

**MASTER AGREEMENT #112124**

**CATEGORY: Copiers, Printers, and Multi-Function Devices with Related Supplies,
Accessories, and Services
SUPPLIER: Ricoh USA, 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 Ricoh USA, Inc., a Delaware corporation located at 300 Eagleview Blvd., Suite 200, Exton, PA 19341 (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 December 31, 2028, 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) **Order of Precedence.** Supplier may require the use of its then-current standard Master Lease Agreement document or any other lease agreement satisfactory to Supplier. As it relates to any additional terms and conditions entered into between Supplier and the Participating Entity, including Supplier's then-current standard Master Lease Agreement, conflict shall be resolved by giving priority in the below order of precedence:
1. Master Lease Agreement or any other lease agreement satisfactory to Supplier
 2. Lease Product Schedule
 3. Purchase order, if applicable
 4. Any other service agreement negotiated between the Participating Entity and Supplier
 5. This Agreement

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

- 8) **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 of the above-referenced solicitation;
- c) Services related to the solutions described in 7)a – b) of the above-referenced solicitation, 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.

- 9) **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.
- 10) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 11) **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.
- 12) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcwell 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.
- 13) **Open Market.** Supplier's open market pricing process is included within its Proposal.
- 14) **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. At delivery, and for a period of 90 days after delivery, products manufactured by Supplier will be in good working order and free from any defect in materials or workmanship. Maintenance services performed by Supplier will be performed by Supplier in a workmanlike manner and in accordance with industry standards. Supplier's obligations under this warranty are limited solely to the repair or replacement (at Supplier's option) of parts proven to be defective upon inspection. Supplier disclaims all other express or implied warranties including, but not limited to, any implied warranties of merchantability, fitness for use, or fitness for a particular purpose with respect to any Equipment or Products purchased or leased by a Participating Entity. Supplier's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that is effective past the expiration of the Supplier's warranty will be passed on to the Participating Entity.
- 15) **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 Sourcwell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

- 16) **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 Sourcwell if this certification changes at any time during the term of this Agreement.
- 17) **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.** Supplier is unable to provide certification of compliance with the Buy American Act, but will provide, in lieu thereof, comparable assurances under the Trade Agreement Act, as applicable.

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 Sourcwell Price and Product Change Request Form to Sourcwell. At a minimum, the request must:
- Identify the applicable Sourcwell 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 Sourcwell 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 Sourcwell for this Agreement and must provide prompt notice to Sourcwell if that person is changed. The Authorized Representative will be responsible for:
- Maintenance and management of this Agreement;
 - Timely response to all Sourcwell and Participating Entity inquiries; and
 - Participation in reviews with Sourcwell.

Sourcwell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcwell 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 Sourcwell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcwell 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 injury or death to person(s) or property to the extent alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement to the extent the Included Solutions have been used according to its specifications. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law. **Supplier will not be liable to Sourcewell under this Section for indirect, special, incidental, or consequential damages of any kind, however caused, whether or not it has been advised of the possibility of such damages.**
- 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) Supplier will defend, indemnify, and hold Sourcewell harmless from all losses, damages, injuries, costs, and expenses (including, without limitation, court costs and reasonable attorneys' fees) arising from a claim that any Product or Equipment manufactured by Supplier ("Supplier Equipment") infringes the Intellectual Property Rights of any third party provided that Sourcewell complies with the procedure set forth below. In such event Supplier may at its expense either: (i) modify such Supplier Equipment to make them non-infringing while retaining the same or equivalent functionality; (ii) obtain for or on behalf of Sourcewell a license to continue using such Supplier Equipment; or (iii) replace the Supplier Equipment with substantially similar products with the same or equivalent functionality. The foregoing indemnity shall not apply to the extent that the alleged infringement arises out of or relates to: (i) infringing property information or data which is not provided by Supplier; (ii) any act or omission of Sourcewell not authorized under the resulting agreement or the relevant order (as applicable); (iii) the use of the Intellectual Property in combination with other software, materials, equipment, or services which are not supplied by Supplier; (iv) customized portions of a product designed in accordance with written specifications provided by Sourcewell; or (v) alterations or amendments made to the Intellectual Property or equipment which are not made by Supplier.
- e) **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

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

Vendor Details

Company Name: Ricoh USA, inc
Does your company conduct business under any other name? If yes, please state: NJ
Address: 2 Gatehall Dr
Parsippany, NJ 07054
Parsippany, NJ 07054
Contact: Mike Pallotta
Email: Mike.Pallotta@Ricoh-USA.com
Phone: 978-621-1276
Fax: 978-621-1276
HST#: 23-0334400

Submission Details

Created On: Tuesday October 15, 2024 10:14:53
Submitted On: Wednesday November 20, 2024 10:35:13
Submitted By: Mike Pallotta
Email: Mike.Pallotta@Ricoh-USA.com
Transaction #: f7ea98a9-a7bb-430d-8eb1-5a7fead11f07
Submitter's IP Address: 205.145.18.4

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.	Ricoh USA, INC
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes
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).	Ricoh North America includes both the U.S. and Canada. Ricoh has approximately 285 dealers in the U.S. and approximately 100 dealers in Canada. *Terms vary slightly between the U.S. and Canada.
4	Provide your CAGE code or Unique Entity Identifier (SAM):	CAGE Code: 31310
5	Provide your NAICS code applicable to Solutions proposed.	The primary NAICS code for Ricoh USA, Inc. is 423420, Office Equipment Merchant Wholesalers
6	Proposer Physical Address:	300 Eagleview Blvd. Exton, PA 19341
7	Proposer website address (or addresses):	Ricoh USA: www.ricoh-usa.com Ricoh Canada: www.ricoh.ca/en
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):	Rod Denzer Vice President 300 Eagleview Blvd. Exton, PA 19341 214-690-3390 Rod.Denzer@Ricoh-USA.com
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Mike Pallotta SLG Region 2 Gatehall Dr Parsippany, NJ 07054 978-621-1276 Mike.Pallotta@Ricoh-USA.com
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Ricoh has a dedicated Corporate State and Local Government (SLG) team comprised of 4 tenured individuals strategically located throughout the United States with experience supporting our dealer and direct sales organizations and engaging with government, education and non- profit accounts. Below is a list of Ricoh's SLG Team, email, phone and their respective states. The SLG team works remotely, so addresses are not listed. Roger Hosler roger.hosler@ricoh-usa.com 561-598-9365 VA, FL, GA, MD, NC, KY, SC, TN, AL, MS, LA, WV, AR, DC Todd Marron todd.marron@ricoh-usa.com 971-217-3421 AK, AZ, CA, CO, HI, ID, MT, ND, NM, NV, OR, SD, UT, WA, WY Mike Pallotta mike.pallotta@ricoh-usa.com 978-621-1276 CT, MA, ME, NH, NJ, NY, RI, VT, PA, DE Mike Stowell mike.stowell@ricoh-usa.com 913-485-6852 TX, MI, IN, WI, OH, MN, MO, IL, KS, OK, IA, NE Canada: Harman Pahal Harman.Pahal@ricoh.ca Canada

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.	<p>Ricoh USA delivers information management and digital solutions that bring together technology, processes and people. Headquartered in Exton, PA, Ricoh USA is the North American arm of Tokyo-based Ricoh Company, Ltd. Comprised of Ricoh US and Ricoh Canada, we have approximately 14,000 employees located throughout North America.</p> <p>For more than 85 years, Ricoh has been empowering businesses by unlocking the power of information. As part of a global leader, we create competitive advantage for nearly 1.4 million businesses worldwide, solving complex challenges for enterprises of every size. Every day, Ricoh's global employees serve a vast array of industries, designing and optimizing end-to-end business solutions. Our focus has always been to envision what the future will be to prepare our customers for what's next. In a digital world, that means reimagining ways to communicate, collaborate and succeed by harnessing the power of information.</p> <p>Ricoh's robust range of systems, platforms and image technology connects siloed data and transforms it into insights. From optimizing operations to enhancing cybersecurity to building more efficient strategies, our breakthrough technologies help organizations create efficient workflows, synergistic solutions, and sustainable growth. With 79,500 employees worldwide, we have the knowledge, skills and expertise to revolutionize businesses across size, scope and industry.</p> <p>With our expertise in capturing, managing and transforming information, you can simplify your processes and drive new levels of growth. Our evolving portfolio of digital information solutions includes: Business Process Management Cloud and Infrastructure Cybersecurity Digital Experience Digital Workspace Graphic Communications</p> <p>Core Values and Business Philosophy The Ricoh Way represents our values. It informs our business plans, our approach to quality and our approach to corporate social responsibility.</p> <p>Mission and Vision At Ricoh, we empower individuals to find Fulfillment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realize a sustainable future.</p> <p>Ricoh's Founding Principles: The Spirit of the Three Loves Kiyoshi Ichimura formulated the Ricoh Group's Founding Principles in 1936. They inform how we do business, encouraging us to constantly improve and contribute to the wellbeing of all stakeholders, including our families, customers and society at large. The three principles are: Love your neighbor Love your country Love your work</p> <p>Our Values The seven Ricoh Way values guide our decisions, our interactions, and the Ricoh Experience every customer and employee has with us. Simply put, they represent who we are and who we always strive to be. Our core values include the following: Customer Centric - Act from the customer's perspective Passion - Approach everything positively and purposefully Gemba - Learn and improve from the facts Innovation - Break from the status quo to create value without limits Teamwork - Respect all stakeholders and co-create value Winning Spirit - Succeed by embracing challenges through courage and agility Ethics and Integrity - Act with honesty and accountability</p>

12	What are your company's expectations in the event of an award?	<p>Ricoh is excited about the opportunity to engage in a business partnership with Sourcewell. Your concise, direct mission statement "We are a force multiplier" resonates powerfully with public and nonprofit members, and suppliers such as Ricoh.</p> <p>With executive endorsement and organizational backing, Ricoh is prepared to promote the Sourcewell cooperative program throughout the United States and Canada to all qualifying education and government entities, as well as nonpublic schools and nonprofit organizations.</p> <p>Ricoh's strength in the public sector market combined with the trusted reputation of Sourcewell and your publicly solicited and awarded contracts, Ricoh's expectation is to increase our business footprint in government, education and nonprofit markets.</p>	*
13	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</p>	<p>Ricoh USA is a wholly owned subsidiary of Ricoh Americas Holdings, Inc., whose parent company is Ricoh Company, Ltd. Ricoh USA (and all other Ricoh subsidiaries) report revenue through Ricoh Company, Ltd. Ricoh Company's most recent total Fiscal Year annual revenue was approximately \$16 billion.</p> <p>As a corporation publicly traded on the Tokyo Stock Exchange, Ricoh Company submits certified financial information each year as part of its annual report. This annual report is available via the following link to Ricoh's corporate website: https://www.ricoh.com/about/integrated-report/download/.</p>	*
14	What is your US market share for the Solutions that you are proposing?	Ricoh's market share in Color A3 products is 16% and 12% in black and white.	*
15	What is your Canadian market share for the Solutions that you are proposing?	Ricoh Canada's market share is 22%.	*
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 Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	Ricoh USA, Inc. and Ricoh Canada have never filed for bankruptcy.	*
17	<p>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).</p> <p>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?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>B. Manufacturer</p> <p>As a Ricoh company, we are neither a third-party dealer nor a distributor, but part of the direct servicing and distribution channel of the manufacturer, Ricoh Company, Ltd., which is the ultimate parent of Ricoh USA, Inc. As such, we are both certified and highly qualified to sell and service Ricoh solutions.</p> <p>As of August 2024, Ricoh had approximately 12,000 employees serving its customers in the U.S. Ricoh had approximately 2,000 employees serving its customers in Canada.</p> <p>Ricoh USA distributes products, services and solutions directly to its customers in the U.S. through a network of approximately 1,700 customer service technicians. In addition, Ricoh products are sold and supported in the U.S. by approximately 285 dealers.</p> <p>Headquartered in Mississauga, Ontario, Ricoh Canada has access to over 700 Ricoh certified service technicians, backed by our network of nearly 100 Independent Authorized Dealers. This allows us to serve every major city, town, and remote location across Canada, making RCI the largest vendor-certified service provider in Canada for our industry.</p>	*

