

Attachment G – MPS Response

RFP-NP-18-001

Copiers and Managed Print Services

Offeror Name: Ricoh USA, Inc.

Instructions: Offeror must provide a detailed response to the REQUIRED questions listed below. Offerors are also encouraged (but not required) to provide detailed responses to the VALUE ADDED questions listed below. Responses will not be limited to a certain number of pages.

REQUIRED RESPONSES:

- 1) How long has your organization been providing Managed Print Service solutions? Include any specialized training or experience that your organization or Key Personnel within your organization possess in your response.

Ricoh has been providing fleet management and managed document and print services for more than 15 years.

Ricoh as a Market Leader in Services

Today, Ricoh is an industry leader, providing services to more than 1.29 million companies across the globe. For the past six years, Ricoh has been a Leader in IDC MarketScapes looking at managed print and document services and its evolution to document workflow services. We also have maintained a leadership position for the sixth consecutive year in the Managed Print Services (MPS) market, according to a report from analyst firm Quocirca. Ricoh's adaptive model, which we use to tailor solutions to help individuals work smarter however and wherever their work requires, was cited in the report as a major differentiator for Ricoh.

In their report, "Managed Print Services Landscape, 2017," Quocirca analysts noted that Ricoh's global infrastructure has only improved in recent years. They cited Ricoh's use of one of the market's largest service operations, with more than 30,000 service professionals operating in 198 countries and covering 95 percent of Fortune Global 500 customers. In addition to our far-reaching team of experts, Quocirca was impressed by Ricoh's greater global alignment and process consistency enforcement for project management as key enhancements that continue to maintain Ricoh as a leader in MPS. Ricoh's holistic approach to providing consistent, high-quality service to customers of all sizes across verticals and continents has helped solidify Ricoh as a true leader in the space.

Quocirca is a research and analysis company primarily focused on the European market but also covering North America and the Asia-Pacific region. Quocirca produces free to market content aimed at IT decision makers and those that influence them in business of all sizes and public sector organizations. For more information about Quocirca, please refer to <http://quocirca.com/>.

International Data Corporation (IDC) is a global provider of market intelligence, advisory services, and events for the information technology, telecommunications and consumer technology markets. IDC MarketScape is the information and communication technology (ICT) industry's premier vendor assessment tool, providing in-depth quantitative and qualitative technology market assessments of ICT vendors for a wide range of technology markets. For more information about IDC MarketScape, please refer to <https://www.idc.com/MarketScape/index.jsp>

Awards and Recognition

The following respected industry experts have recognized us for our commitment to excellence and innovative solutions:

- Ricoh is ranked as a Leader for Managed Print Services by Gartner, Inc., every year since 2008. (*Magic Quadrant for Managed Print Services, Worldwide*)
- Named a global Leader in Quocirca's *Managed Print Services Landscape, 2017* report for the sixth consecutive year, and cited as "one of the few traditional print vendors to have effectively transformed its legacy brand image".
- Ranked as a Leader in managed print services and managed workflow services by IDC (*IDC MarketScape Criteria: 2015 Managed Workflow Services Hardcopy Vendor Assessment—Building on MPDS, doc #US40586715, November 2015*). Ricoh has been named a Leader in all five of the IDC MarketScape reports published to date for Managed Print and Document Services.
- Ranked as a worldwide Leader in Managed Print and Document Services by IDC (*MarketScape: Worldwide Managed Print and Document Services 2014 Hardcopy Vendor Assessment—Focus on Managed Workflow Services*)
- Named the winner of the 2013 Leadership Award for Best Direct Managed Print Services Plus Provider in the Managed Print Services Industry by the Managed Print Services Association (MPSA) at the CompTIA ChannelCon event in Orlando, FL
- Honored by CompTIA, a leading non-profit association for the information technology (IT) industry, with its CompTIA Managed Print Trustmark™ on August 22, 2013, for its adherence to industry best practices for service delivery and customer interaction in the managed print market
- Received the 2011 MPSA Leadership Award for excellence in Managed Print Services as a Direct/Manufacturer for its Ricoh® Managed Document Services™ Program

- 2) Describe in detail, what your organizations free initial assessment consists of. How do you identify what the needs of the customer are so that you can provide a preliminary estimated cost savings and make recommendations on how to improve fleet efficiency?

Ricoh has been conducting fleet assessments for well over 15 years. We assign an analyst to focus on the successful design and delivery of the optimization of your printing equipment fleet. The

assessment process is a key tool for preparing complex, wide ranging future state fleet recommendations and the results are used to formulate financial impact reports.

Ricoh uses a well-defined methodology for conducting an assessment that has been extensively field-tested and refined over the years. There are six phases to the Output Assessment that include: Discovery Pre-Work, Design, Conduct Baseline Assessment, Validation, Develop and Present Future State recommendations and Implementation.

During the Discovery Pre-Work and Design, we work with the customer to determine what information is to be gathered and collect the floorplan maps. If any existing inventory information is available, it can be used to expedite the data collection process.

Baseline Assessments may be performed by different Ricoh employees and job titles. The scope of the project may determine how many people are necessary to complete the walkthroughs in order to meet any deadlines that have been agreed upon. Ricoh utilizes multiple methods to collect data including: on-site visits for manual data collection and mapping, network software collection tools, as well as customer provided information such as inventory reports, historical activity reports and supplies purchased. On some occasions, department interviews are performed to determine user needs for printer devices. Different device information is gathered about a device, such as make, model, serial number, meter reads, IP Address and location on a floorplan map. Other data elements may be added based on the customer needs.

As part of a free initial assessment, Ricoh limits the data collection to no more than 250 devices which can be located in up to three buildings on a single campus. The resources used for data collection will primarily be local resources to prevent costly travel expenses.

3) Describe how you calculate realistic cost savings for implementation of MPS.

Ricoh attempts to gather as much real data as possible during an assessment to minimize estimates. We try to capture all devices in a customer fleet, including printers, copiers/multifunction devices, fax machines or fax servers. The goal is to collect as much information during the assessment, especially meter readings from those devices that have the ability to report a meter. When possible a second reading, either from historical data, network data collection tools or previous billing, is used to determine average monthly usage. When historic volume information is not available, Ricoh will take a physical meter reading and use this reading as an end reading. Ricoh then uses the manufacturer's introduction date plus one year as the first date in use for the device. The length of time is calculated from the meter date and introduction date and divided into the meter reading to arrive at an estimated monthly volume.

Device lease and toner costs are requested of the customer whenever possible. When costs are not available, Ricoh will substitute industry costs provided by a third party service bureau. The third party service bureau collects costs from manufacturers related to hardware, break fix and consumables.

After the data is collected and entered into a Total Cost of Ownership (TCO) tool, the data is shared with the customer during the validation phase to make sure that the device and cost

data is as accurate as possible. The customer is given every opportunity to review the data and provide any additional information that may provide a better cost estimate for the print fleet.

The TCO tool will allow Ricoh to then take the current state data and model a future state with possibly new devices or redeploying current equipment to provide a reduction in costs while improving user capabilities as well as satisfaction that aligns with the goals of your company.

- 4) Describe your organization's implementation strategy. The strategy should contain your approach to training, communication plans, and how continuous improvement and program management are collaboratively addressed.

Our premise is that a successful implementation is a critical element in delivering consistently superior service and support customers. We believe that the implementation process begins long before the contract is signed and does not end until the final process is firmly in place. The foundation for a successful implementation contains the following key elements:

- Discovery
- Needs Analysis
- Solution Development
- Transition and Implementation
- Support

We are well-suited to provide a smooth transition and implementation process, and a consistent ongoing support process to ensure continuous cost savings and an exceptional service level.

Discovery

Discovery, which takes place early in the sales cycle, includes detailed meetings, interviews and structured data-gathering techniques to identify customer-specific business objectives. Through this in-depth review, we develop a thorough understanding of the factors that shape the need for new products and services.

The Discovery stage has two primary objectives, as follows:

- The first objective is to understand and document primary business functions of our customers . This step includes developing a general understanding of products and services and the processes by which they are delivered to its customers. We work to gain an in-depth understanding of factors driving the need for change and the criteria for measuring the success of the solution.
- The second objective is to gather and document information to develop an accurate and scalable solution that addresses identified business objectives.

Needs Analysis

A successful partnership depends on an open exchange of information. The first step is to complete a utilization study of the existing environments. Our professionals work in conjunction with lead client representatives to gather appropriate information and provide insights and

observations from this research. Our team uses a variety of tools, including user surveys, focus group interviews and data collection tools to compile relevant information.

The depth of multifunctional products we offer ensures the client has access to the most recent technologies for copying, faxing, printing and scanning. The compilation of this data allows us to recommend a customized strategy that optimizes current investments and capitalizes on new technologies to manage document output costs.

Solution Development

The development of a recommended solution begins by assigning a tenured project team that consists of account management personnel, operations specialists, systems integration specialists and business analysts. The team remains in place during the sales and analysis process and continues through contract execution. After contract award, key members of this group join the account team responsible for transition and implementation, post implementation and support.

During the Solution Development stage, our team analyzes information gathered during the Discovery phase and formulates a detailed document management and print strategy. We use these findings to develop, document and validate a customized solution that meets our client's objectives and identifies product and technology requirements.

The Solution Development phase identifies all relevant project tasks, task interrelationships and resources needed to complete the transition according to plan and ensure ongoing support throughout the process.

Transition and Implementation

Based on a well-defined plan, the solution is implemented as designed by our transition team specialists. These specialists are focused on producing agreed results in a timely and cost-effective manner. The project plan is reviewed by the transition team and modified (if necessary) to ensure that all objectives are met.

Our transition team includes highly trained employees who have been involved in the solution development process for and are experienced in implementing systems similar in size and scope. This team helps coordinate equipment installation, initial site training, maintenance, service and other related tasks with minimal involvement from client personnel.

Equipment Delivery, Installation and Training Plan

Our delivery, installation and training strategy for implementation illustrates the ability to provide specified equipment, manage successful transitions and provide necessary training to ensure that users understand the equipment functionality. This strategy covers three distinct elements:

- **Installation Preparation and Logistics**

After contract award and before equipment installation, the transition team confirms the following:

- Machine configurations and quantities
- Exact locations and key contacts
- Customer training requirements

Before implementation, all Ricoh employees who are involved in the project attend two meetings that include detailed expectations, a mock run-through and testing. A third meeting includes a designated customer staff member to ensure compliance with all specifications.

Two master spreadsheets are managed by the transition team to ensure a consistent, well-planned implementation. Installation is accomplished simultaneously over a predetermined period of time in accordance with customer expectations. The team oversees assembly, staging and setup of all equipment. Our employees are responsible for transferring equipment to the designated locations, installing the equipment and ensuring satisfactory operation.

After installation, all designated equipment users receive a survey to assess their satisfaction with the equipment, the courtesy of the installers and the training. Included with the survey are guidelines for requesting service, ordering toner and requesting other changes or modifications (also addressed during the training seminar). The survey results are reported to the customer.

After reviewing the pre-installation data and confirming the general requirements, the team establishes an installation schedule. The transition team coordinates, with other vendors, the pickup of any existing on site equipment that will not be used.

During this process, we address the following considerations:

- Establish the number of Ricoh personnel needed and dates
- Arrange transportation for Ricoh personnel
- Obtain security passes or arrange for escorts, if needed
- Determine hours of operation
- Establish staging areas and production line procedures by machine configuration
- Confirm that extra parts and units are available, if needed
- Meet daily or weekly with all personnel involved in the setup to review information and progress
- Complete a network assurance/site survey document

The transition team then meets with the account team to review logistics and address the following topics:

- Review pre-installation data
- Visit the warehouse to ensure that all requirements have been satisfied
- Confirm personnel commitments for the entire installation period and schedule additional personnel, if necessary
- Confirm transportation of equipment to customer location(s)

We then meet with client to review the following issues:

- Delivery schedule
- List of all machine locations to ensure proper environment, voltage and space requirements for all models

- Delivery location accessibility to determine whether stairs, hallways or stairwell widths are adequate

- **Staging/Delivery**

Staging and setup takes place at a Ricoh Shared Distribution Center to minimize disruption to current state operations. Organization of the equipment by models and accessories allows a quick visual inspection to ensure proper condition and identify any shipping damage. After the equipment passes this initial quality check, it is staged for delivery according to the project plan.

We schedule equipment delivery based on location, current equipment removal requirements (if necessary) and departmental considerations. A Ricoh field service technician is present when the equipment arrives at the site to oversee delivery and installation. When the equipment is delivered and installed, post-installation training begins.

- **Training**

Key operator training programs are typically scheduled at the clients site. The number of units per location and system functionality are used to design the specific training program. A single-unit installation generally dictates user training from the local sales organization. Follow-up training is scheduled as needed at no additional charge throughout the term of the agreement. The number of trainees and unit functionality (e.g., digital copiers, networked units, multifunctional systems), determines the duration of the training program.

