



**Response to:**



**The State of Arizona**  
State Procurement Office

In conjunction with



**Request for Proposals**

**Arizona Solicitation Number ADSP016-00006328**

**NASPO ValuePoint Master Agreement for Mailroom Equipment,  
Supplies and Maintenance**

Deadline: November 15, 2016 @ 5:00 p.m.

Submitted via [procure.AZ.gov](http://procure.AZ.gov)

Submitted by:  
Jennifer White  
Senior RFP Analyst  
(503) 682-8801



November 15, 2016

Christopher Lacey  
Contract Lead  
Arizona State Procurement Office  
100 N 15<sup>th</sup> Avenue  
Phoenix, AZ 85007

RE: Request for Proposals - Arizona Solicitation Number ADSPO16-00006328

Dear Mr. Lacey,

Thank you for the opportunity to respond to NASPO ValuePoint's Master Agreement for Mailroom Equipment, Supplies, and Maintenance.

Bell and Howell's commitment to its customers is the foundation for a strong and successful business relationship. As a vendor on the current contract ADSPO11-00000411, we understand what is required from Participating Entities and NASPO ValuePoint and look forward to providing continued support, services, and products. Bell and Howell will continue to supply government entities participating in the cooperative agreement with the opportunity of acquiring solutions that not only meet their business needs today but those in the future.

As requested, please note the following:

- Bell and Howell acknowledges the receipt of Addendums 1-6.
- Bell and Howell has submitted/uploaded the following forms to <https://procure.az.gov/>
  1. Attachment A \_ Capacity of Offeror Form \_ Bell and Howell.doc
  2. Attachment B \_ Key Personnel Form \_ Bell and Howell.doc
  3. Attachments C\_rev3 \_ Pricing and Pricing \_ Bell and Howell.xls
  4. Attachment C1\_rev2 \_ Pricing Scenarios \_ Bell and Howell.xls
  5. Attachment D \_ Authorized Dealers Form \_ Bell and Howell.doc
  6. Attachment E \_ Offer and Acceptance Form \_ Bell and Howell.pdf
  7. Attachment F \_ Designation of Confidential Information, Trade Secret \_ Bell and Howell.pdf
  8. Attachment G \_ References \_ Bell and Howell.doc
  9. Acknowledgement of Solicitation Addendums 1-7\_Bell and Howell \_ Executed.pdf
  10. Proposed Changes to Solicitation ADSPO16-00006328 \_ Bell and Howell.doc

Bell and Howell is committed to your success and we will accomplish our shared goals through teamwork, innovation, creativity and unparalleled support. Our promise is to demonstrate that we manufacture the industry's best technology and provide an unmatched service infrastructure and support plan.

Thank you. We appreciate the opportunity and look forward to hearing from you soon.

Sincerely,

*Jennifer White*  
Jennifer White  
Bell and Howell, LLC



## Bell and Howell Solicitation Response and Offeror Profile

Bell and Howell understands that this solicitation is the replacement contract for the expiring Master Agreement for the State of Arizona and NASPO ValuePoint for Mailroom Equipment, Supplies, and Maintenance for ADSPO11-0000411. As an Offeror on the soon to expire contract, we are eager to propose our inserting, sorting, and software solutions and continue to serve our existing customers as well as actively seek out new Participating Entities who will benefit from signing a PA and participating in this new Master Agreement.

The products offered in our response are currently utilized at all levels of commercial and government operations through the US and Puerto Rico and are mainstays of central mail operations as well as large individual processing centers nationwide.

Bell and Howell solutions are acknowledged by the industry as innovative, robust, and flexible assuring that the initial investment meets/exceeds the justification or return on investment analysis.

As the direct supplier of our products and services, we provide factory direct/trained technicians who are part of a national service support network. This service support network assures that service levels, processes, parts inventories and availability are all closely monitored meeting/exceeding the requirements set forth in this RFP.

