



**Response to Solicitation #BPM003137
For Master Agreement for Mailing Equipment,
Supplies and Maintenance**

Prepared for: NASPO ValuePoint
Proposal date: September 1, 2021
Valid until: February 27, 2022
Submitted by: Larry Waters
Manager Government Accounts
281-216-4596
l.waters@quadiant.com



Because connections matter.

September 1, 2021

Nyesha Daley
PhD, Statewide Procurement Manager
State of Arizona, State Procurement Office
100 N. 15th Avenue
Phoenix, Arizona 85007

Dear Ms. Daley,

Quadiant, Inc. is pleased to submit for your consideration, our response to the NASPO ValuePoint Solicitation Number BPM003137 for Mailroom Equipment, Supplies and Maintenance. After carefully reviewing all of your required specifications, Quadiant can meet or exceed most of the requirements set forth in the RFP. Quadiant has included some minor exceptions to the presented terms and conditions.

We acknowledge the two amendments to the RFP and have accepted and acknowledged them through the e-procurement system as required.

All documents related to this solicitation have been uploaded through the e-procurement system. Additionally, also submitted are our leasing, meter rental, purchase and maintenance terms and conditions.

Quadiant manages contracts for approximately 46 of the 50 states, the majority of them NASPO ValuePoint states. We have maintained an excellent customer centric reputation for providing quality products and service on the NASPO ValuePoint contract for the past sixteen years. We are excited about the new contract and will provide the same level of quality products and service if awarded a new contract.

Please call me at (281) 216-4596 or email me at l.waters@quadiant.com if you have any further questions.

Sincerely,

Larry Waters

Larry Waters
Government Account Manager

Quadi⁷ent NASPO ValuePoint Executive Summary

Quadi⁷ent, Inc. has participated in the NASPO ValuePoint contract for mailing equipment, supplies and maintenance since the very first cooperative contract 16 years ago. Quadi⁷ent has supported the NASPO ValuePoint contract by providing the best-in-class mailing solutions that improve the timeliness and accuracy of the government's communications resulting in reducing cost and increasing efficiencies of mail volumes critical to the government's communications.

Background:

The government's mail processing requirements throughout the US utilize a variety of different mail related products. The government traditionally procures these products based on the volume of mail processed each day, vendor recommendations or past experience with the type of equipment currently installed.

The government processes a variety of different types of mail. These items are critical to the government's communication to the public and are very time sensitive. Quadi⁷ent has been providing mailing solutions to NASPO ValuePoint customers the past 16 years working to streamline and consolidate correspondence, reduce mailing costs and provide accountability to reduce risks and increase security.

Business Impact:

Quadi⁷ent services the US through channel partners that include Direct District Offices and Authorized Dealers. We have a national sales force that will be able to provide an onsite assessment of the needs of each government location.

The Quadi⁷ent representatives will be able to assist rightsizing the equipment by analyzing postage data and providing a complete workflow analysis.

Upon completion of the new contract, we will provide all channel partners with a complete NASPO ValuePoint Playbook. The Playbook provides a complete description of all contract requirements, pricing and products, sales and order processing, delivery, maintenance and training.

Quadi⁷ent will provide installation instructions in the NASPO ValuePoint Playbook for all Quadi⁷ent factory-trained technicians for all of the products procured



through the new contract. The instructions will detail the training, installation, guidelines and service level agreements that are outlined within the contract. This process will ensure that the technicians understand the contractual agreements set forth in the new contract.

Quadient's government team has had much success with the onboarding process of implementing the Participating Addendums (PA) to the 39 states that utilize the current NASPO ValuePoint contract. Over the years, we have developed a great partnership with contracting officers across the country. Our team will ensure that every state receives the best- in-class service when implementing their Participating Addendums. We have a process that we use internally to track where we are in the process with each state. This information is communicated regularly to all stakeholders. We have subject matter experts ready to review the requirements of each state that are specifically related to their areas of expertise such as data security, reporting, billing etc. Once the PA is executed, we establish a Contract Matrix for easy reference for our internal Quadient government sales team. Additionally, we have created a PO Reference Guide to assist our government sales team regarding any special ordering requirements and/or paperwork.

Conclusion:

Quadient NASPO ValuePoint annual sales revenue continues to grow at a rate of well over 25% year-over-year. The trends continue to grow through our improved marketing efforts. Here is a list of the marketing efforts we will deploy if awarded a new NASPO ValuePoint contract:

- New enhanced NASPO contract web page
- NASPO contract e-marketing flyer for each state
- Telemarketing, email and direct mail campaign to promote the new contract by the Quadient NeoDirect telemarketing team
- Attendance at NASPO, NIGP, National Postal Forum, NACUMS, ASBO, state purchasing shows and a variety of trade shows that will help market the new contract
- User Handbook that includes instructions for placing orders, calling for service, ordering supplies and postage

Once awarded the new contract, we will conduct Quarterly Business Review meetings with the Lead State Contract Administrator Nyesha Daley. We will review the guidelines for the new contract. We will discuss the progress of the



contract and any changes that need to be made. By collaborating, together for the past 16 years we have learned valuable lessons around improving the customer experience for NASPO ValuePoint customers.



Request for Proposal

Solicitation No. **BPM003137**

Description:

Mailing Equipment, Supplies, and Maintenance

Arizona Department of
Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Part 3 of the Solicitation

CONTENTS:

SECTION 3-A: INSTRUCTIONS TO OFFERORS	2
SECTION 3-B: OFFER FORMS (ATTACHMENTS).....	8
ATTACHMENT 1..... OFFER AND ACCEPTANCE FORM	9
ATTACHMENT 2-A.... EXPERIENCE AND CAPACITY QUESTIONNAIRE	10
ATTACHMENT 2-B.... ORGANIZATION PROFILE	15
ATTACHMENT 3-A.... METHOD PROPOSAL (METHOD OF APPROACH).....	19
ATTACHMENT 3-B.... KEY PERSONNEL PROPOSAL.....	22
ATTACHMENT 3-C ... PROPOSED SUBCONTRACTORS	26
ATTACHMENT 3-D ... BOYCOTT OF ISRAEL DISCLOSURE	27
ATTACHMENT 4..... PRICING SHEET	44
ATTACHMENT 5-A.... CONFIDENTIAL INFORMATION DESIGNATION.....	45
ATTACHMENT 5-B.... CONFORMANCE STATEMENTS	47
ATTACHMENT 5-C ... LETTER OF INSURABILITY.....	52
ATTACHMENT 5-D .. BASELINE SECURITY CONTROLS.....	36
ATTACHMENT 5-E.... OFFER CHECKLIST.....	54



Request for Proposal
Solicitation No. **BPM003137**
Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Section 3-A: Instructions to Offerors

1.0 Submission of Offer

1.1 Required Offer Content

INITIAL SUBMISSION:

Submit all of the Initial Offer content called for in Section 3-B: Offer Forms (Attachments).

BEST and FINAL OFFER

A new round is created in APP for the submission of the Best and Final Offer (BAFO).

The BAFO must contain all of the Attachments indicated in the applicable Procurement Officer request for a Submitted Offer. Make revisions in response to the negotiations / discussions and the Procurement Officer's Request for Best and Final Offer in all applicable documents and pricing grid in the State's e-procurement system.

The new round must be acknowledged and an updated *Offer and Acceptance Form* with the required signature and date must be uploaded.

If you were required to input \$1.0 for each line item in the items (F) tab in APP with your original offer, you must also input \$1.00 for each line item in the items (F) tab with your BAFO submission.

1.2 Attachment Forms

If an Attachment indicates that a "Form" is being provided for an Attachment, then the Solicitation includes the required form and format for submitting the Attachment. No other form or format will be accepted, and your Offer can be determined to be Not Susceptible for Award if you submit an unofficial form.

If, however, the Solicitation Documents indicate that you are allowed to attach additional documents regarding a particular question or line item, then doing so will be acceptable so long as the filled-out Attachment clearly states "**See Attachment X Supplement (#1 of 2)**", etc., and the additional document is clearly marked as "**Attachment X Supplement (#1 of 2)**," etc.

NOTE (1): Each Form has a blank space to list your Attachment Supplements.

NOTE (2): You must upload each such "additional" document as an individual file and name the file to match the document title.

NOTE (3): Do not include non-specific marketing materials in an Offer. If something is not specifically called for, then including it will not be helpful during Evaluation, and might in fact be grounds for down-grading if it does not address your experience and capacity to carry out the work for this Solicitation.

1.3 Pricing

Pricing must be shown in the EXCEL document titled as follows:
Attachment 4_Pricing Sheet

You must complete at least one (1) Optional Line Item or all Required Line Items in the Items (F) tab in APP in order for your Offer to be considered.

1.4 Submission

Submit each Offer online in The State's e-Procurement System before the "Bid Due Date" indicated for the "Solicitation No." State will not consider a proposal submitted by any other method other than The State's e-Procurement System, and it



Request for Proposal

Solicitation No. **BPM003137**

Description:

Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration

State Procurement Office

100 N 15th Ave., Suite 402
Phoenix, AZ 85007

will be deemed void upon submission. **By A.A.C. R2-7-C307, State will not consider later offers.** State will give no extension or grace period for delays or incomplete proposals caused by internet connectivity problems, file uploading difficulties, or misunderstanding of the requirements or procedures for online submission in The State's e-Procurement System. If your proposal is not submitted correctly, completely, and in conformance to these Instructions herein, then Procurement Officer may determine it Not Susceptible for Award.

NOTE: Using the State's e-Procurement System requires a certain level of technical competency; select your staff to submit proposals and handle other Solicitation general matters in The State's e-Procurement System carefully, since the State's e-Procurement System Help Desk cannot do any of the required actions for you.

1.5 Solicitation Amendments

Acknowledge each Solicitation Amendment in The State's e-Procurement System. By A.A.C. R2-7-C303(C), you must acknowledge every Solicitation Amendment issued as of the due date and time for an Offer to be Responsive.

Amendments to the Solicitation create new rounds in APP. You must acknowledge each round created by an amendment for your Offer in order for your Offer to be Responsive.

In the event you have submitted an offer prior to a Solicitation amendment, you must acknowledge and upload your offer documents to the new round.

If you have submitted your proposal early, you must be alert for subsequent Solicitation Amendment. If an Amendment is issued after your submission, but before Bid/Offer due date and time, then the Procurement Officer may determine the Offer to be Non-Responsive if you have not acknowledged the Amendment.

1.6 Amending or Withdrawing

You cannot amend or withdraw a submitted proposal after the Bid/Offer due date and time unless expressly permitted under applicable law.

1.7 Confidential Information

If you believe that a portion of your Offer (or a protest or other correspondence) contains a trade secret or other manner of your proprietary information, you must:

1. Indicate on Attachment 5-A [Designation of Confidential Information] that your proposal contains such claimed confidential information; and,
2. Separate the documents you claim to be confidential from the offer documents and upload them separately. Prepare to upload each confidential document as a separate confidential document in your response following the instructions in the Arizona Department of Administration Procurement page under AZ Procurement Portal - APP for Suppliers Tab. Click on the Supplier Reference Guides, scroll down to How to Add Confidential Documents to a Response. <https://spo.az.gov/app/supplier/QRG> .

If the RFP requires completion of the **AZ Baseline Security Controls**, upload your completed form as a separate confidential document.

and,

3. Upload each document you claim to be confidential separate from each other and follow the naming convention:

Section_A_Supplement_Your file Name_Confidential.

Simply indicating that the proposal contains confidential information is not sufficient to claim the protections under A.A.C. R2-7-C317 – Attachment 5 A **must be accompanied** by a detailed explanation as to why each item or category of items in the proposal should be designated confidential information.



