**Attachment F – Scope of Work Response**

**(Revised 10.30.2018)**

RFP-NP-18-001

Copiers and Managed Print Services

|  |  |
| --- | --- |
| **Offeror Name:** | Lexmark International 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 | Lexmark is committed to developing products, solutions and services that optimize the productivity of each customer, including those with varying levels of abilities.Read more about Lexmark’s accessibility solutions, and our innovative approach to product accessibility here: https://www.lexmark.com/en\_us/solutions/government/section-508.html. |
| **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 | MS725dvn is a vinyl-only printer and meets the required criteria to pass Energy Star v2.0. |
| **4.4.3 (d)** | Yes | MS725dvn is a vinyl-only printer and meets the required criteria to pass Energy Star v2.0. |
| **4.4.3 (e)** | Yes |  |
| **4.4.3 (f)** | Yes | Lexmark is able to do this with our device management software, Markvision Enterprise. |
| **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 | Lexmark is not bidding on Group E and Group F. |
| **4.4.4 (b)** | Yes | Lexmark is not bidding on Group E and Group F. |
| **4.4.4 (c)** | N/A | Lexmark is not offering 3D printers. |
| **4.4.4 (d)** | N/A | Lexmark is not offering digital duplicators. |
| **4.4.4 (e)** | N/A | Lexmark is not offering inkjet and digital presses. |
| **4.4.4 (f)** | N/A | Lexmark is not offering roll-fed wide format printers and is not bidding on Group E and Group F. |
| **4.4.4 (g)** | N/A | Lexmark is not bidding on Group E. |
| **Accessories** | **4.4.5** | Yes |  |
| **Software** | **4.4.6** | Yes |  |
| **Consumable Supplies** | **4.4.7 (a)** | N/A | Lexmark is not bidding on Group E. |
| **4.4.7 (b)** | Yes |  |
| **4.4.7 (c)** | Yes | Yes, carcinogenic, mutagenic, and teratogenic substances are not used in Lexmark toners. Lexmark toners are classified according to the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). At a cartridge level, Lexmark toners are not classified as hazardous chemicals. Lexmark provides Safety Data Sheets (SDSs) for these toners, where Ames test results can be found.For more information on materials, please visit https://csr.lexmark.com/materials.php. |
| **4.4.7 (d)** | Yes |  |
| **Reman/Refurb Equipment** | **4.4.8** | No | At the time of submission, Lexmark does not have a remanufactured and/or refurbished equipment program robust enough to offer under this proposal. Should this change, Lexmark will work with the Lead State to determine if a future offer is allowable if awarded. |
| **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 | Lexmark is not bidding on Group E. |
| **4.5.2 (a) (vi)** | Yes |  |
| **4.5.2 (a) (vii)** | Yes | Lexmark does not offer flat rate for accessories alone. |
| **4.5.2 (a) (viii)** | Yes |  |
| **4.5.2 (a) (ix)** | No | Lexmark counts 11″ × 17″ as one (1) click on Group A and Group C devices. |
| *(11”x17” impressions)* |
| **4.5.2 (a) (x)** | Yes |  |
| **4.5.2 (a) (xi)** | Yes |  |
| **4.5.2 (a) (xii)** | Yes |  |
| **4.5.2 (a) (xiii)** | Yes | Lexmark is not bidding on Group E and Group F. |
| *(Initial Term)* |
| **4.5.2 (a) (xiv)** | Yes |  |
| *(Renewal Term)* |
| **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 |  |
| **Standard Service Levels** | **4.5.3 (b) (i) (1)** | Yes | For Lexmark MPS, 15–30-minute end-user training sessions are standard. See Section 4: MPS Technical Response, Question 5. |
| *(End-User Training)* |
| **4.5.3 (b) (i) (2)** | Yes |  |
| *(End-User Training)* |
| **4.5.3 (b) (i) (3)** | Yes |  |
| *(End-User Training)* |
| **4.5.3 (b) (i) (4)** | Yes |  |
| *(End-User Training)* |
| **4.5.3 (b) (i) (5)** | Yes |  |
| *(End-User Training)* |
| **4.5.3 (b) (i) (6)** | Yes |  |
| *(End-User Training)* |
| **4.5.3 (b) (i) (7)** | Yes | See Subsection 1.6: Master Agreement Affirmation (Attachment J) for alternate language. |
| *(End-User Training)* |
| **4.5.3 (b) (ii)** | Yes |  |
| *(Preventative Maintenance)* |
| **4.5.3 (b) (iii) (1)** | Yes |  |
| *(Equipment Performance)* |
| **4.5.3 (b) (iii) (2)** | Yes |  |
| *(Equipment Performance)* |
| **4.5.3 (b) (iii) (3)** | Yes | See Subsection 1.6: Master Agreement Affirmation (Attachment J) for alternate language. |
| *(Equipment Performance)* |
| **4.5.3 (b) (iii) (4)** | Yes |  |
| *(Equipment Performance)* |
| **4.5.3 (b) (iii) (5)** | Yes |  |
| *(Equipment Performance)* |
| **4.5.3 (b) (iv)** | Yes | For MPS, Lexmark will document equipment replacement standards in the Statement of Work. However, Lexmark does not provide item three (3) as an option for inoperable devices. Lexmark’s Authorized Dealers may be able to meet the requirement for all options listed. |
| *(Loaner Equipment)* |
| **4.5.3 (b) (v)** | Yes |  |
| *(Repair Parts)* |
| **4.5.3 (b) (vi) (1)** | Yes | See Subsection 1.6: Master Agreement Affirmation (Attachment J) for alternate language. Many of Lexmark’s Authorized Dealers can meet or exceed four-hour response time. Lexmark’s MPS standard response time is Next Business Day. |
| *(Service Zones)* |
| **4.5.3 (b) (vi) (2)** | Yes |  |
| *(Service Zones)* |
| **4.5.3 (b) (vi) (3)** | Yes |  |
| *(Service Zones)* |
| **Service Logs** | **4.5.3 (b) (vii)** | Yes | Lexmark can provide service logs to MPS customers from within the Lexmark Managed Services Portal. Service logs provided by partners may vary in presentation and detail. |
| **Equipment Relocation** | **4.5.3 (b) (viii) (1)** | Yes |  |
| **4.5.3 (b) (viii) (2)** | Yes | See Subsection 1.6: Master Agreement Affirmation (Attachment J) for alternate language. |
| **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 | See Subsection 1.6: Master Agreement Affirmation (Attachment J) for alternate language. |
| **Service Level Calculations** | **4.5.3 (d)** | Yes |  |
| **Reporting** | **4.5.3 (e)** | Yes |  |
| **Software Subscriptions** | **4.5.4 (a)** | Yes | As long as the purchased software is under SMSA (Support and Maintenance), patches and updates are included. Software is priced inclusive of one year of SMSA. |
| **4.5.4 (b)** | Yes |  |
| **4.5.4 (c)** | Yes | As long as the purchased software is under SMSA (Support and Maintenance), Lexmark will not charge for new releases of software or for upgrades. |
| **4.5.4 (d)** | Yes |  |
| **4.5.4 (e)** | Yes | SMSA renewals after year 1 are optional (see 4.5.4 (a)). |
| **4.5.4 (f)** | No | Lexmark does not proactively advertise new releases, updates, or patches of purchased software. |
| **4.5.4 (g)** | Yes |  |
| **Purchase, Lease, and Rental Programs** |
|  | **4.6.1** | Yes |  |
| **4.6.2** | Yes | See Subsection 1.6: Master Agreement Affirmation (Attachment J) for alternate language. |
| **4.6.3** | Yes |  |
| **Equipment Trade-In** | **4.6.4** | No | Lexmark does not have an equipment trade-in program at the time of submission. |
| **Lease and Rental Rates** | **4.6.5 (a)** | Yes | Property tax will be billed separately. |
| **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 | See Subsection 1.6: Master Agreement Affirmation (Attachment J) for alternate language. |
| **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)** | No | Lexmark will provide FMV, Capital, and Straight lease under a resulting NASPO agreement. Cancellable rentals pose financial risk to Lexmark since all placed Output Devices are new, non-refurbished hardware. |
| **4.6.7 (d) (ii)** | No | Lexmark will provide FMV, Capital, and Straight lease under a resulting NASPO agreement. Cancellable rentals pose financial risk to Lexmark since all placed Output Devices are new, non-refurbished hardware. |
| **4.6.7 (d) (iii)** | No | Lexmark will provide FMV, Capital, and Straight lease under a resulting NASPO agreement. Cancellable rentals pose financial risk to Lexmark since all placed Output Devices are new, non-refurbished hardware. |
| **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)** | No | Lexmark is not providing option of Cancellable Rental under a resulting NASPO agreement. |
| **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 | Lexmark will test all recommended products to ensure compatibility with the Participating State or Entity's network topology, network and desktop operating systems, drivers, and the like before delivering and installing the device at the Participating State or Entity.Lexmark has demonstration printers and MFDs available globally and would be pleased to provide them for evaluation to the Participating State or Entity. Lexmark kindly asks that the evaluation locations be indicated in advance to ensure allocation of hardware. The list of demonstration models and options available in each location change on a regular basis, but Lexmark will do its best to accommodate all local testing needs.Lexmark’s robust Customer Evaluation Program makes the following available to the Participating State or Entity at no charge:* A limited number of demo units with the same configuration(s) as the proposed solution
* Integration assistance
* Direct Systems Engineer support during the testing period
* Up to 180 days use of the devices in the Participating State or Entity’s own environment

