



MASTER AGREEMENT #112124
CATEGORY: Copiers, Printers, and Multi-Function Devices with Related Supplies,
Accessories, and Services
SUPPLIER: RISO, Inc.

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and RISO, Inc., 10 State Street, Suite 201, Woburn, MA 01801 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

Article 1:
General Terms

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about

Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on January 10, 2029, unless it is cancelled or extended as defined in this Agreement.
 - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in (Solicitation #112124) to Participating Entities. In-Scope solutions include:
 - a) Copiers, printers, scanners, and multi-function devices for the purpose of print, specialty print, duplication, reproduction, or imaging of documents or material across a broad range of output formats, qualities, and sizes, in a variety of device capabilities, such as mobile, desktop, and production units, and black and white or color format;
 - b) Proposers may offer hardware, software, and accessories, to the extent that they are complementary and directly related to the solutions described in 7) a above;
 - c) Services related to the solutions described in 7) a – b) above, including managed print services (MPS), access or security controls, networking, installation, monitoring or testing, maintenance or repair, and warranty programs. However, this solicitation should NOT be construed to include MPS-only or service-only solutions.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.

12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
- ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
- iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

15) **Debarment and Suspension.** Supplier 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 any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement 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 have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements 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.

ii) **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. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **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, 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 Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **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. Supplier certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **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). Supplier certifies that during the term of this Agreement it will comply with applicable requirements as referenced above.

vi) **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. Supplier 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.

vii) **BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352).** Suppliers must file any required certifications. Suppliers 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. Suppliers 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. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

viii) **RECORD RETENTION REQUIREMENTS.** To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier 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.

ix) **ENERGY POLICY AND CONSERVATION ACT COMPLIANCE.** To the extent applicable, Supplier 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.

x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance

with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

- xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.
- xii) **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.
- xiii) **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.
- xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Agreement or any purchase by an authorized user.
- xv) **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. § 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Agreement or any purchase by a Participating Entity.
- xvi) **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.
- xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

xviii) **U.S. EXECUTIVE ORDER 13224.** The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

xix) **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.** To the extent applicable, Supplier certifies that during the term of this Agreement it will comply with applicable requirements of 2 C.F.R. § 200.216.

xx) **DOMESTIC PREFERENCES FOR PROCUREMENTS.** To the extent applicable, Supplier certifies that during the term of this Agreement, Supplier will comply with applicable requirements of 2 C.F.R. § 200.322.

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

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

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
 - Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.
- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations

defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.

- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included

Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

- 18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.
- 19) **Grant of License.**
- a) **During the term of this Agreement:**
 - i) **Supplier Promotion.** Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.
 - ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.
 - b) **Limited Right of Sublicense.** The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.
 - c) **Use; Quality Control.**
 - i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.
 - ii) 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. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.
 - d) **Termination.** Upon the termination of this Agreement 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 suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.
- 20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in

court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.

- 21) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.
- 22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement 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:
- a) **Commercial General Liability Insurance.** Supplier 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 Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
 - b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
 - c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier’s commercial general liability insurance policy with respect to liability arising out of activities, “operations,” or “work” performed by or on behalf of Supplier, and products and completed operations of Supplier. 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.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier 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 Supplier or its

subcontractors. Where permitted by law, Supplier 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 Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.
- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier’s standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity’s unique Sourcewell account number.

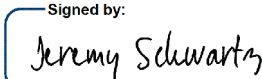
- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.

- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.

- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

RISO, Inc.

Signed by:

 By: _____
 Jeremy Schwartz
 Title: Chief Procurement Officer

Date: 1/9/2025 | 5:33 AM CST

DocuSigned by:

 By: _____
 Leanne Lavoie
 Title: Vice President of Finance and Administration

Date: 1/8/2025 | 1:29 PM PST

RFP 112124 - Copiers, Printers, and Multi-Function Devices with Related Supplies, Accessories, and Services

Vendor Details

Company Name: RISO, Inc.
Address: 10 State Street
Suite 201
Woburn, Massachusetts 01801
Contact: Leanne Lavoie
Email: llavoie@riso.com
Phone: 978-739-3590
HST#: 04-2902210

Submission Details

Created On: Thursday October 03, 2024 08:24:37
Submitted On: Thursday November 21, 2024 11:08:32
Submitted By: Leanne Lavoie
Email: llavoie@riso.com
Transaction #: ad690e05-dfdb-40fb-907c-236f4f7a60f6
Submitter's IP Address: 50.212.74.161

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

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

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer's corporate organization affiliation.

Line Item	Question	Response *
1	Provide the legal name of the Proposer authorized to submit this Proposal.	RISO, Inc.
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	n/a
4	Provide your CAGE code or Unique Entity Identifier (SAM):	OLJK9
5	Provide your NAICS code applicable to Solutions proposed.	423420 323111 325910 325992 424120
6	Proposer Physical Address:	10 State Street Suite 201 Woburn, MA 01801
7	Proposer website address (or addresses):	us.riso.com
8	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):	Leanne Lavoie Vice President of Finance and Administration llavoie@riso.com (978) 739-3590
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Leanne Lavoie Vice President of Finance and Administration llavoie@riso.com (978) 739-3590
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	n/a

Table 2A: Financial Viability and Marketplace Success (50 Points)

Line Item	Question	Response *
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	Why RISO? RISO, Inc. has a storied history of innovation in print technology, embodying its name, which translates to "Ideal" in Japanese. Founded in 1946 as a mimeograph printing company, RISO has consistently pushed the boundaries of paper-based communication. Guided by our core values of innovation, productivity, cost-efficiency, and versatility, we create unique technologies that address real-world challenges for businesses, government entities, and educational institutions.

		<p>A Legacy of Industry Leadership</p> <p>RISO introduced its first products to North America in 1986 and has since become a trusted partner in the print industry, with nearly four decades of experience. From the development of emulsion ink in the 1950s to the launch of the world's fastest cut-sheet inkjet printer in 2008, our commitment to creating fundamentally unique and practical solutions has remained steadfast. Today, RISO serves over 190 countries, delivering high-speed, cost-effective printing solutions that prioritize accessibility and efficiency.</p> <p>Bridging the Print Technology Gap</p> <p>Printing technology has evolved from static monochrome messages to dynamic, variable data printing. Despite advances, many organizations face significant challenges in transitioning from monochrome to color printing due to cost constraints. RISO addresses this gap with its production inkjet technology, offering affordable solutions that fall between expensive high-volume inkjet devices and low-capacity office inkjet printers.</p> <p>Our FORCEJET™ technology, combined with a price range of \$30,000 to \$180,000, uniquely positions RISO as an accessible entry point for organizations seeking to adopt or expand inkjet printing. This is particularly valuable for Sourcewell members, including schools, universities, government offices, and print shops with tight budgets.</p> <p>RISO also offers digital duplicators ranging from \$5,000 to \$25,000. This technology is widely utilized within K-12 schools and universities in both the US and Canada. With 50% of Division I colleges in the US utilizing RISO in their art departments, RISO is a trusted name in art education. Leading companies like Apple, Facebook, Twitter, and Nike have also integrated RISO into their creative processes, demonstrating its versatility and effectiveness.</p> <p>Our Vision</p> <p>Akira Hayama, President and CEO of Riso Kagaku Corporation, defines our vision as creating products that people didn't know they needed but find indispensable once experienced. RISO thrives on anticipating change and delivering innovative solutions that improve communication efficiency for Sourcewell members.</p> <p>Innovation Timeline</p> <p>1946: RISO founded as a mimeograph printing company.</p> <p>1954: Development of emulsion ink.</p> <p>1980: Introduction of the RISOGRAPH, capable of one million print cycles.</p> <p>2004: Launch of FORCEJET™ technology, bringing low-cost color to high-speed printing.</p> <p>2008: Unveiling the world's fastest cut-sheet inkjet printer (120 PPM).</p> <p>2009: Launched the ComColor product line</p> <p>2019: Launched the Valezus T2100 Inkjet Printer</p> <p>2021: 7th generation FORCEJET™ inkjet technology with advanced finishing accessories.</p> <p>Today: Serving over 190 countries worldwide.</p> <p>Commitment to Sourcewell Members</p> <p>RISO provides Sourcewell members with productivity-enhancing print solutions tailored to their needs. Our devices excel in delivering affordable color printing, helping government entities, schools, healthcare organizations, and print shops achieve their objectives while staying within budget. By partnering with Sourcewell, RISO offers members the tools to bridge the gap between monochrome and color printing, ensuring no opportunity is out of reach.</p>
12	<p>What are your company's expectations in the event of an award?</p>	<p>Many if not all of the products responding to this RFP provide some form of document management benefits. The Sourcewell members that come from the "office space" will revel in Scanning, Copying and Document Management features that come with today's Desktop as well as Enterprise MFP's. These benefits speak to internal customer needs, the quest to streamline and archive the flow of internal records.</p> <p>Once again, RISO is unique among its peer manufacturers as our focus has been and continues to be on output (external documents). Printed material that will more</p>

often than not, leave the entity that is printing the jobs. Educational curriculum that students take home. Universities and Colleges print jobs that are mailed to the homes of its student population. State, Local and Federal Government offices that print tax statements as well as Healthcare entities that provide its clients with Insurance and other financial information. All of these entities print documents that are sent out to customers. These entities need to print these documents in an efficient and low-cost way.

We know that many of the Government based institutions noted above are looking to transition their work from Black to Color but cannot attain this objective as Color Toner is cost prohibitive. It is easier to teach students that the sky is Blue and grass is Green when using color images, but few public school districts have this luxury given the high cost of color printing. All too often, the transition from Mono to Color represents a 500% increase in costs that most Government institutions cannot absorb. RISO Color Inkjet output is about the same price as Black Toner. On those few occasions where RISO Color was more expensive than Black Toner, it was around 20% more, a far cry from 500% more.

In the event of an award, we expect to create awareness among the Government Print community. They will be introduced to the exciting news that now they can get their message across to their constituents in color but in a manner that respects the reprographics budget. The impact of adding color to mission critical documents will be felt immediately for K-7 students that engage much better with color images and highlighted verbiage. Our goal will be to notify these institutions of the existence of an alternative to Toner that will help them achieve their teaching objectives.

High volume printing institutions have been using Inkjet instead of Toner for at least 10 years. Our mailboxes are full of Internet, Credit Card, Insurance and Bank statements printed with Inkjet color. Coupons and Retail information from Costco, BJ's, Delta, United Airlines, restaurants, Home Depot, Lowes ... and many more, all printed with affordable color Inkjet. Sourcewell Government members will now be able to buy their own Production Inkjet Press, one that falls within budget and prints color output without shattering the office budget.

As a technology, RISO Inkjet uses a Heatless process to image a sheet of paper. No Heat means less Service, less Parts usage and fewer visits from the local technician. That all culminates to a lower Cost per Copy. While most Toner devices will print color for 4 to 6 cents per page, RISO Inkjet accomplish the same for about 1 cent per page.

Over and above the affordable cost to print color is the added benefit of longevity. A process with No Heat means that a well serviced RISO unit will outlast most Toner devices with 30% added life to the printers' lifetime. For many Government institutions, the benefit of investing in a unit that will last 4 to 7 years is a valuable advantage to budget planners.

Industry trends show a rise in the volume of printing with inkjet technology when compared with toner. RISO expects that these market trends, when combined with the value of a Sourcewell contract award will exponentially expand the business opportunities with Sourcewell participating entities.