Request for Proposal

Solicitation No. **BPM003137**

Description:

Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration

State Procurement Office

100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Submit Confidential Information/Documentation as a Supplement(s) to Section 5-A, follow the naming convention: *Section_A_Supplement_Your File Name_Confidential*.

DO NOT incorporate information you are requesting to be determined as Confidential in any other section of your response. If the Confidential information is to be responsive to another Section/Question, simply provide a statement providing the Section 5-A Supplement Title to be reviewed by the Evaluators.

Procurement Officer shall review your claim of confidentiality and provide a written determination; until a written determination has been made, Procurement Officer shall not disclose the claimed information to anyone who does not have a legitimate State interest. If Procurement Officer denies the claim of confidentiality, you may appeal the determination to the State Procurement Administrator within the time specified in the determination.

NOTE: Contract terms and conditions, pricing, and information generally available to the public are not and will not be designated confidential information.

1.8 Public Record

Once submitted and opened by Procurement Officer, your Offer is a public record and must be retained by Lead State for 6 (six) years. All offers will be available for public inspection in the State's e-Procurement System after the resulting contracts have been awarded, except for any portions that were determined to be confidential information.

Procurement Officer shall make the names of Persons who submitted offers available in The State's e-Procurement System promptly after the opening date.

1.9 Offeror Certification

By signing the Offer and Acceptance Form (or other official contract form specified by Procurement Officer), you will be deemed to have certified that:

1. you did not engage in collusion or other anti-competitive practices in connection with the preparation or submission of your Offer; and
2. you do not discriminate against any employee or applicant for employment or person to whom you provide services because of race, color, religion, sex, national origin, or disability, and that you comply with an applicable federal, state, and local laws and executive orders regarding employment.

2.0 Evaluation of Offers

2.1 Offer Validity Period

By submitting an Offer, you agree to hold it open for the validity period specified in the Solicitation Summary. If no validity period is specified therein, then you shall hold your Offer open for 180 (one hundred eighty) days. The specified or default validity period (whichever applies) re-starts upon submission of each Revised Offer or a Best and Final Offer.

2.2 Clarifications

Upon receipt and opening of proposals submitted in response to this solicitation, the State may request oral or written clarifications, including demonstrations or questions and answers, for the sole purpose of information gathering or for eliminating minor informalities or correcting nonjudgmental mistakes in proposals. Clarifications shall not otherwise afford Offerors the opportunity to alter or change their proposal.

2.3 Oral Presentations

The State may request oral presentations. If requested, the Offeror shall be available for oral presentations with no more than ten (10) business days advance notice. Participants in the oral presentations should include the Offeror's key



Request for Proposal
Solicitation No. **BPM003137**
Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

persons. Such oral presentations shall not otherwise afford an Offeror the opportunity to alter or change its Offer.

2.4 Cost or Pricing Data

Submit any cost or pricing data promptly that Procurement Officer requests under A.R.S § 41-2543 per A.A.C. R2-7-702(B)(2). Procurement Officer may make the following preconditions for eligibility and award:

1. submission of appropriate cost or pricing data under A.A.C. R2-7-704;
2. determination that the submitted cost or pricing data demonstrates that pricing is fair and reasonable under A.A.C. R2-7-702(A); and,
3. determination that the data is not defective under A.A.C. R2-7-705.

2.5 Evaluation Criteria

In accordance with the Arizona Procurement code A.R.S. § 41-2534, awards shall be made to the responsible Offeror(s) whose proposal is determined in writing to be the most advantageous to the State based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.

- 6.5.1 Capacity of Offeror, Experience;
- 6.5.2 Methodology; and
- 6.5.3 Cost/Pricing.

2.6 Negotiations

In accordance with A.R.S. § 41-2534, after the initial receipt of proposals, the Procurement Officer may conduct discussions with those Offerors who submit proposals determined by the State to be reasonably susceptible of being selected for award.

Procurement Officer will request a best and final offer from any offerors with whom negotiation has been conducted, provided that, State may make award made without any Negotiation and therefore every offeror is forewarned to always submit its offer complete and on the most favorable terms initially, and not to assume any opportunity for Negotiation.

2.7 Financial Stability

You must be able to substantiate your financial stability to State's satisfaction as a precondition of any contract award. Procurement Officer may demand documentation such as current and audited financial statements, including income and balance sheets, directly from you or may obtain reports from independent financial rating services. Not providing the evidence will be grounds for Procurement Officer determining your Offer is Not Susceptible for Award.

2.8 Consideration of Exceptions

Procurement Officer may determine that your Offer is Not Susceptible for Award if it is conditioned on an exception to a material aspect of the Solicitation. Even if Procurement Officer determines that an exception is one that does not merit Not Susceptible for Award determination, he or she may down-grade your Offer in Evaluation if the exception is significant.

2.9 Consideration of Deviations

Procurement Officer may down-grade your Offer in Evaluation if it contains deviations that, in his or her determination, materially reduce the value to State of affected Materials or Services across the life-cycle thereof.

2.10 Consideration of Prompt Payment Discount

Procurement Officer may credit any proposed prompt payment discounts for the purpose of evaluating offer prices.

2.11 Consideration of Taxes

Procurement Officer shall not include Arizona Transaction Privilege Tax and other sales/use taxes for the purpose of evaluating offer prices.



Request for Proposal

Solicitation No. **BPM003137**

Description:

Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration

State Procurement Office

100 N 15th Ave., Suite 402
Phoenix, AZ 85007

- 2.12 Consideration of Cost** Regardless of the relative order assigned to cost in the Solicitation Summary, cost is an essential consideration in every award State makes; State’s intent is always to obtain the best pricing available and it strives to make its evaluations be a straightforward comparison of best value between the responsible and responsive proposals as far as possible to the extent permissible under the Arizona Procurement Code.
- 2.13 Unit Price Prevails** In the case of discrepancy in your Offer between a unit price or rate and an extension of that unit price or rate, the unit price or rate will prevail.
- 2.14 Waiver and Rejection** Notwithstanding any other provision of the Solicitation Documents, State reserves the right to waive any minor informality, reject any or all offers or portions thereof or cancel the Solicitation.

3.0 Award of Contract

- 3.1 Best Advantage to State** Under A.A.C. R2-7-C317, contracts will be awarded to the responsible offeror(s) whose offer(s) is/are determined to be most advantageous to the State based on the stated evaluation criteria.
- 3.2 Number of Types of Awards** State may make multiple awards or to award contracts by individual line items or alternates, by group of line items or alternates, or to make an aggregate award, or regional awards, whichever is determined to be most advantageous to State.
- 3.3 Contract Inception** Your Offer does not constitute a contract nor does it confer any right on you to the award of a contract. A contract is not created until your Offer has been accepted for State by Procurement Officer’s signature on the Offer and Acceptance Form. Notice of award or of intent to award will not constitute State’s acceptance of your Offer.
- 3.4 Contract Document Consolidation** State may, at its option, consolidate the resulting contract documents after contract award. Examples of such consolidation are reorganizing Solicitation Documents and those components of the Accepted Offer not pertaining to the contract’s operation and excluding any components of the Accepted Offer that were not awarded. Contract document consolidation will not, however, include or be construed to include any materially change the Solicitation or the Contract.
- 3.5 Viewing Awarded Contracts** To view awarded Contracts:
 1. Go to app.az.gov
 2. Select: State Contracts (Blue tab)
 3. Search using “Keywords:” enter name of solicitation Label and click on “Search”. A listing of Contracts with the description (name of Contract Set) will appear below.
 4. To view a Contract, click on pencil next to Contract number.
 5. Contact Help Desk at 602-542-7600 for assistance.



Request for Proposal

Solicitation No. **BPM003137**

Description:

Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration

State Procurement Office

100 N 15th Ave., Suite 402
Phoenix, AZ 85007

4.0 Solicitation or Award Protests

Any protest must comply with and be resolved according to Arizona Revised Statutes Title 41, Chapter 23, Article 9, and rules adopted thereunder. Protests must be in writing and be filed with both Procurement Officer and the State Procurement Administrator. Protest of the Solicitation must be received before the Bid/Offer due date and time. Protest of a proposed award or of an award must be received within 10 (ten) days after Procurement Officer makes the procurement file available for public inspection. In either case, the protest must include:

1. the name, address, email address and telephone number of the interested party;
2. signature of the interested party or its representative;
3. identification of the purchasing agency and the solicitation or contract number;
4. a detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and
5. the form of relief being requested.

End of Section 3-A



Request for Proposal

Solicitation No. **BPM003137**

Description:

Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration

State Procurement Office

100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Section 3-B: Offer Forms (Attachments)

ATTACHMENT 1.....	OFFER AND ACCEPTANCE FORM	9
ATTACHMENT 2-A....	EXPERIENCE AND CAPACITY QUESTIONNAIRE	10
ATTACHMENT 2-B....	ORGANIZATION PROFILE	15
ATTACHMENT 3-A....	METHOD PROPOSAL (METHOD OF APPROACH).....	19
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ATTACHMENT 3-C ...	PROPOSED SUBCONTRACTORS	26
ATTACHMENT 3-D ...	BOYCOTT OF ISRAEL DISCLOSURE	27
ATTACHMENT 3-E...	PROPOSED DEALERS AND PARTNERS.....	29
ATTACHMENT 4.....	PRICING SHEET	44
ATTACHMENT 5-A....	CONFIDENTIAL INFORMATION DESIGNATION.....	45
ATTACHMENT 5-B....	CONFORMANCE STATEMENTS	47
ATTACHMENT 5-C ...	LETTER OF INSURABILITY.....	52
ATTACHMENT 5-D ...	BASELINE SECURITY CONTROLS	53
ATTACHMENT 5-E....	OFFER CHECKLIST.....	54

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Request for Proposal
 Solicitation No. **BPM003137**
 Description:
 Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
 100 N 15th Ave., Suite 402
 Phoenix, AZ 85007

Attachment 1
Offer and Acceptance Form

SUBMISSION OF OFFER: Undersigned hereby offers and agrees to provide Mailing Equipment, Supplies, and Maintenance in compliance with the Solicitation indicated above and our Offer indicated by the latest dated version below:

Initial Offer:	1.	9/1/2021							
		Date	initial						
Revised Offers:	2.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		date #1	initial	date #1	initial	date #1	initial		
	5.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	6.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		date #4	initial	date #5	initial	date #6	initial		
Best and Final Offer:	8.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
		Date	initial						

Quadient, Inc.

Offeror company name

478 Wheelers Farms Rd.

Address

Milford, CT 06461

City | State | ZIP

94-2388882

Federal tax identifier (EIN or SSN)

Signature of person authorized to sign Offer

John Tartaro Deputy, CFO

Printed name and title

Larry Waters Manager Government Accounts

Contact name and title

l.waters@quadient.com

Contact Email Address

281-216-4596

Contact phone number

CERTIFICATION: By signature in the above, Offeror certifies that it:

- will not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, [Arizona] State Executive Order 2009-9 or A.R.S. §§ 41-1461 through 1465;
- has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause will result in rejection of the Offer. Signing the Offer with a false statement will void the Offer, any resulting contract, and may be subject to legal penalties under law;
- complies with A.R.S. § 41-3532 when offering electronics or information technology products, services, or maintenance; and
- is not debarred from, or otherwise prohibited from participating in any contract awarded by federal, state, or local government.

