintain a quarterly average on-site response time of three (3) hours for all service calls located within a Ricoh Metro Area, and six (6) hours quarterly average response time beyond a Ricoh Metro Area. • Ricoh will service its OEM metered equipment fleet to be operational with an average quarterly uptime of 95%. Uptime is the percentage of hours that the equipment is operable, based on manufacturers' performance standards, out of the total number of business hours covered by the Agreement, excluding volume-adjusted required service. This SLA applies only to Ricoh metered mainframes that are installed and operated consistent with the manufacturers' specifications, which include, but are not limited to, space, electrical, throughput material and optimum image range usage. Equipment that is operated outside of the manufacturer's specifications or that is not located in the Ricoh metro market areas' geography will not be covered by the Uptime Guarantee. • Equipment that develops a trend of requiring an excessive number of service calls shall be reported by the Customer to Ricoh or by Ricoh to the Customer as the situation warrants. Should the equipment become inoperable for a period of seventy-two (72) consecutive working hours, Ricoh will, at the Customer's option, provide, at no charge, a loaner or accessory of equal capability of non-performing piece of equipment while repairs are being completed. <p>To evaluate the quality of our products, services and support, and to measure our performance against established standards, Ricoh distributes various satisfaction surveys to its customers. These surveys are provided on a periodic basis— transactional, quarterly or annually and are shared with executive and field management teams to drive overall process improvement and address individual customer concerns.</p> <p>Following is a detailed explanation of our Technical Service and Support organization who ensures that these Service Level Agreements are met.</p> <p>Ricoh Customer Call Centers are staffed to respond live to customer service inquiries 24 hours per day, seven days per week, including holidays. Standard field service offices provide customer support from 8 a.m. to 5 p.m., Monday through Friday, excluding recognized holidays. Customer services are available beyond normal business hours on a contracted, guaranteed (for limited geographic areas) and per-call, as-available basis. In addition, we offer customers the ability to place service</p>

		<p>calls electronically 24 x 7 x 365 on the web-based www.MyRicoh.com portal.</p> <p>Service Request and Routing System In the event of equipment failure, @Remote enabled devices can automatically create a service request, or the customer places a service request using either a web-based service request portal, MyRicoh, or a toll-free telephone number.</p> <p>Ricoh utilizes the latest technology in service request routing, Oracle Field Service Cloud (OFSC). OFSC connects directly with our network to facilitate service call placement, routing and closure. CSTs are equipped with OFSC loaded on their smart phone devices. OFSC provides fast, convenient access to parts and inventory databases, service histories, equipment schematics and more. It further enhances communication and collaboration at the point of service and, ultimately, it enables us to resolve equipment service and connectivity support requests more quickly, efficiently and effectively.</p> <p>Oracle automatically passes each service request to an assigned, manufacturer-trained technician, including the customer's name, address, telephone number and problem description. The service request is assigned a unique identification number to ensure total tracking and full reporting status at all times. At this point, the CST follows a formal service response process to complete the requested service.</p> <p>Responding to a Service Request After a service call is place, our CST will contact the customer within one-hour to confirm receipt and alert them to their arrival status. After determining the part(s) required to complete the repair, our CSTs first check their car stock, which is replenished twice weekly and includes the most commonly required equipment parts based on historical usage. If the part is in the car stock, the technician completes the repair and closes the call via their handheld device.</p> <p>If the part is not in the car stock, the CST has the ability to check parts availability within his or her team of technicians. If the part is not in the team's inventory, the CST initiates an Incomplete Order Process through the OFSC application. Oracle responds to the CST and initiates a Pick Ticket, noting part(s) availability at one of our Shared Distribution Centers (SDCs). If the part is available at the SDC, warehouse staff members pull the part and stage it for delivery to the CST.</p> <p>If the part is unavailable, the SDC orders it directly from the vendor, based on the priority defined by the technician in consultation with the customer (i.e., overnight for down equipment, second-day or regular ground transportation for less-urgent orders). The vendor ships the order to the defined ship-to location. A CST may also request that our car stock analyst (CSA) query other SDCs for parts availability. When the part arrives, the CST installs it and ensures proper operation of the machine. If the repairs are then complete, the CST closes out the service call in OFSC.</p>	
27	Describe your ability and willingness to provide your products and services to Sourcwell participating entities in the United States.	Ricoh is eager to promote the Sourcwell contract throughout the United States and Canada. We are well-positioned with our complete portfolio of products, software and services that align with the scope of the Sourcwell contract. Our sales and service distribution as detailed in our response above is comprised of our Ricoh direct offices our 360 independent authorized dealers (300 in US, 60 in Canada) to maximize our coverage, response and support of the Sourcwell program.	*
28	Describe your ability and willingness to provide your products and services to Sourcwell participating entities in Canada.	Ricoh Canada has 30 direct locations. In addition, Ricoh leverages support from our network of over 60 Independent Authorized Dealers. This allows us to serve every major city, town, and remote location across Canada. This allows Ricoh with 1046 Ricoh Certified Service resources available for service relevant responsibilities including delivery. Ricoh Canada is the largest vendor certified service provider in Canada for our industry. Ricoh Canada has 13 Customer Experience Centers. In addition, we are fully equipped to run virtual demos allowing customers to have the 'walk-in' experience from any absolutely anywhere. The Ricoh Canada Partner and Alliance program is a network of innovative industry leaders that are integral to our operations and overall growth strategy. Together, we work to solve our customers' biggest challenges. Dell, Condecoco, Fujitsu, IBM, Kofax, Avanti, EFI, Cisco, Microsoft, Laserfiche, Nuance, and Adobe Systems are few of many partners Ricoh Canada currently have in place.	*
29	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	Ricoh USA and Ricoh Canada have complete coverage within the respective geographic areas.	*
30	Identify any Sourcwell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?	Ricoh USA and Ricoh Canada do not have restrictions that would prevent us from promoting this contract in government, education and not-for-profits in all 50 States and Canada unless precluded by State, Provincial or local law.	*

31	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	All prices shown in the Price List are based on F.O.B. destination to the 48 contiguous States. Prices for Alaska, Hawaii and Canada will require a 15% surcharge. For unusual or remote geographic areas requiring use of boat, helicopter etc. to reach the customer, additional fees will apply.	*
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Table 7: Marketing Plan