<p>18</p>	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>Ricoh possesses the following employee and corporate licenses and certifications that are relevant for business contemplated in response to this RFP:</p> <p>Ricoh Employee Certifications Ricoh has an extensive list of personnel that either directly or indirectly support Sourcewell members. In addition to the account team, there are engineers, technicians, design, implementation, project management and administrative job functions that will support the account. The personnel have many types of IT certifications at varying levels including ITIL, ECM, GRC, CSSBB, CDIA+, MBA and many others.</p> <p>The average tenure of a Ricoh technician is 15 years, and our retention rate for these professionals is high. Ricoh's Field Services consists of multiple job roles. Ricoh's Field Services consists of multiple job roles. All Ricoh technicians are fully trained and factory-certified to repair equipment they support. In total, our technicians average 80+ hours of technical training per year.</p> <p>Technology Applications Specialists are required to be CTT+ (Certified Technical Trainer) certification as a job requirement. Many team members hold additional industry certifications, such as vCTT+, A+, Net+, CDIA+, IT Fundamentals and EFI Fiery Professional.</p> <p>Lastly, from a Total Quality Management standpoint, Ricoh has four (4) Master Black Belts, approximately fifty (50) Black Belts and many Green Belts employed in formal Process Improvement positions, with hundreds of others distributed throughout the business. Our Black Belts have been certified for a minimum of five years, and our Master Black Belts have been certified for over eight years.</p> <p>Ricoh and its subsidiaries hold various ISO certifications.</p> <p>Ricoh Data Center ISO 27001 Certification Ricoh is ISO/IEC 27001 certified for its data center. ISO 27001—an information security management system (ISMS) standard—formally specifies a management system that is intended to bring information security under explicit management control. It requires that management:</p> <ul style="list-style-type: none"> • Systematically examines the organization's information security risks, taking account of the threats, vulnerabilities and impacts • Designs and implements a coherent and comprehensive suite of information security controls and/or other forms of risk treatment (e.g., risk avoidance, risk transfer), to address those risks that are deemed unacceptable • Adopts an overarching management process, to ensure that the information security controls continue to meet the organization's information security needs on an ongoing basis <p>Ricoh Worldwide ISO 14001 Certification The Ricoh Group has proactively promoted the environmental management systems in order to make a reality of environmental management. Starting with Ricoh's Gotemba Plant, which received ISO/DIS 14001 certification in 1995, we have obtained ISO 14001 certification for all group production companies globally and continue to promote ISO 14001 certification for other business sites. Accreditation was completely integrated within Japan in 2013. A list of company ISO 14001 certifications is available via the following link to Ricoh's corporate website: https://www.ricoh.com/sustainability/environment/base/iso.html.</p> <p>Ricoh ISO 9001:2001 Certification Successful manufacturing organizations focus on doing the right thing the first time, on time, every time and always to the customer's satisfaction. Additionally, they recognize that this can only be accomplished through the involvement of everyone and through their commitment to continuous improvement. This way of thinking has led to the development of our quality policies, which serve as the cornerstone of Ricoh's ISO 9001 quality management system.</p> <p>Ricoh Group sales companies around the world improve quality based on our quality management system and the ISO 9001 standard. Most of our production sites and sales companies have earned ISO 9001 certification in our drive to enhance the quality of everything we do, from manufacturing through sales to customer service.</p>
<p>19</p>	<p>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 Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.</p>	<p>Ricoh and its affiliates are parties to a significant number of equipment sale, equipment lease, service, outsourcing and other contracts each year, both domestic and foreign. In the ordinary course of business, commercial disputes arise from time to time, which include administrative matters with government agencies, including bid process disputes that result in temporary exclusion from contracting with certain agencies. Ricoh makes every commercially reasonable effort to minimize the nature, scope and occurrence of such disputes, to the extent the factors relating to such disputes are within its control. However, Ricoh is not aware of any current dispute that is likely to have any material adverse effect on the ability of the company to meet its obligations in connection with the proposed services.</p>

<p>20</p>	<p>Describe any relevant industry awards or recognition that your company has received in the past five years.</p>	<p>Ricoh is a leading provider of innovative document management systems and services. We understand the importance of many factors in choosing a supplier. The outstanding commitment of our employees and the quality of the services and products we provide have resulted in our growth. The following respected industry experts have recognized us for our commitment to excellence and innovative solutions:</p> <ul style="list-style-type: none"> • Ricoh's commitment to enabling sustainable and responsible print production achieved industry recognition in May 2024, with the Buyers Lab (BLI) 2024-2025 Pacesetter Award in Production Print Sustainability from Keypoint Intelligence. Pacesetter Awards from Keypoint Intelligence recognize those document imaging OEMs that have shown market leadership in a variety of categories, including technologies, services, and key vertical markets. Ricoh was recognized for its contributions to sustainability in the production printing area. • In April 2024, Ricoh announced it was awarded a Gold rating from EcoVadis, the world's most trusted provider of business sustainability ratings. Placing Ricoh among the top 5% of companies assessed, this marks Ricoh's tenth consecutive year since 2014 to receive this recognition. Ricoh ranked within the top 5% of all companies surveyed. • Ricoh was again awarded by the EPA for exemplary commitment and dedication to leadership in energy efficiency and the ENERGY STAR program. 2024 marked nine consecutive years as a Partner of the Year and seven successively with the Sustained Excellence designation given to partners who demonstrate outstanding leadership year after year. Ricoh stood out in particular for featuring ENERGY STAR throughout its business in 2023. Examples include the expansion of Ricoh's GreenLine Series ENERGY STAR-certified remanufactured product line and the Ricoh Eco Excellence program, a sustainability recognition program for Ricoh dealers. • Ricoh's global leadership in corporate transparency and performance on climate change and water security disclosure has been recognized by global environmental non-profit CDP, securing a place on its 2023 A list. This double A score marks Ricoh's first selection on the water security A list and fourth consecutive year on the climate change A list since 2020. This fiscal year, CDP evaluated over 24,000 companies worldwide, and only 61 companies were recognized on the A List in both categories. • In February 2024, Ricoh announced it had been selected as a member of the S&P Global Sustainability Yearbook, with a score within the top 1% in the Computers & Peripherals and Office Electronics industry. This marks the sixth consecutive year, since 2019, that Ricoh has been selected as a member of the Sustainability Yearbook. Each year, S&P Global assesses major companies' sustainability in the three areas of Economic, Environment, and Society. This year, S&P Global evaluated over 9,400 companies in 62 industries worldwide, and 759 companies were selected for the Sustainability Yearbook. • Ricoh announced in January 2024 that it had been named a Leader in the IDC MarketScape for Worldwide Sustainability Programs and Services Hardcopy 2023 Vendor Assessment (doc #US49892223, Dec 2023). This IDC study assesses sustainability programs and services among global hardcopy vendors and identifies their strengths and challenges. The IDC MarketScape notes Ricoh's long-standing commitment to environmental sustainability as a key differentiator determining its Leader position, stating: "Ricoh acknowledged a corporate responsibility to minimize impact on the environment decades ago. In 1976, Ricoh established a company Environmental Promotion Section, and the company remains focused on driving sustainability through its business and operations, while developing innovative technologies to help customers reduce carbon footprint and lessen environmental impact." Building on its rich legacy, Ricoh believes its digital services have played a pivotal role in achieving this recognition as a Leader in sustainability. As hybrid and remote workstyles redefine the corporate landscape, Ricoh continues to invest in managed print services as well as digital services and solutions that the company believes support sustainability for businesses. • Ricoh USA, Inc. received the 2023 ENERGY STAR Partner of the Year Award for Sustained Excellence from the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy. This represented the 8th straight year Ricoh has received this recognition. Supporting the company's commitment to the environment made more than 45 years ago, and its mission to realize a sustainable future, Ricoh was recognized for new initiatives that reinforce the company's dedication to reducing its environmental footprint through actions demonstrating leadership in energy efficiency and the ENERGY STAR program. • Ricoh announced in September 2023 that had been positioned in the Leaders Category of a 2023 IDC MarketScape for print transformation. The report, IDC MarketScape: Worldwide Print Transformation 2023 Vendor Assessment (doc # US51146523, August 2023), cites a number of its solutions in the digital services space, including IT/cloud/workplace services, digital content management/workflow/intelligent capture, and transformation and information governance offerings. "With a legacy of innovation and a commitment to anticipating market changes, Ricoh showcased strength in several areas of our research, validating its evolution and underscoring its ability to adapt and thrive in the digital era," said Keith Kmetz, Program Vice President, Imaging, Printing & Document Solutions Research, IDC. "As Ricoh continues to redefine the boundaries of print and embrace the digital landscape, the company remains a beacon of innovation and excellence, demonstrating how a strategic mindset, technological prowess, and customer-centricity
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can lead to transformative success.”

- Ricoh announced in June 2023 that a new IDC MarketScape report named it a worldwide leader in high-speed inkjet solutions that are driving growth in the digital production printing market. The report, IDC MarketScape: Worldwide High-Speed Inkjet Press 2023 Vendor Assessment (doc #US50450723, April 2023), analyzes Ricoh's technological capabilities, product roadmap and R&D strategy, and support and services against the market and customer needs. The report cites the company's "combination of image quality, speed, and support" as the key characteristics of Ricoh high-speed inkjet press systems. It also names as a strength its use of a "platform approach" that protects customer investments by making updates in speed, print quality, and automation available as field-upgrades across its install base.

- Ricoh announced in March 2023 that it has once again received a Gold rating in the 2023 annual sustainability survey conducted by EcoVadis, the world's most trusted provider of business sustainability ratings focused on corporate environmental, social and governance (ESG) practices. Ricoh's commitment in the areas of Environment and Sustainable Procurement were highly recognized, with the latter receiving the highest score of "Outstanding." This recognition places Ricoh among the top 5% of companies assessed in its industry in terms of sustainability performance. Ricoh has received the Gold rating in the assessment for consecutive years since 2014.

- In January 2023, Ricoh was rated as one of the Global 100 Most Sustainable Corporations in the world. This marks the 11th selection for Ricoh, which was selected for 10 consecutive years from 2005 to 2014. The Global 100 is an annual ranking of the world's most sustainable corporations published by Canada-based Corporate Knights. The assessment is executed across key indicators, including environmental, social, and governance performance, % sustainable revenue, % sustainable investment, climate-related lobbying activities, and sustainability-linked pay. The 2023 Global 100 assessed 6,720 publicly traded companies with over US \$1 billion in revenue.

- Ricoh USA, Inc. announced in January 2023 that it has been named a Major Player in the 2022-2023 IDC MarketScape for the United States Revenue Cycle Management (RCM) Service Solutions Report (doc # US43720618, December 2022). This is a first for Ricoh and a critical milestone in the company's emergence as a leading information management provider. The IDC MarketScape notes, "Ricoh's RCM service solution aims to deliver next-generation services across the RCM ecosystem to different care settings, especially mid-to-large size Integrated Delivery Networks (IDNs) and hospitals."

- In December 2022, Ricoh announced that it had been selected for inclusion in the Dow Jones Sustainability World Index (DJSI World Index), one of the world's most renowned indices for ESG (environmental, social, and governance), for the third consecutive year. DJSI, compiled by Dow Jones & Company and sustainability investment research firm S&P Global, was the first global sustainability index to assess a company's corporate sustainability from the economic, environmental, and social development perspectives. DJSI reviewed approximately 3,500 companies worldwide, selecting 332 companies to the DJSI World Index this year. Among 36 companies in the Computers & Peripherals and Office Electronics industry, Ricoh obtained the top score* in the following seven categories: Materiality, Business Ethics, Environmental Reporting, Environmental Policy & Management Systems, Social Reporting, Talent Attraction & Retention, and Corporate Citizenship & Social Contribution.

- Ricoh was recognized by the Environmental Protection Agency (EPA) in 2022 as an ENERGY STAR® Partner of the Year for the seventh consecutive year. This was also the fifth year in a row receiving the Sustained Excellence distinction, the highest honor awarded by the ENERGY STAR® program. These awards recognize continued leadership and a long-term commitment to addressing climate change and protecting public health through improving environmental technology innovations, continuing work toward a zero-carbon society, and advocating for environmental sustainability in its own operations and promotion to customers, employees and the wider community.

- Ricoh Company, Ltd. was awarded a 2022 Gold rating in the annual sustainability survey conducted by EcoVadis, the world's most trusted provider of business sustainability ratings focused on corporate environmental, social and governance (ESG) practices. This recognition places Ricoh among the top 5% of companies assessed in its industry in terms of sustainability performance. Since its first Gold rating in 2014, Ricoh has consecutively received the Gold rating in the survey.

- Five9, Inc., a leading provider of cloud contact center solutions, named Ricoh a winner of its Reimagine CX (Customer Experience) Awards in the category of 'Scale with AI & Automation.' The awards celebrate organizations that transform customer and team member experiences through the evolution of cloud, AI, analytics, empathetic service and the Five9 partner ecosystem. The award recognizes our outstanding deployment and use of Five9's Intelligent Virtual Agent (IVA) to empower customers to self-serve for routine technical issues, as well as our use of Five9 Agent Assist to provide real-time coaching for agents during customer interactions. Our partnership with Five9 has created more meaningful work for agents by providing more time and confidence to manage complicated requests.

- In May 2022, Ricoh earned Certified status for information security by HITRUST

for its Intelligent Business Platform (IBPSM), the foundation for its ecosystem of services focused on workflow and process automation, end-to-end image conversion, data capture and extraction, data validation, hosting and analytics. HITRUST Risk-based, 2-year Certified status is global recognition of Ricoh's compliance with rigorous, comprehensive security and privacy protection requirements.

