



## **Solicitation Number: RFP #060624**

### **CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Konica Minolta Business Solutions U.S.A. Inc., 1595 Spring Hill Road Suite 410, Vienna, VA 22102 (Supplier).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for Software Solutions and Related Services for Public Sector and Education Administration from which Supplier was awarded a contract in Categories 1 and 2.

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

#### **1. TERM OF CONTRACT**

A. **EFFECTIVE DATE.** This Contract is effective upon the date of the final signature below.

**EXPIRATION DATE AND EXTENSION.** This Contract expires October 25, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

B. **SURVIVAL OF TERMS.** Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

#### **2. EQUIPMENT, PRODUCTS, OR SERVICES**

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

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

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

B. WARRANTY. Supplier warrants that all Equipment, Products, and Services furnished are free from liens and encumbrances, and, to the best of Supplier's knowledge are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended, as such intended uses are specified in the RFP. 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 extends beyond the expiration of the Supplier's warranty will be passed on to the Participating Entity.

C. DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcwell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this Contract by reference. It is the Supplier's responsibility to ensure Sourcwell receives the most current information.

### 3. PRICING

All Equipment, Products, or Services under this Contract will be priced at or below the price stated in Supplier's Proposal.

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

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

A. **SHIPPING AND SHIPPING COSTS.** All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Supplier must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Supplier as soon as possible and the Supplier will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

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

Sourcewell may declare the Supplier in breach of this Contract if the Supplier intentionally delivers substandard or inferior Equipment or Products.

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

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

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

#### **4. PRODUCT AND PRICING CHANGE REQUESTS**

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

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

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

## **5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS**

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

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

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

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

## **6. PARTICIPATING ENTITY USE AND PURCHASING**

A. ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Supplier that it intends to access this

Contract; however, order flow and procedure will be developed jointly between Sourcewell and Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized subsidiary, distributor, dealer, or reseller. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

Supplier's acceptable forms of payment are included in its attached Proposal. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

B. **ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM.** Additional terms and conditions to a purchase order, or other required transaction documentation, may be negotiated between a Participating Entity and Supplier, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum, the terms of which will be negotiated directly between the Participating Entity and the Supplier or its authorized dealers, distributors, or resellers, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

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

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

1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the equipment, products, or services to be purchased; or
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements.

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

## **7. CUSTOMER SERVICE**

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

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

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

## **8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT**

A. CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcwell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales 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;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;
- Sourcwell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Supplier.

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

price to offset the Administrative Fee.

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

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

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

## **9. AUTHORIZED REPRESENTATIVE**

Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

A. **AUDIT.** Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. **ASSIGNMENT.** Neither party may assign or otherwise transfer its rights or obligations under this Contract without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

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

D. WAIVER. Failure by either party to take action or assert any right under this Contract 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. Any such waiver must be in writing and signed by the parties.

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

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

### **11. INDEMNITY AND HOLD HARMLESS**

Supplier must indemnify, defend, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell or its Participating Entities, arising out of any act or omission in the performance of this Contract by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has 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.

### **12. LIMITATION OF LIABILITY**

LIMITATION OF LIABILITY. NEITHER PARTY (AND IN THE CASE OF SOURCEWELL, EACH PARTICIPATING ENTITY) SHALL BE LIABLE TO THE OTHER FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR INTERRUPTION OF SERVICES, LOSS OF BUSINESS, LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF DATA, OR LOSS OR INCREASED EXPENSE OF USE), WHETHER IN AN ACTION IN CONTRACT, WARRANTY, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE), OR STRICT LIABILITY, EVEN IF THE PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LIABILITIES. ALL COVERED SHALL NOT BE RESPONSIBLE FOR PROBLEMS THAT OCCUR AS A RESULT OF THE USE OF ANY THIRD-PARTY SOFTWARE OR HARDWARE OR THIRD-PARTY PERSONNEL. Nothing in this Contract will limit or exclude Supplier's liability for (1) death or personal injury, (2) fraud or fraudulent misrepresentation, and (3) any other liability which cannot be limited or excluded by applicable law.

### 13. GOVERNMENT DATA PRACTICES

Supplier and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell under this Contract and as it applies to all data created, collected, received, maintained, or disseminated by the Supplier under this Contract.

### 14. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT

#### A. INTELLECTUAL PROPERTY

1. *Grant of License.* During the term of this Contract:

a. 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 and promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.

b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.

2. *Limited Right of Sublicense.* The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, and agents (collectively "Permitted Sublicensees") in advertising and promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.

3. *Use; Quality Control.*

a. 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.

b. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

4. *Termination.* Upon the termination of this Contract for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of 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.

B. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices,

informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Supplier individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

C. **MARKETING.** Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Send all approval requests to the Sourcewell Supplier Development Administrator assigned to this Contract.

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

### **15. GOVERNING LAW, JURISDICTION, AND VENUE**

The substantive and procedural laws of the State of Minnesota will govern this Contract. Venue for all legal proceedings arising out of this Contract, or its breach, must be in the appropriate state court in Todd County, Minnesota or federal court in Fergus Falls, Minnesota.

### **16. FORCE MAJEURE**

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

### **17. SEVERABILITY**

If any provision of this Contract 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 Contract is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

### **18. PERFORMANCE, DEFAULT, AND REMEDIES**

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

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Supplier will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.

3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

B. **DEFAULT AND REMEDIES.** Either of the following constitutes cause to declare this Contract, or any Participating Entity order under this Contract, in default:

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

The party claiming default must provide written notice of the default, with 30 calendar days to cure the default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

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

## **19. INSURANCE**

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

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

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

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

Minimum limits:

- \$500,000 each accident for bodily injury by accident
- \$500,000 policy limit for bodily injury by disease
- \$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* 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 Contract.

Minimum Limits:

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

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for products liability-completed operations

\$2,000,000 general aggregate

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

Minimum Limits:

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

4. *Umbrella Insurance.* During the term of this Contract, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability.* During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

6. *Network Security and Privacy Liability Insurance.* During the term of this Contract, Supplier will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Supplier's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

Minimum limits:

\$2,000,000 per claim

\$2,000,000 annual aggregate

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

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Contract. Supplier agrees that renewal certificates shall be issued by their insurance brokers within ten (10) days after the inception of the renewal policies. Renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcewell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Supplier agrees that its insurance policies and certificates shall contain standard cancellation language. Should any of the policies be canceled prior to the expiration thereof, notification shall be provided in accordance with policy provisions and by Konica Minolta's insurance broker(s).

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

C. ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE. Supplier agrees to list Sourcewell and its Participating Entities, including their 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 Contract 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 Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

## 20. COMPLIANCE

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

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

## **21. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION**

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

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 the Canadian government, as applicable; 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 Contract. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time.

## **22. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS**

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

A. **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal

Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

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

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

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

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

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. 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.

G. 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).

H. 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.

I. 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.

J. BUY AMERICAN PROVISIONS COMPLIANCE. To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

K. 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 Contract 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.

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

M. 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.

N. NO OBLIGATION BY FEDERAL GOVERNMENT. The U.S. federal government is not a party to this Contract 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 Contract or any purchase by an authorized user.

O. 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 Contract or any purchase by a Participating Entity.

P. 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.

Q. CONFLICTS OF INTEREST. The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Contract or any aspect related to the anticipated work under this Contract 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.

R. 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.

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

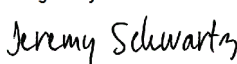
T. DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

### **23. CANCELLATION**

Sourcewell or Supplier may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcewell may cancel this Contract immediately upon discovery of a material defect in any certification made in Supplier's Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcewell

Konica Minolta Business Solutions U.S.A. Inc.

Signed by:  
  
C0FD2A139D06489...  
By: \_\_\_\_\_  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 10/25/2024 | 3:49 PM CDT  
\_\_\_\_\_

DocuSigned by:  
  
8AA1BAB6FBE54BB...  
By: \_\_\_\_\_  
Kristen McKenna  
Title: Director Public Sector Contracts  
Date: 10/25/2024 | 1:34 PM EDT  
\_\_\_\_\_

# RFP 060624 - Software Solutions and Related Services for Public Sector and Education Administration

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## Vendor Details

Company Name: Konica Minolta Business Solutions U.S.A., Inc.  
Address: 1595 Spring Hill Rd  
Suite 410  
Vienna, VA 22182  
Contact: Scott McCool  
Email: smccool@kmb.s.konicaminolta.us  
Phone: 303-941-9746  
HST#: 13-1921089

## Submission Details

Created On: Thursday April 18, 2024 22:43:11  
Submitted On: Tuesday June 18, 2024 16:40:30  
Submitted By: Nitzia Payne  
Email: statebids@kmb.s.konicaminolta.us  
Transaction #: 0c5186db-7c38-4ba9-b397-3d81c631238d  
Submitter's IP Address: 184.176.105.205

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**Specifications**

**Table 1: Proposer Identity & Authorized Representatives**

**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).

Line Item	Question	Response *
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier")	Konica Minolta Business Solutions U.S.A., Inc. ("Konica Minolta")
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	Konica Minolta has forged a number of strong partnerships that support our business however we do not have any subsidiaries owned or controlled by Konica Minolta that provide products or services under the scope of this proposal.
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	N/A
4	Provide your CAGE code or Unique Entity Identifier (SAM):	3AV14
5	Proposer Physical Address:	1595 Spring Hill Road, Suite 410, Vienna, VA 22182
6	Proposer website address (or addresses):	<a href="http://kmbs.konicaminolta.us">http://kmbs.konicaminolta.us</a>
7	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Kristen McKenna, Director Public Sector Contracts 1595 Spring Hill Road, Suite 410 Vienna, VA 22102 kristen.mckenna@kmbs.konicaminolta.us 703-760-3551
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Kristen McKenna, Director Public Sector Contracts 1595 Spring Hill Road, Suite 410 Vienna, VA 22102 kristen.mckenna@kmbs.konicaminolta.us 703-760-3551
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Marc Biga National Director, Public Sector SLED Sales 1595 Spring Hill Road, Suite 410 Vienna, VA 22182 MBiga@kmbs.konicaminolta.us 720-290-2431  Nitzia Payne State and Cooperative Contract Specialist 1595 Spring Hill Road, Suite 410 Vienna, VA 22182 npayne@kmbs.konicaminolta.us 703-637-1540

**Table 2: Company Information and Financial Strength**

Line Item	Question	Response *
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<p>10</p>	<p>Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.</p>	<p>Konica Minolta's journey started 150 years ago, with a vision to see and do things differently. We innovate for the good of society and the world. The same purpose that kept us moving then, keeps us moving now. 150 years is just the start.</p> <p>Konica Minolta Business Solutions U.S.A., Inc. is a private corporation wholly owned by Konica Minolta Holdings U.S.A., Inc. A subsidiary of Konica Minolta Inc. headquartered and established in Japan in 1873. As a global organization, we have approximately 40,000 employees worldwide, and are located in over 150 countries.</p> <p>Our extensive portfolio of products, services and solutions embraces our history of innovation while investing in game-changing technologies and leading-edge resources that will provide Sourcewell members with a return of investment as it relates to improved workflows for greater collaboration and productivity, increased efficiency and heightened security.</p> <p><b>KONICA MINOLTA HISTORY</b></p> <ul style="list-style-type: none"> <li>• 1873 - Konica Founded</li> <li>• 1928 - Minolta Founded</li> <li>• 2003 - Merger of Konica Minolta &gt; Konica Minolta Holdings Inc.</li> <li>• 2009 – Began offering and providing Managed Print Services</li> <li>• 2013 - Konica Minolta Holdings Inc. merged with 7 group companies &gt; Konica Minolta Inc.</li> <li>• 2019 - REACT Video Solution Services Division Established</li> </ul> <p><b>Philosophy</b></p> <p>We believe in bringing the ideas of customers and society to life through innovation and contribute to the creation of a high-quality society. We're determined to be a company vital to humanity by providing exciting innovation that exceeds everyone's expectations. We're committed to being a company that stands firmly in the tracks of our values even in difficult times with a solid and quality business base, ensuring we remain courageous and ready to provide new value in the face of any challenge.</p> <p>This is the reason Konica Minolta exists. And what guides everything we do as a company. It is our goal to identify the values that our customers and society as a whole, seek — and then do what we can do to meet those needs.</p> <p>Vision – Possessing a mindset that drives us to best serve and improve the quality of society in all our activities, we are determined to become a company that is vital to global society by providing excitement that exceeds the expectations of all.</p> <p><b>6 Core Values</b></p> <ul style="list-style-type: none"> <li>• Open and honest</li> <li>• Innovative</li> <li>• Inclusive and Collaborative</li> <li>• Customer Centric</li> <li>• Passionate</li> <li>• Accountable</li> </ul> <p><b>KONICA MINOLTA INTELLIGENT INFORMATION MANAGEMENT (IIM)</b></p> <p>Konica Minolta has been providing document conversion services for over 25 years and converted over 2.5 billion documents in the United States alone. We specialize in solving the myriad of issues that data and document management present to today's office environment. Whether the customer needs a standalone system for the occasional archiving of documents or a full-scale process workflow and processing system, we can support their initiative. Konica Minolta excels in solving the myriad of issues that data and document management present to today's organizations. Whether it's a standalone system for the occasional archiving of documents, or a full-scale high volume capture, workflow, forms processing, Konica Minolta can support public sector organizations with Robotic Process Automation (RPA) and machine learning systems that involve all of day-to-day departmental processes. Our team of experts specializes in the conversion of documents and other media into electronic formats to create actionable information. The better the data being delivered to our customers, the faster they can use that information to process claims, view operational processes for streamlined improvements, change organization flow and improve the bottom line of their businesses.</p>
<p>11</p>	<p>What are your company's expectations in the event of an award?</p>	<p>Konica Minolta expects to provide Sourcewell with a contract scope that allows its members to implement digitalization initiatives through a single supplier rather than piecemeal solutions through multiple solicitations. This is the power of our vast offering through a single category of this RFP.</p> <p>Our research into the Enterprise Content Management (IIM) industry within the public sector estimates a \$1.5 - \$2B annual spend. This response engages each aspect of IIM industry an extensive array of products and services. In short, IIM is on the forefront of nearly every Sourcewell member's mind as evidenced by their short- and long-term IT goals. Therefore, our expectation is that this award – within the larger Administrative Software portfolio – increases the overall benefit and use through its alignment with current and future initiatives.</p>
<p>12</p>	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.</p>	<p>Konica Minolta Business Solutions U.S.A., Inc. is a private \$2B corporation, and is wholly owned by Konica Minolta Holdings U.S.A. Inc., a subsidiary of Konica Minolta Inc. headquartered in Japan, a \$7.4B corporation, of which 51.1% is represented in Digital Workplace Business. The following is our Dun &amp; Bradstreet D-U-N-S® number for Konica Minolta Business Solutions USA, Inc. 06-124-0565.</p> <p>We have included a Dun and Bradstreet report, as well as the past 3 year's annual reports and audited financial reports for Konica Minolta.</p>
<p>13</p>	<p>What is your US market share for the solutions that you are proposing?</p>	<p>In the United States, Konica Minolta is a leading provider, with the highest levels of certifications for Tungsten Automation, Nintex, Jadu, and Square 9. We are also a certified partner for Accelrate, UiPath, Automation Anywhere, Requirdt, Salesforce, and Microsoft.</p> <p>Many of these solutions build from the technological connectivity and safety concerns within the business environments of our multi-function customers.</p> <ul style="list-style-type: none"> <li>• Our multi-function printer A3 color North American (USA and Canada) market share of 15% and A3 black and white market share of 12% provides insights to public safety solutions including point-of-entry screening, perimeter surveillance and behavioral patterns.</li> </ul> <p>For the 12-month fiscal year period ending March 2024, the percent of total Konica Minolta Business Solutions U.S.A., Inc.'s. Business that is considered 'Digital Workplace' accounts for 15.6% of overall revenue.</p>
<p>14</p>	<p>What is your Canadian market share for the solutions that you are proposing?</p>	<p>At this time, Konica Minolta does not track our USA and Canadian market share separately, please see response to Question 13 with our combined North American market share totals.</p>
<p>15</p>	<p>Has your business ever petitioned for bankruptcy protection? If so, explain in detail.</p>	<p>No</p>
<p>16</p>	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.</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.</p> <p>While Konica Minolta is a manufacturer within aspects of the business environment, as an authorized solution provider for the categories of this portfolio, our strength is an ability to serve Sourcewell members through a single point-of-contact. This relationship that spans across the ECM industry allows members to contract with a single supplier rather than multiple and disparate relationships.</p> <p>Our proposed offering includes services that Konica Minolta is a direct service provider of, as well as software and hardware that we are an authorized reseller.</p> <p>Our products and services are offered nationwide by more than 813 Konica Minolta representatives at 125 of our direct sales locations. Moreover, 300+ authorized dealers with approximately 10,000 representatives cover all 50 states and understand the local markets where they sell, deliver and provide services. Each has relationships with the schools, local governments, universities, non-profits and other participating entities - many of which are current customers. Those relationships have greatly assisted in delivering our products and services of the previous Konica Minolta-held Sourcewell contract and will continue to do so for this award. Konica Minolta is committed to providing our mutual clients with a world-class service program that complements our advanced product line.</p> <p>Konica Minolta covers most (may be limited in remote locations) Canadian territories through 12 direct branches and a 100+ dealer network.</p>