Line Item	Question	Response *	
32	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Ricoh Marketing performs all typical marketing functions that one would expect from a large corporation and is staffed with over 300 marketing employees. The team within Marketing that will support and promote the Sourcewell relationship is the Corporate State and Local Government Team. This team has a dedicated marketing manager assigned to support Ricoh's State & Local Government marketing efforts. The National Account manager and marketing manager work together to create case studies, marketing flyers, social media content and any other market driven tools to help promote this contract.</p> <p>In addition to the National account manager and marketing manager, Ricoh's dedicated Corporate State and Local Government Team is comprised of 8 tenured individuals with an average of 20+ years experience supporting and engaging with State & Local government. Their primary responsibilities include:</p> <ul style="list-style-type: none"> - Developing and executing effective contract strategies that align with each State's key initiatives and requirements for each State. - Maximizing the use of the Sourcewell contract with customers for RFP and Bid avoidance. - Managing the contract bid process, response and contract award lifecycle. - Providing channel expertise, direction and vertical strategy support to assist the local SLG teams. - Managing Contract Compliance and providing oversight to ensure that Ricoh meets and exceeds all contractual commitments. - Managing relationships with public sector associations and channel partners. - Central point of contact for the State and other primary procurement relationships. - Helping drive business in their assigned coverage areas for SLG and K12 business opportunities. 	*
33	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Ricoh is using multi-channel marketing. This approach is a type of interactive marketing and is a long-term marketing focus which is built on Ricoh collecting information about an Internet user's online activities, and trying to be visible in multiple areas.</p> <p>Unlike traditional marketing techniques, which involve direct, one-way messaging to consumers (via print, television, and radio advertising), Ricoh's multi-channel digital marketing strategies are centered on reaching prospective customers across multiple online channels.</p> <p>These new marketing strategies involve efforts to adapt the advertising to different platforms, and to tailor the advertising to different individual buyers rather than a large coherent audience.</p> <p>Tactics include, but are not limited to:</p> <ul style="list-style-type: none"> Search engine optimization (SEO) Social media marketing Video marketing Email marketing Blogging Webinars Website marketing Trade Shows Public Sector Associations Paid search/contextual advertising 	*

34	In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process?	<p>Ricoh utilizes a dedicated Corporate State and Local Government (SLG) team comprised of 8 tenured individuals strategically located throughout the United States with experience supporting our direct sales and dealer organizations and engaging with government, education and non-profit accounts. They are the team responsible to launch the Sourcewell program nationally and manage the contract lifecycle in their respective areas.</p> <p>They will promote the Sourcewell contract and conduct training to the Ricoh distribution channels (Ricoh USA Direct, Ricoh USA Inside Sales-Telemarketing, Ricoh Canada and the Ricoh Authorized Dealers throughout the United States and Canada). This mandatory training will incorporate reviewing the Sourcewell Contract Field Guide, Pricing Schedule, Contract Terms and Conditions and channel business strategies. This training will also include an introduction to the online tools that Ricoh provides to all distribution partners as well as a review of the dedicated Ricoh Sourcewell external website available to all members.</p> <p>During the annual Ricoh National Dealer Meeting, we will conduct a Sourcewell Contract Training session offered for the 300+ Ricoh dealers that attend this event. All contract details and best practices will be reviewed with Q&A. Dealers will be provided a flash drive (or link) that includes all marketing and contract collaterals.</p> <p>The Sourcewell program training materials will also be published on the Ricoh internal website for Ricoh employees. They will also be provided on the Ricoh Dealer website where authorized dealer representatives access this information.</p> <p>The Sourcewell Contract will provide Ricoh Canada additional value to their current public sector clients. Ricoh Canada also plans to promote the Sourcewell contract as a marketing tool to attract and increase public sector clients. By using the Sourcewell contact we hope to increase our footprint in the rural municipalities and other public sector organizations who are part of the Sourcewell agreement. As we stated, Ricoh has made significant investments over the past few years to increase Ricoh's overall footprint in the public sector. The Sourcewell procurement vehicle will provide Ricoh Canada with a platform into most major public sector accounts across Canada.</p> <p>Our Corporate State and Local Government Team managing our Sourcewell program would like to set Quarterly Business Reviews with your business development team to track progress and discuss additional approaches to continue growing and expanding the program.</p> <p>We view Sourcewell's role in helping Ricoh promote this contract through joint collaboration of information contained on your supplier microsites and through joint social media marketing efforts. Our objective is to develop new relationships and grow business with your current members.</p>
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35	<p>Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>Ricoh's customized, private-offering online purchasing system (e-procurement) offers a variety of online options, including the ability to order contracted equipment and supplies through an e-catalog and to use online customer service tools. Ricoh currently has many online purchasing systems in use at our government and education accounts. Because each e-procurement process is unique, Ricoh can customize based on the customer's requirements as outlined below.</p> <p>e-Catalog The e-catalog provides bundled products that allow users to work with their dedicated sales professionals to select appropriate solutions. To assist them in choosing the appropriate bundles from the master e-catalog, Ricoh offers users the ability to view the specific components of each bundle and a detailed overview of the features and benefits of each component. Specifications (e.g., dimensions, power requirements and paper capacity) can be viewed from a detailed product description page, allowing users to be more informed when making a selection. The Ricoh implementation team then works with the customer's Ricoh sales professional to continually provide updates for product releases and pricing. This information is immediately available online.</p> <p>Online Account Management Ricoh also offers customers the ability to manage aspects of their account online. Company-approved administrators can add addresses, approve orders, and add or delete users as appropriate. User roles include Administrators, Buyers, Requisitioners and View Only users. Access to our catalogs can also be managed by user role, eliminating customer concerns over maverick buyers or unnecessary purchases.</p> <p>Bridges to e-Procurement Systems Ricoh also offers links to customer-established e-procurement systems (e.g., PunchOuts/Round Trips and Manager Buyer Catalogs) as described below.</p> <p>Ariba Ricoh's link to the Ariba-based e-procurement networks is a direct interface and exchange of information. Ariba offers customers the ability to purchase from multiple suppliers through a consolidated purchasing operation. Ricoh is able to provide a catalog of contracted equipment, supplies and services that have been integrated with the Ariba system. Specifically, Ariba users are transported from the company's established e-procurement software to Ricoh's e-catalog to view product information. Order- and service-related information is then funneled back to Ariba for approval and processing. Ricoh also supports Ariba PunchOut (i.e., Round Trip) through the Ariba Network. Ricoh is one of the elite suppliers who have been awarded Ariba-Ready Certification for PunchOut and CIF catalogs on the Ariba Supplier Network. While this is a preferred method for catalog transactions, Ricoh can also support Catalog Interchange Format (CIF) Versions 2.1 and 3.0 through hosted catalogs. In addition, Ricoh supports receipt of a purchase order through cXML, Electronic Data Interchange (EDI) and other methods.</p> <p>Perfect Commerce Ricoh's bridge to Perfect Commerce-based e-procurement networks uses an electronic data exchange or integration into Ricoh's e-catalog information. Perfect Commerce customers can use their network to purchase from multiple suppliers through a consolidated purchasing operation. We are able to provide customer-specific catalogs for contracted equipment, supplies and services.</p> <p>SAP Ricoh links to SAP-based e-business procurement (EBP) software through a direct interface, in which we are able to provide a catalog of contracted equipment, supplies and services that have been integrated with SAP. Specifically, users will be transported from the company's established e-procurement solution to Ricoh's e-catalog to view product information. Order- and service-related information is then funneled back to SAP for approval and processing.</p> <p>Other Networks Ricoh also supports interfaces with Oracle, PeopleSoft ePro, SciQuest, Clarus, Epylon, Buysense and several other e-procurement solutions. Additional development with other e-procurement solutions will be considered on request.</p>
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Table 8: Value-Added Attributes

Line Item	Question	Response *
36	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcwell participating entities. Include details, such as whether training is standard or optional, who provides training, and any</p>	<p>Ricoh provides multiple training programs designed to meet our customer needs. Understanding that each customer has unique requirements, Ricoh will evaluate and recommend the best training solution based upon the customer environment. Ricoh has found that most customers prefer a modern approach to training. Rather than dedicate a specific date and time for on-site training, customers prefer our vast on-line options which allow them to review the content at a date and time that best suits their schedule. Because of this, Ricoh has increased our library of on-line training videos.</p>

costs that apply.