- S&P Global, a world leader in corporate sustainability ratings, awarded Ricoh the Gold Class Sustainability Award in the Computers & Peripherals and Office Electronics industry. Sustainability is assessed in three areas: Economic, Environment, and Society. S&P Global recognizes those companies selected for outstanding sustainability efforts with Gold, Silver and Bronze Class awards. The Gold Class includes 75 companies, which represent the top 1% of companies assessed.
- Ricoh USA, Inc. was declared the winner of the Best Cloud Infrastructure in the international Cloud Computing Awards program, The Cloud Awards. The Cloud Awards identifies and celebrates innovation in cloud computing from organizations of any scale and headquartered in any country worldwide. "We were particularly impressed with Ricoh's many layers of protection, security and monitoring for their cloud infrastructure," said Richard Geary, Judge, The Cloud Awards. "It is also telling that Ricoh not only offers cloud services to their customers but uses them extensively themselves to enhance their own operational efficiency."
- Keypoint Intelligence recognized the Ricoh IM 2500 with the Buyers Lab (BLI) Winter 2022 Pick Award for Outstanding 25-ppm A3 MFP. Highlights from the award include recognition for net maximum uptime through simple routine maintenance procedures, an open platform for deployment of software solutions, fast scan speeds, and a touchscreen that meets the needs of users and administrators to keep everyone productive. The BLI Office Hardware Pick Awards are based on rigorous testing featuring a durability assessment and key attributes like usability and value.
- CRN, a brand of The Channel Company, named Ricoh IT Services to its Managed Service Provider (MSP) 500 list in the MSP Elite 150 category for 2022. CRN's annual MSP 500 list identifies the leading service providers in North America whose forward-thinking approaches to managed services are changing the landscape of the IT channel, helping end users increase efficiency and simplify IT solutions, while maximizing their return on investment.
- IDC named Ricoh a Leader in its IDC MarketScape: Worldwide Cloud MPS Hardcopy 2022 Vendor Assessment (doc #US47337721, January 2022) for its cloud-based managed print services (MPS) and other cloud-based contractual print services. According to the report, "Ricoh's global services infrastructure combined with its worldwide geographic coverage is a key differentiator for the firm." The IDC MarketScape noted that Ricoh's cloud-based MPS architecture "provides Ricoh with a singular ecosystem with the flexibility and scalability needed to address all customer segments and delivery models, from direct engagements with large enterprise accounts to midmarket and SMB customers working through Ricoh's indirect channel partners."
- IDC named Ricoh a Leader in its IDC MarketScape: Worldwide Print in the Distributed Workforce 2022 Vendor Assessment (doc #US48596221, January 2022). According to the report, "Ricoh was one of the first printing companies to recognize and execute on a transformation plan well before the pandemic's arrival. The company has extended its value proposition to digital services that continue to provide for print as it expands into IT services and workflow opportunities for customers, regardless of location." The report also notes, "Ricoh's R&D efforts demonstrate a push to innovate with the use of smart technologies to advance the company's document offerings: continuing to invest in 3D printing to provide an as-a-service program for healthcare and manufacturing, helping customers make gains in sustainability efforts, and automating the workplace with new return-to-work solutions."
- ISS ESG, an investment solutions business unit of Institutional Shareholder Services Inc. (ISS) of the United States, awarded Ricoh "Prime" status in the ESG Corporate Rating. Ricoh has also earned top 10% status in the Electronic Devices & Appliances industry for its initiatives in the areas of Decarbonization, Resource Conservation, Human Rights, and Health and Safety. ISS ESG evaluated more than 8,000 companies from environmental, social, and governance (ESG) perspectives.
- Channel E2E named Ricoh to its Top 250 Public Cloud MSPs List for 2021. This marks the second consecutive year Ricoh has been recognized as a Top 250 Public Cloud MSP. The list identifies and recognizes managed IT service providers (MSPs) that support customers on Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP) and more, with a special focus on those MSPs that address public cloud security for end-customers. The rankings for 2021 are based on Channel E2E's readership survey together with the digital media site's global editorial coverage of MSPs.
- The Dow Jones Sustainability World Index recognized Ricoh as one of the top 322 companies out of 3,500 reviewed for the year 2021. Ricoh earned the highest score in the Computers & Peripherals and Office Electronics industry out of 34 companies (as of November 12, 2021). Top scores were also achieved in 10 categories, including "Supply Chain Management," "Environmental Reporting," and "Living Wage."
- The Environmental Protection Agency (EPA) honored Ricoh's years of commitment to sustainability with the 2021 ENERGY STAR® Partner of the Year Sustained Excellence Award for continued leadership and superior contributions to ENERGY STAR, the highest honor bestowed by the program. 2021 marks the sixth

consecutive year Ricoh has been named an ENERGY STAR Partner of the Year from among thousands of ENERGY STAR partners and the fourth year in a row it earned the Sustained Excellence distinction.

- Ricoh IT Services was named one of the world's premier managed service providers in the prestigious 2021 Channel Futures MSP 501 rankings. Managed service providers that qualify for the list must pass a rigorous review conducted by the Channel Futures editors and research team, which uses a unique ranking methodology that weighs financial performance according to long-term health and viability, commitment to recurring revenue and operational efficiency.
- CRN, a brand of The Channel Company, named Ricoh IT Services to its 2021 Solution Provider 500 list for the second consecutive year. The CRN list ranks the leading IT channel partner organizations across North America by revenue, serving as the industry benchmark for industry-leading technology integrators. Ricoh's comprehensive managed IT Services portfolio supports its customers' wide range of IT technology and service needs, helping them manage information in an increasingly productive, automated and collaborative way.
- Ricoh won the 2021 MedTech Breakthrough Award for "Clinical Efficiency Innovation" for its eFax Referrals Solution. The solution revolutionizes the digital health and medical technology markets by expediting the referrals process, helping safeguard sensitive patient information and lowering administrative costs for medical providers, improving the overall healthcare experience for patients, physicians and healthcare administrators.
- The international Cloud Computing Awards program, better known as the Cloud Awards, recognized Ricoh as winner of the category for Best Cloud Hosting Provider for 2020-2021. Of this recognition, James Williams, Head of Operations for the Cloud Awards, said, "Ricoh is a deserving winner of the 2020-21 Cloud Awards due to their long-standing IT services expertise, complex cloud hosting solutions, hybrid cloud services among other offerings." Hundreds of companies from the Americas, Europe, the Middle East and Australia competed for the award.
- For the third consecutive year, ChannelE2E honored the top managed IT service providers (MSPs) for their support of customers on Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP) and more. Rankings are determined by readership survey and the digital media site's global editorial coverage of managed cloud services.
- Keypoint Intelligence awarded Ricoh a Buyers Lab (BLI) Pacesetter award 2020-2021 in Business Process Services (BPS). Buyers Lab recognized Ricoh's ability to provide a holistic approach to BPS with its Intelligent Business Platform, noting that its evolving library of services focuses on workflow and process automation, document digitization, intelligent capture and more. Analysts also noted that because IBP is cloud-based, customers get immediate access to enhanced or new services as they are available without the need to install or update software.
- IDC named Ricoh a leader in print transformation in its IDC MarketScape: Worldwide Print Transformation 2020 Vendor Assessment (doc #US45354420, August 2020). The report notes Ricoh's customer-centric, services-led approach central to its ability to "address critical factors currently impacting the digital workplace." It recognized Ricoh's emphasis on simplifying complexity, from automating workflows to providing a scalable, modular, platform-based ecosystem of services that converts data into highly valuable insights, workflows and documents, automatically updated with the best tools to address a customer's evolving business needs.
- Ricoh won a BLI PaceSetter Award in Smart Workplace: Collaboration Systems 2020-2021, resulting from its focus on empowering collaboration through digital transformation. Keypoint Intelligence – Buyers Lab (BLI), the world's leading independent evaluator of document imaging and smart workplace business products, selected winners "that have the most comprehensive hardware, software and services offerings for enabling collaboration in the office and beyond."
- Dealers awarded Ricoh with the top spot in the Best Production Print Manufacturer category in The Cannata Report's Frank Awards for 2020. The award polls dealers on which partner offers the best products, services and strategies. Another Ricoh company, DocuWare, won in the category of Best Enterprise Content Management/Document Management Provider.
- Ricoh was recognized as an ENERGY STAR® Partner of the Year in 2020 for the fifth straight year for its continued leadership and superior contributions to ENERGY STAR. 2020 also marks the third straight year Ricoh has received the Sustained Excellence distinction for its enduring commitment. This latest accolade acknowledges Ricoh's hard work to foster environmental sustainability in its own operations and evangelize sustainability to customers, employees and the larger business community.
- Ricoh Cloud Workflow Solutions won the Keypoint Intelligence – Buyers Lab (BLI) Pick award for Outstanding Productivity Ecosystem in 2020. Buyers Lab recognized Ricoh's ability to deliver device-agnostic workflow automation, such as smart integration cloud connectors and workflow packages that include cloud storage connectivity. Analysts also positively cited the reduction of burden on IT resulting from this Ricoh offering, allowing them to focus on further process improvements.
- IDC named Ricoh a worldwide leader in high-speed inkjet, citing Ricoh's broad strengths, including technological innovation, attentiveness to customer feedback and a large install base in its IDC MarketScape: Worldwide High-Speed Inkjet Press 2019-2020 Vendor Assessment (doc #US45705519, December 2019). In its analysis, IDC

cited Ricoh's "business development programs with high visibility and strong reputation" as powerful complements to a robust technology portfolio.

- Ricoh received the highest Gold rating in the 2020 sustainability survey conducted by EcoVadis. Since receiving the first Gold rating in 2014, Ricoh has consistently received the highest rating in the survey. EcoVadis assesses suppliers from 155 countries and across 198 business sectors on corporate policies, initiatives and achievements in areas concerning the Environment, Labor and Human Rights, Ethics and Sustainable Procurement. Ricoh once again ranked within the top 5% of all companies surveyed.
- IDC named Ricoh a leader in global print and document security in its IDC MarketScape: Worldwide Security Solutions and Services Hardcopy 2019–2020 Vendor Assessment," (doc #US44911119, December 2019). According to the IDC MarketScape report, Ricoh's consistent global delivery model and customer-driven approach are key differentiators.
- Keypoint Intelligence Buyers Lab (BLI) awarded Ricoh a 2019-2020 BLI PaceSetter award in the Ease of Use: A4 Mid-size Workgroup arena. To determine which OEMs lead the market, analysts at Keypoint Intelligence conducted an in-depth study on tested Ease of Use functionality, focusing on features that directly relate to small and mid-size workgroup habits and environments. Key areas of evaluation included print, scan, and copy functionality, control panels, routine maintenance procedures, and feedback. Ricoh stood out in this category due to its intuitive and customizable Smart Operation Panel, which includes a web browser and lets users select from a wide range of Ricoh smart apps to help streamline workflows.
- Keypoint Intelligence Buyers Lab (BLI) awarded Ricoh a 2019-2020 BLI PaceSetter award in the MFP Cloud Ecosystem arena. Buyers Lab, the world's leading independent evaluator of document imaging software, hardware, and services, selected Ricoh as a winner in this category due to its work at the forefront of the evolving MFP ecosystem, delivering updateable, configurable technologies for today's rapidly changing digital workplaces as part of its Dynamic Workplace Intelligence approach. In Keypoint's analysis, Ricoh stood out due to its Ricoh Smart Integration platform, which enables cloud-connected apps to run seamlessly on the company's latest intelligent MFPs and other IoT devices.
- Keypoint Intelligence Buyers Lab (BLI) awarded Ricoh a 2019-2020 BLI PaceSetter award for Healthcare in the Hospital Networks category. Buyers Lab selected Ricoh as a winner in this category due to its wide-ranging offerings and expertise that empower hospital networks with secured, effective tools ranging from transformative secured communications solutions and back-end streamlining services, to traditional document imaging and innovative medical devices.
- Ricoh was named a gold winner in the Most Customer Friendly Company category in the 2019 Best in Biz Awards, the only independent business awards program judged by prominent editors and reporters from top-tier publications in North America. Ricoh earned this honor thanks to a number of initiatives within the company's overall strategy to make customer satisfaction and success the primary metric by which it measures its own success. Ricoh was recognized for creating a role focused entirely on "voice of the customer" data collection, survey governance and feedback implementation as well as for its Smart Hands technology for field technicians.
- Ricoh was recognized as an ENERGY STAR® Partner of the Year in 2019 for the fourth year in a row for its continued leadership and superior contributions to ENERGY STAR. 2019 also marks the second straight year we've received the Sustained Excellence distinction for our enduring commitment. The accolades acknowledge Ricoh's hard work in furthering environmental sustainability in its own operations and promoting sustainability to customers, employees and the larger business community.
- IDG's 32nd annual CIO award program recognized Ricoh as a recipient of a 2019 CIO 100 award for Smart Hands, Ricoh's hands-free way for field technicians to connect directly and immediately with cloud-hosted knowledge repositories and subject matter experts. This award celebrates 100 organizations that exemplify the highest level of operational and strategic excellence in information technology (IT). Smart Hands enables Ricoh's 4,500 field technicians to improve first-time fix rate and customer satisfaction, allowing immediate access to the information required to solve complex customer issues.
- Ricoh received an Advocating for Veterans Award as part of the Coalition for Government Procurement's 2019 Excellence in Partnership Awards for its strong commitment to supporting a diverse employee base, including veterans and service members. This commitment is demonstrated in various ways, such as veteran-specific hiring initiatives and skills training programs, and through partnerships with outside organizations.
- Ricoh was named a winner of the Qualtrics 2019 Insights to Action (I2A) Award. As a Gold winner in the Customer Experience category, Ricoh was recognized for its ability to collect, analyze and act upon customer data. Ricoh uses that information to constantly innovate and offer solutions to customers' most pressing needs, while making it easy for customers to do business with us. With almost 400 submissions, what set Ricoh apart was its ability to confront and solve very different problems with speed and agility.
- In 2019 Ricoh was again included in Training magazine's annual Training Top 125, which ranks companies' excellence in employer-sponsored training and