BH is responding to the following Solicitation sections as the Lead State has requested an acknowledgment, BH has a clarification, and/or the section has an uploaded attachment in procureAZ.

### Section 2: Solicitation Requirements, Information and Instructions to Offerors

#### 2.2. Inquiries

**2.2.4 Timeliness.** Any inquiry or exception to the Solicitation shall be submitted as soon as possible and should be submitted at least seven days before the Offer due date and time for review and determination by the State of Arizona. Failure to do so may result in the inquiry not being considered for a Solicitation Amendment.

Response: Per Lead State instructions on the Vendor Q&A, all proposed changes and/or exceptions are to be uploaded on the procure AZ site and submitted with the final response, not prior to the submission date as indicated in the RFP, due to the site's design and the inability to submit portions in advance without submitting the entire response.

#### **2.3.3 Confidential, Protected or Proprietary Information.**

All information identified in the "Confidential" section shall be subject to review by the Lead State in accordance with the procedures prescribed by the Lead State's open records statute, freedom of information act, or similar law.

Response: Bell and Howell has no confidential, protected or proprietary information contained within our response. Please reference Attachment F \_ Designation of Confidential Information, Trade Secret \_ Bell and Howell.pdf

### **2.3.4 Exceptions to Terms and Conditions.**

All exceptions included with the Offer shall be submitted in the State of Arizona's eProcurement system in a clearly identified **separate section** of the Offer in which the Offeror clearly identifies the specific paragraphs of the Solicitation where the exceptions occur. Any exceptions not included in such a section shall be without force and effect in any resulting Contract unless such exception is specifically accepted by the State of Arizona's Procurement Officer in a written statement. An Offeror shall provide a statement detailing a justification for each exception item request. The Offeror's preprinted or standard terms will not be considered by the State of Arizona as part of any resulting Contract. **All exceptions that are contained in the Offer may negatively impact an Offeror's susceptibility for award. An Offer that takes exception to any material requirement of the solicitation may be rejected.**

Response: Please note that BH tried to enter our proposed changes in the **separate section** on the State's procureAZ system as outlined in 2.3.4. However, there were error commands when doing so:

*"Unsupported characters were found embedded in this text. This can occur if copying from other programs such as Microsoft Word and pasting into the page. Please either attach the document and reference, remove the unsupported characters or re-enter text using the characters a-z, A-Z, 0-9,!, -, or . to continue."*

When attempting to resolve this issue, the following error message occurred:

*"The terms and condition exception field restricts input to a maximum of 4000 characters."* This also deleted all formatting not showing the redlined changes as necessary.

As a result, we uploaded our proposed changes in the attachment tab as indicated in the first error command. Please reference Proposed Changes to Solicitation ADSP016-00006328 \_ Bell and Howell.doc.

### **2.5. References and Experience**

The Offeror agrees that by submitting an Offer, the State of Arizona or its designated agent may contact any entities listed in the Offer or any entities known to have a previous business relationship with the Offeror for the purpose of obtaining references relative to past performance and verifying experience or other information submitted with the Offer. In addition, by submitting an Offer, the Offeror is agreeing to give permission to the entity to provide information and the Offeror will take whatever action is necessary to facilitate, encourage or authorized the release of information, if necessary, the Offeror shall sign a release to obtain information.

Response: Please reference Attachment G \_ References \_ Bell and Howell.doc

### **2.7. Responsiveness and Acceptability**

Proposals that do not contain information sufficient to evaluate the proposal in accordance with the factors identified in the solicitation or other necessary proposal components may not be considered responsive and/or acceptable. Necessary components include an indication of the Offeror's intent to be bound, price proposal, solicitation amendments, bond and reference data as required. Proposal Content. The Offeror shall make a firm commitment to provide services as required and proposed. The material contained in the Offer shall be relevant to the service requirements stated in the solicitation. It is to be submitted in a sequence that reflects the scope of work section of this document. It is to include information relevant to the designated evaluation criteria. Failure to include the requested information may have a negative impact on the evaluation of the Offeror's proposal.

