



All using Agencies of the Commonwealth, Participating Political
Subdivision, Authorities, Private Colleges and Universities

CHANGE Page 1 of 8
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Purchasing Agent:
Name: Shawn Danner
Phone: 717-787-8085
Fax:
 Valid from/to: 09/01/2018 - 08/31/2024

Your SAP Vendor Number With Us: 116604

Supplier Name/Address:
 RICOH USA INC
 300 EAGLEVIEW BLVD STE 200
 EXTON PA 19341-1155
 USA
 Supplier Telephone No: 717-487-2888
 Supplier Fax No.:

Please Deliver To:
 To be determined at the
 time of the Purchase Order
 unless specified below

Your Quotation: Date:
 Collective No.:
 Our Quotation:

Payment Terms:
 NET 15 DAYS

The Commonwealth of Pennsylvania, through the Department of General Services, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order from a Commonwealth agency, the order constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
20	Ledger Size B&W Seg 1 MP305	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
30	Internet Fax Expansion Kit	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
40	Additional Trays or Drawers	0.00	Each	0.00	1 Each	0.00

SEE LAST PAGE FOR ESTIMATED
TOTAL VALUE INFORMATION



CHANGE Page 2 of 8
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
	Invoice Plan:					
			Invoice Date		Invoice Value	
50	High Capacity Tray	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
60	digital output in .docx format	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
70	digital output in .rft format	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
80	Badge Reader Secure Printing	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
90	Ledger Size B&W Seg 2 MP2555	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
120	minimun Collating and Stapling Speed	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
130	3 Hole Punch	0.00	Each	0.00	1 Each	0.00



CHANGE Page 3 of 8
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
Invoice Plan:						
			Invoice Date	Invoice Value		

140	saddle stitch	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

170	Exit Tray	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

180	Memory Expansion Kit	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

190	digital output in .rft format	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

200	digital output in .docx format	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

210	Postscript	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

220	Badge Reader Secure Printing	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						



CHANGE Page 4 of 8
Contract No. 4600016289
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Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
			Invoice Date	Invoice Value		
230	Ledger Size B&W Seg 3 MP3555	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
330	Ledger Size B&W Seg 4 MP5055	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
470	Ledger Size B&W Seg 5 MP6055	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
610	Ledger Size B&W Seg 6 MP6503	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
720	Legal Size Seg 1 MP301	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
780	Legal Size Seg 2 MP3055	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
930	Legal Size Seg 3 MP4055	0.00	Each	0.00	1 Each	0.00



CHANGE Page 5 of 8
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
Invoice Plan:						
			Invoice Date	Invoice Value		

1070	Legal Size Seg 4 MP5055	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

1210	Legal Size Seg 5 MP6055	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

1350	Legal Size Seg 6 MP7503	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

1490	Color Seg 1 MPC401SR	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

1590	Color Seg 2 MPC4504	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

1730	Color Seg 3 MPC3004	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

1870	Black & White Faxing	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						



CHANGE Page 6 of 8
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
		Invoice Date		Invoice Value		
1880	Color Seg 2 IMC4500	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
1890	Clor Seg 3 IMC3000	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
1900	Legal B&W Seg 1 Ricoh IM350F	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
1910	Legal B&W Seg 5 Ricoh IM600SRF	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
1920	Color Seg 1 Ricoh IMC400SRF	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
1930	Legal Size B&W Seg 6 Ricoh IM8000	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
1940	Ledger Size B&W Seg 6 IM7000	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						



CHANGE Page 7 of 8
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
			Invoice Date	Invoice Value		
1950	Legal Size B&W Seg 3 IM4000	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
1960	Legal Size B&W Seg 4 IM5000	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
1970	Ledger Size B&W Seg 2 IM2500A	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
1980	Ledger Size B&W Seg 3 IM3500A	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
1990	Ledger Size B&W Seg 4 IM5000	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
2000	Ledger Size B&W Seg 5 IM6000	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
2010	Color Seg 2 - IMC 4510	0.00	Each	0.00	1 Each	0.00



CHANGE Page 8 of 8
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
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Invoice Plan:

Invoice Date

Invoice Value

*** New Item ***

2020	Color Seg 3 - IMC 3010	0.00	Each	0.00	1 Each	0.00
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Invoice Plan:

Invoice Date

Invoice Value

*** New Item ***

2030	Legal Size B&W, Segment 1 - IM 370F	1.00	Each	0.00	1 Each	0.00
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Invoice Plan:

Invoice Date

Invoice Value

Description of Changed Field:

Description changed

Old Value:

Legal Size, Segment 1 - IM 370F

New Value:

Legal Size B&W, Segment 1 - IM 370F

*** New Item ***

General Requirements for all Items:

Header Text

Contract extended to 8/31/2024

via EP Extension 35210_1. SD

No further information for this contract.

Estimated Total Value:
 \$ 5,000,000.00
 Currency: USD



All using Agencies of the Commonwealth, Participating Political
Subdivision, Authorities, Private Colleges and Universities

CHANGE Page 1 of 3
Contract No. 4600016289
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Purchasing Agent:
Name: Shawn Danner
Phone: 717-787-8085
Fax:
 Valid from/to: 09/01/2018 - 02/28/2024

Your SAP Vendor Number With Us: 116604

Supplier Name/Address:
 RICOH USA INC
 300 EAGLEVIEW BLVD STE 200
 EXTON PA 19341-1155
 USA
 Supplier Telephone No: 717-487-2888
 Supplier Fax No.:

Please Deliver To:
 To be determined at the
 time of the Purchase Order
 unless specified below

Your Quotation: Date:
 Collective No.:
 Our Quotation:

Payment Terms:
 NET 15 DAYS

The Commonwealth of Pennsylvania, through the Department of General Services, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order from a Commonwealth agency, the order constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
1880	Color Seg 2 IMC4500	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
	*** New Item ***					
1890	Clor Seg 3 IMC3000	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
	*** New Item ***					
1900	Legal B&W Seg 1 Ricoh IM350F	0.00	Each	0.00	1 Each	0.00