ACCEPTANCE OF OFFER: State hereby accepts the initial Offer, Revised Offer, or Best and Final Offer identified by the latest date and number at the top of this form (the Accepted Offer). Offeror is now bound (as Contractor) to carry out the Work under the attached Contract, of which the Accepted Offer forms a part. Contractor is cautioned not to commence any billable work or to provide any material or perform any service under the Contract until Contractor receives the applicable Order or written notice to proceed from Procurement Officer.

State's Contract No. is: **CTR058809**

The effective date of the Contract is: **5/15/2022**

Contract awarded **1/25/2022**

Date

Date

Procurement Officer Signature

Nyesha Daley, PhD

Procurement Officer Printed Name



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
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Phoenix, AZ 85007

Attachment 2-A Experience and Capacity Questionnaire

STATE MAY DETERMINE YOUR PROPOSAL IS NON-RESPONSIVE IF YOU DO NOT ANSWER ALL QUESTIONS FULLY.

The Offeror shall provide a narrative response to each question that demonstrates their understanding of the Scope of Work requirements and describes your company's overall method of approach for providing the service stated in this solicitation. If there is a question that is not applicable to the services required by the Scope of Work, you may mark it N/A.

EXPERIENCE AND CAPACITY QUESTIONS:

Question 1: Company Profile

The Offeror must include a narrative description of its organization. The narrative must include the following:

- 1.1 Describe experience with similar customers in the provision of Products, Services, and Support.
- 1.2 Date established;
- 1.3 Ownership (public, partnership, subsidiary, etc.);
- 1.4 Location in which the Offeror is incorporated;
- 1.5 Address of "Main Office" (e.g. Corporate Headquarters and any satellite offices responsible for performance of proposed tasks
- 1.6 Offeror's organizational chart relevant to the Contract, specifically identifying the key point of contact for all questions related to the submitted offer;
- 1.7 Full disclosure of any potential conflict of interest between the Offeror and any State employee who functions or has responsibilities in the review or approval of the undertaking or carrying out of the Contract;
- 1.8 A Statement of whether, in the last five (5) years, the Offeror has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details and current status;
- 1.9 A Statement of whether there are any pending Securities Exchange Commission investigations involving the Offeror, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) may impair the Offeror's performance in a Contract under this RFP;
- 1.10 A Statement documenting all open or pending litigation initiated by Offeror or where Offeror is a defendant or party in any litigation that may have a material impact on Offeror's ability to deliver the contracted services;
- 1.11 A Statement documenting all open or pending litigation initiated by Offeror or where Offeror is a defendant or party in any litigation with a Public sector client;
- 1.12 Full disclosure of any Public Sector contracts terminated for cause or convenience in the past five (5) years; and,



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

- 1.13 Full disclosure of any criminal or civil offense.
- 1.14 Offeror shall provide evidence of any Arizona required business license to provide these services.
- 1.15 Offeror shall provide copies of any professional or industry certifications that represent the services detailed in this RFP.

Offeror Response:

Quadient, Inc., founded in 1924 and duly formed under the laws of Delaware, USA, is a direct wholly-owned subsidiary of Quadient Holdings USA, Inc., who in turn is wholly owned by Quadient S.A. Quadient Inc. headquarters are located at 478 Wheelers Farms Rd. Milford, CT 06461. Quadient, Inc. serves over 250,000 organizations, many of which are Fortune 500 companies, federal/state government accounts, local government, non-profit, and privately held businesses. We help organizations deliver exceptional experiences by focusing on four key solutions: mail solutions, business process management, customer experience management, and parcel locker solutions.

Our products, services, and solutions are focused on the entire mail and communications process, from data creation to documents (whether electronic or paper.) Our finished mail, tracking, expense management, and logistic/shipping solutions help our customers control expenses, manage their customer communications, gain efficiencies, reduce operating costs and increase revenues. Our equipment systems are supported by a combination of direct sales and a network of independent dealers providing sales, supplies, and service to our customers. Quadient has the manpower, operations, technology, and processes to ensure smooth delivery, installation, and ongoing support processes.

Quadient has not been nor is the subject of bankruptcy or insolvency proceeding nor is our company the subject of assignment for benefit of creditors. There are no pending Securities Exchange Commission investigations. We disclose no conflict of interest between Quadient and any State employee. From time to time, the company is a party to lawsuits that arise in the ordinary course of business. These lawsuits may involve litigation by or against the company to enforce contractual rights under vendor, insurance, or other contracts; lawsuits relating to intellectual property or patent rights; equipment, service, or payment disputes with customers; disputes with employees or other matters, none of which should have, in the opinion of management and legal counsel, a material adverse effect on the company's financial position or results of operations. Quadient has thousands of active customer contracts at any given time. From time to time, a customer complaint arises and Quadient attempts to resolve the matter, typically through a replacement of the equipment. In a very small number of instances, Quadient will cancel the contract for customer satisfaction purposes. To our knowledge, there are no criminal or civil offenses involving Quadient Inc.

Being in a regulated industry means Quadient must meet specific guidelines set forth by the USPS. The way we handle customer meters and funds is regularly audited by the various groups within the Postal Service. Quadient must remain knowledgeable and accountable to audits like SSAE16. In addition, Quadient requires our independent dealer network, through our Dealer agreements, to comply with all applicable laws. Our third party data storage vendors meet ISO 27001 security requirements. Quadient also has various certifications for government security requirements depending on the products/solutions.

Please see Supplemental Attachments #5 Quadient Satellite Offices, Attachment #11 Quadient Corporate Presentation 2021, Attachment #10 Quadient AZ Business License and Attachment #4 Quadient Organization Structure Confidential under section 5-A.

Question 2: Company Experience

- A. What market(s) are your current clients primarily in?
- B. What experience do you have serving clients in Business Markets nationwide?
- . C.What is the range in size of your current clients?



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

D. Provide two (2) examples that exhibit your experience with different types and sizes of related goods/services for clients?

E. How long have you provided goods/services to your longest tenured client?

F. Why did your last three former clients cancel their contracts?

G. With what relevant trade and/or professional associations are you involved? How does this participation give you an advantage over your competition?

Offeror Response:

Quadient is a leading global provider of mailing solutions. We form partnerships with organizations of all sizes in every industry many of which are Fortune 500 companies, federal/state government accounts, local government, non-profit, and privately held businesses. This includes long-term contractual relationships with NASPO Value Point, Sourcewell and GSA.

Our customers range in size from organizations with annual revenues of below one-half of a million dollars to over 1 billion dollars. The majority of our clients fall within ten million to under one-half million dollar range.

One of Quadient's oldest customers is the State of Kansas Central Mail Center located in Topeka KS. Quadient has been providing mailing solutions and service at the Mail Center for over 18 years.

Examples that exhibit our experience with different types and sizes of related goods/services for clients include:

- The County of Riverside is one of the larger counties located in the state of California. County of Riverside processes all metered mail for the county agencies utilizing the Quadient postage solutions. At the same time, the county utilizes the Quadient folding and inserting systems to automate the process of inserting documents into envelopes. The county mail center processes all outgoing mail for the county.
- The University of Nebraska processes mail in the centralized mail center located in Lincoln NE. The university mail center processes all outgoing mail for the university utilizing the Quadient mailing system and EMS Enhanced Mailing and Shipping System. EMS has the most extensive set of analytical tools and reports to help the university save money, eliminate waste and maximize the delivery process.

Outsourcing, business consolidations, mergers, and bankruptcies have caused the loss of customers. In a very small number of instances, Quadient will cancel the contract for customer satisfaction purposes. Quadient, Inc. has approximately 250,000 customers and a large percentage of them can be used as references.

Quadient is an active participant with numerous Postal Customer Councils to remain current with all USPS and PCC information and best practices for our mutual mailing partners. We also participate in numerous Government-focused councils and events to understand the mailing needs of the Government sectors. We do not use this information to create a competitive advantage per se, as the competitors are also actively involved in similar councils so that we can collectively support the needs of the participants/users of the NASPO contract.

Question 3: Financial/Accounting Information

Offeror must provide evidence of financial stability and capability to fund all costs associated with providing the services throughout the term of the Contract. The latest two (2) years audited annual financial statements including Total Revenue, Net Income, and Total Assets must be submitted with the Offeror's proposal. If audited financial data is unavailable, explain in full the reason, and provide the latest non-audited financial information to include Balance Sheet, Income Statement, as well as



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Statements of Cash flows and Change in Financial Position. Include information to attest to the accuracy of the information provided.

Offeror shall provide information regarding any irregularities that were discovered in any accounts maintained by the Offeror on behalf of others. Describe the circumstances and disposition of the irregularities.

Offeror Response:

Quadient S.A. had reported annual sales of €1.029 billion in 2020. QUADIENT S.A. is publicly traded on the French Stock Exchange as QDT. Quadient is listed in compartment B of Euronext Paris and belongs to the SBF 120 index. Please see Supplemental Attachment #1 Quadient 2020 Financial Statements.

For all other financial information requests, we refer you to: <https://invest.quadient.com/en-US/financial-reports>.

The Quadient Compliance Team has successfully completed the SSAE-18 audit. The Postal Administration and Postal Compliance teams are responsible for overseeing the protection of USPS funds that are processed through our postage evidencing systems. There have not been any irregularities.

Question 4: Proposed Project Members and Organization

Utilize Attachment 3-B to identify Key Personnel to be utilized to perform services within a resultant contract.

In addition, also state the Members related experience with large local, state or federal government agencies.

Offeror Response:

Please see Attachment 3-B

Question 5: Subcontractors

Utilize Attachment 3-C to identify Proposed Subcontractors to be utilized to perform services within a resultant contract.

Offeror Response:

[N/A per Amendment #1](#)

Question 6: Certificates and Licenses

Submit copies of all applicable certificates and licenses that support Offeror's ability to provide the related goods/services being proposed.

Offeror Response:

Quadient can provide several ISO certificates attesting to our standards to ensure the quality, safety, and efficiency of products, services, and systems. Please see Supplemental Attachments #2 14001 ISO Certificate and #3 45001 ISO Certificate.

In addition, confirmation of Quadient as an authorized commercial vendor approved by the USPS can be found in the USPS DMM 604 Postage Payment Methods and Refunds, section 4.0 reference. Section 4.0 reference. See the following link: <https://pe.usps.com/text/dmm300/604.htm#ep1080496>



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

EXPERIENCE REFERENCES:

The State intends to conduct reference checks for account referenced provided by Offerors. It may, at its sole discretion contact additional clients not presented as references.

Offerors shall provide at least three (3) client references for assignments that replicate or mirror the requirements of this RFP.

All assignments shall be for assignments received and completed within the last five (5) years.

Please see [Supplemental Attachment #20 Quadient 2A Experience References Confidential](#) which we have requested to be marked Confidential

End of Attachment 2-A



Request for Proposal
 Solicitation No. **BPM003137**
 Description:
 Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
 100 N 15th Ave., Suite 402
 Phoenix, AZ 85007

Attachment 2-B
Organization Profile

STATE MAY DETERMINE YOUR PROPOSAL IS NON-RESPONSIVE IF YOU DO NOT ANSWER ALL QUESTIONS FULLY.