Response: Complies. Bell and Howell believes that we are in conformance with the requirements contained within this Solicitation. Please reference the following documents: Attachment E \_ Offer and Acceptance Form \_

[Bell and Howell.pdf](#); [Attachments C\\_rev3 \\_ Pricing and Pricing \\_ Bell and Howell.xls](#); [Attachment C1\\_rev2 \\_ Pricing Scenarios \\_ Bell and Howell.xls](#); and [Acknowledgement of Solicitation Addendums 1-7 \\_ Bell and Howell \\_ Executed.pdf](#)

### **Section 3: Scope of Work**

#### **3.1. Products and Services Categories by Geographic Area**

While the primary purpose of this solicitation is to select a manufacturer(s) who can provide the equipment, supplies and service for all potential Participating Entities, a Contractor is permitted to respond for more limited geographical areas, however not less than a single Participating State. Contractor must clearly describe the geographical limits (e.g. by state name) if proposing a geographical area less than that of all potential Participating States (see Attachment A [Offer Response Form Capacity of Offeror Questionnaire](#)). However, if a Contractor elects to submit a proposal for a limited geographical area the Contractor must be willing to service the entire state(s) within that geographical area. The Contractor may request to add additional states to the contract at a later date following the award if mutually agreed upon by the Contractor and the Master Agreement Contract Administrator. Any award received does not guarantee any State will sign a Participating Addendum with the Contractor and additional states.

[Bell and Howell does not have a limited geographical area and shall provide equipment, services, and support to meet the mailing needs of all potential Participating Entities in all 50 States, Washington D.C. and Puerto Rico. Please reference Attachment D \\_ Authorized Dealers Form \\_ Bell and Howell.doc and Attachment A \\_ Capacity of Offeror Form \\_ Bell and Howell.doc.](#)

#### **3.2 Products**

**3.2.1** Contractor(s) shall provide equipment and support to meet the mailing needs of the customer per the extent of their award. The applicable product range will include mailroom-related software license and subscriptions, ultra-low volume equipment and all other mail room equipment including mailing production environment equipment and accessories. The equipment, support, accessories and options as contained in specific product manufacturer's established catalog/price lists are placed into groups specified within this solicitation. All equipment, and support offered must meet the approval of the USPS®. Any awarded contractor(s) shall also include information on all environmental features of each item, including but not limited to: energy efficiency modes and their operation, double sided copying operations and double sided default programming, the extent to which any supplies and other packaging may qualify for recycling, remanufacturing, and will provide the environmental and economic benefits of these features.

[Response: Complies. Please reference NASPO ValuePoint Product Catalog November 2016\\_Bell and Howell.doc and 2017 NASPO ValuePoint Price List\\_Bell and Howell.xlsx](#)

**3.2.15 Trade In/Buy Back** - Contractor shall provide a Trade in /Buy Back program to help ensure Participating Entity has the best options to meet their needs. This program is required; however, it is at the sole option of the Participating Entity to utilize this program. Please provide the details of your Trade In/Buy Back program in your response.

[Response: Following is Bell and Howell's Trade In/Buy Back Policy:](#)

A trade-in is considered when one or more pieces of existing equipment are returned to Bell and Howell in conjunction with a new equipment purchase from Bell and Howell. The trade-in value is considered a discount or adjustment against the full price of the new equipment.

#### **Procedure**

- The trader must be the legal owner of the equipment and have the lawful right to trade the asset free of any charges or encumbrances.
- The Bell and Howell service organization will complete the Trade-In/Buyback form to evaluate the equipment condition. The form will be submitted to the Bell and Howell Asset Manager. The equipment value will be based on its current condition and desirability in the market place
- Bell and Howell will pay all expenses relating to removal and/or disposal of the equipment from the customer's facility. Freight expense will also be paid by Bell and Howell.
- Bell and Howell reserves the right to decline trade-in quote requests on certain pieces of equipment where removal of the machine could have excessive fees or potentially dangerous conditions.
- The trade-in quote will be valid for a period of 90 days. After the 90 day period, Bell and Howell has the right to re-evaluate the machine condition and adjust trade-in value if necessary.