However, should on-site be preferred, Ricoh certainly has on-site training options available. Both are described below.

On-line Training:

Ricoh offers our customers short on-line training options through our How-to Videos and Knowledge Base, which are available 24/7. All of our on-line options are included in our Sourcewell contract at no additional charge.

Ricoh launched a series of "How-to" videos to increase customer satisfaction and provide the more modern services our customers desire. Ricoh's services training organization has been hard at work developing these videos to provide customers with quick and easy, multimedia instruction for their Ricoh products. Designed to bring the product operation manual to life, How-to videos are available via the following link: <http://www.tsrc.ricoh-usa.com/public/how-to-videos/ricoh/>.

For casual users, as well as the technical professionals in IT and the Help Desk, the Ricoh Knowledge Base offers access to an instructional reference database for specific devices. This site lists relevant help topics and how-to documents for each Ricoh product, including instructions and photographs. It also encourages users to provide feedback on their search experience, thus helping us to improve this tool and our channels for knowledge transfer to our customers. The Ricoh Knowledge Base is available via this link: <https://ricoh-kb-en.custhelp.com/app/home/region/us/brand/ricoh>.

Product manuals are provided in PDF format and driver downloads for all products are available on the Ricoh-usa.com website on the Support and Downloads page via this link: <https://www.ricoh-usa.com/en/support-and-download>. End-users may search by typing in the product name or clicking the dropdown menus.

Onsite or Customized Training:

Ricoh also offers Onsite or Customized training performed by dedicated, comprehensive staff of Technology Applications Specialists (TAS). Each TAS embodies first-rate communication skills and an extreme breadth and depth of knowledge on all aspects of the products and software they support. This Onsite or Customized Training is optional and fee-based.

Technology Applications Specialists must complete a rigorous process of attaining their CompTIA CTT+ (Certified Technical Trainer) certification as a job requirement. They attend extensive Ricoh training to become certified on products and solutions we support within our portfolio. Many team members hold additional industry certifications, such as vCTT+, A+, Net+, CDIA+, IT Fundamentals and EFI Fiery Professional.

Our Technology Application Specialists conduct end-user/key operator training usually addresses the common features, functions and benefits of the equipment and accessories used by the local employees. We generally allot up to one (1) hour for standard fleet/convenience copier training, and up to two (2) hours for administrator/key operator training. In addition, Ricoh provides multiple levels of print shop non-production training. If end-users/key operators/administrators require additional forms of training, we can also provide the following training methods:

- Individual (one-on-one, hands-on training)
- Train-the-trainer
- Classroom training for groups/departments of end-users
- Auditorium training for large group through screen shots/device panel projection
- Virtual training when applicable
- Printed customer-specific Quick Reference Guides
- Help Desk training/documentation (hardware/embedded solutions)

For training to be effective, it needs to take place at a location where the device is present and the area surrounding the device can accommodate a group of up to 10 people. For particularly large groups it may be necessary to schedule multiple sessions or – in an unstructured environment – a trainer may have to block off a period of time during which he or she is available at the site to provide varying degrees of training. If required, we are willing to set up and schedule training for groups of users in a classroom environment, using a device commonly used. In this event, we recommend that the group be somewhere between 7 to 10 end-users, as smaller or larger groups can reduce the effectiveness of the training (i.e., a small number of end-users may delay the completion of the overall training, and groups that exceed 10 end-users often do not allow each to receive the individual attention he or she may require).

To effectively migrate print volume from high cost devices to the MFD equipment fleet, it is critical to educate end-users on how simple and cost-effective the MFD devices are to use. Through effective training, users perform their print jobs on the lowest cost and most efficient digital copiers. After they are familiar with this simple procedure, end-users continue to use this approach on an ongoing basis.

To aid end-users after the training session, we provide an on-line manual for every device for reference purposes. In addition, we have our on-line options described previously along with 24-hour toll-free end-user technical support for everyday minor troubleshooting.

- Quick Reference Guides/Posters and Additional Documentation

Ricoh provides the customer with online guides and documentation at no additional charge. Ricoh can also provide basic customized

Quick Reference Guides to Sourcewell members. The guides are based on the functions discussed with the customer in the initial training meeting. Ricoh will electronically send the guide to the customer for printing and is willing to provide printed guides along with more

		<p>advanced documentation if needed. A reasonable fee would apply based on the number of documents needed and hours spent in creation/preparation of the customized material.</p> <p>- Help Desk Training/Documentation (Hardware/Embedded Print Embedded Solutions) Ricoh's Technology Applications Specialist (TAS) team can provide Level 1 Help Desk training to the customers internal Help Desk staff. The training can be delivered to the employees through on-site or virtual training. The TAS team will work with customers to develop a training plan that will provide the customer's help desk staff with troubleshooting/resolution for routine issues (e.g., clearing paper jams, clearing common error codes) with hardware and managed print embedded software supported by our technology services staff. The TAS can provide customized step-by-step guides and documentation along with training around Ricoh's customer accessible knowledge base to Sourcewell members</p>
37	Describe any technological advances that your proposed products or services offer.	<p>Ricoh is named among world's 50 most innovative companies holding more than 51,000 technology patents and acquiring 18 global acquisitions in information technology.</p> <p>Ricoh is dedicated to innovative technological development for the way customers work today, which helps customers meet the demands of accessing critical information when and where they need it. As an example, Ricoh's Dynamic Workplace Intelligence is new technology incorporated in our Multifunctional Devices that grows as your business needs grow. With our new intelligent devices, customers can benefit from the outstanding quality, reliability, and security that they can expect from Ricoh, plus on-demand access to the latest technology. Simply add software solutions, applications, and cloud services as needed, to optimize your document management workflows and help your employees work faster, smarter and more securely. Ricoh's Always Current Technology allows new features, applications and upgrades to be downloaded and installed directly to your device on request. No need to call a technician or wait until end of a contract. Easy. Scalable. Customizable.</p> <p>Customers can connect their Ricoh intelligent devices to external cloud services and third-party apps with Ricoh workflow applications. They can also convert paper-based information to digital by scanning directly to services such as DropBox™ or Sharepoint™, or scan direct to folders on your network. Customers gain quick access to a expanding range of 'scan-to' functionality as new services are produced and become available.</p> <p>As a consistently recognized leader in innovation in the marketplace, we strive to improve our devices and technology through extensive research and development. We focus our efforts on developing technology and solutions that respond to very specific environmental, regulatory or market-specific needs to help our customers work effectively.</p> <p>Ricoh continually invests in ways to help you work smarter and stay ahead of the digital curve by keeping a pulse on what's next so that you have the solutions you need to drive your business forward. Ricoh invests approximately 5 – 6% of consolidated sales in R&D each year. As a result, we continue to expand technology, services and products so our customers have the solutions they need to drive business forward. In addition, we work with our customers as their environment and businesses evolve to identify areas for improvement, from implementation of new print technologies and information infrastructure to output management and optimized workflows. As our customer, you will be able to benefit from the speed and quality with which we invent new products and develop services and technology.</p> <p>The list below contains major technology that we believe will affect the future of print and media:</p> <ul style="list-style-type: none"> Mobile connectivity (e.g., smart phones, tablets) Social media and digital media replacing printed output Cloud based storage, collaboration and distribution 3D printing End user driven device and workflow customizations High-Speed office ink-jet technology