SEE LAST PAGE FOR ESTIMATED
TOTAL VALUE INFORMATION



CHANGE Page 2 of 3
Contract No. 4600016289
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Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						
1910	Legal B&W Seg 5 Ricoh IM600SRF	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						
1920	Color Seg 1 Ricoh IMC400SRF	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						
1930	Legal Size B&W Seg 6 Ricoh IM8000	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						
1940	Ledger Size B&W Seg 6 IM7000	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						
1950	Legal Size B&W Seg 3 IM4000	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		
*** New Item ***						



CHANGE Page 3 of 3
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Supplier Name:
RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
1960	Legal Size B&W Seg 4 IM5000	0.00	Each	0.00	1 Each	0.00
Invoice Plan:			Invoice Date	Invoice Value		
*** New Item ***						

1970	Ledger Size B&W Seg 2 IM2500A	0.00	Each	0.00	1 Each	0.00
Invoice Plan:			Invoice Date	Invoice Value		
*** New Item ***						

1980	Ledger Size B&W Seg 3 IM3500A	0.00	Each	0.00	1 Each	0.00
Invoice Plan:			Invoice Date	Invoice Value		
*** New Item ***						

1990	Ledger Size B&W Seg 4 IM5000	0.00	Each	0.00	1 Each	0.00
Invoice Plan:			Invoice Date	Invoice Value		
*** New Item ***						

2000	Ledger Size B&W Seg 5 IM6000	0.00	Each	0.00	1 Each	0.00
Invoice Plan:			Invoice Date	Invoice Value		
*** New Item ***						

General Requirements for all Items:						
No further information for this contract.						

Estimated Total Value:
\$ 5,000,000.00
Currency: USD



All using Agencies of the Commonwealth, Participating Political
Subdivision, Authorities, Private Colleges and Universities

ORIGINAL Page 1 of 5
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Purchasing Agent:
Name: Amy Layman
Phone: 717-346-3826
Fax: 717-783-6241

Valid from/to: 09/01/2018 - 08/31/2020

Your SAP Vendor Number With Us: 116604

Supplier Name/Address:
 RICOH USA INC
 70 VALLEY STREAM PKWY
 MALVERN PA 19355-1407
 USA
 Supplier Telephone No: 717-487-2888
 Supplier Fax No.: 717- 56-1268

Please Deliver To:

To be determined at the
time of the Purchase Order
unless specified below

Your Quotation: Date:
 Collective No.:
 Our Quotation:

Payment Terms:
NET 15 DAYS

The Commonwealth of Pennsylvania, through the Department of General Services, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order from a Commonwealth agency, the order constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
20	Ledger Size B&W Seg 1 MP305	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
30	Internet Fax Expansion Kit	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:		Invoice Date	Invoice Value		
40	Additional Trays or Drawers	0.00	Each	0.00	1 Each	0.00

SEE LAST PAGE FOR ESTIMATED
TOTAL VALUE INFORMATION



ORIGINAL Page 2 of 5
Contract No. 4600016289
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Supplier Name:
RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
	Invoice Plan:					
			Invoice Date		Invoice Value	
50	High Capacity Tray	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
60	digital output in .docx format	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
70	digital output in .rft format	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
80	Badge Reader Secure Printing	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
90	Ledger Size B&W Seg 2 MP2555	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
120	minimun Collating and Stapling Speed	0.00	Each	0.00	1 Each	0.00
	Invoice Plan:					
			Invoice Date		Invoice Value	
130	3 Hole Punch	0.00	Each	0.00	1 Each	0.00



ORIGINAL Page 3 of 5
Contract No. 4600016289
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Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
Invoice Plan:						
			Invoice Date	Invoice Value		

140	saddle stitch	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

170	Exit Tray	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

180	Memory Expansion Kit	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

190	digital output in .rft format	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

200	digital output in .docx format	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

210	Postscript	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date	Invoice Value		

220	Badge Reader Secure Printing	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						



ORIGINAL Page 4 of 5
Contract No. 4600016289
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Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
		Invoice Date		Invoice Value		
230	Ledger Size B&W Seg 3 MP3555	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
330	Ledger Size B&W Seg 4 MP5055	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
470	Ledger Size B&W Seg 5 MP6055	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
610	Ledger Size B&W Seg 6 MP6503	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
720	Legal Size Seg 1 MP301	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
780	Legal Size Seg 2 MP3055	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
		Invoice Date		Invoice Value		
930	Legal Size Seg 3 MP4055	0.00	Each	0.00	1 Each	0.00



Supplier Name:
 RICOH USA INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
Invoice Plan:						
			Invoice Date			Invoice Value

1070	Legal Size Seg 4 MP5055	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value

1210	Legal Size Seg 5 MP6055	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value

1350	Legal Size Seg 6 MP7503	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value

1490	Color Seg 1 MPC401SR	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value

1590	Color Seg 2 MPC4504	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value

1730	Color Seg 3 MPC3004	0.00	Each	0.00	1 Each	0.00
Invoice Plan:						
			Invoice Date			Invoice Value

General Requirements for all Items:

No further information for this contract.

Estimated Total Value:
 \$
 Currency: USD



All using Agencies of the Commonwealth, Participating Political
Subdivision, Authorities, Private Colleges and Universities

CHANGE Page 1 of 1
Contract No. 4600016289
Contract Original Approval Date: 08/29/2018

Purchasing Agent:
Name: Amy McFadden
Phone: 717-346-3826
Fax: 717-783-6241

Valid from/to: 09/01/2018 - 08/31/2020

Please Deliver To:

To be determined at the
time of the Purchase Order
unless specified below

Your SAP Vendor Number With Us: 116604

Supplier Name/Address:

RICOH USA INC
 70 VALLEY STREAM PKWY
 MALVERN PA 19355-1407
 USA
 Supplier Telephone No: 717-487-2888
 Supplier Fax No.: 717- 56-1268

Your Quotation: Date:
 Collective No.:
 Our Quotation:

Payment Terms:
NET 15 DAYS

The Commonwealth of Pennsylvania, through the Department of General Services, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order from a Commonwealth agency, the order constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
1870	Black & White Faxing	0.00	Each	0.00	1 Each	0.00

Invoice Plan:

Invoice Date Invoice Value

*** New Item ***

General Requirements for all Items:

No further information for this contract.

Estimated Total Value:
 \$ 5,000,000.00
 Currency: USD

**CONTRACT
FOR
COMMONWEALTH OF PENNSYLVANIA, DEPARTMENT OF GENERAL SERVICES
FOR DIGITAL MULTIFUNCTIONAL DEVICES**

THIS CONTRACT for the provision of **Digital Multifunctional Devices** ("Contract") is entered into by and between the **Commonwealth of Pennsylvania**, acting through the Department of General Services ("DGS"), and Ricoh USA, Inc ("Contractor").