SPEED AND EFFICIENCY: Public and private entities alike continually seek to improve the speed and efficiency of operations – a fact that became more evident during the pandemic. Information and transactional documents have to be produced quickly, often with limited staffing, for fast distribution. RISO's products fit well into environments striving for high-volume efficiency, and RISO expects that having a Sourcewell contract award would provide a vehicle for those customers to see that same speed and efficiency apply to the buying process.

RISOs print speeds are 108PPM to 320PPM for government entities.

Environmental advantages and an eye to the future:
With a greater emphasis on planning for the future of our planet, more and more entities seek products that align with their environmental sustainability efforts. RISO's heatless, Energy Star®, EPEAT (Silver) Registered products help schools, government agencies, and others achieve their environmental objectives. RISO expects that having its products on a Sourcewell contract (where sustainability is valued) will expand the opportunity to use the contract to sell to these future-thinking entities. RISO printers use NO HEAT and plug into standard 110 electrical outlets for cooler rooms and energy efficiency and savings.

RISO expects to promote the value of using a Sourcewell contract to customers who can benefit from RISO's cost-effective color printing and who value speed, efficiency, and environmentally friendly products. With this combination of a Sourcewell award and RISO's products, RISO expects to achieve growth throughout the government, education, non-profit, and other business sectors.

13	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. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	RISO, Inc. has been successfully conducting business in the United States since January 1986. In its 38-year tenure, RISO has always demonstrated the highest levels of financial responsibility. RISO's parent company, Riso Kagaku Corporation, makes consolidated financial information available through the "Investor Relations" portion of its website. Included in the Document Section under Financial Strength and Stability are the financial indicators for RISO, Inc's parent company, RISO Kagaku Corporation, as well as RISO, Inc's Financial snapshot. Also included is a document titled Credit References in the Document Section under Financial Strength and Stability. RISO's Dunn & Bradstreet number is 157257486, and RISO will make a confidential copy of its D&B report available to Sourcwell if requested.
14	What is your US market share for the Solutions that you are proposing?	Digital Duplicators (130-190 Pages per Minute): 94% Inkjet Printers (90-320 Pages per Minute): 76% Last year, in the Production Cut-Sheet Inkjet arena, 606 units were sold. RISO sold 385 units.
15	What is your Canadian market share for the Solutions that you are proposing?	Digital Duplicators (130-190 Pages per Minute): 98% Last year RISO sold over 200 Digital Duplicators (130-190 pages per minute) in a market that had a total of 220 units sold across the country. Inkjet Printers (90-160 Pages per Minute): 62% RISO sold 12 Production Cut Sheet Inkjet Print Engines in a market that had a total of 20 units sold across the country. These print at about 300 pages per minute.
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcwell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	Neither RISO, Inc. nor its parent company, RISO Kagaku Corporation, has ever petitioned for bankruptcy protection.
17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). 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?	b) RISO is a manufacturer. RISO, Inc. is the North American subsidiary for RISO-branded inkjet printers, digital duplicators, and associated accessories, parts, and supplies. RISO, Inc. is the wholly owned subsidiary of the manufacturer of RISO-branded products, RISO Kagaku Corporation ("RKC"). RKC is a Japanese corporation that began as a mimeographic printing business ("RISO-SHA") in 1946. In January 1986, RKC established RISO, Inc. as its first overseas sales subsidiary, and during its 38 years in the North American market, RISO has been an integral part of the evolving print technology market. RISO has authorized dealers, resellers, and direct sales operations in the US and Canada. RISO's authorized dealers and resellers are independently owned and operated. RISO's direct sales operations are RISO employees who sell products directly to government entities and end-user customers. RISO's technical department provides service directly to RISO's end-user customers and provides training and support to RISO's dealers and resellers. Items are shipped from Japan to our warehouse located in California. Spare parts are delivered from there to our U.S. Headquarters in Massachusetts. When an order is placed through a dealer, the order is shipped to the dealer for them to assemble and deliver to the end user. For direct orders, RISO, Inc. delivers and services the order directly to the end user.
18	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.	RISO and its authorized dealers/resellers maintain business registrations as required to conduct business in the state(s) in which they operate. There are no specific business licensing or registration requirements applicable to RISO's provision of products and services under the proposed Sourcwell Contract.
19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcwell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	RISO, Inc. is not now, and never has been, suspended, debarred, or similarly disqualified from participation in any purchasing contract.

20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>2024: RISO was featured in the Business Technology Association's (BTA) Office Technology Magazine's Industry Forecast, underscoring its influence and thought leadership in the printing sector. https://www.bta.org/assets/pdf/Dec23CoverStory</p> <p>2022: RISO makes the DPS Top 30, showcasing the company's commitment to innovation and excellence in the printing industry. https://us.riso.com/resources/news/dps_top_30/?utm_source=chatgpt.com</p> <p>2019-2022: Between RISO's Comcolor, SF, and MH series, 6 gold and 4 silver standards for Epeat efficiency from the Global Electronics Council. https://www.epeat.net/imaging-equipment-search-result/page-1/size-25?manufacturerId=339&orderBy=registeredon&direction=desc</p> <p>2019: GD9630 Certified "Performance Certified" by Buyers Laboratory, LLC 9630 Certified "Performance Certified" by Buyers Laboratory, LLC https://us.riso.com/wp-content/uploads/2021/02/BLI-GD9630.pdf</p> <p>RECOGNITION - The Imaging Channel: (ARTICLE - SCHOOLS) The case for Color in schools and in the office ... for all those who've been told that color printing is too expensive and have had their IT Departments either limit or ban access to color printing, RISO Inkjet offers a practical solution. https://www.theimagingchannel.com/the-case-for-inkjet-in-the-office-riso0419/ (ARTICLE - OFFICES) Offices are closed or have limited capacity. Pre-Covid offices were 80% populated, during Covid that number fell to 20% capacity. Experts claim that number will rise again but to 60% capacity (3 out of 5 days per week in the office and working from home for 2 days). How will industry dealers cope with the loss of revenue? RISO offers a unique solution capable of making up lost revenue. https://www.theimagingchannel.com/production-inkjet-offers-dealers-an-edge/</p> <p>RECOGNITION - Trade Shows & Industry News: PRINTING UNITED 2024 News Article: Sales Success at PU 2024 https://us.riso.com/resources/events/successful-printing-united-show-in-las-vegas/ School District Quadruples Curriculum Printing With Inkjet https://www.inplantimpressions.com/article/school-district-quadruples-curriculum-printing-with-inkjet/ BTA COVER STORY ON RISO INKJET https://www.bta.org/otmay23/ RISO Makes DPS Top 30 for 2022 http://rcppubs.com/3D/DPS/2022/dps02/index.html?page=27 PRINT '19 INTERVIEW: A live interview with RISO on the floor of Print 19 in Atlanta https://us.riso.com/resources/news/press-from-printing-united-2019/</p>						
21	What percentage of your sales are to the governmental sector in the past three years?	<table border="0"> <tr> <td>FY2020-2021</td> <td>52%</td> </tr> <tr> <td>FY2021-2022</td> <td>59%</td> </tr> <tr> <td>FY2022-2023</td> <td>68%</td> </tr> </table> <p>The governmental sector percentages above include education, state and municipal entities, government in-plant and print shops.</p>	FY2020-2021	52%	FY2021-2022	59%	FY2022-2023	68%
FY2020-2021	52%							
FY2021-2022	59%							
FY2022-2023	68%							
22	What percentage of your sales are to the education sector in the past three years?	<table border="0"> <tr> <td>FY2020-2021</td> <td>44%</td> </tr> <tr> <td>FY2021-2022</td> <td>46%</td> </tr> <tr> <td>FY2022-2023</td> <td>51%</td> </tr> </table>	FY2020-2021	44%	FY2021-2022	46%	FY2022-2023	51%
FY2020-2021	44%							
FY2021-2022	46%							
FY2022-2023	51%							
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	<p>Over the years, RISO has been awarded sales from government entities by winning bids one at a time. In many cases, RISO's unique offering in the high-end copier, printer, MFD segment is accepted by a sole source initiative because "RISO is the ONLY ONE" with this technology. Because this is a cumbersome process, RISO government customers have been asking us to find a national purchasing cooperative, therefore we are seeking an award for this Sourcwell RFP.</p>						
24	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>GSA Schedule 70 #GS-35F-0460U FY2028 contract end date</p>						

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcwell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Knox County Schools Tennessee	Diane Woods/Robin Lane	865-215-5760/865-594-8032	*
Collierville Schools Tennessee	Anita Floyd	901-861-7000	*
New York City Department of Education	Betsy McPartland	212-287-1031	*
Bartlett City Schools Tennessee	Teresa Winter	901-202-0855	
San Antonio Water System	Joe Fernandez	210-207-8441	
*See additional References and Testimonials in the Additional Document Section			

Table 3: Ability to Sell and Deliver Solutions (150 Points)

Describe your company's capability to meet the needs of Sourcwell 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 *	

26	Sales force.	<p>RISO Inc. uses Three Sales Channels to reach the Markets it services:</p> <ul style="list-style-type: none"> A. Direct Sales team that calls on customers directly on behalf of RISO B. National Dealer Network C. Pitney Bowes National Sales teams <p>DIRECT SALES: RISO's Direct Sales team includes major account personnel, product specialists, and vertical-market experts. The Direct team will work with key Government accounts that have Municipal, State or National focus. The need for uniform pricing as well as a consistent approach to Servicing the units in the field is key. This can only be accomplished with the manufacturers Direct involvement. The team of 6 RISO National Direct Salespeople work hand in hand with Purchasing Departments as well as Office and Printshop Managers to establish their needs and accurately access the placement of our Inkjet units. Many of our Government/Quasi Government customers will have dozens of Toner based units sprinkled throughout their facilities. The RISO units are strategically placed in key locations where the end users have expressed an implicit need for color printing. Value focuses on sales of inkjet products to customers with specialized applications and high-volume print requirements. In addition, RISO has a product specialist dedicated to sales of RISO duplicator products and another dedicated to sales of RISO inkjet products. These product specialists work throughout the US to make sales directly and, in particular, to identify large sales opportunities. RISO also employs sales personnel who are assigned to market products specifically to education, transactional, and government account customers.</p> <p>DEALER/RESELLER SALES: With an extensive dealer & reseller network, RISO understands that the best way to succeed – both in sales and in customer satisfaction - is to provide outstanding support to this sales channel. RISO employs a cross-functional team of employees who are committed to providing training, marketing, product configuration, and other sales support to RISO's dealers and resellers.</p> <p>RISO employs Sales Trainers who provide sales training classes, instructional videos, and other sales support to the sales staff of RISO's dealers and resellers. RISO's National, Regional, and District Sales Managers support the dealers and resellers within their assigned area by providing sales leads, product configuration recommendations, and customer accompaniment visits. RISO's Sales Managers also raise awareness about sales vehicles (such as the Sourcewell contract), to assist dealer and reseller sales efforts, encourage participation in local marketing event opportunities, and much more.</p> <p>RISO's Professional Services team offers workflow and integration support throughout the sales cycle. With a dedicated print shop to provide "proof of concept" printing and the expertise of RISO's workflow engineers, RISO thoroughly supports its dealer, reseller, and direct sales operations.</p> <p>RISO's full complement of sales experts are committed to ensuring RISO's success throughout the US & Canada under the proposed Sourcewell contract.</p>
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>The comprehensive support provided by RISO is the foundation of RISO's robust independent dealer/reseller network. All authorized dealers/resellers receive sales training and support directly from RISO – throughout the business relationship. RISO's dealers include small, locally owned businesses as well as multi-location mega-dealers with a national presence. Our North American reseller employs more than 600 sales reps and provides RISO inkjet products and services throughout the US and Canada.</p> <p>With more than 300 dealer office locations in the US and Canada, Sourcewell entities can choose the best provider to meet their RISO product needs. RISO recognizes that customers appreciate strong vendor relationships and RISO's dealers are committed to providing customers with the quality experiences that build a successful, long-term relationship.</p> <p>With a combined total of almost 1,500 sales representatives employed by RISO dealers/resellers – including a number of dedicated RISO product specialists, RISO's dealer/reseller network is well-equipped to provide Sourcewell entities with RISO products and services throughout North America if RISO is awarded a contract.</p>