38	Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.	<p>The Ricoh Group Corporate Social Responsibility (CSR) Charter and Ricoh Group Code of Conduct, which are the principles for corporate activity, were established so that common values and behavioral principles might be shared globally among all members of the Group. To grow as a respected enterprise, the Ricoh Group must fully discharge its corporate social responsibilities from a consistent global perspective and throughout every aspect of its operations. To ensure this, the following principles are observed, with the proper social awareness and understanding, compliant with both the letter and the spirit of national laws and the rules of international conduct:</p> <p>Integrity in Corporate Activities Every company in the Ricoh Group will develop and provide useful products and services, with high quality, reliability and ease of use, while maintaining security of information and giving proper consideration to the environment.</p> <p>Every company in the Ricoh Group will compete fairly, openly and freely, maintaining normal and healthy relationships with political institutions, government administration, citizens and organizations.</p> <p>Every company in the Ricoh Group will take responsibility for managing and safeguarding its own information and that of its customers</p> <p>Harmony with the Environment Every company in the Ricoh Group will take responsibility, as a citizen of the world, working voluntarily and actively to preserve the environment.</p> <p>Every company in the Ricoh Group, and all employees of each company, will seek to implement technological innovations that reflect environmental concerns and will participate in ongoing activities to preserve the environment.</p> <p>Respect for People Every company in the Ricoh Group will, apart from corporate group activities, maintain a working environment that is safe and that makes it easier for its staff to perform their duties, respecting their richly individual characteristics and encouraging their autonomy and creativity.</p> <p>Every company in the Ricoh Group will respect the rights of all those connected with it, and will seek to create a cheerful working environment, free of discrimination.</p> <p>No company in the Ricoh Group will permit forced labor or child labor, and none will tolerate infringement of human rights.</p> <p>Harmony with Society Every company in the Ricoh Group will, as a good corporate citizen, actively engage in activities that contribute to society.</p> <p>Every company in the Ricoh Group will respect the culture and customs of its country or region and will operate so as to contribute to their development.</p> <p>Every company in the Ricoh Group will engage in the fullest possible communication with society, actively seeking to provide proper and unbiased disclosure of corporate information.</p> <p>Detailed information on CSR and environmental sustainability at Ricoh is available on our corporate website: http://www.ricoh.com/sustainability/.</p> <p>As a global citizen, Ricoh is highly recognized for environmental conservation. We incorporate our environmental responsibilities into groupwide efforts in environmental conservation activities, which we believe to be as significant as our business operations. At every Ricoh manufacturing plant, sustainable environmental management is promoted within the framework of an international standard: ISO 14001. It is the primary standard that offers certification to organizations of all types and sizes who develop their own environmental management system. ISO 14001 not only certifies compliance with environmental laws and regulations; it also forces businesses to take a hard look at all areas in which they impact the environment.</p> <p>By certifying its environmental management system under ISO 14001, Ricoh has committed its manufacturing operations, at every level, to develop a systematic approach to implement, maintain and constantly improve their own environmental practices.</p> <p>Ricoh is an active participant in numerous industry organizations and associations that help in establishing standards that are beneficial for the imaging equipment industry and our customers. Ricoh is a charter member of the Electronic Product Environmental Assessment Tool (EPEAT®) program—a comprehensive environmental procurement standard (IEEE 1680.2) for imaging equipment that helps customers identify greener products through the rating of various environmental attributes, such as energy efficiency, materials selection, indoor air quality and various take-back programs. Based on the number of optional criteria earned, EPEAT ranks products as Bronze, Silver or Gold (the highest tier, meeting over 75% of optional criteria). Ricoh was one of the first companies to achieve Gold status for imaging equipment products. By engaging in EPEAT, Ricoh is further enhancing its complete portfolio of products and services to better manage and reduce environmental impact and cost, while improving productivity for our customers and creating shared value for our society. The latest EPEAT-registered product list is available here: www.ricoh-usa.com/epeat.</p>
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39	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Ricoh is a member of the Environmental Leadership Council (ELC), a division of ITI, the Information Technology Industry Council. ELC members gain valuable access to policy and industry experts on the front lines of critical environmental and sustainability issues. Engagement with the ELC affords companies timely and accurate intelligence on the strategic business drivers and emerging trends that impact our industry. The council leads industry engagement in product materials selection and design, green procurement standards and policies, product stewardship and environmentally friendly recycling initiatives, and supply chain transparency and sustainability challenges.</p> <p>A recognized leader in environmental sustainability management, Ricoh is consistently ranked highly among global corporations for successfully achieving business productivity, while being environmentally responsible. Examples of our recent recognition follow:</p> <p>Ricoh was recognized as an ENERGY STAR® Partner of the Year in 2020 for the fifth straight year for its continued leadership and superior contributions to ENERGY STAR. 2020 also marks the third straight year Ricoh has received the Sustained Excellence distinction for its enduring commitment. This latest accolade acknowledges Ricoh's hard work to foster environmental sustainability in its own operations and evangelize sustainability to customers, employees and the larger business community.</p> <p>Ricoh received the highest Gold rating in the 2020 sustainability survey conducted by EcoVadis. Since receiving the first Gold rating in 2014, Ricoh has consistently received the highest rating in the survey. EcoVadis assesses suppliers from 155 countries and across 198 business sectors on corporate policies, initiatives and achievements in areas concerning the Environment, Labor and Human Rights, Ethics and Sustainable Procurement. Ricoh once again ranked within the top 5% of all companies surveyed.</p> <p>In 2019, Ricoh was selected for the FTSE4Good Index Series, a socially responsible investment index, for the sixteenth consecutive year. Ricoh was also selected for inclusion in the Asia Pacific Index of Dow Jones Sustainability Indices for a second consecutive year in 2019.</p> <p>Due to its environmental, social and governance initiatives, Ricoh was awarded "Prime" status on the Oekom sustainability rating in 2018. Oekom Research AG is one of the world's leading rating agencies in the field of sustainable investment.</p> <p>For the third consecutive year, received an ENERGY STAR® Partner of the Year Award from the U.S. EPA in 2018 for its outstanding contribution to reducing greenhouse gas emissions by manufacturing energy-efficient products, offering sustainable services and solutions and educating consumers about energy efficiency. Ricoh also won the ENERGY STAR Sustained Excellence Award for continued leadership and superior contributions to the program. The 2018 Partner of the Year – Sustained Excellence Awards are bestowed upon companies and other organizations demonstrating continued leadership in energy efficiency and commitment to the ENERGY STAR program.</p> <p>In November 2018, Ricoh announced that it had received the highest gold rating for the fourth year in a row in a sustainability survey conducted by EcoVadis, an organization that operates the first collaborative online platform allowing companies to monitor the environmental and social performance of their suppliers on a global basis. They assess suppliers from 110 countries and across 150 business sectors on corporate policies, initiatives and achievements in areas concerning the environment, labor practices, fair business practices and supply chain. Ricoh ranked within the top 5% of all companies surveyed following last year.</p> <p>In 2017, named a gold winner for the Most Environmentally Responsible Company of the Year category in the Best in Biz Awards, the only independent business awards program judged each year by prominent editors and reporters from top-tier publications in North America.</p>
40	Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.	<p>The mission of our Supplier Diversity Program is to continually seek and expand partnerships with minority-owned, small, small-disadvantaged, woman-owned, veteran-owned, service-disabled-veteran-owned and HUBZone small businesses. As a result of these mutually beneficial relationships, Ricoh will be able to exceed its customers' expectations, add value to its products, meet its business goals and provide economic benefits throughout the U.S.</p> <p>From January 1 through December 31, 2019, Ricoh purchased a total of \$109.3 million in goods and services from small and diversity-owned businesses. Of that amount, \$6.2 million were purchases from minority-owned businesses, \$30 million were from woman- and minority- owned businesses, \$44 million were from woman-owned businesses and \$13.9 million were from disabled veteran-owned businesses.</p> <p>Ricoh's diversity spend is 12% of its overall spend.</p> <p>In addition, Ricoh USA has over 300 authorized dealer partners with the following diversity classification:</p> <ul style="list-style-type: none"> • Small Business \$7.5% • Woman Owned Business 5.8% • Woman Owned Minority Business 2% • Minority Owned 1.4% • Disabled Veteran Owned 3.7%