WHEREAS, DGS issued a Request For Proposals for the provision of **Digital Multifunctional Devices** for Commonwealth executive agencies, RFP No. **6100044411** ("RFP"); and

WHEREAS, Contractor submitted a proposal in response to the RFP; and **WHEREAS**, DGS determined that it was in the best interest to award to all responsive and responsible offerors in accordance with 62 Pa. C.S. § 517(e)(3) and Contractor's proposal, was deemed responsive and responsible after taking into consideration all of the evaluation factors set forth in the RFP and selected Contractor for contract negotiations; and

WHEREAS, DGS and Contractor have negotiated this Contract as their final and entire agreement in regard to providing **Digital Multifunctional Devices** to the Commonwealth.

NOW THEREFORE, intending to be legally bound hereby, DGS and Contractor agree as follows:

1. Contractor shall, in accordance with the terms and conditions of this Contract, provide **Digital Multifunctional Devices** as more fully defined in the RFP, to Commonwealth executive agencies.
2. Commonwealth executive agencies shall procure their requirements for **Digital Multifunctional Devices** in accordance with the terms and conditions of this Contract.
3. Contractor agrees to provide the **Digital Multifunctional Devices** listed in its Cost Submittal, which is attached hereto as Exhibit B and made a part hereof, at the prices listed for those items in **Exhibit B**.
4. Contractor agrees to meet and maintain the commitments to small diverse businesses made in its Small Diverse Business and Small Business Submittal, which is attached hereto as **Exhibit C** and made a part hereof. Any proposed change to a small diverse business commitment must be submitted to the DGS Bureau of Diversity Inclusion and Small Business Opportunities ("BDISBO"), which will make a recommendation as to a course of action to the Contracting Officer. Contractor shall complete the Prime Contractor's Quarterly Utilization

Report and submit it to the Contracting Officer and BDISBO within ten (10) workdays at the end of each calendar quarter that the Contract is in effect.

5. This Contract is comprised of the following documents, which are listed in order of precedence in the event of a conflict between these documents:
 - a. The Contract document contained herein.
 - b. The Contract Terms and Conditions contained in the RFP, which is attached hereto as **Exhibit A** and made part of this Contract.
 - c. The Contractor's Cost Submittal, which is attached hereto as **Exhibit B** and made a part hereof.
 - d. The Contractor's Small Diverse Business Submittal, which is attached hereto as **Exhibit C** and made a part hereof.
 - e. The RFP, including all of the referenced Appendices and as revised by all Addenda issued thereto, which is attached hereto as **Exhibit D** and made a part hereof.
 - f. The Contractor's Technical Submittal, which is attached hereto as **Exhibit E** and made a part hereof.

[THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK]

IN WITNESS WHEREOF, the parties hereto have signed this Contract as of the dates written below. Execution by the Commonwealth will be as described in the Contract Terms and Conditions, paragraph 003.1b Signatures- Contract (March 2007).

Witness:

CONTRACTOR:

By: Beth Wheeler
(Assistant) Secretary

By: Steven Bissey
(Vice)-President-Director, State & Local Govt.

Beth Wheeler / 6/25/18
Printed Name/Date

Steven Bissey 6/25/18
Printed Name/Date

[Redacted]
Federal I.D. Number

**COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF GENERAL SERVICES**

By: To be obtained electronically
Deputy Secretary for Procurement Date

APPROVED AS TO FORM AND LEGALITY:

To be obtained electronically
Office of Chief Counsel Date

8-FA-19.2
Office of General Counsel Date

8-FA-19.2
Office of Attorney General Date

**APPROVED FOR FISCAL RESPONSIBILITY,
BUDGETARY APPROPRIATENESS AND
AVAILABILITY OF FUNDS:**

To be obtained electronically
Comptroller Date

PART V - CONTRACT TERMS and CONDITIONS

V.1 CONTRACT-001.1a Contract Terms and Conditions (Nov 30 2006)

The Contract with the selected offeror (who shall become the "Contractor") shall include the following terms and conditions:

V.2 CONTRACT-002.1d Term of Contract – Contract (May 2012)

The initial term of the Contract shall be 02 year(s) and 00 month(s).

The term of the Contract shall commence on the Effective Date (as defined below) and shall end on the Expiration Date identified in the Contract, subject to the other provisions of the Contract.

The Effective Date shall be: a) the Effective Date printed on the Contract after the Contract has been fully executed by the Contractor and the Commonwealth (signed and approved as required by Commonwealth contracting procedures) or b) the "Valid from" date printed on the Contract, whichever is later.

V.3 CONTRACT-002.2a Renewal of Contract Term (Nov 30 2006)

The Contract may be renewed for a maximum of 3 additional 1 year term(s), so long as Commonwealth provides written notice to Contractor of its intention to extend the Contract by letter prior to the expiration of the term of the agreement, or any extension thereof. The Commonwealth may exercise the renewal as individual year or multiple year term(s). Any renewal will be under the same terms, covenants and conditions. No further document is required to be executed to renew the term of the contract.

V.4 CONTRACT-002.3 Extension of Contract Term (Nov 30 2006)

The Commonwealth reserves the right, upon notice to the Contractor, to extend any single term of the Contract for up to three (3) months upon the same terms and conditions.

V.5 CONTRACT-003.1b Signatures – Contract (July 2015)

The Contract shall not be a legally binding contract until the fully-executed Contract has been sent to the Contractor. No Commonwealth employee has the authority to verbally direct the commencement of any work or delivery of any supply under this Contract prior to the Effective Date. The Contractor hereby waives any claim or cause of action for any service or work performed prior to the Effective Date.

The Contract may be signed in counterparts. The Contractor shall sign the Contract and return it to the Commonwealth. After the Contract is signed by the Contractor and returned to the Commonwealth, it will be processed for Commonwealth signatures and approvals. When the Contract has been signed and approved by the Commonwealth as required by Commonwealth contracting procedures, the Commonwealth shall create a Contract output form which shall: 1) clearly indicate "Fully executed" at the top of the form; 2) include a printed Effective Date and 3) include the printed name of the Purchasing Agent indicating that the document has been electronically signed and approved by the Commonwealth. Until the Contractor receives the Contract output form with this information on the Contract output form, there is no legally binding contract between the parties.