Through the Customer Evaluation Program and Lexmark’s Customer Focus Team support, Lexmark will work together with the Participating State or Entity to ensure all products are fully compatible with the Participating State or Entity environment.We are not bidding on Group E and Group F. |
| **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 | This is applicable to consumables, not printers. |
| **4.10.11** | Yes |  |
| **Equipment Installation Requirements** | **4.11.1** | Yes |  |
| **4.11.2** | Yes |  |
| **4.11.3** | Yes | Yes, regarding network installation and driver configuration. However, due to security reasons, Lexmark does not install drivers on individual computers. |
| **4.11.4** | No | Our devices do not require preventative maintenance. |
| **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 |  |

**Attachment F – Scope of Work Response**

RFP-NP-18-001

Copiers and Managed Print Services

|  |  |
| --- | --- |
| **Offeror Name:** | Lexmark International 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:
2. **Describe your process for selecting Dealers to provide Products and Services under a resulting Master Agreement.**

Lexmark has partners segmented based on their capabilities in the output industry. We will discuss each segment below.

* **Copier Channel:** Local coverage and service; contractual pages with lease, break-fix, and toner included (e.g., provides installation, end-user training, break-fix services, etc.)
	+ Lexmark selects partners who have a practice of selling to state, local, and education (SLED) or nonprofit accounts. Lexmark requires partners who sell to SLED or nonprofit to report sales on a monthly or quarterly basis today. Today, many of these partners sell through other national cooperatives, so they understand the associated requirements. Only partners reporting sales to SLED customers are given the opportunity to participate in NASPO.
	+ Most Lexmark Copier Channel partners carry Lexmark’s Business Solutions Dealer (BSD) product line. These devices are intended to be sold on a contractual basis and are indicated on the Price List in Section 5: Cost Response. See the Pricing Assumptions tab at the end of each spreadsheet.
* **Direct Market Reseller / Office Super Store:** National reach with limited services (e.g., general drop-ship fulfillment practice).
	+ These partners all have a SLED focus and are invited to participate. All of them hold or participate in national cooperatives contracts today and understand the associated requirements.
* **Traditional IT Values Added Resellers:** Local or national presence; can provide service and Managed Print Services (MPS) (e.g., can offer copier-style service or drop-ship fulfillment).
	+ These partners are selected based on previous engagement with the Lexmark local SLED team. Partners must have history of understanding of the SLED marketplace and have dedicated representation in the local or national marketplace. Many of these partners sell off national cooperative contracts today.

Prior to our submission, Lexmark conducted outreach throughout our dealer network. Partners reviewed Section 4: Scope of Work of the RFP and signed a Letter of Intent (LOI), agreeing to enter into a reseller agreement in the event of a resulting award. See partner LOIs included in Subsection 2.4: Authorized Dealers by State (Attachment D).

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

All partners included in Lexmark’s response have signed a Letter of Intent, showing their support for Lexmark’s proposal, as well as their willingness to attend training and enter into reseller agreements that are specific to the Participating Addendum under which they are providing sales and service.

Lexmark will have a two-step process to onboard partners:

* First, partner information is gathered for review and approval by the Master Agreement Contract Administrator and NASPO ValuePoint Reporting Contact. Partners fill out a contact form where they will identify sales lead, reporting contact, and administrator.
* Second, approved partners provided a reseller agreement specific to the Participation Addendum under which the reseller will provide sales and service. Reseller agreements lay out the requirements they must adhere to. Only resellers who have signed resellers agreements will be added as a Lexmark Authorized Dealer.

For partners who have poor performance from a service, revenue, or other issues, Lexmark will issue a 30-day performance cure notice. We would discuss the issues or concerns from Lexmark or the customer, then provide the partner 30 days to resolve the issue. If the partner does not remedy within 30 days, then Lexmark will require the partner to enter a corrective action plan. In the event the corrective action plan fails, the partner will be removed them from the NASPO contract.

1. **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?**

Lexmark plans to be clear on what is expected from our partner community and educate them on the pricing of the contract during the onboarding process. Authorized Dealers will sign reseller agreements incorporating the not-to-exceed pricing of the resulting NASPO Master Agreement. Changes to price list will be distributed to Authorized Dealer once approved by the Lead State. Additionally, Lexmark works with distribution partners to assist in the management of prices list available under cooperative contracts. Our distributors can review and monitor price lists available under the NASPO Master Agreement to assist our partner in adhering to the pricing requirements. Lexmark’s resellers are familiar with selling under cooperative and other intergovernmental contracts; the concept of selling under ceiling, not-to-exceed contracting pricing is familiar. If there are instances of improper use of the contract, including non-adherence to contract price, it should be reported to the Master Agreement Contract Administrator any may be dealt with through cure notice and/or corrective action plans.

