

Attachment F – Scope of Work Response

(Revised 10.30.2018)

RFP-NP-18-001

Copiers and Managed Print Services

Offeror Name: Ricoh USA, Inc.

PART I

Instructions: Offeror must indicate their understanding/compliance with the following Subsections of the RFP by selecting “Yes” from the drop-down menu. If a Subsection is not applicable to your Proposal, select “N/A” from the drop down menu. If you are not able to comply with a Subsection, select “No” from the drop-down menu. For all “N/A” and “No” responses, you must indicate the reason in the Comments column. In addition, if you select “Yes” and would like to expound on that response you may also do so in the Comments column. Subsections not contained in the table below do NOT alleviate Offeror from complying with the requirements of those Subsections.

Section	Subsection	Select the appropriate response from the drop-down menu	Comments
Solicitation Overview			
Contract Term	1.5.2	Yes	
Pricing	1.10.1	Yes	
	1.10.2	Yes	
	1.10.3	Yes	
	1.10.4	Yes	
	1.10.5	Yes	
	1.10.6	Yes	
	1.10.7	Yes	
	1.10.8	Yes	
	1.10.9	Yes	
	1.10.10	Yes	
	1.10.11	Yes	

	1.10.12	Yes	
	1.10.13	Yes	
	1.10.14	Yes	
	1.10.15	Yes	
RFP Requirements and Information			
Firm Offers	3.13	Yes	
News Releases	3.17	Yes	
Certification of Non-Debarment	3.19	Yes	
Scope of Work			
Overview			
	4.1.2	Yes	
	4.1.3	Yes	
	4.1.4	Yes	
	4.1.5	Yes	
	4.1.6	Yes	
MPS	4.1.7	Yes	
Survivability	4.1.8	Yes	
	4.1.9	Yes	
	4.1.10	Yes	
	4.1.11	Yes	
Dealers	4.3.4	Yes	
	4.3.5	Yes	
	4.3.6	Yes	
Product Offerings			
Device Standards	4.4.3 (a)	Yes	

	4.4.3 (b)	Yes	
	4.4.3 (c)	Yes	
	4.4.3 (d)	Yes	
	4.4.3 (e)	Yes	
	4.4.3 (f)	Yes	
	4.4.3 (g)	Yes	
	4.4.3 (h)	Yes	
	4.4.3 (i)	Yes	
	4.4.3 (j)	Yes	
Device Exceptions	4.4.4 (a)	Yes	
	4.4.4 (b)	Yes	
	4.4.4 (c)	Yes	
	4.4.4 (d)	Yes	
	4.4.4 (e)	Yes	
	4.4.4 (f)	Yes	
	4.4.4 (g)	Yes	
Accessories	4.4.5	Yes	
Software	4.4.6	Yes	
Consumable Supplies	4.4.7 (a)	Yes	
	4.4.7 (b)	Yes	
	4.4.7 (c)	Yes	
	4.4.7 (d)	Yes	
Reman/Refurb Equipment	4.4.8	Yes	
Open Market Items	4.4.9 (a)	Yes	

	4.4.9 (b)	Yes	
	4.4.9 (c)	Yes	
	4.4.9 (d)	Yes	
	4.4.9 (e)	Yes	
Emerging Technologies	4.4.10	Yes	
Service Offerings			
Maintenance Agreements			
Pricing	4.5.2 (a) (i)	Yes	
	4.5.2 (a) (ii)	Yes	
	4.5.2 (a) (iii)	Yes	
	4.5.2 (a) (iv)	Yes	
	4.5.2 (a) (v)	Yes	
	4.5.2 (a) (vi)	Yes	
	4.5.2 (a) (vii)	Yes	
	4.5.2 (a) (viii)	Yes	
	4.5.2 (a) (ix) (11"x17" impressions)	Yes	
	4.5.2 (a) (x)	Yes	
	4.5.2 (a) (xi)	Yes	
	4.5.2 (a) (xii)	Yes	
	4.5.2 (a) (xiii) (Initial Term)	Yes	
	4.5.2 (a) (xiv) (Renewal Term)	Yes	
Blended Rates	4.5.2 (b)	Yes	
Manual Meter Reads	4.5.2 (c)	Yes	
	4.5.2 (d) (i)	Yes	

Customer Owned Equipment	4.5.2 (d) (ii)	Yes	
	4.5.2 (d) (iii)	Yes	
Lease or Rental Equipment	4.5.2 (e) (i)	Yes	
	4.5.2 (e) (ii)	Yes	
	4.5.2 (e) (iii)	Yes	
Legacy Equipment	4.5.2 (f) (i)	Yes	
	4.5.2 (f) (ii)	Yes	
	4.5.2 (f) (iii)	Yes	
	4.5.2 (f) (iv)	Yes	
Service Requirements			
Technicians	4.5.3 (a)	Yes	
Standard Service Levels	4.5.3 (b) (i) (1) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (2) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (3) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (4) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (5) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (6) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (7) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (ii) <i>(Preventative Maintenance)</i>	Yes	
	4.5.3 (b) (iii) (1) <i>(Equipment Performance)</i>	Yes	
	4.5.3 (b) (iii) (2) <i>(Equipment Performance)</i>	Yes	
	4.5.3 (b) (iii) (3) <i>(Equipment Performance)</i>	Yes	
	4.5.3 (b) (iii) (4)	Yes	

	<i>(Equipment Performance)</i>		
	4.5.3 (b) (iii) (5) <i>(Equipment Performance)</i>	Yes	
	4.5.3 (b) (iv) <i>(Loaner Equipment)</i>	Yes	
	4.5.3 (b) (v) <i>(Repair Parts)</i>	Yes	
	4.5.3 (b) (vi) (1) <i>(Service Zones)</i>	Yes	
	4.5.3 (b) (vi) (2) <i>(Service Zones)</i>	Yes	
	4.5.3 (b) (vi) (3) <i>(Service Zones)</i>	Yes	
Service Logs	4.5.3 (b) (vii)	Yes	
Equipment Relocation	4.5.3 (b) (viii) (1)	Yes	
	4.5.3 (b) (viii) (2)	Yes	
	4.5.3 (b) (viii) (3)	Yes	
	4.5.3 (b) (viii) (4)	Yes	
Meter Read Invoicing	4.5.3 (c) (i)	Yes	
	4.5.3 (c) (ii)	Yes	
	4.5.3 (c) (iii)	Yes	
	4.5.3 (c) (iv)	Yes	
Service Level Calculations	4.5.3 (d)	Yes	
Reporting	4.5.3 (e)	Yes	
Software Subscriptions	4.5.4 (a)	Yes	
	4.5.4 (b)	Yes	
	4.5.4 (c)	Yes	
	4.5.4 (d)	Yes	
	4.5.4 (e)	Yes	
	4.5.4 (f)	Yes	

	4.5.4 (g)	Yes	
Purchase, Lease, and Rental Programs			
	4.6.1	Yes	
	4.6.2	Yes	
	4.6.3	Yes	
Equipment Trade-In	4.6.4	Yes	
Lease and Rental Rates	4.6.5 (a)	Yes	
	4.6.5 (b)	Yes	
	4.6.5 (c)	Yes	
	4.6.5 (d)	Yes	
	4.6.5 (e)	Yes	
	4.6.5 (f)	Yes	
	4.6.5 (h)	Yes	
	4.6.5 (i)	Yes	
Leasing and Rental Overview	4.6.6 (a)	Yes	
	4.6.6 (b)	Yes	
	4.6.6 (c)	Yes	
	4.6.6 (d)	Yes	
	4.6.6 (e)	Yes	
	4.6.6 (f)	Yes	
	4.6.6 (g)	Yes	
	4.6.6 (h)	Yes	
	4.6.6 (i)	Yes	
	4.6.6 (j)	Yes	