The fully-executed Contract may be sent to the Contractor electronically or through facsimile equipment. The

electronic transmission of the Contract shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Contract shall constitute receipt of the fully-executed Contract.

The Commonwealth and the Contractor specifically agree as follows:

- a. No handwritten signature shall be required in order for the Contract to be legally enforceable.
- b. The parties agree that no writing shall be required in order to make the Contract legally binding, notwithstanding contrary requirements in any law. The parties hereby agree not to contest the validity or enforceability of a genuine Contract or acknowledgement issued electronically under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any genuine Contract or acknowledgement issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of a genuine Contract or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Contract or acknowledgement were not in writing or signed by the parties. A Contract or acknowledgement shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
- c. Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

V.6 CONTRACT-004.1a Definitions (Oct 2013)

As used in this Contract, these words shall have the following meanings:

- a. Agency: The department, board, commission or other agency of the Commonwealth of Pennsylvania listed as the Purchasing Agency. If a COSTARS entity or external procurement activity has issued an order against this contract, that entity shall also be identified as "Agency".
- b. Contracting Officer: The person authorized to administer this Contract for the Commonwealth and to make written determinations with respect to the Contract.
- c. Days: Unless specifically indicated otherwise, days mean calendar days.
- d. Developed Works or Developed Materials: All documents, sketches, drawings, designs, works, papers, files, reports, computer programs, computer documentation, data, records, software, samples or any other tangible material without limitation authored or prepared by Contractor as the work product covered in the scope of work for the Project.
- e. Documentation: All materials required to support and convey information about the services required by this Contract. It includes, but is not necessarily restricted to, written reports and analyses, diagrams, maps, logical and physical designs, system designs, computer programs, flow charts, disks, and/or other machine-readable storage media.
- f. Services: All Contractor activity necessary to satisfy the Contract.

V.7 CONTRACT-005.1a Purchase Orders (July 2015)

Commonwealth agencies may issue Purchase Orders against the Contract. These orders constitute the Contractor's authority to make delivery. All Purchase Orders received by the Contractor up to and including the expiration date of the Contract are acceptable and must be performed in accordance with the Contract. Each Purchase Order will be deemed to incorporate the terms and conditions set forth in the Contract.

Purchase Orders may be electronically signed by the Agency. The electronically-printed name of the purchaser represents the signature of that individual who has the authority, on behalf of the Commonwealth, to authorize the Contractor to proceed.

Purchase Orders may be issued electronically or through facsimile equipment. The electronic transmission of a purchase order shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Purchase Order shall constitute receipt of an order. Orders received by the Contractor after 4:00 p.m. will be considered received the following business day.

a. No handwritten signature shall be required in order for the Contract or Purchase Order to be legally enforceable.

b. The parties agree that no writing shall be required in order to make the Purchase Order legally binding. The parties hereby agree not to contest the validity or enforceability of a Purchase Order or acknowledgement issued electronically under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any Purchase Order or acknowledgement issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of Purchase Orders or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Purchase Order or acknowledgement were not in writing or signed by the parties. A Purchase Order or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.

c. Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

Purchase Orders under ten thousand dollars (\$10,000) in total amount may also be made in person or by telephone using a Commonwealth Purchasing Card. When an order is placed by telephone, the Commonwealth agency shall provide the agency name, employee name, credit card number, and expiration date of the card. Contractors agree to accept payment through the use of the Commonwealth Purchasing Card.

V.8 CONTRACT-006.1 Independent Prime Contractor (Oct 2006)

In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth. The Contractor will be responsible for all services in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

V.9 CONTRACT-007.01a Supplies Delivery (Nov 30 2006)

All item(s) shall be delivered F.O.B. Destination. The Contractor agrees to bear the risk of loss, injury, or destruction of the item(s) ordered prior to receipt of the items by the Commonwealth. Such loss, injury, or destruction shall not release the Contractor from any contractual obligations. Except as otherwise provided in this contract, all item(s) must be delivered within the time period specified. Time is of the essence and, in addition to any other remedies, the Contract is subject to termination for failure to deliver as specified. Unless otherwise stated in this Contract, delivery must be made within thirty (30) days after the Effective Date.

V.10 CONTRACT-007.02 Estimated Quantities (Nov 30 2006)

It shall be understood and agreed that any quantities listed in the Contract are estimated only and may be increased or decreased in accordance with the actual requirements of the Commonwealth and that the Commonwealth in accepting any bid or portion thereof, contracts only and agrees to purchase only the materials and services in such quantities as represent the actual requirements of the Commonwealth. The Commonwealth reserves the right to purchase materials and services covered under the Contract through a separate competitive procurement procedure, whenever Commonwealth deems it to be in its best interest.

V.11 CONTRACT-008.1a Warranty (Oct 2006)

The Contractor warrants that all items furnished and all services performed by the Contractor, its agents and subcontractors shall be free and clear of any defects in workmanship or materials. Unless otherwise stated in the Contract, all items are warranted for a period of one year following delivery by the Contractor and acceptance by the Commonwealth. The Contractor shall repair, replace or otherwise correct any problem with the delivered item. When an item is replaced, it shall be replaced with an item of equivalent or superior quality without any additional cost to the Commonwealth.

V.12 CONTRACT-009.1c Patent, Copyright, and Trademark Indemnity (Oct 2013)

The Contractor warrants that it is the sole owner or author of, or has entered into a suitable legal agreement concerning either: a) the design of any product or process provided or used in the performance of the Contract which is covered by a patent, copyright, or trademark registration or other right duly authorized by state or federal law or b) any copyrighted matter in any report, document or other material provided to the Commonwealth under the contract.

The Contractor shall defend any suit or proceeding brought against the Commonwealth on account of any alleged patent, copyright or trademark infringement in the United States of any of the products provided or used in the performance of the Contract.

This is upon condition that the Commonwealth shall provide prompt notification in writing of such suit or proceeding; full right, authorization and opportunity to conduct the defense thereof; and full information and all reasonable cooperation for the defense of same.

As principles of governmental or public law are involved, the Commonwealth may participate in or choose to conduct, in its sole discretion, the defense of any such action.