41	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>There are several reasons why our clients choose Ricoh. Ricoh is a total solution provider that enables our clients to manage information more efficiently and effectively than ever before. Our experience in a wide range of industries gives us in-depth knowledge of our client's unique challenges and how our services can help overcome them. With our expertise in capturing, managing and transforming information, our clients can simplify their processes and drive new levels of growth.</p> <p>Ricoh is one of the largest digital printing and document management solutions providers in the world and are one of the most trusted and experienced State & Local Government partners in the industry. Due to the unique requirements in State & Local government, Ricoh created a strategic initiative specifically designed to support the Sourcewell customers in the United States and Canada. When you choose to work with us, you're getting a business partner who understands your challenges and can bring in a dedicated team of experts that can work as an extension of your administration and provide true collaboration, flexibility and scalability – the expertise required – exactly when it is needed. This approach gives you outside expertise and full strategic control.</p> <p>Helping Our Clients Succeed At Ricoh, we recognize that if we are to help our clients gain a competitive edge, we must provide the innovative technologies and services that enable them to work smarter. The key to helping our clients succeed in the midst of ongoing change is Ricoh's evolving core services and solutions portfolio, which includes:</p> <ul style="list-style-type: none"> • Advanced Digital Printing • Managed Print • Enterprise Content Management and Workflow • Business Process Outsourcing • Workplace Productivity • Enterprise Support • Customer Communications Management and Mail • Information Governance and Cyber Security • Cloud and IT <p>Unparalleled Experience Ricoh has been solving our customers' problems with creative and innovative ideas as one of the world's largest provider of digital printing platforms. In this new world of work, we continue to innovate and enhance the citizen, agency and organization experience. We leverage our expertise and the processes refined in service to over 40,000 government clients. We build optimal solutions for state and local government with unique challenges in servicing an ever changing environment and citizen population. These solutions are all designed to make information work for government across the country.</p> <p>Our People Ricoh's teams of experts are committed to bringing the best solution to each individual client, and we hold them accountable for your results. Our service professionals work in conjunction with our dedicated systems analysts to concentrate on your digital needs. Our highly trained and experienced service technicians support specific clients in assigned territories. This process fosters solid relationships and a true understanding of your operations, applications and peak production periods, to ensure maximum responsiveness and uptime.</p> <ul style="list-style-type: none"> • One of the industry's largest services networks of field-based employees and technicians across the country • Support personnel who possess the professional certifications to work effectively in your environment and resolve issues quickly • State-of-the-art automated cloud dispatch program that brings together the right technician with the right parts and keeps you apprised of status <p>Our Company For over 80 years, Ricoh has transformed the way people work with breakthrough technologies that help businesses innovate and grow. Our focus has always been to envision what the future will look like so that we can help prepare you for success. Today, that means empowering digital workplaces with our broad portfolio of services, solutions and technologies. Ricoh understands the importance of having in-depth knowledge of the culture, environment, technology platforms and common challenges in Government to be a relevant business partner. We have a team of resources with a focus and background of serving public sector. Our experience allows us to establish consistent service delivery across all geographic regions by sharing best practices with our field sales professionals, solution design consultants, implementation and project management services and field operations. All of these are critical attributes that allow us to create unique solutions for Sourcewell Participating entities to ensure their success helping the constituents they serve every day.</p>
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Table 9: Warranty

Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your warranty materials (if applicable) in the document

upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
42	Do your warranties cover all products, parts, and labor?	<p>Our standard equipment warranty is 90 days and covers defective materials, workmanship and retrofits, but does not cover misuse or abuse, routine cleaning or preventive maintenance.</p> <p>Our standard service contract essentially takes the place of this traditional equipment warranty, further extending the warranty period for the life of the agreement, as long as Ricoh is contracted to provide continuous maintenance services.</p>
43	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	No, we do not impose usage restrictions or other limitations.
44	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	Yes, Ricoh warranties cover these expenses.
45	Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell participating entities in these regions be provided service for warranty repair?	Ricoh provides warranty repair service throughout the entire United States and Canada geographies, either through Ricoh Direct service or Ricoh authorized dealers.
46	Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?	Warranty service for some third party items within the portfolio offering will be fulfilled by the original manufacturer.
47	What are your proposed exchange and return programs and policies?	<p>As with any manufactured products, there are rare occasions when a device may not perform to manufacturing standards. Ricoh resolves these situations quickly by exchanging the product with a like for like product replacement. To eliminate any delay, Ricoh Technology Services empowers the local Area Field Service Managers to approve product replacements without further escalation. Because Ricoh proactively addresses performance concerns locally through detailed analytics and regular communication with our customers, replacing a questionable device is simply a joint business decision.</p> <p>In addition, should units fail to maintain the performance standards as outlined in the Sourcewell SLA's (please refer to SLA's in Table 6, question 26), Ricoh will replace the unit on a like for like basis after an agreed upon cure period.</p> <p>Equipment and supplies may be returned if unopened and in original packaging. Return fees and shipping fees apply.</p>
48	Describe any service contract options for the items included in your proposal.	<p>Ricoh offers the following service contract coverage:</p> <p>Gold Maintenance Agreement The gold option includes parts, labor, chemical supplies (i.e., fuser oil, toner and developer) and staples. Paper is excluded. (This agreement includes consumables and end-user replaceable maintenance kits.)</p> <p>Silver Maintenance Agreement The silver option includes parts, labor and chemical supplies (i.e., fuser oil, toner and developer). Paper and staples are excluded. (This agreement includes consumables and end-user replaceable maintenance kits.)</p> <p>Bronze Maintenance Agreement The bronze option includes parts and labor only. (This agreement excludes consumables and end-user replaceable maintenance kits.)</p> <p>Ricoh offers the following types of service contracts:</p> <ul style="list-style-type: none"> Cost per Copy Flat Rate Base allowance plus overage Group / Pooled Billing (One rate across numerous devices) <p>Ricoh Service Contract Billing parameters</p> <ul style="list-style-type: none"> Service contract billed with the lease or separately from the lease Monthly, quarterly, or bi-annual and annual billing options available depending on type of contract Ricoh invoice samples outlining all available billing options will be furnished upon request