ORGANIZATION PROFILE

Firm Name	Quadient, Inc.		Year established	1924
Principal address (street, city, state)	478 Wheelers Farms Rd. Milford, CT 06461			
Entity type:	C Corporation	Structure :	See Supplemental Attachment #4 Quadient Organization Structure Confidential under section 5-A	
Branch or Division:	<input checked="" type="checkbox"/>	Parent:	Quadient S.A.	
Years of experience providing goods similar in type and quantity as required by this Solicitation.			97 years	
Years of experience performing services similar in size and scope as required by this Solicitation.			97 years	
Years the organization has conducted business in Arizona.			45 years	
Contract Representatives to Contact				
	Name	Title	Telephone Number	E-Mail Address
1.	Larry Water	Manager Government Accounts	281-216-4596	l.waters@quadient.com
2.	Kevin Warner	National Government Accounts Manager	717-364-5092	k.warner@quadient.com
3.	Stacey Graham	Government Accounts Relationship Manger	281-928-7116	s.graham@quadient.com
Licenses/Certifications				
	Description	Issuer	Number	Expiration
4.	The United States Postal Service issues regulations and oversees the approval process. The regulations regarding approval to be a postage evidencing provider can be found at 39 CFR Part 501. Per these regulations and USPS' approval Quadient is an approved postage evidencing provider. In addition, confirmation of Quadient as an authorized commercial vendor approved by the USPS can be found in the USPS			



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

	DMM 604 Postage Payment Methods and Refunds, section 4.0 reference. Section 4.0 reference. See the following link: https://pe.usps.com/text/dmm300/604.htm#ep1080496 .			
5.	ISO14001 (Supplemental attachment # 2)	Eagle Registration		8/7/23
6.	ISO 45001 (Supplemental attachment #3)	Eagle Registration		8/7/23
Financial Information (attach financial statements with income/balance sheets as Supplements)				
	Rating/Issuer	Score/Rank	Date	
7.	<p>QUADIENT S.A., our parent company, is a global leader in digital communications solutions, supply chain management as well as mail processing solutions. Quadient has reported annual sales of €1.029 billion in 2020. QUADIENT S.A. is publicly traded on the French Stock Exchange as QDT. Quadient is listed in compartment B of Euronext Paris and belongs to the SBF 120 index. Please see Supplemental Attachment #1 for Quadient 2020 Financial Statements</p> <p>For all other financial information requests, we refer you to: https://invest.quadient.com/en-US/financial-reports</p>			
Capacity				
	Location	Work Performed	Number Staff	Capacity
8.	Please see Supplemental Attachment #5 Quadient Satellite offices.	Sales & Service	Over 1,600 employees in the US	In performance of work outlined in RFP
9.	Please see 3-E Proposed Dealers	Sales & Service	Over 80 authorized dealers	In performance of work outlined in RFP
10.	Please see Supplemental Attachment #11 Quadient Corporate Presentation 2021		Approx. 6,000 employees worldwide	In support of work outlined in RFP



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

ATTACHMENT 2-B SUPPLEMENTS:

(Offeror to insert as required and list here or type "None" on first line)

	Title	Document Date	No. of pages	Purpose in Offer
11.	#1 Quadient 2020 Financial Statements	1/31/2021	4	Response to 2-B Q11
12.	#2 14001 ISO Certificate	8/8/2020	1	Response to 2-A #6 Response to 2--B #4
13.	#3 45001 ISO Certificate	8/8/2020	1	Response to 2-A #6 Response to 2--B #4
14.	#4 Quadient Organization Structure (Confidential)	2021	8	Response to 2-A Q 1.6 Response to 2-B
15.	#5 Quadient Satellite Offices	2021	4	Response to 2-A Q1.57 Response to 2B Q14
16.	#6 Quadient Corporate Social Commitment	2020	6	Response to 3A-Q4
17.	#7 Quadient Equipment Take Back Recycling Plan	2020	1	Response to 3A -Q5
18.	#8 Quadient Dealer Certificates	2020/2021	9	Response to 3E-Q6
19.	#9 Quadient State of AZ Insurance Certificates	Feb. 2021	18	Response to 5-C
20.	#10 Quadient AZ Business License	4/6/2021	12	Response to 2-AQ1.14
21.	#11 Quadient Corporate Presentation	2021	12	Response to 2-A Response to 2-B
22.	#12 Quadient Response to AZ Baseline Infrastructure Control (Confidential)	2021		Response to 5-D
23.	#13 Quadient Maintenance Agreement	2020	3	3.9
24.	#14 Quadient Parcel Locker Maintenance Agreement	2020	3	3.9
25.	#15 Quadient Zone Maintenance Coverage	2021	1	3.9
26.	#16 Quadient Government Lease Agreement	2020	6	3.15
27.	#17 Quadient NASPO Lease Rates	9/1/21	1	3.15
28.	#18 Quadient Meter Rental Agreement	2020	4	3.16
29.	#19 Quadient Purchase Agreement	2020	5	General



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

30.	#20 Experience References (Confidential)	9/1/21	3	2-A Experience References
31.	#21 Quadiant Confidential Document Request Letter	9/1/21	1	5-A

End of Attachment 2-B



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 3-A Method Proposal (Method of Approach)

The Offeror shall provide a narrative response to each question that demonstrates their understanding of the Scope of Work requirements and describes your company's overall method of approach for providing the service stated in this solicitation. If there is a question that is not applicable to the services required by the Scope of Work, you may mark it N/A.

Question 1: Proposed Offering:

Bidder shall identify which categories are being offered.

<input checked="" type="checkbox"/>	<u>Postage Meter Rental (to include Legacy Postage Meters)</u>
<input checked="" type="checkbox"/>	<u>Mailing Systems, Ultra Low Volume</u>
<input checked="" type="checkbox"/>	<u>Mailing Equipment, Mailing Systems, Low Volume</u>
<input checked="" type="checkbox"/>	<u>Mailing Equipment, Mailing Systems, Medium Volume</u>
<input checked="" type="checkbox"/>	<u>Mailing Systems, High Volume</u>
<input checked="" type="checkbox"/>	<u>Mailing System, Production</u>
<input checked="" type="checkbox"/>	<u>Integrated Postal Scales</u>
<input checked="" type="checkbox"/>	<u>Letter Openers, Low Volume</u>
<input checked="" type="checkbox"/>	<u>Letter Openers, High Volume</u>
<input checked="" type="checkbox"/>	<u>Letter Folders, Low Volume</u>
<input checked="" type="checkbox"/>	<u>Letter Folders, High Volume</u>
	<u>Inserters, Production</u>
<input checked="" type="checkbox"/>	<u>Folder/Inserters, Low volume</u>
<input checked="" type="checkbox"/>	<u>Folders/Inserters, Medium Volume</u>
<input checked="" type="checkbox"/>	<u>Folders/Inserters, High Volume</u>
<input checked="" type="checkbox"/>	<u>Folders/Inserters, Production</u>
	<u>Envelope Mail Labeler, Low Volume</u>
	<u>Envelope Mail Labeler, Medium Volume</u>
	<u>Envelope Mail Labeler, High Volume</u>
	<u>Envelope Mail Labeler, Production</u>
<input checked="" type="checkbox"/>	<u>Envelope Addressing System, Ink Jet, Low Volume</u>
<input checked="" type="checkbox"/>	<u>Envelope Addressing System, Ink Jet, Medium Volume</u>
<input checked="" type="checkbox"/>	<u>Envelope Addressing System, Ink Jet, High Volume</u>
<input checked="" type="checkbox"/>	<u>Envelope Addressing System, Ink Jet, Production</u>
<input checked="" type="checkbox"/>	<u>Tabbers, Low Volume</u>
<input checked="" type="checkbox"/>	<u>Tabbers, Medium Volume</u>
<input checked="" type="checkbox"/>	<u>Tabbers, High Volume</u>
	<u>Tabbers, Production</u>
	<u>Check Imprinting/Endorsing</u>
<input checked="" type="checkbox"/>	<u>Pressure Sealing, Production</u>
	<u>Bursting Equipment, Production</u>
<input checked="" type="checkbox"/>	<u>Pre-sorting Equipment, Production</u>
<input checked="" type="checkbox"/>	<u>Extractors</u>
<input checked="" type="checkbox"/>	<u>Mailing Furniture (general)</u>
<input checked="" type="checkbox"/>	<u>Software, License and Subscription</u>
<input checked="" type="checkbox"/>	<u>Software Integration</u>



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Question 2: Capacity

- a. Describe in general your organizational capacity to support the proposed offering and the Participating Entity's under the subsequent contract.

Offeror Response:

Our national coverage model is unique and best-in-class as it is focused on providing the highest level of "local" service and satisfaction. Quadient has over 100 locations nationwide dedicated to supporting and servicing your local member locations. It has been and will continue to be Quadient's strategy that our structure provides the most responsive and reliable service support in the industry. The Quadient model encourages and promotes important and close local relationships to be developed when it relates to local service and repair requests.

Question 3: Customer Service:

- a. Describe in detail the process that your firm utilizes to track and respond to issues and concerns from both the Authorized Dealers and the end user.
- b. The Contracted Supplier or Authorized Dealer must have one lead representative for each Participating Addendum. Contact information shall be kept current.
- c. Customer Service Representative(s) must be available by phone or email, at a minimum, from 7:00 AM – 6:00 PM Monday through Friday for the applicable time zones.

Offeror Response:

Our national coverage model is unique and best in class as it is focused on providing the highest level of "local" service and satisfaction. Service calls are placed by our customers by calling our toll-free number or by contacting an authorized dealer/office directly. From here, immediate assistance is given over the telephone where applicable, and if the technician is required to go onsite, he will be notified by the dealer or via our remote dispatch system. The remote dispatch system will place a request onto his mobile device where he /she will call the customer within one or two hours dependent upon the level of contract entitlement. The technician will then give an estimated time of arrival or offer further assistance. Upon arrival, regular fixes are completed and call details recorded for historical and reference purposes. Full details of every intervention and follow-up required are recorded. Each location is managed by a local service manager where any escalations, issues or disputes can be directed for immediate response or alternate courses of actions discussed.

Quadient complies with the requirement to have Customer Service Representatives available by phone or email from 7AM to 6PM Monday through Friday for applicable time zones. On-site service and toll free technical phone support is available nationally. Requests for service can be done via the Internet seven (7) days a week at any time, or via contacting the local Quadient office indicated on the label affixed to the unit.

Question 4: Environmental

While some participating states may have environmental initiatives, others do not, as such, States with environmental concerns and initiatives will address these issues through the Participating Addendum process.

- a. Has your firm made a public commitment to environmental sustainability? If so, provide details for the following:
 1. Description of the measurements that are employed and how they are reported.



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

2. Name(s) and title(s) of staff that are specifically dedicated to the firms' public commitment to sustainability.
3. List all environmental third party certification programs that your firm has achieved and the level of compliance.

Offeror Response:

Every year Quadiant measures its carbon footprint according to the Greenhouse Gas (GHG) Protocol methodology. Until now, all emissions linked to energy consumption on company sites (scope 1 and 2), business trips of employees, downstream and up-stream goods that are transported and use of hardware products (scope 3) were taken into account. In 2020, to further develop its approach, Quadiant conducted a life cycle analysis for the main category of its hardware and software solutions and achieved a complete inventory of its scope 3 emissions.

Quadiant has made a public commitment to environmental sustainability. We have a Sustainable Business Development Team that meets on a regular basis to look at current environmental processes in place as well as possible future opportunities. Cedric Girault is our VP of CSR & Compliance (c.girault@quadiant.com.)

Each year, Quadiant is assessed by several sustainability rating agencies. In 2020, Quadiant obtained the "Gold" certification awarded by EcoVadis for its Corporate Social Responsibility commitment and performance, and placed in the top 1% of suppliers recognized by EcoVadis as the most advanced and committed in matters of sustainable development, all sectors combined. This marks the third consecutive year EcoVadis has recognized Quadiant with the Gold certification.

Since 2009, we have been recognized by the Carbon Disclosure Project (CDP) for efforts made on Climate Change management within our company. In 2020, Quadiant obtained a score of "B" corresponding to "Management level" and thus positioning Quadiant above the average of companies in general in France and Europe (average score of "B-").