	4.6.6 (k)	Yes	
	4.6.6 (l)	Yes	
	4.6.6 (m)	Yes	
Leasing and Rental Options			
FMV Lease	4.6.7 (a) (i)	Yes	
	4.6.7 (a) (ii)	Yes	
Capital Lease	4.6.7 (b) (i)	Yes	
	4.6.7 (b) (ii)	Yes	
Straight Lease	4.6.7 (c) (i)	Yes	
	4.6.7 (c) (ii)	Yes	
Cancellable Rental	4.6.7 (d) (i)	Yes	
	4.6.7 (d) (ii)	Yes	
	4.6.7 (d) (iii)	Yes	
Short-Term Rental	4.6.7 (e) (i)	Yes	
	4.6.7 (e) (ii)	Yes	
Leasing and Rental Terms and Conditions			
Possession and Return of Lease or Rental Equipment	4.6.8 (a) (i)	Yes	
	4.6.8 (a) (ii)	Yes	
	4.6.8 (a) (ii) (1)	Yes	
	4.6.8 (a) (ii) (2)	Yes	
	4.6.8 (a) (ii) (3)	Yes	
	4.6.8 (a) (iii)	Yes	
	4.6.8 (a) (iv)	Yes	
Payment	4.6.8 (b)	Yes	
Buyout to Keep Option	4.6.8 (c)	Yes	

Buyout to Return Option	4.6.8 (d)	Yes	
Equipment Upgrade or Downgrade	4.6.8 (e)	Yes	
Non-appropriation of Funds	4.6.8 (f)	Yes	
Assignment	4.6.8 (g) (i)	Yes	
	4.6.8 (g) (ii)	Yes	
	4.6.8 (g) (iii)	Yes	
Early Termination Charges	4.6.8 (h) (i)	Yes	
	4.6.8 (h) (ii)	Yes	
Default	4.6.8 (i) (i)	Yes	
	4.6.8 (i) (ii)	Yes	
	4.6.8 (i) (iii)	Yes	
	4.6.8 (i) (iv)	Yes	
	4.6.8 (i) (v)	Yes	
Remedies	4.6.8 (j) (i)	Yes	
	4.6.8 (j) (ii) (1)	Yes	
	4.6.8 (j) (ii) (2)	Yes	
	4.6.8 (j) (ii) (3)	Yes	
Customer Service	4.7.2	Yes	
	4.7.3	Yes	
	4.7.4	Yes	
	4.7.5	Yes	
	4.7.6	Yes	
	4.8.1	Yes	

Equipment Demonstration Requirements	4.8.2	Yes	
	4.8.3 (a)	Yes	
	4.8.3 (b)	Yes	
	4.8.3 (c)	Yes	
	4.8.3 (d)	Yes	
	4.8.4	Yes	
Ordering and Invoicing Specifications	4.9.1	Yes	
	4.9.2	Yes	
	4.9.3	Yes	
	4.9.4	Yes	
	4.9.5	Yes	
	4.9.6	Yes	
	4.9.7	Yes	
	4.9.8	Yes	
	4.9.9	Yes	
	4.9.10	Yes	
	4.9.11	Yes	
	4.9.12	Yes	
Delivery Requirements	4.10.1	Yes	
	4.10.2	Yes	
	4.10.3	Yes	
	4.10.4	Yes	
	4.10.5	Yes	
	4.10.6	Yes	

	4.10.7	Yes	
	4.10.8	Yes	
	4.10.9	Yes	
	4.10.10	Yes	
	4.10.11	Yes	
Equipment Installation Requirements	4.11.1	Yes	
	4.11.2	Yes	
	4.11.3	Yes	
	4.11.4	Yes	
	4.11.5	Yes	
	4.11.6	Yes	
	4.11.7	Yes	
Inspection and Acceptance	4.12.1	Yes	
	4.12.2	Yes	
	4.12.3	Yes	
	4.12.4	Yes	
Security Requirements			
Network and Data Security	4.13.1 (a)	Yes	
	4.13.1 (b)	Yes	
	4.13.1 (c)	Yes	
Sensitive Information	4.13.2	Yes	
Data Breach	4.13.3	Yes	
Authentication and Access	4.13.4 (a)	Yes	
	4.13.4 (b)	Yes	

	4.13.4 (c)	Yes	
	4.13.4 (d)	Yes	
Hard Drive Removal	4.13.5 (a)	Yes	
	4.13.5 (b)	Yes	
	4.13.5 (c)	Yes	
	4.13.5 (d)	Yes	
	4.13.5 (e)	Yes	
	4.13.5 (f)	Yes	
Warranty Requirements			
	4.14.1	Yes	
	4.14.2	Yes	
	4.14.3	Yes	
	4.14.4	Yes	
	4.14.5	Yes	
	4.14.6	Yes	
	4.14.7	Yes	
	4.14.8	Yes	
	4.14.9	Yes	
	4.14.10	Yes	
Lemon Clause	4.14.11 (a)	Yes	
	4.14.11 (b)	Yes	
	4.14.11 (c)	Yes	
	4.14.11 (d)	Yes	
	4.14.11 (e)	Yes	

	4.14.11 (f)	Yes	
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Attachment F – Scope of Work Response

RFP-NP-18-001

Copiers and Managed Print Services

Offeror Name: Ricoh USA, Inc.

PART II

Instructions: Offeror must provide a detailed response to each of the questions (and their sub-questions) listed below. Responses will not be limited to a certain number of pages. Samples of reports or other documents requested need to be included in Section 7 of your hardcopy Proposal packet, and in Folder 7 of your electronic submission, and must be cross-referenced so that the response and the corresponding document can be easily located in your hardcopy Proposal packet.

1) Per Subsection 4.3 of the RFP:

- a)** Describe your process for selecting Dealers to provide Products and Services under a resulting Master Agreement.

In addition to the national Ricoh Direct Sales and Service organizations, Ricoh carefully selects its Authorized Dealers based on their business acumen, financial stability, customer service strength, geographic coverage, and ability to perform the required terms and conditions of the contract. Ricoh Dealers are also required to sign an additional legal document acknowledging their acceptance of all requirements of the Ricoh Colorado/NASPO contract and subsequent State PAs.

- b)** Describe how your organization will on-board your Dealers and handle issues of poor performance.

All of Ricoh's distribution channels (Rico Direct, Ricoh Inside Sales-Telemarketing, and Ricoh Authorized Dealers) will attend mandatory contract kickoff launch training that will incorporate reviewing the contract Field Guide, Pricing Schedule, and Contract Terms and Conditions. This training will also include an introduction to the online tools that Ricoh provides to all distribution partners as well as a review of the dedicated Ricoh NASPO external websites for each participating State.

During the annual Ricoh National Dealer Meeting, there will be a NASPO Contract Training session offered for the 300+ Ricoh dealers that attend. All contract details and best practices will be reviewed with Q&A. Dealers will be provided a USB drive that includes all marketing and contract collaterals. The NASPO training materials will also be published on the Ricoh internal website for Ricoh employees. They are also provided on the Ricoh Dealer website where authorized dealer representatives access this information.

In the case of any performance issues, the Ricoh NASPO National Contract Manager will discuss the matter with the dealership management for timely resolution. If the same issue persists, Ricoh may contractually suspend the Dealer's participation and ability to sell off of the NASPO contract until they properly resolve the outstanding concern. In the rare case of Dealer

suspension, Ricoh will immediately assign this customer to either a Ricoh Direct Sales location, or an Authorized Ricoh Dealer to assume responsibility for the customer in a seamless manner.

- c) How will you ensure that your Authorized Dealers will offer the correct contract pricing to Purchasing Entities, and that the contract is being utilized correctly?