Table 10: Payment Terms and Financing Options

Line Item	Question	Response *
49	What are your payment terms (e.g., net 10, net 30)?	Our standard payment terms are net 30 days for State and Local Government, Education and Not For Profit accounts.
50	Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?	<p>Ricoh provides a full portfolio of leasing or financing options including, but not limited to, the following lease types:</p> <ul style="list-style-type: none"> • Fair Market Value (FMV) • \$1 Buyout • Tax Exempt Municipal Lease • Software Loan • Monthly, Quarterly, Bi-Annual and Annual options • Terms available from 6 to 60 months for non-production products. May extend up to 96 months for production. • Flex or Step Lease program* • Deferral Lease Programs* <p>* These programs may require an additional uplift in lease rates and supplementary paperwork.</p>
51	Briefly describe your proposed order process. Include enough detail to support your ability to report quarterly sales to Sourcwell as described in the Contract template. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the Sourcwell participating entities' purchase orders.	<p>RICOH CUSTOMER CARE ADMINISTRATION - To ensure consistency and accuracy in billing and alignment with Ricoh Service Excellence Methodology, Customer Administration employs clearly defined procedures for all billing activities related to our SLG contracts. Order Management receives the orders from Sales and reviews for product and pricing compliance with the Sourcwell contract. Upon validation, the customer is contacted, and Delivery/Installation is coordinated. Equipment installation triggers the invoicing process that is managed by the Customer Administration Billing team. Ricoh offers multiple meter collection processes that include: @remote(automated meter reading from the device), MyRicoh.com website (on-line submission tool), and traditional meter reporting via phone* (*may require additional fees). The Customer Administration Process Improvement team is an independent group inside of Customer Administration chartered to continuously review all Administrative procedures and identify opportunities to improve processes and enhance the customer experience.</p> <p>All of our Ricoh authorized Dealers will be eligible to participate in this program and will be required to sign a participation agreement notating their adherence to the specific Sourcwell terms and conditions, and will follow a similar process as notated above.</p>
52	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Ricoh accepts P-card procurement at no additional cost to Sourcwell participating entities.

Table 11: Pricing and Delivery

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcwell Price and Product Change Request Form.

Line Item	Question	Response *
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53	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	<p>Ricoh is proposing a line-item discount from MSRP as outlined in our detailed pricing file (uploaded).</p> <p>During the contract period, as models are discontinued, replacement models will be priced at the same discount of its predecessor model and net new models will be priced at a discount that falls within the range of the applicable category.</p> <p>Ricoh has submitted additional services codes that are categorized as variable codes. These codes are variable in nature and based on the customized scope of services being offered. Pricing is based on a Statement of Work (SOW) in conjunction with a custom quote at prevailing rates.</p> <p>At the end of the first year and every year thereafter, a Sourcewell member's maintenance or services agreement may be increased. The annual increase will not exceed 10%.</p>	*
54	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	<p>The proposed Ricoh pricing methodology for Sourcewell is based on a line-item percentage discount from MSRP.</p> <p>These percentage discounts from MSRP are individually identified by model and segment in our pricing exhibit and range as follows:</p> <p>B/W MFP – Up to 68% Color MFP – Up to 68% Production Color & B/W – Up to 50% Printers – 20% Wide Format – Up to 45% Hardware Accessories – 35% Scanners – 0 to 5% Hardware Accessories 3rd party – 0 to 5% PS Software/solutions/3rd party install/training – 0 to 5% Power Filters/Surge Protectors – 10% Network Connectivity – 10%</p>	*
55	Describe any quantity or volume discounts or rebate programs that you offer.	<p>Ricoh may offer volume discounts based on the size and scope of an opportunity. The amount of the discount will vary and be determined at time of quoting. Ricoh will also extend periodic promotional discounts as they become available, which often includes product specific rebate programs.</p>	*
56	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	<p>For Non-standard items, Ricoh will provide a custom quotation based on prevailing rates for the specific scope of work or service. This includes equipment relocation and special delivery requirements. Ricoh also has additional services codes that are categorized as variable codes. These codes are variable in nature and based on the customized scope of services being offered.</p>	*
57	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	<p>Ricoh may charge for the following services, as they are outside our established pricing for Sourcewell:</p> <ul style="list-style-type: none"> Ricoh will provide initial training in a printed, digital and/or virtual environment at no additional charge. For on-site training, fees apply and have been identified in the pricing proposal. Certain production products may require on-site training. In the rare case of special rigging being required to accomplish a difficult move, such as stairs with no elevator, Ricoh may request a fee, based on the exceptional equipment or additional personnel required. Some production equipment or third party products may require additional freight and delivery charges due to the excessive size and weight. 	*
58	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	<p>All prices shown in Ricoh's Price are based on F.O.B. destination to the 48 contiguous States. Alaska, and Hawaii are subject to a 15% surcharge. Some of our production equipment and third party products may require us to charge an additional fee for freight and delivery due to excess size and weight. In addition, if special equipment or rigging is needed to complete a delivery, additional charges may apply. The customer will be provided a custom quote through open market, using prevailing rates.</p>	*