As soon as the equipment and locations are identified, the transition team contacts each key operator and offers the following options:

- Pre-installation training in a classroom environment at a client location (if possible)
- Post-installation training in the user's office on the day of delivery or at a time designated by the user
- Post-installation follow-up training in the user's office approximately one week after delivery or at a time designated by the user

The Equipment Training Program includes:

- User needs analysis
- Equipment overview
- Demonstration of equipment features
- Hands-on equipment usage
- Replenishing supplies
- Administrative issues (e.g., placing a service call, escalation list)
- Questions and answers
- Certification

Support

Support needs are identified during the Discovery phase, developed after completion of a Needs Analysis, refined during the Solution Development stage and modified as necessary following implementation of our solution. Together, Ricoh and client determine appropriate support methods and services (e.g., initial and follow-up training, specific service agreements and measures, ongoing project upgrades and innovations). Throughout the term of the agreement the account team meets with client personnel during regularly scheduled monthly and quarterly meetings to monitor progress and implement necessary changes.

Sample Implementation Plan

General						
Determine staffing needs	X					
Obtain signed copy of Letter of Intent	X					
Determine implementation team members	X					
Distribute copy of contract, proposal, etc., to team members	X					
Develop implementation activity deadlines	X					
Schedule first internal implementation meetings	X					
Schedule weekly internal implementation meetings	X					
First Internal Implementation Meeting						
Introduce account team members/review account contacts	X					
Distribute first draft of implementation plan	X					
Review contract, proposal, etc.	X					
Review plan roles and task assignments	X	X				
Approve assignments and deadlines		X				
Discuss equipment configuration/provide update on order progress		X				
Discuss staff and specific training needs	X	X				

Postmeeting Action Items						
Coordinate any special training required		X				
Schedule first implementation meeting with customer		X				
Schedule weekly implementation meetings with customer		X				
Preimplementation Meeting with Client						
Review roles of team members	X					
Provide staffing and equipment update		X				
Review scope of services		X				
Request list of department/cost centers from customer			X			
Determine billing process	X					
Customize software/ reports to cost centers		X				
Equipment						
Develop equipment integration plan	X					
Document existing/new equipment at site		X	X			
Complete walk-through of new equipment delivery route		X	X			
Order new equipment	X	X				
Communicate power requirements to customer	X	X				
Communicate network integration requirements to customer	X	X				
Schedule training of users on print driver		X	X			
Advise customer of installation date			X			
Coordinate removal of existing equipment, if necessary			X	X		
Create signage for all equipment				X		
Ensure credit of equipment removed				X		
Enter equipment into database				X		

Enter department/cost center numbers into database				X		
Third-party Equipment						
Negotiate service contract	X					
Negotiate service reporting requirements		X				
Document service escalation process			X			
Develop vendor list, including phone numbers					X	
Supplies						
Identify current inventory value	X					
Tag existing customer supplies		X				
Determine inventory needed		X				
Establish reorder levels			X			
Create supply order form			X			
Create inventory report			X			
Document supply order process			X	X		
Determine storage location		X	X	X		
Determine paper delivery procedures		X	X			
Submit sample order form to billing administration					X	
Convenience Copiers						
Read meter on first day						X
Enter department numbers on cost recovery system					X	
Activate cost recovery system					X	
Document location/ID numbers for all equipment					X	
Determine meter reading process				X	X	
Develop meter reading documentation form and procedures				X		
Create service log for each machine					X	
Review service call procedure with customer					X	
Establish overflow/third-party vending process					X	

- 5) Describe your training approach to ensure that customers are well versed in how to maximize your Managed Print Services approach. Offerors should include the types of training available (targeted, web-based, on-site, one-on-one etc.) in their response.

Training Overview

Training Services—Upon acknowledgement of a partnership, your account manager starts the wheels in motion for successful installation and training. Training is at time of deployment. Overall, we view training as a joint investment to ensure that your machines operate properly and we minimize service calls.

Our intent is to create a cohesive and cooperative process that works best for all parties. As a number of service calls in the early period of a deployment are often end user error, Ricoh feels that a high level of quality training is important to ensure maximum uptime. Moreover, Ricoh finds that customized training ensures that end-users experience the ROI and productivity gains identified at the Enterprise-wide level.

To begin, the training division is introduced to the key contacts at the customer site. With the delivery schedule worked out, the training division connects with the main

contacts at the individual locations to arrange a convenient time to provide training.

Key Operator Training—Ricoth provides initial Key Operator Training, free of charge, upon installation of the equipment. It involves more detailed maintenance, and simple trouble shooting information (i.e. changing toner etc.). This session involves a Key Operator knowing all the facets of the product, including the paper paths and the paper feed locations, specialty features, all maintenance items, and all pertinent information involved in placing service calls.

Equipment Key Operator Training Class Outline

- Overview of all functions of the equipment
- How to interpret user prompts and conditions
- Originals (letter, legal, ledger, magazines, paste-up and line erase)
- Paper trays (function and use of all paper trays that accompany the offered equipment)
- How to Make Copies, Prints, Fax and Scan (review of control panel, paper sizes, reduction and enlargement)
- Applicable Accessories (function and use of feeder, sorter, auto duplex, editing)
- Supply replenishment activities
- Adding supplies (toner and silicone oil; developer is added by a service technician)
- Misfeeds (function and use of diagnostics center; original, sorter, duplex misfeeds; paper removal)
- Special Applications (image shift, auto duplexing if applicable, book copy, job interrupt, line erase, zoom lens)

- Problem determination/correction procedures
- Ricoh service contacts/service call procedures
- Meter reading procedures

Key Operator Training requires on average an additional 30 minutes of training in addition to that of the end user. Ricoh will supply additional training on an "as needed" basis throughout the term of the contract to maintain qualified Key Operators when personnel are relocated, retired, etc. Ricoh reserves the right to impose a reasonable charge in the event additional Key Operator training is necessary.

End User Training—User Training usually addresses common features used by individual employees such as: general features, functions and benefits of the copier and any accessories employed. If the Customer's end users require additional forms of training, Ricoh can deliver any of the training methods listed below:

- Face to face, hands-on training
- Classroom training with groups/departments of users
- Quick Reference Guides

Of course, if there is fleet management staffing on-site, these individuals are available at all times to assist end users with any machine or training related issues. For particularly large groups it may be necessary to schedule multiple sessions or, in an unstructured environment, a trainer may have to block off a period during which he/she is available at the site for varying degrees of training. If required, Ricoh is willing to set up a classroom environment where a room is booked with a common device where different groups of users requiring training come in at scheduled times. Ricoh recommends keeping the group size somewhere between 7 to 10 users as varying sizes can deter from the effectiveness of the training. A small number of users delay the completion of the overall training and any groups larger than 10 often do not allow users to get the individual attention they require.

The training is evaluated and modified based on receiving customer feedback. Fleet copiers should generally be allotted 45 minutes to 1 hour while Print Shop Copiers should be allotted 1 ½ hours. For each Print/Scan and Fax add on an additional 30 minutes. A manual comes with every device for reference. Beyond that, Ricoh also has "Quick Reference Guides", and 24-hour toll-free end user technical support for everyday minor troubleshooting. Furthermore, our training specialists are accessible to key operators after the completion of training.

To effectively migrate print volume away from high cost devices it is necessary to educate the users on how simple and cost effective the print drivers are to use. Through effective training, users perform their print jobs to the low cost and efficient digital copiers. Once familiar with this simple procedure, users utilize this function on an ongoing basis. Please see the attached document or a Sample Customer Education Program as well as Quick Reference Guide.

Information Technology (IT) Training—For the IT staff, the training provided will be on driver deployment, device configuration and set-up (network interface board), troubleshooting, as well as Ricoh applications and utilities. Furthermore, through Web SmartDeviceMonitor (WSDM), training is provided for device control and asset management. Ricoh also offers support process

set up and administration. Training can be in a classroom format or from a user stand point. It can also be in a live in-person environment or in an on-site or off-site lab.

On-Going Training—Ultimately, it is in the best interest of both parties to take training very seriously. Firstly, for the client to get maximum benefit from the solution recommended with as limited a learning curve as possible and secondly, for the vendor so the implementation and operation of each product is understood so Ricoh limits unnecessary service calls. A number of reasons contribute to the need for ongoing training:

- Some staff members that were not able to attend initial training sessions
- Key operators change
- Devices are relocated within organizations
- Some staff did not have a complete understanding of how to use features, i.e. printer function

Ricoh continually works with and trains staff to ensure high cost standalone print and fax volume is migrating over to lower cost multifunctional devices. Ricoh reserves the right to impose a reasonable charge in the event additional training is necessary.

Helpdesk Training & Support—Historically Ricoh has supported customers' helpdesks in two fashions:

- Process Improvement
- Management Tools

Process Improvement—We have assisted several organizations to manage helpdesk calls while improving internal processes. In order to provide optimal value to our customers, we require greater insight into existing programs and services. However, we can set up a systematic program to log calls to the IT helpdesk and establish the key steps toward call resolution. Logs can be created, and break/fix calls can be rerouted to Ricoh's National Call Center where information like Key Contact, Model, Serial #, Log Time, Dispatch Time, Response Time, Turnaround Time, and Close Call time can all be logged. In addition, this information is accessible in real time through the Customer customized Portal set up by Ricoh.

The Ricoh digital diagnostics group provides end user instruction and guidance in an effort to reduce the service burden and provide more efficient call resolution. This team assists the Customer' helpdesk and be represented in the ongoing account review sessions. We suggest a regular process of communication between these groups with a view toward improving the expertise of Customer' personnel to troubleshoot, resolve or escalate technical or operational issues. Meetings and interaction between the groups are regular during the early stages of implementation and continue in one form or another throughout the term of our engagement with Customer. Ricoh is willing to explore the impact of Customer' helpdesk assisting with 1st or 2nd level support once the helpdesk is internalized, and the possible impact on our service.

Management Tools—Helpdesk support is facilitated by devices which IT can manager remotely. In addition to providing plug-ins for CA Unicenter and IBM Tivoli, Ricoh's @Remote Enterprise Pro (@REP) increases the value of Ricoh networked peripherals by enabling an efficient method of installing, monitoring, and managing shared resources. Designed for both Customers and

Administrators, @REP is certain to simplify the way network users handle their daily workflow. @Remote Enterprise Pro is not proprietary to Ricoh and can capture all network devices. A Web Enhancement tool is available which provides e-mail alerts to customized users notifying them of device malfunctions or consumable requirements, just to name a few.

By allowing the helpdesk greater access to information over the network and providing email alerts, the ability to provide support is greatly enhanced. For example, an end user call can come into the internal helpdesk, be diagnosed through the Administrative Management Tools and solved via the telephone. In addition, email alerts notify the helpdesk of an issue prior to it being recognized at the end user level.

Support calls that cannot be solved at the internal level are escalated to Ricoh's National Dispatch Center and the Digital Diagnostics Team. Ricoh personnel communicate with the helpdesk or end user to provide an immediate phone fix or dispatch a field technician to the appropriate site. Given this process, the field technician may be dispatched prior to the end user ever knowing there was an actual malfunction. If required and permitted by Customer, @REP can provide Ricoh personnel with Web access to the Customer network allowing device diagnostics and viewing from a remote location. This further reduces the need for a field technician and greatly enhances the Helpdesk's ability to provide immediate phone fixes.

Customer Education Program for MFDs—One training session is included in the service contract for newly installed devices. In order for training to be effective it needs to take place at a location where the device is present and can therefore only accommodate a group of up to 10 people. The features listed below are only demonstrated provided that they have been set up and that the customer is expressing interest in having the training include these options.

Part 1: General Maintenance

- Loading paper
- Replacing consumables
- Clearing paper jams

Part 2: Basic Operation of the Copy Function

- Original settings
- Selecting paper trays
- Using the bypass tray for special stocks
- Paper weights supported by each tray
- Reducing/Enlarging
- Duplex copying
- Finishing options

*** Any other advanced features are demonstrated only when requested ***

Part 3: Basic Operation of the Document Server

- Storing files

- Selecting and printing stored files
- Deleting stored files

Part 4: Basic Operation of the Fax Function

- Adjusting original settings
- Sending a fax (manual dial vs using quick dials)
- Broadcasting
- Transmission modes (memory vs. immediate)
- Sending at a specific time (send later)
- Cancelling a transmission
- Confirming a transmission
- Storing fax numbers

Part 5: Basic Operation of the Scan Function

- Adjusting scan settings
- Selecting the scan destination (email/folder)
- Entering file information

Part 6: Basic Features of the LAN Fax Driver

- Sending a fax
- Attaching a cover sheet
- Using/programming the address book

Part 7: Basic Features of the Print Driver—If using PCL/PS/RPCS:

- Duplex printing
- Finishing options
- Using locked print
- Printing to the document server
- Choosing a paper tray
- Fit to print size
- Using the bypass tray
- Watermarks

Part 8: Key Operator Information

- Procedure for placing service calls & ordering supplies
- Submitting meter reads
- Calibration (*color models only*)

- Managing email and fax number entries

Additional Training Information—Training and Education provides additional training and other services at an added cost.

Ricoh has a training plan noted above. This training typically occurs from a scheduled perspective (the day after installation) or negotiated with the training recipients via phone call to schedule. This standard training regimen is without a fee/cost, however, additional training above and beyond is a billable service.