Please see Supplemental Attachments #6 Quadiant Corporate Social Commitment

Question 5: Buyback/Trade in –

Contractor shall describe the buyback/recycling program offered by your firm. Please detail the formula used to determine the value of the used equipment and all other facets of the program.

Offeror Response:

Quadiant can offer an Equipment Take Back Program. Please see Supplemental Attachment #7 Quadiant NASPO Take Back Program.

End of Attachment 3-A



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 3-B Key Personnel Proposal

Answer all questions thoroughly in the spaces provided. **Complete this form in full for each one of the key personnel proposed to be involved in carrying out the Work.** Insert or attach a separate resume if desired, but any attached resumes are supplemental to this form and do not substitute for this form. Include point of contact for Master Agreement.

1	Name:	Larry Waters	How long with company?	30 years
	Current position in company:	Manager Government Accounts	How long in position?	16 years
	Position for the Services:	<ul style="list-style-type: none"> Manage sales revenue for NASPO contract for the past 16 years. Provide onboarding process for NASPO contract PA's at the state level Provide training to Quadient channel partners such as how to market the NASPO contract Provide business reviews with the lead state on the status and feedback from the constituents on the contract 	How much of time will be dedicated to the Services?	70%
	What primary functions will be assigned?	<ul style="list-style-type: none"> Provide sales training and onboarding for the NASPO contract to Quadient channel partners Provide marketing material to Quadient channel partners which include; trade shows, e-marketing NASPO contract flyers, telemarketing campaigns, monthly webinars on industry updates and changes and enhanced Quadient webpage for NASPO customers Provide channel partners with NASPO online training and certifications Manage the sales revenue for the NASPO contract Manage the customer satisfaction with NASPO contract customers 		
	Describe person's experience in performing services like those that are to be assigned:	<ul style="list-style-type: none"> Larry Waters has managed the NASPO contract for the past 16 years for Quadient, Inc. Adopted as many as 42 states over the 16 years participating in the NASPO contract Manages the Quadient channel partners that service and sell with the NASPO contract 		



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

List person's job-related training and education:	<ul style="list-style-type: none"> Bachelors of Science Degree in Business Management Completed NASPO Certification NASPO Contract Manager for Quadient Manage 27 state contracts throughout the US National Account Manager for Quadient IRS National Contract National Account Manager for Quadient US Army National Contract National Account Manager for Quadient VA IDIQ National Contract
Resume:	Please see above.

1	Name:	Kevin Warner	How long with company?	10 years
	Current position in company:	Manager Government Accounts	How long in position?	1 year
	Position for the Services:	<ul style="list-style-type: none"> Manage sales revenue for NASPO contract for half of US States with Participating Addendums. Provide onboarding process for NASPO contract PA's at the state level Provide training to Quadient channel partners such as how to market the NASPO contract Provide business reviews with the lead state on the status and feedback from the constituents on the contract 	How much of time will be dedicated to the Services?	70%



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

<p>What primary functions will be assigned?</p>	<ul style="list-style-type: none"> • Provide sales training and onboarding for the NASPO contract to Quadiant channel partners • Provide marketing material to Quadiant channel partners which include; trade shows, e-marketing NASPO contract flyers, telemarketing campaigns, monthly webinars on industry updates and changes and enhanced Quadiant webpage for NASPO customers • Provide channel partners with NASPO online training and certifications • Manage the sales revenue for the NASPO contract • Manage the customer satisfaction with NASPO contract customers
<p>Describe person's experience in performing services like those that are to be assigned:</p>	<p>Kevin Warner has worked with government entities for 10 years at Quadiant. Over the last year in his current role, he has expanded working with the NASPO contract, specifically working with approximately half of the states who utilize the contract. He has worked with state, federal, and local contracts for the last 10 years such as NASPO, GSA, and individual non-NASPO state contracts.</p> <p>Manages the Quadiant channel partners that service and sell with the NASPO contract.</p>
<p>List person's job-related training and education:</p>	<p>Bachelors of Arts Degree Political Science Completed NASPO Certification Contract manager/lead for 5 non-NASPO individual state contracts Manage 23 state contracts throughout the US USPS Certified Mailpiece Design Consultant</p>
<p>Resume:</p>	<p>Please see above.</p>



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

1	Name:	Stacey Graham	How long with company?	30 years
	Current position in company:	Government Account Relationship Mgr.	How long in position?	15 years
	Position for the Services:	Point of contact for all issues	How much of time will be dedicated to the Services?	25%
	What primary functions will be assigned?	<ul style="list-style-type: none"> Service provider assistance Catalog Updates Reporting of sales to NASPO and individual states Processing of sales orders All contract questions Interface between customer and Quadient 		
	Describe person's experience in performing services like those that are to be assigned:	Stacey manages all catalogs and reports for all state and federal contracts. She has been in this position for the last 15 years. She is also the main point of contact for the federal fleets - IRS, VA and USCIS.		
	List person's job-related training and education:	<ul style="list-style-type: none"> Stacey has worked with Quadient for the last 30 years. She has knowledge in all aspects of order-to-cash procedures. She manages all Quadient state contracts, GSA and Sourcewell contracts. She is active in all contract updates and renewals of contracts. She was the main contact when Quadient applied for the Quadient GSA contract. She has a BS degree in Business Administration. 		
	Resume:	Please see above.		

End of Attachment 3-B



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 3-C

Proposed Subcontractors N/A per Amendment #1

Check "NO" if you WILL NOT subcontract any portion of the Work and will therefore be carrying out all of the Work with your own personnel.

NO, the Offeror will not subcontract any portion of the Work.

If you WILL subcontract any portion of the Work, check "YES" below and list name of persons or companies you propose to use as subcontractors.

1. Fill in the information for every significant subcontractor – indicate the type of work the subcontractor will perform under the Contract, and their approximate percentage of the total Contract work.
2. Provide copies of relevant certifications each one possesses in the Attachment Supplements section.
3. Provide description of quality assurance methods and quality control measures that you will use to ensure that Subcontractor work meets the Contract requirements.
4. State may demand additional information about proposed subcontractors as a precondition of award.

YES, the Offeror will use the Subcontractors listed below:

	Name and contact information	Small Business	Work to be performed	%
1.	Name	select		
2.	Name	select		
3.	Name	select		
4.	Name	select		
5.	Name	select		
6.	Name	select		
7.	Name	select		
8.	Name	select		
9.	Name	select		
10.	Name	select		

End of Attachment 3-C



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 3-D Boycott of Israel Disclosure

Please note that if **any** of the following apply to this Solicitation, Contract, or Contractor, then the Offeror **shall** select the "Exempt Solicitation, Contract, or Contractor" option below:

- The Solicitation or Contract has an estimated value of less than \$100,000;
- Contractor is a sole proprietorship;
- Contractor has fewer than ten (10) employees; OR
- Contractor is a non-profit organization.

Pursuant to A.R.S. §35-393.01, public entities are prohibited from entering into contracts "unless the contract includes a written certification that the company is not currently engaged in, and agrees for the duration of the contract to not engage in, a boycott of goods or services from Israel."

Under A.R.S. §35-393:

- "Boycott" means engaging in a refusal to deal, terminating business activities or performing other actions that are intended to limit commercial relations with entities doing business in Israel or in territories controlled by Israel, if those actions are taken either:
 - Based in part on the fact that the entity does business in Israel or in territories controlled by Israel.
 - In a manner that discriminates on the basis of nationality, national origin or religion and that is not based on a valid business reason.
- "Company" means an organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company or other entity or business association, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate, that engages in for-profit activity and that has ten or more full-time employees.
- ...
- "Public entity" means this State, a political subdivision of this State or an agency, board, commission or department of this State or a political subdivision of this State.

The certification below does not include boycotts prohibited by 50 United States Code Section 4842 or a regulation issued pursuant to that section. See A.R.S. §35-393.03.

In compliance with A.R.S. §§35-393 et seq., all offerors must select one of the following:

- The Company submitting this Offer **does not** participate in, and agrees not to participate in during the term of the contract, a boycott of Israel in accordance with A.R.S. §§35-393 et seq. I understand that my entire response will become public record in accordance with A.A.C. R2-7-C317.
- The Company submitting this Offer **does** participate in a boycott of Israel as described in A.R.S. §§35-393 et seq.



Request for Proposal

Solicitation No. **BPM003137**

Description:

Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration

State Procurement Office

100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Exempt Solicitation, Contract, or Contractor.

Indicate which of the following statements applies to this Contract:

- Solicitation or Contract has an estimated value of less than \$100,000;
- Contractor is a sole proprietorship;
- Contractor has fewer than ten (10) employees; and/or
- Contractor is a non-profit organization.

Quadient, Inc.

Company Name

Signature of Person Authorized to Sign

478 Wheelers Farms Rd.

John Tartaro

Address

Printed Name

Milford CT 06461

Deputy, CFO

City State Zip

Title

End of Attachment 3-D



Request for Proposal
 Solicitation No. **BPM003137**
 Description:
 Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
 100 N 15th Ave., Suite 402
 Phoenix, AZ 85007

Attachment 3-E
Proposed Dealers and Partners

Check "NO" if you WILL NOT have any portion of the Work and will therefore be carrying out all of the Work with your own personnel.

NO, the Offeror will not use authorized dealers and partners for any portion of the Work.

If you WILL subcontract any portion of the Work, check "YES" below and list name of persons or companies you propose to use as subcontractors.

5. Fill in the information for every significant dealer/partner – indicate the type of work the subcontractor will perform under the Contract, and their approximate percentage of the total Contract work.
 Our Dealers are responsible for the install, training and service of the equipment. Dealers in NASPO states attribute approximately 30% of their work from the NASPO contract.
6. Provide copies of relevant certifications each one possesses in the Attachment Supplements section.
 Please see Supplemental Attachment #8 Quadient Dealer Certifications.
7. Provide description of quality assurance methods and quality control measures that you will use to ensure that Subcontractor work meets the Contract requirements.
 This would be in the form of the D&A (Delivery and Acceptance) form signed by the customer that all is working as expected. Dealer technicians receive factory training on installation and servicing from Quadient that includes checklists for success. Dealers will reach out to Quadient with any issues so they are addressed jointly.
8. State may demand additional information about dealers/partners as a precondition of award.