<p>28</p>	<p>Service force.</p>	<p>RISO'S TECHNICAL TEAM: RISO's Technical Operations team provides support to both RISO's direct sales and dealer/reseller sales operations. RISO's team of regional, field technicians are led by RISO's National Technical Manager. This group of RISO employees receive advance technical training for the maintenance and repair of RISO's full line of products. In addition to providing technical services to RISO's direct customers, they also assist RISO's dealers and resellers by providing incremental training and technical support. RISO employs a dedicated warranty repair technician to address any warranty-related issues that might arise, in-house technical training staff for employee and dealer/reseller training, and hotline technical personnel to provide remote support. All RISO-certified technicians (including those employed by RISO's dealers/resellers) are eligible for hotline support and field technical support in the event of a support escalation. RISO's DEALERS & RESELLERS: RISO believes that having technically trained dealers and resellers is critical to ensuring the best experience for RISO end-user customers. All of RISO's authorized dealers and resellers are contractually required to have a sufficient number of technicians trained and certified by RISO to service their installed base of RISO equipment. RISO offers instructor-led training for all current equipment series. In addition, there are online update courses and accessory-specific training modules available for technicians to improve their knowledgebase. In the United States and Canada, Pitney Bowes employs more than 150 technicians that have been certified for the GL & FT series and/or VALEZUS series of RISO inkjet printers. These technicians provide maintenance and service for RISO end-users throughout the US and Canada. RISO's independent dealers employ more than 300 technicians who have been RISO certified for the GL & FT series and/or VALEZUS series of inkjet printers, including approximately 20 who are based in Canada. More than 200 dealer technicians have been certified on the SF and/or MH duplicators, with almost a dozen of those individuals (more than 5%) located in and serving customers in Canada. With more than 600 individual technicians trained to effectively service some/all RISO's products, RISO and its authorized dealer & reseller network stand ready to provide top quality maintenance and repair service to Sourcewell participating entities in the US & Canada. RISO conducts training classes on an ongoing basis, nearly every week of the year. With the opportunity to expand the number of certified technicians with every class, Sourcewell participating entities can count on RISO's service capabilities.</p>
<p>29</p>	<p>Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.</p>	<p>ORDER PROCESSING: Both the direct sales operations of RISO, Inc. and RISO's network of authorized dealers and resellers may obtain and process orders from Sourcewell participating entities. RISO's system for handling orders RISO receives from Sourcewell entities includes directly linking the customer's account to the Sourcewell price list maintained in our ordering system. As the order is processed, the correctly discounted contract price automatically applies to the items ordered. RISO's dealers and resellers will be provided with a separate price book with Sourcewell contract pricing. As part of the contract implementation plan dealers and resellers will be instructed to utilize contract pricing (or better) when making sales to Sourcewell participating entities. RISO's dealers and resellers will directly process purchase orders received from Sourcewell entities, including order fulfillment, invoicing, and collecting payment. REPORTING: RISO's direct sales will be automatically calculated for periodic reporting based on the customer orders processed using the Sourcewell price list. Dealers and Resellers will report their sales to RISO for reporting and administrative fee processing purposes. On a quarterly basis, RISO sends its dealers and resellers reporting sheet so they can easily report sales under RISO's purchasing contracts (GSA, etc.). RISO has personnel dedicated to ensuring compliance with reporting requirements and following up as necessary with dealers and resellers to obtain complete and timely reporting information.</p>

30	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>TOP QUALITY SERVICE is of primary importance to RISO to all RISO operations in the U.S. and Canada. Whether receiving service from RISO directly or through one of its authorized dealers or resellers, Sourcewell participating entities will experience a commitment to prompt preventative maintenance and responsiveness to service requests.</p> <p>PARTS AVAILABILITY: RISO maintains and directly manages its U.S. and Canada spare parts inventory out of its Woburn, MA warehouse. With RISO personnel responsible for processing, picking, and shipping parts orders, RISO can respond quickly in case of urgent requests. RISO dealers and resellers understand that maintaining an adequate inventory of frequently used parts is critical to performing timely maintenance and responding to concerns, and typically maintain an ample supply of parts to minimize service response times.</p> <p>RESPONSE TIMES: In RISO's experience, many service issues can be addressed via RISO's technical hotline. Even if an issue cannot be fully resolved via the hotline, the initial conversation provides useful information (e.g., "error codes") that improve the efficiency of the servicing technician – they can often come prepared with necessary parts and avoid duplicative diagnostic time.</p> <p>RISO and its dealers/resellers generally dispatch technicians based on the next available, which enables an on-site response time, for most local/urban customers of fewer than 4 hours. For customers located in more rural/remote areas, response time is generally within 8 hours. Because RISO's dealers and resellers are independent businesses, their service hours and response times may differ from RISO's; however, any dealer or reseller who participates in the Sourcewell contract will be made aware of the terms of the contract. RISO's standard service hours are Monday-Friday 8:30am-5pm, excluding corporate holidays. Authorized dealers and resellers may have business hours or observe a holiday schedule that differs from RISO's, but major holidays such as New Year's Day, Thanksgiving, and Christmas are typically observed by all RISO's dealers/resellers.</p> <p>SERVICE EVALUATION As part of their authorization contract, all U.S. and Canadian RISO's dealers and resellers commit to maintain (1) a sufficient number of RISO-certified, trained technicians to service their RISO customers and (2) adequate service facilities and inventory. RISO's regional field technicians conduct periodic visits to dealer/reseller locations to assess the service capabilities, address any concerns, provide incremental training, and identify any areas for improvement. With the goal of ensuring top quality service for its customers, these visits allow RISO to monitor the dealer's/reseller's compliance with their contractual obligations and provide them with additional support as needed. RISO's DIRECT ACTION program is available through RISO's website to address questions or concerns from Sourcewell participating entities. This online form provides direct communication with RISO's technical operations team so that they can respond as needed.</p> <p>If awarded a contract, RISO expects that Sourcewell participating entities will find the service operations of RISO and its dealers and resellers to be responsive, skilled, and efficient. TOP QUALITY SERVICE is always our goal and expectation.</p>
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	<p>Under the proposed contract, RISO, Inc. will provide products and services to Sourcewell participating entities throughout the United States and Canada. Subject to any restrictions applicable to the customer's purchasing options (e.g., locally mandated contractual requirements), all Sourcewell participating entities will be fully served – WITHOUT EXCLUSIONS.</p>

32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>Where there is population, there are high volumes of printed material. Canada poses its own unique dynamic in that half of the Canadian population lies between Windsor and Quebec City. Ontario as the economic engine of the country has over 90% of the population living between the Windsor – Cornwall corridor. RISO will focus primarily on promoting the Sourcewell benefit to those institutions that lie in this corridor as well as:</p> <ul style="list-style-type: none"> • Calgary • Winnipeg • Edmonton • Vancouver • Regina <p>The Maritimes and Newfoundland have a few major institutions that will be in our sights as well. RISO has one Salesperson overseeing the Dealer community in these Canadian Markets and they will be driven to promote the benefits of Inkjet to the following sectors: Municipal and Provincial Governments entities, K-12 School Districts as well as Private schools, Universities, Colleges and CEGEP's in Quebec, Non-Profit groups to include government agencies, associations and organizations, religious organizations. RISO Canadian dealers will be visiting them all with news that RISO products would be available on Sourcewell. They will use the Canoe procurement group partner associations as a guide to Canadian entities to speak to.</p> <p>Given the Canadian geography and specific markets we intend to cover, RISO will set up Sourcewell Days in Canada. Each major city dealer will set up their showroom with a RISO unit, RISO staff will be on hand to present the "RISO Inkjet Fit". All those mired in a Black and White Toner world will be shown an affordable path to Inkjet color for a price that respects the operating budget. That path includes the ability to order a RISO via Sourcewell.</p> <p>Sourcewell in both the US and Canada will become the home for RISO Cut-sheet Inkjet. As the industry transitions from Toner to Inkjet, Sourcewell will be at the cutting edge of the transformation.</p> <p>Under the proposed contract, RISO, Inc. will provide products and services to Sourcewell participating entities throughout Canada. Subject to any restrictions applicable to the customer's purchasing options (e.g., locally mandated contractual requirements), all Sourcewell participating entities will be fully served – WITHOUT EXCLUSIONS.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Under the proposed contract, RISO, Inc. will be fully serving all geographic areas within the United States and Canada – WITHOUT EXCLUSIONS	*
34	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	RISO, Inc. will fully serve all participating entities within the United States and Canada – WITHOUT EXCLUSIONS. All Sourcewell participating entity sectors and all regions of the US and Canada will be fully served by RISO.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	RISO, Inc. does not anticipate any restrictions applicable to participating entities in Hawaii and Alaska; however, it is possible that entities located in more remote areas (e.g., parts of Alaska) may experience longer response or delivery lead times. RISO currently provides products and service (directly or through its dealers and resellers) within the fifty United States, District of Columbia, and Canada. RISO, Inc. does not currently distribute products in other US Territories.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	RISO, Inc. will fully serve all participating non-profit entities within the United States and Canada – WITHOUT EXCLUSIONS. All Sourcewell participating entity sectors and all regions of the US and Canada will be fully served by RISO	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>RISO's marketing strategy for promoting our partnership with Sourcewell is designed to effectively communicate the benefits of our high-speed, cost-effective printing solutions to government entities and other eligible organizations. Our approach encompasses several key initiatives (refer to the uploaded documents for representative samples of marketing materials):</p> <ol style="list-style-type: none"> 1. Tailored Messaging for Government Entities <p>RISO technology is specifically designed to meet the needs of government organizations, including:</p> <ul style="list-style-type: none"> K-12 Schools Universities and Colleges Hospitals

Municipal, State, and Federal Offices

Our core message emphasizes RISO's unique ability to deliver high-quality color printing at a cost that fits even the most restrictive budgets. By addressing common pain points such as high toner costs and limited access to affordable color printing, RISO positions itself as the ideal solution for organizations striving for efficiency without compromising quality. RISO's produce at the highest speeds and with industry leading reliability measures.

2. Strategic Collaboration with Sourcewell

RISO will make Sourcewell a centerpiece of its marketing strategy, highlighting how it simplifies the procurement process for government buyers. Materials such as brochures, product catalogs, and trade show displays will prominently feature the Sourcewell logo and contract information, ensuring easy recognition of the program's benefits.

Through Sourcewell, RISO can streamline purchasing for organizations constrained by pre-established buying criteria, offering them a seamless and compliant path to access cutting-edge printing technology.

3. Digital Marketing and Social Media

Our digital marketing strategy utilizes key platforms like LinkedIn, Facebook, Instagram, and Twitter to:

Educate users about the advantages of inkjet over toner technology.

Promote RISO's affordability and efficiency for budget-conscious organizations.

Showcase how Sourcewell facilitates simplified procurement.

UTM tracking will ensure detailed performance analysis of social campaigns, while our focus on engaging and visually appealing content reinforces RISO's approachable and innovative brand image.