The circumstances that determine whether additional training is billable are based on a few factors. Within the initial Deployment of the fleet, it will be at the Ricoh Project Manager's discretion to recommend billable secondary or follow-up training based on the reasons for its requirements (i.e. - planned training in a critical area/key user training session with an unexpected illness). Outside of the project deployment, training is available to Key User, End User or IT at the cost. This training is provided in either individually, group based or in a classroom environment based on requirement and mutual agreement. This hourly rate applies to all Major Centers within the USA. Any remote regions may be subject to travel times billed at the same cost. Additional training is an item that can be visited during quarterly/semi-annual Customer-Ricoh reviews.

For large scale deployment or refresh, Ricoh provides a customized Statement of Work (SOW), training plan and associated costs.

Ricoh has been asked by larger customers for a customized user guide. Customized user guides/manuals are available to the customer at a cost. These guides/manuals can be uploaded by Customers to an internal website for easy download by the end user.

Site Open House

We have designed our site open houses to provide a forum where Customer(s) staff members can meet our on-site team and become familiar with the services we provide. These meetings also provide an opportunity for Customer(s) staff to ask any questions they may have.

The purpose of the site open house is to create an event in the service center, or other designated location, that encourages informal interaction between our team and Customer(s) employees. The objectives of the open house are to:

- Introduce the contracted service offerings to a wide audience
- Identify opportunities through conversations with customers that may not have been involved in the initial analysis process
- Establish relationships with end-users in an informal relaxed setting
- Train customers on the use of our equipment
- Generate an awareness and enthusiasm for the new system

During Implementation, the client can be trained on the use of TRAC systems if they wish to have access and ability to generate manual reporting thru the self-service modules.

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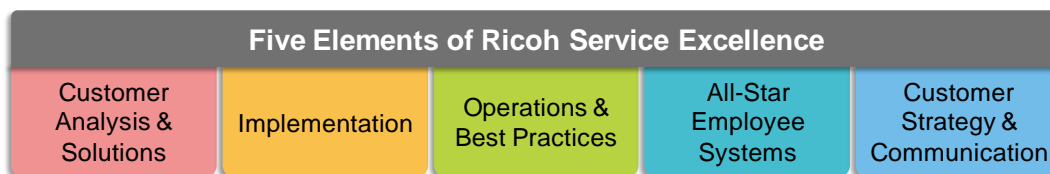
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- 6) How does your organization remain competitive in the managed print industry to improve efficiencies? How do those efficiencies transfer to your customers?

Ricoh Service Excellence

Ricoh employs a Service Excellence Program for managed accounts which enable us to maintain a high level of expertise and separate us from the industry peers. We have worked with thousands of organizations to build document strategies that address their corporate objectives, departmental needs and provider expertise to ensure maximum efficiency with minimum organizational disruption. A comprehensive document management solution can then be built that not only applies innovative technology but also leverages world-class service, including provider expertise and proven best practices. We have trademarked this methodology, called Ricoh Service ExcellenceSM.

- Ricoh Service Excellence is the award-winning methodology that drives the quality, performance and delivery of every one of our Managed Service engagements. Designed to improve the total customer experience and standardize our approach, Service Excellence focuses on five fundamental areas:



Ricoh Service Excellence is our blueprint for capturing the needs of the customer and translating them into innovative solutions using industry-leading technology and measurable service levels. It helps us to ensure consistent delivery and alignment with our customer objectives while providing a measurable return on investment.

Ricoh Service Excellence is unique in how we:

- Translate customer needs into cost-justified solutions using innovative technology and measurable service levels
- Design and manage the implementation process
- Build on nationally validated standards and best practices
- Consistently develop and motivate employees to deliver world-class service
- Consult to ensure alignment with evolving customer business strategies
- With Ricoh Service Excellence, customers receive:
 - Customized solution and strategy that aligns with the customer’s industry, needs and requirements
 - Measurable results
 - Visibility to metrics that drive peak performance and meet SLAs
 - World-class customer service
 - Customer-centric, dedicated and trained service professionals
 - Flexibility to adapt to customer’s evolving business needs and practices
 - Continuous two-way communications and strategic partnership

Our Approach

Our Ricoh® Managed Document Services™ (MDS) strategy builds on our core foundation of industry-leading hardware and software technologies and document and IT-related services. This strategic business addresses the business practices surrounding the management of both print and electronic information.

Our commitment to hardware and software innovation is stronger than ever. However, Ricoh MDS is about much more than products. Managed print services (MPS) is at the heart of our MDS strategy and those best practices set the groundwork. Ricoh MDS goes beyond printing; it can be leveraged to help manage critical business processes, activities and resources with the ultimate benefit of controlling costs. By delivering the right information, at the right time, in the right form, we can help the customer control costs and enhance employee productivity.

Differentiating Ricoh MDS from MPS

The Managed Print Services Association (MPSA) defines MPS as “the active management and optimization of document output devices and related business processes.” While competitive MPS offerings focus tightly on devices and print management, Ricoh MPS addresses the business practices surrounding the management of both print and electronic information.

Ricoh MDS encompasses the three fundamental parts of document management—input (the creation of information), throughput (how information moves around a business) and output (processing of information).

Ricoh MDS is also characterized by three distinct attributes that clearly differentiate Ricoh:

- **Adaptive, Customer-focused Approach**

Our adaptive, customer-centric approach adapts to the needs of the customer—not vice-

versa. During the Understand phase of our strategy, we develop a deep knowledge of client markets, competition and business model. We then adapt Ricoh MPS to fit the enterprise. This makes our solutions instantly relevant to client's business—and greatly enhances our ability to deliver process improvements, in addition to helping clients achieve their cost goals.

- **Holistic**

Information infrastructures function as a whole. Only addressing the needs and practices of selected parts of an organization leads to information gaps and roadblocks, especially when end-users attempt to collaborate. In most MPS engagements, Ricoh develops a roadmap that shows the “current state” and “desired state,” and then leads an effective transformation that spans the entire enterprise. Moreover, Ricoh MPS is built around vendor-neutral services that meet the needs of the entire global enterprise.

- **Global**

Ricoh's worldwide presence helps ensure the delivery of consistent services everywhere a client does business. Our goal is to create an incredibly efficient information infrastructure that allows staff to work and collaborate like never before. No matter where sites are located, we can help build a consistent, efficient and globally-connected information infrastructure, streamlining client's ability to expand into new markets and expand its global reach.

Proven World Leadership

Ricoh has achieved success with its customers and recognition from a wide variety of industry experts and associations:

- Over 4,000 successful MDS engagements worldwide
- Ranked as a Leader for Managed Print Services by Gartner, Inc., every year since 2008 (*Magic Quadrant for Managed Print Services, Worldwide*)
- Named a Leader in Managed Print Services by Quocirca (*Managed Print Services [MPS] Landscape, 2016*), every year since 2012, and cited as “one of the few traditional print vendors to have effectively transformed its legacy brand image”.
- Named a leader in document workflow services in 2016 by IDC (*IDC MarketScape: Worldwide Document Workflow Services Hardcopy 2016 Vendor Assessment*" {doc # US40994416, September 2016} and related *IDC Vendor Snapshot 2016: Ricoh on Document Workflow Services*," {doc # US41732616, September 2016}). The report notes Ricoh's services-led, customer-first strategy differentiates the company, citing its focus on understanding customers' environments and building a broad portfolio.
- Named “Best Manufacturer” of the year for the fourth consecutive year in 2016 by *The Cannata Report*, published by Marketing Research Consultants LLC, based on responses to its 31st Annual Dealer Survey in which dealers provided feedback on the manufacturer they believe offers the best products
- Ranked as a global leader in the high-speed inkjet market by IDC (*IDC MarketScape: Worldwide High-Speed Inkjet Press 2016 Vendor Assessment* (doc # US40331116, September 2016)). IDC MarketScape vendor analysis model is designed to provide an

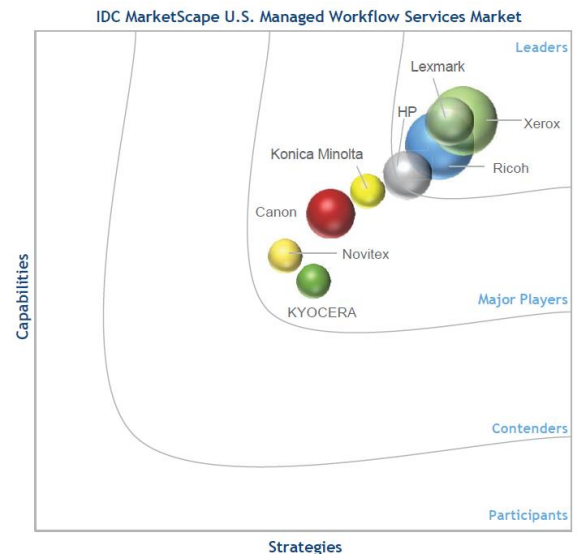
overview of the competitive fitness of information and communications technology suppliers in a given market.

- Ranked as a Leader in managed print services and managed workflow services by IDC (*IDC MarketScape Criteria: 2015 Managed Workflow Services Hardcopy Vendor Assessment—Building on MPDS, doc #US40586715, November 2015*). Ricoh has been named a Leader in all five of the IDC MarketScape reports published to date for Managed Print and Document Services.
- Earned 16 awards for its product lines in the Buyers Laboratory LLC (BLI) 2015 Winter Pick Awards, including Outstanding Achievement in Innovation, A3 MFP Line of the Year for Energy Efficiency and A3 MFP Line of the Year
- Ranked as a Leader in the high-speed inkjet continuous feed market by IDC (*U.S. Quarterly Production Print Tracker for 4Q'15*), which includes the year's cumulative installation numbers, noting that Ricoh's market share increased to 46 percent in 2015—more than twice that of the next closest competitor.
- Ranked as a worldwide Leader in Managed Print and Document Services by IDC (*MarketScape: Worldwide Managed Print and Document Services 2014 Hardcopy Vendor Assessment—Focus on Managed Workflow Services*)
- Named the winner of the 2013 Leadership Award for Best Direct Managed Print Services Plus Provider in the Managed Print Services Industry by the Managed Print Services Association (MPSA) at the CompTIA ChannelCon event in Orlando, FL
- Honored by CompTIA, a leading non-profit association for the information technology (IT) industry, with its CompTIA Managed Print Trustmark™ on August 22, 2013, for its adherence to industry best practices for service delivery and customer interaction in the managed print market
- Ranked as a Leader in MFDs and printers by Gartner, Inc., every year since 2004 (*Magic Quadrant for MFPs and Printers, Worldwide*)
- Named market share leader in U.S. high-speed inkjet placements in 2014 by IDC for the sixth consecutive year (*U.S. Quarterly Production Print Tracker*)
- Ranked as a Leader in networked MFPs in the U.S. by IDC (*MarketScape: U.S. Shared, Networked Multifunction Peripherals for the Distributed Office—2012 Vendor Analysis*)
- Ranked as a worldwide Leader in high-speed inkjet web presses by IDC (*MarketScape: Worldwide High-Speed Inkjet Web Press 2013 Vendor Analysis*)
- Listed by Corporate Knights as one of the Global 100 Most Sustainable Corporations in the World for the 10th consecutive year in 2014
- Listed for the second time on the Top 100 Global Innovators list in 2014 by Thomson Reuters, which recognizes companies that lead global business by protecting the creative ideas of inventions through intellectual property rights and transforming them into successful forms of business
- Included on *Fortune* magazine's 2012 Most Admired Companies list for eight of 10 years
- Received the 2011 MPSA Leadership Award for excellence in Managed Print Services as a Direct/Manufacturer for its Ricoh® Managed Document Services™ Program

For more details about third-party recognition, visit our website:
<http://services.ricoh.com/knowledge-center/industry-opinion/>

Managed Workflow Services

Ricoh is one of the fastest companies growing in the MDS space and a leader in Managed Workflow Services (MWS) – new to IDC’s executive briefing as of 2015. As defined by IDC, MWS refers to the evolution of MDS to a set of highest value professional and managed services that automate and optimize document-intensive workflows and/or business processes with SLAs that are aligned with specific business outcomes (IDC Executive Briefing, http://idcdocserv.com/US40586715e_ricoh). Our commitment to innovation, our customers, and our people uniquely positions Ricoh as leader in all five MarketScapes.



Ongoing governance of client’s document output and imaging environment is vital to long-term results. We apply our strategic service management process to manage and control the quality of services provided, to fulfill client’s expectations and ensuring we can meet, or exceed, the established Service Level Agreements. Our approach includes a blend of dedicated on-site staffing and off-site support. The Service Delivery Manager provides dedicated customer service with the expertise necessary to provide day-to-day support. The team also includes specialized project support from management personnel who have the ability to assign resources, manage operations and provide technical support and financial analysis.

Ricoh is committed to providing our people with all the tools necessary to not only imagine what’s next for businesses, but to drive the change necessary within those businesses, to create the future they want.

- 7) What type of reporting is available to customers? Are customers able to access these reports themselves?

Ricoh will work with clients to determine the required reporting elements best addressing their individual needs. Clients and client location are not alike and each may have requirements that predicated different tools to provide ongoing analytics. Ricoh leverages multiple reporting packages that can each be customizable to meet requirements while being flexible in our approach as the client needs may change.

