

Attachment F – Scope of Work Response

(Revised 10.30.2018)

RFP-NP-18-001

Copiers and Managed Print Services

Offeror Name: Canon U.S.A., 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	The scope of Canon's MPS offering will vary depending on the models in question and will be addressed with each customer through a detailed Statement of Work.
Survivability	4.1.8	Yes	
	4.1.9	Yes	
	4.1.10	Yes	Canon agrees to notify the Lead State & Participating States for safety & recall notices, however warranty replacements would be addressed specifically with the individual purchasing entity.
	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	In order to provide the most robust product offering Canon is including a wide variety of production devices, along with the Océ i200 & i300 digital presses under Group C. These devices meet the required configurations and standards, however due to their size and the nature of their operation, some exceptions would apply. These have been noted in the Attachment J – Master Agreement Affirmation and are also covered in a supplemental maintenance document. Canon requests the opportunity to remove these additional offerings if requesting exceptions for these unique devices creates a concern from the Sourcing Team.
	4.4.4 (f)	Yes	In order to provide the most robust product offering Canon is including our extensive line of wide format printers, along with the Océ Arizona & Colorado Roll-Fed Wide Format Printers under Group E. These devices meet the required configurations and standards,

			however due to their size and the nature of their operation, some exceptions would apply. These have been noted in the Attachment J – Master Agreement Affirmation and are also covered in the supplemental documents. Canon requests the opportunity to remove these additional offerings if requesting exceptions for these unique devices creates a concern from the Sourcing Team.
	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	
Customer Owned Equipment	4.5.2 (d) (i)	Yes	
	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	

	4.5.3 (b) (i) (1) (End-User Training)	Yes	
	4.5.3 (b) (i) (2) (End-User Training)	Yes	
	4.5.3 (b) (i) (3) (End-User Training)	Yes	
	4.5.3 (b) (i) (4) (End-User Training)	Yes	
	4.5.3 (b) (i) (5) (End-User Training)	Yes	
	4.5.3 (b) (i) (6) (End-User Training)	Yes	
	4.5.3 (b) (i) (7) (End-User Training)	Yes	
	4.5.3 (b) (ii) (Preventative Maintenance)	Yes	
	4.5.3 (b) (iii) (1) (Equipment Performance)	Yes	
	4.5.3 (b) (iii) (2) (Equipment Performance)	Yes	
	4.5.3 (b) (iii) (3) (Equipment Performance)	Yes	Uptime is measured over the 4 fixed quarterly intervals per year. Guarantee is specific to devices within dealer's Servicing Territory.
	4.5.3 (b) (iii) (4) (Equipment Performance)	Yes	Should a fleet of devices fail to meet the required average uptime, the requirement for replacement under the 'Lemon Clause' would only apply specifically to those devices with recurring problems as outlined on 4.14.11(f).
	4.5.3 (b) (iii) (5) (Equipment Performance)	Yes	Daily communication at the device level will be through the Authorized Dealer responsible for the device, however lingering issues or unsatisfactory dealer communication / performance should be escalated to Canon's contract manager.
	4.5.3 (b) (iv) (Loaner Equipment)	Yes	The i200 and i300 offered in Group C and the Oce Arizona and Colorado in Group E are not suited for temporary loaners due to the specialized nature of the devices and the physical size. These products often allow for temporary workarounds that allow the device to continue normal operations while the issue is escalated to the Canon Service and Support team for final resolution. As stated previously Canon requests the opportunity to

			remove these additional offerings if requesting exceptions for these unique devices creates a concern for the Sourcing Team.
	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	In order to ensure that the service reporting requested meets the customer's needs Canon and the Authorized Dealer will work with the customer in advance of the sale to ensure proper customization is done to provide maximum efficiency.
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	Canon will be offering short term rentals but unable to offer cancellable rentals.
	4.6.5 (i)	Yes	
Leasing and Rental Overview	4.6.6 (a)	Yes	As requested in the RFP, leasing will be provided under this Agreement from Canon USA's subsidiary, Canon Financial Services, Inc. ("CFS"), pursuant to the terms and conditions of the lease agreement included as Supplemental Document #1
	4.6.6 (b)	Yes	
	4.6.6 (c)	Yes	
	4.6.6 (d)	Yes	Canon wishes to include the Océ Digital Presses & Roll-Fed Wide Format Printers as exceptions. Due to their physical size and the large financial investment, these devices are not changed out as commonly or as easily as walk up copiers. As such, due to the resources and the coordination with the customer required, Canon cannot initiate the removal of these devices without prior notification from the customer. If customer is