All Ricoh's distribution channels (Ricoh Direct, Ricoh Inside Sales-Telemarketing, and Ricoh Authorized Dealers) are trained to utilize the correct pricing schedule for each participating State. Training and contract updates are scheduled on a regular basis. Contract pricing is maintained on the Ricoh internal website for Ricoh employees and mirrored on our Dealer website where Authorized Dealer representatives access the information. The price schedule updates are also distributed via e-mail to the same groups.

All orders submitted to Ricoh are reviewed and audited for pricing and product accuracy by the Ricoh Order Entry Team. If necessary, the Authorized Dealer is contacted for pricing corrections as necessary.

- d) In the event a Dealer becomes non-compliant with the contract and refuses to provide Products or Services to a customer, describe how your organization will handle this issue and the measures that will be put in place to ensure it doesn't happen again.

Ricoh takes contract compliance very seriously and has a dedicated national State and Local Government Contracts Compliance team. Any Authorized Dealer that is non-compliant with the terms and conditions of the contract is notified by our Ricoh Internal Audit in conjunction with our State and Local Government Contracting team to discuss the issue, resolution, and associated time frame for completion. If the issue is not resolved in the timely manner agreed upon, then the dealer will be suspended from use of the State of Colorado/NASPO Contract until compliance is restored.

- e) What type of training do you provide to your Dealers, and how will you ensure that new staff is properly trained in the nuances of each Participating Addendum? Provide a sample training plan or information sheet that you will give to your Dealers.

Over nine years of promoting and working with NASPO contracts through our Ricoh distribution channels has taught us many lessons. First, customer satisfaction is a direct reflection of the effectiveness of our contract outreach training programs. Second, our ability to train our Direct salesforce efficiently and consistently ensures that the representation of the contract will be consistent with contract guidelines. Third, the proper training approach occurs through (a) publishing clear and concise documentation and (b) offering a multitude of training methods by participating State to communicate the respective contract requirements.

Ricoh publishes a comprehensive Field Guide outlining all essential aspects of the agreement, combining elements from the Master Contract, and each respective State Participating Addendum, including all relevant exhibits, order processing materials and contact information.

With respect to training methods, Ricoh utilizes a blended learning strategy that incorporates web-based programs, instructor-led, manager-led, self-paced or field-based instruction modules. Successfully instructing our Direct and Authorized Dealer distribution how to correctly use the NASPO contract is the key to effective contract management.

Sample copies of the Field Guide and FAQ document are provided in Section 7. The Field Guide and FAQ documents will be customized for each participating State based upon their PA terms and then posted on the Ricoh internal State of Colorado/NASPO Contract sites for Sales, Order Processing and Compliance organizations.

- f) How does your organization plan to provide continuing education for your Dealers to ensure that they are kept up-to date on Master Agreement and Participating Addenda modifications and/or amendments?

When any amendments are executed to the Master Agreement or Participating Addenda, Ricoh distribution channels are notified by written communication, website notification, and conference calls depending on the type of change made. Ricoh conducts training sessions at state, regional and local levels to proactively to address these contract updates.

- g) Describe your process for updating your Dealer channel whenever your Price Lists are updated and approved by the Lead State.

When approved changes are made to price lists, appropriate Direct and Authorized Dealer personnel are notified by written communication of the new pricing schedules for each participating state along with a summary of the changes. These revisions are also posted to the Ricoh Direct and Dealer NASPO intranet sites and the Ricoh external NASPO site in the pricing section.

2) Per **Subsection 4.5.2(f)** of the RFP:

- a) Describe your process for determining Useful Life on a Device, with the understanding that it is not always based on passage of time alone.
- Do you factor in down-time, parts replacement, and number of Service Calls etc.?

Ricoh utilizes multiple factors for determining Useful Life of a legacy Device:

- **Total Meter Usage**—Has the unit exceeded the manufacturer recommended product life based upon meter?
- **Volume/Usage**—Average monthly volume run by a device. Was it consistently run below or above the recommended monthly volume.
- **Service**—Was it continuously maintained? How often was service requested? What parts were regularly replaced and were they manufactured by the OEM or equivalent?
- **Condition**—What condition is the device in? Did the environment affect the sustainability of the device? Was it installed in clean, dirt-free environment?
- **Device Age**—Is the device discontinued or obsolete by current industry standards? Are repair parts and supplies still readily available?

b) Describe your ability to perform maintenance on Legacy Equipment.

- Are you able to provide service on customer owned Equipment that was acquired from another Manufacturer? If so, how?
 - Are your Technicians cross-trained in multiple Manufacturer Devices?

Ricoh Direct and Authorized Dealers can perform service on Ricoh, Savin and Lanier devices. Ricoh also services certain HP products and Kodak Production devices. Ricoh also partners with organizations including Decision One that provide service on all HP devices.

c) How will you ensure that your Dealers are adhering to the time-frame and pricing requirements as outlined in 4.5.2(f) (iii) and (iv)?

All orders are processed by the Ricoh Order Processing team and are audited and reconciled before fulfillment. The Ricoh Order Processing system limits the order entry to the approved contract pricing. Associated pricing not compliant with the State of Colorado/NASPO contract is rejected and returned to sales for correction. Additionally, the Ricoh Internal SLG Contracts Audit and Compliance Team continuously reviews for timeframe and pricing compliance.

3) Per Subsection 4.5.3 of the RFP:

a) Describe the methodology used to develop your organizations performance standards and the processes and tools used to monitor and measure performance against those standards.

Ricoh performance standards are based on the following Key Performance Indicators and are related to customer satisfaction, productivity and technical competencies: Response time, uptime, mean copies between calls, first time fix, reliability metrics standards, total call management (includes PMs), parts inventory management and customer satisfaction survey scores. The KPI results are incorporated into each technician's quarterly and annual reviews and impact their advancement and financial incentives.

Customers receive a Monthly Operations Review (MOR), which tracks and reports site activity and supports the Quarterly Strategy Meeting (QSM) and Annual Executive Strategy (AES). The MOR summarizes the production and site-level service statistics of our performance, including key performance indicators defined during the Annual Customer Strategy Review, key issues and action plans to resolve these issues. Ricoh presents this report to customers during regularly scheduled monthly management meetings.

b) Provide a sample report which contains the following data: Uptime percentage (%) per fleet of Devices, number of Service Calls placed, Response Time per Device, dates that Preventative Maintenance was performed, hours of end-user training performed, and estimated end of Useful Life per Device based on current usage.

- Can customers obtain this reporting information online? If so, how do they access it? Is a log-in required?
 - Can the information be exported?
 - Can customers obtain their own Ad-hoc reports?

- What additional tools or features does your reporting system offer?

A sample Ricoh Service Report is attached in Section 7, as required.

Ricoh will fulfill all End-user Training as required in Section 4.5.3(b) of the RFP and as described in detail in our response to Question 3 (f) below. Training beyond the 1-hour initial training can be tracked and reported as a separate report.

All reporting fields are customized to customer-specific requirement and therefore they are not run by customers online. Each customer will identify the fields they wish to view and how frequently. These reports will be generated in the frequency requested and e-mailed in csv, pdf or excel formats.

- c)** Provide a copy of your organization's standard SLA. This SLA must, at a minimum, adhere to the requirements outlined in Subsection 4.5.3(b).

Our standard SLA has been included in Section 7 and has been harmonized to the requirements outlined in Subsection 4.5.3(b).

- d)** Describe your organization's ability to meet or exceed the Service Response Times as outlined in Subsection 4.5.3(b)(vi).

Ricoh provides statewide coverage through our RFG sales and service provider network that is comprised of Ricoh Direct Sales and Authorized Dealer locations. Ricoh factory-trained technicians ensure not only timely service response, but also technical expertise in preventive, remedial and emergency service of all Ricoh products.