TRAC reporting

TRAC systems will provide a Monthly Standard Reporting Package to include utilization per device and device status, which will allow us to open a discussion about potential optimization and

recognize possible setbacks. This data supports consolidation and rationalization of the fleet of devices and allows for fact-based decision making.

A sample TRAC report has been included in Section 7.

Streamline (SLNX) reporting

With Streamline (SLNX), customers have access to information that will help them understand device status and decrease downtime. This includes the ability to see devices "at-a-glance" from the mobile administration app or the management console as well as the option to drill down into more detail. Reports can also be setup to automatically alert through the dashboard (secure web link) or email. Standard data (i.e. total print meter, toner, paper levels, and other basic device statuses) are available for networked competitor devices.

A sample SLNX report has been included in Section 7.

Ricoh Analytics for Print as a Service

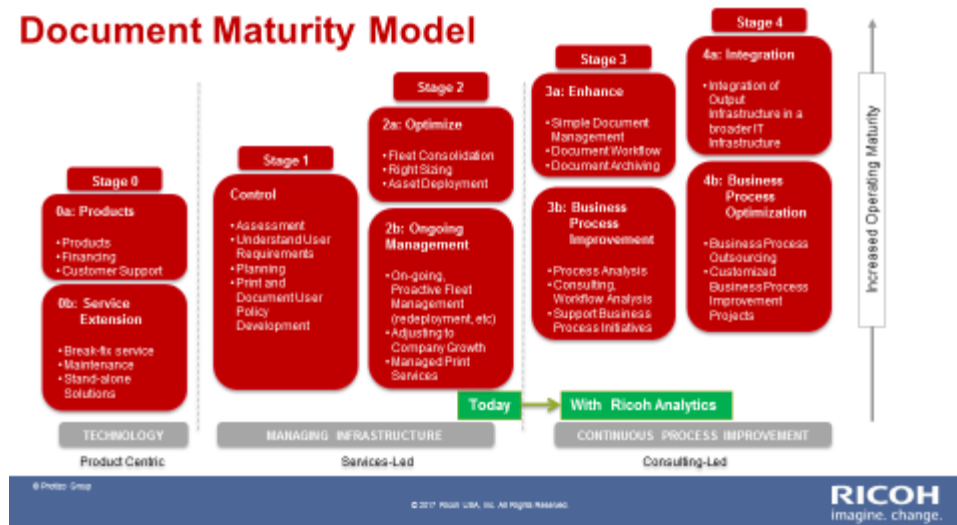
To understand how to improve your business, it's important to know where you currently stand. More than that, however, you need an actionable plan in order to turn information into lasting change. Ricoh Analytics for Print Services focus on the process of identifying relevant data, turning the data into information through enrichment and applying ongoing analysis to identify data driven savings and improvement opportunities. We go beyond just reports and dashboards, mining the data for answers to support your business objectives. Through Ricoh Analytics services, clients are provided with data-driven findings and recommendations that can drive cost savings initiatives.

The Ricoh Analytics service includes quarterly data analysis and recommendations. Execution and progress is measured against the strategic roadmap that we determine in the discovery and validation phase. Data-driven business process diagnostics are led by Ricoh Consultants, who can also provide analysis on adoption of recommendations.

Business intelligence to meet your goals

Meeting your business objectives and measuring progress requires identifying, aggregating and modeling the right data elements in an effective and concise fashion—while also performing analysis to uncover insights and recommend fact-based actions. You understand your business goals. Our consultants understand analytics and can help you build and execute upon your strategic roadmap. A roadmap that is driven by the document maturity model.

Document Maturity Model



Data aggregation and enrichment

Which data you look at and what you do with that data can make all the difference. Ricoh consultants partner with you to determine the most critical data points to measure. We develop engines to acquire, aggregate and model data so it can be mined for answers. We also create a single point of data aggregation from an array of data sources. Finally, we enrich and add value to the data in alignment with your key performance indicators in mind.

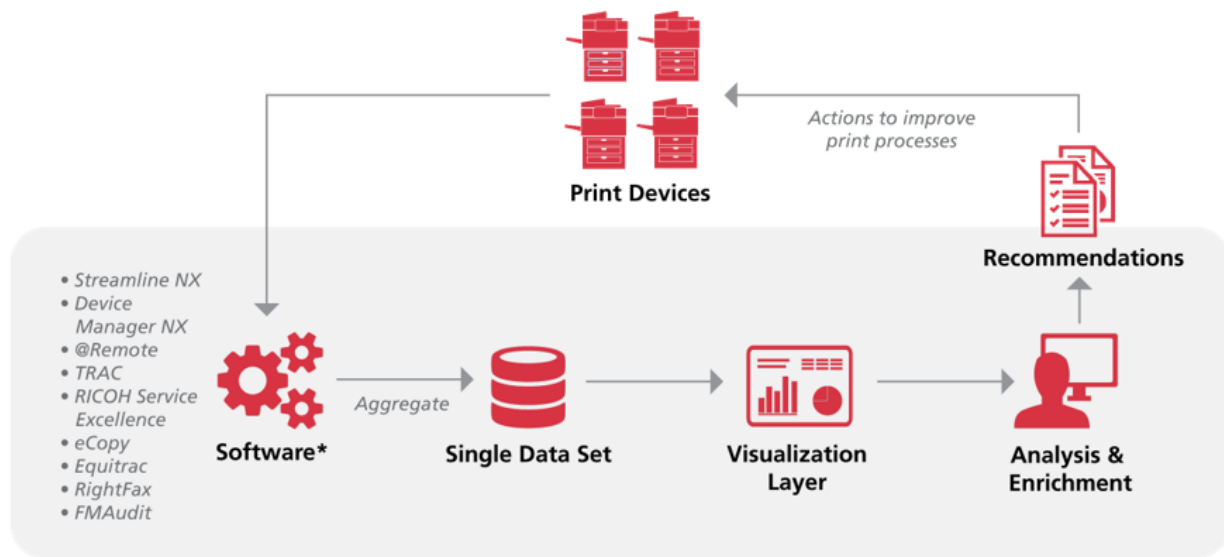
BI tool with dashboard

Ricoh implements a Business Intelligence (BI) tool for customer consumption—allowing both you and Ricoh consultants to visualize aggregated and modeled data and identify improvement opportunities. Implementations are branded to your business and are configured to display information related to defined business objectives and strategic roadmaps.



Analysis and recommendations

Ricoh Analytics expertise puts intelligence around the numbers — providing analysis, consulting commentary and industry trends. We share our findings with you and make recommendations to achieve agreed upon metrics and performance standards. Understanding who printed, what they printed, where they printed, can lead us to answer the questions of why these patterns exist.



**Data source examples — partial list*

Discovery and validation

No matter what aspect of your business needs improvement, our service begins with upfront client engagement. We work with you to identify available data sources and your current infrastructure. We get to know your business, asking the right questions to make sure we understand your business objectives—so we can develop a strategic roadmap that matches your goals. We also determine your dashboard design and develop analytical governance policies and procedures.

Visualization design and implementation

After our initial engagement, BI technology is implemented as a hosted solution. We use Extract, Transform, Load (“ETL”) analysis to connect to multiple data sources. Instead of individually checking several software suites for information, you’ll have access to a single, web-based reporting tool for a comprehensive aggregation of critical data. We implement customized visualizations and slices against objectives. Enterprise-wide views also enable the ability to drive down into the granular details.

Regain print efficiency

Ricoh’s service can address a number of common gaps that compromise the effectiveness of Business Intelligence (BI) initiatives. For example, Ricoh Consultants can build an ETL analysis set to help uncover print patterns—including who printed, what they printed, where they did it and when. We can help you determine why these patterns exist and understand the infrastructure changes and human behaviors that can be affected to regain efficiency where it is lacking. By funneling critical information from output, workflow and asset management databases into one data visualization layer, we unify otherwise disconnected data that can be used to improve your print processes.

The Analytics Equation



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RICOH
Imagine. change.

Areas of focus

The common focus areas we drill into from an analytics perspective are based on your strategy and business goals. For example, a Ricoh Analytics engagement focused on print process improvement may examine:

- **Output**—Specifically the who, what, when and where around print, copy and fax (where applicable)
- **Workflow**—The digital movement of documents
- **Performance**—Output asset behavior
- **Utilization**—Meter types and their associated metrics by asset within user hierarchies
- **Incidents**—Break/fix opportunity management on the software and hardware MPS components
- **Sustainability**—Any source within the data that identifies resource consumption or resources saved driving green initiatives
- **User hierarchy**—Business unit hierarchy information tied to a username or first name/last name (active directory, for example) to allow for enrichment and effective navigation

8) How frequently do you conduct customer business reviews and what do those reviews include?

As a Managed Print Services (MPS) customer, Ricoh will provide options on our periodic reviews for the client. Many of our clients want frequent updates while others opt for lesser: the decision is the clients. Ricoh will determine the required reporting and frequency and work with client to set up a comprehensive schedule that provides continual bi-directional feedback and input.

Clients will receive a Monthly Operations Review (MOR) which tracks and reports site activity and supports the Quarterly Strategic Meeting (QSM) and Annual Executive Strategy (AES). The MOR summarizes account statistics of our performance, including key performance indicators, key issues and action plans to resolve these issues and financial elements such as invoice review and

cost-cutting measures. The goal is to continually tie performance to the client objectives and requirements allowing us to make decisions and pivot as needed. Ricoh presents this report to the MPS customer during regularly scheduled monthly management meetings. Depending on the phase or maturity level of the MPS program the reporting content or reviews may vary as the program progresses. MPS customer reviews utilizes Ricoh's Trend Reporting, Analysis and Communication Solution (TRAC Solution™) to provide unique value in the deployment of our Managed Document Services strategy. An enterprise management tool that integrates multi-vendor data and Ricoh @Remote™ technology, it features state-of-the-art technology and robust functionality to help drive efficient fleet management and effective device rationalization. TRAC uses online controls to help reduce costs and improve return-on-investment (ROI), efficiency and productivity through the following modules:

Asset Management

This module provides a single point of access for information about the fleet. It allows us to monitor multiple devices from multiple manufacturers—easily viewing a range of pertinent details. Clients may choose from standard options (e.g., location, IP address, contract terms, device-specific data) or customize fields to the organization's unique structure and needs (e.g., cost center codes).

Inventory Management

This module gives us a clear view of customer's inventory and use of consumables (e.g., paper, toner). Because of its multivendor engine, TRAC provides visibility into the current inventory by device, department and manufacturer. With that insight, client can be more efficient and cost-effective in using the equipment it has. We can also use that data to help client secure more favorable supply pricing.

Intelligent Device Monitoring

TRAC communicates directly with client output devices to monitor and provide real-time device usage, consumable usage and service information and to facilitate centralized reporting and analysis. Using this data, our experts will help achieve a balanced deployment that maximizes utilization and productivity.

Service Request Management

TRAC provides a turnkey solution for managing service requests related to printers, copiers and multifunctional devices (MFDs). It integrates seamlessly with help desk technology, so that IT personnel can generate a trouble ticket and automatically route it to TRAC. It also integrates with our service management system, so our technicians can quickly identify and address issues as they arise.

9) What happens if a customer's cost savings are lower than your projected cost savings?

Ricoh helps our customers achieve a smart, balanced deployment—using the right equipment in the right place at the right time. The ultimate result will be a streamlined fleet that supports greater efficiency, improved service levels and continued cost savings.

If the customer's cost savings are lower than the projected cost savings, then the Total Cost of Ownership (TCO) tool is reevaluated and analyzed to find the cost discrepancy and a corrective course of action is put into place. We carefully consider the cost structure and needs of users, departments and applications and identify and execute a roadmap for improving the efficiency of the current fleet and wringing out costs all while minimizing disruption to operations and maximizing return on existing investments.

We take a more strategic and objective approach by tapping into the power of our proven tools and technologies to develop a clear picture of the existing devices and usage patterns. Using that insight, our document management experts evaluate strengths and weaknesses and identify opportunities to use different devices, fewer devices or equipment in new, more efficient and cost-effective ways. We also examine opportunities to optimize usage—moving employees toward more efficient, cost-effective alternatives.

- 10) Provide two (2) detailed examples of your organizations experience in implementing and managing MPS for government entities. Include information such as the size of the fleet, the type of services provided, and the outcome of the project relative to the customer's expectations.

Example #1

State of Washington:

Below are two Washington State agencies where Ricoh has implemented and managed MPS.

Attorney General's Office

- The Washington State Attorney General's Office (AGO) was the first state agency in Washington to pioneer Managed Print Services. They issued their own RFP in 2005 and selected Ricoh as their vender partner. The contract was subsequently renewed using the WSCA MPS Contract #02012 in 2015 and currently provides maintenance for all MFD devices, printers and scanners.
- The Ricoh team meets quarterly with the AGO Managed Print Team to thoroughly review reports on service records, maintenance logs, copy/print/scan volume reports, customized billing, green initiatives, etc. Analyzing reporting data, both teams work together to find additional cost savings opportunities to enhance the customer experience via communication and device optimization.
- As a result of this collaborative effort, the AGO has reduced their printer fleet from 709 devices at the beginning of the contract to less than 160 today. They have also significantly reduced overall print volumes by implementing an advanced scanning methodology that included training and educating end users on the advantages of scanning documents and distributing electronically rather than printing.