			unresponsive, or does not provide sufficient notice, we would ask that a monthly renewal apply to these unique devices. Canon requests the opportunity to remove these additional offerings if requesting exceptions for these unique devices creates a concern from a the Sourcing Team.
	4.6.6 (e)	Yes	
	4.6.6 (f)	Yes	
	4.6.6 (g)	Yes	See. 4.6.6(d) above. Océ Digital Presses & Roll-Fed Wide Format Printers require coordination with the customer for removal. Canon cannot initiate the removal of these devices without prior notification from the customer. If customer is unresponsive, or does not provide sufficient notice, we would ask that a monthly renewal apply to these unique devices. Canon requests the opportunity to remove these additional offerings if requesting exceptions for these unique devices creates a concern from a the Sourcing Team.
	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)	N/A	Canon is unable to offer cancellable rentals.
	4.6.7 (d) (ii)	N/A	Canon is unable to offer cancellable rentals..
	4.6.7 (d) (iii)	N/A	Canon is unable to offer cancellable rentals.
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)	N/A	Canon is unable to offer cancellable rentals.
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	
Equipment Demonstration Requirements	4.8.1	Yes	
	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	Some device data may need to be accessed as part of a detailed assessment or through the use of output management software, however, Canon will not access this data without the knowledge or prior authorization of the purchasing entity.
	4.13.1 (c)	Yes	
Sensitive Information	4.13.2	Yes	Canon will work with the Participating State or Entity to determine any specific security needs beyond what Canon devices already offer as standard.
Data Breach	4.13.3	Yes	Canon utilizes industry standards such as NIST and ISO to develop it's information security policies, both from a corporate level and in the development of its hardware products and software.
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	Would also apply if the warranty is voided in any other way such as the scenarios detailed in 4.14.8
	4.14.11 (c)	Yes	
	4.14.11 (d)	Yes	
	4.14.11 (e)	Yes	
	4.14.11 (f)	Yes	

Attachment F – Scope of Work Response

RFP-NP-18-001

Copiers and Managed Print Services

Offeror Name: Canon U.S.A., 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.

Canon offers all of our Authorized Dealers, including Canon held subsidiary Canon Solutions America Inc. the opportunity to participate in any of the product and service offerings under the Master Agreement. By doing so Canon leverages the technological expertise and geographic reach (Nation Wide Coverage) of its extensive Authorized Dealer Network. Since all Canon Authorized Dealers are held to the highest standards for service and support, Canon is able to provide NASPO ValuePoint Participating States and Entities with the broadest range of service providers possible. Whether the need is for a small or large business with specific regional knowledge or unique technical requirements the Canon Authorized Dealer Network, is able to customize our offering to provide the Participating State or Entity with the maximum flexibility possible. Based on a current survey of our Authorized Dealer Network and the enhanced scope of the new contract, Canon anticipates the same or higher dealer participation if Canon is awarded a new NASPO ValuePoint contract.

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

Upon award, Canon will distribute an announcement to our dealer network with a package for their review. This package will include a comprehensive contract overview, detailed dealer compliance documentation, Service Level Agreements and details on the financial benefits of participating under the NASPO ValuePoint Master Agreement and subsequent Participating Addendums. Upon completion of their review the Canon Technical Sales Representatives will sit down with the dealer to review the contract requirements in detail to ensure the dealer has a complete understanding of the commitment required by signing the Dealer Compliance Agreement. If after this meeting the dealer is ready to participate under the NASPO ValuePoint agreement the dealer will work with the TSE to develop a detailed business plan and sign the dealer compliance agreement. Upon receipt of the signed compliance agreement and business plan the Canon Contract Management team will move forward with setting up all of the dealer entitlements (marketing materials, credits, training, etc.) under the contract and once the Dealer

Compliance Agreement is countersigned by Canon the dealer can begin their sales efforts under the contract.

Once an Authorized Dealer is onboard Canon through our TSE and Contract Support Organization will provide customized webinars specifically for each part the contract execution process. Our recorded webinars included individual sessions on How to Sell to NASPO ValuePoint Participating States and Entities, How to Administer Orders, Reporting Requirements, and Important Service Tips and Requirements to name just a few. These webinars are available to Authorized Dealers on a dedicated dealer web portal, allowing them to easily train new employees and as a refresher for the organization to maximize the contract. Canon is constantly improving these tools and looking for new ways to educate our dealers. As improvements are introduced our webinars and web portal are updated to keep everyone current on the contract and ensure that our Authorized Dealers have all the tools necessary to succeed.