17	<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>Konica Minolta as a company is able to provide all products and services proposed in this response to all 50 States and Canada. This includes our local teams holding the necessary licenses and certifications required in their territories. Konica Minolta is a leading provider, with substantial partnerships and certifications with a number of Software partners. These partnerships allow us to Consult, Configure, Design, Implement, and Resell the respective products, where applicable. Our Certification levels include:</p> <ul style="list-style-type: none"> <li>• Tungsten Automation</li> <li>• Nintex</li> <li>• Jadu</li> <li>• Square 9</li> <li>• Accelirate</li> <li>• UiPath</li> <li>• Automation Anywhere</li> <li>• Requordit</li> <li>• Microsoft</li> </ul> <p>Our corporate governance system and quality management system contribute to sustainable corporate growth, providing value to society and increased client satisfaction. Accreditation standards include:</p> <ul style="list-style-type: none"> <li>• ISO 9001 Quality Management</li> <li>• ISO 14001 Environmental Management</li> <li>• ISO 14024 Product Environmental Standard</li> <li>• ISO 20000 IT Service Management</li> <li>• ISO 26000 Social Responsibility</li> <li>• ISO 27001 Information Security Management</li> <li>• Common Criteria and ISO 15408 Product Safety Standard</li> <li>• Contractors Health and Safety Assessment Scheme (CHAS).</li> </ul>
18	<p>Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.</p>	<p>Konica Minolta has not had any contracts terminated, suspended or disbarments prior to the end of the contract term in the preceding ten (10) years to the best of our knowledge.</p>

**Table 3: Industry Recognition & Marketplace Success**

Line Item	Question	Response *
19	Describe any relevant industry awards or recognition that your company has received in the past five years	<ul style="list-style-type: none"> <li>• Konica Minolta IIM Awards                             <ul style="list-style-type: none"> <li>o 2024                                     <ul style="list-style-type: none"> <li>Hyland's Premier Solution Provider</li> <li>Hyland's Low Code Application Development for OnBase Competency</li> </ul> </li> <li>o 2023                                     <ul style="list-style-type: none"> <li>Hyland's Platinum Award for sales performance and excellence</li> <li>Hyland's Diamond Support award for excellent client service and support</li> <li>Hyland's Business Planning Partner of the Year</li> </ul> </li> <li>o 2022                                     <ul style="list-style-type: none"> <li>Hyland's Platinum Partner Award for sales performance and excellence</li> <li>Hyland's Diamond Support Partner Award for excellent client service and support</li> </ul> </li> <li>o 2021                                     <ul style="list-style-type: none"> <li>Hyland's Platinum Elite Award</li> <li>Hyland's Diamond Partner Award</li> <li>Hyland's Cloud Partner of the Year</li> <li>Hyland's Workview Partner of the Year</li> </ul> </li> <li>o 2020                                     <ul style="list-style-type: none"> <li>Hyland's Platinum Partner</li> <li>Hyland's Diamond Support Partner</li> </ul> </li> </ul> </li> <li>• Konica Minolta Corporate Awards                             <ul style="list-style-type: none"> <li>CRN 2024 Channel Chiefs – Laura Blackmer (from CRN)</li> <li>Top 10% Most Sustainable Companies – Sustainable Yearbook 2024 (from S&amp;P Global)</li> <li>CRN Tech Elite 250 (from CRN) 2024</li> <li>Top 100 Global Innovators 2024 (From Clarivate)</li> <li>#1 in Customer Loyalty in the "MFP Office Copier" 2024 (17 Consecutive years) (from Brand Keys)</li> <li>Global 100- Listed among the most sustainable corporations in the world at the World Economic Forum in 2023</li> <li>Forbes Magazine- Named to the prestigious list of Best-In-State Employers in Forbes Magazine's 2021 "America's Best Employers."</li> <li>Dow Jones Sustainability World Index</li> <li>Highest Score in Economic and Environmental Dimensions in the Sector</li> <li>DJSI World – nine consecutive years</li> <li>DJSI Asia Pacific – twelve consecutive years</li> <li>RobecoSAM - Awarded Sustainability Gold Class; a global distinction for corporate sustainability, for two consecutive years by RobecoSAM, an investment specialist focused exclusively on Sustainability Investing, based in Switzerland. Konica Minolta is the only company in Computers &amp; Peripherals and Office Electronics sector that was awarded Gold Class.</li> <li>Carbon Disclosure Project (CDP) - Awarded a global leadership position on the Climate A List by CDP for disclosing extensive carbon emissions &amp; energy data-exemplifying a high level of transparency, for the fifth time. CDP is an international not-for-profit organization engaged in activities to realize a sustainable economy.</li> </ul> </li> </ul>
20	What percentage of your sales are to the governmental sector in the past three years	The percent of Konica Minolta's Direct Channel business (excluding service) in the defined Government sector accounted for 12.5% of the overall revenue in the past three years.
21	What percentage of your sales are to the education sector in the past three years	<p>The percent of Konica Minolta's Direct Channel business (excluding service) in the K-12 education sector accounted for 6.1% of the overall revenue in the past three years.</p> <p>The percent of Konica Minolta's Direct Channel business (excluding service) in the Higher Education sector accounted for 3.4 % of the overall revenue in the past three years.</p> <p>The percent of Konica Minolta's Direct Channel business (excluding service) in the Other Education sectors accounted for 0.9 % of the overall revenue in the past three years.</p> <ul style="list-style-type: none"> <li>• Includes SIC code 8211 (elementary, secondary schools)</li> <li>• Includes SIC codes 8221 (colleges), 8222 (Jr colleges), 8244 (busi/secry schools), 8249 (vocational schools)</li> <li>• Includes SIC code 8231 (libraries), 8243 (data proc schools), 8299 (school svcs), 8531 (day care)</li> <li>• Includes all other industries not in Education or Government above. Note that private colleges are included in Education above and not in this Private Sector figure</li> </ul>
22	<p>List any state, provincial, or cooperative purchasing contracts that you hold.</p> <p>What is the annual sales volume for each of these contracts over the past three years?</p>	<p>AEPA</p> <ul style="list-style-type: none"> <li>• 2023 - \$23,651,314</li> <li>• 2022 - \$20,807,089</li> <li>• 2021 - \$21,534,970</li> </ul> <p>NASPO ValuePoint (sales revenue accounts for 23 State PA Adoptions)</p> <ul style="list-style-type: none"> <li>• 2023 - \$30,197,327</li> <li>• 2022 - \$30,025,944</li> <li>• 2021 - \$16,036,461</li> </ul> <p>Region 4 ESC OMNIA Partners</p> <ul style="list-style-type: none"> <li>• 2023 - \$9,745,870</li> <li>• 2022 - \$3,864,472</li> <li>• 2021 - \$1,872,272</li> </ul> <p>Sourcewell 030321-KON</p> <ul style="list-style-type: none"> <li>• 2023 YTD - \$17,377,556.54</li> <li>• 2022 - \$24,953,737.26</li> <li>• 2021 - \$1,004,545.82</li> </ul> <p>Sourcewell 090320-KON</p> <ul style="list-style-type: none"> <li>• 2023 YTD - \$264,440.17</li> <li>• 2022 - \$762,449.51</li> <li>• 2021 - \$15,004.00</li> </ul> <p>Sourcewell 022719-KON</p> <ul style="list-style-type: none"> <li>• 2023 YTD - \$45,669.52</li> <li>• 2022 - \$190,945.75</li> <li>• 2021 - \$114,576.60</li> </ul> <p>Additionally Konica Minolta holds 25 Statewide Contracts within the following States: AZ, AR, CA, MA, MI, MS, NJ, NY, OH, PA, TN, TX - Sales data is available upon request</p>
23	<p>List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold.</p> <p>What is the annual sales volume for each of these contracts over the past three years?</p>	<p>GS-03F-135DA</p> <ul style="list-style-type: none"> <li>• 2023 - \$10,901,002.34</li> <li>• 2022 - \$15,821,718.71</li> <li>• 2021 - \$15,538,640.71</li> </ul>

**Table 4: References/Testimonials**

**Line Item 24.** Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *
Boston Housing Authority	Barbara Carrera	617-988-4172
Lexington Fayette Urban County Government (LFUCG)	Jean Walker Brooks	859-258-3953
Kentucky Community and Technical College System (KCTCS)	Tammy Satterly	859-256-3279

**Table 5: Top Five Government or Education Customers**

**Line Item 25.** Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *
Commonwealth of Massachusetts	Government	Massachusetts - MA	Comprehensive Cloud Hosted Document & Content Management Systems with Workflow including Professional Services, Portal Solutions and more across multiple State Level Secretariats.	Varied	23M+
Kentucky Community and Technical College System (KCTCS)	Education	Kentucky - KY	Comprehensive Cloud Hosted Document & Content Management Systems with Workflow including Professional Services	Varied	\$2.2M+
Arizona Department of Child Safety	Government	Arizona - AZ	Comprehensive Cloud Hosted Document & Content Management Systems with Workflow including Professional Services	Varied	1.8M+
Washington State Department of Corrections	Government	Washington - WA	Comprehensive Cloud Hosted Document & Content Management Systems with Workflow including Professional Services	Varied	\$1.3M+
Boston Housing Authority	Government	Massachusetts - MA	Comprehensive Cloud Hosted Document & Content Management Systems with Workflow including Professional Services and Document Scanning Services.	Varied	\$1.2M+

**Table 6: Ability to Sell and Deliver Service**

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable.

Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
26	Sales force.	<p>Konica Minolta's Public Sector sales force is composed of a National Director of Government Sales, 3 Regional Directors of Government Sales, and 19 Government Account Managers. The Government Account Managers are responsible for all State and Local Government, as well as National Cooperative sales. This team is sales focused on the top 750 accounts in the country based on opportunity identification, size and scope, and vertical fit. There is a mix of net new and incumbent accounts but the majority are new engagements based on research and relationship building.</p> <p>We also have a Public Sector Contracts department that is responsible for the overall management and compliance of all of our state and cooperative contracts. Our contracts department manages 60 State Contracts and 4 National Cooperative contracts.</p> <p>Our products and services are offered nationwide by more than 125 direct branch sales locations, and by a team of over 20 dedicated Intelligent Information Management experts. This network is responsible for both the sales and service of placed products and services. We have over 8,277 employees in North America to support this contract with our direct branches. We maintain 12 national distribution centers, including a major distribution warehouse complex in Brooks, Kentucky, just minutes from a central UPS shipping hub. Konica Minolta Business Solutions is committed to providing our clients with a world-class service program that complements our Intelligent Information Management Solutions. We have gone to great lengths to establish a nationwide program that is effective, simple to manage and efficient in delivering comprehensive services, while also achieving our overall goals of increased reliability and customer satisfaction.</p> <p>All of our direct branches are responsible for upholding all terms, conditions and pricing of the contract, and selling in a professional manner to all eligible entities. They will be responsible for implementation and training the clients on the use of the equipment. Konica Minolta will hold quarterly meetings with our sales and servicing branches to discuss the contract, issues, sales progress and performance.</p>
27	Dealer network or other distribution methods.	<p>In order to provide a wide range of coverage and multiple procurement avenues, Konica Minolta will offer products and services through both our direct branch sales locations and our Authorized Dealer and reseller network. We have approximately 300+ Authorized Dealers with over 10,000 authorized dealer employees nationwide. These dealers are authorized to sell on our behalf as well as the ability to invoice the participating agencies directly. This network will be responsible for upholding all terms, conditions and pricing of the contract, and selling in a professional manner to all eligible entities.</p> <p>All Konica Minolta dealers are trained through formal certifications on every device that would be installed at each client's location. Support levels and performance from our dealers and distributors are identical to that of our direct operations. Within our dealer community, Konica Minolta personnel assigned to each region throughout the country, who are dedicated to monitoring the satisfaction of our clients, review the performance of our Authorized Dealers' technicians to ensure compliance with our high standards. The retention of Authorized Dealer status depends, in part, on the outcome of these reviews. By centrally managing and auditing our service and support program, we review and maintain accountability for all Konica Minolta branches and authorized Dealers that interact with our clients to continually deliver the highest levels of service performance that is expected.</p>
28	Service force.	<p>Konica Minolta has a team of over 100 dedicated Intelligent Information Management experts that have extensive varying levels of experience in Konica Minolta, IIM, and the Technology industry. This network is responsible for both the sales and service of placed products and services. We have over 8,277 employees nationally to support this contract with our direct branches. With 125 Direct Branch Sales Offices, fully supported by Konica Minolta Service and Technical experts, the Konica Minolta service model ensures that our participating agencies receive the same high level of service, compliant with Konica Minolta's prescribed standards, consistently across all locations.</p>