For every customer location, Ricoh service includes:

- Service response time of 4-6 hours within 60 miles (Urban)
- Service response time of 1-2 business days within 60 -120 miles radius (Rural)
- Service response time of 4-5 days in areas outside 120 miles or only accessible by plane or boat (Remote)
- Repair or replacement of parts and/or devices within 4 business days of technician arriving at purchasing entity location
- Supplies ordering, equipment stocking, delivery to end user
- Preventative Maintenance
- End User Training
- Managing Service Calls
- Level One Support On-site
- Help Desk Services
- Client Consulting
- Tracking and reporting Management
- Continuous Improvement Initiatives
- Service Level Agreement Compliance
- Cost Management and Reporting
- Vendor Relations
- Guaranteed "Like for Like" Replacement
- Free Loaner equipment
- Expert repair and service of every Ricoh product

e) How does your organization measure Technician performance?

- Are they evaluated based on the number of Service Calls completed, or the amount of time at a Service Call?

The performance of each of our service technicians is measured monthly, using a variety of metrics that focus on specific performance indicators related to customer satisfaction, productivity and technical competencies. These performance indicators include, but are not limited to, response time, equipment reliability, parts inventory management and customer satisfaction survey scores. Our field service managers apply a combination of information gained from field travel visits with the technician, customer feedback, service-call evaluations and objective service performance statistics to assess the quality of each technician's work. Performance results are communicated to each technician monthly, and a formal performance appraisal takes place annually.

f) Describe your end-user training process for Equipment. How do you allocate resources to conduct the training?

- How long are your training sessions?

Ricoh views training as a joint investment to ensure that newly installed devices operate properly and that the customer has a clear understanding of correct use of all features and functions of the products.

Ricoh agrees to all training requirements outlined within the State of Colorado/NASPO RFP:

Ricoh offers an initial, no charge, on-site, one-hour training session for each non-desktop Product. On-site training will occur within ten (10) Business Days of Purchasing Entity's request.

End User Training

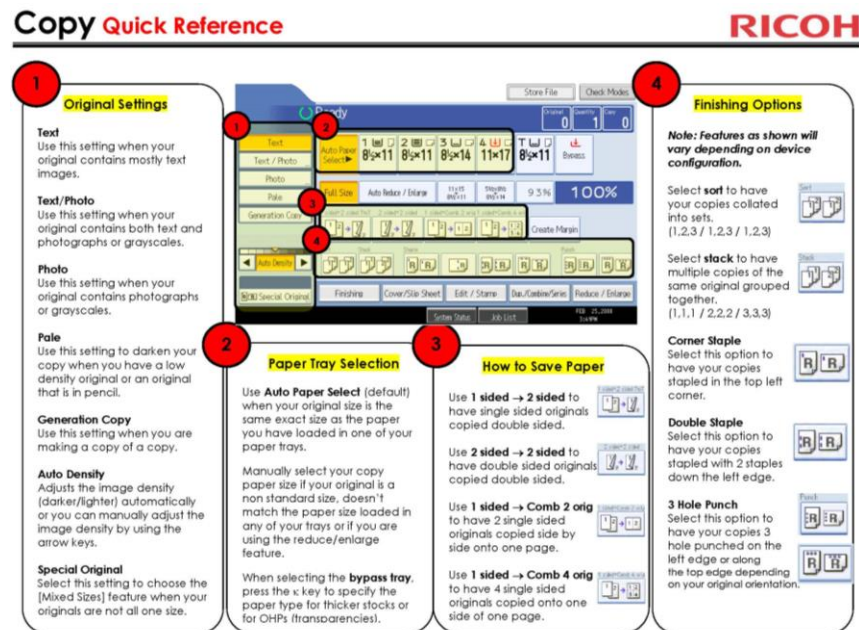
For training to be effective, it needs to take place at a location where the device is present and can therefore only accommodate a group of up to 10 people.

The following features are only demonstrated if they are included equipment features and you have expressed an interest in having end-users and/or key operators trained on 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
- **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
 - Fitting to print size
 - Using the bypass tray
 - Using watermarks

Sample Quick Reference Guide for Training:



Ricoh offers an initial, one-hour, no charge, web-based, or on-line training session for drop-shipped or desktop products.

Ricoh offers our customers short on-line training through our How-To Videos which are available 24/7.

Ricoh launched a series of "How-To" videos to increase customer satisfaction and provide the more modern services our customer's desire. Ricoh's Services Training Organization has been hard at work developing these videos to provide customers with quick and easy, multi-media instruction for their Ricoh products. Designed to bring the product operation manual to life, "How-To" videos are currently available

The videos are located via the following link: http://www.tsrc.ricoh-usa.com/public/customer_videos/

- Ricoh offers additional on-site or off-site operational training (beyond the initial no charge, one-hour onsite training described above) for an additional flat rate fee. If end-users require additional forms of training, we offer the following training methods:
 - One-on-one, hands-on training
 - Train-the-trainer
 - Classroom training for groups/departments of end-users (7 to 10)
 - Auditorium training for large group through Screen shots/Device panel projected Printed Quick Reference Guides
- Ricoh will provide product literature, user-manuals, and access to on-line resources, if available, at no charge to the Purchasing Entity upon request.
- Ricoh provides a toll-free end-user technical support number that Purchasing Entities can utilize for everyday minor troubleshooting during normal business hours.
- Ricoh will provide phone/technical support within two (2) hours of Purchasing Entity's request for assistance.

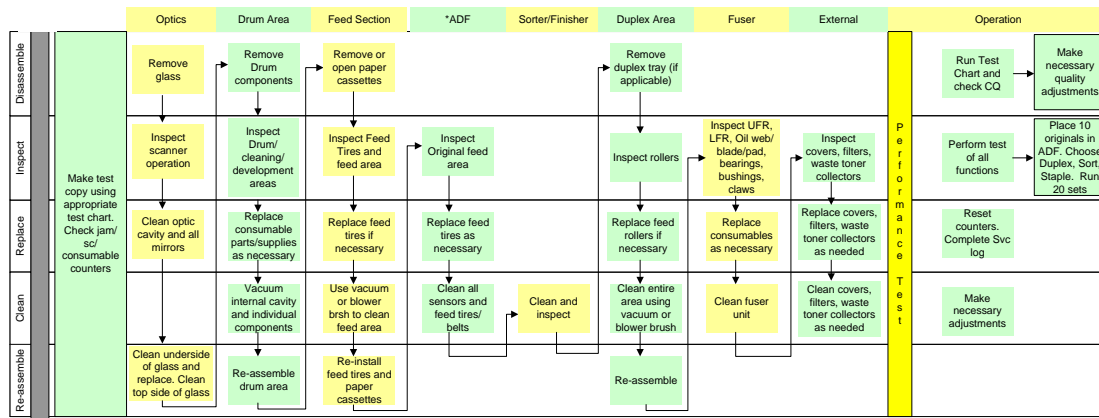
g) Describe how your organization provides proactive Preventative Maintenance to address technical issues before they become operational problems.

- What type of Preventative Maintenance is done at the time of a Service Call?

Total Quality Call Procedure

Our customer service technicians (CSTs) apply the following Total Quality Call (TQC) procedure, which requires them to service the entire machine during all customer-initiated service calls—not just the part requiring repair. TQC is an extremely effective method of increasing equipment performance, by ensuring full functionality on every service request.

The following diagram illustrates the TQC procedure.



(Double-click on image to view large version)

For equipment that does not receive a customer-initiated service call, we provide preventive maintenance, based on the manufacturer's recommendations for the device and its usage.

- h) Describe your process for communicating with customers regarding inoperable Equipment, including updates for resolution timeframe, and any parts, Accessories, or Devices that are on back-order.

Once a service call is placed by the customer, notification is sent to the field technician assigned to that device. The field technician calls the customer to determine the service needs and attempts a fix over the phone. If the issue can't be fixed over the phone, the field technician provides the customer an ETA for on-site arrival complaint with the State of Colorado/NASPO SLAs. Once the issue has been assessed on-site, the field technician provides the status and timeframe for resolution, including accessory or parts ETAs before leaving the customer location.