		<p>development programs. Ricoh has been proud to receive this honor 16 out of the last 17 years. The Training Top 125 ranking is based on a variety of benchmarking statistics, such as total training budget; percentage of payroll; number of training hours per employee program; goals, evaluation, measurement, and workplace surveys; hours of training per employee annually; and detailed formal programs.</p> <ul style="list-style-type: none"> Ricoh has been awarded numerous product, industry and environmental awards, and is a two-time recipient of the Deming Award. Named for Dr. W. Edwards Deming, the Deming Award recognizes corporations and individuals who demonstrate an outstanding commitment to quality control, and whose products or inventions make exceptional advances in the pursuit of quality. The criteria include corporate policy, quality systems, education and training, results and future plans. Fewer than 100 select companies have won the Deming Medal. Ricoh was the first office equipment manufacturer to win one and is the only such company to have won two. 	
21	What percentage of your sales are to the governmental sector in the past three years?	Ricoh's government sector business represents 10% of our overall revenue, comprised of Federal at 3% and SLG at 7%.	*
22	What percentage of your sales are to the education sector in the past three years?	Ricoh's education sector business represents 10% of our overall revenue, comprised of K12 at 6% and higher education at 4%.	*
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>Ricoh holds state contracts in 42 states, 32 of which are based on NASPO, and the remainder are traditional state procurement led bid awards.</p> <p>Based upon the last 3 years, Ricoh NASPO, Omnia Partners, and Sourcewell revenues respectively average approximately \$84.8M, \$41.5M, and \$9.8M annually.</p> <p>Canada: Ricoh Canada has the following contracts in place:</p> <ul style="list-style-type: none"> 2 Federal Contracts 7 provincial contracts 6 cooperative purchasing contracts Annual Sales Volume average \$100+ million annually 	*
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>The following represents Ricoh current annual sales volume from the following GSA schedule:</p> <p>GS-35-0085U GSA \$17.3M average per year</p>	*

Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
Commonwealth of MA	Tim Kennedy	(508) 320-7645	*
State of Connecticut	Medelyne Colon	(860) 713-5758	*
State of Maine	Michelle Fournier	(207) 485-5406	*

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

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

Line Item	Question	Response *	

<p>26</p>	<p>Sales force.</p>	<p>Ricoh USA has a dedicated Corporate State and Local Government (SLG) team comprised of 4 tenured individuals strategically located throughout the United States with experience supporting our dealer and direct sales organizations and engaging with government, education and non- profit accounts.</p> <p>Their responsibilities include 1) Central point of contact for state government and other primary cooperative procurement relationships and sharing best practices, 2) Developing and executing effective contract strategies that align with each customer's key initiatives and requirements, 3) Managing contract bid process and award lifecycle, 4) Providing channel expertise, direction and vertical strategy support to assist the local SLG teams, 5) Managing contract compliance and providing oversight to ensure that Ricoh meets and exceeds all contractual commitments, and 6) Managing relationships with public sector associations and channel partners. Below is a list of Ricoh's SLG Team, email, phone and their respective states.</p> <p>Roger Hosler roger.hosler@ricoh-usa.com 561-598-9365 VA, FL, GA, MD, NC, KY, SC, TN, AL, MS, LA, WV, AR, DC Todd Marron todd.marron@ricoh-usa.com 971-217-3421 AK, AZ, CA, CO, HI, ID, MT, ND, NM, NV, OR, SD, UT, WA, WY Mike Pallotta mike.pallotta@ricoh-usa.com 978-621-1276 CT, MA, ME, NH, NJ, NY, RI, VT, PA, DE Mike Stowell mike.stowell@ricoh-usa.com 913-485-6852 TX, MI, IN, WI, OH, MN, MO, IL, KS, OK, IA, NE</p> <p>Office Sales is the operating unit responsible for all Ricoh sales organizations including Direct Sales, Dealer Sales Division, and Inside Sales. Ricoh will leverage our three distribution channel organizations comprised of thousands of sales representatives to promote the Sourcewell contract nationally. The Ricoh Direct Sales channel is company-owned, with Ricoh personnel and facilities covering all 50 states. The Ricoh Dealer Sales channel is comprised of approximately 285 authorized independent dealers meeting Ricoh national distribution standards. The Ricoh Inside Sales organization consists of sales and administrative personnel that will supplement the contract promotion efforts for both Direct and Dealer organizations.</p> <p>Ricoh sales also include our Commercial and Industrial Printing Group who provide sales of products, services and staffing from the Continuous Feed and Software and Strategic Solutions and Graphic Communications Teams to support the Sourcewell Contract. Complimenting the Ricoh sheet-fed product line, the Ricoh continuous-feed printers (roll fed) deliver high-speed, near-offset quality to the high-volume graphic and critical communications printing market for government printing operations. The Ricoh Graphic Communications group provides products to create graphics as well as breakthrough printing onto signs, banners, vehicles and other objects that apply to government.</p> <p>Ricoh Canada Inc. (RCI) was incorporated in 1981 and is a wholly owned subsidiary of Ricoh Company Ltd. Headquartered in Mississauga, Ontario, Ricoh employs approximately 2,000 employees across Canada. Ricoh Canada covers all cities, towns and remote locations in all 10 Provinces and 3 Territories throughout Canada. Ricoh provides over 90% national coverage via Direct Network via over 100 Service and Support locations. Ricoh Canada has 10 Customer Experience Centers. In addition, we are fully equipped to run virtual demos allowing customers to have the 'walk-in' experience from anywhere. There are 220 individuals in the Ricoh Canada sales organization that will support the Sourcewell contract.</p> <p>Ricoh Canada Location details can be found here: https://www.ricoh.ca/en/officelocator</p>
<p>27</p>	<p>Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.</p>	<p>United States: In addition to our Direct and Inside Sales channels, Ricoh USA utilizes approximately 285 authorized independent dealers, representing one of the strongest dealer channels in our industry. Ricoh also maintains strict contractual and quality controls with all dealers supporting our Ricoh government, education and not for profit accounts. Ricoh Authorized independent dealers are manned by Ricoh factory-trained technicians, ensuring not only rapid service response, but also technical expertise in preventive, remedial and emergency service of all Ricoh products.</p> <p>Canada: All cities, towns, and remote locations in all 10 Provinces and 3 Territories throughout Canada. Ricoh provides 90% national coverage via Direct Network and over 120 Service and Support locations.</p>

28	Service force.	<p>Ricoh built one of the industry's largest services networks of over 17,000 field-based service employees worldwide, of which approximately 2,000 are technicians throughout the United States and Canada. Customers are serviced through either the Ricoh Direct Division Technology Services Group or Ricoh authorized independent dealers. Each Ricoh service technician is backed by a team consisting of a service manager, field service specialist, alternate service technician and back-up technicians. Our Technology Service Desk utilizes ITIL-based principles. It is comprised of multiple teams working cohesively together utilizing a variety of industry-leading IT Service Management and productivity tools to manage incidents, intelligently route calls to skilled technicians and systematically optimize schedules. Additionally, the teams utilize a multichannel system that prioritizes and manages alerts, emails and other customer communications that ensure effective and timely service response.</p>
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>With more than 20 nationwide locations, including five distribution/warehouse locations with in-house configuration shops and two parts distribution centers, we can provide expedient product delivery in virtually any city across the U.S.</p> <p>Description of a Typical Equipment Order Throughout our engagement Ricoh will consult with Sourcewell to identify specific business requirements and determine appropriate equipment configurations. Ricoh Supply Chain will incorporate these configurations into an equipment deployment schedule as part of the agreed contracting vehicle. During the life of the contract, authorized Sourcewell representatives will be able to place equipment orders using any of the following methods:</p> <ul style="list-style-type: none"> • Usage of internal Ricoh ordering electronic management systems • DocuSign automation processing, streamlining order ordering <p>After an order is received through the agreed means, the equipment order(s) will be generated in Ricoh's ERP system. Once equipment is available to be configured, contact will be made with Sourcewell to schedule delivery via email automation (48 hours maximum response time to meet proposed delivery window). Equipment will arrive on the agreed-upon delivery date. Equipment can possibly be installed same day or a maximum of 13 business days after delivery. After final installation and setup, training can be provided for a fee, if necessary.</p> <p>If applicable, we ensure timely delivery and installation for remote locations and certain types of legacy equipment by partnering with third-party dealers and vendors. We hold third-party vendors to the same requirements that we must meet under the contract with the customer. In that case, we assume responsibility for agreed performance and customer service standards so that any transactions with third-party dealers will be transparent to Sourcewell.</p> <p>Our dedicated team responsible for all reporting, billing and consolidation of invoices, based on Sourcewell parameters and requirements, will process and review all equipment orders related to the account.</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>Ricoh is committed to providing service levels that ensure maximum uptime and productivity for all Sourcewell members. With over 2,000 factory-trained technicians throughout the United States and Canada, Ricoh is well-positioned to support Sourcewell members.</p> <p>Ricoh will work with Sourcewell members to develop mutually agreeable Service Level Agreements with consequences, if applicable.</p> <p>As a basis for service level agreements, Ricoh established the following Performance Guarantees:</p> <ul style="list-style-type: none"> • Fleet quarterly average response time of four (4) hours for metered equipment located within Metro Market Areas and eight (8) hours in remote areas. For covered Ricoh production equipment, Ricoh will maintain a quarterly average on-site response time of three (3) hours for all service calls located within a Ricoh Metro Area, and six (6) hours quarterly average response time beyond a Ricoh Metro Area. • Ricoh will service its OEM metered equipment fleet to be operational with an average quarterly uptime of 95%. Uptime is the percentage of hours that the equipment is operable, based on manufacturers' performance standards, out of the total number of business hours covered by the Agreement, excluding volume-adjusted required service. This SLA applies only to Ricoh metered mainframes that are installed and operated consistent with the manufacturers' specifications, which include, but are not limited to, space, electrical, throughput material and optimum image range usage. Equipment that is operated outside of the manufacturer's specifications or that is not located in the Ricoh metro market areas' geography will not be covered by the Uptime Guarantee. • Equipment that develops a trend of requiring an excessive number of service calls shall be reported by the Customer to Ricoh or by Ricoh to the Customer as the situation warrants. Should the equipment become inoperable for a period of seventy-two (72) consecutive working hours, Ricoh will, at the Customer's option, provide, at no charge, a loaner or accessory of equal capability of non-performing piece of equipment while repairs are being completed.

		<p>To evaluate the quality of our products, services and support, and to measure our performance against established standards, Ricoh distributes various satisfaction surveys to its customers. These surveys are provided on a periodic basis— transactional, quarterly or annually and are shared with executive and field management teams to drive overall process improvement and address individual customer concerns.</p> <p>Following is a detailed explanation of our Technical Service and Support organization who ensures that these Service Level Agreements are met.</p> <p>Our Customer Support Center is staffed to respond live to customer service inquiries 24 hours per day, seven days per week, including holidays based on contractual agreement. The Field Service organization provides customer support from 8 a.m. to 5 p.m., Monday through Friday, excluding recognized holidays. On-site Field Services are available beyond normal business hours on a contracted, guaranteed (for limited geographic areas) and per-call, as-available basis. In addition, our Customer Service Portal, MyRicoH, enables an end user to create or view service requests on demand 24x7.</p> <p>Service Request and Routing System In the event of equipment failure, @Remote-enabled devices can automatically create a service request. Other options for placing a service request include a web-based service request portal, MyRicoH, or a toll-free telephone number. Ricoh utilizes the latest technology in service request routing, Oracle Field Service (OFS). OFS connects directly with our network to facilitate service call placement, routing and closure. Customer service technicians (CSTs) are equipped with OFS loaded on their smart phone devices. OFS provides fast, convenient access to parts and inventory databases, service histories, equipment schematics and more. It further enhances communication and collaboration at the point of service and enables us to resolve equipment service and connectivity support requests more quickly, efficiently and effectively.</p> <p>Oracle automatically passes each service request to an assigned, manufacturer-trained technician, including the client’s name, address, telephone number and problem description. The service request is assigned a unique identification number to ensure total tracking and full reporting status at all times. At this point, the CST follows a formal service response process to complete the requested service.</p> <p>Parts Availability After determining the part(s) required to complete the repair, our CSTs first check their car stock, which is replenished twice weekly and includes the most commonly required equipment parts based on historical usage. If the part is in the car stock, the technician completes the repair and closes the call via their handheld device.</p> <p>If the part is not in the car stock, the CST has the ability to check parts availability within his or her team of technicians. If the part is not in the team’s inventory, the CST initiates an Incomplete Order Process through the OFS application. Oracle responds to the CST and initiates a Pick Ticket, noting part(s) availability at one of our Shared Distribution Centers (SDCs). If the part is available at the SDC, warehouse staff members pull the part and stage it for delivery to the CST. If the part is unavailable, the SDC orders it directly from the vendor, based on the priority defined by the technician in consultation with the client (i.e., overnight for down equipment, second-day or regular ground transportation for less urgent orders). The vendor ships the order to the defined ship-to location. A CST may also request that our car stock analyst (CSA) query other SDCs for parts availability.</p> <p>When the part arrives, the CST installs it and ensures proper operation of the machine. If the repairs are then complete, the CST closes out the service call in OFS.</p>
31	Describe your ability and willingness to provide your products and services to Sourcwell participating entities.	<p>Ricoh is eager to promote the Sourcwell contract throughout the United States and Canada. We are well-positioned with our complete portfolio of products, software and services that align with the scope of the Sourcwell contract. Our sales and service distribution as detailed in our response above is comprised of our Ricoh direct offices and our 385 independent authorized dealers (285 in US, 100 in Canada) to maximize our coverage, response and support of the Sourcwell program.</p>
32	Describe your ability and willingness to provide your products and services to Sourcwell participating entities in Canada.	<p>Ricoh Canada has 20 direct locations. In addition, Ricoh leverages support from our network of over 100 Independent Authorized Dealers. This allows us to serve every major city, town, and remote location @Sacross Canada. This allows Ricoh to have 700 Ricoh Certified Service resources available for service relevant responsibilities including delivery. Ricoh Canada is the largest vendor certified service provider in Canada for our industry. Ricoh Canada has 10 Customer Experience Centers. In addition, we are fully equipped to run virtual demos allowing customers to have the ‘walk-in’ experience from any absolutely anywhere. The Ricoh Canada Partner and Alliance program is a network of innovative industry leaders that are integral to our operations and overall growth strategy. Together, we work to solve our customers’ biggest challenges. Dell, CondecO, IBM, Kofax, Avanti, EFi, Cisco, Microsoft, Laserfiche, Nuance, and Adobe Systems are few of many partners Ricoh Canada currently have in place.</p>