#### **3.20 Line Item Specifications**

Bell and Howell is pleased to quote the following Line Item Specification on Attachments C\_Rev3 and C1\_Rev2 uploaded in procureAZ:

##### **Folders/Inserters, Production**

- Automatic.
- Completes Standard or Custom folds.
- Handles paper from 3-1/8" x 4" x 9-1/2" x 14".
- Processes over 10,000 sheets per hour minimum.
- Feeds, collates, folds, and, inserts material into envelopes.
- Jobs can be pre-programmed.

##### **Pressure Sealing, Production**

- Creates a single piece mailer from a full range of stock or custom forms.
- Creates a single piece mailer with a continuous seal formed to assure security and confidentiality.
- Must be able to detect when "double documents" are processed.
- Must be able to detect document jams during production.
- Shall have emergency shut off/safety devise.

##### **Pre-sorting Equipment, Production**

- Minimum monthly volume of 100,000.
- Ability to sort various sizes of envelopes, flats and packages.
- Multiple Station.
- Various rates of speed.
- Ability to process the entire range of USPS.

**Software, License and Subscription**

- Commercial off-the-shelf (COTS) and customized mail room related software utilized by mailing equipment (e.g. tracking software or accounting software) and purchased/leased on either a monthly or annual basis.
- All software must be specifically utilized only for mailing equipment operations.
- Includes licensing, software maintenance, technical support and updates.
- All installations will be performed by the Contracted Supplier.
- Updates shall be performed by Contracted Supplier or user.

**Software Consulting Services**

- Consulting services for mailing solutions that may require requirements definition, custom design, programming, testing and implementation as outlined in a detailed statement of work.

**Training**

- *Additional* training services as specified in Section 3.4.1.

**Design, Production Only**

- Billable only for Production equipment.
- Total hours with total fee will be agreed to in writing from both parties before any work will begin.
- All other Design work is included in the cost of the mailing equipment.

**Assembly/Installation, Production Only**

- Billable only for Production equipment.
- Total hours with total fee will be agreed to in writing from both parties before any work will begin.
- All other Installation work is included in the cost of the mailing equipment.

**Equipment Relocations Services**

- Awarded Vendors may charge for device moves. Such charges must be in the format listed below according to the distance from the original placement:

| <b>Move Zone</b> | <b>Distance from the Original Device Placement</b> | <b>Allowable Charge Format</b> |
|------------------|----------------------------------------------------|--------------------------------|
| Zone 1           | 100 Yards or less; or within the same building     | No Charge Allowed              |
| Zone 2           | Between Zone 1 and 50 miles                        | Flat Fee                       |
| Zone 3           | Outside of Zone 2                                  | Per mile fee                   |



#### **Section 4: NASPO ValuePoint Master Agreement Statement of Compliance**

**4.1.** NASPO ValuePoint Master Agreement(s) resulting from this RFP will constitute the final agreement except for negotiated terms and conditions specific to a Participating Entity's Participating Addendum.

The Master Agreement will include, but not be limited to, the NASPO ValuePoint Standard Terms and Conditions in Section 6 and Lead State specific terms and conditions required to execute a master agreement, the statement of work, Section 3 and selected portions of the Offeror's Proposal.

This section highlights particular terms and conditions of NASPO ValuePoint Master Agreement Terms and Conditions, although Offerors will be bound to all the terms and conditions when executing a Master Agreement as shown in section 6. Offerors must include a statement in their Proposal that they have read and understand all of the terms and conditions as shown in the Master Agreement (section 6).