- 4) Per **Subsection 4.5.4** of the RFP, how do you ensure that software patches and updates are communicated to the customer?

Ricoh offers services based on the total solution requested. These services can include patching of specific Ricoh managed applications, firmware updates or the total system.

Ricoh's administrators are notified when updates are released for software solutions and evaluate the need for their assigned customers. If a patch is deemed relevant, Ricoh's administrator will notify our customer's IT organization to plan for the testing and deployment of the patch or firmware update.

Deployment of all patches is performed in accordance with IT industry standard change management best practices such as ITIL (Information Technology Infrastructure Library). Ricoh would typically follow a customer's defined patch management processes and will work with each State's IT organization to integrate Ricoh into the existing processes. In cases in which Ricoh is separated from the customer's IT organization or if no patch management processes are defined, Ricoh will help to develop a process that aligns with each State's requirements with accepted best practices. A high-level methodology for patch management could include steps such as:

- Create a test/development environment where changes can be tested safely
- Develop and harden the solution components
- Document the solution and its configuration
- Deploy and test patches and configuration changes in test environment

- Develop a roll-back plan in case of failure
- Schedule production deployment of changes to minimize user impact
- Perform production deployment and testing of patches and configuration changes

5) Per Subsection 4.7 of the RFP:

- a)** Describe how your organization responds to customer complaints. Identify your escalation process and the personnel that will handle these issues.

Consistent delivery of exceptional customer service is very important to Ricoh. To build on and improve existing service levels, Ricoh has implemented a training program that focuses on this commitment to excellence in customer service. Within this program, all of Ricoh professionals are required to complete the following two five-hour modules:

- Setting the Customer Service Foundation—focuses on strategy, culture and values, and deals with setting, meeting and exceeding expectations
- The Pride Model—focuses on partnership, responsiveness, integrity, differentiation and empowerment

This program is one example of the many customer-service-focused activities that Ricoh utilizes to ensure effective problem resolution and increased customer satisfaction. The commitment to excellence starts at the top of the organization and permeates throughout Ricoh.

Customer Service Support Escalation Procedures

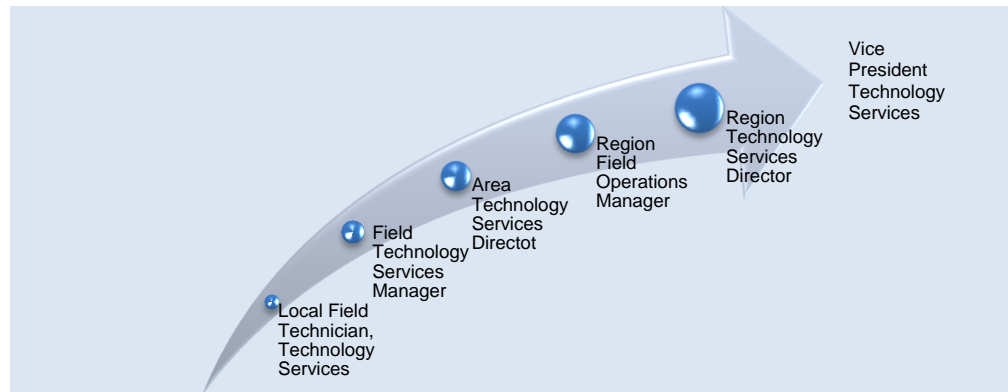
Customers may obtain customer service support from Ricoh representatives starting at the local service level and extending to the corporate level. Service representatives at the local level are given a high degree of autonomy to resolve issues as expeditiously as possible. Our local, area, region and corporate personnel are also available at any time to engage in the resolution of customer service needs.

The following steps are used for customer service escalation:

- Meet with local staff responsible for customer service delivery
- Review the customer concerns and circumstances
- Develop a solution that is appropriate and acceptable to customer
- Formulate an action plan to remedy and avoid recurrence
- Document the occurrence and resolution
- Include the core information in the next scheduled Customer Account Review with Ricoh and the customer

Equipment Service Resource Escalation

In the event that a customer is not satisfied with the level of equipment service support provided by the assigned field technician, the following escalation procedure may be applied.



Ricoh NASPO Contract Escalation Contacts

Ricoh assigned the following personnel to ensure compliance with the resulting Master Agreement(s) and subsequent Participating State or Entity requirements and to also facilitate escalation.

- Master Agreement Contract Administrator—Todd Marron
- NASPO ValuePoint Reporting Contact—Jennifer Carillo
- Master Agreement Marketing Manager—Elisa Esposito
- National Service Manager—John Holmes

- b) Describe how you assess customer satisfaction. Do you send out user surveys, call customers directly, or schedule routine on-site visits?

Customer Excellence

Ricoh's Customer Excellence (Corporate Process Improvement) group focuses on improving the overall customer experience and acting as the "voice of the customer". It identifies customer needs and values, provides customer insight for Ricoh business leaders and builds a Customer First culture. We achieve customer excellence through customer studies, complaint management, customer retention projects and employee education, focused on delivering an exceptional customer experience.

Customer Satisfaction and Loyalty

Customer satisfaction is a critical component of Ricoh's Customer First culture. Our ongoing effort to improve customer satisfaction includes listening to and analyzing customer feedback. Recently, our Technology Services team received the NorthFace ScoreBoard Award ^(SM) from Omega Management Group Corp. for customer satisfaction. This annual award recognizes organizations that achieve excellence in customer satisfaction and loyalty—as rated solely by their own customers—and "not only offer exemplary service to their customers but also center their existence on a deep commitment to exceeding customer expectations."

Ricoh's award is based on the Voice of the Customer satisfaction ratings for our Technology Services function, which includes our call center, MyRicoh self-service site and our field service technicians. Omega's methodology measures customer satisfaction and loyalty levels on a 5-point scale (or equivalent) at least four times during the year in such categories as technical support, field service, customer service and account management. Award recipients achieve a 4.0 or above out of a possible 5.0 or equivalent.

Customer loyalty means more than just customer satisfaction—it is not just about how well we have pleased our customers in the past, but about how we can understand our customers’ stated requirements and implicit needs to ensure that we continually provide increased value in the future.

Ricoh strives to create a culture in which our customers’ input is a key part of our decision-making. This input is leveraged to support sound decisions and help us to develop innovative, high-value products and services. In quality terms, the discipline of customer loyalty is embodied in our Customer First Program, which gathers and analyzes data from various customer “Listening Posts.” Through this data, we gain insights that help us craft long-term strategies and identify any short-term issues. Our objective is to understand our competitive position, both in terms of risk and in terms of advantage, allowing Ricoh to continuously improve its customer solutions and services.

Customer Satisfaction Surveys

To evaluate the quality of our products, services and support, and to measure our performance against established standards, Ricoh distributes various satisfaction surveys to its customers. These surveys are provided on a periodic basis—transactional, quarterly or annually.

Through our ongoing effort to improve customer satisfaction, we survey a sample of our customers each quarter to measure customer loyalty and overall satisfaction. The survey is conducted by our Customer Excellence team, which is part of our Corporate Process Improvement organization. Results of the quarterly study are shared with executive and field management teams to drive overall process improvement and address individual customer concerns. A loyalty index is measured and tracked based on questions related to overall satisfaction, willingness to recommend and willingness to repurchase. Sample survey questions include the following:

RICOH

Thinking about all your experiences with Ricoh and using the 1 to 9 scale where 1 equals "extremely dissatisfied", 5 equals "satisfied" and 9 equals "extremely satisfied", how **satisfied** are you with Ricoh?

Extremely Dissatisfied	2	3	4	Satisfied	6	7	8	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you were in the market to purchase or lease a printer, copier, MFP or network solution, how likely would you be to **repurchase** from Ricoh? Please use a scale of 1 to 9 scale where 1 equals "definitely would not", 5 equals "might or might not" and 9 equals "definitely would"

Definitely Would Not	2	3	4	Might or Might Not	6	7	8	Definitely Would
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How likely are you to **recommend** Ricoh to a business colleague?