4. Dealer and Reseller Communication

RISO employs a structured 3-channel approach consisting of:

Dealer Channel: 30 dealers with 300 locations in the U.S. and Canada are trained to explain and promote Sourcewell benefits.

Reseller Channel: Strongly tied to municipal and state offices, resellers are equipped with targeted messaging for government buyers.

Direct Major Accounts: RISO's direct sales team emphasizes Sourcewell benefits to organizations seeking cost-effective solutions.

Customized announcements for dealer principals, sales teams, and financial officers will ensure all levels of the dealer network are well-informed and can confidently promote Sourcewell's advantages.

5. Event and Trade Show Engagement

Trade shows are a cornerstone of RISO's outreach strategy, offering invaluable face-to-face interaction with potential customers. Major events like Printing United, National Postal Forum, and ASBO International will feature:

Large, eye-catching banners promoting Sourcewell.

Media kits containing brochures, printed samples, and one-page Sourcewell guides.

Interactive product demonstrations highlighting RISO's ability to bridge the gap between monochrome and color printing.

6. Education and Sales Training

RISO's sales training program covers products, markets, and applications, with a specific focus on Sourcewell during the market segment. Key training elements include:

Identifying which government entities benefit most from Sourcewell.

Outlining the program's advantages, such as cost savings and streamlined procurement.

Equipping sales teams with talking points and strategies to highlight Sourcewell as a value-added resource.

7. Ongoing Content and Branding Initiatives

		<p>RISO's comprehensive content strategy integrates branding consistency with adaptability to meet the unique needs of varied markets. Our use of tools like HubSpot and SEMrush ensures precise campaign management and retargeting, enabling data-driven optimizations.</p> <p>Through collaboration with Sourcewell, targeted digital campaigns, and direct engagement, RISO aims to empower government organizations with innovative print solutions that elevate efficiency and accessibility.</p> <p>8. Additional Strategies for Awareness and Outreach</p> <p>To further expand our reach and effectiveness, RISO integrates the following initiatives:</p> <p>Content Marketing and Blogging: RISO leverages its content creation capabilities to produce thought-leadership pieces and practical guides that address the unique challenges of government and educational print environments. Topics include cost-effective color printing, strategies to optimize print operations, and case studies highlighting successful Sourcewell purchases. This content is distributed through our website, email campaigns, and LinkedIn Pulse articles.</p> <p>Search Engine Marketing (SEM): RISO employs SEM to ensure prospective government buyers searching for affordable, high-performance printing solutions are directed to our Sourcewell offerings. This includes tailored landing pages optimized for Sourcewell contracts and government procurement.</p> <p>Webinars and Virtual Demonstrations: Recognizing the constraints of in-person meetings for some entities, RISO conducts webinars focused on demonstrating the tangible benefits of its products and how Sourcewell simplifies the purchasing process. These webinars are promoted through email outreach and social media, creating additional touchpoints with potential customers.</p> <p>Collaborative Marketing with Dealers: RISO partners with its dealer network to co-host events, create co-branded materials, and run joint campaigns emphasizing the ease and benefits of purchasing through Sourcewell. Dealers are provided with marketing kits, including product comparison charts, pricing guides, and Sourcewell membership details to support their outreach.</p> <p>9. Data-Driven Campaign Optimization</p> <p>RISO employs advanced analytics tools to continually measure and refine its marketing efforts. Tools such as SEMrush and HubSpot are used to track performance metrics, assess campaign ROI, and optimize outreach strategies. This ensures that resources are allocated effectively and marketing messages remain relevant and impactful.</p> <p>10. A Focus on Sustainability and Innovation</p> <p>RISO's marketing also highlights the sustainability benefits of its products. With environmental concerns increasingly influencing purchasing decisions, RISO emphasizes its eco-friendly inkjet technology, which reduces waste and energy consumption compared to traditional toner-based systems. This aligns with the values of many government organizations and reinforces RISO's commitment to innovation and responsibility.</p> <p>11. Leveraging Industry Relationships</p> <p>RISO maintains strong relationships with key industry associations and publications, such as IPMA, ACUP, and ASBO. These partnerships allow us to reach targeted audiences through sponsored articles, advertisements, and event sponsorships. RISO's presence in these channels reinforces its credibility and positions it as a thought leader in government and educational printing.</p> <p>12. End-User Testimonials and Case Studies</p> <p>To build trust and demonstrate the real-world impact of RISO solutions, we incorporate testimonials and case studies from satisfied Sourcewell members into our marketing materials. These success stories showcase how RISO's printers have improved efficiency, reduced costs, and enhanced the quality of printed communications for similar organizations.</p> <p>By combining traditional outreach methods with modern digital strategies and a deep understanding of government procurement challenges, RISO is well-positioned to promote the Sourcewell partnership effectively. Our comprehensive marketing plan ensures that Sourcewell members recognize the value of RISO solutions and are empowered to make informed purchasing decisions.</p>
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	RISO, Inc. employs a robust, multi-channel approach to leverage technology and digital data for marketing, ensuring maximum reach and engagement across diverse audiences. Our strategy integrates social media, data-driven targeting, and industry expertise to position RISO as a leader in inkjet printing technology.

1. Social Media and Online Presence

RISO maintains an active presence across key social media platforms, including LinkedIn, Facebook, Instagram, YouTube, and X (formerly Twitter). These platforms allow us to:

Share educational content, including the Ink Drops video series, which highlights the advantages of inkjet technology and addresses common industry challenges.
Offer Key Operator tutorials, helping end-users maximize the value of RISO products.
Promote Sourcewell partnerships, simplifying the procurement process for eligible organizations.

Our website, www.us.riso.com, acts as the hub for all marketing efforts, featuring:

Frequently updated press releases, product information, and trade show announcements.
Downloadable product brochures that prominently display the Sourcewell logo, emphasizing its benefits to potential customers.

2. Data-Driven Campaigns

RISO leverages tools like SEMrush, Google Analytics, and HubSpot to optimize digital campaigns. Key strategies include:

UTM tracking: Ensures precise performance measurement of social media and email campaigns, helping us allocate resources effectively.

SEO optimization: Enhances discoverability of Sourcewell-related content, targeting procurement managers searching for compliant and cost-effective solutions.

3. Industry Publications and Paid Media

RISO maintains a consistent presence in leading industry print and online magazines, such as:

Industry Analysts, Inc.

The Imaging Channel

DPS Magazine

These publications target the dealer community and end-users, featuring paid advertisements, sponsored articles, and thought leadership content. Sourcewell messaging is integrated into these materials to educate readers on the program's benefits.

4. Personalized Outreach and Targeted Campaigns

RISO uses customer segmentation and metadata to create highly targeted marketing campaigns:

Direct Mail and Email Campaigns: Leverage customer research to send personalized communications to potential buyers.

Retargeting Ads: Re-engage website visitors with tailored Sourcewell messaging, encouraging them to explore RISO products further.

5. Trade Shows and Events

RISO participates in major industry events such as Printing United, National Postal Forum, and ASBO International, where technology is on full display. At these events:

Interactive demonstrations showcase RISO's ability to deliver cost-effective color printing. Sourcewell benefits are prominently featured on banners, brochures, and presentation materials.

Media kits include printed samples and Sourcewell-specific guides.

6. Video Marketing and Multimedia

Video content is central to our marketing efforts. Our YouTube channel serves as a repository for:

Product demonstrations.

Weekly educational series like Ink Drops.

Promotional videos that explain how Sourcewell facilitates seamless RISO product acquisition. Videos are shared across social media platforms, email campaigns, and the RISO website to maximize engagement.

7. Analytics and Continuous Improvement

RISO's digital marketing relies on continuous analysis and iteration:

Engagement metrics and customer feedback inform content updates and messaging.

Split-testing (A/B testing) ensures we optimize content for maximum impact.

Insights from customer behavior data guide improvements in targeting and messaging.

8. Collaboration with Sourcewell

In partnership with Sourcewell, RISO incorporates their logo and messaging across digital and print channels, enhancing trust and credibility. Co-branded materials are distributed during campaigns, ensuring potential buyers understand the simplified procurement process available through Sourcewell.

9. Commitment to Innovation

RISO stays ahead of digital trends by:

Exploring new platforms like TikTok to reach younger, tech-savvy audiences.

Utilizing AI-powered tools for content creation, personalization, and analytics.

Staying adaptable to emerging technologies that enhance customer engagement and drive

		<p>conversions. Please refer to the document called Testimonials for additional information located in the document section for Marketing Plan/Samples</p>
39	<p>In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?</p>	<p>If awarded a contract, RISO will be responsible for promoting it to Sourcewell entities and throughout the RISO sales organization and dealer/reseller network. RISO views Sourcewell's role as one of COLLABORATION – working together to present participating entities with a value proposition consistent with Sourcewell's reputation as a provider of purchasing vehicles for vetted, cost-effective products and services. By engaging in its own (standard marketing) activities to promote the full scope of Sourcewell's contract offerings, Sourcewell will, by extension, be promoting the contract(s) awarded under this RFP. Working together with Sourcewell, RISO can ensure that its own promotional materials reinforce Sourcewell's messaging - in addition to providing specific information about RISO's extensive contract offerings.</p> <p>SALES PROCESS INTEGRATION: Sourcewell makes considerable information available to its vendors so that vendors can effectively promote the Sourcewell contract. Armed with this information, RISO will implement a detailed strategy to launch the contract within its internal marketing and sales teams, and through RISO's dealer/reseller network.</p> <ul style="list-style-type: none"> · MARKETING – Creating and publicizing information about a Sourcewell contract is instrumental to integrating the contract into RISO's sales process: creating a web landing page for the Sourcewell contract, updating marketing materials to include references to the awarded contract number, conducting email and digital marketing campaigns, and promoting Sourcewell at trade shows and events. · RISO SALES TEAM – Initiating a comprehensive contract training and implementation plan: Sourcewell membership information (identifying current and prospective members), contract pricing and ordering processes, benefits of purchasing using a Sourcewell contract, overcoming objections, and additional resources. The sales team is accountable for documenting both leads and sales in RISO's customer management system, and RISOs management will be monitoring this data against performance metrics. · RISO DEALERS/RESELLERS – RISO's sales team will conduct training and implementation programs for RISO's independent dealers and resellers, which will include the same details provided to RISO's sales team and will address specific prospecting and sales opportunities in each dealer/reseller market area. Contract training, leads, and sales will also be recorded by RISO's personnel in the customer management system and be included in data reporting. RISO's contract administration team serves as a centralized point of contact for implementation and will guide and assist in these processes.
40	<p>Are your Solutions 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>RISO, Inc. allows submission of orders thru a centralized e-mail address. Also, some of RISO's authorized dealers/resellers offer an e-procurement ordering process.</p>

Table 5A: Value-Added Attributes (100 Points)