1. **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.**

Lexmark plans to be clear on what is expected from our partner community and educate them on the terms and conditions of the contract. Partners will sign reseller agreements incorporating terms and condition of the resulting NASPO contract and Participating Addendum. If they become noncompliant, Lexmark will address the issue through relationship managers and other key personnel associated with the partner. A 30-day correction period is standard. For instances where partners are continually noncompliant, Lexmark will require a corrective action plan or find another partner to support the customer. Partners who fail to sufficiently cure performance issues will be removed from the contract.

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

Lexmark’s partners have committed to attending training within 6 months of Master Agreement execution. Each of our partners has a day-to-day channel representative and a SLED representative to assist with larger opportunities and support local, state, and national contracts. Our representatives do, at a minimum, quarterly training for all partners on a variety of subjects. This includes new sales representatives who might have joined the partner. Our plan will be to provide our sales team with regular updates on the NASPO Master Agreement and Participating Addendum to ensure we are effectively communicating with our partner community.

Please refer to Section 7: Technical Response Exhibits for the Lexmark Sample Training Plan.

1. **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?**

Each of our partners has a day-to-day channel representative and a SLED representative to assist with larger opportunities and support local, state, and national contracts. Our representatives do, at a minimum, quarterly training for all partners on a variety of subjects. Our plan will be to provide our sales team with regular updates on the NASPO Master Agreement to ensure we are effectively communicating with our partner community. In addition, the latest Master Agreement and Participating Addenda modifications and/or amendments will be posted in Lexmark’s Partner Portal.

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

Lexmark is on many state and national contracts today. Price List updates to Authorized Dealers are provided via e-mail blasts, Partner Portal postings, and updated special bid letter issued to distribution partners. We have a stringent process of keeping partners informed of pricing updates on a regular basis. Lexmark keeps a state-by-state partner list based on contract and update partners on a monthly basis on any pricing changes in the marketplace.

Partners check publicly available contract prices list and confer with Lexmark sales teams to validate pricing when necessary. We also work closely with our distribution partners to make sure they are aware of any pricing changes, so they can update partners as they place orders.

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

With normal use and proper maintenance, the proposed Lexmark devices can have a nearly unlimited life span. However, improvements in price/performance, functionality, and total cost of ownership normally make it financially beneficial to refresh output devices every three to five years. To remain highly competitive, Lexmark usually refreshes its products every 36 to 60 months.

Lexmark considers lifetime volumes, age, and service call history when determining the amount of useful life a device may still have. We work with our customers on load balancing plans to spread the volume across the devices when that is possible as it aids in extending the life of the fleet. Parts come into play when a device reaches its end of service life.

For end-of-service-life (EOSL) purposes, Lexmark products fall into one of three broad classifications: (1) field-repairable printers, (2) disposable (non-repaired) printers, and (3) attached products or multifunction device (MFD) bundles.

The current Lexmark practice for field-repairable printers is to provide service and parts support for a minimum of four years following withdrawal from marketing. The earliest date to declare end of service life for a repairable product is during the fifth full year following the end of marketing (EOM). Support of field-repairable products may be extended for periods exceeding five years beyond end of marketing.

For disposable (non-repaired) printers, end of service (EOS) may be declared on these products as early as the third full year following EOM for a product with a one-year base warranty, or the fifth full year following EOM for a product with a five-year base warranty.

Finally, for attached products such as scanners or finishers, these are considered for end of service life only in conjunction with—i.e., at the same time as—the end of service of the base printer.

1. **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?**

If awarded a direct path, Lexmark can manage a multivendor print environment as long as we have access to the Participating State or Entity’s network. For multivendor support, Lexmark maintains an asset database of all supported devices (Lexmark and third-party) that includes lease schedules, warranty information and other pertinent information to manage the fleet. In the case of a device that has an existing warranty, the call can be routed to Lexmark global services to initiate the warranty call for the third-party device.

Our service subcontractors have the ability to offer repair services for all major manufacturers’ devices.

In the MPS scenario, Lexmark can use its Lexmark Data Collection Manager (LDCM) server to provide alerts and consumables management to existing equipment.

We have many contracts whereby we have worked with our supplies partners to support consumable items for third-party devices. We will work with service partners to determine their capabilities with other vendors’ products, but support and capabilities will vary from partner to partner based on size and geographic coverage. In general, Lexmark recommends having the existing vendors manage break-fix and preventative maintenance on other manufacturers’ devices.

From a Lexmark’s Authorized Dealers perspective, partners carry and service a variety of competitive A3 and A4 devices. The sales and services capability will vary from partner-to-partner. For a complete description of Authorized Dealers’ offering within the context of the NASPO Master Agreement, Participating Entities are encouraged to communicate directly with the Authorized Dealers or contact a Lexmark state and local account manager for more details.

1. **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)?**

Lexmark Authorized Dealers will sign a reseller agreement binding them to the terms of the Master Agreement and applicable Participating Addendum, including 4.5.2(f)(iii) and (iv). If Lexmark becomes aware of an Authorized Dealer violating these terms, it will issue a cure notice and/or corrective action plan.

1. Per **Subsection 4.5.3** of the RFP:
2. **Describe the methodology used to develop your organizations performance standards and the processes and tools used to monitor and measure performance against those standards.**

Methodology to Develop Performance Standards

For MPS, Lexmark can work with the Participating State and Entity to design a mutually agreeable service level agreement (SLA) structure that includes regular reviews and reporting. We have created these programs for nearly all our large MPS customers and typically include a description of the agreement as part of our final contract within the MPS Statement of Work (SOW). The program varies based on the type of services contracted, how they will be measured, and the service level associated to the actual contracted service.

As part of a full MPS program, Lexmark can design and guarantee an appropriate service level, including regular reviews and reporting, to minimize downtime and maximize user productivity for the Participating State. Lexmark consistently delivers a very high device-fleet uptime across its customer base, often averaging well over a 95% rate. Lexmark strives to provide 100% device uptime to our customers. In a properly designed, fully networked, distributed print/copy/fax/scan environment, downtime can be virtually eliminated by creating links to multiple devices.

During the MPS contract period, Lexmark will assume prime responsibility for the diagnosis and resolution of all problems that occur with our products or our software. Lexmark cannot be held responsible for equipment failures that result from changes to the network of the Participating State or Entity after installation which were not discussed and approved for compatibility by Lexmark. Lexmark’s warranty does not cover failures caused by abuse, neglect or act of God, including the use of third-party options or supplies.

If our Print Release solution is implemented, all users will be set up to allow printing to multiple devices in case any particular device is not functioning. Lexmark will monitor the environment for downtime and analyze for trends in particular areas to ensure no one logical area has issues and, where appropriate, replace the device or suggest a different infrastructure for that area. In many environments, Lexmark’s approach to MPS and maintenance services can eliminate the need for aggressive maintenance service levels. In a copier-centric environment where many end users are dependent on a single stand-alone device that is not on the network, these service levels may indeed be warranted. However, Lexmark’s future-state design seeks to make print capability more readily available to end users via more than one device.