Definitely Would Not	2	3	4	Might or Might Not	6	7	8	Definitely Would
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quarterly Customer Loyalty Study

Each quarter, a customer loyalty study is deployed to a random sample of Ricoh accounts. Contacts for the survey are sourced from our CRM tool, with a focus on decision-makers. This brief survey is used to gauge our customer loyalty over time, measure functional satisfaction and drive improvements at the enterprise level and address account-specific concerns. Customers who need immediate attention based on survey responses are contacted by Customer Excellence.

Survey results are also uploaded in real time to our CRM tool. Survey results are shared with various business leaders, and results are reported by customer segment, industry and geography. Survey questions include:

- Customer Loyalty
- Customer Experience
- Company Perceptions
- Functional Satisfaction
- Open Ended

Survey Methodology

Ricoh measures customer satisfaction and customer loyalty on an ongoing basis. Surveys are targeted by type of account (customer segment) and within the account by decision-makers and users. Surveys are deployed on various intervals such as annual, quarterly, monthly and transactional. In addition to measuring customer satisfaction, Ricoh uses a Customer Loyalty Index (CLI) to track loyalty by customer segments. CLI is based on three questions:

- Satisfaction
- Recommend
- Repurchase

Customers are considered loyal when they rate us 8 or 9 (on a 9-point scale) for all three questions. In 2015, Ricoh began using a Customer Experience Index (CXI) to gain further insight into overall customer satisfaction and loyalty. CXI is also based on three questions:

- Achieving Goals
- Easy to Do Business With
- Enjoyable to Do Business With

Forrester Research has found there is a strong correlation between a customer experience and overall customer loyalty. As surveys are completed, results are shared in real time with account owners in our CRM tool. Additionally, through the use of our survey management tool, we are able to provide real-time reporting and analysis of results with various business leaders and employees.

We have various triggers set up that allow us to direct a survey to our Customer Relations Team and other groups within Ricoh when a customer survey shows the need for immediate attention. Furthermore, our survey data analysis is used to identify areas of opportunity for additional Voice of Customer activities (i.e., focus groups, feedback loops) and to drive small, medium and enterprise-level process improvement initiatives across the organization.

- c) What are your quality assurance measures and how are they handled in your organization?

Design and Production

In November 1971, Ricoh introduced a total quality control (TQC) campaign and began to conduct various TQC activities throughout the company to improve its management systems. In 1975, Ricoh became the first company in the office automation industry to win the Deming Award, which is given to outstanding companies that establish strict quality control systems, and later became the first such company to win two. In addition, Ricoh's domestic and overseas production sites have obtained ISO 9000-series certification, an internationally recognized standard for

quality control. In 1985, the company's integrated production management system won the Okochi Memorial Production Award. Ricoh has thus established superior production management systems to support its production and development activities.

The Right Products in the Right Place

Ricoh introduced the idea of making the right products in the right place to produce high-quality products with maximum efficiency. The company has established a global production system where products best suited to each area are made according to technical skill and productivity of each site. Office equipment supplies are produced near important markets.

To shorten lead times from order acceptance to delivery, Ricoh introduced an internal kitting method for efficient packing and delivery. Optional devices are attached at the factory, and specifications are changed accordingly. Instead of using cardboard boxes and polystyrene foam, factories use reusable racks for delivery. In addition to reducing environmental impact, this method helps reduce lead time and enhances customer satisfaction.

It is necessary to establish a solid cooperative production system with excellent partners to manufacture highly cost-competitive products. Accordingly, Ricoh has actively encouraged its partner companies that produce parts to acquire ISO 14001 certification, an international standard for environmental management systems. As a result, all of the company's approximately 1,000 partner companies all over the world have acquired certification. In addition, efforts are being made for the global development of a procurement system to address European environmental regulations.

Technology

Ricoh's Research and Development (R&D) Centers are the company's primary source of the new ideas and technologies that drive it forward. Using the resources of its R&D Centers and laboratories around the world, including in Japan, the U.S., India and China, Ricoh is able to stay on the forefront of office solution technology. These sites are actively engaged in group-wide R&D activities, from technological research at the seed level to R&D concerning component technology and commercialization, as well as basic technology development including environmental/simulation technologies.

Quality Assurance—New Product Launch

When Ricoh launches a new product, it takes the following steps to monitor and ensure the product's quality:

- Ricoh monitors the actual running quality in the market and conducts review meetings with all related parties (QA, Design, Service, Sales, and Supply Chain Management) for a minimum of 6 months post launch.
- Any issues found are escalated to the appropriate functional group(s) and monitored until resolved.

Quality Assurance—Regular Maintenance

To ensure the continual quality of its products, Ricoh takes the following steps on an ongoing basis:

- Ricoh monitors the actual running quality in the market of each product on a monthly basis.
- Any issues found are escalated to the appropriate department to take immediate counter action.

6) Per **Subsection 4.9** of the RFP:

- a) Describe the ordering process, including steps to expedite Orders.

Order Processing

This contract will be formally held by Ricoh. As such all authorized sales locations are able to secure an order from a contract customer (within their authorized county) and will route that purchase order directly to Ricoh.

Standard Orders

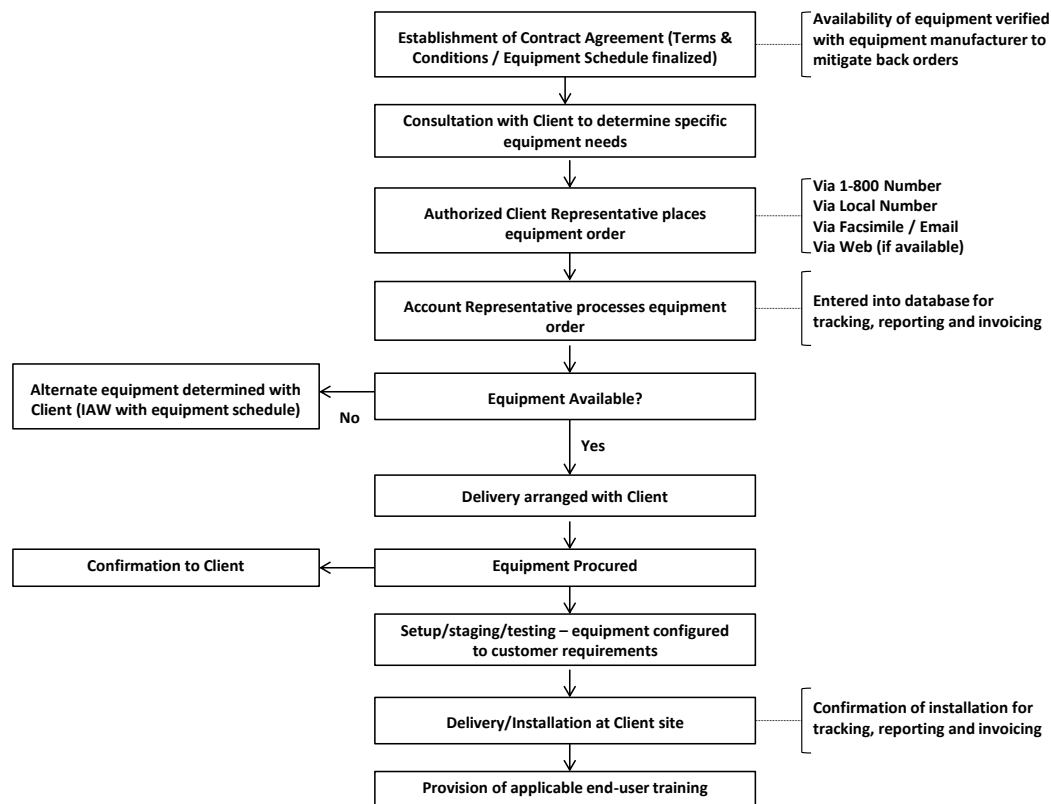
1. Ricoh Customer submits all orders to the Ricoh direct or dealer Sales Representative
2. Ricoh Sales Representative reviews all order lines and prepares Internal Ricoh Order Entry Document
 - a. Internal Order Entry Document and Ricoh order documents submitted to Ricoh Administration for processing (within 24 hours of receipt)
 - b. Order Management Log updated to reflect Installation Location, Ricoh Customer Contact and Order Submission Date
3. Ricoh Administration/Order Processing Center confirms Order Number and scheduled shipment date (within 48 hours)
 - a. Order Management Log updated
 - b. Any backorders are noted with estimated shipment date
4. All equipment ships from Ricoh Distribution Centers directly to designated Ricoh Authorized Dealer/Branch for preinstallation setup (within 7-10 business days from receipt, excluding national backorders)
 - a. Customer Relationship Manager (CRM) contacts Ricoh Authorized Dealer/Branch to confirm receipt and scheduled installation date
5. Equipment is installed at Ricoh State Contract Customer Site.
 - a. Installation confirmed by signature on Delivery & Acceptance form
 - b. Training performed either at time of installation or scheduled for an appropriate time
 - c. Order Management Log updated to reflect confirmed installation and training
6. CRM verifies billing and service information in Oracle Order Management System to confirm successful completion of order.