[Response: Bell and Howell has read and understands all of the terms and conditions as shown in the Master Agreement \(section 6\). Please reference Proposed Changes to Solicitation ADSP016-00006328 \\_Bell and Howell.doc](#)

##### **4.1.a Insurance**

To be eligible for award, the Offeror agrees to acquire insurance from an insurance carrier or carriers licensed to conduct business in each Participating Entity's state at the prescribed levels set forth in Section 21 of the NASPO ValuePoint Master Agreement Terms and Conditions. Describe your insurance or plans to obtain insurance satisfying the requirements in Section 21.

[Response: Bell and Howell's insurance meets all stated requirements.](#)

##### **4.1.b NASPO ValuePoint Administrative Fee and Reporting Requirements**

To be eligible for award, the Offeror agrees to pay a NASPO ValuePoint administrative fee as specified in Paragraph 6 of Section 6 of the NASPO ValuePoint Master Agreement Terms and Conditions. Moreover, specific summary and detailed usage reporting requirements are prescribed in paragraph 7 of NASPO ValuePoint Master Agreement Terms and Conditions.

Offerors shall identify the person responsible for providing the mandatory usage reports. This information must be kept current during the contract period. Contractor will be required to provide reporting contact within 15 days of Master Agreement execution.

[Response: BH agrees to the required NASPO ValuePoint administrative fee and reporting requirements.](#)

##### **4.1.c NASPO ValuePoint eMarket Center**

To be eligible for award, the Offeror agrees, by submission of a Proposal, to cooperate with NASPO ValuePoint and SciQuest (and any authorized agent or successor entity to SciQuest) to integrate its presence in the NASPO ValuePoint eMarket Center either through an electronic catalog (hosted or punchout site) or unique ordering instructions. Refer to Paragraph 9, NASPO ValuePoint Master Agreement Terms and Conditions for the prescribed requirements.





Those terms and conditions require as a minimum that the Offeror agree to participate in development of ordering instructions. Proposer shall respond how they can support the eMarket Center in the Proposal through either a hosted catalog or punchoutsolution.

Response: BH agrees. Bell and Howell will support the eMarket Center with either a catalog or punchout solution and will work with NASPO ValuePoint and SciQuest to develop and integrate an electronic catalog or unique ordering instructions as described in Paragraph 9, NASPO ValuePoint Mater Agreement Terms and Conditions.

#### **4.2 Lead State Terms and Conditions.**

Refer to Section 7 for the Lead State Special Terms and Conditions that apply to this solicitation. Offeror shall indicate in their Proposal that they have read and understand all of the requirements shown Lead State Terms and Conditions.

Response: Bell and Howell has read and understands the Lead State Special Terms and Conditions. Please reference Proposed Changes to Solicitation ADSPO16-00006328 \_Bell and Howell.doc.

#### **4.3 Participating State Terms and Conditions.**

**As a courtesy to Offerors, some Participating State Specific Terms and Conditions are provided in Attachments to this solicitation. These are for informational purposes only and will be negotiated with individual Participating States after award of the Master Agreement. Each State reserves the right to negotiate additional terms and conditions in its Participating Addendums. Offerors shall submit a statement that they understand they may be required to negotiate these additional terms and conditions when executing a Participating Addendum.**

Response: Bell and Howell understands that each State has the right to negotiate additional Terms and Conditions in its Participating Addendums after award of the Master Agreement.

#### **4.4 Technical Requirements**

This section contains technical requirements pertaining to the Mailroom Equipment Supplies and Maintenance. Other sections of this RFP contain additional requirements that must be met in order to be considered responsive. Offerors must identify in their Proposal how their company meets or exceeds all requirements listed in Section 4 of this RFP solicitation.