33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Ricoh USA and Ricoh Canada have complete coverage within the respective geographic areas.	*
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.	Ricoh USA and Ricoh Canada do not have restrictions that would prevent us from promoting this contract in government, education and not-for-profits in all 50 States and Canada unless precluded by State, Provincial or local law.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	All prices shown in the Price List are based on F.O.B. destination to the 48 contiguous States. Prices for Alaska and Hawaii will require a 15% surcharge. In Canada, the major centers in Yukon Territory, Northwest Territory, Nunavut and Northern Ontario are also subject to a 15% surcharge. For unusual or remote geographic areas requiring use of boat, helicopter, plane etc. to reach the customer, additional fees will apply.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes	*

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>Ricoh Marketing performs all the typical marketing functions that one would expect from a large corporation and is well staffed. The team within Marketing that will support and promote the Sourcwell relationship is the Corporate State and Local Government Team. This team has a dedicated marketing manager assigned to support Ricoh's State & Local Government marketing efforts. The National Account manager and marketing manager work together to create case studies, marketing flyers, social media content and any other market driven tools to help promote this contract.</p> <p>In addition to the National account manager and marketing manager, Ricoh's dedicated Corporate State and Local Government Team is comprised of 4 tenured individuals with an average of 20+ years' experience supporting and engaging with State & Local government. Their primary responsibilities include:</p> <ul style="list-style-type: none"> - Developing and executing effective contract strategies that align with each State's key initiatives and requirements for each State. - Maximizing the use of the Sourcwell contract with customers for RFP and Bid avoidance. - Managing the contract bid process, response and contract award lifecycle. - Providing channel expertise, direction and vertical strategy support to assist the local SLG teams. - Managing Contract Compliance and providing oversight to ensure that Ricoh meets and exceeds all contractual commitments. - Managing relationships with public sector associations and channel partners. - Central point of contact for the State and other primary procurement relationships. - Helping drive business in their assigned coverage areas for SLG and K12 business opportunities. 	*
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Ricoh is using multi-channel marketing. This approach is a type of interactive marketing and is a long-term marketing focus which is built on Ricoh collecting information about an Internet user's online activities and trying to be visible in multiple areas.</p> <p>Unlike traditional marketing techniques, which involve direct, one-way messaging to consumers (via print, television, and radio advertising), Ricoh's multi-channel digital marketing strategies are centered on reaching prospective customers across multiple online channels.</p> <p>These new marketing strategies involve efforts to adapt the advertising to different platforms, and to tailor the advertising to different individual buyers rather than a large coherent audience.</p> <p>Tactics include, but are not limited to:</p> <ul style="list-style-type: none"> Search engine optimization (SEO) Social media marketing Video marketing Email marketing Blogging Webinars Website marketing Trade Shows Public Sector Associations Paid search/contextual advertising 	*

<p>39</p>	<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>Ricoh utilizes a dedicated Corporate State and Local Government (SLG) team comprised of 4 tenured individuals strategically located throughout the United States with experience supporting our direct sales and dealer organizations and engaging with government, education and non-profit accounts. They are the team responsible for launching the Sourcewell program nationally and manage the contract lifecycle in their respective areas.</p> <p>They will promote the Sourcewell contract and conduct training to the Ricoh distribution channels (Ricoh USA Direct, Ricoh USA Inside Sales-Telemarketing, Ricoh Canada and the Ricoh Authorized Dealers throughout the United States and Canada). This mandatory training will incorporate reviewing the Sourcewell Contract Field Guide, Pricing Schedule, Contract Terms and Conditions and channel business strategies. This training will also include an introduction to the online tools that Ricoh provides to all distribution partners as well as a review of the dedicated Ricoh Sourcewell external website available to all members.</p> <p>The Sourcewell program training materials will also be published on the Ricoh internal website for Ricoh employees. They will also be provided on the Ricoh Dealer website where authorized dealer representatives access this information.</p> <p>The Sourcewell Contract will provide Ricoh Canada additional value to their current public sector clients. Ricoh Canada also plans to promote the Sourcewell contract as a marketing tool to attract and increase public sector clients via the Canoe procurement group. By using the Sourcewell contract we hope to increase our footprint in the rural municipalities and other public sector organizations who are part of the Sourcewell agreement. As we stated, Ricoh has made significant investments over the past few years to increase Ricoh's overall footprint in the public sector. The Sourcewell procurement vehicle will provide Ricoh Canada with a platform into most major public sector accounts across Canada.</p> <p>Our Corporate State and Local Government Team managing our Sourcewell program can set up Quarterly Business Reviews with your business development team to track progress and discuss additional approaches to continue growing and expanding the program.</p> <p>We view Sourcewell's role in helping Ricoh promote this contract through joint collaboration of information contained on your supplier microsites and through joint social media marketing efforts. Our objective is to develop new relationships and grow business with your current members.</p>
<p>40</p>	<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>Ricoh's customized, private-offering online purchasing system offers a variety of online options, including the ability to order contracted equipment and supplies through an e-catalog and to use online customer service tools. These tools allow customers to:</p> <ul style="list-style-type: none"> • Submit online meter readings • Request service calls • View their order history • Request a return of merchandise authorization • Request relocation of equipment <p>e-Catalog The e-catalog provides bundled products that allow users to work with their dedicated sales professionals to select appropriate solutions. To assist them in choosing the appropriate bundles from the master e-catalog, Ricoh offers users the ability to view the specific components of each bundle and a detailed overview of the features and benefits of each component. Specifications (e.g., dimensions, power requirements and paper capacity) can be viewed from a detailed product description page, allowing users to be more informed when making a selection. The Ricoh implementation team then works with the customer's Ricoh sales professional to continually provide updates for product releases and pricing. This information is immediately available online.</p> <p>Online Account Management Ricoh also offers customers the ability to manage aspects of their account online. Company-approved administrators can add addresses, approve orders, and add or deactivate users as appropriate. User roles include Administrators, Buyers, Requisitioners and View Only users. Access to our catalogs can also be managed by user role, eliminating customer concerns over maverick buyers or unnecessary purchases.</p> <p>Bridges to e-Procurement Systems Ricoh also offers links to customer-established e-procurement systems (e.g., PunchOuts/Round Trips and Manager Buyer Catalogs) as described below.</p> <p>SAP Business Network (previously named Ariba Network) Ricoh's link to the Ariba-based e-procurement networks is a direct interface and exchange of information. Ariba offers customers the ability to purchase from multiple suppliers through a consolidated purchasing operation. Ricoh is able to provide a catalog of contracted equipment, supplies and services that have been integrated with the Ariba system. Specifically, Ariba users are transported from the company's established e-procurement software to Ricoh's e-catalog to view product information. Order- and service-related information is then funneled back to Ariba for approval and processing.</p>

		<p>Ricoh supports Ariba PunchOut (i.e., Round Trip) through the SAP Business Network. Ricoh is one of the elite suppliers who have been awarded Ariba-Ready Certification for PunchOut and CIF catalogs on the SAP Business Supplier Network. While this is a preferred method for catalog transactions, Ricoh can also support Catalog Interchange Format (CIF) Versions 2.1 and 3.0 through hosted catalogs. In addition, Ricoh supports receipt of a purchase order through cXML, Electronic Data Interchange (EDI) and other methods.</p> <p>Coupa Ricoh's bridge to Coupa-based eProcurement networks uses an electronic data exchange or integration into Ricoh's e-catalog information, where we are able to provide a catalog of contracted equipment, supplies and services. Specifically, users will be transported from the company's established e-procurement solution to Ricoh's e-catalog to view product information and order. Order- and service-related information is then funneled back to Coupa for approval and processing. Ricoh has several large national customers utilizing the Coupa eProcurement Platform. Ricoh can support a variety of transactions through the Coupa portal including catalog files, product information, purchase orders and invoice transactions. Ricoh will assign a field eCommerce manager to work closely with our customer to define the scope and process of submitting invoices within the Coupa platform.</p> <p>Jaggaer Ricoh's bridge to Jaggaer e-Procurement platform uses an electronic data exchange or integration into Ricoh's e-catalog information, in which we are able to provide a catalog of contracted equipment, supplies and services. Specifically, users will be transported from the company's established e-procurement solution to Ricoh's e-catalog to view product information and order. Order- and service-related information is then funneled back to Jaggaer for approval and processing.</p> <p>Oracle Ricoh links to Oracle E-Business Suite through a direct interface, in which we are able to provide a catalog of contracted equipment, supplies and services that have been integrated with Oracle. Specifically, users will be transported from the company's established e-procurement solution to Ricoh's e-catalog to view product information. Order- and service-related information is then funneled back to Oracle for approval and processing.</p> <p>PeopleSoft Ricoh links to PeopleSoft eProcurement ordering tool through a direct interface, in which we are able to provide a catalog of contracted equipment, supplies and services that have been integrated with People Soft. Specifically, users will be transported from the company's established e-procurement solution to Ricoh's e-catalog to view product information. Order- and service-related information is then funneled back to PeopleSoft for approval and processing.</p> <p>Other Networks Ricoh also supports interfaces with ePro, Clarus, Epylon, Buysense and several other e-procurement solutions. Additional development with other e-procurement solutions will be considered on request.</p>	*
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Table 5A: Value-Added Attributes (100 Points)

Line Item	Question	Response *
41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcwell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>Ricoh provides multiple training programs designed to meet our customer needs. Understanding that each customer has unique requirements, Ricoh will evaluate and recommend the best training solution based upon the customer environment.</p> <p>Ricoh has found that most customers prefer a modern approach to training. Rather than dedicate a specific date and time for on-site training, customers prefer our vast on-line options which allow them to review the content at a date and time that best suits their schedule. Because of this, Ricoh has increased our library of on-line training videos. However, should on-site be preferred, Ricoh certainly has on-site training options available. Both are described below.</p> <p>On-line Training Ricoh offers our customers short on-line training options through our How-to Videos and Knowledge Base, which are available 24/7. All of our on-line options are included in our Sourcwell contract at no additional charge.</p> <p>Ricoh launched a series of "How-to" videos to increase customer satisfaction and provide the more modern services our customer's desire. Ricoh's services training organization has been hard at work developing these videos to provide customers with quick and easy, multimedia instruction for their Ricoh products. Designed to bring the product operation manual to life, How-to videos are available via the following link: http://www.tsrc.ricoh-usa.com/public/how-to-videos/ricoh/.</p>

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

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

Onsite or Customized Training

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

Technology Training Specialists must complete a rigorous process of attaining their CompTIA CTT+ (Certified Technical Trainer) certification as a job requirement for all job levels. TTS levels II and III hold certifications including VCTT+, IT Fundamentals, and EFI Fiery Professional. Many Technology Training Specialists also have additional certifications such as A+, Net+ CDIA+, and Adobe Certified Expert.

Technology Training Specialists attend extensive internal training to become certified on the products and solutions we support within the Ricoh portfolio. The End User Training Program provides dedicated training professionals throughout the US with an average tenure of over 10 years.

Our Technology Training Specialists conduct end-user/key operator training usually which usually addresses the common features, functions and benefits of the equipment and accessories used by the local employees. We generally allot up to one (1) hour for standard fleet/convenience copier training, and up to two (2) hours for administrator/key operator training. In addition, Ricoh provides multiple levels of print shop non-production training.

If end-users/key operators/administrators require additional forms of training, we can also provide the following training methods:

Individual (one-on-one, hands-on training)

Train-the-trainer

Classroom training for groups/departments of end-users

Auditorium training for large group through screen shots/device panel projection

Virtual training when applicable

Printed customer-specific Quick Reference Guides

Help Desk training/documentation (hardware/embedded solutions)

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

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

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

Quick Reference Guides/Posters and Additional Documentation

Ricoh provides the customer with online guides and documentation at no additional charge.

Ricoh can also provide basic customized Quick Reference Guides to Sourcewell members.

The guides are based on the functions discussed with the customer in the initial training meeting. Ricoh will electronically send the guide to the customer for printing and is willing to provide printed guides along with more advanced documentation if needed. A reasonable fee would apply based on the number of documents needed and hours spent in creation/preparation of the customized material.