Redundancy, which is a function of many factors, is favored by Lexmark in part to meet end-user uptime requirements. Lexmark combines fleet design (placement, product, and density), technology (proactive service notification, help desk integration, badge print), and warranty service to ensure the greatest uptime. In the event a device is down and critical printing must be done, end users will have the ability to map to alternate devices close to their workstations. Coupled with Lexmark’s ability to proactively address issues with networked devices, this approach provides focus on the end user’s needs. In critical areas where our standard methodology would not ensure uptime, other options may be explored.

Monitoring and Measuring Performance

In order to provide continuous improvement to Participating States under an MPS SOW, Lexmark will conduct Strategic Business Reviews (SBR) in order to identify and implement improvements. Discussion topics included in an SBR may include the following:

* Understand customer’s strategy goals and directions
* Share industry trends and best practices
* Performance and project dashboard reporting
* Business direction alignment
* New project prioritization
* Value contribution history
* Key accomplishments
* Executive scorecard review
* Sustainability
* Workflow solutions
* Business case review

Lexmark asks customers to participate in SBRs and annual customer satisfaction survey processes in order to provide feedback on Lexmark performance.

1. **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?**

Lexmark Managed Services Portal

Lexmark’s $200-million-plus investment in our MPS infrastructure investment will provide real-time visibility and transparency to the Participating State or Entity global fleet (no other MPS provider has this capability on a global scale). The Lexmark Managed Services Portal provides a complete view of the Participating State or Entity’s operations at a single location, in a single country or across the globe. The information you need can be accessed with few simple clicks. This new portal offers a personalized, convenient, and intuitive experience:

* Improved usability—quickly complete transactions and run reports with simple clicks
* Document sharing on the portal allows for the sharing of useful information such as custom reports, training materials, and contractual documents—putting all relevant information about your output fleet at your fingertips
* Technical architecture is built for 24/7 availability and fast performance
* Visibility is adjustable by role and/or locale—choose to view a little, view a lot or view your entire operation
* Robust reporting interface provides accurate and instant status on all requests
* Customer IT administrators and staff can make requests and check status
* Mobile friendly for on the go access

All presented information will be available to the Participating State or Entity and its clients via the Managed Services Portal—Document Library. In addition, our standard reports are available 24/7 for our clients to access. They are available in CSV format.

The global dashboard provides both Lexmark and the Participating State or Entity with the necessary visibility to help make informed decisions across the globe, through proactive service management techniques. Additionally, our new location-based services can provide optimization and service information in a graphical interface that will include mapping and alert data on each output device, making it more user friendly and interactive to enable an enhanced user experience.



Customizable fields:

* Customer Hierarchy Level (CHL): This allows the customer to organize fleet assets according to their invoicing and viewing/reporting preferences. CHL allows up to seven levels. For example: country, region, state/province, location/store, department, etc.
* Customer Device Tag and Asset Tag: Working with the customer operations manager (COM), the customer can create named identifiers for their devices that make sense to them. These fields are searchable and filterable just like the standard fields.
* Additionally, on the portal fleet views you can customize the columns that are visible to you in the display, and in what order:
	+ Request No.
	+ Date/Time Created
	+ Request Type
	+ Area
	+ Status
	+ Serial No.
	+ Cost Centre
	+ Account Name
	+ Primary Contact First Name
	+ Primary Contact Last Name
	+ Primary Contact E-mail
	+ Primary Contact Phone
	+ Requester First Name
	+ Requester Last Name
	+ Requester Contact E-mail
	+ Requester Contact Phone

The sample report that has been provided in Section 7: Technical Response Exhibits is designed to show a reporting methodology, but it is understood that it does not address the specific fields requested in the RFP. While these fields are not a part of an “out of the box” report that we can provide, Lexmark has the flexibility to create a customized report that will address the fields that were requested. That customized report will have the same look and feel of the report that has been provided.

1. **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).**

While SLAs are common for copier companies, Lexmark takes pride in its ability to meet customers’ needs with our unique and proprietary solutions. For Lexmark MPS, SLAs are documented in the MPS SOW. Lexmark does not provide standard SLA for MPS. Instead, we provide Participating States and Entities with the best SLAs for the size and scope of the MPS program. Lexmark will adhere to the requirements outlined in Subsection 4.5.3(b) as responded to in this proposal. For a copy of Lexmark MPS SLAs, please review Section 6: Supplemental Documents, MPS Statement of Work Template for an understanding of how SLAs will be documented.

Standard SLAs will vary by Lexmark’s Authorized Dealers. For example, most Lexmark channel copier partners have a four-hour service response; however, rates and times can vary based on out-of-service support. Authorized Dealers will adhere to the requirements outlined in a resulting Master Agreement.

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

Based on analysis of the Participating State or Entity locations provided in the RFP, Lexmark is able to meet a next business day response for most of our customers. In locations where our standard offering will not routinely meet a next business day response SLA, Lexmark is capable of crafting any number of unique, custom approaches for the Participating State or Entity. From dedicated technicians, forward-stocked parts, hot-swap devices, and a network of partner dealerships, Lexmark has flexibility to meet the needs of a complex, highly distributed organization like the Participating State or Entity. There is even a program where customers maintain their own devices with training and parts support from Lexmark. We are more than confident in our ability to meet and exceed the requirements for maintenance services.

Many of Lexmark’s Authorized Dealers can exceed Lexmark’s standard next business day response time. Partner, particularly our local copier dealers, routinely agree to four-hour service response times. In general, Lexmark’s Authorized Dealers will adhere to the minimum requirements, including products and services available in the Master Agreement.

1. **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?**

Lexmark maintains an extensive national Authorized Service Provider (ASP) network to provide top quality Lexmark printer service in a location close to the Participating State or Entity. Our ASPs are required to continually train and maintain certification levels on the complete suite of Lexmark products. Their service levels and training status are continually monitored to ensure the Participating State or Entity receives quality service when required. Lexmark maintains high quality of repair of the Participating State or Entity’s product by ensuring that only Lexmark-trained and Lexmark-certified technicians perform warranty activities on the equipment.

As required, our ASPs provide electronic reporting that details service calls to include model, serial number, the Participating State or Entity location, date and time call was taken, date and time on-site, date and time call was closed, reason for SLA miss, problem description, problem resolution, quantity of parts, Lexmark part number, order date, order time, and order reference number. When required, we may also ask the service partner to participate in a monthly review of service performance and service response times and take any reasonable necessary steps to achieve the required service levels. Face-to-face SBRs may also be implemented as agreed to by both parties.

Lexmark-certified technicians are measured on three key criteria:

1. First-time fix: The data for this measurement is captured on each service call by matching the technician with the service ticket number.
2. Repeat calls: Lexmark will track each service incident and capture if there has been a repeat service call for the same incident in a span of 30 days.
3. Customer satisfaction: Lexmark surveys a high percentage of end users on their service experience in terms of the completeness of repair, professionalism of the service technician, and the customer’s overall satisfaction. These survey results are tracked back to the technician as part of their overall evaluation process.