Throughout the term of the contract, if any dealer needs further assistance Canon provides several layers of support to make them successful. Each dealer is assigned a Technical Sales Executive (TSE) who is their primary link to Canon for product and sales support. The TSE assists with ongoing training and new hire training as well as providing transactional level support in identifying Participating States or Entities' product needs, configurations and contract pricing. Additionally, we have a national dedicated NASPO ValuePoint field lead to manage the relationship with the lead State as well as support the Authorized Dealers with sales related matters. As previously mentioned Canon hosts an Authorized Dealer web portal to provide additional support regarding contract documentation, sales tools, training and a variety of other documents that make it easy for our dealers to navigate the contract terms to develop solutions for the Participating States or Entities. In the event that our localized field support and customized web tools are not enough, Canon has a dedicated Contract Support Organization (CSO) to assist with any additional questions, contract specific clarifications and unique sales opportunities. The Canon CSO is well versed in all aspects of the contract and the processes associated with supporting business operations to ensure our dealers have everything needed to provide Participating States or Entities with a Best in Class Experience.

While it is our goal to always provide Best in Class Service, in the unlikely event that a customer experiences a problem associated with their transaction under the Master Agreement, Canon will work with the Participating State or Entity and dealer to ensure it is resolved in timely manner. Canon retains full responsibility for all contractual obligations and will do whatever is necessary to ensure that all customer concerns are addressed. It is always our goal provide complete customer satisfaction and compliance with all contract terms and conditions., per section # 4.3.7 of the RFP.

- 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?

Through a series of checkpoints, safeguards along with compliance audits Canon ensures our Authorized Dealers provide the correct pricing and utilize the contract correctly. Our regional sales planning and corporate contract compliance teams monitor and track dealers' performance through required monthly reporting. Once our reviews are completed Canon offers our dealers contract credits as a benefit of accurately participating under the agreement.

The more accurate and timely the dealer is with their submissions the faster they move through the process and capture the valuable contract credits. Additionally, during the process of preparing quarterly sales report our contract compliance specialist double check to ensure that all items are sold within the pricing rules established under the contract. Canon is continuing to develop systems and automation tools to ensure continued compliance as sales revenues grow in the future.

- 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.

One of the benefits of a sizable Authorized Dealer network, including Canon held subsidiary Canon Solutions America Inc., is Canon can always find a solution to ensure that if there is a particular dealer, that fails to meet their obligations we can quickly communicate with the dealer to gain their compliance or shift the customer to another Authorized Dealer to ensure Canon meets their contractual obligations. Canon will review all non-compliant situations and work with the dealer to determine and address any concern to help them continue to participate in the program. If the dealer continues to fail to meet his contractual obligations Canon reserves the right to remove the dealer from participating under the program, as part of our Dealer Compliance agreement.

- 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.

As outlined above in #1b, Canon offers several training tools for dealers to properly roll out a new contract. Before a dealer begins using any new contract, their TSE will visit and present the new contract information, both to train them on the contract nuances and to spark interest generating sales. These tools play an important role getting the dealer started, but they can also be referenced at a later date simply as a refresher, or for training new staff. For additional support, between the TSE, the Contract Support Organization (CSO), and the Contract Managers, Canon provides its dealers with a number of resources they can call on for assistance on any type of issues they encounter. We work to continuously update our training tools as we discover new and unique scenarios all the time. Attached we've included a sample Contract Profile, a snapshot of State Support website and a Contract Launch Presentation as examples of the items we provide to our dealers.

- 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?

In addition to the always-evolving training materials outlined above in #1b, Canon provides an extranet "State Sales Support Center" website and mailings to our authorized dealers to enhance the communication of sales activities, service activities, and contract information. The "State Sales Support Center" is a web portal of information on the resulting contract. It provides easy access to training materials and pricing for our TSEs, State Subject Matter Experts

and Canon authorized dealers. Canon also hosts a public NASPO ValuePoint website for each individual Participating State. These sites are primarily for Participating States or Entities, however many dealers use them as well due to their quick, efficient design and mobile friendliness. These sites are often used to confirm dealer authorization and the latest pricing, however they can also serve as a bulletin board for any recent changes via modification or amendment.