YES, the Offeror will use the authorized dealers and partners listed below:

	Company Name and contact information	Small Business	Proposed State	Product Lines Authorized to Market
11.	Accurate Control Equipment 30652 Sgt El Boots Thomas Drive Spanish Fort, AL 36577-7635 251-928-4976 Randall Staab staabr@accuratecontrolequipment.onmicrosoft.com	NO	AL	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

12.	Linage – Little Rock 5001 Northshore Lane North Little Rock, AR 72118-5326 (501) 663-6110 Lance Smith lsmith@trustlineage.com	NO	AR	ALL
13.	Apache Business Systems Inc. 4560 S Coach Drive Ste 100 Tucson AZ 85714-3429 520-519-5000 Jon Love jon@apachebusiness.com	YES	AZ	ALL
14.	NCCI Office Technologies 5777 Olivas Park Dr. Unit E Ventura CA 93003-7930 (805) 658-9123 Cory Brown coryb@summitaffiliates.com	NO	CA	ALL
15.	International Mailing Equipment 336 North 12th St Sacramento, CA 95811-0510 (916) 448-1000 Robert Biedenweg rbiedenweg@icoud.com Small Business & DVBE certified	YES	CA	ALL
16.	JMP Office Technologies 1450 Tollhouse Road., Ste. 103 Clovis, CA 93611-0503 559-298-6580 Robert Harlan robertharlan@jmbiz.com	YES	CA	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

17.	North Valley Business Systems Inc. 3295 Veda Street Redding , CA 96001-3512 530-242-1000 Matt Hansen nvbsystems@gmail.com	YES	CA	ALL
18.	Business Machines Inc. 4815 List Drive, Ste. 101 Colorado Springs, CO 80919-3340 719-528-7070 David Friedman davidf@bmi-net.com	YES	CO	ALL
19.	Complete Mailing Solutions, Inc 3001 South Tejon Street Englewood, CO 80110-1316 303-761-0681 Paul Johnson paul.johnson@cms-colorado.com	YES	CO	ALL
20.	New England Mailing Systems, Inc. 400 Chapel Rd Ste 3-D South Windsor, CT 06074-4159 (860) 289-4416 Brendan Ludlow brendan@nems.net	NO	CT	ALL
21.	American Business Systems 9637 Hood Road Jacksonville, FL 32257-1127 904-880-2176 Dave Klusmeier david.k@absjacksonville.com	YES	FL	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

22.	Copy Products Mailing Systems 910 E Cervantes Street Pensacola, FL 32501-3214 (850)432-1580 Roger Wallace	NO	AL, FL, MS	ALL
23.	A-1 Postage Meters & Shipping Systems 2706 Second Ave Columbus, GA 31904-8410 (706) 327-0732 Skip Seda/Chris Jeffcoat sseda@a-1postagemeters.com cjeffcoat@a-1postagemeters.com MBE	YES	GA	ALL
24.	Ashley's Business Solutions, Inc. 2020 McCormick Drive Tifton, GA 31793-0026 229-386-4345 Ashley Johnson ajohnson@ashleys.info	NO	GA	ALL
25.	Integrated Business Solutions of Hawaii 99-1046 Iwaena Street Aiea, HI 96701-3250 808-545-5540 Dan Hollembaek dan@businessworkshawaii.com	NO	HI	ALL
26.	Copy Systems, Inc. 920 E 21st St Des Moines, IA 50317-5216 (515) 262-2100 Troy Paterson /Michelle Paterson troy.paterson@copysystemsinc.com	NO	IA, IL	ALL
27.	Postal Source – Madison 21130 Holden Drive Davenport, IA 52806-9314 608-221-2472 Francis Costello fcostello@postalsource.com	NO	IA	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

28.	Postal Source - Quad Cities 21130 Holden Drive Davenport, IA 52806-9314 563-445-3470 Francis Costello sdeloe@postalsource.com	NO	IA, IL	ALL
29.	Postal Source Chicago 21130 Holden Drive Davenport, IA 52806-9314 847-259-0701 Francis Costello ameronek@postalsource.com	NO	IA	ALL
30.	Brent's Mailing Equipment Co. 5301 East State St, Ste. 123 R Rockford, IL 61125-6031 815-226-8111 John Brent brentsmailing@aol.com	YES	IL	ALL
31.	Mailing Methods Inc. 8850 Sterling Place Caseyville, IL 62232-1642 (618) 397-7776 Joe Rule msax@mailingmethods.com	NO	IL	ALL
32.	Midwest Mailing & Shipping Systems Inc. 3006 Gill Street, Ste. A Bloomington, IL 61704-2509 309-661-1144 Dave Rappa dave@midwestmailing.com SBAA & WBE certified	YES	IL	ALL
33.	Walz Label and Mailing Systems 624 High Point Lane East Peoria, IL 61611-9329 (309) 698-1500 Tom Walz nwalz@walzeq.com	NO	IL	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

34.	Impac 1516 Directors Row Fort Wayne, IN 46808-1278 Chuck Schrader impacmail@impacpaper.com	NO	IN, OH	ALL
35.	Mail Management Inc. 1000 County Road 6 W Elkhart, IN 46515-1123 (260) 483-1695 Jon Walker sales@mailmanagement.com	YES	IN	ALL
36.	Pulse Technology 312 Roberts Road Chesterton, IN 46304-1570 574-266-6245 Chip Miceli chip@pulsetechnology.com	NO	IN, MI	ALL
37.	Southern Business Machines, Inc. 2040 E Division St Evansville, IN 47711-6825 219-924-1400 x311 Jennifer Stevens Jennifer@sbm-inc.com	NO	IN	ALL
38.	Lineage - Kansas City 8208 Nieman Rd Lenexa KS 66214-1507 Tony Ambrosia tambrosia@trustlineage.com	NO	KS, MO	ALL
39.	Midwest Single Source 1501 E 1st Street Wichita, KS 67214-4115 (913) 888-0333 John Osborne chris@midwestsinglesource.com	NO	KS	ALL
40.	Central Business Systems, Inc. 3138 Custer Dr, Ste 210 Lexington, KY 40544-4450 Frank Shoaf fshoaf@cbsedge.com	NO	KY, WV	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

41.	Scot Mailing and Shipping Systems, Inc. 3305 College Drive Louisville, KY 40299-3606 Leonard Altier lenaltier@scotmailing.com	NO	KY	ALL
42.	Cunningham Business Systems, LLC. 120 Windermere Blvd Alexandria, LA 71303-3535 (318) 442-2679 Patrick Cunningham patrick@cbssales.com	NO	LA	ALL
43.	DMS Mail Management Inc. 8282 Siegen Lane Baton Rouge, LA 70810-2050 (225) 763-6245 Gary Simmons garysimmons@dmsmail.com	YES	LA	ALL
44.	Jett Business Systems 1452 Hawn Avenue Shreveport, LA 71137-8501 (318) 424-9542 Tim Jett tjett@jettbusiness.com	NO	AR, LA	ALL
45.	Mailing Systems Inc./Louisiana 2301 Moss Street Lafayette, LA 70509-3055 (337) 234-8292 Melissa Robichaux mailingsystemsinc@gmail.com	NO	LA	ALL
46.	Mail Movers 112 Moss Hill Lane Salisbury, MD 21802-2924 410-749-1885 Shawn Dykes shawn@mailmovers.net	YES	MD	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

47.	Northern Business Products, Inc. 96 State Street Presque Isle, ME 04769-2319 207-540-1490 Steve Charmichael steve@northernbusinessproducts.biz	NO	ME	ALL
48.	Michigan Officeways 135 M-66 Highway Charlevoix, MI 49720-9338 (231) 547-6891 Dave Kurchinski – President dave@michiganofficeways.com	NO	MI	ALL
49.	National Office Products and Printing, Inc. (Service only) 322 Court Street Sault Ste. Marie MI 49783 906-632-3095 Shannon Veum shannon@nopp.com	NO	MI	ALL
50.	Mantronics Mailing Systems, Inc. 20307 State Hwy. 66 Mankato, MN 56002-1880 (507) 345-7048 Dan Hagen dan_hagen@mantronics.com	NO	IA, MN	ALL
51.	Bowman's Mailing Solutions 410 Sovereign Court Ste.17 Ballwin MO 63011-4400 (636) 227-1090 Steve Bowman steveb@bowmanms.com	NO	IL, MO	ALL
52.	Bowman's Mailing Solutions-Columbia 410 Sovereign Court Ste.17 Ballwin, MO 63011-4400 (573) 303-3450 Steve Bowman steveb@bowmanms.com	NO	IL, MO	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

53.	MCC Mississippi 114 W. Jackson Street Ridgeland, MS 39157-2437 601-228-1800 Shane Berry shaneberry@mccsolutions.net	NO	MS	ALL
54.	Addco Office Systems, Inc. 2621 Overland Ave. Ste. B Billings, MT 59108-0823 (406) 651-9454 Kent Nauman kent@addcomt.com	NO	MT, WY	ALL
55.	Mailing Systems Plus More 219 12th Ave Helena, MT 59601-3614 406-442-6222 Bill Kearney mspmbk@aol.com	NO	MT	ALL
56.	Advanced Mailing Systems 63 Bradley Branch Rd. Arden, NC 28704-9472 (865) 558-3001 Dave Goyette daveg@advancedmailingsystems.com	NO	NC, TN, VA	ALL
57.	Anza Mailing Systems Inc. 111 New Edition Court Cary, NC 27511-4450 919-461-1752 Robert Williams bw.williams@anzamail.com VOSB	YES	NC	ALL
58.	Lineage – Charlotte 1629 Cross Beam Drive Charlotte, NC 28217-2809 (704) 559-6569 Paul Klein pklein@trustlineage.com	NO	NC	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

59.	<p>The Alternative Mailing & Shipping Solutions, Inc. 335 Sherwee Dr. Ste 111 Raleigh, NC 27603-3510 (919) 779-8828 Kevin McLamb kevin@the-alternative.net</p>	NO	NC	ALL
60.	<p>Dakota Business Solutions Inc. 4912 Harbor Trail SE Mandan, ND 58554-7953 701-391-4373 Stephanie Heinert kelly@dbs.business</p>	NO	ND	ALL
61.	<p>DBS-East 4912 Harbor Trail SE Mandan, ND 58554-7953 701-391-4373 Stephanie Heinert kelly@dbs.business</p>	NO	ND, MB, SD	ALL
62.	<p>Midwest Connect 2501 30th Avenue, Ste B Kearney, NE 68848-2183 (308) 238-5070 Brian Cochran brian@midwestconnect.com</p>	NO	KS, NE	ALL
63.	<p>Formax 1 Education Way Dover, NH 03820-5815 (800) 232-5535 Ryan Lindsay trlindsay@formax.com; eroyal@formax.com</p>	NO	NH	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

64.	<p>General Mailing & Shipping Systems, Inc. II 8532 Paseo Alameda NE Albuquerque, NM 87113-1547 (505) 474-4990 Kristen Briggs kbriggs@generalmailingnm.com WBE</p>	YES	AZ, NM	ALL
65.	<p>Mailmax Mailing Solutions LLC 5966 Topaz Street Las Vegas, NV 89120-2451 702-970-2700 Francisco Soto fsoto@mailmaxsolutions.com MBE certification</p>	YES	AZ, NV	ALL
66.	<p>MMS West 1380 Greg St #219 Sparks, NV 89431-6070 (775) 331-5554 Kristen Briggs kbriggs@generalmailingnm.com WBE</p>	YES	NV	ALL
67.	<p>Acme Business Machines 313 West State St. Olean, NY 14760-0284 (716) 372-1325 Jim Finch jim.finch@acmebusiness.com</p>	NO	NY, PA	ALL
68.	<p>ED & ED Business Technology, Inc. 4919 State Route 233 Westmoreland, NY 13490-1309 (315) 853-4111 Joe Madden joe@edanded.com Yes WBE</p>	YES	NY, PA	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

69.	Lineage – Buffalo 385 N French Rd Amherst, NY 14228-2032 (716) 631-3345 Jeff Shepard Cowens@trustlineage.com	YES	NY	ALL
70.	Metroland Business Machines Inc. 25 Kraft Ave Suite 101 Albany, NY 12205-5464 518-452-2600 Edward Neary ed@metrobusma.com SBE	YES	NY	ALL
71.	International Mailing Systems of Dayton 77 West Elmwood Dr. Ste 203 Dayton, OH 45459-4263 (937) 438-8900 Rodney Higgins rhiggins@imsofdayton.com	NO	OH	ALL
72.	Oklahoma Mailing Equipment (OME)5125 S Garnett Rd., Ste F Tulsa, OK 74147-1587 (918) 664-2588 David Riesen & Bill Meade bill@omecorp.com	NO	OK	ALL
73.	Summit Mailing and Shipping 500 Enterprise Drive Edmond, OK 73013-3670 405-947-2200 Tony Pezeshkian exec@summitaffiliates.com	YES	OK	ALL
74.	Bullfrog Enterprises 1581 South A Street Springfield, OR 97477-5245 541-726-6800 Terry Matthews tj@bullfrogenterprises.com	YES	OR	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