<p>29</p>	<p>Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.</p>	<p>All order processing is done by our order processing teams headquartered in Ramsey, NJ. These teams are responsible for the review of all purchase orders to make sure that they are correct upon receipt followed by timely and accurate entry into our SAP system. Orders are typically entered into our system within 24 hours of receipt of proper order documentation. The order will be shipped from a Konica Minolta Regional Distribution Center to a staging area for pre-installation activities. The local Konica Minolta administrator will coordinate a delivery and installation schedule with the local end user location, our drivers will deliver on set date, a technician will follow within four hours after the delivery to install and our local trainer will call to schedule training.</p> <p>Master Agreements, a department headquartered in Ramsey, NJ, also assists from an order management standpoint. They review all orders for compliance and refer any concerns to the State Contract Team. Any item placed on an order above contract pricing or not in the catalog will be immediately flagged and returned to its' origination point for revision.</p> <p>The collaboration amongst several Konica Minolta departments enables all orders to be processed in a timely and accurate manner. On the occasion that a specific order must be expedited Konica Minolta is also able to accommodate this request. An indication is placed on the file at the time of order and all parties involved are immediately alerted to give this order priority in the queue.</p> <p><b>Standard Order Process</b> Orders can be emailed (corporateordes@kmb.konicaminolta.us) for immediate processing. Konica Minolta has a hotline that customer can call between 8:30 am and 8pm EST to check on the status of purchase orders at 800-456-6422 Ext 2519. Our dealer network supports this response, and where authorized by the Participating State, they will have the ability to accept and process purchase orders directly as well.</p> <ul style="list-style-type: none"> <li>• Requested order is immediately input from the order- processing center through the KM Corporate Order Entry System.</li> <li>• Within 24 hours an Order Number is generated against the order input.</li> <li>• Within 24 hours inventory is checked for availability at the Branch Servicing Center (BSC).</li> <li>• Upon confirmation of inventory availability, a serial number is assigned to the order.</li> <li>• Upon assignment of a serial number, the schedule ship date/delivery date is confirmed.</li> <li>• Upon shipping, an invoice number is immediately generated.</li> <li>• Upon shipping confirmation, the Konica Minolta device(s) is entered into the Konica Minolta SAP System (a database/software that supports the Customer Care Center).</li> <li>• Upon entry into SAP, the device(s) is immediately scheduled for technical setup at your location.</li> </ul> <p>All of the order information from time of order input is tracked by the Konica Minolta branch administrator and assigned Account Representative. Our order entry system is an enterprise wide system offering available access from any Konica Minolta desktop or networked laptop as well as remote dial up access.</p> <p><b>Expedited Order Process</b> Upon a customer's request for an expedited order processing, the sales representative will upload the order documentation into the system and will code it as a "rush". Once administration receives the request, they will prioritize the order and process it in accordance with our standard procedure.</p>
<p>30</p>	<p>Describe your strategy related to implementation, integration, and use of implementation partners.</p>	<p>Our implementation strategy prioritizes agility, seamless integration, and collaboration with valued partners.</p> <p><b>Agile Implementation Methodology</b> We leverage an agile methodology to ensure flexibility and responsiveness throughout the implementation process. This approach breaks down projects into manageable sprints, allowing for continuous feedback and iteration based on your specific needs.</p> <p><b>Strong Project Management</b> We maintain a robust project management framework to ensure clear communication, on-time delivery, and successful project outcomes. Our dedicated project managers work closely with you and our internal teams to keep the project running smoothly and address any challenges proactively.</p> <p><b>Commitment to Open Standards</b> We are committed to utilizing REST and other industry-standard APIs for seamless integration with your existing systems. This approach minimizes disruption and ensures your data flows smoothly between our solutions and your environment.</p> <p><b>Leverage Implementation Partners</b> While our professional services teams handle the vast majority of implementations, we are dedicated to fostering a strong network of Small and Disadvantaged Business Partners (SDBPs). When appropriate, we leverage their expertise to enhance the project's value and support economic inclusion.</p>

<p>31</p>	<p>Describe in detail the process and procedure of your customer service program, if applicable.</p> <p>Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.</p>	<p>Konica Minolta is committed to providing the best service and support to our customers. Each and every customer case is reviewed and managed to the appropriate service level. In the event a ticket requires escalation, our senior staff is available to help quickly bring the issue to closure. An escalation should be initiated when, after working through Konica Minolta's standard resolution process, a customer is not satisfied with the level of timeliness or service that has been provided.</p> <p>The Konica Minolta IIM Technical Support Team (aka The IIM Help Desk) assists customers who use, install or develop the solution provided by Konica Minolta. This document defines expectations between the Support Team and its customers, and will be circulated among clients in good account standing and who have signed a software maintenance contract. Additionally, it will be used to ensure the Technical Support Team is held to set standards to provide a guideline of information and expectations. This document defines the following:</p> <ul style="list-style-type: none"> <li>- Contact Information</li> <li>- When to engage the support team</li> <li>- How to report an incident</li> <li>- How to define issue severity</li> <li>- Responsibilities (our support team and our customers)</li> <li>- Hours of operation</li> </ul> <p><b>HOW TO REPORT AN ISSUE</b>          During normal business hours Konica Minolta Support is available by phone at: 800-362-8772 (option #1), or email at: iim.support@kmb.konicaminolta.us. Issues can be submitted after hours via email.</p> <p><b>STANDARD HOURS OF OPERATION</b>          Maintenance and Support Services will be available during the hours of 8 a.m. to 8 p.m., Eastern Time, Monday through Friday, excluding holidays.</p> <p><b>KONICA MINOLTA SUPPORT EXPECTATIONS</b></p> <p><b>SUPPORTED ITEMS</b>          Software: Any software that has a current support and/or maintenance contract associated with it.</p> <p>Hardware: Konica Minolta Support is available to troubleshoot hardware associated with the provided Konica Minolta Solution to determine root cause of an issue. See definition of support activities and scope below.</p> <p><b>GOALS</b>          Konica Minolta's technical support philosophy is one that strives to provide organizations with the support services needed to maximize the benefits of the overall solution purchase. Konica Minolta's supports programs are designed to ensure needs are met in a timely and efficient manner.</p> <ul style="list-style-type: none"> <li>• Proactive follow-up on all open incidents in a reasonable amount of time based on Severity (see below).</li> </ul> <p><b>ISSUE PRIORITIZATION</b>          Support calls are prioritized on two criteria:</p> <ul style="list-style-type: none"> <li>- The severity of the issue against other client software solutions in production</li> <li>- The order in which they are received. Customer emergencies always take precedence over non-emergencies.</li> </ul> <p><b>SUPPORT INCIDENT SEVERITY DEFINITION</b>          Severity 1: Complete system failure and/or critical business function failure. The supported solution is completely unavailable for all critical business units. Only a Production incident can be classified this severely. The goal is to resolve these issues as soon as possible.          Example: All users are unable to access the Konica Minolta solution.</p> <p>Severity 2: No system failure, but the Client's users are unable to access or execute critical system functions. The supported solution is intermittently unavailable for all users, or there is serious performance degradation to the point where the system is unusable. Single user issues can be escalated to this severity if the issue is preventing a critical business function. Only a Production incident can be classified this severely. The goal is to use best efforts to restore.          Example: Web client users attempt to retrieve documents receive an error message. Users with access to the Thick Client are still able to access documents.</p> <p>Severity 3: Application not performing per documentation, but the Client's users can perform basic job functions with alternate procedures. Non-Production environment (TEST) incidents are classified with this severity rating. Konica Minolta will provide fixes within a reasonable time and will inform the Client when fixes will be provided.</p> <p><b>RESPONSE TIMEFRAMES</b>          Response time is determined only after the problem has been properly received through Konica Minolta's error reporting procedure and categorized into one of three levels</p> <ul style="list-style-type: none"> <li>- Respond to Severity 1 issues within one (1) working hour.</li> <li>- Respond to Severity 2 issues within four (4) working hours and use best efforts to restore</li> <li>- Respond to Severity 3 issues one (1) working day and will provide fixes within a reasonable time and will inform the Client when fixes will be provided</li> </ul> <p><b>CLARIFYING SUPPORT ACTIVITIES</b>          The purpose of this section is to solidify the activities of the Support Team. The following assumes that the customer is in good standing with software maintenance. If maintenance is not active or a mutually agreed upon plan to activate maintenance is not in place, then all activity pertaining to this software is a billable event. If the customer has never purchased this software, then the responsibility to address the question or issue is held with the Konica Minolta Sales team. Incidents requiring additional fee-based resources will be coordinated by the client's Account Manager. Konica Minolta Support will spend a reasonable amount of time triaging the issue(s) to determine the root cause and report to the customer regarding whether the incident can be covered under normal support or if the work will require additional fee-based resources.</p> <ul style="list-style-type: none"> <li>• Included activities (per the "Support Guide" and "Maintenance Agreement"):</li> <li>• Software defects that surface in the form of an error message and/or resulting in either a data integrity and/or data loss issue</li> <li>• Production issue is being experienced and a specific error message is being displayed.</li> <li>• Non-Production issue is being experienced and a specific error message is being displayed.</li> <li>• Published documentation contradicts actual behavior of the software (not to be confused with cases where documentation does not exist).</li> </ul> <p>Conditions that can cause the activity to involve fee-based resources:</p> <ul style="list-style-type: none"> <li>• Error message is determined to be related to system performance (network, database, resources, etc)</li> <li>• Error message is determined to be related to an external application or system (Windows Operating System, Hardware, 3rd party application)</li> <li>• Workflow, WorkView, or API solution will need to be modified to achieve desired results</li> <li>• The work was at one point in time accepted by the customer (sign off sheet) and now the work is required to be changed, or changes are requested by the customer.</li> <li>• Consulting, how to, and Training type questions</li> <li>• Customer is inquiring how to design, create or configure a new solution for specific business problems.</li> <li>• Customer is asking Konica Minolta to explain how a particular software component functions, when documentation is typically available online.</li> <li>• Customer is encouraged to utilize readily available online resources to receive documentation, review blog posts, etc.</li> </ul>
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32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>The ability and willingness to provide products and services to participating entities in the United States is evidenced in our annual revenue within the public sector and success through other Sourcewell contracts we hold. For this contract our Public Sector Sales Team is additionally supported by a team of over 200 individuals dedicated to Intelligent Information Management. The combination of expertise in public sector sales and the scope of this contract will result in a successful partnership for any participating entity.</p> <p>We have included our Intelligent Information Management Terms and Conditions in our bid response. This Intelligent Information Management Terms and Conditions document is provided to participating entities and is required with all Intelligent Information Management Terms and Conditions transactions.</p> <p>Additionally, we have included a statement of work (SOW) and end user license agreements for Konica Minolta as well as third party solutions.</p>
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Konica Minolta can provide our products and services through our direct channels in Canada. If awarded, we will coordinate with our Canadian teams to facilitate contract sales where possible.
34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	None
35	<p>Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract.</p> <p>Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?</p>	Konica Minolta is able to fully support Sourcewell nationwide for all participating entity sectors.
36	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	All hardware included in this proposal is delivered FOB Destination, delivered to the customer's requested location within the 48 contiguous states and the District of Columbia. Any orders OCONUS (Outside the Continental US) deliveries are offered on an Open Market FOB Origin basis. If premium routing is requested, the additional charge shall be added as a separate item to Konica Minolta's invoice on an Open Market basis. Prices do not include the cost of special equipment or rigging needed for delivery to the customer requested location.