Help Desk Training/Documentation (Hardware/Embedded Print Embedded Solutions)

Ricoh's Technology Training Specialist team can provide Level 1 Help Desk training to the

		<p>customers' internal Help Desk staff. The training can be delivered to the employees through on-site or virtual training. The team will work with customers to develop a training plan that will provide the customers' help desk staff with troubleshooting/resolution for routine issues (e.g., clearing paper jams, clearing common error codes) with hardware and managed print embedded software supported by our technology services staff.</p> <p>The Technology Training Specialist team can provide customized step-by-step guides and documentation along with training around Ricoh's customer accessible knowledge base to Sourcewell members.</p>
42	<p>Describe any technological advances that your proposed Solutions offer.</p>	<p>From printers to fax machines to data solutions, Ricoh has been innovating workplaces to meet client needs for over 85 years. We are dedicated to technological development for the way clients work today, and to continuous innovation for the way they'll work tomorrow. As an example, the architecture in Ricoh's products is designed to allow our devices to function as "information portals," allowing connection to cloud applications and mobile printing from smart devices and third-party applications and solutions. As a consistently recognized leader in innovation in the marketplace, we strive to improve our devices and technology through extensive research and development. We focus our efforts on developing technology and solutions that respond to very specific environmental, regulatory or market-specific needs to help our clients work effectively.</p> <p>Ricoh has been named among the world's 50 most innovative companies holding more than 32,000 patents worldwide.</p> <p>With Ricoh Always Current Technology, the capabilities of your Ricoh devices can grow with you. Instead of purchasing a new printer to gain the latest functions, you can activate desired features and download applications and upgrades as you need them. Ricoh's Always Current Technology allows new features, applications and upgrades to be downloaded and installed directly to a Ricoh Intelligent device on request directly from the Smart Operation Panel. You can access the latest technology as soon as it's available, ensuring your device is always up to date and ready to meet your business needs.</p> <p>Customers can connect their Ricoh intelligent devices to external cloud services and third-party apps with Ricoh workflow applications. They can also convert paper-based information to digital by scanning directly to services such as DropBox™ or Sharepoint™, or scan direct to folders on your network. Customers gain quick access to an expanding range of 'scan-to' functionality as new services are produced and become available.</p> <p>Ricoh continually invests in ways to help you work smarter and stay ahead of the digital curve by keeping a pulse on what's next so that you have the solutions you need to drive your business forward.</p> <p>Our ultimate parent company, Ricoh Company, Ltd., invests approximately 5–6% of consolidated sales in R&D each year. As a result, we continue to expand technology, services and products so our clients have the solutions they need to drive business forward. In addition, we work with our clients as their environment and businesses evolve to identify areas for improvement, from implementation of new print technologies and information infrastructure to output management and optimized workflows. As our client, you will be able to benefit from the speed and quality with which we invent new products and develop services and technology.</p>
43	<p>Provide two (2) examples of how your devices support seamless workflows with cloud-based document management systems.</p>	<p>Turn your multifunction printer (MFP) into a document workflow powerhouse leveraging Ricoh Smart Integration (RSI) technology. If you've ever had to scan, email, download, convert, save to a folder, upload or organize files, you know how time consuming these manual tasks can be. Save time, improve productivity and automate repetitive document workflow tasks with the push of a button. Now you can quickly route your documents to the right place, in the right format and with the right file name. Choose the Smart Integration solution that works best for you.</p> <p>Benefits:</p> <ul style="list-style-type: none"> • Sends documents to the right location, in the right format and with the right file name • Automates repetitive manual document tasks to save you time • Automatic data extraction reduces or eliminates manual data entry <p>Cloud fax enables faxing for organizations that need it yet eliminates many of the common challenges and costs associated with fax. Sending faxes can be done digitally, directly from a desktop, while faxes can be routed directly to a device, allowing for sending and receiving anywhere. Cloud faxing also eliminates the need for traditional fax hardware and devices, creating savings and simplifying management while increasing usage visibility, reporting, and compliance.</p> <p>Benefits:</p> <ul style="list-style-type: none"> • Reduce costs by eliminating the need for on-premises services, dedicated phone lines, and fax devices. • Support remote and hybrid work environments with fax routing. • Increased insight and compliance with fax logging, audit trails, security rules, and reporting.

<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>As a global citizen, Ricoh is widely recognized for environmental conservation. We incorporate our environmental responsibilities into group-wide efforts in environmental conservation activities, which we believe to be as significant as our business operations.</p> <p>To achieve a sustainable society, it is necessary to limit environmental impact to a level that fits within the Earth's self-recovery capabilities. Ricoh's sustainable environmental management focuses on four pillars: energy conservation; resource conservation and recycling; pollution prevention; and biodiversity conservation. The first three pillars aim to reduce environmental impact from our business activities, while the fourth pillar aims to improve the Earth's self-recovery capabilities.</p> <p>Ricoh's commitment to environmental conservation has been woven into the DNA of our manufacturing, logistics, product use and final disposal process since 1976. Through technological innovations and collaborative efforts with suppliers, Ricoh has made tremendous strides in energy conservation, global warming and pollution prevention, resource conservation and recycling.</p> <p>Ricoh takes a holistic approach to document management, combining green consultative services, energy-saving imaging equipment and software solutions to help customers meet their sustainability goals such as saving energy, reducing waste and minimizing pollution. In addition, it ensures that Ricoh imaging equipment meets green procurement mandates and has been designed to minimize environmental impact at every lifecycle stage.</p> <p>Design In an effort to achieve our energy conservation goals, Ricoh has set individual weight targets for newly developed and improved versions of existing models. Our product design team is focused on finding ways to be more efficient with raw materials, creating products that are smaller and lighter. For example, we developed a new paper feed system for our print range, leading to a current device that is 37% smaller and 65% lighter than previous models and requires fewer raw materials to produce.</p> <p>Ricoh products are designed for maximum recyclability. Parts and plastics are standardized to recover the maximum amount of material when the product reaches end of life. These materials are put back into the general supply chain via the de-manufacturing process.</p> <p>Manufacturing All of Ricoh's products worldwide are manufactured in facilities that are ISO 14001 certified for environmental management. Virtually no waste goes to landfill; all of it is sorted, recycled and reused, either inside the facility or by external recycling partners. Ricoh maintains continuing outreach and in-house conservation programs and an environmental education program recognized for excellence by the Environmental Protection Agency (EPA). Many Ricoh products have achieved third party organization (ISO 14024) standards for environmentally friendly products for Type I label certification. Ricoh complies with environmental regulations worldwide, including both the European Union's (EU) Waste Electrical and Electronics Equipment (WEEE) directive, which requires the recycle or reuse of old equipment, and the Restriction of Hazardous Substances (RoHS) directive, which restricts the use of six substances in new electrical and electronic equipment placed on the market.</p> <p>For more information on Ricoh's sustainability initiatives, please visit our corporate website at https://www.ricoh.com/sustainability/.</p> <p>Operation Standard energy-saving features We know that our products and solutions require resources and energy to function. That's why we aim to make our products as energy efficient as possible and have features that help save energy. Ricoh's ENERGY STAR-compliant office equipment uses 30–75% less electricity than standard equipment. It reduces paper waste through double-sided printing, and powers down when not in use, consuming about half the electricity of standard models.</p> <p>Ricoh's multifunction printers (MFPs) have Eco Mode with a very short Auto Off timer setting, reducing power consumption, operation costs and carbon footprint. Our MFPs also feature a Weekly Timer, which switches the device off overnight and at weekends. The device's fast recovery time ensures there is no impact on productivity or disincentive for customers to use this setting.</p> <p>Other printers have an Eco Night sensor that shifts the device to Sleep mode using a sensor that detects darkness. Other printing devices are also equipped with an innovative motion sensor, which senses an approaching user by detecting the differences in body temperature versus the surrounding environment. The system wakes from Sleep Mode, turns on the operation panel within a second and is ready to begin job programming by the time the user arrives at the machine.</p> <p>End-of-Life Recycling Programs Recycling and resource recovery are an important part of any sustainability effort. Since the early 1990s, Ricoh has positioned "resource conservation and recycling" as one of the pillars of its environmental conservation activities. We have globally developed reuse and recycling program for MFPs, printers, supplies and consumable parts collected from customers by</p>
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		<p>region and by product. We deploy takeback programs and reuse and recycling efforts through our own facilities in the Americas, Europe, Japan, Asia and China business regions. Each Ricoh Group company maintains standards for selecting trustworthy industrial waste contractors. These standards include such internationally recognized endorsements as ISO 14001, ISO 9001, R2 and eStewards. For more information on each region's resource smart recycling program, please visit https://www.ricoh-return.com.</p> <p>Third Party Environmental Certifications and Programs Ricoh devices deliver superior energy performance by incorporating unique technologies and features into their product designs. With energy saving, green printing processes and reduced environmental footprints, our customers can work the way they want while being sustainable. Our devices are specifically designed for "practical" energy performance, achieving the ENERGY STAR qualification while maintaining ease of use.</p> <p>In the U.S., Ricoh is a charter member of the EPEAT program (Electronic Product Environmental Assessment Tool) and has been a strong supporter of the EPA's ENERGY STAR program. The EPA honored Ricoh's years of commitment to sustainability with the 2024 ENERGY STAR Partner of the Year Sustained Excellence Award for continued leadership and superior contributions to ENERGY STAR. This is the highest honor bestowed by the program. 2024 marks the ninth consecutive year that Ricoh has been named an ENERGY STAR Partner of the Year from among thousands of ENERGY STAR partners and the seventh year in a row it earned the Sustained Excellence distinction.</p> <p>To view a list of Ricoh's environmental label-qualified products, please visit https://www.ricoh.com/sustainability/environment/product/list.</p>
45	<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>The Environmental Protection Agency (EPA) honored Ricoh's years of commitment to sustainability with the 2024 ENERGY STAR Partner of the Year Sustained Excellence Award for continued leadership and superior contributions to ENERGY STAR. This is the highest honor bestowed by the program. 2024 marks the ninth consecutive year that Ricoh has been named an ENERGY STAR Partner of the Year from among thousands of ENERGY STAR partners and the seventh year in a row it earned the Sustained Excellence distinction.</p> <p>Ricoh has been engaged in the Electronic Product Environmental Assessment Tool (EPEAT) standard development process for imaging equipment and has had the opportunity to work with various stakeholders to help achieve green procurement from a holistic approach. We continue to work closely with our business partners to evaluate and improve our products and services and to provide our customers with greener imaging equipment. Ricoh is committed to offering "EPEAT-registered" imaging devices and creating a greener partnership with our customers in the U.S. As of May 2024, a total of 70 multifunction devices manufactured by Ricoh were successfully registered in EPEAT. Of these 70 models, 60 were registered as "Gold" and 10 as "Silver."</p> <p>EPEAT is a comprehensive environmental procurement program based on the Institute of Electrical and Electronic Engineers (IEEE) 1680 International Standards. It includes a rating of various environmental criteria on products and environmental programs to help identify greener imaging equipment and other electronics devices. The program includes energy efficiency; take-back programs for equipment, packaging and consumables; reduction/elimination of environmentally sensitive substances; and other important environmental attributes.</p> <p>EPEAT was first implemented in 2006 for computers and displays (IEEE 1680.1 standard) and expanded to imaging equipment under the IEEE 1680.2 standard starting in January 2013.</p> <p>There are three levels of EPEAT status based on the number of criteria met by each product.</p> <ul style="list-style-type: none"> • Gold Meets all of the 33 "required" criteria and 75% of the "optional" criteria • Silver Meets all of the 33 "required" criteria and 50% of the "optional" criteria • Bronze Meets all of the 33 "required" criteria <p>By engaging in EPEAT, Ricoh is further enhancing its complete portfolio of products and services to better manage and reduce environmental impact and cost, while improving productivity for our customers and creating shared value for our society. We continue to work closely with our business partners to evaluate and improve our products and services and to provide our customers with greener imaging equipment.</p> <p>Additional information on the EPEAT Imaging Equipment Program, as well as a complete list of Ricoh's EPEAT registered products, is available on the EPEAT website: www.epeat.net. The registry is updated daily.</p>