Emergency Orders

1. Ricoh Customer submits emergency orders via e-mail to the Ricoh Sales Representative, including noting "Rush Shipment Requested – Delivery required by <DATE>".
2. Ricoh Sales Representative prepares internal Order Entry Document and submits to Ricoh Administration.
3. Ricoh Administration/Order Processing Center prioritizes order for processing
4. Equipment shipped via expedited freight from a Ricoh Distribution Center.
5. Upon shipment, CRM notifies designated Ricoh Authorized Dealer/Branch of Rush Shipment and confirms availability from installer for requested installation date.

- a. Notification of Ricoh estimated installation date provided to Ricoh Customer within 48 hours of receipt of emergency order.
6. Installation is confirmed in the manner detailed for Standard Orders.

Equipment Order Process Flow Diagram



Supply Order Process and Turnaround Time

Supply Order Placement

Customers may order supplies (e.g., toner, paper, staples), using the 1 of the 3 supply order options:

- Web-based ordering—Ricoh customers can use MyRicoh.com (described below) to order supplies and equipment, enter meter reads and request service
- A toll-free telephone number to a dedicated supply representative available 7 AM—8 PM, Monday through Friday
- Fax and e-mail ordering

Supply Order Turnaround Time

Typically, supply orders placed before 2 pm local time ship the same day via regular ground service with an expectation of delivery in 3–5 business days. Emergency, next-day shipping is available to most areas for an additional fee.

MyRicoh.com


MyRicoh.com is a web-based fleet management tool that increases efficiencies and saves customers time. Each customer has their own MyRicoh.com website which includes personalized and contract-specific information accessible 24/7.

Access to MyRicoh.com is password-protected and all transactions are secured to ensure customer privacy. MyRicoh.com also allows customers to control which members of their

organization can access the site—as well as what they can view when they login—by assigning roles based upon buying authority, approval management, meter collection responsibilities or service requests.


The following shows the MyRicoh.com features available now as well as the features that are coming soon:

AVAILABLE NOW

**HELP CENTER & FAQ**


Enhanced

They're here! Simple answers to the most common customer questions. The Help Center and FAQ feature is already online and available for customers. Plus, keep an eye out for the Global Knowledge Base, coming soon!

**CLICK-TO-CHAT**


Enhanced

Converse with a Ricoh representative online. This tool also uses a computer program that customers can interact with via MyRicoh anytime, including off-business hours. In addition, customers can click-to-call, as well as use the chat feature to receive technical support for online devices.

**FORMS LIBRARY**

New


This solution allows customers to download a selection of forms, starting with blank and pre-filled Ricoh W9's. In the future, customers will also be able to upload and fill out forms online.

**CUSTOMER CONTRACT SUMMARY**

New


Customers can access a brief summary of service contract details, including: duration, coverage, pricing, related equipment, and more! To make it even easier, customers can also request a copy of their service contract using the online chat feature.

COMING SOON

**SUPPLY RETURNS**

Enhanced


Customers can initiate supply order returns for chargeable, as well as Ricoh inclusive and third party supplies within 60 days without Ricoh intervention, and track the Return Material Authorization (RMA) via the MyRicoh portal.

**INVOICE MANAGEMENT**

New


This set of enhancements enables customers to have complete control of their invoice execution, including:

- **View and Pay** – Customers can easily access, view, download, and pay their invoices in a single online session.
- **Invoice Preferences** – Go paperless! Customers can select to receive invoices online.
- **Invoice Updates and Corrections** – Customers can make non-financially impacting updates to their invoice, such as Purchase Order (PO), account code or department, and then generate an updated copy of their invoice. Customers can also place an invoice on dispute and apply credit balances to unpaid invoices.

**PURCHASE ORDER (PO) MANAGEMENT**

New

This feature provides the option to receive renewal notices by email, and review PO status.

**EQUIPMENT RELOCATION QUOTING TOOL**

New

This tool will streamline and shorten the relocation request process by allowing customers to manage relocation quote requests, including scheduling, acceptance, and tracking.

Page 30 of 35

MyRicoh.com is an interactive Web portal that enables our customers to conduct virtually all service, support and supply related transactions quickly and efficiently, 24 hours a day, in a secure and private online environment. With MyRicoh.com, your staff can complete administrative tasks according to a flexible, customized schedule, with maximum convenience.

MyRicoh.com is fully integrated with our back-end systems for invoicing, meter collection, and service dispatch. It allows us to automate many transactions and serve your account with unprecedented efficiency and accuracy. And it provides an immediate email response, so you can be sure your request was received and is in the pipeline. Highlights of MyRicoh.com include:

- Supplies Replenishment—Order pre-configured equipment and supplies according to contract pricing.
- Service request tracking—Place and track the status of service calls, and review the service history of any device in your enterprise (by serial number).
- Meter Collection—Submit meter readings for automatic processing and a dramatic improvement in the accuracy and timeliness of meter billing.

How much does MyRicoh.com cost and what does it include?

MyRicoh.com is offered free of charge to Colorado/NASPO contract users.

MyRicoh.com gives customers a secure, one-stop site for:

- 24 hour unlimited access to your account information
- Supply orders
- Service requests
- Meter readings

What are the primary benefits for registering with MyRicoh.com?

- Real-time account status
- Multiple password protected accounts accessible anywhere in the world via the Internet
- 24 x 7 access to contracted account shopping and browsing

How do I register to use?

Register online at www.MyRicoh.com.com to gain access.

- b)** Describe your organization's process for resolving disputed invoices, including escalation procedures.

At any time, a customer may obtain customer service support from Ricoh representatives starting at the local service level and extending to the corporate level. Service representatives at the local level are assigned a high degree of autonomy to resolve customer needs as expeditiously as possible. Ricoh local, region, area and corporate personnel are also available at any time for resolution of customer service needs. Project-specific account management is responsible for service quality control. We work with each customer to develop customized procedures that reflect their specific requirements. These procedures define the processes necessary to meet quality standards. Standards defined within the procedures represent the type of quality processes inherent throughout Ricoh.

Ricoh takes the following general steps to correct any customer-reported instances of compromised service:

- Meet with local staff responsible for service delivery.
- Discuss the problem.
- Determine a solution that is appropriate and acceptable to the customer.
- Formulate an action plan to avoid a recurrence. Document the occurrence and resolution.
- Include the core information in the next scheduled account performance review with Ricoh staff and customer team members.