Department of Ecology

- In 2005 the Department of Ecology started working with Ricoh to implement and manage an MPS program that started with an assessment of their existing environment. Contrary to their environmental mission, the Department of Ecology had become a de facto "department of printing." They had more than 380 devices, and around 80 different models, that were being used by more than 1,500 staff. They needed to right-size their fleet and understand their entire printing ecosystem to make better decisions going forward. This resulted in the department saving \$200,000 annually by reducing and right-sizing their fleet. They now know exactly how many pages they print and at what locations it was printed so that they can make intelligent decisions. Faster print speeds and reliable print services are now the norm. Desktop printers no longer clutter offices, freeing more space for productive uses. Non-claimed, non-authorized print output has been dramatically reduced, resulting in less paper waste.

Example #2

University of California Medical Centers

- In 2016 the University of California Medical Centers entered into a partnership with Ricoh to provide a multi-phase MPS transformation of their printing solution. The goal for each Medical Center was to establish governance that would drive consistency, reliability, and end user satisfaction while reducing device count and overall cost.
- To accomplish this goal Ricoh engages each Medical Center independently to develop Project Plans per phase: Discovery, Design, Implementation, and Support. Key stake holders are identified, and milestones established to ensure smooth transition between phases. In the initial phases Ricoh conducts a full physical inventory of the existing fleet and works with client stakeholders to create customized process flows and IMAC-D (installation, move, add, change, and disposal) in support of establishing a comprehensive Print Policy.
- In the Support phase Ricoh's dedicated on-site team provides proactive monitoring, incident response, break-fix, and consumables management. Utilization metrics are tracked and reported to aid in the fleet transformation strategy. As each Medical Center operates semi-autonomously fleet size varies. On average each Medical center supports 3,000+ Network Printers and 500+ Multi-Function Devices across 150+ locations.
- As a result of the program, Medical Centers have experienced reduced ticket volumes, quicker incident resolution, and positive end-user feedback while realizing fleet size reduction and significant cost savings.

VALUE ADDED RESPONSES:

11) What is your experience with driving and communicating Change Management?

After contract execution, the Ricoh account team initiates activities to ensure a successful transition, incorporating change management and including the installation of equipment and

training. Ricoh's team of certified change management practitioners (CCMPs) applies proven methodologies, processes and tools to build customized, tailored and best-practice-based change management strategies and plans to drive specific program results and outcomes.

The main objective of our change management services is to accelerate client return on investment. Because our approach is customized to unique organizational needs and creates a repeatable process, our change management services are able to:

- Accelerate the transition from "current state" to "desired state"
- Guide the change and mitigate risks
- Mobilize leaders and prepare the workforce with proper abilities to change

Training occurs at the time of deployment. Overall, Ricoh views training as a joint investment to ensure that machines operate properly and that the potential for follow-up service calls is minimized. Our training sessions are evaluated and modified based on customer feedback.

Ricoh's intent is to create a cohesive and cooperative process that works best for all parties. Since many service calls that occur during the early period of a deployment are the result of end-user misunderstanding, we believe that a high level of quality training is important to ensure maximum uptime. Moreover, we find that customized training ensures that customers experience the optimal return-on-investment and productivity gains.

Organizational Change Management Process

The Ricoh Organizational Change Management (OCM) process is a proven, research-based approach for creating customized, fit-for-purpose change management strategies and plans. Change management is a structured approach to helping an organization and its people smoothly transition from a current state to a sustainable desired state.

The main objective of our change management services is to accelerate return on investment (ROI). Because our approach is customized to unique organizational needs and creates a repeatable change management process, our change management services are able to:

- Accelerate the transition from "current state" to "desired state"
- Guide the change and mitigate risks
- Mobilize leaders and prepare the workforce with proper abilities to change

Our team of certified change management practitioners (CCMPs) applies proven methodologies, processes and tools to build customized, tailored and best-practice-based change management strategies and plans to drive client specific program results and outcomes.

The Ricoh OCM methodology is comprised of the following five phases.

▪ Assess & Understand

- Identifies current state culture, values and behaviors in the organization
- Sets reasonable, achievable expectations and measurable goals
- Determines organizational "big picture" and links it to the future state, driving sustainable plans for continuous improvement

- **Mobilize & Synergize**
 - Establishes strategic alignment among senior leaders, to ensure that their goals align with end-user behaviors
 - Provides visible buy-in and commitment through maximum participation of senior leaders
 - Identifies positive interconnectedness to leverage support and mitigate pockets of resistance, increasing employee acceptance
- **Engage & Validate**
 - Aligns organization through communications and stakeholder engagements
 - Builds understanding of business case and value proposition
 - Ensures that stakeholders understand: Who, What, When, Why, How?
 - Establishes measurement mechanisms to confirm strategies and plans
- **Learn & Improve**
 - Challenges leaders and employees to take visible action in a timely manner to demonstrate understanding
 - Equips affected stakeholders with capabilities required for the new way of working
 - Ensures timely support from the OCM team to sustain changes and continuous improvement
 - Builds change capabilities in the organization for current and future change initiatives
- **Fortify & Sustain**
 - Embeds desired behaviors into business and support organizations
 - Establishes responsibility and accountability through transition planning for the steady-state team

During each phase, we define specific plans to implement and manage the change to enable client not only to meet the program objectives, but also to reap the benefits from new processes being adopted and sustained. Some change management tools and deliverables that may be created to meet and exceed client change management objectives follow:

- Conduct organizational assessments and analysis to:
 - Quantify the measurable business objectives for the initiative
 - Understand the heartbeat by speaking with a cross-section of the organization
 - Identify areas of both positive organizational support and challenge, including the organization's readiness to adapt to the changes associated with the program
 - Develop findings and recommendations report, which details the findings from the assessments and provides the strategies for change management, communications, training and reinforcement
- Create a program/project brand identity, which strengthens messaging and establishes a visual connection to the program/project

- Develop a comprehensive Change Management Plan, which includes:
 - Stakeholder Analysis allows project and OCM team to understand who the stakeholders are, their characteristics, the nature of their interest in the project and how the project will affect them
 - Stakeholder Engagement and Communications Plan helps organization leaders convey the program value statements to staff and identifies specific communication and engagement events within the overall project timeline, along with the general message intent, target audience and suggested communications medium
 - Training Plan defines the goals for training, identifies the audiences that require training, and provides the method by which training will be developed
 - Measurement Plan identifies methods to measure the success of ongoing project activities and to share project progress over time to continue to strengthen the value of the initiative to the organization
 - Transition Plan outlines roles and responsibilities needed in the future state of the organization and identifies activities and tasks that should be conducted to ensure the change is sustained
- Create communications mechanisms for the Communications Library, which is driven by the Communications Plan
- Develop and conduct change management training for any on-site Ricoh personnel for continuity during the steady-state phase

12) Describe your ability to provide and support asset lifecycle management.

The overall objectives of Ricoh's MPS program is to ensure we are managing all devices in a manner allowing us to continually accelerate the performance of the program, enhancing the client's environment thru rationalization and optimization of their device portfolio.

Total Fleet Management: Get Control of the Devices

The critical first step in an MPS journey is improving fleet management—the way in which the client buys or leases equipment, maintains it over its useful life and purchases consumable supplies.

Today, plenty of providers are talking about the efficiency improvements and cost savings they can help deliver through fleet management. When our customers dig below the surface of such claims, they soon see that these providers “manage” the fleet by converting it to their equipment. We are the only provider that offers years of experience managing multi-vendor environments. As such, we have made significant investments in the people, processes and tools necessary to manage those complex multi-vendor environments effectively. Our proven technologies, including integrated back-end databases and powerful front-end tools, such as our web-based TRAC solution, provide seamless management and maintenance of multi-vendor

equipment. The result: a centralized system for initiating, tracking and resolving trouble tickets, managing service levels and generating ownership cost data specific to a client's organization.

A key question is whether other providers have the experience, tools or capacity necessary to meet the client's production-related requirements. We are in the unique position to understand and effectively manage document production, data center and off-site printing needs—an inherent part of our MPS strategy.

Rather than rushing into new technology, we will work with the organization to understand and address its current challenges and opportunities. We will carefully consider the cost structure and needs of users, departments and applications. Only then can we identify and execute a roadmap for improving the efficiency of the current fleet and wringing out costs while minimizing disruption to operations and maximizing return on existing investments.

Intelligent Device Rationalization: Get Smart about the Devices

After device identification and systematic approach to managing its fleet, the organization can take a much smarter, more strategic approach to assessing what is needed, where and why. We call that process Intelligent Device Rationalization—the second critical step in our MPS strategy.

Again, while other providers often push customers to standardize their equipment, we take a more strategic and objective approach. We tap into the power of our proven tools and technologies for multi-vendor environments to first develop a clear picture of the existing devices and usage patterns. Using that insight, our document management experts evaluate strengths and weaknesses and identify opportunities to use different devices, fewer devices or equipment in new, more efficient and cost-effective ways. We also examine opportunities to optimize usage moving employees toward more efficient, cost-effective alternatives.

Ultimately, we assist clients to achieve smart, balanced deployment using the right equipment in the right place at the right time. We will take maintenance and management to a new level with industry-leading processes and a vendor-neutral tool set, including the TRAC Solution which integrates multi-vendor data and the Ricoh Streamline (SLNX). To help ensure that end-users adhere to the recommended guidelines, we will implement online controls. The ultimate result will be a streamlined fleet that supports greater efficiency, improved service levels and continued cost savings.

Optimized Business Processes: Get Smart about How the Devices Support the Business

The third and final step is Optimized Business Processes. Unlike the first two steps, which are finite, this phase is an ongoing, iterative process. It is also what separates our MPS strategy from other providers' managed print services offerings.

During this phase, we leverage our professional services capabilities, including a formal methodology, to transform the device fleet into a platform for business efficiency. Our consultants take a close look at current business processes, applications and workflows. We then design, plan and implement improvements that minimize manual tasks, unnecessary rework and operational costs. Our consultants can help implement a range of enhancements—from a

continuous improvement strategy to enterprise content management. In every engagement, we work as a true partner and trusted advisor driven to support our customers' success.

Through Optimized Business Processes, organizations can improve their workforce and cycle times seizing opportunities to enhance regulatory compliance, environmental sustainability and operational costs along the way.

13) Describe your ability to support cloud technology for print job management.

Ricoh has heavily invested in cloud technology allowing it's clients to benefit in many ways: device efficiency, cost savings, productivity, and acceleration of client defined objectives. Ricoh employs a robust suite of services that will enable a seamless migration.

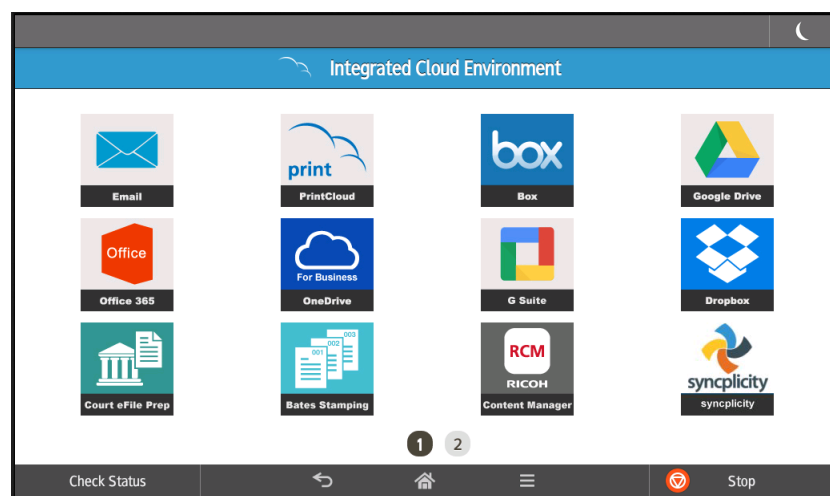
Integrated Cloud Environment

The versatile and affordable Ricoh Integrated Cloud Environment (ICE) turns a Ricoh device into a powerful on-ramp to the cloud, while eliminating prohibitive technical costs of on-premise software solutions. This affordable service will allow clients to perform a wide range of tasks to accommodate unique document management requirements and provide connectors to many of the most popular cloud solutions. Services are easy to turn on and add or change client needs evolve. The functionality can be up and running quickly, adding scanning, mobile printing and other improvements to the organization's document workflow.

Simple User Interface

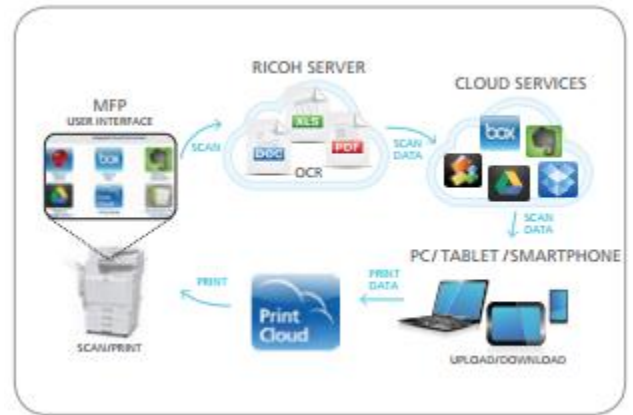
Whether end-users need to scan and send files to popular web services or print on the go, ICE makes it easy with a simple, intuitive interface on the multifunctional device (MFD) touch screen. End-users simply click one of the large icons to communicate with the cloud instantly for exceptional freedom and productivity. Only the services that have been activated by will appear. As new services are added, they automatically appear in the ICE menu displayed on the device.