Line Item	Question	Response *
41	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>Sourcewell participating entities interested in operator training on any of the RISO products have several programs and materials available to them, depending on the method of instruction that works best for them. These materials will be made available to Sourcewell users free of charge upon request.</p> <p>The RISO Key Operator Training Program is a one-day in-person training program that takes place on-site with RISO equipment, designed to familiarize a group of users with the use and features of the RISO. In overview, the training begins with a summary of the highlights of RISO technology, such as its overall speed, finishing capabilities, its ease of use and versatility, its "green" qualities and its cost effectiveness. Basic operations are fully discussed and demonstrated for the end users. Depending on the unit, be it a duplicator or an inkjet printer with a scanner attachment, the Copy and Scan modes are demonstrated, including scanning to USB Flash drive, folders (if permitted in their configuration) or to email (if permitted). In Print mode, it is demonstrated how to retrieve a print job waiting in queue, and the users are told about the ability to set up secure print features, where print jobs are secured by a PIN code for additional security. Additional applications are discussed, such as printing on various media such as construction paper, colored paper, and additional features such as the Shadow Erase feature when copying book pages. Basic troubleshooting techniques are reviewed, explaining, and demonstrating the potential issues of bent, curled, or damaged paper, irregular paper size, etc. Misfeeds are explained and the process of clearing them from the machine to resume operation is demonstrated. Questions during this training are encouraged, and the trainer will answer any follow-up questions the end users may have.</p> <p>For those who prefer an online method of instruction, RISO has produced a series of Key Operator videos, illustrating the various features and uses of the devices, as well as basic troubleshooting tips to ensure smooth operation. These short instructional videos are compiled in a playlist broken out by topic, allowing the user to skip straight to the relevant information and review the material any time they need to. Please refer to the link in the upload additional document section for the Key Operator Playlist.</p>

<p>42</p>	<p>Describe any technological advances that your proposed Solutions offer.</p>	<p>Historically Inkjet printers have used Print Heads that move from Left to Right. To this day, that technology is still used in Wide Format Inkjet devices. The disadvantage of the side-to-side moving Heads is a severe reduction in speed.</p> <p>In 2005 RISO revolutionized the industry with a simple concept; It's not the Print Heads that need to move, the Paper is what needs to move and fast. Not only did RISO launch a system with Fixed (immobile print heads) which is supremely more reliable, but we managed to inject an extremely high level of speed to the paper driving through the printer. The slowest RISO prints at 108 Impressions per Minute while the fastest is 320 Letter size Impressions per Minute.</p> <p>Three RISO Series</p> <ul style="list-style-type: none"> • FT Series (108 to 140 ppm) 5 models, RISO is the only option in the industry • GL Series (140 to 160 ppm) 2 models, RISO is the only option in the industry • Valezus Series (160 to 320 ppm) 2 Models: One other competitor in this segment <p>The Three RISO Series above are priced from a low of \$30,000 to a high of \$270,000. Of the 9 RISO models above, 8 have no competition and are the only option in the industry. This is why RISO is a key partner for many in the Production Print arena. For those new to Inkjet or simply looking to add more power to a fleet of Toner or other Inkjet devices, RISO is the most affordable option.</p> <p>There are Two types of Ink in the Inkjet world, Water based Ink and Oil based. Every single device in the world is water based, all but one, RISO.</p> <p>When adding water to paper, the substrate is sure to buckle and look "wavy". In order to flatten the paper, Water based Inkjet units require a Dryer as well a Decurler. All of which adds to the price tag and footprint.</p> <p>RISO is the only Oil based Production Inkjet Press on the market. Oil based Ink is instant dry Ink, no Dryer or Decurler is required. Which makes the units among the fastest devices as well as having the smallest footprint.</p> <p>RISO Footprint size</p> <ul style="list-style-type: none"> • FT Series, 5 to 8 feet • GL Series, 5 to 8 feet • Valezus, 16 feet <p>Our closest competitor is 23 feet. Footprint (the size of the printer) is a key topic of conversation for many printshops and often the first question asked given the high value of real estate in a printshop. The RISO advantage on footprint is the reason why so many RISO customers have multiple units. There are about 5 locations in the USA that have 12 RISO's each, lined up in a row. Countless other customers have 3 to 6 units on their Production Floor. Footprint is among one of the top RISO benefits and the reason why so many use the only Oil based Ink technology in the Cut-sheet Production Inkjet arena.</p> <p>More RISO Technology:</p> <p>FORCEJET™ technology is found exclusively in the RISO's inkjet product line. RISO has developed a time-tested design for its duplicator chassis and used the same frame for its High-Speed Production Inkjet series. The difference is that instead of individual ink cylinders printing static information, RISO used heavy-duty inkjet print heads capable of creating fullcolor variable images. FORCEJET printers employ 24 in-line Piezo drop-on-demand print heads. Each of the four colors (cyan, magenta, yellow, and black – and in the case of the ComColor GD Series, the fifth color of gray) has six print heads in a row imaging the page.</p> <p>Piezo print heads use vibration to create ink droplets. The print heads are stationary, and the paper passes underneath them. As the paper moves beneath the print heads the print heads lay down the individual colors that make up the four-color print: cyan, black, magenta, yellow. The fixed position of the print head makes possible the high printing speeds found in ComColor inkjet printers, and it also results in a longer life span for the equipment.</p> <p>Low electrical consumption is an added benefit of having eliminated Heat from the Printing process. RISO Inkjet generate printed output with the advantage of low to zero emission printing. For Regions and Cities where electricity is at a premium (from tall buildings in Manhattan to areas far from major city centers), the advantage of low electrical consumption means lower cost on electricity bills all while helping keep emissions down. The heatless imaging process requires no additional cooling process or air conditioning minimizing utility costs. An overall benefit to our planet.</p> <p>The Valezus T2200 High Speed Cut Sheet Production Press utilizes twin cut sheet inkjet printer engines, creating a system where both sides of the duplex document are printed in a single pass. Imagine printing on both sides of a sheet of paper without losing speed. It's 160 sheets with images on front and back for 320PPM yielding 19,200 Impressions per Hour.</p> <p>It's unique Air-feeding System ensures reliable paper feeding that is intelligently controlled, according to how much ink is emitted from the print head. Multiple sensors help ensure high levels of reliability. Instant-drying ink complements the high-speed, duplex printing capability.</p>
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		<p>This specially developed, oil-based ink is also fade-resistant and water-resistant that minimizes paper curling.</p> <p>The perfect complement to the Puzzle that is a printshop. Many In-Plants as well as Commercial Print operations use Digital devices primarily. Offset Presses today are highly specialized, large and are far and few. It's a digital world where personalization thru Variable Data is king. But Digital Toner simply is not enough and comes with a inherent flaw that has created a big gap between the cost of Black and Color. Most institutional budgets cannot make the jump without negatively impacting the print budget. RISO Inkjet bridges the Gap between Mono Toner and Color and has become key to growth as well as survival. At a time where Paper, Postage and Wages have all gone up, most print operations have turned to RISO to offset the higher costs.</p> <p>Meanwhile, End-users are relying on Inkjet as the only technology that allows them to keep costs down. Many have converted their jobs from Toner to Inkjet with the promise that they will continue to pay pre-Covid pricing. Budgets need relief and stability, RISO is the only product in its category to deliver both. Sourcewell is in a position to help some institutions survive while many others will be able to grow with Inkjet as part of it's fleet of products. We look forward to making a difference with Sourcewell.</p>
43	Provide two (2) examples of how your devices support seamless workflows with cloud-based document management systems.	<p>RISO printers are designed to integrate seamlessly with various cloud-based document management systems, enhancing workflow efficiency. Here are two examples:</p> <p>Direct Printing from Mobile Devices via RISO PRINT-S App: The RISO PRINT-S app enables users to print PDF documents directly from tablets or smartphones. This application supports printing of PDF documents saved in cloud storage services, allowing users to access and print their files without the need for a computer.</p> <p>RISO Integration with PaperCut for Secure Print Management: RISO devices are compatible with PaperCut, a print management software that provides tracking, charging, and billing for printing and copying. This integration allows organizations to manage their printing workflows effectively, even when documents are stored in cloud-based systems.</p> <p>These integrations demonstrate RISO's commitment to providing flexible and efficient printing solutions that align with modern, cloud-based workflows.</p>

<p>44</p>	<p>Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.</p>	<p>RISO's information on our "green" initiatives can be found at the following: https://us.riso.com/about/environmental-responsibility/ The web page above highlights many of the RISO Green initiatives and certifications. This includes a BLI (Buyers Lab) Comparative Energy Consumption Test report. The objective is stated: To evaluate the energy consumption of RISO's line of digital duplicators and inkjet printer with that of competitive MFP models and printers. On page 2, Summary, the test confirmed RISO digital duplicator and toner MFP were tested at speeds of 60 to 100 PPM. RISO used 82% to 94.5% less energy than the MFPs at same speed. Stated "Which equates to a savings of \$2,800 over a five-year lease." BLI Report states "RISO Ink Jet Printer at 120PPM used between 78.7% to 81.6% less energy of the MFP running 85 PPM, which would equate to a saving of \$2,500 over a five-year lease." This is just another example of the PRICE ADVANTAGE of RISO! Also, the link above documents the following: - Reduced Waste with E-Waste Initiative - Low or No Emissions - Energy Savings with ENERGY STAR Certification - RISO Kagaku Corporation, A Green Company confirmed with ISO 14001 Certification - RISO meets all RoHS Directives (Restriction of Hazardous Substance Directive) standards - RISO Sustainability Reports - RISO Environmental Charter - RISO Environment Protection Principals - Buyers Lab Comparative Energy Consumption Test ENERGY STAR® is a voluntary program of the US Environmental Protection Agency through which energy-saving products are recognized. All RISO inkjet printers and digital duplicators are ENERGY STAR compliant. RISO duplicators and printers use a heatless process that minimizes energy use by the device and reduces the need for compensatory cooling in the print environment. The EPEAT ecolabel is the leading global Type 1 ecolabel covering products and services from the technology sector. It identifies more products from a broader range of manufacturers than any other comparable ecolabel. https://us.riso.com/about/environmental-responsibility/#epeatcriteria The website above will detail RISO's compliance with EPEAT Certification. It also details the 21-Step Certification in which RISO meets EPEAT requirements. RISO, Inc.'s Recycling Program for the Products Registered with EPEAT Metech Recycling, a Certified e-Stewards® electronics recycler in Worcester, MA has entered into an agreement with us to process our devices. While shipping arrangements and expenses are the customer's responsibility, RISO assumes the responsibility and cost for processing upon arrival to the Metech Recycling facility. For those customers that would like to recycle RISO's EPEAT registered products, please follow the following procedure: The customer must fill out the recycling program form and provide their name, address, model(s), serial number(s)*, etc. to receive a recycled materials Lot Number and a ship-to address. The customer is responsible for the cost to ship the unit(s) and must include the lot number information on the bill of lading to RISO, Inc's recycling center, Metech. A list of RISO Products registered with EPEAT (Gold level): ComColor GL 9730 ComColor GL 7430 ComColor FT 5430 ComColor FT 5230 ComColor FT 5231 ComColor FT 5000 A list of RISO Products registered with EPEAT (Silver Level) RISO SF5130 RISO SF5450 RISO SF9450 RISO SF9490 RISO MH9450 Please refer to the Document section under upload additional documents for the EPEAT listing of RISO products</p>
<p>45</p>	<p>Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation (e.g. life-cycle management, energy consumption, and end-of-life disposal options), or other green/sustainability factors.</p>	<p>RISO's Printers and Printer Duplicators are Energy Star Certified Products as well as EPEAT Gold Level Registered and EPEAT Silver Level Registered. In the Upload Additional Document Section, we've included a list of the products and what level EPEAT they are currently registered under. This website will take you to the RISO Environmental Response Page of our Parent Company, RISO Kagaku: https://www.riso.co.jp/english/company/eco/index.html</p>
<p>46</p>	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes</p>	<p>"RISO, we are innovators...not copiers."</p>

your proposed solutions unique in your industry as it applies to Sourcewell participating entities?

RISO's unique attributes result in the RISO PRICE ADVANTAGE.

RISO is 100% ink that prints on paper for a fraction of the cost of toner based devices. Below, read about additional unique attributes by RISO that provide the price advantage with: ink cost savings, high speed productivity, digital duplicator technology for education, no heat and no static properties, smaller footprint saves floor space.