**Table 7: Marketing Plan**

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Konica Minolta's strength in marketing the Sourcewell contract will come from the combination of the IIM Sales Team and direct branches. These sales teams cover all 50 states and understand the local markets that they sell deliver and provide services in. They have relationships with the schools, local governments, universities, non-profits and other qualified entities, many of which are current customers. Those relationships will greatly assist in our promotion of the Sourcewell contract.</p> <p>Konica Minolta will also utilize our corporate marketing department to deploy our Sourcewell marketing strategy. Our marketing initiatives will include the following:</p> <ul style="list-style-type: none"> <li>• Internal Email Campaign to Channel Sales Teams – In order to create awareness and expertise to the Sourcewell contract, Konica Minolta will create an internal email campaign that will highlight the benefits of Sourcewell's Contract for all eligible customers and for the individual sales reps. The campaign will also spotlight product updates, success stories and the addition of field resource materials.</li> <li>• Konica Minolta - Sourcewell Website – Konica Minolta will create a customer-facing website for contract information, pricing catalogs, product information and sales contact information. The website will be used to post contract updates and other customer marketing materials.</li> <li>• Marketing Materials – Konica Minolta will create contract specific marketing materials highlighting Konica Minolta and Sourcewell's partnership and benefits to public sector customers. These materials may be customized and made available to Sourcewell for use in Sourcewell marketing publications. We will also co-brand Konica Minolta brochures and sell sheets that will provide features and benefits of Sourcewell and Konica Minolta products that are available on Sourcewell's Contract.</li> <li>• Email Campaign– Konica Minolta will use our public sector database to run an email campaign that will continually bring the Konica Minolta products and services available on the Sourcewell's contract to current and prospective customers.</li> <li>• National Conferences and Trade Shows – Konica Minolta will attend government and education procurement conferences and trade shows to showcase our offerings and to promote the Sourcewell contract. Konica Minolta will attend shows like NIGP, ASBO, NAEP, ISTE and any other shows that Sourcewell recommends. Our branches also attend the many local conferences and expos in their markets to showcase Konica Minolta products, the Sourcewell contract and their local sales teams.</li> </ul> <p>Sample marketing materials have been included (Email Campaign, Marketing Flyer).</p>
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Konica Minolta uses various forms of technology in marketing internally and externally to our customers.</p> <p>Internally, we will use Konica Minolta's Learning Group to conduct a Government Sales Learn Track that sales teams are assigned. It covers the fundamentals for selling to the government and how to discuss cooperative contracts with government buyers and business managers. We have also created a learn track to include material about Sourcewell and will update that material to cover this contract upon award.</p> <p>Sales teams also have access to our internal Government Portal which is located on a website available to all Konica Minolta employees. Available on this site are internal newsletters that share success stories, sales strategies and Konica Minolta related news. We will use this platform to announce an award of the Sourcewell Contract and any other relevant news.</p> <p>Our direct sales force uses a CRM system to collect customer data and uses it in the sales process. That data can also be used in marketing to those prospects using a variety of tools within the system to include email campaigns as previously mentioned in our marketing plan.</p> <p>Externally, Konica Minolta uses social media platforms such as Facebook, Twitter, LinkedIn, YouTube, Pinterest, Instagram and Flickr to provide followers information. These platforms will be used to announce a Sourcewell Contract award. We also use industry publications to make announcements and promote Konica Minolta and its partners.</p> <p>In 2023, Konica Minolta hired a VP of Digital Marketing charged with demand generation and programmatic marketing to increase brand awareness and generate revenue in all areas of Konica Minolta's business. Using data to target the right audience at the right times will be instrumental in our marketing efforts.</p> <p>As previously mentioned, Konica Minolta will also create a website for this Sourcewell contract to put information at the fingertips of our customers and prospects.</p>
39	<p>In your view, what is Sourcewell's role in promoting contracts arising out of this RFP?</p> <p>How will you integrate a Sourcewell-awarded contract into your sales process?</p>	<p>Konica Minolta's Public Sector Team believes that a strong partnership with Sourcewell will provide an opportunity to collaborate on marketing efforts which will result in mutual success. We would request a marketing strategy meeting with our Sourcewell Contract Manager upon award to learn the best practices of Sourcewell and its most successful vendors for this contract. Below are some of the items that Konica Minolta would look to Sourcewell for help in promoting our contract.</p> <ul style="list-style-type: none"> <li>• Member Communication of Award – Upon award, we would request Sourcewell's resources to launch Konica Minolta's contract award. This could be done via a live introduction webinar at the Sourcewell office and other mediums that Sourcewell would recommend.</li> <li>• Konica Minolta Updates – Konica Minolta would utilize Sourcewell's resources to update customer on the addition of products and/or services or any other contract related information.</li> <li>• Customer Engagements – Konica Minolta would request assistance from Sourcewell on customer engagements including answering member questions, prospective customer meetings, contract validation discussions and any other contract related engagements that require Sourcewell assistance to move an opportunity forward.</li> <li>• Konica Minolta Training – We would request assistance with Regional and Local Sales Meetings to share Sourcewell's cooperative contract talk track and benefits in your words. On occasion, we would ask that Sourcewell be involved in specific branch meetings that are focused on a specific market or customer engagement. Some meetings will be in person but many times a webinar or conference call would suffice.</li> <li>• Sourcewell Member Product Showcases – We like to showcase our industry-leading technology to captive audiences. In doing so, we can introduce innovative ideas to Sourcewell members that can transform their work environments or reduce their costs. We would request Sourcewell's assistance in inviting members to view Konica Minolta's Product Showcases which could be webinars or, on occasion, demonstrations using Sourcewell or Konica Minolta video productions.</li> <li>• Email / Direct Mail Introduction of Konica Minolta to Sourcewell Membership – With Sourcewell's assistance, Konica Minolta would request access to a membership list with email addresses and /or mailing addresses to introduce Konica Minolta technologies to the Sourcewell membership and provide information on what we have to offer via the Sourcewell contract. The membership list would also be used of other Sourcewell approved communications such as product announcements, product showcase invitations or other exciting updates.</li> </ul> <p>Our vertically assigned branch sales teams have well established sales processes that include a cooperative contract sales track. Our Sourcewell training will provide them the information they need to market the Sourcewell contract's benefits and scope of solutions to current and prospective customers. Materials will be made readily available to the sales teams so they can actively promote Sourcewell in their everyday sales processes.</p>
40	<p>Are your products or services available through an e-procurement ordering process?</p> <p>If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>Currently, we have a dedicated website for Sourcewell members to view product specifications and awarded pricing. Konica Minolta is in the process of finalizing an e-commerce platform, called the Konica Minolta eShop. Additionally, we participate in the Buy Sourcewell platform on the other Sourcewell contracts that we hold.</p> <p>Konica Minolta provides two methods of eProcurement. We provide a punch-out solution where our client can "punch-out" from their procurement application (for example: Ariba, OSN, SciQuest) to a Konica Minolta branded catalog. The catalog displays the client's contracted SKU's and associated prices and selects the items to order from the catalog and places them into a shopping cart for submittal. Once the order is submitted it is sent to the client's back-end system where a purchase order is created. The purchase order is then forwarded to the Konica Minolta account manager to place the order in SAP.</p> <p>The second method is essentially similar in nature - the client logs into a standalone website. The website exposes a branded catalog similar to the first scenario. The client places the items into the cart and on submission of the cart the order is emailed directly to their Konica Minolta account manager who will place the order in SAP.</p>

**Table 8: Value-Added Attributes**

Line Item	Question	Response *
41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities.	<p>Konica Minolta Intelligent Information Management offers a comprehensive suite of training programs designed to ensure that Sourcewell Participating Entities fully leverage our products and solutions. Our training programs encompass product training, equipment maintenance, and operator training, each tailored to meet the specific needs of your organization.</p> <p>Product Training</p> <ul style="list-style-type: none"> <li>Our product training programs are designed to familiarize users with the full range of functionalities of Konica Minolta solutions. We provide detailed, hands-on sessions that cover everything from basic operations to advanced features, ensuring that users can effectively utilize our products to enhance their workflows.</li> </ul> <p>Solution Maintenance</p> <ul style="list-style-type: none"> <li>To ensure the longevity and optimal performance of our solutions, we offer extensive maintenance and service options, including managed services. This includes routine maintenance procedures, troubleshooting techniques, and best practices for keeping the solutions we deliver in peak condition. Our goal is to minimize downtime and maximize the efficiency of your operations.</li> </ul> <p>Operator Training</p> <ul style="list-style-type: none"> <li>Our operator training programs are focused on empowering your staff to use our equipment and solutions with confidence and competence. We provide both in-person and virtual training options, covering operational procedures, safety protocols, and efficiency tips. Our expert trainers are dedicated to providing the knowledge and skills needed to operate our equipment effectively.</li> </ul> <p>Standard end user training is available for all products and services. These training programs are part of our commitment to delivering exceptional support and ensuring that Sourcewell Participating Entities can maximize the value of their investment in Konica Minolta solutions.</p>
42	Describe any technological advances that your proposed products or services offer.	<p>Konica Minolta Intelligent Information Management is at the forefront of technological innovation, integrating cutting-edge advancements to enhance our products and services continually. One of our key innovations is the incorporation of Natural Language Processing (NLP) across products and services. Our NLP capabilities enable users to interact with our systems using natural language, making it easier to search, retrieve, and analyze data. This technology simplifies complex tasks, improves user experience, and enhances the accuracy and efficiency of information management.</p> <p>Our AI Decision Engines represent another significant advancement in our offerings. These engines leverage artificial intelligence to automate decision-making processes, providing intelligent insights and recommendations based on data analysis. By utilizing AI, our solutions can predict trends, optimize workflows, and support strategic planning, helping organizations to make informed decisions swiftly and accurately. This capability is particularly beneficial for Sourcewell Participating Entities, as it can lead to increased operational efficiency and better resource allocation.</p> <p>Additionally, our Intelligent Document Processing (IDP) solutions exemplify our commitment to staying on the leading edge of technology. IDP utilizes machine learning and AI to automate the capture, extraction, and processing of data from various document types. This technology significantly reduces manual data entry, minimizes errors, and accelerates document workflows. By transforming unstructured data into actionable information, our IDP solutions enable organizations to streamline their processes, enhance productivity, and improve overall data management.</p> <p>We are also excited to roll out our Co-pilot capabilities, designed to simplify administration and configuration across many of the solutions we offer. Co-pilot assists administrators by automating routine tasks, providing intelligent suggestions, and offering guided configurations to ensure optimal setup and performance. This feature reduces the complexity of managing our solutions, allowing organizations to deploy and maintain our technologies with greater ease and efficiency, ultimately enabling them to focus more on their core activities and strategic objectives.</p>
43	<p>Please describe your software innovation maturity related to the following technology areas:</p> <ul style="list-style-type: none"> <li>o Machine learning</li> <li>o Natural language processing</li> <li>o Virtual assistants/chatbots</li> <li>o Predictive analytics</li> <li>o Big data analytics</li> <li>o AI/Generative AI</li> </ul>	<p>Machine Learning</p> <p>Advanced: Our solutions leverage advanced machine learning algorithms to enhance data analysis, automation, and decision-making processes. We employ sophisticated models to predict outcomes, recognize patterns, and optimize workflows, ensuring that our clients benefit from the latest advancements in machine learning technology.</p> <p>Natural Language Processing (NLP)</p> <p>Intermediate: Our NLP capabilities enable users to interact with our systems using natural language, facilitating more intuitive and efficient data search, retrieval, and analysis. While we have made significant strides in NLP, we continue to develop and refine these capabilities to further enhance user experience and system functionality.</p> <p>Virtual Assistants/Chatbots</p> <p>Intermediate: Our virtual assistants and chatbots are designed to provide efficient and effective customer support and interaction. They utilize natural language understanding to respond to inquiries, perform tasks, and guide users through processes. We are continually improving these technologies to offer more seamless and intelligent interactions.</p> <p>Predictive Analytics</p> <p>Emerging: We are in the early stages of integrating predictive analytics into our solutions. By leveraging historical data and machine learning models, we aim to provide insights that help organizations anticipate future trends, optimize operations, and make data-driven decisions. This area is a key focus for ongoing development.</p> <p>Big Data Analytics</p> <p>Emerging: Our big data analytics capabilities are evolving to handle and analyze large volumes of data effectively. We are developing tools and methodologies to extract valuable insights from complex datasets, enabling organizations to harness the power of big data for strategic advantage.</p> <p>AI/Generative AI</p> <p>Intermediate: We are actively incorporating AI and generative AI technologies to enhance our solutions. These capabilities allow us to automate content creation, generate intelligent responses, and support complex decision-making processes. Our ongoing research and development efforts aim to further expand and refine our AI capabilities. Our commitment to innovation ensures that we remain at the forefront of technological advancements, continually enhancing our offerings to meet the evolving needs of Sourcewell Participating Entities.</p>
44	Describe connectivity and integration capabilities between your offered solution(s) and other software systems.	<p>At Konica Minolta Intelligent Information Management, we understand the importance of seamless connectivity and integration between our solutions and other software systems used by Sourcewell Participating Entities. Our solutions are designed with robust integration capabilities to ensure interoperability and enhance operational efficiency.</p> <ul style="list-style-type: none"> <li>Connectivity: Our solutions support a wide range of connectivity options, including APIs (Application Programming Interfaces), web services, and standard communication protocols such as REST and SOAP. This allows for real-time data exchange and interaction between our systems and external applications, ensuring smooth and efficient workflows.</li> <li>Integration: We offer comprehensive integration capabilities that enable our solutions to work seamlessly with other enterprise systems, including CRM (Customer Relationship Management), ERP (Enterprise Resource Planning), IIM (Intelligent Information Management), and more. Our solutions are designed to integrate with popular platforms like Salesforce, Microsoft Dynamics, and SAP, among others. This ensures that data can flow freely between systems, eliminating silos and enabling a unified view of information across the organization.</li> <li>Custom Integration Services: For unique or complex integration requirements, our team provides custom integration services. We work closely with your IT team to develop tailored solutions that meet your specific needs, ensuring that all systems work together harmoniously. This includes custom connectors, middleware solutions, and bespoke integration workflows designed to optimize your business processes.</li> <li>Cloud and On-Premise Solutions: Our offerings include both cloud-based and on-premise solutions, providing flexibility to integrate with other cloud services or on-premise systems as needed. This hybrid approach ensures that you can leverage the best of both worlds, maintaining data security and compliance while benefiting from the scalability and accessibility of cloud solutions.</li> </ul> <p>Our commitment to seamless connectivity and integration ensures that Konica Minolta solutions enhance your existing technology investments, streamline operations, and provide a cohesive, efficient digital ecosystem for Sourcewell Participating Entities.</p>