If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.

The Contractor shall indemnify and hold the Commonwealth harmless from all damages, costs, and expenses, including attorney's fees that the Contractor or the Commonwealth may pay or incur by reason of any infringement or violation of the rights occurring to any holder of copyright, trademark, or patent interests and rights in any products provided or used in the performance of the Contract.

If any of the products provided by the Contractor in such suit or proceeding are held to constitute infringement and the use is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to continue use of such infringement products, replace them with non-infringement equal performance products or modify them so that they are no longer infringing.

If the Contractor is unable to do any of the preceding, the Contractor agrees to remove all the equipment or software which are obtained contemporaneously with the infringing product, or, at the option of the Commonwealth, only those items of equipment or software which are held to be infringing, and to pay the Commonwealth: 1) any amounts paid by the Commonwealth towards the purchase of the product, less straight line depreciation; 2) any license fee paid by the Commonwealth for the use of any software, less an amount for the period of usage; and 3) the pro rata portion of any maintenance fee representing the time remaining in any period of maintenance paid for. The obligations of the Contractor under this paragraph continue without time limit. No costs or expenses shall be incurred for the account of the Contractor without its written consent.

V.13 CONTRACT-009.1d Ownership Rights (Oct 2006)

The Commonwealth shall have unrestricted authority to reproduce, distribute, and use any submitted report, data, or material, and any software or modifications and any associated documentation that is designed or developed and delivered to the Commonwealth as part of the performance of the Contract.

V.14 CONTRACT-010.1a Acceptance (Oct 2006)

No item(s) received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the item(s). Any item(s) which is discovered to be defective or fails to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the item(s) or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection. It shall thereupon become the duty of the Contractor to remove rejected item(s) from the premises without expense to the Commonwealth within fifteen (15) days after notification. Rejected item(s) left longer than fifteen (15) days will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the item(s). Upon notice of rejection, the Contractor shall immediately replace all such rejected item(s) with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth shall then have the right to procure a corresponding quantity of such item(s), and deduct from any monies due or that may thereafter become due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

V.15 CONTRACT-010.2 Product Conformance (March 2012)

The Commonwealth reserves the right to require any and all Contractors to:

1. Provide certified data from laboratory testing performed by the Contractor, or performed by an independent laboratory, as specified by the Commonwealth.
2. Supply published manufacturer product documentation.
3. Permit a Commonwealth representative to witness testing at the Contractor's location or at an independent laboratory.
4. Complete a survey/questionnaire relating to the bid requirements and specifications.
5. Provide customer references.
6. Provide a product demonstration at a location near Harrisburg or the using agency location.

V.16 CONTRACT-010.3 Rejected Material Not Considered Abandoned (Oct 2013)

The Commonwealth shall have the right to not regard any rejected material as abandoned and to demand that the Contractor remove the rejected material from the premises within thirty (30) days of notification. The Contractor shall be responsible for removal of the rejected material as well as proper clean-up. If the Contractor fails or refuses to remove the rejected material as demanded by the Commonwealth, the Commonwealth may seek payment from, or set-off from any payments due to the Contractor under this or any other Contract with the Commonwealth, the costs of removal and clean-up. This is in addition to all other rights to recover costs incurred by the Commonwealth.

V.17 CONTRACT-011.1a Compliance With Law (Oct 2006)

The Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of the Contract.

V.18 CONTRACT-013.1 Environmental Provisions (Oct 2006)

In the performance of the Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including, but not limited to: the Clean Streams Law Act of June

22, 1937 (P.L. 1987, No. 394), as amended 35 P.S. Section 691.601 et seq.; the Pennsylvania Solid Waste Management Act, Act of July 7, 1980 (P.L. 380, No. 97), as amended, 35 P.S. Section 6018.101 et seq.; and the Dam Safety and Encroachment Act, Act of November 26, 1978 (P.L. 1375, No. 325), as amended, 32 P.S. Section 693.1.

V.19 CONTRACT-014.1 Post-Consumer Recycled Content (June 2016)

Except as specifically waived by the Department of General Services in writing, any products which are provided to the Commonwealth as a part of the performance of the Contract must meet the minimum percentage levels for total recycled content as specified by the Environmental Protection Agency in its Comprehensive Procurement Guidelines, which can be found at <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

V.20 CONTRACT-014.3 Recycled Content Enforcement (Feb 2009)

The Contractor may be required, after delivery of the Contract item(s), to provide the Commonwealth with documentary evidence that the item(s) was in fact produced with the required minimum percentage of post-consumer and recovered material content.

V.21 CONTRACT-015.1 Compensation (Oct 2006)

The Contractor shall be required to furnish the awarded item(s) at the price(s) quoted in the Purchase Order. All item(s) shall be delivered within the time period(s) specified in the Purchase Order. The Contractor shall be compensated only for item(s) that are delivered and accepted by the Commonwealth.

V.22 CONTRACT-015.2 Billing Requirements (February 2012)

Unless the Contractor has been authorized by the Commonwealth for Evaluated Receipt Settlement or Vendor Self-Invoicing, the Contractor shall include in all of its invoices the following minimum information:

- Vendor name and "Remit to" address, including SAP Vendor number;
- Bank routing information, if ACH;
- SAP Purchase Order number;
- Delivery Address, including name of Commonwealth agency;
- Description of the supplies/services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- Quantity provided;
- Unit price;
- Price extension;
- Total price; and
- Delivery date of supplies or services.

If an invoice does not contain the minimum information set forth in this paragraph, the Commonwealth may return the invoice as improper. If the Commonwealth returns an invoice as improper, the time for processing a payment will be suspended until the Commonwealth receives a correct invoice. The Contractor may not receive payment until the Commonwealth has received a correct invoice.

Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract, updated price lists or any discounts negotiated by the purchasing agency.

V.23 CONTRACT-016.1 Payment (Oct 2006)

- a. The Commonwealth shall put forth reasonable efforts to make payment by the required payment date. The required payment date is: (a) the date on which payment is due under the terms of the Contract; (b) thirty (30)

days after a proper invoice actually is received at the "Bill To" address if a date on which payment is due is not specified in the Contract (a "proper" invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or (c) the payment date specified on the invoice if later than the dates established by (a) and (b) above. Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982 and regulations promulgated pursuant thereto. Payment should not be construed by the Contractor as acceptance of the service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications. The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth.