75.	Document Systems Ltd. 5930 Hamilton Blvd., Ste. 105 Allentown, PA 18106-9654 610-366-9888 Tom Stofanak tstofanak@ptd.net	NO	PA	ALL
76.	Hagan Business Machines Inc. - #654 1112 Peach Street Erie, PA 16512-1247 814-456-7521 Julie Greaves julieg@haganerie.com	YES	PA	ALL
77.	Postage Pros Plus, Inc. 106 S. Lehigh Street, Suite 101 Shavertown, PA 18708-1600 570-696-6500 Mike Clonan mclonan@postageprosplus.com	YES	PA	ALL
78.	Herald Office Solutions 708 N 1st Avenue Dillon, SC 29536-1288 (843) 774-5155 Myers Jordan/Matt Jordan myers@heraldoffice.com; matt@heraldoffice.com	NO	GA, SC	ALL
79.	Major Business Machines 354A Feaster Rd. Greenville, SC 29615-6130 (864) 288-7388 Don Major dmajor@mbmachines.com	YES	SC	ALL
80.	Dex Imaging & Mailing, Inc. 50 Rachel Dr. Nashville, TN 37214-3609 615-366-6007 Mike Leonemike.leone@deximaging.com	NO	TN	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

81.	MCC Nashville 5217 Linbar Drive #306 Nashville, TN 37211-1018 866-805-5893 Shane Berry shaneberry@mccsolutions.net	NO	TN	ALL
82.	Memphis Communications Corporation 4771 Summer Avenue Memphis, TN 38122-4724 (901) 725-9271 Shane Berry shaneberry@mccsolutions.net	NO	AR, MS, TN	ALL
83.	Accurate Business Machines 2102 West Avenue N San Angelo, TX 76904-4605 (325) 944-8282 David Sims/Chad Sims sims@zipnet.us; abm@zipnet.us	NO	TX	ALL
84.	Advanced Business Solutions 7302 82nd St., Ste. 13 Lubbock, TX 79424-4922 806-866-2266 Walter Buyea walt@advanced-businessinc.com	NO	OK, TX	ALL
85.	Electronic Systems Inc. 369 Edwin Dr. Virginia Beach, VA 23462-4522 (757) 497-8000 Chuck Moyer Chuck.Moyer@esi.net	NO	VA	ALL
86.	Shenandoah Valley Office Equipment Inc. 10 Green Hills Dr. Verona, VA 24482-0878 540-248-7863 Tim Hebb thebb@svoe.net	NO	VA	ALL



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

87.	Absolute Office Equipment, Inc. 948 Hercules Dr Ste 09 Colchester, VT 05446-5926 (802) 655-5560 Robert M. Stevens bob@aoevt.com	NO	NY, VT	ALL
88.	1st Class Office Solutions 3016 E Queen Ave Spokane, WA 99217-6164 (509) 466-7575 Dan Browne Dan@1stclassos.com	NO	WA, OR	ALL
89.	1st Class Office Solutions West 19032 66th Ave. S. STE C101 Kent, WA 98032-2116 (509) 466-7575 Dan Browne Dan@1stclassos.com	NO	WA	ALL
90.	Office TECH, Inc. 6310 E Sprague Ave. Spokane, WA 99212-0839 907-522-5850 Mike Zoske mike@xofficetech.com	NO	WA, AK	ALL
91.	Advanced Business Systems, Inc. 2003 George St. LaCrosse, WI 54602-2895 (608) 781-5440 Anne Schmal anneschmal@gmail.com	YES	IL, IA, MN, WI	ALL
92.	Office Enterprises, Inc. 6002 Municipal Street Weston, WI 54476-4243 (715) 359-8737 Bob Lamovec/Seth Sierk Bob@theOElgroup.com	YES	MN, WI	ALL

End of Attachment 3-E



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 4 Pricing Sheet

Contract Price List, based on discount off Firm's MSRP, will be fixed for the first 12 months, following the renewal of the contract, contractors may propose a new catalog every 6 months for review by the Lead State.

Pricing must be shown in the EXCEL sheet(s) titled as shown below:

1. The following EXCEL document(s) has/have been provided for Offeror's completion and submission - titled as follows:

ATTACHMENT 4_PRICING

Please see Attachment 4_Pricing Quadiant Mandatory Price Scenario Workbook and Attachment Attachment 4_A Quadiant Software_Subscriptions_License_Pricing_Quadiant Final

You must complete at least one (1) Optional Line Item or all Required Line Items in the Items (F) tab in APP in order for your Offer to be considered.

End of Attachment 4



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 5-A Confidential Information Designation

All materials submitted as part of a response to a solicitation are subject to Arizona public records law and will be disclosed if there is an appropriate public records request at the time of or after the award of the contract. Recognizing there may be materials included in a solicitation response that are proprietary or a trade secret, a process is set out in A.A.C. R2-7-103 (copy attached) that will allow qualifying materials to be designated as confidential and excluded from disclosure. For purposes of this process the definition of "trade secret" will be the same as that set out in A.A.C. R2-7-101(52).

Complete this form return it with your Offer **along with the appropriate supporting information** to assist State in making its determination as to whether any of the materials submitted as part of your Offer should be designated confidential because the material is proprietary or a trade secret and therefore not subject to disclosure.

STATE WILL NOT CONSIDER ANY MATERIAL IN YOUR OFFER "CONFIDENTIAL" UNLESS DESIGNATED ON THIS FORM.

Check one of the following – if neither is checked, State will assume that as equivalent to "DOES NOT":

<input type="radio"/>	This response DOES NOT contain proprietary or trade secret information. I understand that my entire response will become public record in accordance with A.A.C. R2-7-C317.
<input checked="" type="radio"/>	This response DOES contain trade secret information because it contains information that: <ol style="list-style-type: none"> 1. Is a formula, pattern, compilation, program, device, method, technique or process, AND 2. Derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; AND 3. Is the subject of efforts by myself or my organization that are reasonable under the circumstances to maintain its secrecy.

NOTE: Failure to attach an explanation may result in a determination that the information does not meet the statutory trade secret definition. All information that does not meet the definition of trade secret as defined by A.A.C. R2-7-101(52) will become public in accordance with A.A.C. R2-7-C317. State may make its own determination on materials in accordance with A.A.C. R2-7-103.

If State agrees with Offeror's designation of trade secret or confidentiality and the determination is challenged, the undersigned hereby agrees to cooperate and support the defense of the determination with all interested parties, including legal counsel or other necessary assistance.

By submitting this response, Offeror agrees that the entire Offer, including confidential, trade secret and proprietary information may be shared with an evaluation committee and technical advisors during the evaluation process. Offeror agrees to indemnify and hold State, its agents and employees, harmless from any claims or causes of action relating to State's withholding of information based upon reliance on the above representations, including the payment of all costs and attorney fees incurred by State in defending such an action.

Quadient, Inc.

Offeror Company Name

478 Wheelers Farms Rd.

Address

Milford CT 06461

City

State

Zip

Signature of Authorized Person

John Tartaro

Printed Name

Deputy CFO

Title

End of Attachment 5-A



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Copy of A.A.C. R2-7-103 [Confidential Information] as was current at time of Solicitation issuance

PROVIDED FOR REFERENCE ONLY

- A. *If a person wants to assert that a person's offer, specification, or protest contains a trade secret or other proprietary information, a person shall include with the submission a statement supporting this assertion. A person shall clearly designate any trade secret and other proprietary information, using the term "confidential". Contract terms and conditions, pricing, and information generally available to the public are not considered confidential information under this Section.*
- B. *Until a final determination is made under subsection (C), an agency chief procurement officer shall not disclose information designated as confidential under subsection (A) except to those individuals deemed by an agency chief procurement officer to have a legitimate state interest.*
- C. *Upon receipt of a submission, an agency chief procurement officer shall make one of the following written determinations:*
 - 1. *The designated information is confidential and the agency chief procurement officer shall not disclose the information except to those individuals deemed by the agency chief procurement officer to have a legitimate state interest;*
 - 2. *The designated information is not confidential; or*
 - 3. *Additional information is required before a final confidentiality determination can be made.*
- D. *If an agency chief procurement officer determines that information submitted is not confidential, a person who made the submission shall be notified in writing. The notice shall include a time period for requesting a review of the determination by the state procurement administrator.*
- E. *An agency chief procurement officer may release information designated as confidential under subsection (A) if:*
 - 1. *A request for review is not received by the state procurement administrator within the time period specified in the notice; or*
 - 2. *The state procurement administrator, after review, makes a written determination that the designated information is not confidential.*



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 5-B Conformance Statements

STATE WILL NOT CONSIDER ANY EXCEPTIONS UNLESS DESIGNATED ON THIS FORM.

READ PARAGRAPH 6.8 OF THE INSTRUCTIONS TO OFFERORS BEFORE TAKING ANY EXCEPTIONS – TAKING EXCEPTIONS CAN BE GROUNDS FOR STATE REJECTING OR DOWN-GRADING YOUR OFFER IN EVALUATION.

CONFORMANCE TO THE INSTRUCTIONS: (PART 3 OF THE SOLICITATION)

Check one of the following – if neither is checked, State will assume that as equivalent to “YES”:

- YES – Offeror acknowledges that it has read and understands the Instructions to Offerors in Section 3-A of the Solicitation Documents and attests that its Offer complies with both.
- NO – Offeror acknowledges that it has read and understands the Instructions to Offerors in Section 3-A of the Solicitation Documents, and attests that its Offer complies with both EXCEPT FOR the exceptions listed in **Attachment 5-B Supplement 1**.

CONFORMANCE TO THE SCOPE AND PRICING DOCUMENTS: (PART 2 OF THE SOLICITATION)

Check one of the following – if neither is checked, State will assume that as equivalent to “YES”:

- YES – Offeror acknowledges that it has read and understands the Scope Document and the Pricing Document in Part 2 of the Solicitation Documents and attests that its Offer complies with both.
- NO – Offeror acknowledges that it has read and understands the Scope Document and the Pricing Document in Part 2 of the Solicitation Documents and attests that its Offer complies with both EXCEPT FOR the exceptions listed in **Attachment 5-B Supplement 2**.

CONFORMANCE TO THE CONTRACT TERMS AND CONDITIONS: (PART 2 OF THE SOLICITATION)

Check one of the following – if neither is checked, State will assume that as equivalent to “YES”:

- YES – Offeror acknowledges that it has read and understands the Special Terms and Conditions and the Uniform Terms and Conditions, along with their respective Exhibits and Appendices, in Part 2 of the Solicitation Documents and attests that its Offer complies with both.
- NO – Offeror acknowledges that it has read and understand the Special Terms and Conditions and the Uniform Terms and Conditions, along with their respective Exhibits and Appendices in Part 2 of the Solicitation Documents and attests that its Offer complies with both EXCEPT FOR the exceptions listed in **Attachment 5-B Supplement 3**.



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

ATTACHMENT 5-B Supplement No. 1:

Exceptions to Instructions

Article / Paragraph or Exhibit Reference	Proposed Changes / Alternate Language	Rationale for Proposed Change
Section 3-A: Instructions to Offerors		
Sec 2 – 2.3.14 (pg13)	Offshore Performance of Work Prohibited. Modify language in the solicitation to reflect that software development may occur outside the US.	We are a multinational corporation operating in locations across the world. Based upon the Product offering, the development and modification of our software could occur outside of the United States which is not uncommon for vendors such as us; however, the information will remain in the United States.
x	x	x
x	x	x

Quadient. Inc.