<p>45</p>	<p>Describe your migration, customization, configuration, and upgrade processes.</p>	<p>Konica Minolta Intelligent Information Management, we offer comprehensive services for migration, customization, configuration, and upgrades to ensure that our solutions align perfectly with the needs of Sourcewell Participating Entities. Our processes are designed to be efficient, minimally disruptive, and tailored to meet specific organizational requirements.</p> <ul style="list-style-type: none"> <li>• Migration: Our migration process is meticulously planned and executed to ensure a seamless transition from existing systems to Konica Minolta solutions. We begin with a thorough assessment of your current environment, followed by a detailed migration plan that includes data mapping, risk assessment, and mitigation strategies. Our team of experts handles data extraction, transformation, and loading (ETL) to ensure data integrity and continuity. We also provide extensive testing and validation to ensure that all data and functionalities are correctly migrated.</li> <li>• Customization: We understand that each organization has unique requirements. Our customization services are designed to tailor our solutions to meet your specific needs. This includes modifying existing functionalities, adding new features, and integrating third-party applications. Our customization process involves close collaboration with your team to understand your requirements, followed by design, development, testing, and implementation phases to ensure that the customized solution meets your expectations.</li> <li>• Configuration: Our configuration services ensure that our solutions are optimally set up to meet your operational needs. This involves setting up system parameters, user roles, workflows, and security settings to align with your business processes. We provide comprehensive documentation and training to ensure that your team can effectively manage and utilize the configured solution. Our goal is to ensure that the system is configured to support your organizational goals and enhance productivity.</li> <li>• Upgrade: Our upgrade process is designed to keep your system up-to-date with the latest features and improvements while minimizing downtime and disruption. We provide a detailed upgrade plan that includes a review of current system status, impact analysis, and a step-by-step upgrade procedure. Our team conducts thorough testing in a controlled environment before deploying the upgrade to the live system. We also offer post-upgrade support to address any issues and ensure that the system operates smoothly.</li> </ul> <p>By offering these comprehensive services, Konica Minolta ensures that Sourcewell Participating Entities can fully leverage our solutions to enhance their operational efficiency and achieve their strategic objectives.</p>
<p>46</p>	<p>Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.</p>	<p>Based on our Philosophy and Vision, Konica Minolta has created an environmental policy that is reducing the environmental impact of every business process we conduct resulting in new social and economic value. Protecting our planet is a top priority of our leaders and employees. Our broad array of environmental initiatives include eliminating pollutants, reducing energy consumption and creating products and solutions that help our clients realize their own sustainability goals. We strive to assist our clients and are enabling them to construct their own environmental plans for becoming kinder to the environment. Our approach contributes to creating shared value (CSV) for environmental improvement with our clients, sharing ideas to improve and enhance everyone's environmental activities.</p> <p>Konica Minolta's environmental initiatives are listed below.</p> <ul style="list-style-type: none"> <li>• EcoVision 2050</li> <li>• Solar Energy Initiatives</li> <li>• Earth Friendly Products</li> <li>• IH Fixing Technology</li> <li>• Clean Planet Recycling</li> <li>• Simitri® HDE Polymerized Toner</li> <li>• PET Plastics</li> <li>• ICE-u Technology</li> <li>• OLED Lighting</li> <li>• Green Factory Certification System</li> <li>• Green Product Certification System</li> <li>• Green Marketing</li> </ul> <p>Our strategic and extensive development of these initiatives have achieved acclaim as being some of the best in the world, having the number one position in the overall manufacturing sector of the Nikkei Environmental Management Survey as well as receiving first-tier ratings in international CSR and SRI assessments.</p> <p>Konica Minolta was listed Among 2023 Global 100 Most Sustainable Corporations in the World and marks the sixth time and the fifth year in a row it has been honored, following 2011 and 2019-2022.</p> <p>Since its integration in 2003, Konica Minolta has placed "sustainability" at the core of its management, delivering products and solutions that address social and environmental issues focusing on the United Nations' Sustainable Development Goals (SDGs). The company offers energy-efficient products to reduce CO2 emissions at customers' sites, helping to transform their production processes and promote workstyle reform.</p> <p>Konica Minolta's global, long-term sustainability strategy, Eco Vision 2050, sets goals for the company to reduce CO2 emissions throughout the product life cycle. Currently it is ahead of schedule and on track to reach carbon minus status by 2030 instead of 2050, as originally planned. The initiative promotes recycling, effective use of Earth's limited resources and the restoration and preservation of biodiversity. The company helps corporate clients and suppliers to achieve effective use of resources as well by constructing efficient supply chains for client companies using on-demand production, and reducing workflow and supply chain loss for corporate clients.</p> <p>The company has also identified key material issues to address in the short-term to support the achievement of long-term environmental goals. Two of these environmentally focused materials are addressing climate change and using limited resources effectively. Ongoing corporate initiatives that address these issues include:</p> <ul style="list-style-type: none"> <li>• Reducing energy consumption and CO2 emissions of customers and society by providing manufacturing process solutions</li> <li>• Promoting a paperless and ubiquitous computing society by providing solutions for work style reform</li> <li>• Contributing to dramatic CO2 emissions and cost reductions by helping business partners to reduce their environmental impact using digital transformation technology</li> </ul> <p>EPEAT®, which is managed by the Green Electronics Council, has been a comprehensive environmental rating that helps identify greener computers and other electronic e equipment since 2006. Imaging equipment was added as a new product category in 2013. It ranks products as gold, silver or bronze based on fifty-nine environmental performance criteria considering life cycle of imaging equipment. Konica Minolta Business Solutions USA, Inc. has 42 active products on the EPEAT registry with 33 achieving gold status. To achieve gold status, a product must meet all required criteria, plus at least 75 percent of the optional criteria. Optional points are earned by meeting up to 26 additional criteria. Konica Minolta has 11 products on the EPEAT registry with 21 optional points. This represents the second highest EPEAT point total of imaging equipment manufacturers.</p> <p>Green Products Certification System is our own unique system for evaluating and certifying products with superior environmental performance. To date, all of our sites have achieved a 12 percent reduction in CO2 emissions per unit of production.</p> <p>PET Plastics is our newly developed polymer allow recycled PET that overcomes the disadvantages of conventional PET plastic, such as fragility, low fire—resistance and difficulties in injection molding. This plant-based bioplastic offers low environmental impact, using less petroleum-based resources and emitting less CO2 during its lifecycle than petroleum-based plastic.</p> <p>IH Fixing Technology is an Induction Heating (IH) fixing technology that reduces poor consumption during the MFP fixing process resulting in a shorter warm-up time. It automatically cuts off residual fixing heat when no print jobs are taking place, contributing to energy savings.</p> <p>Alternative Energy can be found at our US headquarters in Ramsey, NJ, where we installed a 967,000 kWh solar energy system consisting of 3,498 240-watt solar panels. Based on EPA standards, our system produces enough energy to power more than 80 homes for one year or offset the greenhouse gas emissions produced by 132 passenger vehicles.</p> <p>Konica Minolta is a SmartWay partner agreeing to reduce emissions and fuel use in logistics activities. This voluntary public-private program:</p> <ul style="list-style-type: none"> <li>• provides a comprehensive and well-recognized system for tracking, documenting and sharing information about fuel use and freight emissions across supply chains</li> <li>• helps companies identify and select more efficient freight carriers, transport modes, equipment, and operational strategies to improve supply chain sustainability and lower costs from goods movement</li> <li>• supports global energy security and offsets environmental risk for companies and countries</li> <li>• reduces freight transportation-related emissions by accelerating the use of advanced fuel-saving technologies</li> <li>• is supported by major transportation industry associations, environmental groups, state and local governments, international agencies, and the corporate community</li> </ul>

<p>47</p>	<p>Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.</p>	<p>We are proud that Konica Minolta products meet or exceed the requirements of the world's most widely recognized certifications. When you choose our products, you can rest assured that you are making environmentally conscious decisions while maintaining high quality, performance and reliability.</p> <p>Nikkei Environmental Management Survey: Ranked #1 of 413 companies for the 2nd consecutive year in the 19th annual Nikkei Environmental Management Survey, an evaluation of sustainability initiatives in environmental and business management.</p> <p>Blue Angel: Launched in Germany in 1978 as the world's first environmental labelling system, the Blue Angel is awarded to products and services that have a smaller environmental impact. Since receiving the world's first Blue Angel certification in the field of copiers in January 1992, Konica Minolta has continued to receive certification for new products by clearing the certification bar each time it has been raised.</p> <p>Dow Jones Sustainability World Index: Highest Score in Economic and Environmental Dimensions in the Sector</p> <p>ECO LEAF Labelling: The ECO LEAF labelling provides information on the environmental impact of a product, based on quantitative measurement of the environmental performance through the product's entire life cycle, from raw material procurement to production, sales, usage, disposal, and recycling. Konica Minolta provides environmental impact data relating to its office equipment through the ECO LEAF.</p> <p>ENERGY STAR: Products that meet certain standards can be registered as ENERGY STAR devices as part do an energy saving program for office equipment. Implemented in 1995 through an agreement between the Japanese and US governments, the international program has expanded with the participation of the EU, Canada, Australia, New Zealand, Taiwan and other countries. Konica Minolta joined the ENERGY STAR program early on, and most of our products now fulfill the ENERGY STAR requirements.</p> <p>EPEAT®: Managed by the Green Electronics Council, EPEAT® has been a comprehensive environmental rating that helps identify greener computers and other electronic e equipment since 2006. Imaging equipment was added as a new product category in 2013. It ranks products as gold, silver or bronze based on fifty nine environmental performance criteria considering life cycle of imaging equipment.</p> <p>EcoLogo: North America's most widely recognized and respected environmental certification program. Launched by the Canadian Federal Government in 1988, EcoLogo has grown to serve buyers and sellers of green products throughout Canada, the United States, and around the world.</p> <p>RoHS2 &amp; Declaration of Conformity: Effective since July 2006 on the European market, the RoHS Directive (Restriction of Hazardous Substances) was superseded in January 2013 by the new RoHS 2 Directive, which integrates RoHS 2 into the Declaration of Conformity. As a result, the CE mark now covers RoHS 2 Compliance and replaces the former 'RoHS 2 and not only avoids the listed substances in the RoHS-designated products but has discontinued the use of these substances in all office products.</p> <p>Eco Mark: The Eco Mark program is operated by the Japan Environment Association (JEA), founded in 1989. Products displaying the Eco Mark symbol are certified as being useful for environmental preservation.</p> <p>Additional Certifications:          ISO 14001: ISO 14001 is an international standard for the environmental management of companies. Businesses are judged by their use of natural resources, handling of waste, energy consumption, and other criteria. In Japan, every Konica Minolta Group business and manufacturing site is ISO 14001 certified.          GRI/ISO26000/United Nations G: Konica Minolta refers international guidelines including the UN Global Compact and ISO26000 for guidance on CSR activities. The CSR Report, which consists of a booklet and website pages, contains Standard Disclosures from the 4th edition of the GRI Sustainability Reporting Guidelines (G4).          Dow Jones Sustainability World Index: Konica Minolta has been named to the Dow Jones Sustainability World Index (DJSI World) for eight years in a row in recognition of its economic, environmental and social performance. Konica Minolta has also been named to the Dow Jones Sustainability Asia Pacific Index (DJSI Asia Pacific) for the eleventh consecutive year.</p>
<p>48</p>	<p>Describe your strategy related to ecosystem partners for additional functionalities or capabilities.</p>	<p>We have an open partnership mindset that is integral to our strategy for delivering additional functionalities and capabilities to our clients. Our approach is centered on strengthening our core offerings while leveraging the complementary strengths of Independent Software Vendors (ISVs), Strategic Partners, and Small and Disadvantaged Businesses.</p> <p>Our ecosystem partnership strategy involves collaborating with ISVs to integrate innovative software solutions that enhance and extend the capabilities of our products. These partnerships enable us to offer specialized functionalities that meet the diverse needs of our clients, ensuring that they receive the most advanced and comprehensive solutions available.</p> <p>We also work closely with strategic partners to co-develop and co-market solutions that provide added value. By combining our expertise with that of our partners, we can deliver integrated solutions that address complex business challenges and drive operational efficiency. These partnerships allow us to stay at the forefront of technological advancements and continuously offer cutting-edge solutions to our clients.</p> <p>Moreover, we are committed to fostering relationships with Small and Disadvantaged Businesses. By partnering with these entities, we not only support economic diversity and inclusion but also gain access to unique perspectives and innovative approaches that enrich our solution offerings. This commitment aligns with our values of social responsibility and community support, ensuring that our clients benefit from a wide range of high-quality, diverse solutions. Our open partnership mindset enables us to bring continual value to our clients by integrating the best capabilities from a broad network of ecosystem partners, ensuring that our solutions remain robust, flexible, and future-ready.</p>
<p>49</p>	<p>Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or HUB partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.</p>	<p>While Konica Minolta is not a small, minority or woman owned business enterprise, we are committed to the sourcing of materials and services from suppliers who are at least 51% owned and operated by one of the following categories or ethnicities:</p> <ul style="list-style-type: none"> <li>● Small Disadvantaged Businesses</li> <li>● Minority-owned businesses</li> <li>● Women-owned businesses</li> <li>● Disabled-owned businesses</li> <li>● Veteran-owned businesses</li> <li>● LGBT businesses</li> </ul> <p>In all aspects of our purchasing and performance we encourage the utilization of Minority, Women Owned, and Disadvantaged business enterprises. On many contracts, Konica Minolta utilizes these enterprises to support the lease financing, delivery and service maintenance needs of our devices.</p> <p>Additionally, our Strategic Alliance program works to establish partners or teams with companies that have minority or hub zone certification both on a State and Federal level to pursue both public sector and private sector business opportunities. The Strategic Alliance program allows Konica Minolta to form partnerships with the following minority certifications (Women Owned, African American Owned, Veteran Owned, Asian American Owned, Native owned and Hispanic American Owned) in support of opportunities within specific geographies or in support of specific contracts. Partnerships are based on the needs of the specific opportunity, statement of work, partner's useful business function in overall solution, financial viability, contract requirements and client need / preference. Once a partner is selected, a teaming agreement is drafted which is primarily governed by the statement of work associated with the opportunity. Konica Minolta can provide specific examples of some of our partnerships upon request.</p>