To ensure any new information posted is seen, Canon's Contract Support Organization provides an announcement to the field so all team members are aware. TSEs work with their assigned dealers to make certain that any changes are understood and all revised materials are distributed properly. For large modifications that will significantly impact how the contract is administered, Canon's Contract Support Organization will host an additional WebEx meeting with all impacted Canon teams and dealers, to detail all changes and provide an opportunity for questions. From time to time Canon may provide addendums to our Dealer Compliance Agreements to ensure that significant changes are fully understood and agreed to by each Authorized Dealer.

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

The resources and process outlined above in #1f are used for both contract and product/pricing information. Any material update to the contract is made available on Canon's State Sales Support Center, our public NASPO ValuePoint websites and are distributed via email to all team members with details on the specific changes. As outlined in #1c above, should any dealer somehow fail to recognize Canon's changes in product/pricing, there are several checks in place that will allow us to ensure that the dealer provides the customer if the latest pricing offered under the contract.

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.?

Canon understands that the useful life of a device is not always based on passage of time. Similar to an automobile, while time does affect certain parts, it's the mileage, or in our case, the copy volume, that is the truest indicator of a device's remaining life. All Canon copiers consist of several key parts, each with their own anticipated life span. Through years of testing and new product development, Canon is able to estimate this with much more precision than ever before. This allows for more intelligent preventative maintenance and reduced downtime as Canon technicians can more easily identify the source of problems.

Although a device's copy volume is the best gauge of remaining useful life, Canon does take down-time, parts replacement and number of service calls into consideration. These are often secondary indicators that can highlight when a device is not performing as expected. Properly maintained devices operating in the correct environment will

support the Canon designated copy volumes. If a device is not performing to these expectations, Canon will send a Specialist to evaluate the device and take the appropriate corrective action.

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?

Canon's technical training program, the Association of Technical Service Professionals (ATSP) detailed below in 3(a) is specific to devices under the Canon brand name. Although Canon does not cross-train technicians on other Manufacturer's devices, its extensive service network includes many 'dual-line dealers' who sell and service Canon and other equipment lines. Many dealers find it beneficial to partner with a premier equipment provider like Canon while also offering alternative products like HP, Lexmark, etc. As a result, Canon's ability to provide service on other manufacturer's equipment will vary case by case, based on the local service providers available. See Canon's MPS proposal for more detail on 3rd party support.

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)?

As with many other dealer requirements, Canon ensures dealer compliance using a two pronged approach. By holding dealers to specific contractual requirements under a separate 'Dealer Compliance Agreement', there are significant consequences to ignoring their commitments. Failure to adhere to their obligations not only puts their participation under Canon's State contracts at risk, but it also endangers their status as a Canon Authorized Dealer, and opens the door to potential legal action.

In addition to the stringent legal parameters placed around dealer participation, Canon also monitors dealer sales activity by collecting data at the time of purchase. Whether purchasing equipment, toner, parts, etc. from Canon, dealers need to provide supplementary information which allows us to monitor activity such as this. Dealers found to be ignoring the rules of the contract are warned and any associated credits withheld. Repeat behavior will result in removal from the contract as an Authorized Dealer.

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.

As a global technology company, Canon understands that it must continuously improve to remain a leader in the industry. While all copier manufacturers subscribe to fairly similar industry standards on uptime, response time, etc., Canon is making constant improvements to the processes and tools used to apply its service expertise.

Understanding that the backbone of Canon's service network, is its Authorized Service Technicians, a tremendous emphasis is put on Technician training and certification. In holding our dealers to the highest standards, Canon has developed the Association of Technical Service

Professionals (ATSP) program. This ever-evolving program challenges Canon authorized dealer's technical support professionals to build their skills and knowledge utilized in the support of Canon office imaging products. This is done through a series of exams based upon job functions or roles within an organization. The job function-based exams are designed to measure the knowledge and the demonstration skills that are required for a support professional against a set of standards for competency and performance. Successful completion of a specific ATSP exam results in certification of the competencies associated with the specific job function. When a customer views the Canon ATSP logo, they can be assured that the technical support professional responding to their service call has the highest industry standard of service certification and manufacturer-backed training to effectively solve any technical problem relating to a Canon device. Beyond just training, customers can also be sure that Canon provides the best tools for its technicians to effectively monitor device performance.