59	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>United States: All prices shown in Ricoh's Price are based on F.O.B. destination to the 48 contiguous States. Alaska, and Hawaii are subject to a 15% surcharge.</p> <p>Canada: All prices shown in Ricoh's Price Book (as identified for Canada) are based on F.O.B. destination, with the exception of the Yukon Territory, Northwest Territory, Nunavut and Northern Ontario. These areas listed are subject to a 15% surcharge.</p> <p>As stated above, third party products or special delivery environments may require a customer quote.</p> <p>Expedited shipping may be available based on the product or supply acquired. Fees apply and a quote will be provided to the Sourcewell customer.</p>
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60	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Ricoh USA operates an extensive and robust supply chain distribution infrastructure consisting of five Regional Fulfillment Centers (RFCs) in five states; 53 smaller distribution transfer centers located in 33 states (to include Alaska and Hawaii); two repair parts distribution centers in TN and CA; and three bulk supply distribution centers in GA and CA to support timely client expectations for superior support in today's demanding market place.</p> <p>Each RFC includes a distribution center and a configuration center where equipment is prepared to meet custom client needs and staged for delivery to our customers. A list of our existing Ricoh RFCs follows:</p> <ul style="list-style-type: none"> • Tustin, CA—equipment and supplies (national distribution center) • Arlington, TX—equipment only • Bolingbrook, IL—equipment and supplies • Lawrenceville, GA—equipment and supplies • Bethlehem, PA—equipment only <p>Each RFC is supported by numerous distribution transfer centers (18 transfer centers in 15 states) where "final mile—white glove" deliveries are performed (10 end-mile carriers). Ricoh has a private fleet of approximately 100 private fleet trucks approximately 100 employee drivers that provide timely and professional white-glove delivery and pickup services to meet client expectations for service. Ricoh's private fleet assets are further supported by regional partner core carriers that provide critical over-flow services to ensure all Ricoh client deliveries and/or pickups are performed in a timely manner.</p> <p>Ricoh reviews order demands and cross-levels inventories between RFCs daily to ensure inventory shortfalls in one RFC are offset by the timely transfer of inventory assets from another RFC to meet critical client order demands.</p> <p>Ricoh's investment in Canada allows us to provide the highest level of support to our Canadian customer locations. Ricoh Canada has warehouse facilities in Eastern and Western Canada, with our primary operation located in Concord, Ontario. The Concord warehouse is comprised of 63,000 square feet containing approximately 12,000 items of parts, supplies and equipment. The total Canadian inventory is valued at \$45 Million, with the inventory level at 2 months on hand. We also have access to over \$300 million worth of parts and inventory through our United States operation within 24 hours.</p> <ul style="list-style-type: none"> • Calgary, AB, Canada —equipment and supplies • Toronto, ON, Canada —equipment and supplies <p>Ricoh provides a host of dynamic supply chain solutions to support client supply chain needs and timely delivery expectations. Ricoh's Supply Chain solutions range from providing temporary loaner equipment to meet short term operational needs to managing client inventories of replacement equipment in our RFCs to ensure timely and dynamic distribution of equipment.</p> <p>Finally, Ricoh has an extension equipment relocation process to manage the relocation or transfer of client equipment either within the same building or between different geographic locations. Ricoh's Customer Interaction Team (CIT) operates staffs in GA and AZ to meet the client regional time zone demands for support.</p> <p>Ricoh's extensive, industry leading Supply Chain infrastructure and processes provide our clients with a full range of professional and customer-focused solutions to meet their needs in an ever changing and demanding marketplace environment. Ricoh takes pride in knowing it is an industry leader in providing consummate Supply Chain solutions for our customers.</p>
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Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
61	d. other than what the Proposer typically offers (please describe).	Because of the unique requirements and opportunity of the Sourcwell RFP, we have customized a program relevant to the public sector market today that will benefit Sourcwell members.

Table 13: Audit and Administrative Fee

Line Item	Question	Response *				
62	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcwell. This process includes ensuring that Sourcwell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcwell.	<p>Ricoh USA, Inc. uses an Oracle billing and order platform that ensures when a Sourcwell contract is selected, the Sourcwell contracts, pricing, administrative fees and reporting all work in harmony. There are also protections built in place for our Ricoh Direct and Ricoh Family Group of Dealers which ensures pricing, terms and conditions and full compliance with the contract are met.</p> <p>In addition to our system-wide tools, we have personnel dedicated to reviewing orders through our Direct, Dealer and Inside Sales channels in the US and Canada. We also have an Internal Audit team department that periodically performs contract compliance audits.</p>				
63	Identify a proposed administrative fee that you will pay to Sourcwell for facilitating, managing, and promoting the Sourcwell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)	<table border="0"> <tr> <td>\$0 - \$100M</td> <td>2.00%</td> </tr> <tr> <td>\$100M+</td> <td>1.75%</td> </tr> </table> <p>Ricoh agrees to pay the above percentages for all Ricoh and 3rd party Hardware based upon the selling price to the customer and/or our Dealers. By way of example, at the standard contract fee of 2%, if the Hardware selling price is \$100, Ricoh would pay a fee on the transaction equal to \$2.00.</p> <p>To simplify reporting, and as an example, if a customer signs a 60-month lease agreement, Ricoh will pay Sourcwell the full 2% of the total funded amount of the Hardware upfront, rather than paying monthly fees for this transaction over 60 months. Ricoh will not pay administrative fees on any associated Ricoh hardware maintenance, software, professional services and/or ongoing managed services transactions.</p>	\$0 - \$100M	2.00%	\$100M+	1.75%
\$0 - \$100M	2.00%					
\$100M+	1.75%					

Table 14A: Depth and Breadth of Offered Equipment Products and Services

Line Item	Question	Response *
64	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>RICOH COMPLETE PRODUCT OFFERING</p> <p>The Ricoh offering includes all Multi-Functional Devices (MFD), Production Equipment, Single-Function Printers, Large/Wide Format Equipment, Scanners, Software bundles that enable and enhance the productivity and capability of the Devices, Managed Services, Mail Services and Managed Print Services (MPS) as detailed below.</p> <p>Managed Print Service – The Ricoh Managed Print Services (MPS) offering additionally incorporates Enterprise Content Management, Workflow Optimization, Scanning and Document Capture Solutions. Pending a successful award, Ricoh also is offering the addition of Remanufactured MFDs / Refurbished MFDs (which we refer to as our GreenLine Series).</p> <p>Related Products, Services and Solutions – The complete range of Products, Services, and Solutions such as analysis, digital mail, workspace services, software solutions, network solutions, third party integration related to the purchase or lease of items, fleet management, overflow printing services, legal document services, Imaging Services, Cloud & IT Services or any other Products, Services, Emerging technologies and Solutions offered by Supplier.</p>
65	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Equipment</p> <ul style="list-style-type: none"> - Multi-Functional Devices (MFD's) - Printers - Cut Sheet Printers - Wide Format Printers - Continuous Feed - Electronic Devices <p>Software</p> <ul style="list-style-type: none"> - Collaboration - Document Management - Cost Control & Recovery - Mobile Printing & Sharing - Printer Security - Device Management - Content Management - Commercial & Industrial Printing <p>Related Services</p> <ul style="list-style-type: none"> - Cloud & IT - Commercial Industrial Printing Services - Content & Workflow - Consulting - Customer Communications Management - Device Lifecycle - Document Outsourcing - Information Governance - Managed Print - Workplace Services

Table 14B: Depth and Breadth of Offered Equipment Products and Services

Indicate below if the listed types or classes of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments
66	Copiers	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line
67	Printers	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line
68	Multi-function devices	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line
69	Hardware, software, supplies, consumables, and related accessories	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line – please see question 64 for full portfolio offerings.
70	Managed Print Services (MPS) solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line – please see question 64 for full portfolio offerings.
71	Related services	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see question 64 for identified related services being proposed.