##### **4.4.1 Offeror Profile**

- a. Your company's full legal name.  
Bell and Howell, LLC
- b. Primary business address.  
3791 S Alston Avenue  
Durham, NC 27713-1803
- c. Describe your company ownership structure.  
Bell and Howell is a privately held company. Bell and Howell, LLC is wholly owned by Contrado BBH Holdings, LLC - an affiliate of Versa Capital Management with \$1.3 Billion under management across 15 portfolio companies



- d. Employee size (number of employees).  
Bell and Howell has 914 employees.
- e. Website.  
[www.BellHowell.net](http://www.BellHowell.net)
- f. Sales contact information.  
For a list of Account Executives and District Service Managers by state, please reference Attachment D \_ Authorized Dealers Form \_ Bell and Howell.doc.
- g. Your client retention rate during the past 3 years.  
While retention rates vary across business lines, retention rates within annuity type business lines is extremely high.
- h. A brief history of your company and the year it was founded.  
Bell and Howell's heritage dates back over 100 years to the original founding of Bell & Howell Company in 1907. Bell and Howell's heritage in the mail processing industry began in 1936 and has grown substantially over the years as technology has evolved. Currently, we offer a full product suite of Inserting/Sorting equipment, Software, and the highest quality direct service force dedicated to supporting our customers.
- i. Describe your company's growth during the past three years.  
Our overall business changes are in line with general market changes within the various product lines.

#### 4.4.2 Customer Service

- a. What are your hours of operation and when are key account people available to us?  
The Customer Care Center at Bell and Howell never sleeps. We are open seven (7) days a week, 24 hours a day, and 365 days a year to support our customers. By calling one telephone number, (800) 7x24SVC, you have access to the Bell and Howell management team and technician support. This allows our customers with the security of knowing that even when you run into the unforeseen circumstances, we are ready, willing, and able to respond to your site in the event of an emergency.

In addition, the Customer Care Center provides sound database analysis for all call tracking and escalations. Regardless of need, they will place you in contact with the appropriate personnel for technical escalations, service, or sales management. This ensures that you have one number to call for all your needs regardless of time or day of the year.

Key account personnel are available to their customers during normal business hours (8:00 AM to 5:00 PM) Monday – Friday.

- b. Describe how problem identification and resolution will be handled.  
If a malfunction occurs which renders the machine inoperable, the Customer Service Engineer (CSE) will utilize his/her best efforts to correct the problem. A Service Order is entered into the Service Information System as a priority "High" or "Urgent". A Resident CSE may work on a machine for up to one hour before opening a Service Order.  
The CSE should call the Technical Assistance Center (TAC) for assistance if no progress has been made after (2) hours. This is not considered an Escalation, unless the CSE wishes to create the Escalation at this time. A DSM can escalate a Service Order at any time for technical or non-technical reasons.



If significant progress is not made within (4) hours, the CSE must notify TAC. The TAC will communicate with the CSE to determine if the service order should be placed on Escalated status. If so, TAC will update the Service Order to Escalated status and notify the District Service Manager (DSM) and/or Service Team Supervisor (STS) that an Escalation has occurred. The TAC will continue to monitor the site and review the Service Order status with the CSE at minimum every (4) hours. Once a Service Order is Escalated, TAC assumes technical responsibility for the site and works with the CSE to develop and implement an action plan. The DSM or STS should then contact the customer to make assurances that he is engaged and monitoring the situation. It is the responsibility of the DSM or STS to keep the customer informed of ongoing status and ultimate resolution of the problem. After no more than (2) hours, TAC must review the action plan and determine if other technical resources should be included. If so the TAC will notify the Technical Support Engineer (TSE) for that site. A notification will also be sent from the TAC to the Executive Director of Service (ED). TAC remains responsible to monitor the Escalation for adherence to call escalation policies.