Supporting its Dealer community with knowledge and effective tools has been key to Canon's service quality for years. As a result, Canon has won the first-ever Keypoint Intelligence – Buyers Lab (BLI) PaceSetter Award for Outstanding Serviceability in the United States. Canon has been recognized by BLI as the office equipment manufacturer (OEM) with the "best-designed tools, programs, and training for office technology for enterprises to enhance the serviceability of their solutions in the United States." The components supporting Canon's overall excellent service reputation are the Technical



Support Center (TSC) and the Customer Solutions Center (CSC). These locations provide machine setups to emulate customer environments, free support with extended hours, and coverage for all time zones. Unique to Canon is the CSC, which exhibits a collaborative environment where TSC representatives, engineers, field personnel, and developers can partner and best solve problems. In consideration for this prestigious award, Canon scored well in all categories, but exceptionally well regarding tools. SnapShot, as the name would imply, offers a dynamic snapshot of devices in the field with usage visualizations and statistics. e-Support features a mobile knowledge base, service manuals with images and video, a direct "click to call" the TSC, and the GRID, an e-community for technicians and Canon to support one another. Canon has also developed a predictive service model and the Canon SMART service system, including a suite of tools to remotely interface and intervene with devices, train customers on device usage, enable certain error codes to contact dealer directly so that the customer may never even know that there is an issue, and plan service calls with greater efficiency.

- 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?

Basic reporting is done at the dealer level and would depend on the tools they use. Typically, this information is tracked by the dealer and provided to Canon for contractual reporting. This information would not be available online unless the customer is also leveraging optional software reporting detailed below in 'additional tools or features'. Customers who choose to leverage advanced reporting through optional software can obtain reporting online through Canon's Intelligence Portal. The Intelligence Portal provides customers with customized fleet information and trends on supplies, usage, uptime, etc. that can be turned into actionable business intelligence.

- Can the information be exported?

When optional software solutions are employed, exporting of the report is available. Otherwise, we offer basic reporting as a standard but it is delivered either as hard or soft copy.

- Can customers obtain their own Ad-hoc reports?

Ad-hoc reporting may be provided on a case by case basis depending on the devices and the customer's requirements. With the use of optional software, such as Canon's uniFLOW, there are many ad-hoc reports customers can run on their own to obtain data not typically captured. Canon's uniFLOW software can deliver more than 65 different reports that can be generated on demand or compiled on a regular basis. These provide insight into usage by individual, department, device, application, or any group or combination you specify. Reports show usage in the current period, and can present information in aggregate or trending over time. uniFLOW allows outstanding flexibility in generating customized reports to meet your specific needs.

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

Canon can provide standard tracking and reporting at the device level and from a broader network level depending on the needs of the customer. Basic reporting is done through the technology inherent in our imageRUNNER ADVANCE devices which track the metrics required by NASPO ValuePoint and much more. Based on a specific customer's needs, this can be scaled to also monitor paper type, color/B&W, cost centers, etc.

For advanced tracking and reporting, Canon's optional uniFLOW solution provides usage tracking for all users/departments/groups or cost centers on all desktop or network printers. The capabilities are extensive with charts and graphs to illustrate output behavior trends and costs with a high level of customization. Some categories include users, groups, cost centers, printers, price profiles, print/copy activity, time of day usage, budget, transactions, cost savings, etc. As a cutting edge tool simplifying the way customers manage and track their output, Canon's uniFLOW Online was awarded the BLI 2019 Pick Award as an Outstanding Cloud Output-Management Solution.



We have also included 'Advanced Reports' that detail the extensive reporting capabilities of Canon's uniFLOW solution.

- 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).

See attached Standard SLA

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

Canon has one of the most extensive service networks in the country with over 300 authorized Canon dealers, thousands of locations and over 10,000 Canon-certified service personnel in the field. Canon's reach allows us to provide award winning service and responsiveness regardless of Service Zone. Due to the vastness of Canon's network, the large majority of customers will be within 60 miles of a Canon authorized dealer and we intend to exceed the service response time requirements for many customers.

- 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?

Technicians are evaluated based on the criteria relevant to the customer. Contractual requirements including response time, uptime, first call resolution, etc. are used to ensure that Technician performance aligns with the customer's goals and with Canon's commitments.

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

- How long are your training sessions?