1. RISO prints with ink for lower cost of color, and higher reliability. True high-volume printing such as U.S. Currency, phone bills, credit card bills, insurance/medical billing, and magazines are all printed on large production devices with ink. RISO innovated a way to put that firepower into a more compact print engine.
2. RISO prints in high speeds, beginning at 108 PPM up to 320 Pages Per Minute. Our slowest device is rated for up to 108PPM and RISO duplexes in color at full speed. Our 150PPM digital duplicators run letter or ledger size paper full 150PPM.
3. RISO invented the digital duplicator, used by 50,000 schools in America. Students receive about 6 sheets a paper per day and 40% is static print...so each student gets the same print. Teachers love to "scan once and print many" with their trusty "RISOgraph".
4. RISO uniquely offers the world's fastest sheet cut Ink Jet and the Valezus T2100 at 320PPM.
5. RISO technology is longer life. See our testimonials from school districts with over 10 years of use.
6. RISO prints with no heat. All RISO print engines use 110 outlets, even our 320 PPM. RISO does not use toner so no need to use heat to melt it onto the paper. RISO print rooms are uniquely cool and energy efficient. Competitive high speed toner MFDs at 100PPM needs 220 outlet and tremendous heat to quickly melt the toner onto the paper.
7. RISO is uniquely compact, using 1/3 the floor space of a high-speed toner MFP that needs 220 power. Our print engine uniquely drops ink onto the paper, then it's finished. No need for a large, hot fusing unit to melt the toner.
8. RISO invented unique print technologies enjoyed by schools, government, and nonprofits in 180 countries: ink formulations, color options, high speed duplicators, production ink jet technologies. Consider how a toner-based MFP makes a copy. Simply, it works on the principal of "opposites attract" using static electricity, heat, and pressure. Give the toner a negative charge and the paper a positive charge. Scan image and laser beam it onto the negatively charged photoconductor drum. Dark areas turn positive but light areas remain negative where no print is needed. Opposites attract so negative toner goes to positive areas on the drum. How does the toner on the drum transfer onto the paper? A more powerful negative charge, under the paper, pulls the toner off the drum onto the paper. The charge remains as the paper enters the fusing section at an incredible 300+ degrees and uses 100lbs of pressure to melt and crush the toner into the paper. Now let's do it again to duplex the copy. What could possibly go wrong? The MFP made your copies warm and curled. Now you know why.

Historical Innovations, Just 3 of Many:

Our company, RISO, was founded in 1946 by an aspiring schoolteacher. WWII had just ended, supplies were non-existent, but this young teacher worked at night mixing oil, water, and carbon powder to make a black pasty ink for schools. RISO quickly transitioned from a print business to a leader in ink production.

Another revolutionary innovation came 10 years later. Stencil printing was the way to volume print on paper, but stencils could take up to one hour to cut, often meticulously by hand. The founder of RISO declared there must be a better way. He discovered how to transfer a stencil image in seconds. The result was the RISO Digital Duplicator, eventually helping 50,000 schools just in America.

Now let's fast forward to 2021-2025. RISO print engines have 4, 8, or 12 print heads, each with 160 nozzles. To make just one dot in the "dot per inch" world, RISO Technology uses droplets and chooses to drop between 0 and 11 droplets, just to make 1 dot in that famous "dot per inch" world. This is a key to RISO low price color in the Sourcewell market space. RISO is making color as simple as mixing droplets.

"RISO prints are Cool, Flat, Dry, and Colorful."

Finally, RISO's unique offering brings impactful improvement to our customer installations. About 80% of RISO installations are shared with competitive brand toner devices. The end-user's goal is to blend technologies, getting the best from both and have a more complete, broader print room. For example, a K-12 teacher workroom may have 2 toner MFPs. If they are problematic, is it wise to bring in another toner-based MFP, so you have more of the same? The best solution is to add RISO Ink Jet technology and enjoy a low-cost, full color solution. If awarded, we will uniquely use our industry relationships to solve the problems that Sourcewell Members have with toner-based print solutions. RISO improves reliability, speeds, while delivering the lowest cost of color in the market for our future Sourcewell customers.

"RISO Ink Jet is the perfect complement to toner-based print devices."

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
47	Select 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 and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	RISO, Inc. does not hold any of the diversity certifications, however, we have many authorized dealers who have these certifications. Listed below are just a few examples.
48		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Hallagan Business Machines, Chicago, IL Guaranteed Service & Supplies, West Bend, WI EO Johnson Company, Wausau, WI Tascosa Office Machines, Amarillo, TX PopSmart Technologies, Carrollton, TX Mailmax/Turnkey, Las Vegas, NV
49		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Hallagan Business Machines, Chicago, IL Guaranteed Service & Supplies, West Bend, WI EO Johnson Company, Wausau, WI Tascosa Office Machines, Amarillo, TX PopSmart Technologies, Carrollton, TX Mailmax/Turnkey, Las Vegas, NV
50		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	none
51		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	none
52		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	none
53		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	none
54		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	none
55		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	none

Table 6: Pricing (400 Points)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
56	Describe your payment terms and accepted payment methods.	RISO's standard payment terms are net 30 days. We do offer an early payment discount of 2% net 10 days. RISO accepts payment in the form of check, EFT, and major credit cards. If sold thru our dealer community, they would offer similar terms and payment methods.

57	<p>Describe any leasing or financing options available for use by participating entities.</p> <p>Describe how these options account for upgrading to newer models to mitigate the risk of equipment obsolescence.</p>	<p>RISO will provide Sourcewell entities several different options for the financing of equipment and solutions. At the time of purchase, RISO will work with Sourcewell to determine the best available financing option. Rates and options will be provided at the time of inquiry. Sourcewell members also have the option of working directly with RISO dealers to obtain leasing or financing options. In addition, RISO has worked with NCL Government Capital ("NCL") who is a current Sourcewell contract holder (#011620-NCL) for municipal lease and financing. Through NCL's Sourcewell contract, NCL will offer lease and finance solutions with terms 12-72 months on transactions from \$15,000.00 and up. By using NCL's Sourcewell contract for the financing and RISO's contract for the Copiers, Printers, and Multi-Function Devices, the Sourcewell member will receive the value of a turnkey solution in which the entire project has been competitively bid. RISO and NCL have delivered turnkey solutions to members through their current Sourcewell contract and will continue to work together with an award of a new Sourcewell contract.</p>	*
58	<p>Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.</p>	<p>RISO's standard warranty is 90 days from installation for equipment and 18 months for Inkjet Ink, Duplicator ink and masters. Our standard warranty document has been uploaded.</p>	*
59	<p>Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?</p>	<p>RISO is unable to accept the P-card procurement and payment process currently, however, RISO accepts other credit cards. Sourcewell members would need to contact RISO's authorized dealers/resellers to determine what payments they accept.</p>	*
60	<p>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>	<p>RISO is offering Sourcewell members line-item discounts off of our Suggested Retail Pricing. Please see the attached Sourcewell Price Book dated 11-2024 for the full list of items and applicable discounts. Also, please refer to the Sourcewell Pricing Comparison Excel chart for additional information.</p>	*
61	<p>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>	<p>The discount range in this offer represents 6% - 60% off Suggested Retail Price. IMPORTANT: Please refer to the document titled Sourcewell Price Comparison in the document upload section for pricing. This document is a one-page snapshot that will help Sourcewell provide a contract that has more DEPTH and BREATH of offered solutions and PRICING ADVANTAGE to the Sourcewell Members.</p>	*
62	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>Although RISO does not currently offer a standard program for quantity or volume discounts or rebates, if a Sourcewell entity desires to make a large-volume purchase commitment, RISO would be willing to evaluate a request for an additional discount. RISO continually reviews its offerings and may consider additional discount qualifications or rebate opportunities in the future.</p>	*
63	<p>Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". 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>	<p>RISO does not anticipate any "sourced," "open market," or "nonstandard options" under this proposed contract because RISO's proposal includes its full, current product line, including all optional accessories. If a unique need arises, (such as a customer who might need RISO supplies for a legacy model RISO printer or duplicator), RISO will apply a discount consistent with the other pricing it offers to Sourcewell entities when it provides those requested products or services.</p>	*
64	<p>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>	<p>The pricing provided includes everything for the total cost of acquisition. Installation is a separate fee and listed separately in the Sourcewell price book. Because RISO, Inc. primarily sells through our authorized dealers, the pricing includes local delivery.</p>	*
65	<p>Describe your applicable quality control/chain of custody protocols related to delivery of genuine and authentic equipment, parts, and supplies.</p>	<p>RISO equipment has an RF Tag embedded that reads the supplies.</p>	*
66	<p>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>	<p>Standard shipping for equipment, accessory, and supply products is INCLUDED in RISO's proposed prices. If a Sourcewell entity requires expedited processing or delivery, these services are available at an extra charge.</p>	*

67	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	For customers in Alaska, Hawaii, and Canada the shipping and delivery programs are the same as within the continental United States. RISO does not currently service offshore locations except to US Government facilities (through RISO's GSA contracts).	*
68	Describe any unique distribution and/or delivery methods or options offered in your proposal.	RISO's delivery and distribution methods generally follow industry standards. RISO maintains inventory at multiple warehouse locations in order to minimize delivery lead times, and ships via reputable freight and parcel delivery services. Certain dealers of RISO maintain a fleet of vehicles and may deliver products directly to Sourcewell entities.	*
69	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	RISO administers all its purchasing contracts with a commitment to accuracy, transparency, and efficiency. ACCURATE PRICING: RISO understands that customers rely on the Sourcewell bid process to get them the best value. Within RISO's ordering system, RISO directly links the Sourcewell price list to the customer account when a Sourcewell entity orders directly from RISO. RISO's dealers will receive a copy of the Sourcewell contract price list as well as detailed instructions about using the contract pricing (or better) for sales to eligible Sourcewell entities. When RISO trains its dealers on the use of a purchasing contract, it reinforces the importance of accurate pricing and contract referencing. TIMELY AND ACCURATE REPORTING: By having Sourcewell customer accounts linked to the Sourcewell contract pricing, RISO's system can provide a quick, comprehensive record of purchases made under the contract. RISO dealers/resellers understand RISO's contract reporting obligations. When RISO sends a quarterly reminder to report sales under purchasing contracts (e.g., GSA), the dealer/reseller responds with all details required for RISO to complete its reporting in a timely manner. RISO's contract administration personnel monitor the reporting submitted by dealers/resellers and follow-up, as needed, to ensure complete and accurate information. PROMPT PAYMENT: RISO's management of the contract includes the payment process. With the reporting completed and administrative fees calculated, RISO promptly remits the full fee due for all contract sales – whether the sale was made by RISO, a dealer, or a reseller. RISO later obtains reimbursement from its dealer/resellers for the administrative fees paid by RISO on their behalf.	*
70	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	If awarded a contract with Sourcewell, RISO's internal metric evaluation processes for success under the contract will be a detailed extension of its sales and marketing performance reviews. Most sales organizations gauge achievement through retroactive analysis. RISO adopts a dual-metric approach that examines retroactive performance as well as prospective opportunities. By reviewing its past achievements, RISO identifies strategies that work and targets areas for improvement – and by immediately applying improvement strategies to prospective opportunities, the timeline to see the benefit of increased sales is shortened. MEASURING SUCCESS WITH SOURCEWELL: RISO will be successful under a Sourcewell contract if RISO's efforts generate significant revenue in year one AND if year-over-year revenue increases for each successive contract year. To ensure RISO is progressing toward revenue growth targets, it will review areas such as the following: SALES TRAINING & SUPPORT – RISO's sales team includes personnel dedicated to the K-12 education market as well as personnel experienced in government, nonprofit, and associated markets. With a new Sourcewell contract, the RISO's sales team will receive specific training regarding identifying Sourcewell-eligible prospects, proposal and value-add sales strategies for Sourcewell customers, and overcoming objections (such as a customer that does not believe they are eligible to use Sourcewell). The sales team will then train RISO's independent dealers/resellers to effectively use the Sourcewell contract to increase sales. To be successful in this area, RISO's sales team must (1) establish a first-year training plan to schedule training for each RISO dealer/reseller, including specific targets for the number of individuals/businesses that receive training each month, (2) review performance against the training plan to ensure the targets are achieved and identify any knowledge gaps that might need to be addressed, and (3) prepare follow-up training for subsequent years to keep the Sourcewell contract at the forefront. MARKETING - Lead Generation and Conversion Metrics	

Sourcewell-Specific Leads: Monitor the number of inquiries and leads generated through Sourcewell-related marketing efforts.