Customer Billing and Invoicing Resource Procedure and Escalation

A member of Ricoh's billing organization (Billing Specialist) will be assigned to each agency upon commencement of each agency's contract. This Specialist will be responsible for ensuring quality and timely invoicing along with addressing any concerns that may arise regarding invoices. In the event of an escalation there are a number of resources that are available to our customers which will be clearly defined by agency and specific customer needs (Click to Chat via MyRicoh.com, Customer Billing Leadership or Customer Support Specialists are examples of escalation procedures.)

It is crucial that State of Colorado/NASPO Contract users receive accurate and timely invoices that are delivered in a manner that is acceptable to each individual entity. Ricoh understands that each customer is unique and that invoice requirements vary. Ricoh therefore understands the importance of establishing efficient billing processes to assist our customers in managing their assets.

Our goal is to provide an error-free invoicing system that supports the State of Colorado/NASPO contract policies and procedures. NASPO determines which details are important to easily manage its business. If desired, Ricoh can consolidate the billing in all NASPO locations, so billing can be included on a single invoice or it can be broken out by entity if that is the preference.

Billing options, including EDI, are available to help customers reduce costs associated with processing a multitude of invoices, view payment history and research spends, itemize cost for charge backs options and provide easy viewing of past payment histories to research spends and breaking out costs, by utilizing charge back options.

- c) Describe your organization's process for issuing refunds or credits to customers due to invoicing errors, over-payments and Product returns.

Refunds are issued to customers when an over-payment or duplicate payment occurs. If the customer has no open invoices or open invoices aged less than 30 days, any over-payment is refunded directly to the entity that provided the payment. If the customer has open invoices aged greater than 30 days, a Ricoh Cash Operations team member will contact the individual customer to determine what action needs to be taken with the over-payment (i.e. refund or applied to open invoices on the account). Our standard processing time for refunds averages at 45 days from submission. Ricoh will not apply overpayments or issue refunds without a discussion with our customers prior to processing. Ricoh recognizes that our customer needs differ between agencies and we strive to accommodate all customer requests to ensure an efficient Cash Application process.

7) Per Subsection 4.13.3 of the RFP:

- a)** Provide a copy of your organization's Data Breach plan.

For onsite equipment and services, this is typically something that is defined and mutually agreed upon. At a high-level, our internal process is:

1. An RSIM (Ricoh Security Incident Management) ticket is opened which kicks off a full life-cycle process.
2. Ticket is assigned to the appropriate group or individual.
3. Incident details are documented in the system along with all investigation notes.
4. Once the incident is resolved, all of the details are recorded including root cause and remediation and resolution details.

Please note, as part of this process all relevant legal documents are reviewed such as MSAs, BAAs, SOWS, etc. to ensure we are also following all contractual obligations. Also note, Ricoh has an incident response retainer with a leading MSSP that can be used if needed and appropriate.

Ricoh considers its Data Breach plan to be highly confidential. To the extent members of NASPO ValuePoint in evaluating Ricoh's RFP proposal wants to review the plan, we will be willing to show such members the plan at Ricoh's facility in Malvern, PA, without copies of the plan, in whole or in part, leaving the Ricoh facility, and all under appropriate confidentiality terms.

- b)** Describe, in detail, how it adheres to the NIST standards outlined in Exhibit E (NIST Computer Security Incident Handling Guide). Your response must include your policies regarding breach detection, notification, and response time.

Generally speaking, Ricoh follows the NIST guidelines. Please see the answer provided for item (a) above for details on our data breach policies and procedures.

8) Per Subsection 4.13.5 of the RFP:

- a)** Describe, in detail, the protocols that are followed for hard drive sanitation and removal.

Security Hard Drive Cleanse

Ricoh-designed multifunctional device (MFD) and printer products include technology designed to help prevent the hard drive from being accessed from a connected personal computer. These products use a machine language unique to Ricoh to process data, which makes accessing hard drive information extremely difficult.

Since 2002, Ricoh has offered enhanced MFD and printer security options and features. For MFDs that have reached the end of their useful life and are being picked up by Ricoh or disposed of by customers, Ricoh can remove hard drives and provide them to the customer for storage or destruction before taking the MFD off the site. This allows customers to choose and apply the archiving or disposal method most appropriate to meet their security requirements.

To better support our sales and technical teams, Ricoh created a dedicated Hard Drive Security Support Desk to provide technical assistance.

Ricoh recognizes that every customer must make its own decisions regarding security, data privacy and confidentiality compliance. Each customer environment is unique, and each customer must therefore make their own risk assessment based on their IT Security policies. As such, Ricoh does not advise customers on specific regulatory or other obligations or promise that a solution will ensure compliance. However, Ricoh is able to offer our solutions as tools that may help achieve agency objectives.

Ricoh DataOverwrite Security System (DOSS)

To further thwart data loss, an organization's information security measures should incorporate technology that destroys latent digital images on the MFP's hard drive. Ricoh's DataOverwriteSecurity System (DOSS) achieves that goal as it destroys temporary data stored on the MFP's hard drive by writing over the latent image with random sequences of "1"s and "0"s.

- Ricoh's three-pass random data overwrite process makes any effort to access and reconstruct stored print/copy files virtually impossible.
- DOSS operates in conjunction with the Removable Hard Drive Security Systems, providing a multi-layered approach to securing sensitive documents.
- A simple display panel icon provides visual feedback regarding the overwrite process, e.g., completed or in-process.
- At the end of the system's life, DOSS can overwrite the MFP's entire hard disk drive up to 9 times to remove all traces of customer data.
- This conforms to National Security Agency (NSA) recommended methods of managing classified information.
- This technology assists customers in their compliance with HIPAA, GLBA and FERPA requirements.
- DOSS is ISO 15408 Certified to an Assurance Level of EAL3.

b) How will your organization ensure that their Authorized Dealers conform to these requirements?

Ricoh Dealers are required to sign an additional legal document acknowledging their acceptance of all requirements of the Ricoh Colorado/NASPO contract and subsequent State PAs, including hard drive removal and disposal.

If the dealer does not adhere to these requirements, Ricoh may contractually suspend the Dealer's participation and ability to sell off the NASPO contract until compliance is restored. In the rare case of Dealer suspension, Ricoh will immediately assign this customer to either a Ricoh Direct Sales location, or an Authorized Ricoh Dealer to assume responsibility for the customer in a seamless manner.

c) What is your process for ensuring that other Manufacturers don't remove hard drives in your Equipment?

It is Ricoh's standard policy that only the Manufacturer or their Authorized Dealer shall remove hard drives in their own devices. Since machines are typically leased when they reach end of life, the machine needs to be returned fully functional.

9) Per Subsection 4.14 of the RFP:

a) Describe any additional warranties you offer on your Products.

The standard Ricoh equipment warranty is 90 days. This warranty typically covers defective materials, workmanship and retrofits, but does not cover misuse or abuse, routine cleaning or preventive maintenance.

The Ricoh standard service contract essentially takes the place of this traditional equipment warranty, further extending the warranty period for the life of the agreement as long as service is being performed continuously by Ricoh or an authorized Ricoh dealer.

b) Have you ever encountered a situation in which a customer exercised the Lemon Clause? If so, please describe the situation in detail, and include the type(s) of Devices this affected and your resolution in ensuring customer satisfaction.

We do not have any documented examples of specific customers exercising the Lemon Clause to replace a problem device. As with any manufactured products, there are rare occasions when a device may not perform to manufacturing standards.

Ricoh resolves these situations quickly through like-for like product replacements. To eliminate any delay, Ricoh Technology Services empowers the local Area Field Service Managers to approve product replacements without further escalation.

Because Ricoh proactively addresses performance concerns locally through detailed analytics and regular communication with our customers, replacing a questionable device is simply a joint business decision.