Participating States or Entities receive equipment training upon device installation. The dealer technician(s) responsible for making sure the device is properly set up, would also be the primary resource for educating the end user(s), so there will always be a Canon certified resource conducting on-site training. The length of a training session

varies by the device type and by the customer's familiarity with the equipment/features, however Canon is committed to ensuring all customers can properly leverage their new equipment by including up to 1-hour of initial training with each new device, at no additional cost to the customer. Beyond the initial on-site training, Canon also includes training manuals and access to a series of online training modules particularly helpful for when employees are unable to attend the initial training session or for brushing up on particular features. Should any customer require additional end user training, a price can be quoted per Section # 4.5.3(b)(i).

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?

Canon utilizes a complete service call approach for maintenance support. Anytime a service call is required, the authorized technician will perform all maintenance, cleaning, adjustment and part replacement, necessary to bring the device back to optimal working condition. Service benchmarks for peak performance are developed by Canon's Strategic Service & Planning division based on the age of the equipment as well as the copy volume supported. These service standards apply to the main engines as well as many critical parts that make up a Canon MFP.

Canon can provide an additional layer of preventative maintenance for customers who utilize an optional remote device monitoring tool such as imageWARE Remote or uniFLOW Output Management. Employing a remote tool allows your device to "call out for help" whenever service is required to keep it up and running. Remote diagnostic tools can help pinpoint the problem to a specific part or software, simply based on an error code. Your local service provider will receive an alert as soon as an issue arises, and a technician will then be dispatched with all the appropriate parts to bring your device back to optimal performance. Less downtime means that you can carry out your business more effectively.

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.

Service issues are initially handled by one of Canon's local service providers and communicated to the designated device contact. Should a device require service escalation such as a Field Technical Specialist or a repair part ordered, a precise timeframe can be provided as everything runs through Canon's award winning SnapShot service tool (a mobile based application utilized by the field technicians) that provides greater fleet visibility and intelligence before a problem arises, but it also ensures that the correct solution is found and employed once there is an issue. SnapShot aids the servicing technician by creating a collaborative environment for field technicians and Canon's service engineering experts. Field techs can receive step by step assistance from experts at Canon's Technical Support Center who have the exact device in front of them. This helps in expediting equipment diagnoses, repairs, escalated service dispatch and parts shipment which is communicated directly to the customer.

For issues regarding back-ordered accessories or devices, this will vary depending on the individual State's PA. For the majority of states, which allow orders to flow directly through the dealer, again this would be communicated from the local dealer to the customer. For states

requiring orders to go through Canon directly, customers and/or dealers will receive updates through Canon's contract manager who will engage the Order Admin team for order processing and logistics information.

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

Software updates, patches and new releases/versions will either be communicated automatically or by the local dealer when necessary. Depending on the software being utilized and the customer in question, patches or updates that are included at no additional cost will notify the customer automatically through the software itself or via an automated email. For new software versions or upgrades that carry an additional cost, these are not done automatically. In these cases, the local dealer would inform the customer of the new version and assist them in their decision whether to upgrade based on needed functionality and compatibility with their existing fleet.

- 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.

Canon treats all customer complaints very seriously, however exceptional care is taken with our State and Government customers. All customer complaints are funneled through Canon's Master Agreement Contract Administrator, Dave Rothauser, who has over 6 years of experience managing large contracts for State and Local Government as well as Fortune 100 companies through Canon's Global Services Division.

Based on the nature of the complaint, Canon's Master Agreement Contract Administrator will engage the necessary parties in order to first gather information. Once the needed information is obtained and processed, Canon will review internally and a plan of action will be created and discussed with the customer. We find that more often than not, complaints are the result of communication issues either between the customer, dealer and Canon or internally between different groups within the organization. Taking the time to listen to our customers and communicate honestly and clearly, typically resolves the large majority of customer issues.

When a customer has a more significant complaint, Canon's Master Agreement Contract Administrator will escalate to the Director, Bids and Administration, Christina Johnson, who responsible for all of Canon's State & Federal business operations as well as Contract Compliance organization. Christina has been with Canon for over 20 years and has vast experience and knowledge working with the government and finding solutions to complex problems.

Rarely, if ever do issues go beyond this point, however Christina has the ability to engage our most senior leadership to ensure that we are able to meet our Contractual and Customer needs. Our goal is to ensure satisfaction with not only our products but the service each customer receives.