Conversion Rates: Track the percentage of Sourcewell leads that convert into customers, providing insight into the effectiveness of these promotions.

Website Engagement

Landing Page Traffic: Analyze visits to Sourcewell-specific pages on the RISO website to gauge interest levels.

Resource Downloads: Count the number of downloads for Sourcewell-related brochures and materials, indicating user engagement.

Social Media Performance

Content Engagement: Measure likes, shares, comments, and click-through rates on Sourcewell-focused social media posts.

Follower Growth: Observe any increases in followers attributed to Sourcewell promotional content.

Email Campaign Analytics

Open and Click-Through Rates: Evaluate the effectiveness of Sourcewell-themed email campaigns by analyzing open rates and click-through rates.

Conversion Tracking: Monitor actions taken by recipients, such as form submissions or direct inquiries resulting from the emails.

Event Participation

Lead Capture at Events: Record the number of leads obtained during trade shows and events where Sourcewell benefits are highlighted.

Post-Event Engagement: Track follow-up interactions and conversions from event-generated leads.

Advertising Effectiveness

Ad Performance: Assess impressions, click-through rates, and conversions from paid advertisements featuring Sourcewell messaging.

Return on Investment (ROI): Calculate the ROI of Sourcewell-focused advertising campaigns to determine cost-effectiveness.

Customer Feedback

Surveys and Testimonials: Collect feedback from customers who utilized Sourcewell for their purchases to understand satisfaction levels and areas for improvement.

REVENUE REPORTING – Each quarterly reporting period provides RISO with the opportunity to review performance and achievement toward revenue and growth targets. With RISO's direct and dealer/reseller sales, metrics beyond basic revenue will be retroactively analyzed, including: (1) percentage of RISO's dealer/reseller network that participated in/made sales under the contract, (2) revenue generated by geographic region, (3) correlation between revenue generation and sales training, and (4) variation related to fiscal timing. With this information, RISO can prospectively take such steps as adjusting the sales training schedule to ensure greater geographic coverage and dealer participation numbers.

TEAM MEETINGS & DATA REVIEW – Within the weekly sales meetings, representatives will specifically present their prior week's Sourcewell contract sales and future Sourcewell-eligible prospects identified during that week. In addition, reps will report the number of customers who become new Sourcewell members or are identified as potential new members. RISO expects its representatives to accurately record contract related sales, prospective sales, and membership opportunities within its customer management system so that managers can routinely review progress under the contract. In monthly management meetings, the National Sales Manager will report the prior months Sourcewell contract sales as well as the new month's forecasted opportunities. Tracking of year-to-date revenue, opportunities, and new members will be discussed, as well as year-over-year growth achievement against those year-to-date numbers.

RISO is committed to continuous improvement and, if awarded, may implement other metrics (marketing, web traffic, etc.) to assist with its evaluation of success under a Sourcewell contract.

71	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	RISO is proposing the following for the administration fee, 2% of revenue up to \$4,000,000 annually. Anything above that would be a 4% administrative fee.	*
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Table 7: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
72	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	Pricing offered includes discounts off of MSRP that are consistent or better than existing contracts.

Table 8A: Depth and Breadth of Offered Solutions (200 Points)

Line Item	Question	Response *
73	Provide a detailed description of all the Solutions offered, including used, offered in the proposal.	<p>RISO's offer to Sourcewell includes our ENTIRE CURRENT PRODUCT CATALOG. With RISO's high-speed ComColor® inkjet printers, users enjoy the efficiency of quick document production with affordable full color printing. RISO's inkjet accessories offer such innovative options as a complete print-to-mail solution or in line binding (and much more). In addition to its duplicating speed and color options, RISO digital duplicators deliver the versatility to print on unconventional media such as construction paper, card stocks, envelopes, NCR papers, Tyvek wristbands, and even white paper bags.</p> <p>RISO INKJET PRINTERS</p> <p>RISO's compact and feature-rich inkjet printers deliver an optimal print solution right out of the box!</p> <p>RISO Inkjet Printer Features:</p> <ul style="list-style-type: none"> » High print speeds of 108-320 pages per minute (varies by model) » Duplexing at full speed » Full color or black & white printing » Networking » User Management: create user logins, permit and prohibit usage, set quantitative limits <p>Other Accessories to Increase Productivity:</p> <ul style="list-style-type: none"> » High-Capacity Feeder (4000 sheet capacity) » High-Capacity Stacker (4000 sheet capacity) » Multi-Function Finisher (stapling, hole-punching, & folding) » Face-down Finisher (offset stacking and stapling) » High-Speed Scanner (one-pass, duplex scanner) <p>MODEL: Valezus T2200</p> <ul style="list-style-type: none"> » Speed: up to 320 Impressions per minute » Double Tray Feeder: Minimum Paper Size: 5.9" x 8.3" » Double Tray Feeder: Maximum Paper Size: 13" x 18.3" » Standard Feed Tray: Minimum Paper Size: 7.2" x 8.3" » Standard Feed Tray: Maximum Paper Size: 11.6" x 17" » Paper Capacity: 4000 sheets X 2 Trays (8000 total) 1,500 additional sheets by way of three 500-sheet drawers » Data Formats: Alpha Stream unit with 4 optional data formats (Post Script, PDF, AFP and IPDS) <p>MODEL: GL9730</p> <ul style="list-style-type: none"> » Speed: up to 160 pages per minute » Minimum Paper Size: 3 9/16" x 5 13/16" » Maximum Paper Size: 13 3/8" x 21 5/8" » Paper Capacity: 2,500 sheets (1,000 sheet standard tray plus three 500-sheet drawers) » RIP Options: 2 Postscript RIPS (including a Fiery® RIP made by EFI) » Tray Options: Auto-control stacking tray or Wide Stacking Tray » Accessories: Compatible with all inkjet accessories listed above. <p>MODEL: GL7430</p> <ul style="list-style-type: none"> » Speed: up to 140 pages per minute » Minimum Paper Size: 3 9/16" x 5 13/16" » Maximum Paper Size: 13 3/8" x 21 5/8" » Paper Capacity: 2,500 sheets (1,000 sheet standard tray plus three 500-sheet

drawers).

- » RIP Options: 2 Postscript RIPS (including a Fiery® RIP made by EFI)
- » Tray Options: Auto-control stacking tray or Wide Stacking Tray
- » Accessories: Compatible with all inkjet accessories listed above.

MODEL: FT5230

- » Speed: up to 120 pages per minute
- » Minimum Paper Size: 3 9/16" x 5 27/32"
- » Maximum Paper Size: 13 3/8" x 21 5/8"
- » Paper Capacity: 2,000 sheets (1,000 sheet standard tray plus two 500-sheet drawers)

» RIP: Internal GDI, Optional Postscript Kit

- » Tray Options: Auto-control stacking tray or Wide Stacking Tray
- » Accessories: Multi-Function Finisher, Face-Down Finisher, Scanner

MODEL: FT5231

- » Speed: up to 120 pages per minute
- » Minimum Paper Size: 3 9/16" x 5 27/32"
- » Maximum Paper Size: 13 3/8" x 21 5/8"
- » Paper Capacity: 1,000 sheets (standard tray only, adjustable for different paper sizes)

» RIP: Optional Postscript Kit

- » Tray Options: Auto-control stacking tray or Wide Stacking Tray
- » Accessories: Multi-Function Finisher, Face-Down Finisher, Scanner

MODEL: FT5000

- » Speed: up to 108 pages per minute
- » Minimum Paper Size: 3 9/16" x 5 27/32"
- » Maximum Paper Size: 13 3/8" x 21 5/8" (note: print image maximum size is 8 3/16" x 21 5/8")
- » Paper Capacity: 2,000 sheets (1,000 sheet standard tray plus two 500-sheet drawers).

» RIP: Postscript Kit

- » Tray Options: Auto-control stacking tray or Wide Stacking Tray
- » Accessories: Multi-Function Finisher, Face-Down Finisher, Scanner

RISO DIGITAL DUPLICATORS

RISO's line of digital duplicators offer unrivaled reliability with ink and print cylinder technology to "scan once and print many" at speeds up to 190 pages per minute! An ideal, quick-turnaround solution for cost-effective printing by organizations who need to print many copies of a single document. Some of the most common uses of a RISO duplicator include:

- » School applications: worksheets, event flyers, permission slips, fundraising info, & lesson materials
- » Government applications: informational flyers, public announcements, letterhead, & invoice forms
- » Non-profit applications: newsletters, event tickets, fundraising flyers, & donation forms
- » General applications: business cards, invitations, coupons, postcards, pre-printed forms, advertisements, and so much MORE!

RISO Digital Duplicator Features:

- » Adjustable print speeds of 60-190 pages per minute (varies by model) to optimize performance with a wide range of paper stocks
- » Costs as low as 1/3 cent per color per page
- » 70 standard colors
- » Custom color options – great for printing in "school colors" or for other special color applications!
- » Walk-up USB printing
- » Glass scanner for walk-up copying
- » 1,000 sheet capacity (stacking height of 4 11/32 inches)

RISO Digital Duplicator Accessories:

- » Automatic Document Feeder
- » Job Separator
- » Card Feed Kit
- » RISO Postscript controller (IS300).
- » Envelope Feeder
- » Envelope Conveyor

MODEL: MH9450

- » Two-color printing in a single pass
- » Speed: up to 150 pages per minute
- » Networking: with optional network card
- » Resolution: 600 x 600 dpi
- » Control Panel: Color LCD
- » Paper weight: 12lb (46 gsm) bond [newsprint] – 116lb (210 gsm) index [heavy card stock]
- » Minimum Paper Size: 3 15/16" x 5 13/16"
- » Maximum Paper Size: 12 19/32" x 17"
- » Maximum Print area: 11 15/32" x 16 23/32"
- » Accessories: Compatible with all duplicator accessories listed above

MODEL: SF9490

- » Speed: up to 190 pages per minute
- » Networking: with optional network card

- » Resolution: 600 x 600 dpi
- » Control Panel: Color LCD
- » Paper weight: 12lb (46 gsm) bond [newsprint] – 116lb (210 gsm) index [heavy card stock]
- » Minimum Paper Size: 3 15/16" x 5 13/16"
- » Maximum Paper Size: 12 19/32" x 17"
- » Maximum Print area: 11 15/32" x 16 23/32"
- » Accessories: Compatible with all duplicator accessories listed above
- MODEL: SF9450EII
- » Speed: up to 150 pages per minute
- » Networking: Included PC interface & network card
- » Resolution: 600 x 600 dpi
- » Control Panel: Color LCD
- » Paper weight: 12lb (46 gsm) bond [newsprint] – 116lb (210 gsm) index [heavy card stock]
- » Minimum Paper Size: 3 15/16" x 5 13/16"
- » Maximum Paper Size: 12 7/32" x 17"
- » Maximum Print area: 11 15/32" x 16 23/32"
- » Accessories: Automatic Document Feeder, Job Separator, Card Feed Kit, & RISO Postscript controller IS300
- MODEL: SF5450EII
- » Speed: up to 150 pages per minute
- » Networking: Included PC interface & network card
- » Resolution: 300 x 600 dpi
- » Control Panel: LCD
- » Paper weight: 12lb (46 gsm) bond [newsprint] – 116lb (210 gsm) index [heavy card stock]
- » Minimum Paper Size: 3 15/16" x 5 13/16"
- » Maximum Paper Size: 12 7/32" x 17"
- » Maximum Print area: 11 15/32" x 16 23/32"
- » Accessories: Automatic Document Feeder, Job Separator, & Card Feed Kit
- MODEL: SF5130EII
- » Speed: up to 130 pages per minute
- » Networking: Included PC interface & available, optional network card
- » Resolution: 300 x 600 dpi
- » Control Panel: LCD
- » Paper weight: 12lb (46 gsm) bond – 42lb (157 gsm) bond
- » Minimum Paper Size: 3 15/16" x 5 13/16"
- » Maximum Paper Size: 12 7/32" x 17"
- » Maximum Print area: 8 1/4" x 14 1/16"
- » Accessories: Automatic Document Feeder, Job Separator, & Card Feed Kit

74 Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.