<p>50</p>	<p>What unique attributes does your company, your products, or your services offer to Sourcwell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcwell participating entities?</p>	<p>Konica Minolta employs over 5,155 people nationwide within our direct branches, and over 300 authorized dealers nationwide. We maintain 12 national distribution centers, including a major distribution warehouse complex in Brooks, Kentucky, just minutes from a central UPS shipping hub, conveniently allowing us to serve the intelligent information management needs of client companies throughout North America in a minimum amount of time.</p> <p>Over the past 15 years, Konica Minolta has expanded upon its portfolio and is now a leader in, intelligent information management, security solutions, technology optimization and cloud services.</p> <p>Intelligent Information Management offers a range of unique attributes that set us apart in the industry and provide significant benefits to Sourcwell participating entities. Our commitment to innovation, customer-centric approach, and robust suite of solutions are key differentiators that make our offerings exceptional.</p> <p>Unique Attributes</p> <ul style="list-style-type: none"> <li>• <b>Innovative Technologies:</b> We are at the forefront of technological advancements, incorporating cutting-edge features such as Natural Language Processing (NLP), AI Decision Engines, Intelligent Document Processing (IDP), and advanced machine learning capabilities. These technologies enhance data analysis, automate workflows, and provide intelligent insights, empowering organizations to operate more efficiently and effectively.</li> <li>• <b>Customization and Flexibility:</b> Our solutions are highly customizable to meet the specific needs of Sourcwell participating entities. We understand that each organization has unique requirements, and we offer tailored configurations, integrations, and custom development to ensure that our solutions align perfectly with your operational goals.</li> <li>• <b>Seamless Integration:</b> Our products are designed for seamless connectivity with a wide range of enterprise systems, including CRM, ERP, and IIM platforms. This interoperability ensures that data can flow smoothly across systems, eliminating silos and enhancing overall efficiency.</li> <li>• <b>Comprehensive Support:</b> We provide end-to-end support, from initial consultation and implementation to ongoing maintenance and upgrades. Our dedicated team of experts is committed to ensuring that your organization derives maximum value from our solutions, with minimal disruption and optimal performance.</li> <li>• <b>Sustainability Commitment:</b> Konica Minolta as a company is deeply committed to environmental sustainability. Our hardware products are recognized for their energy efficiency and environmental management standards, reflecting our broader commitment to sustainable practices.</li> </ul> <p>Unique Solutions for Sourcwell Participating Entities:</p> <ul style="list-style-type: none"> <li>• <b>Public Sector Focused Solutions:</b> We offer specialized solutions such as our Veterans Services Solution, designed to meet the unique needs of public sector entities. This solution streamlines processes, improves service delivery, and enhances data management for veteran services, providing increased value for public service agencies.</li> <li>• <b>Cross-Selling Capabilities:</b> Our solutions include advanced features that enable cross-selling opportunities, such as integrating Data Cloud and Tableau with OnBase customers. This functionality helps organizations maximize their existing investments and drive additional value from their technology stack.</li> <li>• <b>Co-Pilot Capabilities:</b> Our Co-pilot features simplify administration and configuration across our solutions, providing intelligent guidance and automating routine tasks. This innovation reduces the complexity of managing our systems, allowing your staff to focus on strategic initiatives rather than administrative burdens.</li> <li>• <b>Diverse Ecosystem Partnerships:</b> We leverage a broad network of ecosystem partners, including ISVs, strategic partners, and small and disadvantaged businesses. This approach ensures that we can offer a wide range of complementary solutions and services, enhancing the overall value and capabilities of our offerings.</li> </ul> <p>Konica Minolta's unique blend of innovative technology, customizable solutions, seamless integration, comprehensive support, and sustainability commitment makes us an ideal partner for Sourcwell participating entities. We are dedicated to helping you achieve your strategic objectives with solutions that are tailored to your needs and designed to deliver long-term value.</p>
<p>51</p>	<p>If applicable, how does your solution facilitate increased citizen engagement and feedback in public sector processes?</p>	<p>Our solutions are designed to facilitate increased citizen engagement and feedback in public sector processes, enhancing transparency, accessibility, and responsiveness. We understand the importance of fostering strong connections between public sector entities and the communities they serve. Here are some key ways our solutions support citizen engagement:</p> <ul style="list-style-type: none"> <li>• <b>Enhanced Communication Channels:</b> Our solutions provide multiple channels for citizens to interact with public sector entities, including web portals, mobile applications, and virtual assistants. These channels enable citizens to access information, submit inquiries, and provide feedback easily and conveniently. By offering various touchpoints, we ensure that citizens can engage with their government in a manner that suits their preferences and needs.</li> <li>• <b>Streamlined Service Requests:</b> We offer integrated service request management systems that allow citizens to report issues, request services, and track the status of their requests in real-time. These systems streamline the process of submitting and resolving service requests, increasing efficiency and transparency. Citizens can receive updates and notifications, ensuring they are informed throughout the process.</li> <li>• <b>Transparency and Open Data:</b> Our solutions support open data initiatives by providing tools for public sector entities to publish data and information transparently. Citizens can access public records, budgets, project updates, and other important information, promoting accountability and trust. Open data portals also allow citizens to analyze and utilize government data for various purposes, enhancing civic engagement.</li> </ul> <p>By leveraging these features, Konica Minolta's solutions significantly enhance citizen engagement and feedback mechanisms in public sector processes. We are committed to helping public sector entities build stronger, responsive and more transparent relationships with their communities.</p>
<p>52</p>	<p>How does your solution support digital transformation initiatives within the public sector, including cloud adoption, mobile access, and digital service delivery?</p>	<p>Konica Minolta Intelligent Information Management is dedicated to supporting digital transformation initiatives within the public sector by providing solutions that facilitate cloud adoption, mobile access, and digital service delivery. Our comprehensive approach ensures that public sector entities can modernize their operations, enhance service delivery, and improve overall efficiency and accessibility.</p> <ul style="list-style-type: none"> <li>• <b>Cloud Adoption:</b> Our solutions are designed with cloud-first principles, enabling public sector entities to leverage the scalability, flexibility, and cost-efficiency of cloud computing. We offer robust cloud-based platforms that support a wide range of functions, from document management to workflow automation. These platforms ensure secure data storage, seamless access, and high availability, allowing organizations to scale their operations as needed. Our cloud solutions also comply with stringent security and compliance standards, ensuring that sensitive public sector data is protected.</li> <li>• <b>Mobile Access:</b> To support the increasing need for mobility, our solutions provide comprehensive mobile access capabilities. Public sector employees and citizens can access services, information, and workflows from any device, anywhere, at any time. Our mobile-friendly interfaces and applications ensure that users have a consistent and efficient experience, whether they are using a smartphone, tablet, or desktop. This mobility enhances productivity for public sector workers and improves accessibility for citizens, making it easier for them to engage with government services on the go.</li> <li>• <b>Digital Service Delivery:</b> Our solutions are built to transform traditional public sector services into digital services, enhancing efficiency and user experience. Key features include:             <ul style="list-style-type: none"> <li>• <b>Online Portals:</b> We provide user-friendly online portals that enable citizens to access services, submit applications, and track the status of their requests digitally. These portals are designed to be intuitive and accessible, reducing the need for in-person visits and paperwork.</li> <li>• <b>Automated Workflows:</b> Our solutions automate routine processes, such as application processing, approvals, and notifications, reducing manual intervention and accelerating service delivery. This automation not only improves efficiency but also minimizes errors and ensures consistency.</li> <li>• <b>Data Analytics and Reporting:</b> Our solutions include advanced data analytics and reporting capabilities that provide insights into service performance and citizen interactions. Public sector entities can use these insights to make informed decisions, optimize processes, and improve service delivery.</li> </ul> </li> </ul> <p>By incorporating these features, Konica Minolta's solutions empower public sector entities to successfully navigate their digital transformation journey. We provide the tools and support needed to modernize operations, enhance service delivery, and meet the evolving needs of the communities they serve.</p>

**Table 9A: Warranty**

Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure.

You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
53	Do your warranties cover all products, parts, and labor?	All third party hardware and software furnished by Konica Minolta hereunder are subject exclusively to the respective manufacturer's warranty. Konica Minolta shall pass through to Sourcewell members all such applicable warranties.  In the event of any service warranty claim, Konica Minolta or 3rd party (Consultant) shall re-perform any deficient services, or, if Consultant is unable to remedy such deficiency within thirty (30) days, to void the invoice for the deficient services. Consultant shall have no obligation with respect to a warranty claim (i) if notified of such claim more than thirty (30) days after the services in question were first performed or (ii) if the claim is the result of third-party hardware or software failures, or the actions of the end user or a third party. THE FOREGOING IS THE ONLY WARRANTY MADE BY CONSULTANT. CONSULTANT HEREBY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT. ALL SOFTWARE AND HARDWARE PROVIDED OR INSTALLED BY CONSULTANT HEREUNDER ARE SUBJECT EXCLUSIVELY TO THE RESPECTIVE MANUFACTURER'S WARRANTY
54	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	All software and hardware provided or installed by Konica Minolta are subject exclusively to the respective manufacturer's warranty.
55	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	Where applicable, for hardware and equipment, Our warranties cover the expense of technicians' travel time and mileage to perform warranty repairs, ensuring that our clients receive prompt and efficient service without additional costs.
56	Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs?  How will Sourcewell participating entities in these regions be provided service for warranty repair?	None in the United States We have geographic regions of Canada where we would not be able to market the resulting contract. We can identify these areas upon request post award.
57	Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?	All third party hardware and software furnished by Konica Minolta hereunder are subject exclusively to the respective manufacturer's warranty. Konica Minolta shall pass through to Sourcewell members all such applicable warranties
58	What are your proposed exchange and return programs and policies?	Please refer to attached documentation in the "Table 9 A Warranty " zip file related to Kodak and Epson scanners exchange and return policies.
59	Describe any service contract options for the items included in your proposal.	The maintenance and warranty pricing options vary by product and service in our proposal. The pricing and length of time is noted in the description of the available maintenance and/or warranty line item.

**Table 9B: Performance Standards or Guarantees**

Describe in detail your performance standards or guarantees, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your performance materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
60	Describe any performance standards or guarantees that apply to your services	We are committed to providing service and support that aligns with industry-leading Service Level Agreements (SLAs). Our performance standards and guarantees encompass key metrics such as response times, up-times, and overall service quality. The specific terms of our SLAs are related to the particular solution and software being proposed. However, our standards consistently meet or exceed industry norms to ensure that our clients receive reliable and high-quality support. These SLAs are designed to maximize system availability, minimize downtime, and ensure prompt resolution of any issues that may arise.
61	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	Konica Minolta's support services adhere to the following standards and guarantees: Standard Response Timeframes <ul style="list-style-type: none"> <li>Severity 1 Issues: Respond within 1 working hour.</li> <li>Severity 2 Issues: Respond within 4 working hours and use best efforts to restore.</li> <li>Severity 3 Issues: Respond within 1 working day, provide fixes within a reasonable time, and inform the client when fixes will be provided.</li> </ul> Severity Definitions <ul style="list-style-type: none"> <li>Severity 1: Complete system or critical business function failure. The solution is completely unavailable for all critical business units.</li> <li>Severity 2: No system failure, but critical system functions are inaccessible or unusable due to serious performance degradation.</li> <li>Severity 3: Application not performing per documentation but users can perform basic job functions with alternate procedures.</li> </ul> Standard Issue Prioritization: <ul style="list-style-type: none"> <li>Based on the severity of the issue and the order in which they are received.</li> <li>Customer emergencies take precedence over non-emergencies.</li> </ul> Supported Items: <ul style="list-style-type: none"> <li>Software: Any software with a current support or maintenance contract.</li> <li>Hardware: Troubleshoot hardware associated with the Konica Minolta solution to determine the root cause.</li> </ul> Conditions for Fee-based Resources <ul style="list-style-type: none"> <li>Issues related to system performance, external applications, or requested changes.</li> <li>Consulting, how-to, and training type questions.</li> </ul> Customer Expectations <ul style="list-style-type: none"> <li>Respond to follow-up attempts within three tries.</li> <li>Provide a means for remote access for technical support.</li> <li>Maintain an internal escalation point for technical issues.</li> </ul> Contact Information <ul style="list-style-type: none"> <li>Main Phone Support Line: 1-800-362-8772 (Option #1), 8:00 AM – 8:00 PM East</li> <li>Email Support Address: iim.support@kmbbs.konicaminolta.us</li> <li>After Hours Support: By appointment or for critical production down situations.</li> </ul> These policies ensure timely and efficient support, aligning with Konica Minolta's goal to maximize the benefits of the solutions provided to customers.

62	Describe your data integrity and protection standards, data backup, recovery, and secure storage solutions.	<p>We prioritize data integrity and protection, offering robust solutions for data backup, recovery, and secure storage. Our standards are consistent with, or exceed, industry norms to ensure that our clients' data remains secure and accessible.</p> <p><b>Data Integrity and Protection Standards:</b> We implement comprehensive data protection measures, including encryption, access controls, and regular security audits. Our solutions comply with industry standards such as GDPR, HIPAA, and other relevant regulations to ensure the highest level of data security and privacy.</p> <p><b>Data Backup and Recovery:</b> Our data backup solutions are designed to safeguard your data against loss or corruption. We offer automated, regular backups to multiple locations, ensuring data redundancy and quick recovery in case of an incident. Our recovery point objectives (RPO) and recovery time objectives (RTO) are tailored to meet the specific service levels selected by our clients, ensuring minimal data loss and rapid restoration of services.</p> <p><b>Secure Storage Solutions:</b> We provide secure data storage solutions that include advanced encryption both in transit and at rest, multi-factor authentication, and continuous monitoring for unauthorized access. Our storage systems are designed to ensure high availability and reliability, with specific uptimes guaranteed based on the chosen service levels.</p> <p>By adhering to these stringent data integrity and protection standards, we ensure that Sourcewell Participating Entities can rely on Konica Minolta for secure, dependable, and efficient data management solutions.</p>
63	What are your policies and governance features regarding large language models and generative AI?	<p>Konica Minolta Intelligent Information Management has adopted a cautious yet pragmatic approach to large language models and generative AI. Our policies and governance features are designed to ensure that these advanced technologies are used responsibly and effectively.</p> <ul style="list-style-type: none"> <li>• <b>Collaborative Guidance:</b> We rely on the expertise of the software developers we work with to provide detailed guidance on the specific capabilities and safe use of large language models and generative AI. These developers are at the forefront of AI research and implementation, ensuring that our solutions leverage the latest advancements while adhering to best practices.</li> <li>• <b>Customer Best Practices:</b> We encourage our customers to follow best practices for data protection and information governance when using AI technologies. This includes ensuring data privacy, maintaining transparency in AI decision-making processes, and implementing robust security measures to protect sensitive information.</li> <li>• <b>Ethical Use:</b> We emphasize the ethical use of AI, promoting transparency, accountability, and fairness in AI applications. Our policies ensure that AI solutions are designed and deployed to prevent biases, discrimination, and other unethical practices.</li> <li>• <b>Continuous Monitoring and Improvement:</b> Our governance framework includes continuous monitoring of AI systems to ensure they operate as intended and adhere to established guidelines. We regularly update our policies to reflect new insights, technologies, and regulatory requirements.</li> </ul> <p>By adopting this cautious yet pragmatic approach, Konica Minolta ensures that large language models and generative AI are used responsibly and effectively, providing value to Sourcewell Participating Entities while safeguarding data integrity and privacy.</p>
64	User Accessibility: How does your software ensure accessibility for all users, including those with disabilities, in compliance with standards?	<p>Ensuring accessibility for all users, including those with disabilities, is core to our mission. We are exceptionally focused on delivering solutions and partnering with companies that are committed to accessibility and inclusion.</p> <ul style="list-style-type: none"> <li>• <b>Commitment to Accessibility:</b> We design our software solutions with accessibility in mind, ensuring they comply with established standards such as the Web Content Accessibility Guidelines (WCAG) and Section 508 of the Rehabilitation Act. This ensures that our solutions are usable by individuals with various disabilities, including visual, auditory, motor, and cognitive impairments.</li> <li>• <b>Inclusive Design Principles:</b> Our development process incorporates inclusive design principles from the outset. This includes conducting user research with diverse groups, implementing accessible design elements, and performing regular accessibility testing. We prioritize features such as keyboard navigation, screen reader compatibility, adjustable text sizes, and high-contrast modes to cater to different user needs.</li> <li>• <b>Partnerships with Accessibility Experts:</b> We partner with companies and organizations that specialize in accessibility to ensure our solutions meet the highest standards. These partnerships provide us with the expertise and resources needed to continually enhance the accessibility of our products.</li> <li>• <b>Ongoing Training and Education:</b> We provide ongoing training and education for our development teams to keep them informed about the latest accessibility standards and best practices. This ensures that accessibility remains a top priority throughout the software development lifecycle.</li> <li>• <b>User Feedback and Continuous Improvement:</b> We actively seek feedback from users with disabilities to understand their experiences and identify areas for improvement. This feedback is invaluable in helping us refine our solutions and ensure they meet the diverse needs of all users.</li> </ul> <p>By focusing on accessibility and partnering with experts in the field, Konica Minolta ensures that our software solutions are inclusive and accessible to everyone, aligning with our mission to deliver exceptional value to all users.</p>