The three performance metrics above, in addition to stated internal performance objectives, are used in the Lexmark technician overall performance evaluation.

Many of Lexmark’s Authorized Dealers are Lexmark Authorized Service Providers, and they will adhere to all service requirements in the Master Agreement.

1. **Describe your end-user training process for Equipment. How do you allocate resources to conduct the training?**
* **How long are your training sessions?**

In an MPS engagement, the Lexmark implementation team will structure a comprehensive training program during project planning that will provide customer coordinated predeployment and postdeployment training, targeted as required by Participating Entity for supervisors/users, help desk personnel, and power users.

The training plan will provide a comprehensive educational program to internal and external stakeholders. Resources are allocated based on the agreed-to project plan and implementation of devices. The plan may include the following:

* Audiences to be trained (internal as well as external)
* Description of the types of training that will be developed and delivered
* Description of the methods of delivery that will be used
* Specifics regarding training procedures, protocols, and feedback systems to facilitate coordination of daily operational activities
* Methods for training course evaluation and feedback and how that feedback will be used
* Methods for identifying ongoing training needs
* Tasks, deliverables, and milestones

End-user training is critical to the successful implementation of an MPS program. A customized training plan will be developed as part of the final SOW with the Participating Entity. The following list outlines some of the key elements typically included in the training plan for a 30-minute general training session (users will gather around the printer):

1. Familiarization with device
2. How to copy
3. How to scan
4. How to fax
5. How to print from your computer
6. Who to call for support

End-user trainings conducted by Lexmark’s Authorized Dealers will adhere to all requirements in the Master Agreement. Some Authorized Dealers may provide services beyond those offered in a direct Lexmark service engagement (e.g., extended end-user trainings). For a complete description of Authorized Dealers’ offering within the context of the NASPO Master Agreement, Participating Entities are encouraged to communicated directly with the Authorized Dealers or contact a Lexmark state and local account manager for more details.

1. **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?**

Due to the technology employed in the making of Lexmark printer products, the need for dedicated preventative maintenance service calls is greatly reduced, outside of the requirement to install a maintenance kit after significant machine life and usage. The printer will tell the operator when it is time to have the maintenance kit replaced. In non-Lexmark printers, dedicated preventative maintenance visits are usually necessary due to paper dust and buildup that must be removed on a regular basis. Lexmark printers have a straighter paper path which not only reduces paper jams but also reduces paper dust within the printer. We have also made improvements in internal cooling that increase the longevity of electronic components.

Most output technology has a requirement for a maintenance kit to be installed at certain stages in machine-life usage. During these visits, Lexmark incorporates a proactive service checklist process. This process is also recommended during normal on-site repair visits as an opportunity to inspect and proactively repair any potential issues with the printer.

Lexmark Predictive Service

Lexmark Predictive Service utilizes state-of-the-art technology to gain comprehensive actionable insight on your entire global fleet. Lexmark has been recognized for many years as a leader in proactive management for MPS. From proactive consumables management to active monitoring of devices, Lexmark has been doing this work successfully for clients all over the world. We have enhanced our proactive management capabilities to include predictive models that take advantage of device alerts and error messages produced by the devices. On their own, these alerts and error messages don’t create a problem, but a device failure may occur over time if the issues causing these alerts and messages are not resolved. These models allow us to collect and analyze data from more than 100 sensors within each device. We’ve built an analytics engine that captures, interprets, and analyzes device data, allowing us to automatically take action to keep your fleet at peak performance. Our system detects trends and will automatically and proactively initiate service requests—in most cases, bypassing the need for users or IT staff to call the help desk or enter a trouble ticket.

The Solution

Our proposed solution for the Participating State or Entity includes the toolset we use to provide proactive management in all our MPS engagements. We have invested over $200 million in a Siebel-based asset management system that provides visibility into the asset fleet, including reporting, proactive monitoring, and automating processes such as invoicing and consumables fulfillment. This global solution provides live information about the health of the fleet, the details of every single service request (down to the individual service technician who fixed the device), change requests, and consumables management metrics. We provide a portal for our MPS customers to access this data, which also tracks our performance as it relates to SLAs. Our tool will enable remote device configuration, firmware updates, security compliance, integration with enterprise management utilities, and dynamic messaging.

Lexmark has always been a leader in addressing proactive alerts as part of our MPS offering. Our next generation MPS is built on increased sensing from our devices. We call this new capability *health check*, which focuses on predictive analytics. Through predictive analytics we can anticipate service actions before they happen by looking for trends in print volume, help desk calls, rates of intervention, or by capturing additional sensor data from your devices. In addition, predictive analytics allows us to set customized thresholds on the output devices for error alert conditions to be addressed proactively by our dedicated operations team.

Predictive Analytics will allow the Participating State or Entity to see even more proactive service—meaning that in many cases we take action before your users ever see a problem. In addition, analytics will help us optimize service visits by not only correcting problems that are known, but also by looking at devices that may be trending the wrong direction based on additional information they provide, such as a motor slowing down or a fuser running hot. The benefit is that the Participating State or Entity will see fewer interruptions for your end users and increased uptime and availability.

Eventually, we envision our cloud-based models automatically detecting and remotely adjusting our devices. More broadly, we will have this information from every sensor from every module from every device in the fleet, which will enable us to build sophisticated predictive models based on trending and combinations and sequences of data. For our customers, these truly predictive models will allow us to increase device uptime, reduce errors and preschedule visits where it doesn’t impact our customers’ operations. Our ultimate goal is to never have a device go down because we predicted that event and many times fixed it remotely before you knew there was ever an issue. Lexmark MPS has been a proactive management leader for some time and are taking this to the next level with this expansion of our predictive capabilities.

Finally, our consulting teams will mine our advanced analytics capabilities to determine areas of opportunity for workflow and the overall performance of the fleet. Our ultimate goal is to reduce print and automate paper-based processes to make the Participating State or Entity and your employees more efficient.

Benefits

Lexmark Predictive Service is a value-add service provided as part of our MPS suite of offerings.

By taking advantage of Lexmark Predictive Service capabilities, customers can realize the following benefits:

* **Increased device uptime:** With proactive service, issues can be dealt with and resolved before a failure of the device occurs, resulting in improved device uptime.
* **Fewer disruptions:** Fewer device failures, along with an increased ability to fix many issues remotely, mean fewer disruptions. Employees can perform their work-related tasks with greater efficiency because of fewer disruptions.
* **Elimination of many print-related help desk calls:** When devices fail, calls are placed to the help desk for assistance. With proactive service decreasing the number of device failures, many print-related calls that would have previously gone to the help desk are eliminated. By taking advantage of Lexmark Predictive Service, a large retailer realized a 25% reduction in customer-initiated help desk calls.
* **Improved status visibility:** Users will be able to see service status on the device screen. This helps to avoid multiple help desk calls about the same device. Going beyond break-fix, you can also track if toner has shipped and where it is.