- b. The Commonwealth shall have the option of using the Commonwealth purchasing card to make purchases under the Contract or Purchase Order. The Commonwealth's purchasing card is similar to a credit card in that there will be a small fee which the Contractor will be required to pay and the Contractor will receive payment directly from the card issuer rather than the Commonwealth. Any and all fees related to this type of payment are the responsibility of the Contractor. In no case will the Commonwealth allow increases in prices to offset credit card fees paid by the Contractor or any other charges incurred by the Contractor, unless specifically stated in the terms of the Contract or Purchase Order.

V.24 CONTRACT-016.2 ACH Payments (Aug 2007)

- a. The Commonwealth will make contract payments through the Automated Clearing House (ACH). Within 10 days of award of the contract or purchase order, the contractor must submit or must have already submitted their ACH information within their user profile in the Commonwealth's procurement system (SRM).
- b. The contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the Commonwealth of Pennsylvania's ACH remittance advice to enable the contractor to properly apply the state agency's payment to the invoice submitted.
- c. It is the responsibility of the contractor to ensure that the ACH information contained in SRM is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

V.25 CONTRACT-017.1 Taxes (Dec 5 2006)

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax free purchases under Registration No. 23-23740001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania state sales tax, local sales tax, public transportation assistance taxes and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this paragraph is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental, or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

V.26 CONTRACT-018.1 Assignment of Antitrust Claims (Oct 2006)

The Contractor and the Commonwealth recognize that in actual economic practice, overcharges by the Contractor's suppliers resulting from violations of state or federal antitrust laws are in fact borne by the Commonwealth. As part of the consideration for the award of the Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all right, title and interest in and to any claims the Contractor now has, or may acquire, under state or federal antitrust laws relating to the products and services which are the subject of this Contract.

V.27 CONTRACT-019.1 Hold Harmless Provision (Nov 30 2006)

- a. The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all third party claims, demands and actions based upon or arising out of any activities performed by the

Contractor and its employees and agents under this Contract, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the Commonwealth Attorneys Act (71 P.S. Section 732-101, et seq.), the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.

- b. Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld. The Commonwealth may, in its sole discretion, allow the Contractor to control the defense and any related settlement negotiations.

V.28 CONTRACT-020.1 Audit Provisions (Oct 2006)

The Commonwealth shall have the right, at reasonable times and at a site designated by the Commonwealth, to audit the books, documents and records of the Contractor to the extent that the books, documents and records relate to costs or pricing data for the Contract. The Contractor agrees to maintain records which will support the prices charged and costs incurred for the Contract. The Contractor shall preserve books, documents and records that relate to costs or pricing data for the Contract for a period of three (3) years from the date of final payment. The Contractor shall give full and free access to all records to the Commonwealth and/or their authorized representatives.

V.29 CONTRACT-021.1 Default (Oct 2013)

a. The Commonwealth may, subject to the Force Majeure provisions of this Contract, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in the Termination Provisions of this Contract) the whole or any part of this Contract or any Purchase Order for any of the following reasons:

- 1) Failure to begin work within the time specified in the Contract or Purchase Order or as otherwise specified;
- 2) Failure to perform the work with sufficient labor, equipment, or material to ensure the completion of the specified work in accordance with the Contract or Purchase Order terms;
- 3) Unsatisfactory performance of the work;
- 4) Failure to deliver the awarded item(s) within the time specified in the Contract or Purchase Order or as otherwise specified;
- 5) Improper delivery;
- 6) Failure to provide an item(s) which is in conformance with the specifications referenced in the Contract or Purchase Order;
- 7) Delivery of a defective item;
- 8) Failure or refusal to remove material, or remove and replace any work rejected as defective or unsatisfactory;
- 9) Discontinuance of work without approval;
- 10) Failure to resume work, which has been discontinued, within a reasonable time after notice to do so;
- 11) Insolvency or bankruptcy;
- 12) Assignment made for the benefit of creditors;
- 13) Failure or refusal within 10 days after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due for materials furnished, labor supplied or performed, for

equipment rentals, or for utility services rendered;

14) Failure to protect, to repair, or to make good any damage or injury to property;

15) Breach of any provision of the Contract;

16) Failure to comply with representations made in the Contractor's bid/proposal; or

17) Failure to comply with applicable industry standards, customs, and practice.

b. In the event that the Commonwealth terminates this Contract or any Purchase Order in whole or in part as provided in Subparagraph a. above, the Commonwealth may procure, upon such terms and in such manner as it determines, items similar or identical to those so terminated, and the Contractor shall be liable to the Commonwealth for any reasonable excess costs for such similar or identical items included within the terminated part of the Contract or Purchase Order.

c. If the Contract or a Purchase Order is terminated as provided in Subparagraph a. above, the Commonwealth, in addition to any other rights provided in this paragraph, may require the Contractor to transfer title and deliver immediately to the Commonwealth in the manner and to the extent directed by the Contracting Officer, such partially completed items, including, where applicable, reports, working papers and other documentation, as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract or Purchase Order as has been terminated. Except as provided below, payment for completed work accepted by the Commonwealth shall be at the Contract price. Except as provided below, payment for partially completed items including, where applicable, reports and working papers, delivered to and accepted by the Commonwealth shall be in an amount agreed upon by the Contractor and Contracting Officer. The Commonwealth may withhold from amounts otherwise due the Contractor for such completed or partially completed works, such sum as the Contracting Officer determines to be necessary to protect the Commonwealth against loss.

d. The rights and remedies of the Commonwealth provided in this paragraph shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

e. The Commonwealth's failure to exercise any rights or remedies provided in this paragraph shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.

f. Following exhaustion of the Contractor's administrative remedies as set forth in the Contract Controversies Provision of the Contract, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

V.30 CONTRACT-022.1 Force Majeure (Oct 2006)

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but aren't limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines, general strikes throughout the trade, and freight embargoes.

The Contractor shall notify the Commonwealth orally within five (5) days and in writing within ten (10) days of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall (i) describe fully such cause(s) and its effect on performance, (ii) state whether performance under the contract is prevented or delayed and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect to cancel the Contract, cancel the Purchase Order, or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract or Purchase Order.