A sample device dashboard follows.



Mobile User Support

The ICE is ideal for mobile professionals and people on the go who demand productivity without sacrificing flexibility. The ability to scan and send documents directly from the MFD to a mobile device, storage location and variety of other cloud-based applications gives mobile workers the productivity they need, with the flexibility they want. This automation is complemented by our Print Cloud “follow-me” style printing capability. Using Print Cloud, end-users can print from any ICE-enabled device, without installing printer drivers or even knowing where they will be next.



The Ultimate App

ICE includes a collection of connectors to popular web applications that can be accessed via an ICE-enabled device. These web applications provide various document management services—including scanning and more—and connect to recognized document storage services including, but not limited to, Box™, Evernote®, Google Drive™, Dropbox™, Syncplicity® and Office 365™. End-users simply open their accounts with the menu of cloud providers and ICE provides the connector that permits them to seamlessly move documents to and from those services right from the device. Connectors to cloud-based applications and Print Cloud capabilities are hosted by Ricoh, so no infrastructure costs are associated with these technologies. *(Subscription fees may apply for selected third-party cloud providers.)*

Process Automation

ICE features enterprise-class optical character recognition (OCR) as one of its standard features. Each document that is scanned can be turned into a digital document, in file formats including PDF, Word® and Excel®, with completely searchable text. Metadata is also included to identify the document and facilitate search, retrieval and time-saving document processes.

Features

ICE makes the following features accessible to clients and end-users:

- Convert scanned documents into editable digital files
- Create searchable files that are easier to find and work with
- Scan directly to email or to more than 20 popular cloud services for access to documents from anywhere
- Print from mobile devices such as smartphones and tablets to any ICE-enabled Ricoh device

Benefits

ICE will provide the following benefits:

- **Increased Flexibility**

- Unprecedented speed and ease
- No need for servers, system integration, maintenance or software updates
- Connectors to cloud-based applications and print capabilities are hosted by Ricoh

- **Improved Productivity**

- Employees perform tasks inexpensively and efficiently
- OCR automates processes, while minimizing manual tasks and human error
- Users can locate and retrieve files quickly and proceed to critical processes with a single click
- Streamlines workflow
- Accessible to mobile workers from supported mobile devices



- **Easy Operation**

- Simple, easy-to-use touch screen with large graphical buttons
- Same username and password as those used on their PC or mobile device
- Scanning settings (e.g., color, duplex, file type) can be selected with one touch
- Access to Print Cloud functions via app compatible with most smartphones/tablets

Security

With ICE, supporting IT services and ongoing maintenance or software updates are not required, and data is secure:

- 128-bit SSL encryption of documents during the scanning and printing processes
- The Ricoh ICE and Print Cloud are housed at a secure, SAS 70/SSAE 16 compliant Microsoft Azure data center
 - Cutting-edge prevention and detection technologies
 - Unmatched redundancy support and uptime
 - Managed 24x7x365
 - Experienced professionals certified in “real-time” physical production systems
 - Routine maintenance (e.g., security patches, vulnerability scanning)
 - Virus protection to prevent malicious data corruption

- 14) Describe how your proposed technology will guarantee security solutions such as: intrusion detection, user authentication, protecting content integrity, and pull printing.

Ricoh realizes that data and security protection is paramount in today's environment and build re-assurance into our products and services. Our suite of services are based upon integration into client's existing environments to ensure compliance with client's infrastructures.

Intrusion Detection:

To protect against brute force password cracks and DoS attacks via repeated logins, the MFP/LP is capable of detecting a high frequency of illegal login requests. Administrators can view the detection results by accessing the job log, or by checking the notification e-mail sent to them. Also, any time logins fail consecutively, the MFP/LP will delay its response. It is possible to set the MFP/LP to automatically lock out any user if the number of failed login attempts by that user exceeds the predetermined limit (access is denied and further usage of that account is prohibited).

Content Integrity:

Ricoh's MFDs are built using a Ricoh only Trusted Platform Module, which validates the controller core programs, the MFD/LP operating system, BIOS, boot loader and application firmware. Each Ricoh MFD uses the unique digital signature assigned to each program/firmware in order to judge its validity. The public key used for this verification is stored in an overwrite-protected, non-volatile region of the Ricoh Trusted Platform Module (TPM), which makes it extremely difficult for the key itself to be altered in any way, providing additional protection of the programs/firmware. The same digital signature-based verification process is used to validate the application firmware.

User Authentication:

Authentication features enable authorized users to access a Ricoh multifunction printer, while preventing access for those without proper credentials. Ricoh also gives you the ability to control the level of capabilities granted to each user or group of users. This may include restricting the ability to change machine settings and view address book entries or granting access to particular scanning workflows, document servers and other functions.

Pull Printing:

Ricoh has several options for pull-printing to help ensure the right people pick up the right documents. Pull-print processes for your MFPs and printers hold print jobs in encrypted form on a server until the user arrives and authenticates at a chosen device. Our pull-print options minimize the risks of data loss by encrypting documents and holding them in a print queue until released. After authenticating, the user's stored print jobs list is automatically retrieved and displayed. Users select their documents and release them for print while they are present at the device. This extra layer of security can help you lower costs by reducing "abandoned" or "missing" print jobs that are never retrieved or are accidentally picked up by the wrong user. Pull-printing encrypts data from client to server — using your company's security policies — and from server to device. Encrypted data cannot be compromised, even if a hard drive is

stolen. Pull-print solutions also reduce the professional IT services required to enable mobile printing — saving valuable time and getting users up and running quickly.

- 15) How do you handle network and data security issues? What measures do you take to protect sensitive customer information?

Security Policy

Ricoh has numerous internal security policies that govern physical security, site security, information technology security, etc. In addition, our equipment offers security features, and we provide security solutions related to our hardware and software. The majority of our policies are confidential, but we would be happy to review our security measures as they relate to the State of Colorado/NASPO contract after discussing confidentiality or nondisclosure agreements and appropriate contractual documents.

As a leading provider of high-performance office technology, Ricoh is dedicated to helping its customers address unique and varied security challenges as they emerge. A comprehensive suite of Ricoh security solutions and options for our multifunctional devices (MFDs) and printers are designed to help protect printed and electronic data content against opportunistic or targeted threats, both internal and external. Assessing the customer's vulnerabilities, establishing security objectives and taking appropriate countermeasures will minimize the risk of potentially serious security breaches, and at the same time enable the organization to design information security plans to meet its needs. Of course, every customer environment is unique, and each organization must make its own risk assessments and decisions regarding security, data retention, data privacy and regulatory compliance. Since 2002, Ricoh has offered enhanced MFD and printer security options and features related to hard drive security that can be implemented during the service life of our equipment and/or at the time of its return.

See our Security Solutions [website](#) for additional information and to download the *Ricoh Security Overview Guide*.

- 16) Describe your remote device monitoring services. Do you obtain meter reads automatically? Do you have an automated toner replenishment program?

Automated Meter Readings & Proactive Alerts

Customers are expected to have meter readings submitted via an automated meter submission solution. Ricoh offers multiple automated meter submission solutions tailored to our customers' specific business needs. Our @Remote™ Intelligent Remote Management System eliminates manual collection and reporting of usage data from Ricoh MFDs and printers. @Remote technology offers different functionalities ranging from embedded to large fleet management solutions. Equipment with Ricoh @Remote technology automatically communicates its own meter data and reports it directly to Ricoh:

- Data is protected with HTTPS secure protocol, the same highly reliable protection used for online banking.

- Monthly invoices are accurate and delivered on time, minimizing inaccurate or estimated billings.
- If an MFD or printer needs attention, @Remote offers functionality to help reduce unwelcome surprises.
- If a device recognizes that it needs service, @Remote will automatically send a message to Ricoh alerting them to the potential problem. A field engineer is often dispatched before anyone even realizes there is a problem.
- Manual requests for service are significantly reduced as self-diagnostic data is automatically forwarded to our Data Center. Ricoh can then take immediate and appropriate action, making rapid arrangements to streamline the maintenance process.
- Service efficiency can be maximized, as field engineers are able to arrive at the location with the tools and parts necessary to service the system in one stop.
- Alerts can be sent warning about low toner, further ensuring that the devices are constantly up and running.
- Firmware can be upgraded remotely, making sure the device is always up-to-date.

Based on a customer's specific business requirement, the following solutions are acceptable options for automated meter submissions.

- @Remote (preferred), available in the following options:
- Embedded in device/technician installed
- Enhanced solution (i.e., @Remote Appliance, @Remote Connector NX, Device Manager NX with @Remote Connector, Streamline NX with @Remote Connector)
- MyRicoh.com
- FM Audit/TRAC (for MPS support described in more detail below)
- GW Email (not available on all models)
- Meter Read NX (license required)

Web-based Meter Read Service

We also provide a Web-based Meter Read Service, designed to increase efficiency and accuracy in the meter reading submission process. Customers who have service agreements with Ricoh can regularly submit print volume online through a customized, secure web page. Those who elect to use our Web-based Meter Read Service receive a reminder notice via email to submit their regularly-scheduled meter readings, including an encrypted hyperlink to a customized web page where meter readings are submitted electronically. The web-enabled service is more efficient for customers and increases accuracy in the billing process because they enter their meter readings directly into the system, which provides the basis for regular billing. Customers can sign up for this service by registering at www.MyRicoh.com. After signing up, customers are able to order supplies, place service calls and enter meter readings when they are due.

TRAC Asset Management Tools

Fleets of equipment that contain multiple brands of hardware may be best monitored using Ricoh's TRAC and FMAudit applications. Ricoh's TRAC Solution is an easy-to-use, web-based reporting tool which enables users to efficiently manage people, space, assets, maintenance activities and other office functions.

TRAC is a Ricoh hosted and secure Cloud Computing model of software deployment where the application is hosted by Ricoh as a service and then provided to our customers through their web browser via a secure internet connection. By eliminating the need to install and run the application on your own IT infrastructure, Cloud Computing alleviates your burden of software maintenance, ongoing operation and support.

This Software as a Service (SaaS) tool tracks and manages assets across your enterprise, manages service requests, manages toner replenishment, automates meter readings, captures data for calculating environmental impact, and provides real-time fleet usage reporting. Ricoh provides our proprietary platform Ricoh TRAC with each of our Managed Print Services (MPS) Programs. TRAC is a cloud-based tool we will use to manage all aspects of the program. This includes supply management, service calls management and tracking, automated meter reads, fleet usage and utilization reporting and other services such as Install-Move-Add-Change-De-install (IMAC-D) process. TRAC also helps manage copy Job Submission processes for a customer with a centralized copy center.

Ricoh will deploy the FMAudit application onsite using a customer supplied server to enable the Ricoh to provide proactive support for the Ricoh provided equipment (and any 3rd party printer equipment that Ricoh may also support for service). FMAudit is an application that monitors specific networked equipment's Public and Private MIB data and sends this encrypted MIB data which contains device status information (no actual print data or information) using an internet connection to our Ricoh hosted TRAC application. This information includes device toner status, device meter reads, and device alerts when equipment is experiencing a failure that may require a technician to be sent to correct the issue. Public MIB data includes device Identification information, this is typically gathered during implementation and stored in TRAC.

Automated Toner Replenishment and Management

Ricoh provides automated toner management solutions and tools. Ricoh goal is to proactively manage the supplies using low toner alerts which detect when the equipment's toner supply has fallen under the pre-configured threshold and a replacement toner is then sent. This approach facilitates our automated supply replenishment programs which can be administered on-site by dedicated Manager Services staff or remotely by the Ricoh Managed Services Support Center. Within Ricoh TRAC, we can set a threshold on consumables to insure the replacement toner is ordered and shipped before the supply on the equipment is exhausted. There are two ways to measure the current levels, as follows:



The actual information is provided from the device including coverage estimates that may impact the yield. TRAC can measure the yields and, based on history and meter reads, assess the percent remaining. TRAC displays the available toner (see image at right) remaining on the equipment and calculates the date that the current supply is expected to run out which is helpful if an expedited tonner replacement is needed.



As soon as a consumable indicates that it has dropped to the threshold set, an alert goes to the Ricoh Fleet Manager who approves the order and tracks the shipment. The new consumable then is shipped to the device's designated location listed in the TRAC asset listing.

TRAC monitors devices on an agreed to frequency, collecting any errors conditions that communicate back to the Fleet Manager. Based on the type of error, an alert is sent directly to the Fleet Manager, who then dispatches a call directly to the Service Technician's EDGE device.