Table 15: Industry Specific Questions

Line Item	Question	Response *
72	If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.	<p>Ricoh utilizes annual Key Performance Indicators (KPI's) and business targets established for our SLG Team, as well as our Direct, Dealer, Inside Sales and Services teams in the United States and Canada.</p> <p>We actively track, monitor, and manage the performance of our teams and team members on a monthly, quarterly and annual basis to measure success in achieving each performance objective. When they exceed the KPI plan, we review and communicate their successes in order to share those best practices with other employees. Should a KPI not trend favorably, we review to understand the conditions and jointly develop action plans to restore that individual's KPI performance.</p> <p>Metrics examples:</p> <ul style="list-style-type: none"> • Total Revenue Growth • Market Share Growth • Zero Based Account (ZBA) Growth - New customers not currently doing business with Ricoh • Transformation Services Growth • Customer Satisfaction • Service Level Agreement Achievement • Compliance <p>In addition to these general business metrics, individual and team KPI's will be customized to specifically align to the Sourcwell program. We will also incorporate the objectives that you request from and use to measure supplier success. Together, these KPI's become a central part of the Quarterly Business Review meetings scheduled with Sourcwell. These meetings are mutually beneficial to ensure that we are providing the value and performance that you and your members require and deserve.</p>

73	Describe shipping and delivery options available to participating entities.	<p>The majority of the equipment items ordered are larger and need to be transported by truck and delivery vans. If there are emergency delivery needs, Air Freight and other expedited methods can be arranged for additional fees.</p> <p>For equipment that is used for home office environments, such as desktop printers and scanners, Ricoh has a drop ship program that will direct ship to the an employee's home offices as needed.</p> <p>Our logistical partner for small packages and supplies is United Parcel Service (UPS), with which we have established schedules that allow several package pickups throughout the day. This partnership ensures that we meet our commitment to ship same day any order entered before 5 pm local time, for delivery anywhere in the United States next day. Using UPS allows us to meet all required service commitments, depending on the customer-selected class of service. Expedite shipping is available upon request for a fee.</p> <p>The average process timeframe from order entry to manufacturer shipment is less than 15 business days (excluding remote areas and select dealer supported areas). We can fulfill most immediate needs from our network of warehouses. In back-order situations, we will work with Sourcewell members to determine the best course of action.</p>
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74	Describe your applicable quality control/chain of custody protocols related to delivery of genuine and authentic equipment, parts, and supplies.	<p>As the manufacturer , Ricoh has several ways to validate that the supply chain remains secure and only delivers authentic equipment , parts and supplies. For equipment , all of the systems checkpoints validate individual and configuration serial numbers through final installation to ensure that there is match. For Parts and Supplies, they are only warehoused and shipped from secure facilities, to known service technicians or dealer partner facilities. Our Supply Chain is fairly complex. Below is high level description of its operation. Our Supply Chain Management service parts organization continually focuses all initiatives on providing improved customer service for our technicians and customers. The timely and efficient repair and maintenance of contracted equipment depends on the availability of a comprehensive parts supply and an efficient distribution model. Our goal is to provide maximum uptime and productivity to our customers and effective support to our network of Ricoh technicians.</p> <p>Parts Inventory: Planning and Control Our Parts Inventory Planning & Control team's goal is to balance a readily available supply of parts to meet customer service-level requirements, while maintaining asset control. The majority of our parts inventory is planned in the SPC Japan REXUS system and our locally procured parts inventory is planned using the Servigistics Planning system. It is the role of the parts purchasing team to review key performance indicators (KPIs) and leverage experience and expertise to identify shortfalls stemming from these systems and adjust the planning systems accordingly. We plan for parts using a forecasted monthly average volume in conjunction with calculated safety stock and lead-time uplift (C-Stock). Our parts inventories are replenished weekly with variable lead times based on source and availability.</p> <p>Our Inventory Planning & Control initiatives include processes targeted to improve customer service. Inventory control activities are designed to improve our ability to have the right part in the right place at the right time to meet customer needs. This oversight includes managing over \$100 million in parts inventories that are stored in two primary distribution centers and approximately 3,800 technician vehicle-stocking locations.</p> <p>Our parts management directives are to monitor our monthly inventory performance and achieve goals based on KPIs. These KPIs include achieving targeted fill rates, inventory months on hand, inventory health, and shrinkage and obsolescence goals. The Parts Inventory Planning and Control team is also responsible for maintaining relationships with our suppliers and is another area used to drive improvements in our overall performance.</p> <p>Parts Logistics: Warehouse and Distribution As part of its centralized supply chain Initiatives, Ricoh has developed a logistical footprint within sourced warehouses in the United States. We have over 300,000 square feet dedicated to the warehousing of our parts inventories within our primary warehouse in Nashville, TN, and a secondary warehouse in Bloomington, CA, which supports the West Coast, Canada and South America. These facilities are equipped with a warehouse management system (WMS) and state-of-the-art automation and are virtually paperless operations that target increased productivity and performance. On average, our warehouses ship 350,000 lines per month. Our distribution channel is designed to support over 3,500 technicians, with automated vehicle stock replenishment for highly used parts. Additionally, our technicians have access to the Oracle Field Service Cloud (OFSC) application on their smart phone devices. This application enables them to enter orders up to 5 pm local time for additional parts, which can be shipped for next-day delivery.</p> <p>Our distribution operations also have established KPIs. These KPIs are driven by productivity metrics, including employee performance (e.g., lines shipped per employee, lines picked up per employee) and operational performance (e.g., same-day shipment, error ratio per lines shipped).</p>
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Exceptions to Terms, Conditions, or Specifications Form

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcewell have been incorporated into the contract text.

Proposer's Affidavit

PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
 - a. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 - b. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or

- c. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Steve Bissey, Director, State and Local Government, Ricoh USA, Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the bid.

Yes No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_9_Copiers_Printers_MFD_RFP_030321 Tue February 23 2021 03:05 PM	<input checked="" type="checkbox"/>	1
Addendum_8_Copiers_Printers_MFD_RFP_030321 Mon February 22 2021 02:20 PM	<input checked="" type="checkbox"/>	1
Addendum_7_Copiers_Printers_MFD_RFP_030321 Thu February 18 2021 01:00 PM	<input checked="" type="checkbox"/>	1
Addendum_6_Copiers_Printers_MFD_RFP_030321 Wed February 17 2021 09:23 AM	<input checked="" type="checkbox"/>	1
Addendum_5_Copiers_Printers_MFD_RFP_030321 Fri February 12 2021 07:58 AM	<input checked="" type="checkbox"/>	1
Addendum_4_Copiers_Printers_MFD_RFP_030321 Wed February 10 2021 11:12 AM	<input checked="" type="checkbox"/>	2
Addendum_3_Copiers_Printers_MFD_RFP_030321 Sun January 24 2021 06:07 PM	<input checked="" type="checkbox"/>	3
Addendum_2_RFP_030321_Copiers_Printers_MFD_RFP_030321 Tue January 19 2021 09:07 AM	<input checked="" type="checkbox"/>	1
Addendum_1_RFP_030321_Copiers_Printers_MFD_RFP_030321 Thu January 14 2021 10:07 AM	<input checked="" type="checkbox"/>	1