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

Canon is deeply committed to our customers' satisfaction. Our goal is to continually provide best in class sales, service and support in order to ensure the level of satisfaction you deserve. With over 30 years in the document management industry, Canon is staffed with highly-skilled professionals to service and support the leading brand in the industry.

The key to our success is building and maintaining excellent customer relationships. To do this, we strive to anticipate our customers' requirements, while meeting their current needs. To meet this goal, frequent communication is a must. Through Canon's extensive service network, customers are provided with the opportunity to discuss or meet quarterly in order to review current business in detail. Future technologies and opportunities for operational enhancements can also be discussed during these meetings.

As a unique service to our clients, we offer the ability to conduct online, web-based Customer Satisfaction surveys. With recent advancements to our web portal and new marketing initiatives, we now have the ability to design, publish and analyze online surveys. Participants take the survey on the web and respond directly to a secure site. The results can be viewed in real time and presentations created within days of the close of the survey. Canon uses this instrument regularly to measure satisfaction for our own clients as well as to measure internal customer responses.

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

Canon's policy is "a total commitment to 'Quality First'." Canon seeks to improve quality in each process, including planning, development and design, mass-production trial, production, sales and service. Canon ensures the creation of high quality products by applying its own strict standards for checking quality in each process, from development and design through to sales. As a rule, quality standards must be met before proceeding to the next stage. These process transition rules were improved in 2010 with the goal of continuous quality enhancement. Although the original goal focused primarily on quality of equipment and maintenance, it has expanded in recent years to also encompass customer service and business processes. As part of that initiative, Canon now looks to its greatest resource; its employees, for improvements in quality and efficiency, and distributes awards each year for the best ideas, which are then implemented.

Canon also monitors information about post-sale product quality, as well as requests from customers concerning its products as outlined in 5(b) above. This information is then offered as feedback to the product planning, development and design departments, who use it to enhance product quality. By maintaining a continuous process of communication, critical feedback and process improvement, Canon is able to offer products and services that can adapt to our customers' evolving business needs and raise the bar for quality standards.

6) Per Subsection 4.9 of the RFP:

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

The ordering process may vary based on the participating state due to PA restrictions, however most will operate the same. Customers typically will first work with a Canon Authorized Dealer to determine their device needs and required functionality. Depending on the complexity of the device placement, this may be as simple as a quote, or it may involve a site visit. Once a choice is made, the customer will submit a PO directly to the dealer. In some cases, State PAs require orders to go directly through Canon. From there, the necessary equipment is ordered through Canon and shipped out to the local dealer location, pre-installed. The dealer then arranges to install the device at the customer location and provide training and any other requested installs / services. Should any order need to be expedited, the customer should inform their dealer. The availability of expedited service may vary depending on the State and the local dealer inventory. From time to time the Authorized Dealer may place a unit at a customer location while the purchase order is being processed to ensure that any mission critical or time sensitive installs are expedited.

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

Disputed invoices are handled similarly to complaints outlined in 5(a) above with a few exceptions. Customers should first reach out to the Canon or Canon Financial Services (for leases) via email or the 800 customer service number provided on their invoice. Canon maintains a group of dedicated customer service representatives to deal specifically with billing issues. Upon providing some key information such as Customer name, Contract number, invoice number, etc. the billing team will be able to review the customer's account for problems. In some cases, the billing rep will need to escalate the issue to the Master Agreement Contract Administrator in order to review the contract as it relates to the customer's dispute. If the customer's issue is valid, the Master Agreement Contract Administrator will provide approval to credit the account. Depending on the disputed amount, it may require further escalation as outlined in 5(a) for credit approval.

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

See 6(b) above. With approval from the Master Agreement Contract Administrator, Canon's Order Administration & Credit teams work to remedy these types of issues routinely. Canon understands how frustrating financial inconsistencies can be when it comes to Government budgets, and as such, they're treated with the utmost importance and haste. Any customer that feels they've been incorrectly charged or that needs general invoicing assistance, should contact the 800 customer service number provided. Should any additional aid be needed, customers can always reach out to their Canon Sales representative or Canon's Master Agreement Contract Administrator.

7) Per Subsection 4.13.3 of the RFP:

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

It is Canon standard policy that this cannot be released outside the company, however we have included our redacted Information Security Policy as a confidential document attachment.

- 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.