Remote Managed Services Support Center

The Remote Managed Services Support Center (RMSSC) is a help desk dedicated to supporting our MDS customers services. The Ricoh staff on this help desk have access to the TRAC dashboard and are constantly monitoring service and supply tickets to insure the supplies arrive on time and the technician will arrive at the time the customer expects arrival to service the hardware. The TRAC tool coordinates all aspects of your specific MPS program managed by the RMSSC. The services include remote monitoring equipment and/or the end users can actually open their own tickets and/or call in to the help desk for direct support for questions and all service requests.

Our RMSSC offers around-the-clock proactive monitoring services for multiple devices at multiple locations, including remote sites. The RMSSC provides support using the standardized processes and tools to help provided by Ricoh to ensure maximum uptime for the entire connected fleet by monitoring service status, toner status and meter readings.

Centralized in Tucker, GA, the RMSSC is responsible for the following activities:

- Receiving and managing service and supply requests
- Proactively monitoring the entire supported equipment fleet
- Gathering automated meter readings into our TRAC Solution™
- Entering data into standard reporting templates for use in reports (e.g., monthly or quarterly management report)
- Accessing and updating equipment records using IMAC-D information
- Additional tasks, as required to support our sales and technical resources, as they serve our customers and manage their fleet of equipment

The RMSSC team is led by two managers, multiple Remote Account Managers (RAM), and dedicated help-desk team leaders who oversee approximately 40 agents who staff each of our customer support Regions. These team leaders directly manage daily activities and serve as the first points of contact for their Ricoh Managed Services sales partners in the field.

- 17) Describe any recycling programs that you offer and how customers can utilize them.

End-of-Life Equipment Recycling Programs

Ricoh recommends that our customers utilize their local recycling resources whenever possible to reduce environmental impact and encourages recycling of surplus end-of-life consumables and non-Ricoh provided supplies. When you can't use local equipment-recycling resources, please take advantage of the programs described below to recycle products and supplies provided by Ricoh, Savin and Lanier.

Desktop Printers and Cameras/Projectors/Unified Communications Systems (UCS)

To recycle these products, start with our online process. Our program operates in accordance with state recycling laws. For products that qualify for California SB20/50 recycling, find a local recycler at CalRecycle.

Floor-Standing Multifunction Printers (MFPs) and Whiteboards

Call 1-973-882-5246 during standard business hours and provide your name, address, model number(s) and serial number(s) to receive an RMA number and ship-to address. The RMA information must be on the bill of lading that's addressed to the Ricoh Americas-designated recycling center. You are responsible for the cost to ship the item(s), and you must make the transportation and payment arrangements. If you don't have a preferred trucking firm, you can contact TTR Shipping at 1-888-333-6865 to request the Ricoh Americas rate schedule to return end-of-life equipment. We cannot accept "freight collect" shipments.

More information on Ricoh's product stewardship and recycling policies can be found at: <https://www.ricoh-usa.com/en/about-us/corporate-responsibility-and-environmental-sustainability/product-stewardship-and-recycling>.

Note: For non-Ricoh products, please use your local municipality or the manufacturer's recycling programs.

Toner Cartridge/Container/Maintenance Kit Return Program

Ricoh encourages recycling of all end-of-life equipment and supplies. We strive to make recycling easy for our customers by providing a Toner Cartridge/Container/Maintenance Kit Return Program that reuses the replacement cartridge box as a return package. Based on the type of product(s), we offer two different preparation methods to return consumable items:

- **Cartridges that Include UPS or FedEx Shipping Labels**

Following the instructions included with the prepaid label, customers simply need to remove the label from the box, place the used cartridge in the box and tape the prepaid shipping label to the outside of the package.

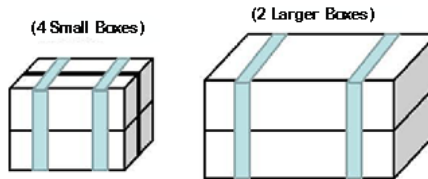
- **Cartridges without UPS or FedEx Shipping Labels**

Following the instructions included with the prepaid label, customers simply need to complete a simple form to print out a prepaid shipping label to tape to the return package. The form is available on our corporate website: <http://www.ricoh->

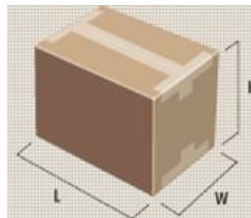
usa.com/about/environment/packaging_takeback_program_cart_toner.aspx
(scroll to the bottom of the page and click the link).

Whenever possible, use one of the following methods to consolidate shipments and help further reduce the overall energy use and CO2 impact associated with the return transportation process:

- Tape multiple used toner cartridges (in their cartons) together (quantities may vary).



- Place multiple cartridges in a larger carton (tape all seams to prevent leakage).



The dimensions of the return package should not exceed the following maximum parcel limitations:

- Packages can be up to 165 inches (419 cm) in length and girth combined.
- Girth = (2x width + 2x height)
- Packages can be up to 108 inches (270 cm) in length.
- Weight should not exceed 25 lbs.

Tape the prepaid shipping label to the package and drop it off at a convenient UPS shipping location or include it with the next regular UPS pick up at the customer facility.

Nonfiber Packaging Recycling Program

Ricoh encourages customers to use recycling options available to them locally to recycle packaging materials, in order to minimize CO2 emissions. However, Ricoh has established a specialized program for customers who would like to recycle plastic bags, Styrofoam or any of the other nonfiber-based items used in the packaging of Ricoh, Savin and Lanier products, when recycling is not available in their area. Please note that customers will be responsible for all shipping costs incurred when returning the above-mentioned packaging materials. In addition, the customer must make their own transportation and payment arrangements with the carrier of their choice; "Freight Collect" shipments will not be accepted.

Ricoh will absorb the demanufacturing costs to have Ricoh, Savin and Lanier packaging materials recycled when they are properly returned and received by Ricoh's designated Recycling Center. To recycle any of the various items described above, simply box and send them to the following address:

Ricoh Recycling
250 West North Avenue
Lombard, IL 60148

Ricoh GreenLine Series Remanufactured Equipment

Ricoh GreenLine Series products are certified, remanufactured devices that have been fully restored, updated and tested for a new lifecycle of consumer use. The Ricoh GreenLine Series features the latest versions of all necessary software and hardware components and is backed by the same service commitment that Ricoh provides to our factory-new equipment solutions. All Ricoh GreenLine Series products are remanufactured using an ISO 9001:2015-certified process to help meet high customer performance expectations at lower price points. The units go through an extensive remanufacturing and cleaning process that replaces all high-wear components and adjusts the units back to their original factory specifications. Ricoh GreenLine Series reflects Ricoh's commitment to a more efficient, ecologically friendly product life-cycle that minimizes the impact on our environment.

Quality

- During the refurbishing process, we update products based on strict eligibility criteria that include successful performance histories and meter counts
- All products undergo rigorous inspections at Ricoh's remanufacturing facility
- All units are remanufactured to "like new" status using our carefully controlled ISO 9001:2015-registered process and then fully tested to ensure it meets its original TUV or UL listing
- British Standards Institute routinely audit Ricoh's facility to ensure ongoing compliance with international standards
- Ricoh GreenLine Series products are tested, reliable devices with proven track records out on the field

Ricoh's Certified Criteria and Process

ISO 9001:2015 – Criteria and processes that include:

- Parts replacement criteria
- Authorized tooling
- Adjustment criteria
- Checklists completed for each station
- Hypot electrical safety testing is performed on all mainframes
- Quality system audits performed by the British Standards Institute

ISO 14001:2015 – Criteria and processes that include:

- Environmental Management System (EMS) established and certified by 3rd party registrar British Standards Institute
- Compliance to all relevant laws, regulations and other environmental requirements
- Commitment to continually improve and protect our environment by:
- Natural resource conservation and recycling
- Energy conservation
- Pollution prevention

Sustainability

With Ricoh GreenLine remanufactured products, our customers can:

- Save thousands of devices from scrap heaps and landfills
- Reduce pollution and preserve our natural resources
- Sustain the environment and maintain your bottom line

18) Please describe how you will monitor and manage print devices to include:

- Network access
- Fleet configuration and utilization
- Management of customer owned or legacy equipment, including parts, labor, supplies, and moves
- On-going assessments, which shall include, but not be limited to: continuous process improvement, device utilization, fleet performance, cost saving opportunities, green spend, consumables spend, break/fix, and service level standards
- Removing and disposing of Devices, including recycling programs that you offer and how a customer can utilize that program

Ricoh utilizes the Ricoh TRAC solution plus the Streamline NX Device Manager NX tool to manage and monitor both Ricoh and manufacture agnostic legacy printer fleets.

These solutions are cloud based and provide URL network access via secured login credentials.

The Ricoh TRAC solution which stands for Trend, Report, Analyze and Communications is a cloud-based, best in class, solution that is used for total fleet management. It includes an Asset Database Module, Inventory Management Module (used for parts and supplies management) and a Service Request Module (used for ticketing and as the incident system of record).

1) These TRAC components provide the following functions:

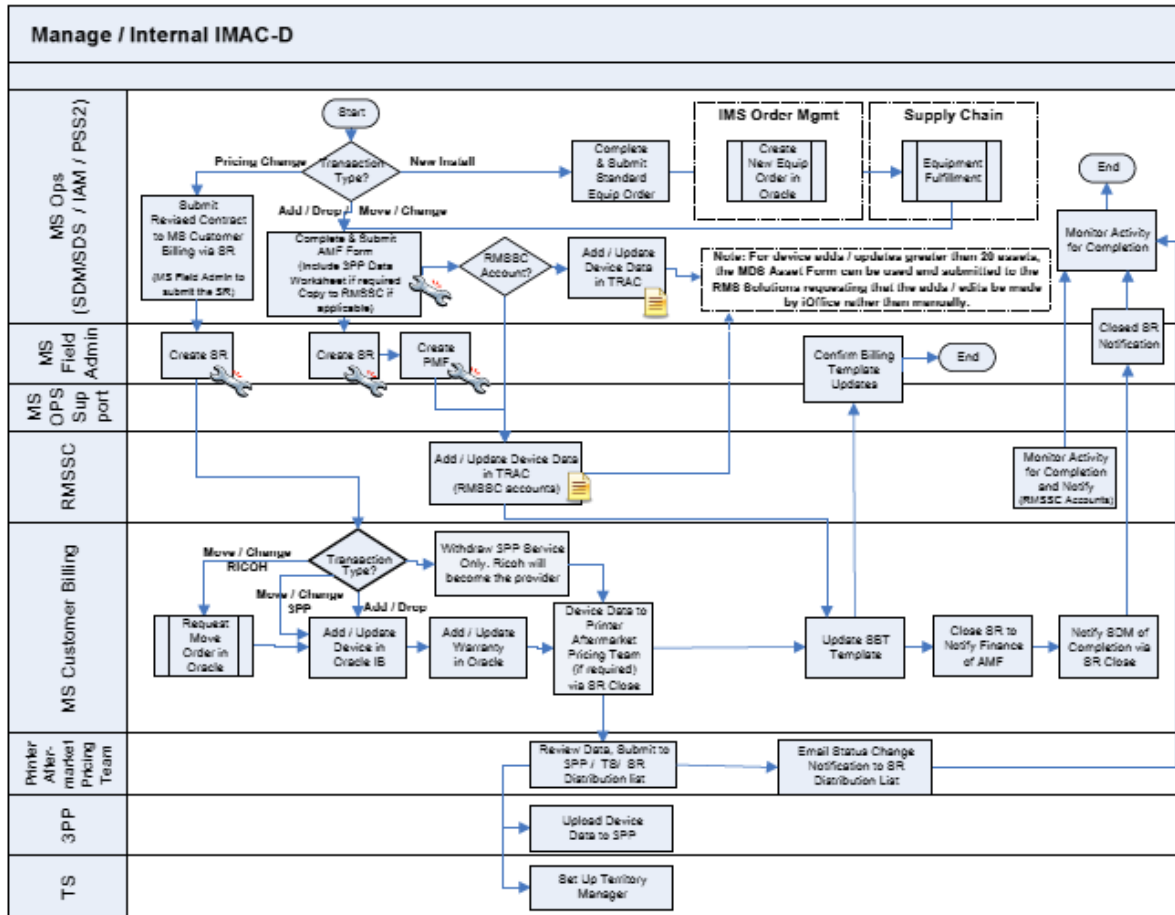
- **Asset Module:** This module functions as the repository for asset data (i.e. Make, Model, Serial #, Location, IP address, contract status and expiration dates, end user data, etc.). This module is used in conjunction with the removal and disposition of device process known as the IMAC-D process. This ensures that an accurate, active and up to date list of devices is kept.
- **Service Request Management Module:** This module functions as the service and supply call request ticketing and incident system. It is used to open, track and close device triggered alerts and end user service and supply requests. The Service Request Management module provides an interface for the management of fleet service requests, from break/fix calls on MFPs and Printers to supply request calls. Users can submit online requests, and scheduled tasks can be set to auto-populate the service request queue. Service stop/start time, supply usage and meter reads may be captured on all tickets resulting in the ability to easily measure response time, machine utilization for SLA (Service level Agreements) requirements.