<p>46</p>	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>Ricoh has been unlocking the power of information for decades. From copiers to fax machines to print and data management, our technological innovations have literally changed the way the world works. We meet our clients where they are with robust systems and tailored solutions that are designed to be agile, flexible and ready for the future.</p> <p>Ricoh is a total digital information services provider that provides best-in-class workplace solutions to help our clients thrive in a digital world. Our experience across a wide range of industries gives us an in-depth knowledge of the unique challenges facing businesses of all kinds and how our services can help overcome them. With our expertise in capturing, managing and transforming information, our clients can simplify their processes, gain valuable insights, and drive new levels of growth, assured that Ricoh will have the knowledge, skills and ingenuity to meet whatever challenge lies ahead.</p> <p>Ricoh is one of the largest digital printing and document management solutions providers in the world and are one of the most trusted and experienced State & Local Government partners in the industry. Due to the unique requirements in State & Local government, Ricoh created a strategic initiative specifically designed to support the Sourcewell customers in the United States and Canada. When you choose to work with us, you're getting a business partner who understands your challenges and can bring in a dedicated team of experts that can work as an extension of your administration and provide true collaboration, flexibility and scalability – the expertise required – exactly when it is needed. This approach gives you outside expertise and full strategic control.</p> <p>Helping Our Clients Succeed Ricoh has been evolving alongside our clients from the very beginning. We recognize that if we are to help our clients gain a competitive edge, we must provide innovative technologies and services that transform siloed data into actionable insights.</p> <p>We believe that by freeing people to focus on creating value, we can unlock the potential in every business. As the way we communicate, collaborate and create evolves, the need for simple, secure and sustainable solutions cannot be overestimated. That's why we bring people and technology together to address obstacles, simplify complexity and help our clients uncover opportunity.</p> <p>The key to success in the midst of ongoing change is Ricoh's evolving core services and solutions portfolio, which includes:</p> <ul style="list-style-type: none"> • Business Process Management • Cloud and Infrastructure • Cybersecurity • Digital Experience • Digital Workspace • Graphic Communications <p>Unparalleled Experience Ricoh has been solving our customers' problems with creative and innovative ideas as one of the world's largest providers of digital printing platforms. In this new world of work, we continue to innovate and enhance the citizen, agency and organization experience. We leverage our expertise, and the processes refined in service to over 40,000 government clients. We build optimal solutions for state and local government with unique challenges in servicing an ever-changing environment and citizen population. These solutions are all designed to make information work for government across the country.</p> <p>Our People Ricoh's teams of experts are committed to bringing the best solution to each individual client, and we hold them accountable for your results. Our service professionals work in conjunction with our dedicated systems analysts to concentrate on your digital needs. Our highly trained and experienced service technicians support specific clients in assigned territories. This process fosters solid relationships and a true understanding of your operations, applications and peak production periods, to ensure maximum responsiveness and uptime.</p> <ul style="list-style-type: none"> • One of the industry's largest services networks of field-based employees across the country • Support personnel who possess the professional certifications to work effectively in your environment and resolve issues quickly • State-of-the-art automated cloud dispatch program that brings together the right technician with the right parts and keeps you apprised of status <p>Our Company For over 85 years, Ricoh has transformed the way people work with breakthrough technologies that help businesses innovate and grow. We are leading the way in enterprise data solutions and are committed to fostering sustainable business practices. Purpose-driven, value-oriented and dedicated to our clients, our focus has always been to envision what the future will look like so that we can help prepare our clients for success, however the world may change.</p>
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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 type="radio"/> Yes <input checked="" type="radio"/> No	<p>Our supplier relationships are vital to our Diversity & Inclusion commitment, and we continually look for new relationships to reinforce that commitment. Since 2011, we've spent over \$2 billion with diverse businesses, striving to offer opportunity for minority-owned, small, small-disadvantaged, women-owned, veteran-owned, disabled-owned, LGBTQIA+ and HUBZone businesses.</p> <p>Approximately 11% of all supplier spending was awarded to diverse suppliers in 2023. From January 1 through December 31, 2023, Ricoh purchased a total of \$117 million in goods and services from small and diversity-owned businesses. Of that amount, \$34 million were purchases from minority-owned businesses, \$26 million were from disabled veteran-owned businesses, \$40 million were from woman-owned businesses, and \$17 million were from small businesses.</p> <p>Ricoh tracks and reports on its use of diverse businesses quarterly.</p> <p>In addition, Ricoh USA has approximately 285 authorized dealer partners with the following diversity classification:</p> <p>WBENC - Women Business Enterprise National Council 4.5% WBENC/NMSDC - Women Business Enterprise National Council 0.7% NMSDC - National Minority Development Council 1.0% VOSB - Veteran-Owned Business Self-Certification 4.5% SDB - Small Disadvantaged Business Must be certified by SBA as SDB: 0.7% SDVOSB - Service-Disabled Veteran Business 0.3% SB - Small Business 41.6%</p>
48		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NA
49		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NA
50		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NA
51		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NA
52		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NA
53		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NA
54		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NA
55		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	NA

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.	Our standard payment terms are net 30 days for State and Local Government, Education and Not For Profit accounts.

<p>57</p>	<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>Ricoh provides a full portfolio of leasing or financing options including, but not limited to, the following lease types:</p> <ul style="list-style-type: none"> • Fair Market Value (FMV) • \$1 Buyout • Tax Exempt Municipal Lease • Software Loan • Monthly, Quarterly, Bi-Annual and Annual options • Terms available from 6 to 60 months for non-production products. May extend up to 96 months for production. • Flex or Step Lease program* • Deferral Lease Programs* <p>* These programs may require an additional uplift in lease rates and supplementary paperwork.</p> <p>For companies that need to minimize capital expenditures, financing is an excellent alternative to buying. Financing affords minimal cash outlay, flexible payment plans and protection against equipment obsolescence. Benefits of financing include:</p> <ul style="list-style-type: none"> • Cash for Unexpected Opportunities Unlike the large cash outlays required for purchasing equipment, financing allows companies to preserve cash that can be used to quickly respond to new business opportunities. • Easy Equipment Upgrade As the business world changes, companies often need a new or modified solution to handle larger, more complex applications. As needs change, Ricoh can work with your current monthly payment and provide upgrade options and how that would impact your budget. For example, a deferred lease allows customers to take advantage of deferring their lease payment for up to 90 days with no uplift in their payment for the months deferred. 	<p>*</p>
<p>58</p>	<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>We have included Ricoh USA's Master Lease Agreement, Master Service Agreement, Master Maintenance & Sale Agreement, Digital Imaging SOW terms, Image Management Plus Agreement, and Product Schedule.</p>	<p>*</p>
<p>59</p>	<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>Ricoh accepts P-card procurement at no additional cost to Sourcewell participating entities.</p>	<p>*</p>
<p>60</p>	<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>Ricoh is proposing a line-item discount from MSRP as outlined in our detailed pricing file (uploaded).</p> <p>During the contract period, as models are discontinued, replacement models will be priced at the same discount of its predecessor model and net new models will be priced at a discount that falls within the range of the applicable category.</p> <p>Ricoh has submitted additional services codes that are categorized as variable codes. These codes are variable in nature and based on the customized scope of services being offered. Pricing is based on a Statement of Work (SOW) in conjunction with a custom quote at prevailing rates.</p> <p>At the end of the first year and every year thereafter, a Sourcewell member's maintenance or services agreement may be increased. The annual increase will not exceed 10%.</p>	<p>*</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 proposed Ricoh pricing methodology for Sourcewell is based on a line-item percentage discount from MSRP as outlined in our US pricing tab within our proposed catalog.</p> <p>These percentage discounts from MSRP are individually identified by model and segment in our pricing exhibit and range as follows:</p> <p>B/W and Color (A3 MFPs) – Up to 68% B/W and Color (A4 MFPs) – Up to 45% Production Color & B/W – 60% Printers – 30% Wide Format – Up to 45% Greenline Devices – 50% Hardware Accessories – 35% Scanners – 0 to 5% Hardware Accessories 3rd party – 0 to 5% PS Software/solutions/3rd party install/training – 0 to 5% Power Filters/Surge Protectors – 10% Network Connectivity – 10%</p> <p>MPS/Professional Services – Onsite full-time employees: Based on hourly rates. Ricoh reserves the right to adjust labor rates on semi-annual basis to align with market fluctuations. Pricing also subject to adjustment based on geography.</p>	*
62	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>Ricoh may offer volume discounts based on the size and scope of an opportunity. The amount of the discount will vary and be determined at time of quoting. Ricoh will also extend periodic promotional discounts as they become available, which often includes product specific rebate programs.</p>	*
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>For Non-standard items, Ricoh will provide a custom quotation based on prevailing rates for the specific scope of work or service. This includes equipment relocation and special delivery requirements. Ricoh also has additional services codes that are categorized as variable codes. These codes are variable in nature and based on the customized scope of services being offered.</p>	*
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>Ricoh may charge for the following services, as they are outside our established pricing for Sourcewell:</p> <ul style="list-style-type: none"> • Ricoh will provide initial training in a printed, digital and/or virtual environment at no additional charge. For on-site training, fees apply and have been identified in the pricing proposal. Certain production products may require on-site training. • In the rare case of special rigging being required to accomplish a difficult move, such as stairs with no elevator, Ricoh may request a fee, based on the exceptional equipment or additional personnel required. • Some production equipment or third-party products may require additional freight and delivery charges due to the excessive size and weight. 	*

<p>65</p>	<p>Describe your applicable quality control/chain of custody protocols related to delivery of genuine and authentic equipment, parts, and supplies.</p>	<p>Our Supply Chain Management service parts organization continually focuses all initiatives on providing improved customer service for our technicians and customers. The timely and efficient repair and maintenance of contracted equipment depends on the availability of a comprehensive parts supply and an efficient distribution model. Our goal is to provide maximum uptime and productivity to our customers and effective support to our network of Ricoh technicians.</p> <p>Parts Inventory: Planning and Control Our Parts Inventory Planning & Control team's goal is to balance a readily available supply of parts to meet customer service-level requirements, while maintaining asset control. The majority of our parts inventory is planned in the SPC Japan REXUS system and our locally procured parts inventory is planned using the Baxter Prophet Planning system. It is the role of the parts planning team to review key performance indicators (KPIs) and leverage experience and expertise to identify shortfalls stemming from these systems and adjust the planning systems accordingly. We plan for parts using a forecasted monthly average volume in conjunction with calculated safety stock and lead-time uplift (C-Stock). Our parts inventories are replenished weekly with variable lead times based on source and availability.</p> <p>Our Inventory Planning & Control initiatives include processes targeted to improve customer service. Planning & Inventory control activities are designed to improve our ability to have the right part in the right place at the right time to meet customer needs. This oversight includes managing over \$60 million in parts inventories that are stored in two primary distribution centers, which also support technician vehicle-stocking locations. We have 2,405 technician Car Stock locations and 327 Customer Site locations per Service.</p> <p>Our parts management directives are to monitor our monthly inventory performance and achieve goals based on KPIs. These KPIs include achieving targeted fill rates, inventory months on hand, inventory health, and shrinkage and obsolescence goals. The Parts Purchasing Team is responsible for maintaining relationships with our suppliers and is another area used to drive improvements in our overall performance.</p> <p>Parts Logistics: Warehouse and Distribution As part of its centralized supply chain Initiatives, Ricoh has developed a logistical footprint within sourced warehouses in the U.S. We have over 270,000 square feet dedicated to the warehousing of our parts inventories within our primary warehouse in Nashville, TN, and a secondary warehouse in Bloomington, CA, which supports the West Coast, Canada and South America. These facilities are equipped with a warehouse management system (WMS) and state-of-the-art automation and are virtually paperless operations that target increased productivity and performance. On average, our warehouses ship 95,000 pick lines per month.</p> <p>Our distribution channel is designed to support our more than 1,700 Ricoh direct technicians as well as the Ricoh U.S. dealer channel, with automated vehicle stock replenishment for highly used parts. Additionally, our technicians have access to the Oracle Field Service Cloud (OFSC) application on their smartphone devices. This application enables them to enter orders up to 5:00 pm local time for additional parts, which can be shipped for next-day delivery.</p> <p>Our logistical partners for small packages are United Parcel Service (UPS) and FedEx, with which we have established schedules that allow several package pickups throughout the day. This partnership ensures that we meet our commitment to ship same day any emergency order entered before 5:00 pm local time, for delivery anywhere in the U.S. next day. Using UPS allows us to meet all required service commitments, depending on the customer-selected class of service including next-flight-out service.</p> <p>Our distribution operations also have established KPIs. These KPIs are driven by productivity metrics such as OTIF (On-Time, In Full), On-Time Emergency Ordering, and include employee performance KPIs (e.g., lines picked, shipped per employee, and errors up per employee).</p>
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66	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	All prices shown in Ricoh's Price are based on F.O.B. destination to the 48 contiguous States. Alaska, and Hawaii are subject to a 15% surcharge. Some of our production equipment and third party products may require us to charge an additional fee for freight and delivery due to excess size and weight. In addition, if special equipment or rigging is needed to complete a delivery, additional charges may apply. The customer will be provided a custom quote through open market, using prevailing rates.	*
67	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>United States: All prices shown in Ricoh's Price are based on F.O.B. destination to the 48 contiguous States. Alaska, and Hawaii are subject to a 15% surcharge.</p> <p>Canada: All prices shown in Ricoh's Price Book (as identified for Canada) are based on F.O.B. destination, with the exception of the Yukon Territory, Northwest Territory, Nunavut and Northern Ontario.</p> <p>As stated above, third party products or special delivery environments may require a customer quote.</p> <p>Expedited shipping may be available based on the product or supply acquired. Fees apply and a quote will be provided to the Sourcewell customer.</p>	*
68	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Ricoh USA operates an extensive and robust supply chain distribution infrastructure consisting of five Regional Fulfillment Centers (RFCs) in five states; 12 smaller distribution transfer centers plus third-party capabilities (to include Alaska and Hawaii); two repair parts distribution centers in TN and CA; and two bulk supply distribution centers in GA and CA to support timely client expectations for superior support in today's demanding marketplace.</p> <p>Each RFC includes a distribution center and a configuration center where equipment is prepared to meet custom client needs and staged for delivery to our customers. A list of our existing Ricoh's RFCs follows:</p> <ul style="list-style-type: none"> • Rialto, CA – equipment and supplies (American distribution center) • Arlington, TX – equipment only • Bolingbrook, IL – equipment and supplies • Lawrenceville, GA – equipment and supplies • Bethlehem, PA – equipment only <p>Each RFC is supported by numerous distribution transfer centers (12 transfer centers) where "final mile - white glove" deliveries are performed by end-mile carriers. Ricoh has a private fleet of approximately 75 trucks and approximately 75 employee drivers that provide timely and professional white-glove delivery and pickup services to meet client expectations for service. Ricoh's private fleet assets are further supported by regional partner core carriers that provide critical overflow services to ensure all Ricoh client deliveries and/or pickups are performed in a timely manner.</p> <p>Ricoh reviews order demands and cross-levels inventories between RFCs daily to ensure inventory shortfalls in one RFC are offset by the timely transfer of inventory assets from another RFC to meet critical client order demands.</p> <p>Ricoh's investment in Canada allows us to provide the highest level of support to our Canadian customer locations. Ricoh Canada has warehouse facilities in Eastern and Western Canada, with our primary operation located in Concord, Ontario. The Concord warehouse is comprised of 63,000 square feet containing approximately 12,000 items of parts, supplies and equipment. The total Canadian inventory is valued at \$45 Million, with the inventory level at 2 months on hand. We also have access to over \$300 million worth of parts and inventory through our U.S. operation within 24 hours.</p> <p>In addition, Ricoh's Canadian infrastructure includes:</p> <ul style="list-style-type: none"> • 2 Distribution and Configuration centres located in Calgary, Alberta and Toronto, Ontario - 130,000 sq. ft in total • 2 Administration centres located in Mississauga, Ontario and Edmonton, Alberta - 92,000 sq. ft. in total • 30 direct sales locations in all 10 Provinces and 3 Territories throughout Canada - 157,000 sq. ft. in total <p>This enables us to provide 98% direct service to our customers.</p>	*