V.31 CONTRACT-023.1a Termination Provisions (Oct 2013)

The Commonwealth has the right to terminate this Contract or any Purchase Order for any of the following reasons. Termination shall be effective upon written notice to the Contractor.

a. **TERMINATION FOR CONVENIENCE:** The Commonwealth shall have the right to terminate the Contract or a Purchase Order for its convenience if the Commonwealth determines termination to be in its best interest. The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits.

b. **NON-APPROPRIATION:** The Commonwealth's obligation to make payments during any Commonwealth fiscal year succeeding the current fiscal year shall be subject to availability and appropriation of funds. When funds (state and/or federal) are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year period, the Commonwealth shall have the right to terminate the Contract or a Purchase Order. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the supplies or services delivered under the Contract. Such reimbursement shall not include loss of profit, loss of use of money, or administrative or overhead costs. The reimbursement amount may be paid from any appropriations available for that purpose.

c. **TERMINATION FOR CAUSE:** The Commonwealth shall have the right to terminate the Contract or a Purchase Order for Contractor default under the Default Clause upon written notice to the Contractor. The Commonwealth shall also have the right, upon written notice to the Contractor, to terminate the Contract or a Purchase Order for other cause as specified in the Contract or by law. If it is later determined that the Commonwealth erred in terminating the Contract or a Purchase Order for cause, then, at the Commonwealth's discretion, the Contract or Purchase Order shall be deemed to have been terminated for convenience under the Subparagraph a.

V.32 CONTRACT-024.1 Contract Controversies (Oct 2011)

a. In the event of a controversy or claim arising from the Contract, the Contractor must, within six months after the cause of action accrues, file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within sixty (60) days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.

b. If the Contractor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Contractor. The contracting officer shall send his/her written determination to the Contractor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.

c. Within fifteen (15) days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the

terms of the Contract.

V.33 CONTRACT-025.1 Assignability and Subcontracting (Oct 2013)

- a. Subject to the terms and conditions of this paragraph, this Contract shall be binding upon the parties and their respective successors and assigns.
- b. The Contractor shall not subcontract with any person or entity to perform all or any part of the work to be performed under this Contract without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- c. The Contractor may not assign, in whole or in part, this Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- d. Notwithstanding the foregoing, the Contractor may, without the consent of the Contracting Officer, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Contracting Officer together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of this Contract.
- e. For the purposes of this Contract, the term "assign" shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- f. Any assignment consented to by the Contracting Officer shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- g. A change of name by the Contractor, following which the Contractor's federal identification number remains unchanged, shall not be considered to be an assignment hereunder. The Contractor shall give the Contracting Officer written notice of any such change of name.

V.34 CONTRACT-026.1 Other Contractors (Oct 2006)

The Commonwealth may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and Commonwealth employees, and coordinate its work with such additional work as may be required. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by Commonwealth employees. This paragraph shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. The Commonwealth shall equitably enforce this paragraph as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

V.35 CONTRACT-027.1 Nondiscrimination/Sexual Harassment Clause (August 2017)

The Contractor agrees:

1. In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the *Pennsylvania Human Relations Act* (PHRA) and applicable federal laws, against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
2. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the PHRA

and applicable federal laws, against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract.

3. The Contractor and each subcontractor shall establish and maintain a written nondiscrimination and sexual harassment policy and shall inform their employees in writing of the policy. The policy must contain a provision that sexual harassment will not be tolerated and employees who practice it will be disciplined. Posting this Nondiscrimination/Sexual Harassment Clause conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contracted services are performed shall satisfy this requirement for employees with an established work site.

4. The Contractor and each subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of PHRA and applicable federal laws, against any subcontractor or supplier who is qualified to perform the work to which the contract relates.

5. The Contractor and each subcontractor represents that it is presently in compliance with and will maintain compliance with all applicable federal, state, and local laws, regulations and policies relating to nondiscrimination and sexual harassment. The Contractor and each subcontractor further represents that it has filed a Standard Form 100 Employer Information Report ("EEO-1") with the U.S. Equal Employment Opportunity Commission ("EEOC") and shall file an annual EEO-1 report with the EEOC as required for employers' subject to *Title VII* of the *Civil Rights Act of 1964*, as amended, that have 100 or more employees and employers that have federal government contracts or first-tier subcontracts and have 50 or more employees. The Contractor and each subcontractor shall, upon request and within the time periods requested by the Commonwealth, furnish all necessary employment documents and records, including EEO-1 reports, and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause.

6. The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.

7. The Contractor's and each subcontractor's obligations pursuant to these provisions are ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor and each subcontractor shall have an obligation to inform the Commonwealth if, at any time during the term of the contract, it becomes aware of any actions or occurrences that would result in violation of these provisions.

8. The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

V.36 CONTRACT-028.1 Contractor Integrity Provisions (Jan 2015)

It is essential that those who seek to contract with the Commonwealth of Pennsylvania ("Commonwealth") observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth contracting and procurement process.

1. DEFINITIONS. For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Section:

a. "Affiliate" means two or more entities where (a) a parent entity owns more than fifty percent of the voting stock of each of the entities; or (b) a common shareholder or group of shareholders owns more than fifty percent of the voting stock of each of the entities; or (c) the entities have a common proprietor or general partner.

b. "Consent" means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by prequalification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of the execution of this contract.

c. "Contractor" means the individual or entity, that has entered into this contract with the Commonwealth.

d. "Contractor Related Parties" means any affiliates of the Contractor and the Contractor's executive officers, Pennsylvania officers and directors, or owners of 5 percent or more interest in the Contractor.

e. "Financial Interest" means either:

(1) Ownership of more than a five percent interest in any business; or

(2) Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.

f. "Gratuity" means tendering, giving, or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the *Governor's Code of Conduct, Executive Order 1980-18, the 4 Pa. Code §7.153(b)*, shall apply.

g. "Non-bid Basis" means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.