The following graphic shows the tangible results and a real-world example of how Predictive Service helped a large global retailer:



You can see the immediate uptick in issues being proactively entered into the service queue, you can also see in the orange line a dramatic drop by 29% in customer-initiated help desk calls. With the additional data we gather and interpret from the device, our ability to perform remote fixes improved by 20%. Finally, service dispatches decrease by 14%.

All this equates to improved uptime and less user disruption.

How it works

1. We continually monitor **hundreds of data points** from sensors within each device in your fleet, such as how fast the motor turns (RPM) and how much power it might draw (current), the speed that paper moves throughout the device, etc. so we’ll know about the overall health of the device, not just if it’s broken. For example, paper path timing can be a leading indicator of an issue that will need attention. **Sensors throughout the device** track how the sheet of paper moves through the device. If the paper sensor timing shows the paper is slowing down as it goes through the fuser, we know you’re about to get a jam or service error.
2. Our health check allows us to interpret vitals by building **sophisticated algorithms** and truly becomes predictive about how your devices will perform and when they will need attention. These predictive algorithms keep getting better over time. They actually teach themselves to be more accurate.
3. If the data for any given device indicates we need to take action, the issue automatically pops up in the **service queue** for Lexmark staff either at a call center or located at your location. Our health check provides detailed information about the status of the device.
4. This additional device intelligence leads to increased ability to **fix remotely**, rather than waiting for a service dispatch.
5. When on-site repair is needed, we’ll deliver with greater precision. **Technician trips are batched** during the hours most advantageous to you. This means we’ll be able to service more than one device during the same visit—allowing us to stay out of your way so you can concentrate on your core business.
6. **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.**

In an MPS engagement, Lexmark’s customer operations manager/specialist (COM/COS) assigned to the MPS customer is the single point of contact (SPOC) for our clients. These resources can provide details on open service calls or supply orders. Customers will also have access to the Lexmark Technical Support Center (TSC) to place, update, or check the status of a logged call. At Lexmark, we have the ability, resources, and tools to identify issues in many cases before our customers are even aware of them through proactive monitoring services. On the occasion an issue is raised by our clients, we develop an escalation path for communication. The escalation path will be defined based on the services and structure of the agreement; however, an SPOC will be provided.

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

Lexmark periodically updates drivers, firmware, and software to better serve our customers.

Critical updates to Lexmark systems and/or software are available on www.lexmark.com for the Participating State or Entity to review and determine if these are applicable to their business situation. Lexmark also now offers a subscription service for our customers who are self-maintainers and have completed all the associated training. This portal is accessed with a customer-specific code and allows the self-maintainer to sign up for technical service bulletins to be alerted when changes are updated. In addition, your customer support team systems engineer will be actively engaged for additional support and information specific to the Participating State or Entity’s needs. Lexmark systems engineers are trained on all upcoming improvements, enhancements and updates and will work with the Participating State or Entity to implement such upgrades where appropriate.

Firmware updates are not regularly released according to an annual schedule. In general, they are released as new features are added and/or issues warrant. A good firmware practice would be to review the firmware release notes for enhancements or fixes every time a new version is released and determine if it is necessary to update based on changes. It is also the responsibility of your Lexmark account manager and his Customer Focus Team to develop an efficient communications plan and interactive relationship with the Participating State or Entity to provide you with such information and support.

Various methods of firmware update are available. Firmware or software updates for MFD and network printers can be managed and/or installed utilizing the Markvision Enterprise (MVE is Lexmark’s device management program) or the device’s embedded web server. Administrative rights to perform updates may be restricted using MVE. For devices manufactured prior to 2016, updates can be managed using the File Transfer Protocol (FTP). Because of security reasons, FTP is disabled on newer devices like the CX700 and CX800 series printers.

Driver updates occur with less frequency than firmware updates, but they are also not on an annual schedule. The updates occur as deemed appropriate, based on enhancements or required resolutions dictate. Typically, one to two updates per year can be seen.

Lexmark’s MVE device management utility can help the Participating State or Entity manage any updates to Lexmark device policies and firmware. MVE provides a vast range of capabilities for monitoring and administrating network-connected printers across the enterprise. With it, administrators can quickly assess the status and configuration of network devices and quickly and efficiently discover, organize, group, configure and upgrade groups of network devices.

Depending on the update, it may or may not be required by the Participating State or Entity at all. The choice to phase in or mass update the environment would depend on the update and the Participating State or Entity’s preference.

For solutions (embedded applications) included with this solicitation, Lexmark does not publicly broadcast embedded application patches or upgrades. If an issue is found with an application, and an upgrade or patch resolves the issue, Lexmark will provide the patch or upgrade if the customer is currently under Lexmark’s Support and Maintenance (SMSA) for that software application.

For the copier channel partners, we use our virtual solution center to communicate and push firmware and updates out to them for use with all Lexmark customers. Lexmark updates code on a regular basis.

1. Per **Subsection 4.7** of the RFP:
2. **Describe how your organization responds to customer complaints. Identify your escalation process and the personnel that will handle these issues.**

During Steady State of an MPS program, the Lexmark Operations Team dedicated to the Participating State or Entity will be adhering to a mutually agreed to SLA and key performance indicators (KPIs) to provide a level of issue resolution that minimizes impact to the end user, while giving the highest level of support and call satisfaction to the Participating State or Entity. Tier One may look like the Participating State or Entity help desk doing a first call triage, with Tier Two and Three being supported through the Lexmark TSC and dedicated support teams through the on-site operations team that dispatches the technician and parts to resolve the issue under the agreeable SLA designed by both the Participating State or Entity and Lexmark.

Lexmark’s standard operational structure provides beyond the standard call route a COM as a point of escalation in all cases.

In addition to having a COM for the MPS program, Lexmark has developed a flexible and streamlined issue escalation and resolution process that can be initiated internally or from any customer contact point.

The most often utilized contact points for initiation are the Lexmark account manager and the Lexmark Customer Support Center. The Lexmark process includes an Escalation Database which automatically notifies and updates key personnel and their management as an issue progresses through to resolution.

The key to resolving a problem quickly is having all the right resources involved. Lexmark has an advantage in this area because we own our core technologies, so in addition to having sales, marketing, customer support, and supply chain personnel readily available, we also have quality assurance, product development, and product engineering at our headquarters location to actively assist in issue resolution. In addition, the Lexmark process is designed to maximize speed by being extremely flexible. It allows the initiator to directly access any of the resources needed for a particular issue, without having to go through a fixed chain of approvals.

From a technical support perspective, Lexmark has deployed a state-of-the-art global problem management system that the Participating State or Entity will contact for support assistance. Lexmark’s single global services system enables us to capture, manage, analyze, and report on our global customer’s service performance in a consistent manner. Everything is centrally managed, and Lexmark can ensure high-quality service from call to resolution (closed-loop resolution). This system is utilized by our Worldwide Technical Support organization covering five continents, all time zones and providing support in local language(s). When local support is needed, we will engage either Lexmark technicians or Lexmark-certified best-of-breed partners contractually bound to perform to our high standards.