The action plan for the Service Order Escalation must be reviewed by the TAC, DSM, TSE, CSE and any affected technical resources at minimum every (4) hours. Once an Escalation has been defined as an “Urgent” priority, the DSM must notify the Sales Account Manager of the current situation and provide them ongoing communication (every 4 hours) as to the status of the problem. Based on the severity of the problem, the SE will contact the Executive Director of Sales (EDS). The TSE upgrading the Escalation to “Urgent” priority remains on-site and follows troubleshooting instructions given by the Level II Technical Support Engineer (TSE). The TSE is the technical resource identified as the technical expert assigned to assist with problem resolution.

If reasonable progress is not being made the Manager of Technical Support will assess the need for an on-site visit by the TSE. The DSM must communicate any special customer circumstances to the Technical Support Manager. If the problem is determined to be a design issue, the TSE can escalate the problem to Engineering. Once this escalation occurs, a customer support team is formed, consisting of the TSM, TSE, and the assigned Engineer.

The customer support team is empowered to take whatever action is necessary to correct the problem. Problem status will be communicated daily to all team members by an Escalation Report until a resolution is found. If a resolution cannot be found, the Vice President of Customer Support Services will inform the VP of Service, and/or National Service/Sales Director(s) for a decision on future actions and the escalation is ended. An Escalation Summary report will be distributed weekly via email to all DSMs, EDs and Technical Support Management. The Escalation Summary report will be distributed each Friday via email to all Executive Management.

- c. How will you service our account? Describe the system you will use to manage our account.
- Bell and Howell has a comprehensive customer support infrastructure in place providing rapid service response to some of the largest US Government agencies, and commercial business customers, across the US. Our service footprint is nationwide with all our associates directly employed by Bell and Howell. This includes a fully staffed 7X24 Hour customer care center for the placement of service calls. Dedicated specialists, well versed in government processes, will service all items related to contract administration.



Bell and Howell technicians are formally trained on all equipment they service and are equipped with laptop computers and cellular data automation devices ( I Phones) with a dedicated on-line applications to track ETA's, close service calls, search parts, and which provides electronic literature and troubleshooting tools. An automated escalation processes provides real time visibility of all call status to our District Service Managers, National Technical Support Managers, and dedicated 2nd and 3rd level support. Bell and Howell maintains a SAP based customer relationship software suite that is utilized to enable its front line associates to provide the data gathering and tracking tools, along with logistics planning information in the support of our customers. In a nutshell Bell and Howell believes that we employ best in class customer service account management and response and would be glad to detail any aspect of its systems

**d. How do you respond to customer complaints and service issues?**

Bell and Howell's sincere intent is to prevent any unexpected situation that might negatively impact our customers. Even in the best of circumstances unforeseen issues will occur. Bell and Howell empowers all its associates to do anything within reason to assure our customers remain satisfied. In the event an issue remains unsolved, Bell and Howell has over 20 District Service Managers (DSM's) strategically positioned across the U.S. to provide immediate attention to any complaint or service situation. The DSM's report to Regional Service Managers who then report to our VP of Global Services. Bell and Howell additionally tracks all complaints and endeavors to reduce / eliminate negative events through a process of continuous improvement.

**e. How do you assess customer satisfaction?**

Bell and Howell performs regular audits of customer satisfaction through comprehensive installation surveys, surveys regularly performed as part of our national site standards program, and from time to time wide-ranging customer surveys launched across our installed base. Bell and Howell strives to have all customers be maintained as very satisfied and aggressively pursues any situations of concern from our customer base. These surveys have been used to focus our resources on clear process adherence and delivery of service to standards demanded by our customers. Our surveys are returned with high praise for our technical teams and continued high-site performance where our technicians are embedded at customer locations.

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

An overview of the principles that Bell and Howell employs to ensure Quality Assurance are as follows:

- We promote and implement basic process controls, document key processes and integrate quality systems.
- We ensure quality problems are documented and actively managed by employees using basic quality tools and problem solving techniques.
- We deploy a proactive, focused Supplier Quality program to continually improve as-received product quality, support material cost reduction initiatives, and ensure that improvement opportunities are regularly summarized, filtered, prioritized and chartered by leadership teams applying sound quality principles.