**Table 10: Payment Terms and Financing Options**

Line Item	Question	Response *
65	Describe your payment terms and accepted payment methods.	Net 30 days
66	Describe any leasing or financing options available for use by educational or governmental entities.	<p>Konica Minolta has several financing options we can offer Sourcewell members:</p> <p>NCL will offer leasing terms from 12-72 months on transactions from \$15,000.00 and up. Programs will be offered with Tax Exempt Municipal Lease Purchase agreements as well \$1.00 Purchase Options.</p> <p>Konica Minolta Premier Finance (USA)</p> <p>We administer financing through our Konica Minolta Premier Finance (KMPF) program. KMPF is the private label leasing program of Konica Minolta. We hold a portion of the transactions we originate internally as leases and rentals. The balance of our transactions are billed and collected by a wide variety of financial services partners from large banks to specialty services providers. Any transaction that we assign, only the rights, title and interest in the equipment portion of a lease payment pass to a partner, with all other contractual obligations remaining with Konica Minolta. All transactions are governed by extensive Operating Agreements designed to protect our customers and ensure a world-class customer experience.</p> <p>Through these financing programs, we can offer the following suite of Finance Solutions:</p> <ol style="list-style-type: none"> <li>1. Dollar Buyout Leases – 24 - 60 month terms (applicable only to Hardware Financing)</li> <li>2. True Municipal Finance Programs – 24 - 60 month terms <ul style="list-style-type: none"> <li>• Minimum transaction size \$20,000 and the customer must qualify</li> </ul> </li> <li>3. Software Only Finance Program – 24 - 60 month term</li> <li>4. Purchase Order Only Lease Program (ancillary documents may be required). <ul style="list-style-type: none"> <li>• Customer Must Qualify</li> <li>• Details on Purchase Order Only Program are provided below.</li> <li>• Purchase Order only transactions. The following language must be incorporated into the members or participating entity's purchase order: <ul style="list-style-type: none"> <li>• This purchase order incorporates the terms and conditions of the Konica Minolta Sourcewell Contract No. XXXX specifically those financing terms from the Financing Agreement referenced in Table 10, attached to Contract as Exhibit A and Exhibit A-1 as set forth in <a href="https://kmb.konicaminolta.us/kmb/microsites/sourcewell">https://kmb.konicaminolta.us/kmb/microsites/sourcewell</a> contract for full terms and conditions that govern and control financing transactions which we have read and expressly agree to be bound by, as the controlling terms over any preprinted terms stated on this purchase order.</li> </ul> </li> </ul> </li> </ol> <p>We have included our KMPF Finance Agreements in our bid response. The KMPF Finance agreements are separate and standalone agreements. In event of any conflicts among the terms or conditions of the Sourcewell Contract #XXXX and/or Contract regarding the financing of any Equipment, Product or Services (as defined in RFP 101223 Section II.B.), the Financing Agreement terms shall control.</p> <p>Several states have recently implemented certain rules requiring specific disclosures as it relates to financing. As of 1/1/2024 there are 5 states, with 14 additional states expected to follow. Due to these disclosures, leasing, while still available, may have slight variations to the origination process, including showing the "Bank" as lessor. As with all leases originated through Konica Minolta, we remain fully obligated to perform our contractual commitments under the contract.</p> <p>Konica Minolta Premier Finance Canada</p> <p>We administer financing through our KMPF program. Konica Minolta Premier Finance is the private label leasing program of Konica Minolta Business Canada Solutions (Canada) Ltd. Our transactions are billed and collected by a wide variety of financial services partners from large banks to specialty services providers. Any transaction that we assign, only the rights, title and interest in the equipment portion of a lease payment pass to a partner, with all other contractual obligations remaining with Konica Minolta. All transactions are governed by extensive Operating Agreements designed to protect our customers and ensure a world-class customer experience.</p> <p>Through the KMPF program, we can offer the following suite of Finance Solutions:</p> <ol style="list-style-type: none"> <li>1. Dollar Buyout Leases – 24 - 60 month terms.</li> <li>2. Software Only Finance Program – 24 - 60 month term.</li> </ol>
67	Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.	<p>Konica Minolta establishes a Master Agreement ("MA") in SAP at time of award, which represents the complete contractual relationship between Konica Minolta and a customer or group of related customers. This MA # directly correlates to the issued contract number.</p> <p>Order documents are prepared for either purchase or lease and submitted directly to the assigned dedicated Account Management Team. The order department will then process the order through our SAP-based operations system against the assigned MA number, once orders are processed the transactions data automatically flows through our SAP-based operating system.</p> <p>Upon receipt of an order request from a client the Konica Minolta Account Representative will process the requested order as follows:</p> <ol style="list-style-type: none"> <li>1. Requested order is immediately input from the order- processing center through the Konica Minolta Corporate Order Entry System.</li> <li>2. Within 24 hours an Order Number is generated against the order input.</li> <li>3. Within 24 hours inventory is checked for availability at the Branch Servicing Center.</li> <li>4. If applicable, upon confirmation of inventory availability, a serial number is assigned to the order.</li> <li>5. Upon generation of software licenses, customers are provided a copy of the software licenses via email.</li> <li>6. 48 hours after licenses being distributed, the invoice number is generated.</li> <li>7. Upon software license distribution, the Konica Minolta Professional Services Team will schedule for implementation as required.</li> </ol>
68	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>Konica Minolta readily accepts and supports the use of procurement cards for ordering hardware and chargeable supplies. P-card transactions will incur a 3% surcharge to the member when payment is processed via p-card. This charge covers the fees assessed by the individual credit card companies. This fee is subject to change. Members may also pay by check, ACH or bank debit to avoid the surcharge.</p>

**Table 11: Pricing and Delivery**

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

Line Item	Question	Response *
69	Describe your pricing model (e.g., line-item discounts or product-category discounts).  Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell 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.	Konica Minolta is providing Sourcwell participating members product category discounts from MSRP in our proposal. We have provided our pricing schedule in detail on the attached excel file (including MSRP, SKU's, and Sourcwell discounted price). Due to the varying requirements of IIM from member agencies, certain line items within the catalog may be expressed as \$0, \$.01 or \$1. For clarification, \$0 line items reflect no cost to the agency, whereas \$.01 - \$1 line items reflect a need for scope of work development and the cost is unable to be provided in this format and determined by the specific needs of the agency. This is an industry standard practice. Please see the attached price list and MSRP price that have been uploaded in the document attachments section of this response.  In Canada prices will be converted to Canadian Dollars in the month in which the quote is provided to Customer according to the average exchange rate between U.S. Dollars and Canadian Dollars over the preceding ninety (90) days as published on www.oanda.com. Such converted pricing will be valid for sixty (60) days from the issuance of the quote and will be readjusted, if necessary, if any order is not executed within such sixty (60) day validity period.
70	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.	Up to 5% off MSRP: <ul style="list-style-type: none"> <li>- Category 1: Core Administrative Systems</li> <li>- C. Accounts Payable, Accounts Receivable, Billing, or Revenue Collection Solutions</li> <li>- D. Procure-to-Pay and Contract Management Systems</li> <li>- Category 2: Education and Public Sector Information and Work Management</li> <li>- C. Work Management Software</li> <li>- D. Enterprise Content Management/Records Management</li> <li>- E. Enrollment Management Systems.</li> <li>- Category 4: Public Engagement and Specialized Services</li> <li>- D. Citizen Relationship/Engagement Management</li> </ul> 0% off MSRP - Delivery and Installation Services
71	Describe any quantity or volume discounts or rebate programs that you offer.	Konica Minolta will look at each opportunity on a case by case basis, and will offer spot discounting based on the participating agency's needs, and the competitiveness of that particular market.
72	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Depending on the product or service that was needed, if it falls within the scope of the resulting contract, we would first attempt to get the item added to the contract. If for some reason the customer needed it right away or we were not able to add it, Konica Minolta will offer them an open market price, based on a discount from MSRP. Depending on the product or service, the customer may have to sign our Konica Minolta standard terms and conditions for the open market items. OCONUS (Outside the Continental US) deliveries are offered on an Open Market FOB Origin basis. If premium routing is requested, the additional charge shall be added as a separate item to Konica Minolta's invoice on an Open Market basis. This will be quoted at time of request.
73	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.	We have listed pricing for the following on our price list: <ul style="list-style-type: none"> <li>• Installation</li> <li>• Training</li> <li>• Professional Services</li> <li>• Delivery</li> <li>• Delivery to remote areas of Alaska and Hawaii (case by case)</li> </ul> For Software and Services all items are identified individually on our price list.
74	If freight, delivery, or shipping is an additional cost to the Sourcwell participating entity, describe in detail the complete freight, shipping, and delivery program.	Shipping charges are included in the 48-contiguous states.
75	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Freight charges are additional. If premium routing is requested, the additional charge shall be added as a separate item to Konica Minolta's invoice on an Open Market basis.
76	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Konica Minolta has included all of our standard delivery and installation methods in our proposal. In the past, we have utilized very unique abilities to provide critical services, for example; Installation with cranes, and deliveries to very remote areas via snowmobiles, bush pilots and ferries. Although rare, we are committed to thinking outside the box and exhausting every method needed to meet the needs of our clients.

**Table 12: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
77	d. other than what the Proposer typically offers (please describe).	Konica Minolta discounts are similar as what we typically offer to cooperative procurement organizations, or state purchasing departments.

**Table 13: Audit and Administrative Fee**

Line Item	Question	Response *
78	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell.  This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell.  Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.	Konica Minolta uses a customized version of SAP that will enable us to assign a specific internal Master Agreement number for the Sourcewell contract. The master agreement will represent the complete contractual relationship between Konica Minolta and Sourcewell, including terms and conditions and pricing information. We will also be able to use the master agreement number to pull all billing activity for reporting and payment of any administrative fees.  Master Agreement, orders and administrative fee payment and reporting will be managed by our Konica Minolta Direct Administration team. Additionally, we are subject to JSOX procedures that ensure thorough checks and balances and periodic audits to confirm that appropriate terms and conditions and pricing have been approved and are correctly loaded to the master agreement. Japan's Financial Instruments and Exchange Law is considered the Japanese version of Sarbanes-Oxley (SOX). The J-SOX compliance law introduces strict rules for the internal control of financial reporting in order to protect investors by improving the accuracy and reliability of corporate disclosures.  Konica Minolta has a Business Intelligence Resource group that handles our sales reporting. We have dedicated individuals that handle all of our government contract sales reporting. They are very familiar with the process, and understand the importance of keeping Konica Minolta in compliance with our contracts. The State and Cooperative Contract Manager, Kristen McKenna, has overall responsibility for the day to day contract compliance, as well as the sales reporting and remittance of all rebates. We ensure that reports and rebates are submitted timely to our public sector customers.
79	If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.	Konica Minolta's Public Sector Team understands that the award of a national cooperative contract does not end its process. We are constantly evaluating contracts within our cooperative contract portfolio to understand the strengths and weaknesses with each. As such among our internal metrics are the following examples:  <ul style="list-style-type: none"> <li>• Monthly Revenue: Revenue reporting provides the guidance to evaluate the strengths and weaknesses of our use of the national cooperative contract. This information allows us to pivot with the field sales organization to advance the contract within specific participating entity sectors.</li> <li>• Big Hits - We track transactions over \$250K, \$500K, and \$1M. We set growth goals for each category and monitor progress quarterly by market, by product, and by contract.</li> </ul> Campaign ROI: Our Customer Relationship Management tool allows us to assign identifications to marketing campaigns. We use this detail to analyze the success of prospecting and conversion to sales. This ROI information allows use to address regions that are underperforming in their effort and develop best practices where region have found success.
80	Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods.  (See the RFP and template Contract for additional details.)	Konica Minolta proposes a standard administrative fee payable to Sourcewell as follows: 1% on all categories.

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

Proposers including solutions offered within the scope of Categories 1, 2, 3, and 4 within its singular proposal must designate they are seeking award in **Category 5** in the Sourcewell Procurement Portal. Proposers seeking award in Category 1, 2, 3, or 4, as defined herein must make that designation below. Proposers may only receive an award within the Category(-ies) they designate. Sourcewell reserves the right to re-categorize any designation as it deems appropriate.

Line Item	Category Selection	Offering *
81	Category 1: Core Administrative Systems	<input checked="" type="radio"/> Yes <input type="radio"/> No
82	Category 2: Education and Public Sector Information and Work Management	<input checked="" type="radio"/> Yes <input type="radio"/> No
83	Category 3: Asset and Risk Management	<input type="radio"/> Yes <input checked="" type="radio"/> No
84	Category 4: Public Engagement and Specialized Services	<input checked="" type="radio"/> Yes <input type="radio"/> No
85	Category 5: Integrated Enterprise Solutions	<input type="radio"/> Yes <input checked="" type="radio"/> No

**Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 1 will be submitting in the broad category that includes Core Administrative Systems. See RFP Section II. B. 1 for details.

We will not be submitting for Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
86	Human Resources Software	<input type="radio"/> Yes <input checked="" type="radio"/> No	While we do not offer dedicated Human Resources Software, our solutions can be effectively configured to meet the needs of human resources departments. Our robust and flexible platforms support various HR functions, including workflows, employee file management, and more.
87	Financial Performance, Spend, or Expense Management Software	<input type="radio"/> Yes <input checked="" type="radio"/> No	While we do not offer dedicated Financial Performance, Spend, or Expense Management Software, our solutions can be effectively configured to meet the needs of financial departments. Our robust and flexible platforms support various financial functions, including workflows, expense tracking, budget management, and more.
88	Accounts Payable, Accounts Receivable, Billing, or Revenue Collection Solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	Our solutions can be effectively configured to meet the needs of financial departments, specifically for Accounts Payable, Accounts Receivable, Billing, and Revenue Collection. Our robust and flexible platforms support automating and streamlining key financial processes, ensuring secure storage and management of financial records, and providing comprehensive reporting and analytics capabilities. By integrating with existing financial systems and offering customizable workflows, our solutions help finance teams improve accuracy, efficiency, and compliance, thereby enhancing overall financial management.
89	Procure-to-Pay and Contract Management Systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	Our solutions are tailored to support Procure-to-Pay and Contract Management Systems by automating workflows, securely managing documents, and integrating seamlessly with existing financial systems. We offer robust features for tracking procurement processes, managing contracts, and ensuring compliance with organizational policies. With customizable workflows and comprehensive reporting capabilities, our solutions enhance efficiency and accuracy in procurement and contract management.

**Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 2 will be submitting in the broad category that includes Education and Public Sector Information and Work Management. See RFP Section II. B. 1 for details.

We will not be submitting for Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
90	Student Information System (SIS)	<input type="radio"/> Yes <input checked="" type="radio"/> No	No
91	Learning Management System (LMS)	<input type="radio"/> Yes <input checked="" type="radio"/> No	No
92	Work Management Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes
93	Enterprise Content Management/Records Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes
94	Enrollment Management Systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes

**Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 3 will be submitting in the broad category that includes Asset and Risk Management. See RFP Section II. B. 1 for details.

We will not be submitting for Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
95	Computerized Maintenance Management System (CMMS)	<input type="radio"/> Yes <input type="radio"/> No	
96	Facility Management Software	<input type="radio"/> Yes <input type="radio"/> No	
97	Energy Management Software	<input type="radio"/> Yes <input type="radio"/> No	
98	Insurance and Risk Management	<input type="radio"/> Yes <input type="radio"/> No	
99	Environmental, Health, and Safety (EHS) management	<input type="radio"/> Yes <input type="radio"/> No	

**Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 4 will be submitting in the broad category that includes Public Engagement and Specialized Services . See RFP Section II. B. 1 for details.

We will not be submitting for Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
100	Court, Corrections, and Justice System	<input type="radio"/> Yes <input checked="" type="radio"/> No	No
101	Municipal Services, Inspections, Licensing, Grants, Tax, and Permitting Management Solutions	<input type="radio"/> Yes <input checked="" type="radio"/> No	No
102	Parks and Recreation Software	<input type="radio"/> Yes <input checked="" type="radio"/> No	No
103	Citizen Relationship/Engagement Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	At Konica Minolta Intelligent Information Management, we pride ourselves on our strong partnerships with leading technology providers, including Tungsten Automation, Square 9, Salesforce. These collaborations enable us to deliver comprehensive Citizen Relationship and Engagement Management solutions that are both robust and innovative

**Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services**

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

Proposers submitting a proposal in Category 5 will be submitting in the broad category that includes Integrated Enterprise Solutions. See RFP Section II. B. 1 for details.