- **Inventory Module:** The Inventory Management module gives end users the ability to place orders online for items managed by the module through shopping cart style functionality. Online orders can be processed and fulfilled by the operations team allowing real time updates of inventory and restock level. This module is used by our onsite personnel for the management of the fleet parts and supplies. It is also used in conjunction with the Service request module. As parts and supplies are used when closing the service ticket, the inventory module automatically decrements and adjusts the parts or supply par levels. This process maintains parts and supplies levels current.
- 2) Streamline NX V3 with DMNX Basic is the solution that is used for device monitoring. It is an enterprise software package used to manage, configure and monitor Ricoh networked devices and gather meter data from networked devices. STREAMLINE NX V3 discovers and polls the networked imaging devices and collects data via their MIB (Private/Public for Ricoh Devices and Public for non-Ricoh devices). STREAMLINE NX V3 provides a GUI (Graphic User Interface) for managing and monitoring Ricoh networked devices. Functionality such as viewing dynamic device icons on building floor maps, viewing device status (drawer open, etc.), device/batch configuration and driver installation support are only available from the STREAMLINE NX V3 GUI. STREAMLINE NX V3 can monitor and manage an unlimited number of devices.
 - 3) **Ricoh Service Excellence;** Service Excellence is a methodology by which Ricoh provides the continual services improvement. Through this methodology and the TRAC's solution in depth reporting capabilities around machine performance, device utilization, supply and break/fix management we can ensure that SLA standards are met or exceeded. It is through these ongoing fleet and site assessments that opportunities for cost savings and process improvement are identified. Actionable steps are then taken for the implementation of these improvements.
 - 4) **IMAC-D Workflow Operation Overview;** The IMAC-D workflow enables the customer and Ricoh Staff to track the status of all new Installs, Moves, Adds, Changes, Disposal and Hot Swaps for all contracted devices. This is a tracking system only and does not create the order in the Ricoh System. The normal sales order process should be used to order a device.

These featured types are available to users through the TRAC IMAC-D workflow process and are represented as follows:

- **Install:** Request to order and install a new device. This process does NOT include device configuration requirements or desired options for any device. This process should not be considered an order processing tool.
- **Move:** Request to move a device from one location to another.
- **Add:** Request to add an approved device option to an existing device. (Example: adding a paper draw or finisher)
- **Change:** Request to Change any existing setting or configuration on an existing device. (Example: change the paper size configuration in a paper draw or adding a new font)
- **Dispose:** Request to Remove a device

- **Hot Swap:** Request to swap out an existing device that is not functioning and/or cannot be repaired within SLA timelines.



Optimized Managed Document Services

Ricoh has spent years helping organizations of all sizes improve the way they manage and use their multi-vendor document management fleets. Through this unique experience and expertise, we have developed an unparalleled suite of processes and tools for optimizing the way fleets are deployed, how they are managed and the manner in which they support business processes. As part of the Ricoh Family Group, we have also tapped into our parent company's vast insights and resources—giving our clients access to unprecedented global capabilities.

Enterprise-wide Document Strategy

Through our Ricoh® Managed Document Services™ (MPS) strategy, we are making our vast resources available to customers through end-to-end business process optimization and consulting capabilities. By entrusting its fleet to our MPS team, customers will gain control over its equipment and more effectively leverage it for business operations.

Ricoh MPS is not a single “product” or “service,” and it is much more than what other providers typically call “managed print services.” It is a journey—a collaborative process that will ultimately transform customer’s device fleet from tactical afterthoughts into a strategic advantage.

Total Fleet Management: Get Control of the Devices

The critical first step in an MPS journey is improving fleet management—the way in which a customer buys or leases equipment, maintains it over its useful life and purchases consumable supplies.

Today, plenty of providers are talking about the efficiency improvements and cost savings they can help deliver through fleet management. When our customers dig below the surface of such claims, they soon see that these providers “manage” the fleet by converting it to their equipment. Ricoh is the only provider that offers years of experience managing multi-vendor environments. As such, we have made significant investments in the people, processes and tools necessary to effectively manage those complex multi-vendor environments. Our proven technologies—including integrated back-end databases and powerful front-end tools, such as our web-based Trend Reporting, Analysis and Communication Solution (TRAC Solution™)—provide seamless management and maintenance of multi-vendor equipment. The result: a centralized system for initiating, tracking and resolving trouble tickets, managing service levels and generating ownership cost data specific to the customer’s organization, even down to the department level.

A key question is whether other providers have the experience, tools or capacity necessary to meet customer’s production-related requirements. Ricoh is in the unique position to understand and effectively manage document production, data center and off-site printing needs—an inherent part of our MPS strategy.

Rather than rushing customers into new technology, we will work with the organization to understand and address its current challenges and opportunities. We will carefully consider the cost structure and needs of users, departments and applications. Only then can we identify and execute a roadmap for improving the efficiency of the current fleet and reducing costs—maximizing return on existing investments while minimizing disruption to operations.

Intelligent Device Rationalization: Get Smart about the Devices

After a customer has a centralized, systematic approach to managing its fleet, the organization can take a much smarter, more strategic approach to assessing what is needed, where and why.

*“The adoption of Managed Print Services (MPS) is a progression. A customer must typically move through **Stage 1** (Controlling the Fleet) before they can go to **Stage 2** (Optimize the Fleet). And likewise, they must move through Stage 2 before they can move to **Stage 3** (Enhancing Business Processes).”*

*—Mike Huster
Senior Consultant,
Photizo Group*

We call that process Intelligent Device Rationalization—the second critical step in our MPS strategy.

Again, while other providers often push clients to standardize their equipment, we take a more strategic—and objective—approach. We tap into the power of our proven tools and technologies for multi-vendor environments to first develop a clear picture of the existing devices and usage patterns. Using that insight, our document management experts evaluate strengths and weaknesses and identify opportunities to use different devices, fewer devices or equipment in new, more efficient and cost-effective ways. We also examine opportunities to optimize usage—moving employees toward more efficient, cost-effective alternatives.

Ultimately, we will help our customers State of Colorado/NASPO achieve smart, balanced deployment—using the right equipment in the right place at the right time. Meanwhile, we will take maintenance and management to a new level with industry-leading processes and a vendor-neutral tool set, including our TRAC Solution™—which integrates multi-vendor data—and Ricoh @Remote™. To help ensure that end-users adhere to the recommended guidelines, we will implement online controls. The result will be a streamlined fleet that supports greater efficiency, improved service levels and continued cost savings.



Optimized Business Processes: Get Smart about How the Devices Support the Business

The third and final step is Optimized Business Processes. Unlike the first two steps, which are finite, this phase is an ongoing, iterative process. It is also what separates our MPS strategy from other providers' managed print services offerings.

During this phase, we leverage our professional services capabilities, including a formal methodology, to transform the device fleet into a platform for business efficiency. Our consultants take a close look at current business processes, applications and workflows. We then design, plan and implement improvements that minimize manual tasks, unnecessary rework and operational costs. Our consultants can help implement a range of enhancements—from a continuous improvement strategy to enterprise content management. In every engagement, we work as a true partner and trusted advisor driven to support our customers' success.

Through Optimized Business Processes customers can improve their workforce efficiencies and document cycle times—seizing opportunities to enhance regulatory compliance, environmental sustainability and operational costs in every phase.

What Can Be Achieved through MPS?

Clearly, the device fleet is about much more than producing output. It is a key part of the customer's organizational infrastructure. With end-to-end business process optimization and consulting capabilities—built on a strong foundation of technical experience and business expertise—Ricoh MPS can help drive the following measurable, meaningful improvements:

- **Optimized Savings**

A strategic outsourced approach can save money on equipment costs—not only reducing

expenses, but also making purchases more predictable. That is true of the actual equipment and the required paper, inks and other supplies—“hidden” costs that can add up to significant dollars. Ricoh MPS also delivers other, less tangible results, such as time savings, enhanced productivity and help with optimizing labor and maintenance costs.

- **Optimized Efficiency**

The fleet may not seem “core” to a customer’s business, but it can have a significant impact on how well day-to-day business is conducted. By centralizing, standardizing and optimizing the fleet and supporting business processes, Ricoh MPS empowers customers to act more quickly, flexibly and decisively.

- **Optimized Sustainability**

With our guidance, achieving a customer’s “green” goals is more attainable than ever. Getting smarter about the fleet helps reduce power and heating, ventilating and air-condition (HVAC) requirements, physical footprints, and consumption of paper and supplies.

- **Optimized Results**

With the right devices used in the right places at the right time and in the right way, customers can drive down document management costs, improve utilization and optimize human and technology resource allocations.

“The Ricoh Managed Document Services solution has the potential of providing a very unique blend of well trained and qualified professional services consulting staff, an advanced software/fulfillment platform to provide effective and efficient delivery, and finally, a vendor-agnostic tool set to manage and support the customer’s existing environment. This is a powerful combination which customers should consider in their evaluation of MPS providers.”

*—Ed Crowley
CEO and Senior Partner,
Photizo Group*

Fleet Management Program

We offer a unique suite of fleet management services. Our dedicated and experienced team of fleet managers uses our purpose-built tools to significantly reduce fleet costs and free internal resources that most companies have committed to fleet management tasks. Our Fleet Management Program succeeds in maximizing fleet equipment productivity and user satisfaction, while minimizing fleet costs. The following resources and services are available to our customers through our program.

“Companies can save as much as 15% of costs through printer output/fleet management.”

—The Gartner Group

Fleet Management Resources

Our Fleet Management Program includes the following key resources:

- **Dedicated Fleet Manager**

- Manages all facets of the Fleet Management Program to ensure that Ricoh Service ExcellenceSM performance standards are maintained and customer requirements are consistently met. Engages Ricoh resources to anticipate and prevent problems, and to remedy problems as they occur.
- Manages “just-in-time” parts and supplies procurement and distribution program, and maintains inventory of key parts and supply items as a just-in-time program fail-safe policy.
- Monitors Call/Support Center activity to ensure that spare parts arrive in support of dispatched service technicians at the appropriate place and time.

- Tracks machine lease expiration and/or projected end-of-service-life dates.
 - Coordinates and tracks machine moves and removals, and new equipment installations.
 - Monitors proactive device-initiated service calls and electronic meter reading collection.
 - Reviews and validates periodic meter readings and device service histories.
 - Generates and distributes periodic reports.
 - Acts as an advocate for the customer in all matters concerning the fleet and provides miscellaneous administrative support, as required.
 - Makes recommendations (e.g., machine deployment, machine replacement, user training) based on the information gathered and reported.
 - Conducts periodic customer satisfaction surveys.
 - Conducts periodic surveys of fleet device utilization, to gather data regarding the extent to which each machine's capabilities match the requirements of its actual use.
 - Provides semi-annual executive overview of emerging business printing technology and industry trends with Ricoh account executives.
- Sample Reports**

 - *Total cost per impression/printed page*
 - *Machine uptime and utilization*
 - *Print volumes by machine and site*
 - *Service request count, detail and response time*
 - *Toner and other supply yields, usage and costs*
 - *Machine inventory, location and status*
 - *Lease expiration (if applicable) and/or projected end-of-service-life dates*
- **National Call/Support Center**
 - Can be accessed via the telephone or the Internet, 24 hours a day, seven days a week, by customer end-users and/or help desk personnel.
 - Receives, manages and tracks device service and supply requests from the field and/or customer help desk.
 - Provides telephone service support (Level 1 service contract support) via a return call to the user who originated the service request, within one hour of receipt of the request.
 - Dispatches the appropriate "break/fix" service resource (Level 2 service contract support), ensuring that the technician arrives on-site within the contracted service response time.
 - Provides access to real-time call status information via the Internet for customer end-users and/or help desk personnel.
 - Provides real-time call activity and status information to the fleet manager.

Fleet Service & Maintenance

Our Fleet Service & Maintenance Program includes the following Ricoh resources:

- **Manufacturer-certified/-insured On-site Dedicated Service Technician: Device Clusters of 350 or More (Building or Campus)**

- Provides all maintenance kits and supplies, excluding toner.
- Provides key-operator support (e.g., toner replacement, clearing jams, routine cleaning).
- Provides break/fix and preventive maintenance services.
- Provides hot-swap temporary replacement printers to ensure virtually 100% machine uptime.
- Maintains on-site parts and supplies inventory with off-site inventory support.
- Collects quarterly meter readings from all devices.
- **Manufacturer-certified/-insured Dispatched Service Technician: Device Clusters of less than 350 and Remote Locations**
 - Provides all maintenance kits and supplies, excluding toner.
 - Performs break/fix and preventive maintenance services.
 - Provides depot-based hot-swap temporary replacement printers to maximize machine uptime.
 - Maintains off-site inventory of supplies and parts.
 - Collects quarterly meter readings from all devices.

Fleet Toner & Ink Program

Our Fleet Toner & Ink Program includes the following components:

- Provides monochrome and color toner and ink cartridges (customers may specify new original equipment manufacturer or remanufactured cartridges, depending on availability).
- Most toner and ink cartridges are purchased from minority- or women-owned business (MWBE) distributors, so the value of these purchases may count toward a customer's Tier 2 diversity spending goals.
- Customers may purchase toner and ink cartridges directly from our source outside of the standard Fleet Management Program contract, so the value of these purchases may count toward a customer's Tier 1 diversity spending goals.

Provides toner and ink shipments directly to customer field locations and/or to the Ricoh on-site technician supporting a cluster of printers.