		<p>All service technicians carry an extensive inventory of high mortality parts, with an average car stock of \$6000 CDN in parts (at Ricoh's cost). The percentage of inventory held is approximately 50%. The average turnover is 90 days. Our ERP system automatically creates an order for any part that is used during a service call. This order is shipped to the technician on a weekly basis. Technicians manage the car stock inventory to ensure that they carry enough. Bonus programs measure the technician's performance in parts management through monitoring of calls not completed due to lack of parts. The entire management team bonus structure is based on the same criteria.</p> <p>Ricoh provides a host of dynamic supply chain solutions to support client supply chain needs and timely delivery expectations. Ricoh's Supply Chain solutions range from providing temporary loaner equipment to meet short term operational needs to managing client inventories of replacement equipment in our RFCs to ensure timely and dynamic distribution of equipment.</p> <p>Finally, Ricoh has an extension equipment relocation process to manage the relocation or transfer of client equipment either within the same building or between different geographic locations. Ricoh's Customer Interaction Team (CIT) operates staff in GA and AZ to meet the client regional time zone demands for support.</p> <p>Ricoh's extensive, industry leading Supply Chain infrastructure and processes provide our clients with a full range of professional and customer-focused solutions to meet their needs in an ever-changing and demanding marketplace environment. Ricoh takes pride in knowing it is an industry leader in providing consummate Supply Chain solutions for our customers.</p>
69	<p>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.</p>	<p>Ricoh USA, Inc. uses an Oracle billing and order platform that ensures when a Sourcewell contract is selected, the Sourcewell contracts, pricing, administrative fees and reporting all work in harmony. There are also protections built in place for our Ricoh Direct and Ricoh Family Group of Dealers which ensures pricing, terms and conditions and full compliance with the contract are met.</p> <p>In addition to our system-wide tools, we have personnel dedicated to reviewing orders through our Direct, Dealer and Inside Sales channels in the US and Canada. We also have an Internal Audit team department that periodically performs contract compliance audits.</p>
70	<p>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.</p>	<p>Ricoh utilizes annual Key Performance Indicators (KPI's), and business targets established for our SLG Team, as well as our Direct, Dealer, Inside Sales and Services teams in the United States and Canada.</p> <p>We actively track, monitor, and manage the performance of our teams and team members on a monthly, quarterly and annual basis to measure success in achieving each performance objective. When they exceed the KPI plan, we review and communicate their successes in order to share those best practices with other employees. Should a KPI not trend favorably, we review to understand the conditions and jointly develop action plans to restore that individual's KPI performance.</p> <p>Metrics examples:</p> <ul style="list-style-type: none"> • Total Revenue Growth • Market Share Growth • Zero Based Account (ZBA) Growth - New customers not currently doing business with Ricoh • Transformation Services Growth • Customer Satisfaction • Service Level Agreement Achievement • Compliance <p>In addition to these general business metrics, individual and team KPI's will be customized to specifically align to the Sourcewell program. We will also incorporate the objectives that you request from and use to measure supplier success. Together, these KPI's become a central part of the Quarterly Business Review meetings scheduled with Sourcewell. These meetings are mutually beneficial to ensure that we are providing the value and performance that you and your members require and deserve.</p>

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.	<table border="0"> <tr> <td>\$0 - \$100M</td> <td>2.00%</td> </tr> <tr> <td>\$100M+</td> <td>1.75%</td> </tr> </table> <p>Ricoh agrees to pay the above percentages for all Ricoh and 3rd party Hardware based upon the selling price to the customer and/or our Dealers. By way of example, at the standard contract fee of 2%, if the Hardware selling price is \$100, Ricoh would pay a fee on the transaction equal to \$2.00.</p> <p>To simplify reporting, and as an example, if a customer signs a 60-month lease agreement, Ricoh will pay Sourcewell the full 2% of the total funded amount of the Hardware upfront, rather than paying monthly fees for this transaction over 60 months. Ricoh will not pay administrative fees on any associated Ricoh hardware maintenance, software, professional services and/or ongoing managed services transactions.</p>	\$0 - \$100M	2.00%	\$100M+	1.75%
\$0 - \$100M	2.00%					
\$100M+	1.75%					

Table 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.	Ricoh encourages bulk purchases and may offer additional discounts off the awarded Sourcewell contracted pricing, based on product mix and specific agency commitments and circumstances.

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>RICOH COMPLETE PRODUCT OFFERING</p> <p>The Ricoh offering includes all Multi-Functional Devices (MFD), Production Equipment, Single-Function Printers, Large/Wide Format Equipment, Scanners, Software bundles that enable and enhance the productivity and capability of the Devices, Managed Services, Mail Services and Managed Print Services (MPS) as detailed below.</p> <p>Managed Print Service – The Ricoh Managed Print Services (MPS) offering additionally incorporates Enterprise Content Management, Workflow Optimization, Scanning and Document Capture Solutions. Pending a successful award, Ricoh also is offering the addition of Remanufactured MFDs / Refurbished MFDs (which we refer to as our GreenLine Series).</p> <p>Related Products, Services and Solutions – The complete range of Products, Services, and Solutions such as analysis, digital mail, workspace services, software solutions, network solutions, third party integration related to the purchase or lease of items, fleet management, overflow printing services, legal document services, Imaging Services, Cloud & IT Services or any other Products, Services, Emerging technologies and Solutions offered by Supplier.</p>

<p>74</p>	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>Equipment</p> <ul style="list-style-type: none"> - Multi-Functional Devices (MFD's) - Printers - Cut Sheet Printers - Wide Format Printers - Continuous Feed - Electronic Devices <p>Software</p> <ul style="list-style-type: none"> - Collaboration - Document Management - Cost Control & Recovery - Mobile Printing & Sharing - Printer Security - Device Management - Content Management - Commercial & Industrial Printing <p>Related Services</p> <ul style="list-style-type: none"> - Cloud & IT - Commercial Industrial Printing Services - Content & Workflow - Consulting - Customer Communications Management - Device Lifecycle - Document Outsourcing - Information Governance - Managed Print - Workplace Services
<p>75</p>	<p>Describe how your copiers, printers, and multi-function devices integrate with popular cloud storage services.</p>	<p>At Ricoh, we accomplish true productivity with automation that is intelligent, repeatable and reliable — helping you reduce the burden of manual data entry and manual file routing. Our easy-to-use workflow apps connect your Ricoh multifunction printer (MFP), and smart device to popular third-party cloud services, so that important information becomes instantly accessible and ready to use and share. Seamless integration connections your Ricoh multifunction printer or smart device to the most popular cloud services. (Google, Microsoft, Dropbox, Box, SharePoint and many document management systems and other applications).</p>

<p>76</p>	<p>Describe what security features are integrated into your copiers, printers, and multi-function devices.</p>	<p>Hybrid work and the need to operate in a digital-driven world has accelerated transformational change for organizations as they modernize capabilities across the business. As risks increase, organizations must secure their digital investments and consider the growing demand from partners, customers and regulators to comply with security requirements. Ricoh takes a layered approach to security. All Ricoh services, solutions and devices are designed with a security-focused, data-driven approach from the start of product design through implementation.</p> <p>At the heart of our security model is the device itself. The Operating System (OS) at the core of our current Ricoh-designed devices has been specifically engineered and hardened by Ricoh for our equipment, and many of our MFP device models are certified to the HCD PP v1.0 Hardcopy Device Protection Profile. Data encryption and overwrite security come standard on many of our devices and help ensure that processed data remains confidential. Embedded applications must pass Ricoh Compatibility testing and be digitally signed before they can run on our user interface, the Smart Operation Panel.</p> <p>Ricoh is committed to working with our customers to deliver products and services that are in sync with your IT and network security policies. We use multiple techniques to help protect against threats — including end-to-end encryption of print and scan files, encryption of data on servers and segregation of administrator duties. We offer an industry-leading range of security services, including consultancy and managed services, that wrap around the other layers to monitor, optimize and effectively manage document and information security.</p> <p>Device Security Our device security capabilities can help protect multifunction devices and laser printers from potential compromise, including a device’s firmware, hard disk drive, non-volatile memory, open network ports and system of authentication. Ricoh has obtained certification for a wide range of products based on ISO/IEC 15408 Common Criteria, HCD PP v1.0 Hardcopy Device Protection Profile and IEEE 2600.2 Hardcopy Device Protection Profile. On devices undergoing Common Criteria certification, security functions are tested by independent third-party government-licensed laboratories to ensure security features perform correctly and conform to standards set by both government and industry.</p> <p>The Common Criteria Certification process verifies protection provided by multiple security technologies against various security threats. The Certification covers, for example, the system validity verification at start, access control and logging, data protection by encryption and data deletion at machine disposal. Therefore, it helps protect our products from various threats — such as software alteration, invalid access and information leakage. You can find the list of certified Ricoh products at our corporate website https://www.ricoh.com/products/security/mfp/cc.</p> <p>Digitally Signed Firmware Updates Ricoh-designed devices are built using a Ricoh-only Trusted Platform Module (TPM) and are designed to not boot up if the built-in software (firmware) has been compromised. Ricoh’s TPM is a hardware security module that validates the controller core programs, Operating System, BIOS, boot loader and application firmware.</p> <p>Ricoh MFPs and printers use a digital signature to judge firmware validity. The public key used for this verification is stored in an overwrite-protected, non-volatile region of the Ricoh TPM. A root encryption key and cryptographic functions are also contained within the TPM and cannot be altered from the outside. A Ricoh device is designed to not boot up unless its programs/firmware are verified to be authentic and safe for users.</p> <p>For more information about Ricoh printer security features, or to download our Printer Security Guide, please see our website https://www.ricoh-usa.com/en/products/printer-security?=-redirect_security-guide.</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	A3, A4 and Production	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line	A3, A4 and Production	Full line
78	Printers	Desktop and Workgroup	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line	Desktop and Workgroup	Full line
79	Scanners	Ricoh and Kodak	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line	Ricoh and Kodak	Full line
80	Multi-Function Devices	A3, A4 and Production	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line	A3, A4 and Production	Full line

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	Full line – please see question 73 for full portfolio offerings.
82	Services related to the solutions described in 76 through 81:		<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line – please see question 73 for full portfolio offerings.
83		Managed Print Services (MPS)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Full line – please see question 73 for full portfolio offerings.
84		Access and/or security controls	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see question 73 for identified related services being proposed.
85		Networking	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see question 73 for identified related services being proposed.
86		Installation	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see question 73 for identified related services being proposed.
87		Monitoring and/or testing	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see question 73 for identified related services being proposed.
88		Maintenance and/or repair	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see question 73 for identified related services being proposed.
89		Warranty program	<input checked="" type="radio"/> Yes <input type="radio"/> No	Ricoh's A3 and A4 hardware standard manufacturer warranty is 90 days. Ricoh's printer hardware standard manufacturer warranty is 1 year. Production-type wide format devices generally have a 1-year standard manufacturer warranty. The plotter-type wide format devices have a 90-day standard manufacturer warranty.

Exceptions to Terms, Conditions, or Specifications Form

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

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](#) - Ricoh ST of MN Sourcewell US_CAN Pricing Catalog 11-21-24.xlsx - Wednesday November 20, 2024 10:05:59
 - [Financial Strength and Stability](#) - Ricoh Financial Strength and Stability Sourcewell RFP#112124.pdf - Monday November 18, 2024 10:48:00
 - [Marketing Plan/Samples](#) - Ricoh Sample Marketing Materials Sourcewell RFP#112124.pdf - Monday November 18, 2024 10:47:49
 - WMBE/MBE/SBE or Related Certificates (optional)
 - [Standard Transaction Document Samples](#) - Ricoh USA Standard Transaction Document Samples.zip - Tuesday November 19, 2024 15:53:49
 - [Requested Exceptions](#) - Ricoh Requested Exceptions Sourcewell RFP#112124.zip - Monday November 18, 2024 12:42:55
 - [Upload Additional Document](#) - Ricoh Executive Summary Sourcewell RFP#112124.pdf - Monday November 18, 2024 11:07:53

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. - Michael Pallotta, Manager, Government Contracts, Ricoh USA, Inc.

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