This RFP is for copiers, printers and MFDs. RISO is a high-speed production ink output device, not a document management tool. Our scanners DO send to email, hard-drive, and folders.

The strength of RISO is putting print on paper at high speed, reliably, and at a lower operating cost.

Government entities serve and communicate to the masses. Print is an integral method to disseminate information. RISO is ideal for this government application. RISO printers are enhanced with powerful innovative accessories. One application is pressure seal documents. This mail piece has edges that tear on both sides to open and see the printed information inside. RISO Duplicators are used widely within schools to allow for low cost color within a school's curriculum.

RISO offers a comprehensive range of services to support its printing solutions, ensuring optimal performance and customer satisfaction. These services include:

Customer Support: RISO provides dedicated customer support to assist with product inquiries, troubleshooting, and technical assistance, ensuring users receive prompt and effective help.

Authorized Service Providers: RISO collaborates with a network of authorized service providers to deliver maintenance, repairs, and support services, ensuring that customers have access to reliable assistance for their printing equipment.

Technical Support: RISO's technical support team offers expert guidance on hardware and software issues, helping customers maintain the efficiency and longevity of their printing systems.

Sales and Dealer Network: RISO's extensive network of sales offices and authorized dealers provides personalized support, expert advice, and access to innovative printing solutions tailored to unique business needs.

Resource Library: RISO offers a variety of resources, including case studies, white papers, video libraries, and webinars, to help customers maximize the value of their printing solutions and stay informed about industry trends.

Inkjet Printers: High-speed digital, heatless, production ink output devices at lower

	<p>operating costs.</p> <p>Duplicators: Copier devices widely celebrated in the art community, and with 50% of Division I colleges in the US utilizing RISO in their art departments, it's clear that RISO is a trusted name in art education.</p> <p>Multifunction Devices (MFDs): Combine multiple functionalities—printing, copying, scanning, and in some cases, faxing—into a single, compact machine. RISO's MFDs are powered by FORCEJET™ inkjet technology.</p> <p>Accessories:</p> <p>Auto Document Feeders: Devices like the Auto Document Feeder AF-VI enable automatic feeding of up to 50 sheets, streamlining the scanning and printing process.</p> <p>Card Feed Kits: These kits allow the use of thicker media such as cards and envelopes, expanding the versatility of RISO printers.</p> <p>Job Separators: Accessories like the Job Separator IV III facilitate organized printing by inserting tape strips between print jobs, ensuring easy separation and handling.</p> <p>Envelope Feeders: Designed to handle paper weights ranging from 50 gsm to 120 gsm, envelope feeders enable efficient envelope printing.</p> <p>Stands and Storage: RISO offers various stands, such as the RZ stand D type and RISO stand N type, providing convenient storage solutions for consumables and accessories.</p> <p>Scanners: High-resolution scanning component for document digitization and integration with cloud-based workflows.</p> <p>Software:</p> <p>Print Drivers: RISO provides a range of print drivers compatible with various operating systems, ensuring seamless integration with existing workflows.</p> <p>RISO Management Tool: This utility software allows users to monitor and manage their RISO devices effectively, providing insights into usage and performance.</p> <p>RISO Controller IS300: For enhanced compatibility, the RISO Controller IS300 offers support for Adobe® PostScript® 3™, facilitating high-quality printing outputs.</p>
75	<p>Describe how your copiers, printers, and multi-function devices integrate with popular cloud storage services.</p> <p>The user has many options when it come to a computing device.</p> <p>Direct Printing from Cloud Services: Certain RISO devices support direct printing from cloud storage platforms. For instance, the Fiery PrintMe® Cloud Printing feature enables users to upload or email documents to the PrintMe Cloud service and print them directly from the printer's control panel.</p> <p>Mobile Device Compatibility: RISO devices are compatible with mobile printing solutions, allowing users to print documents stored in cloud services via their smartphones or tablets. This is facilitated through applications like Fiery FreeForm Create, which supports variable data printing and can access files from various cloud platforms.</p> <p>Hot Folder Functionality: RISO's digital front ends, such as the ComColorExpress RS1200C, offer Hot Folder support. Users can set up designated folders linked to specific print settings, streamlining the printing process for documents stored in cloud services.</p> <p>RISO PRINT-S App: This dedicated mobile application allows users to print PDF files directly from their mobile devices to RISO ComColor printers via a Wi-Fi connection. The app supports various print settings and enables secure printing by assigning PIN numbers to print jobs.</p>

76	Describe what security features are integrated into your copiers, printers, and multi-function devices.	<p>RISO products support bit locker and drive encryption. Our products support password protection and can be configured to delete historical file data on a schedule. The RISO hard drive will overwrite three times to erase data which helps with security. RISO controllers work with Windows OS and use the Windows security functions.</p> <p>Available on models like the SF series, an IC Card Activation Kit is an optional feature restricts printing capabilities to authorized users, preventing unauthorized access and safeguarding confidential documents.</p> <p>For enhanced security and control, RISO's ComColor Series printers can be paired with the Fiery FS2100C digital front end. This integration offers advanced security features, including user authentication and secure print job management.</p>	*
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Table 8B: Depth and Breadth of Offered Solutions

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

Line Item	Category or Type	Subcategory (e.g., laser, inkjet, high speed, low volume) *	Offered *	Number of Models Proposed *	Device Capabilities (e.g., mobile, desktop, production) *	Comments
77	Copiers	High Speed Digital Duplicators (multiple copies from one original)	<input checked="" type="radio"/> Yes <input type="radio"/> No	5	Mobile, production	We are offering our 5 models of Digital Duplicators
78	Printers	High Speed Inkjet Printers and Digital Duplicators	<input checked="" type="radio"/> Yes <input type="radio"/> No	12	Mobile, production	We are offering our 5 models of Digital Duplicators and 7 models of Inkjet Printers
79	Scanners	High Speed	<input checked="" type="radio"/> Yes <input type="radio"/> No	10	Mobile, production	10 of our models have optional scanning capabilities
80	Multi-Function Devices	High Speed Inkjet Printing and Digital Duplicators	<input checked="" type="radio"/> Yes <input type="radio"/> No	12	Mobile, production	We are offering our 5 models of Digital Duplicators and 7 models of Inkjet Printers

Table 8C: Depth and Breadth of Offered Solutions

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

Line Item	Category or Type	Subcategory	Offered *	Comments
81	Hardware, software, and accessories, to the extent that they are complementary and directly related to the devices specified in 76 through 80.		<input checked="" type="radio"/> Yes <input type="radio"/> No	We are offering accessories that complement the devices specified in 76 to 80.
82	Services related to the solutions described in 76 through 81:		<input checked="" type="radio"/> Yes <input type="radio"/> No	We are offering services related to the solutions described in 76 to 81.
83		Managed Print Services (MPS)	<input type="radio"/> Yes <input checked="" type="radio"/> No	However, our equipment is compatible with many MPS software solutions including Papercut, FM Audit, Solimar and others.
84		Access and/or security controls	<input checked="" type="radio"/> Yes <input type="radio"/> No	Our equipment has many access and security controls.
85		Networking	<input checked="" type="radio"/> Yes <input type="radio"/> No	Our equipment comes network ready.
86		Installation	<input checked="" type="radio"/> Yes <input type="radio"/> No	We offer installation services and those are included in our price book
87		Monitoring and/or testing	<input checked="" type="radio"/> Yes <input type="radio"/> No	Monitoring and testing is part of our pre-sales analysis.
88		Maintenance and/or repair	<input checked="" type="radio"/> Yes <input type="radio"/> No	Either directly thru RISO or thru our authorized dealers/resellers, Sourcewell customers can enter into maintenance agreements.
89		Warranty program	<input checked="" type="radio"/> Yes <input type="radio"/> No	RISO offers a warranty program for any new machine purchased.

Table 9: Exceptions to Terms, Conditions, or Specifications Form

Line Item 90. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

Do you have exceptions or modifications to propose?	Acknowledgement *
	<input type="radio"/> Yes <input checked="" type="radio"/> No

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”
 - [Pricing](#) - RISO Pricing.zip - Wednesday November 20, 2024 13:08:07
 - [Financial Strength and Stability](#) - RISO Inc. Financials.zip - Wednesday November 20, 2024 13:08:19
 - [Marketing Plan/Samples](#) - RISO Marketing Plan Samples.zip - Wednesday November 20, 2024 13:08:30
 - WMBE/MBE/SBE or Related Certificates (optional)
 - [Standard Transaction Document Samples](#) - WARRANTY.pdf - Wednesday November 20, 2024 13:08:58
 - Requested Exceptions (optional)
 - [Upload Additional Document](#) - RISO Additional Documents.zip - Wednesday November 20, 2024 13:09:09

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

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 award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to:
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
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 is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. Proposer its employees, agents, and subcontractors are not:
 1. 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>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal 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. - Leanne Lavoie, Vice President of Finance and Administration, RISO, 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 obligations contemplated in the solicitation proposal.

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_7_Copiers_Printers_MFDs_RFP112124 Wed November 13 2024 04:31 PM	<input checked="" type="checkbox"/>	2
Addendum_6_Copiers_Printers_MFDs_RFP112124 Mon November 11 2024 04:01 PM	<input checked="" type="checkbox"/>	2
Addendum_5_Copiers_Printers_MFDs_RFP112124 Wed November 6 2024 02:34 PM	<input checked="" type="checkbox"/>	1
Addendum_4_Copiers_Printers_MFDs_RPF112124 Fri October 25 2024 07:52 AM	<input checked="" type="checkbox"/>	2
Addendum_3_Copiers_Printers_MFDs_RPF112124 Wed October 23 2024 02:19 PM	<input checked="" type="checkbox"/>	1
Addendum_2_Copiers_Printers_MFDs_RPF112124 Thu October 17 2024 12:47 PM	<input checked="" type="checkbox"/>	3
Addendum_1_Copiers_Printers_MFDs_RPF112124 Wed October 16 2024 08:33 AM	<input checked="" type="checkbox"/>	1