Canon has an in depth and layered approach to information and data security in order to mitigate the likelihood of an incident and ensure the correct steps are taken at every level, should a security incident occur. Following industry standard protocol, including NIST and ISO, Canon has implemented an anti-virus/malware policy for the protection of its workstations, servers and mobile devices. In addition, Canon utilizes intrusion detection (IDS) and file integrity tools to help facilitate timely detection and response to an incident. Canon also has policies and procedures established and mechanisms implemented to protect network environments and detect the presence of unauthorized (rogue) network devices for a timely disconnect from the network. Penetration tests are performed annually and Canon's compliance program is updated accordingly. All of this is performed by Canon's IT Information Security Team, again using industry standard NIST and ISO solutions.

While Canon handles limited customer information, should an incident occur, Canon maintains an Incident Response Policy and has implemented playbooks outlining actions and roles and responsibilities in the case of certain potential incident scenarios. These documents are reviewed at least once annually as part of Canon's compliance program.

8) Per Subsection 4.13.5 of the RFP:

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

Customers have several options with regards to hard drive security. They can request to have their hard drive erased, or they can opt for a replacement of their Hard Drive with applicable cost associated with this service. Prior to removing a machine, Canon USA will arrange the removal or erasure of the customer's Hard Drive by the Servicing Dealer and a form will be signed by both the customer and dealer confirming the service took place. If the HDD was replaced, the customer will be given their hard drive to dispose of or manage as they see fit.

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

As a condition for dealer participation under Canon's contract, dealers must sign a Dealer Compliance Agreement with Canon. This document details what is required of them, not only as a Participating Canon dealer, but specifically under the NASPO ValuePoint contract. With Canon controlling leasing through its wholly owned subsidiary, Canon Financial Services, we are able to confirm whether the service was actually performed and dealers are held accountable if found to be non-compliant. Dealers who repeatedly fail to meet their requirements may be removed from the contract.

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

Canon uses industry standard practices to ensure that only Canon Authorized Dealers remove hard disks from Canon equipment. However, the industry standard does not completely

prevent other Manufacturers or unauthorized individuals from attempting to perform the task. In order to protect our devices and more importantly our customer's data, Canon offers as a standard feature on imageRUNNER ADVANCE Series devices, a feature called HDD Lock. HDD Lock provides the capability of securing the HDD with a Password making it difficult to access the data that is stored on the hard disk. If the HDD is physically removed from the device, its data cannot be accessed via a PC.

Additionally, the optional Removable HDD Data Kit provides a means for system administrators to physically lock the device's internal hard disk drive into the system during normal operation, thereby decreasing the risk of theft. Once the device has been powered down, the drive can be unlocked and removed for storage in a secure location.

9) Per Subsection 4.14 of the RFP:

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

Canon offers its satisfaction guarantee 90-day warranty on all Canon branded products included in this offering. As a testament to Canon's equipment quality and commitment to its customers, Canon has also begun including a 1-year warranty, and in some cases, a 3-year warranty, for select imagePROGRAF, imageCLASS, and imageFORMULA devices. For added service coverage with these products, Canon also offers its eCarePAK program which can be purchased with the device or at a later date before warranty coverage ends, in order to extend the product's useful life and provide customers with peace of mind. This additional service grants the end user covered parts and labor in order to maintain their equipment, and also includes helpdesk support for triaging issues. For desktop devices covered under the eCarePAK program, Canon's Advanced Exchange Replacement service allows for quick and easy device replacement by mail should any covered device become inoperable.

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.

Through Canon's 'Quality First' policy outlined in 5(c) above, increased part reliability and by having dealers conduct thorough pre-installation testing prior to placement at the customer location, complete device failure requiring a warranty or lemon clause replacement is fairly uncommon. As a large global manufacturer however, it's inevitable that this comes up from time to time. We are currently in the process of handling this type of scenario now for a customer utilizing a few of our Oce Large Format devices in their print shop. After having several issues and dispatching a Field Technical Specialist, it was determined the device failure was actually due to a significant drop in print volume, leading to lengthy periods of inactivity. Due to the inconvenience caused, it was determined that a new device would be provided as a replacement, however based on the customer's changing business needs, a lighter-duty model was necessary. Canon and the customer are working now to finalize the new placement as well as a credit in consideration for the down time incurred by the unique situation. In addition, we are waiving overage charges on their other large format device which were incurred due to the downtime on the first. While these types of situations are quite rare, Canon is committed to providing complete customer satisfaction. Should any customer find that our equipment does not meet the required standards under NASPO ValuePoint, we will work to find a solution no matter how unique or complex the problem.