For Participating Entities seeking service through Lexmark’s Authorized Dealer network, each channel partner has a Lexmark territory manager assigned to support them and their customers for any points of escalation. For nontechnical customer complaints, customers may escalate to Lexmark-NASPO Key Personnel for determination of issuing 30-day cure notices. If a technical problem is reported, the partner will attempt to resolve the issue first before it is routed to the Lexmark service and support team.

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

Lexmark surveys customers on a monthly basis to measure their satisfaction on a series of service metrics, including call-center responsiveness, time to respond (on-site), first-time fix, professionalism, and quality of repair.

In addition, all customer complaints are tracked and managed in a database until closed. Customer satisfaction is a key metric for Lexmark. A third-party company is utilized to randomly survey customers regarding their support and service experiences with Lexmark. Results are analyzed and reported on a regular basis to the Lexmark executive management team.

1. **What are your quality assurance measures and how are they handled in your organization?**

Lexmark has long engaged in quality and productivity improvement activities aimed at improving customer satisfaction. The core of our process improvement efforts is to establish a data-driven problem-solving methodology to continuously improve customer satisfaction. To that end, Lexmark has implemented methodologies such as Lean, to eliminate waste in our processes using value stream mapping and other Lean enterprise tools.

Lexmark applies our continuous improvement approach in MPS engagements through our annual customer satisfaction surveys. Lexmark conducts these performance surveys with select customers to improve quality delivery to our customers. Results are used to develop action plans for each customer that responds and tracked through resolution should there be low performance scores.

1. Per **Subsection 4.9** of the RFP:
2. **Describe the ordering process, including steps to expedite Orders.**

For traditional sales (e.g., device, accessories, supplies, warranty purchases), Lexmark encourages Participating Entities to order through its Authorized Dealer network. Each partner will have its own method for receiving and fulfilling orders, as well as expediting orders. In general, each partner will adhere to the ordering requirements in Subsection 4.9 of the RFP; those who habitually violate the Master Agreement will be removed as a Lexmark Authorized Dealer from the NASPO Master Agreement. For service orders, Participating Entities will have the option to order from Lexmark or Authorized Dealers. Services will be documented through the MPS Statement of Work or Maintenance Agreement (templates are provided in Section 6: Supplemental Documents). MPS orders will require discussion and mutual agreement between Lexmark and the Participating Entity’s purchasing agent. In most cases, these documents should be signed prior to, or in conjunction with, a Purchase Order issued from the purchasing agency. Invoicing and billing detail will be memorialized in the documentation and should reflect the requirements of Subsection 4.9 of the RFP unless otherwise agreed to by the transacting parties.

For MPS programs, Lexmark can accommodate multiple ordering methods (US mail, fax, EDI, Ariba, etc.) for direct purchases. This flexibility allows our customers to use their preferred current ordering system, whatever it may be. It also allows us to accommodate any future changes to that system or the migration to a new ordering system.

Each managed services customer has a project manager assigned at the start of implementation and orders are received by him/her. Once the orders are validated, they are sent to our Lexmark Order Management Center (LOMC). Order entry is organized in the following manner:

* POs from the customer come to the Lexmark project manager who validates that the products being ordered are those required and included on the implementation plan and contract
* Once validated, the orders are sent via e-mail to the LOMC
* LOMC enters the order in our system and generates an order number
* Orders batch in our system overnight, and a pick ticket is created and printed in our distribution center where the order is picked, packed, and prepared for shipment to the customer

Once the implementation phase has been completed, the project manager closes the orders. For expediting orders, Participating Entities should work with their project manager or COM to address time frame and priority in which orders must be fulfilled.

The Expedited Ordering Process is as follows:

* The Lexmark Order Management Team is contacted with a request from the customer to expedite an order
* The Lexmark team prepares a transportation quote to satisfy the customer request
* The customer is then contacted with the quote and to more fully understand the true nature of the request
* The customer agrees to the transportation costs that were quoted to them
* The order is initiated with the new transportation costs included
* The device is shipped to the customer
1. **Describe your organization’s process for resolving disputed invoices, including escalation procedures.**

We have multiple ways in which we can resolve disputed invoices, including a full reversal and rebill of disputed items or a credit memo to offset any incorrect charges. We strive to always provide the correct amounts the first time, and as such, our invoicing teams perform multiple quality checks before an invoice is ever finalized. They consistently validate all outgoing data against the contracted rates. We provide a COM who will be specifically trained in resolving any needed escalations. They will, in turn, work with our other Operations Teams and back-office to make sure any questions are answered and corrected in a timely and efficient manner that will ensure customer satisfaction and contractual compliance.

Lexmark’s Authorized Dealers have varied processes for resolving disputed invoices. However, all Authorized Dealers will meet the requirements in the Master Agreement.

1. **Describe your organization’s process for issuing refunds or credits to customers due to invoicing errors, over-payments and Product returns.**

Lexmark tracks orders on a daily basis and does every necessary step to avoid any errors. If we do encounter an order error caused by a system failure, we can ensure immediate attention.

The Lexmark order management team makes sure orders are processed, shipped, and delivered correctly and on time. If an incorrect order is shipped, we will replace the items and tag this replacement order as urgent. We will ask approval to ship this replacement via air if the need arises. Return freight will be arranged for and prepaid by Lexmark. As an option, we can also accept returns, credit the customer, and let them place a new order. This new order will also be treated with utmost urgency.

As a managed print customer, the Participating State or Entity would be assigned a project manager and project coordinator during the initial implementation of the program, and they would have responsibility for all ordering, tracking, and delivery of equipment.

Once we move to a steady state (post implementation), the Lexmark COM will have overall responsibility for service delivery. Working for the COM will be a site operations manager dedicated to the Participating State or Entity, who will have visibility to all orders and be the one escalation point for issues.

Lexmark’s Authorized Dealers will adhere to all requirements in the Master Agreement.

1. Per **Subsection 4.13.3** of the RFP:
2. **Provide a copy of your organization’s Data Breach plan.**

Please refer to Section 7: Technical Response Exhibits for the Lexmark Data Breach Plan.

1. **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.**

Lexmark identifies, responds to, and manages security-related incidents using its IT Security Incident Response Process. This process is Lexmark confidential. Further, Lexmark reduces the frequency of computer security incidents through the deployment of the necessary security measurements around our network, systems, and applications. This function is primarily performed by Lexmark’s dedicated Security Operations Center, which functions to continuously monitor network traffic and system activity for anomalous behavior and potential security threats. All identified incidents are logged and prioritized for remediation accordingly.

Where normal and reasonable, Lexmark agrees to notify the customer of a breach in a time frame compliant with local or regional regulations. This time frame can be discussed as part of the contract negotiation.