Company Name


Signature of Person Authorized to Sign



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

ATTACHMENT 5-B Supplement No. 2: Exceptions to Scope of Work and Pricing

Article / Paragraph or Exhibit Reference	Proposed Changes / Alternate Language	Rationale for Proposed Change
Section 2-A: Scope of Work		
Sec 3 3.8.1 (pg 24)	<p>Equipment Performance</p> <p>Quadient requests that "and the Vendor" be added to the requirement.</p> <p>It is understood and accepted that equipment failure may not be attributed to the use of recycled paper and/or recycled/remanufactured supplies, as long as those products meet the specifications set by the USPS and the Vendor.</p>	Parts, supplies and consumables that are not manufactured by Quadient may not comply with your Quadient equipment's requirements and technical specifications. Quadient should not be responsible for quality issues, rejection of mail by the USPS or damage to the equipment caused by the use of non-Quadient parts or supplies.
Sec 3 - 3.9 (pg. 25)	<p>Maintenance</p> <p>We noticed that the Zone Charges for maintenance travel 50 miles outside the serving channel partners' office was not included in the RFP. We would like to have the following Zone charge language added to the contract.</p> <p>Zoning Fees:</p> <p>Zone 1 – Maintenance for equipment located within a 50 mile radius of the local servicing location will be charged at the prices listed within the NASPO Contract and will not incur any additional charges.</p> <p>Zone 2 – Maintenance for equipment located outside of a 50 mile radius but inside of a 150 mile radius of the local service location will incur a 25% uplift to the maintenance prices listed within the NASPO Contract.</p> <p>Zone 3 – Maintenance for equipment located outside of a 150 mile radius will incur a 50%uplift in the maintenance prices listed within the NASPO Contract.</p>	To clarify maintenance terms as they relate to servicing customers who are geographically located outside of core performance areas.
x	x	x
Section 2-B: Pricing Document		
x	x	x
x	x	x
x	x	x

Quadient, Inc.

Company Name

Signature of Person Authorized to Sign



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

ATTACHMENT 5-B Supplement No. 3:

Exceptions to Contract Terms & Conditions

Article/ Paragraph or Exhibit Reference	Proposed Changes / Alternate Language	Rationale for Proposed Change
Section 2-C: Special Terms & Conditions		
Sec 5 V 5.5 (pg. 46)	<p>Cancellation</p> <p>Quadient wishes to clarify this paragraph with the addition of the following :</p> <p>The termination or expiration of this Agreement shall in no way relieve either party from its obligations pursuant to any Equipment Leases or Postage Meter Rental Agreements that were entered into prior to the date of such termination or expiration.</p>	Vendors need survivability language to protect existing transactions under the contract in the event of termination.
Sec 6 XI 11.3 (pg. 50)	<p>License of Pre-Existing Intellectual Property:</p> <p>Quadient proposes the following alternate language for section 11.3: Contractor grants to the Purchasing Entity a nonexclusive, perpetual, royalty-free, irrevocable (provided the Purchasing Entity complies with all applicable license terms), license to use, publish, translate, reproduce, transfer (only with regard to Embedded Software) with any sale of tangible media or Product, perform, and display, and dispose of the Intellectual Property, and its derivatives, used or delivered under this Master Agreement, but not created under it ("Pre-existing Intellectual Property"). The Contractor shall be responsible for ensuring that this license is consistent with any third-party rights in the Pre-existing Intellectual Property.</p>	Quadient wishes to clarify our position related to our License.
Sec 6 XIV 14.8.3.3 (Pg. 55)	<p>Default & Remedies</p> <p>Assessment of liquidated damages as provided in this Master Agreement</p>	Quadient cannot agree to liquidated damages that have not been defined. Quadient would require an opportunity to review.
Sec 7 - K (pg. 61)	<p>Offshore Performance of Work Prohibited</p> <p>Quadient advises:</p> <p>Based upon the Product offering, the development and modification of our software could occur outside of the United States which is not uncommon for vendors such as us: however, the information will remain in the United States</p>	We are a multinational corporation operating in locations across the world. Based upon the Product offering, the development and modification of our software could occur outside of the United States which is not uncommon for vendors such as us: however, the information will remain in the United States.
Sec 7 - L 1.1 (pg 61)	<p>Indemnification</p> <p>Add "third party" – after "... from and against any.."</p>	Quadient wishes to clarify this paragraph.



Request for Proposal
 Solicitation No. **BPM003137**
 Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
 100 N 15th Ave., Suite 402
 Phoenix, AZ 85007

Sec 7 –L 1.2 (pg. 62) Sec 7 – L 1.7.2 (pg. 66)	Insurance Delete requirement to provide copies of our insurance policies.	We provide COI but do not release copies of our policies.
Sec 6 XII 12.2 (pg. 50)	Intellectual Property Indemnification. Please add “by a third party” – after “..costs arising out of the claim..”	Quadient wishes to clarify this paragraph.

Article/ Paragraph or Appendix Reference	Proposed Changes / Alternate Language	Rationale for Proposed Change
Section 2-D: Uniform Terms & Conditions		
Sec 7. 2 3.8 (pg.71)	Ownership of Intellectual Property. Quadient proposes the following alternate language for section 3.8: Ownership of Intellectual Property. Any and all intellectual property, including but not limited to copyright, invention, trademark, trade name, service mark, and/or trade secrets created or conceived pursuant to or as a result of this contract and any related subcontract (“Intellectual Property”), shall be the sole and exclusive property of Contractor. The State shall be granted a license to such Intellectual Property. The scope of such license shall be the same as the license for Pre-Existing Intellectual Property.	Quadient retains all right, title, and interest in the Services, including all related intellectual property rights, and any modifications, enhancements and derivatives thereto, regardless of who contributes to the Services, except that the ownership of any data relating to Customer’s business shall be retained by Customer.
Sec 7.2 3.11 (pg. 72)	Offshore Performance of Work Prohibited Quadient advises: Based upon the Product offering, the development and modification of our software could occur outside of the United States which is not uncommon for vendors such as us: however, the information will remain in the United States	We are a multinational corporation operating in locations across the world. Based upon the Product offering, the development and modification of our software could occur outside of the United States which is not uncommon for vendors such as us: however, the information will remain in the United States.
Sec 7.2 #6.3 (pg. 74)	Indemnification –Patent & Copyright – Please delete as this is covered under sec 6 XII 12.2 as listed above.	Coverage is provided under sec 6 XII.
Sec 7.2 9.4 (pg .79)	Termination for Convenience – Quadient wishes to clarify this paragraph with the addition of the following - The termination or expiration of this Agreement shall in no way relieve either party from its obligations pursuant to any Equipment Leases or Postage Meter Rental Agreements that were entered into prior to the date of such termination or expiration.	Vendors need survivability language to protect existing transactions under the contract in the event of termination.

Quadient, Inc.

Company Name

Signature of Person Authorized to Sign

End of Attachment 5-B



Request for Proposal

Solicitation No. **BPM003137**

Description:

Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration

State Procurement Office

100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 5-C Letter of Insurability

The Offeror shall provide a Letter of Insurability from your Insurance company as a proof that the Offeror currently possesses the required insurance as stated in the Section 6.2 of Special Terms and Conditions or the Offeror is able to obtain the required Minimum Scope and Limits of Insurance should a contract be awarded to them.

The Letter of Insurability (and any additional letters) should be clearly marked as

Attachment 5 –C Supplement Insurance

NOTE: If Awarded a Contract, The Offeror shall provide a Certificate of Insurance (e.g. ACORD forms) and associated policy endorsement(s) prior to beginning service(s) under the Contract.

[As proof of our ability to obtain required insurance, we include our current State of AZ certificates of insurance. Please see Supplemental Attachment #9 Quadiant State of Arizona Insurance Certifications.](#)

End of Attachment 5-C



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

Arizona Department of Administration
State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 5-D Baseline Security Controls

For Offer to be considered each Offeror must complete the AZ Mandatory Control Baseline Assessment below or provide FedRAMP SSP as Attachment 5-D of Offer.

The Arizona Strategic Enterprise Technology (ASET) Assurance group has established a NIST 800-53 revision 4 based process to assess risk associated with storing, processing and transmitting State of Arizona data with Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS) vendors.

The State Data Classification Policy (8110) and a Confidentiality, Integrity, Availability (CIA) model are used to determine which level of assessment to administer for the vendor's Infrastructure / IaaS. A Microsoft Excel spreadsheet is currently used for each level of assessment.

AZRamp requires one (or more) of the following assessment levels:

- **AZ Mandatory Control Baseline: ~ 35 Controls** (each Offeror must include Mandatory Control Baseline as Attachment 5-D)

The Arizona Baseline Infrastructure Security Controls (Prerequisite) assessment spreadsheet can be found at: <https://aset.az.gov/sites/default/files/Arizona%20Baseline%20Security%20Controls%20Pre-Requisite%20.xls>. Contractor is required to provide any requested documentation to include System Security Plan (SSP), policies and procedures supporting the review of the assessment.

Evaluation Criteria: The State of Arizona and its contractors are mandated to develop and implement a Cyber Security Framework (CSF) in accordance with National Institute of Standards and Technology (NIST) guidance. To ensure State and contractors meet these mandates, all contractors responding to State solicitations will be evaluated based on NIST Special Publication (SP) 800-53 Rev. 4 Security and Privacy Controls. Contractor understands and agrees no other forms of Security Frameworks, Trust Documents, Self Attestations, to include; ISO/IEC, SOC 2 & 3, PCI, or HIPAA reports of compliance are recognized nor accepted by State.

NIST SP 800-53 Rev. 4 guidelines can be located at: <https://csrc.nist.gov/publications/detail/sp/800-53/rev-4/final>

Please note: If awarded a contract bidder will be required to complete the AzRamp 325 Security Controls process prior to providing services.

Please see Attachment #12 Quadiant Response to Arizona Baseline Security Controls Pre-Requisite (Confidential).

End of Attachment 5-D



Request for Proposal

Solicitation No. **BPM003137**

Description:
Mailing Equipment, Supplies, and Maintenance

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State Procurement Office
100 N 15th Ave., Suite 402
Phoenix, AZ 85007

Attachment 5-E Offer Checklist

STATE MAY DETERMINE YOUR PROPOSAL IS NON-RESPONSIVE IF YOU DO NOT SUBMIT ALL ATTACHMENTS.

	DOCUMENT	SUBMITTED
1.	Attachment 1: Offer and Acceptance Form	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
2.	Attachment 2-A: Experience and Capacity Questionnaire	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
3.	Attachment 2-B: Organization Profile	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
4.	Attachment 3-A: Method Proposal	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
5.	Attachment 3-B: Key Personnel Proposal	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
6.	Attachment 3-C: Proposed Subcontractors	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
7.	Attachment 3-D: Israel Boycott Disclosure	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
8.	Attachment 3-E: Proposed Dealers/Partners	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
9.	Attachment 4: Pricing Sheets	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
10.	Attachment 5-A: Confidential Information Designation	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
11.	Attachment 5-B: Conformance Statements	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
12.	Attachment 5-C: Letter of Insurability	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
13.	Attachment 5-D: Baseline Security Controls	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no
14.	Attachment 5-E: This Checklist	<input checked="" type="checkbox"/> YES <input type="checkbox"/> no

End of Attachment 5-E

End of Part 3