We will not be submitting for Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
104	Comprehensive suites that encompass Enterprise Resource Planning (ERP) and at least one solution from EACH category 1-4 above	<input type="radio"/> Yes <input type="radio"/> No	

**Table 20: Depth and Breadth of Offered Equipment Products and Services**

Line Item	Question	Response *
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<p>105</p>	<p>Provide a detailed description of the equipment, products, and services that you are offering in your proposal.</p>	<p>We are pleased to present a detailed description of the equipment, products, and services included in our proposal, focusing on our collaborations with Tungsten Automation, Nintex, Jadu, Square 9, Accelrate, UiPath, Automation Anywhere, Requordit, and Microsoft. Each of these partnerships brings unique strengths to our comprehensive solutions, ensuring that Sourcewell Participating Entities benefit from the latest in technology and innovation.</p> <p><b>Tungsten Automation:</b> Our partnership with Tungsten Automation provides advanced automation solutions that streamline various business processes. Tungsten Automation offers robust tools for automating workflows, improving efficiency, and reducing manual intervention. Their solutions are designed to integrate seamlessly with existing systems, providing scalable automation that enhances operational productivity.</p> <p><b>Nintex:</b> Nintex offers powerful workflow automation and business process management solutions. By integrating Nintex into our offerings, we enable organizations to automate complex processes, improve collaboration, and ensure compliance. Nintex's intuitive design and extensive capabilities make it easier to streamline tasks, manage approvals, and enhance overall efficiency.</p> <p><b>Jadu:</b> Jadu specializes in digital engagement platforms that enhance citizen interactions and service delivery. Their solutions include content management systems (CMS) and customer relationship management (CRM) tools that are tailored for public sector use. Jadu's platforms are designed to improve user experience, facilitate better communication, and provide efficient service delivery to citizens.</p> <p><b>Square 9:</b> Square 9 provides comprehensive content management and document capture solutions. Our collaboration with Square 9 enables us to offer advanced document management capabilities, including automated data capture, secure storage, and easy retrieval. Their solutions help organizations streamline document-intensive processes, ensuring that information is easily accessible and well-organized.</p> <p><b>Accelrate:</b> Accelrate offers specialized services in robotic process automation (RPA) and intelligent automation. By partnering with Accelrate, we provide expertise in implementing and managing RPA projects, ensuring successful automation of repetitive tasks. Accelrate's services include process discovery, RPA development, and ongoing support, helping organizations achieve significant efficiency gains.</p> <p><b>UiPath:</b> UiPath is a leading provider of RPA software, offering tools that automate a wide range of business processes. Our partnership with UiPath allows us to deliver scalable and reliable automation solutions that improve accuracy and reduce operational costs. UiPath's platform supports the automation of both simple and complex tasks, providing a robust solution for enhancing productivity.</p> <p><b>Automation Anywhere:</b> Automation Anywhere provides comprehensive automation solutions, including RPA and intelligent automation. By integrating Automation Anywhere into our portfolio, we enable organizations to automate end-to-end business processes, improve decision-making, and enhance operational efficiency. Their solutions are designed to be user-friendly and scalable, supporting a wide range of automation needs.</p> <p><b>Requordit:</b> Requordit specializes in intelligent information management (IIM) and document management solutions. Our partnership with Requordit allows us to offer an innovative Document Capture and OCR Solution called CloudOCR, or iCaaS (Invoice Capture as a Service).</p> <p><b>Microsoft:</b> Microsoft provides a suite of powerful tools and platforms, including Office 365, Azure, and Dynamics 365. By leveraging Microsoft's technologies, we offer comprehensive solutions that enhance collaboration, data management, and business intelligence. Microsoft's cloud services provide scalable infrastructure, ensuring that organizations can manage their operations efficiently and securely.</p> <p>By integrating the strengths of these esteemed partners, Konica Minolta ensures that Sourcewell Participating Entities receive top-tier solutions that enhance automation, content management, and digital engagement. Our comprehensive approach leverages the latest technologies to deliver exceptional value and operational efficiency.</p>
<p>106</p>	<p>Equipment and accessories related to the offering of systems or solutions described in subsections categories 1-5 above, including but not limited to, hardware, peripherals, and accessories</p>	<p>As part of our comprehensive proposal, we also provide a range of equipment and accessories related to the systems and solutions described in the previous sections. This includes hardware, peripherals, and accessories from our trusted partners OPEX, Kodak Alaris, and Epson, ensuring that Sourcewell Participating Entities receive reliable and high-quality components to support their operations.</p> <p><b>OPEX:</b> OPEX offers innovative solutions for document scanning and mailroom automation. Their equipment is designed to handle high-volume scanning tasks efficiently and accurately. OPEX scanners are known for their robust design and ability to process large volumes of documents quickly. They feature advanced image capture technology that ensures high-quality scans, even for challenging documents.</p> <p><b>Mailroom Automation:</b> OPEX provides mailroom solutions that automate the opening, sorting, and scanning of incoming mail, improving efficiency and reducing manual labor.</p> <p><b>Kodak Alaris:</b> Kodak Alaris offers a range of high-speed document scanners that deliver exceptional image quality and reliability. These scanners are ideal for large-scale document capture projects.</p> <p><b>Epson:</b> Epson's document scanners are designed for both desktop and high-volume environments. They offer fast scanning speeds, high resolution, and advanced features such as duplex scanning and automatic document feeders.</p> <p>By integrating these high-quality products from OPEX, Kodak Alaris, and Epson into our solutions, Konica Minolta ensures that Sourcewell Participating Entities receive a comprehensive suite of tools that support efficient document management, automation, and overall operational excellence.</p>

<p>107</p>	<p>Services related to the offering of systems or solutions described in categories 1-5, including, but not limited to, hosting, cloud migration, modernization, customization, integration, implementation, installation, maintenance, training, data collection, import, export and backup, record-keeping and reporting, mobile, cloud, and web-based applications or platforms, customer service, auditing, compliance, security, and technical and user support</p>	<p>We are pleased to offer a comprehensive suite of professional services related to the systems and solutions described in categories 1-5. Our services are designed to ensure seamless integration, effective implementation, and ongoing support for the technologies provided by Tungsten Automation, Nintex, Jadu, Square 9, Accelirate, UiPath, Automation Anywhere, Requordit, Microsoft and Salesforce. These services include hosting, cloud migration, modernization, customization, integration, implementation, installation, maintenance, training, data management, record-keeping, and technical support.</p> <p>Professional Services:</p> <p>Tungsten Automation:</p> <p>Implementation and Installation: Comprehensive setup and configuration of Tungsten Automation solutions to ensure optimal performance.          Customization: Tailoring automation workflows to meet specific organizational needs.          Training: Providing in-depth training sessions to ensure users are proficient in using the automation tools.          Maintenance and Support: Ongoing technical support and maintenance services to ensure the smooth operation of automation systems.</p> <p>Nintex:</p> <p>Workflow Automation: Designing and implementing custom workflows to streamline business processes.          Integration: Integrating Nintex with existing systems to enhance functionality and data flow.          Training and Support: Offering training programs and continuous support to maximize the benefits of Nintex solutions.</p> <p>Jadu:</p> <p>Digital Engagement Platforms: Implementation and customization of Jadu's CMS and CRM solutions to enhance citizen interactions.          Data Migration: Assisting with the migration of data to Jadu platforms, ensuring data integrity and accessibility.          Support and Maintenance: Providing ongoing support to ensure the system remains effective and up-to-date.</p> <p>Square 9:</p> <p>Content Management Solutions: Implementing Square 9's document management systems to improve information handling.          Training: Offering training programs to help users efficiently utilize content management tools.          Integration: Ensuring seamless integration with other enterprise systems to enhance workflow efficiency.</p> <p>Accelirate:</p> <p>RPA Services: Full lifecycle services for robotic process automation, from process discovery to deployment.          Training and Development: Training sessions to equip staff with the skills needed to manage and optimize RPA solutions.          Support: Continuous support and optimization services to ensure long-term success.</p> <p>UiPath:</p> <p>RPA Implementation: Setting up UiPath RPA solutions to automate repetitive tasks.          Customization and Integration: Customizing RPA workflows and integrating them with existing business systems.          Training: Providing comprehensive training programs to ensure effective use of UiPath solutions.</p> <p>Automation Anywhere:</p> <p>End-to-End Automation Services: Implementing Automation Anywhere's RPA tools to streamline business operations.          Customization and Training: Customizing solutions to meet specific business needs and providing training for staff.          Technical Support: Ongoing support and maintenance services to ensure reliability and efficiency.</p> <p>Requordit:</p> <p>IIM Implementation: Deploying Requordit's document capture solutions to enhance document handling.          Customization: Tailoring the system to fit unique organizational requirements.          Support and Training: Continuous support and training to ensure optimal use of Requordit solutions.</p> <p>Microsoft:</p> <p>Cloud Services: Assisting with the migration to Microsoft 365 and other cloud-based services.          Integration and Customization: Integrating Microsoft solutions with existing systems and customizing them to fit business needs.          Training and Support: Providing comprehensive training and ongoing support for Microsoft Office 365, SharePoint and other Microsoft products.</p> <p>Salesforce:</p> <p>Implementation: Deploying Salesforce solutions to enhance citizen relationship management.          Customization and Integration: Customizing Salesforce to meet specific business needs and integrating it with other systems.          Training and Technical Support: Offering training programs and technical support to ensure effective use of Salesforce solutions.          By leveraging these professional services, Konica Minolta ensures that Sourcewell Participating Entities receive tailored, high-quality support for their technological needs, enabling them to maximize the value and effectiveness of their investments.</p>
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**Exceptions to Terms, Conditions, or Specifications Form**

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

**Documents**

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

- Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
- 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. Sourcwell may reject any response where any document(s) cannot be opened and viewed by Sourcwell.

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](#) - Table 11 Sourcwell Software Solutions RFP 060624\_Pricing\_Konica Minolta.xlsm - Tuesday June 18, 2024 10:52:49
- [Financial Strength and Stability](#) - Table 2 Q12 Company Info and Financial.zip - Tuesday June 18, 2024 16:20:09
- [Marketing Plan/Samples](#) - Table 7 Q7 Marketing Plan.zip - Tuesday June 18, 2024 11:04:09
- WMBE/MBE/SBE or Related Certificates (optional)
- [Warranty Information](#) - Table 9A Q 58 Warranty.zip - Tuesday June 18, 2024 11:05:35
- [Standard Transaction Document Samples](#) - Table 10 Payment Terms and Financing Options.zip - Tuesday June 18, 2024 11:47:11
- [Requested Exceptions](#) - Table 21 Exceptions to Terms, Conditions or Specifications\_RFP 060624\_Konica Minolta.docx - Tuesday June 18, 2024 11:07:01
- [Upload Additional Document](#) - Table 6 Q 32 Ability to Sell and Deliver Service.zip - Tuesday June 18, 2024 11:30:02

**Addenda, Terms and Conditions**

**PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE**

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

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
  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 or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Kristen McKenna, Director, Government Contracts, Konica Minolta Business Solutions U.S.A., 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
<b>Addendum 17 Software Solutions RFP 060624</b> Mon June 3 2024 10:31 AM	<input checked="" type="checkbox"/>	1
<b>Addendum 16 Software Solutions RFP 060624</b> Thu May 30 2024 10:38 AM	<input checked="" type="checkbox"/>	4
<b>Addendum 15 Software Solutions RFP 060624</b> Tue May 28 2024 02:32 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_14_Software_Solutions_RFP_060624</b> Fri May 24 2024 03:00 PM	<input checked="" type="checkbox"/>	4
<b>Addendum_13_Software_Solutions_RFP_060624</b> Tue May 21 2024 04:25 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_12_Software_Solutions_RFP_060624</b> Mon May 20 2024 06:33 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 11 Software Solutions RFP 060624</b> Fri May 17 2024 03:19 PM	<input checked="" type="checkbox"/>	2
<b>Addendum 10 Software Solutions RFP 060624</b> Thu May 16 2024 01:38 PM	<input checked="" type="checkbox"/>	4
<b>Addendum 9 Software Solutions RFP 060624</b> Tue May 14 2024 03:18 PM	<input checked="" type="checkbox"/>	2
<b>Addendum 8 Software Solutions RFP 060624</b> Thu May 9 2024 12:50 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 7 Software Solutions RFP 060624</b> Wed May 8 2024 01:39 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 6 Software Solutions RFP 060624</b> Tue May 7 2024 12:00 PM	<input checked="" type="checkbox"/>	2
<b>Addendum 5 Software Solutions RFP 060624</b> Fri May 3 2024 01:56 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 4 Software Solutions RFP 060624</b> Thu May 2 2024 12:30 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 3 Software Solutions RFP 060624</b> Tue April 30 2024 03:17 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 2 Software Solutions RFP 060624</b> Mon April 22 2024 02:21 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 1 Software Solutions RFP 060624</b> Fri April 19 2024 02:53 PM	<input checked="" type="checkbox"/>	1

**AMENDMENT #1  
TO  
CONTRACT #060624-KON**

THIS AMENDMENT, effective upon the date of the last signature below, is by and between **Sourcewell** and **Konica Minolta Business Solutions U.SA. Inc.** (Supplier).

Sourcewell awarded a contract (#060624-KON) to Supplier to provide Software Solutions and Related Services for Public Sector and Education Administration to Participating Entities through Sourcewell's Cooperative Purchasing Program, effective October 25, 2024, through October 25, 2028 (Contract).

The parties wish to amend the Contract to add an Authorized Representative.

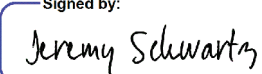
NOW, THEREFORE, the parties amend the Contract as follows:

Line item 2 of "Table 1: Proposer Identity and Authorized Representatives" of the Proposal is amended to add the following:

Quality Associates, Inc. (QAI) A Konica Minolta Company  
Contact: Michael Pitts  
Phone: (443) 745-8077  
Email: [mpitts@qualityassociatesinc.com](mailto:mpitts@qualityassociatesinc.com)  
Address: 11850 West Market Place, Suite P, Fulton, MD 20759

Except as amended by this Amendment, the Contract remains in full force and effect.

**Sourcewell**

Signed by:  
  
C0FD2A139D06489...  
By: \_\_\_\_\_  
Jeremy Schwartz  
Chief Operating and Procurement Officer

Date: 2/27/2026 | 6:53 PM CST

**Konica Minolta Business Solutions U.SA. Inc.**

DocuSigned by:  
  
8AA1BAB6FBE54BB...  
By: \_\_\_\_\_  
Kristen McKenna  
Vice President, Government &  
Healthcare Contracts

Date: 2/27/2026 | 7:55 PM EST