1. Per **Subsection 4.13.5** of the RFP:
2. **Describe, in detail, the protocols that are followed for hard drive sanitation and removal.**

Lexmark MFDs have the ability to sanitize data that is stored (fonts and/or forms) and/or buffered (print, copy, fax, and scan-related data) to the MFDs’ hard disk drive (HDD). Lexmark has added an automatic and scheduled disk wipe process on all touch screen MFDs and all three wiping methods to our network printers with an added HDD. These new models will also have the choice of fast disk wipe (a single overwrite pass with all zeros) and a secure disk wipe (three overwrite passes with different bit patterns followed by a verify pass) for all three wiping options (manual, automatic and scheduled).

**New modes**

* Automatic: This removes any data blocks from use until those data blocks have been wiped (no user intervention required)
* Manual: This will happen when the user initiates this from the Admin menu, not the Configuration menu
* Scheduled: This is just like a manual wipe except that the wipe can be scheduled to occur at certain times

**Number of passes.** Each method can perform a different style of wipe

* Automatic may be a single pass wipe for performance
	+ Scheduled might be a multi-pass wipe done every night at 2:00 a.m.
	+ Single pass wipe is a simple zeroing of the data
* The multi-pass wipe is currently defined to meet NIST/DOD/DOE standards

An addition to HDD wiping, the Participating State or Entity should consider devices that have full HDD encryption. Lexmark MFDs and network printers (with HDD added) have the ability to encrypt all data on their HDD to protect it from malicious access at all times. When this feature is enabled, all data written to the HDD is encrypted. This protects not only residual data left over after jobs but also protects data being actively used. This prohibits someone from maliciously powering off the MFD in the middle of a job and making use of data abruptly left on the drive. If an encrypted HDD is removed and placed in another Lexmark device with HDD encryption enabled, the HDD will verify the encryption key with the device’s encryption key. If the verified encryption key on the HDD is different than the device’s encryption key, the device will reformat the HDD with a new encryption key destroying the existing encrypted data on the HDD.

1. **How will your organization ensure that their Authorized Dealers conform to these requirements?**

Partners will sign reseller agreements incorporating terms and condition of the resulting NASPO contract and Participating Addendum. If they become noncompliant, Lexmark will address the issue through relationship managers and other key personnel associated with the partner. A 10-business-days correction period is standard. For instances where partners are continually noncompliant, Lexmark will require a corrective action plan or find another partner to support the customer. Partners who fail to sufficiently cure performance issues will be removed from the contract.

1. **What is your process for ensuring that other Manufacturers don’t remove hard drives in your Equipment?**

Lexmark devices support cabled computer locks, which you can use to physically secure the devices’ critical and sensitive components, such as the controller board and hard disk.

Lexmark devices deliver a very strong security story by providing our customers with comprehensive security capabilities that address our customers’ real-world security issues by flexibly integrating our device capabilities to our customer’s network environment. The bottom line is, Lexmark devices have effective security without lowering user productivity.

1. Per **Subsection 4.14** of the RFP:
2. **Describe any additional warranties you offer on your Products.**

Lexmark warranty service plans

Lexmark’s warranty service plans include product support by telephone and online. The TSCs provide assistance by phone. Online support is available at [lexmark.com](http://www.lexmark.com) via e-mail and chat. If a printer problem cannot be resolved over the phone or online, a TSC agent will initiate steps to quickly address the matter in accordance with the type of service plan that covers the printer. Described here are various types of generally available service plans. Plan availability may vary depending on the printer model and customer location.

Lexmark printer repair service generally occurs at either the customer’s location where the printer is installed or at a Lexmark depot repair facility. Repair service conducted at the customer location is On-site Service. Depot repair is conducted either as an exchange or as a return and repair.

The first step of a service action on a printer that is covered by a Lexmark base warranty or extended warranty normally occurs when the Lexmark TSC is contacted. Upon determining that a printer requires service, an agent at the TSC will initiate the action to repair or replace the printer that has been determined to require service.

The following warranties represent warranty option that are considered “either/or” and can’t be combined with each other.

Advanced Exchange warranty service

An agent at Lexmark’s TSC will have a replacement printer shipped to the Participating State or Entity’s location. It will typically arrive the next business day. Depending on customer location and the type of coverage for the printer, it may take three to five business days. the Participating State or Entity will be informed by the agent when delivery may be expected. Upon receipt, the packaging from the replacement printer may be used to ship the defective printer back to Lexmark following the instructions that will be provided.

Extended warranty

For continuing peace of mind following the base warranty, service coverage may be extended for up to a total of five years on many products. Extended warranty coverage may be purchased during the base warranty period, which assures the seamless continuation of genuine Lexmark service.

Enhanced warranty

In many cases, the type of base warranty or extended warranty service may be upgraded to a higher level of coverage. When the base warranty on a product requires it to be returned to Lexmark, upgrade plans are normally available that provide on-site service.

Renewal warranty

To ensure continuing service, a renewal for one year may be purchased when the extended warranty is ending. Renewals continue to be available for as long as Lexmark offers service on the product covered. To assure there is no lapse in coverage, renewals must be purchased prior to the end of the extended warranty or the end of a previous renewal period.

Post warranty

In the event that a lapse in coverage ever occurs, post warranty plans are available for one year to regain the peace of mind of having genuine Lexmark service on a printer. If coverage does not lapse again, a renewal may be purchased for an additional year. This continues to be available for as long as Lexmark offers service on the product covered. the Participating State or Entity is encouraged to not allow coverage to lapse since it may cost more for a post warranty plan than an extended warranty or renewal would have been.

1. **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.**

Lexmark, via its internal service systems, tracks all warranty activities by serial number for every printer sold. When we determine from our data sources that a device is performing outside of expected metrics, we have the information to take appropriate proactive action. Based on the repair history of a particular printer, we can work in conjunction with the customer and our service partner as required to determine an appropriate action plan to resolve the issue. These actions can include recommendations for improved end-user training, improved help desk processes, improved break-fix procedures, or actions taken with Lexmark to address any potential product issue or technology opportunity to improve overall availability. In the case of multiple failures on a single unit, a number of factors would be considered, including span of time between failures, severity, and similarity of the failures. If it is determined between Lexmark and the customer that similar problems had occurred in a relatively short period of time and further repair actions may not provide stability, the printer would quickly be replaced.

At the device level, Lexmark monitors service activity through our asset management systems and will address multiple and repeat failures by utilizing our mechanical replacement process to replace the failing device.

In 2018, customer XYZ experienced a couple of ongoing issues with a midsize mono printer and a color printer that was a little older but still under warranty. The SOW outlined a process that, given the issues they were having, constituted the need to provide replacement units for those three devices. Since the newer model that they were having issues with was the same model that was currently in production, they received those same units as their replacement. However, the older device was not available anymore, but Lexmark was able to provide the current model instead in order to make sure the end users were completely satisfied with their Lexmark printer. Their COM ordered the replacement devices for second-day delivery. They were scheduled for installation, and the whole process took less than a week, and the customer was back up and running. Because the newer model was the same, no additional training was required. Training for the color replacement was done at the time of installation. While there was some initial skepticism due to the issues they had been having with their old printers, what they found was that the replacement devices worked much better than the ones they had.