- We develop new products using Advanced Product Quality Planning (APQP) processes.
- We maintain a Quality staff of highly qualified and motivated professionals focused on corporate-wide quality, using knowledge-based management to increase customer satisfaction and reduce quality costs.

#### 4.4.3. Technology

- a. Describe your online system that Purchasing Entities would use to place orders and receive results? Include all methods of order submission.

Bell and Howell has an online system in place for Purchasing Entities to place orders for parts and consumables at [www.my.bellhowell.net](http://www.my.bellhowell.net).

As most of Bell and Howell's inserting, sorting, and software solutions are customized to meet the specific needs required by the customer, the Participating Entity would contact their Account Executive to review the agency's requirements and to discuss options to ensure that the equipment meets/exceeds their expectations. The District Service Manager (DSM) will be involved to understand the agency's usage and service requirements.

- b. Describe your ability and process to support a decentralized system of orders submitted from many end users in multiple states and locations.

Then AE who is assigned to each individual State will be responsible for quoting and ensuring that a correct product agreement or purchase order is submitted to BH. This is the same manner that both government and commercial orders are handled.

#### 4.4.4. Data Security

- a. What measures do you take to protect sensitive customer information?

Given this RFP is for on-site equipment, supplies, and services, BH would not be storing or processing any NASPO ValuePoint data at any BH facility. Any security breach involving the Participating Entities IT structure would fall under the security incident management process internal to the agency.

Any remote access to diagnostic tools on our equipment would be provided on a secure data line installed by the IT group internal to the Participating Entity.

#### 4.4.5 Promotion of the NASPO ValuePoint Master Agreement

The NASPO ValuePoint Master Agreement Terms and Conditions include program provisions governing participation in the cooperative, reporting and payment of administrative fees, and marketing/education relating to the NASPO ValuePoint cooperative procurement program. In this regard;

- a. Briefly describe how you intend to promote the use of the Master Agreement.

Bell and Howell intends to contact each Participating Entity and request a Participating Addendum, this would be done by sending a packet of information and following up with a phone call to request a meeting by the appropriate Account Executive and District Service Manager.



Additionally, participating in the NASPO Exchange will enable BH to make personal connections with the CPOs and Participating Entity Officials.

- b.** Knowing that state procurement officials (CPO) must permit use of the Master Agreement in their state, how will you integrate the CPO's permission into your plan for promoting the agreement?  
Bell and Howell intends to provide a copy of all executed Participating Addendums to Participating Entities as part of our marketing packet. Bell and Howell will prominently display our partnership with NASPO ValuePoint on our website as well as providing a newsletter to each agency contact who indicates a desire to keep up with the latest industry news.
- c.** Public entities are sensitive to "scope" issues, that is, whether performance is within the intended scope of the solicitation as awarded. In the context of your method of promoting agreements of this nature, how would you clarify any questions regarding the scope the agreement with respect to any potential order?  
Bell and Howell will educate both the Account Executives and District Service Managers to ensure they understand the sensitive nature of complying with MPAs/PAs as awarded. If additional clarification is required, BH has resources available to assist AEs and DSMs with scope issues to ensure that all potential orders are in compliance.
- d.** How will your company manage due dates for administrative fee payments and usage reports?  
Bell and Howell will have a single-point of contact who will manage usage report submittals and due dates for administrative fees. This reporting duty will be assigned to an existing Bell and Howell employee with contractual experience.
- e.** Through its Cooperative Development Coordinators and Education & Outreach team, NASPO ValuePoint assists Lead States by engaging vendors in strategies aimed at promoting master agreements. What opportunities and/or challenges do you see in working with NASPO ValuePoint staff in this way?  
Bell and Howell welcomes the opportunity to strategize with NASPO ValuePoint's Cooperative Development Coordinators and Education & Outreach Team. We do not see any challenges with this focused approach.