2. In furtherance of this policy, Contractor agrees to the following:

a. Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting or procurement with the Commonwealth.

b. Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to the Contractor activity with the Commonwealth and Commonwealth employees and which is made known to all Contractor employees. Posting these Contractor Integrity Provisions conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contract services are performed shall satisfy this requirement.

c. Contractor, its affiliates, agents, employees and anyone in privity with Contractor shall not accept, agree to give, offer, confer or agree to confer or promise to confer, directly or indirectly, any gratuity or pecuniary benefit to any person, or to influence or attempt to influence any person in violation of any federal or state law, regulation, executive order of the Governor of Pennsylvania, statement of policy, management directive or any other published standard of the Commonwealth in connection with performance of work under this contract, except as provided in this contract.

d. Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor or material under this contract, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than the Contractor's submission of the contract signed by Contractor.

e. Contractor certifies to the best of its knowledge and belief that within the last five (5) years Contractor or Contractor Related Parties have not:

(1) been indicted or convicted of a crime involving moral turpitude or business honesty or integrity in any jurisdiction;

(2) been suspended, debarred or otherwise disqualified from entering into any contract with any governmental agency;

(3) had any business license or professional license suspended or revoked;

(4) had any sanction or finding of fact imposed as a result of a judicial or administrative proceeding related to fraud, extortion, bribery, bid rigging, embezzlement, misrepresentation or anti-trust; and

(5) been, and is not currently, the subject of a criminal investigation by any federal, state or local prosecuting or investigative agency and/or civil anti-trust investigation by any federal, state or local prosecuting or investigative agency.

If Contractor cannot so certify to the above, then it must submit along with its bid, proposal or contract a written explanation of why such certification cannot be made and the Commonwealth will determine whether a contract may be entered into with the Contractor. The Contractor's obligation pursuant to this certification is ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to immediately notify the Commonwealth in writing if at any time during the term of the contract it becomes aware of any event which would cause the Contractor's certification or explanation to change. Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause if it learns that any of the certifications made herein are currently false due to intervening factual circumstances or were false or should have been known to be false when entering into the contract.

f. Contractor shall comply with the requirements of the *Lobbying Disclosure Act (65 Pa.C.S. §13A01 et seq.)* regardless of the method of award. If this contract was awarded on a Non-bid Basis, Contractor must also comply with the requirements of the *Section 1641 of the Pennsylvania Election Code (25 P.S. §3260a)*.

g. When contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor's Code of Conduct, or these Contractor Integrity Provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or the Office of the State Inspector General in writing.

h. Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these Contractor Integrity Provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract, to include any extensions thereof. Contractor shall immediately notify the Commonwealth in writing of any actions for occurrences that would result in a violation of these Contractor Integrity Provisions. Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of the State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the Contractor. Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.

i. Contractor shall cooperate with the Office of the State Inspector General in its investigation of any alleged Commonwealth agency or employee breach of ethical standards and any alleged Contractor non-compliance with these Contractor Integrity Provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of an Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Office of the State Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refer to or concern this contract. Contractor shall incorporate this paragraph in any agreement, contract or subcontract it enters into in the course of the performance of this contract/agreement solely for the purpose of obtaining subcontractor compliance with this provision. The incorporation of this provision in a subcontract shall not create privity of contract between the Commonwealth and any such subcontractor, and no third party beneficiaries shall be created thereby.

j. For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these Provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation or otherwise.

V.37 CONTRACT-029.1 Contractor Responsibility Provisions (Nov 2010)

For the purpose of these provisions, the term contractor is defined as any person, including, but not limited to, a bidder, offeror, loan recipient, grantee or lessor, who has furnished or performed or seeks to furnish or perform,

goods, supplies, services, leased space, construction or other activity, under a contract, grant, lease, purchase order or reimbursement agreement with the Commonwealth of Pennsylvania (Commonwealth). The term contractor includes a permittee, licensee, or any agency, political subdivision, instrumentality, public authority, or other public entity in the Commonwealth.

1. The Contractor certifies, in writing, for itself and its subcontractors required to be disclosed or approved by the Commonwealth, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any such subcontractors, are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid/Contract, a written explanation of why such certification cannot be made.
2. The Contractor also certifies, in writing, that as of the date of its execution of this Bid/Contract it has no tax liabilities or other Commonwealth obligations, or has filed a timely administrative or judicial appeal if such liabilities or obligations exist, or is subject to a duly approved deferred payment plan if such liabilities exist.
3. The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the Contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or, to the best knowledge of the Contractor, any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
4. The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
5. The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
6. The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the Internet at <http://www.dgs.state.pa.us/> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No: (717) 783-6472
FAX No: (717) 787-9138

V.38 CONTRACT-030.1 Americans with Disabilities Act (Oct 2006)

- a. Pursuant to federal regulations promulgated under the authority of The Americans With Disabilities Act, 28 C.F.R. Section 35.101 et seq., the Contractor understands and agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the basis of the disability. As a condition of accepting this contract, the Contractor agrees to comply with the "General Prohibitions Against Discrimination," 28 C.F.R. Section 35.130, and all other regulations promulgated under Title II of The Americans With Disabilities Act which are applicable to all benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through contracts with outside contractors.
- b. The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor's failure to comply with the provisions of Subparagraph a. above.

V.39 CONTRACT-031.1 Hazardous Substances (April 2017)

The Contractor shall provide information to the Commonwealth about the identity and hazards of hazardous substances supplied or used by the Contractor in the performance of the Contract. The Contractor must comply with Act 159 of October 5, 1984, known as the "Worker and Community Right to Know Act" (the "Act") and the regulations promulgated pursuant thereto at 34 Pa. Code Section 301.1 - 323.6.

a. Labeling. The Contractor shall ensure that each individual product (as well as the carton, container or package in which the product is shipped) of any of the following substances (as defined by the Act and the regulations) supplied by the Contractor is clearly labeled, tagged or marked with the information listed in Subparagraphs (1) through (4):

1) Hazardous substances:

- a) The chemical name or common name,
- b) A hazard warning, and
- c) The name, address, and telephone number of the manufacturer.

2) Hazardous mixtures:

- a) The common name, but if none exists, then the trade name,
- b) The chemical or common name of special hazardous substances comprising .01% or more of the mixture,
- c) The chemical or common name of hazardous substances consisting 1.0% or more of the mixture,
- d) A hazard warning, and
- e) The name, address, and telephone number of the manufacturer.

3) Single chemicals:

- a) The chemical name or the common name,
- b) A hazard warning, if appropriate, and
- c) The name, address, and telephone number of the manufacturer.

4) Chemical Mixtures:

- a) The common name, but if none exists, then the trade name,
- b) A hazard warning, if appropriate,
- c) The name, address, and telephone number of the manufacturer, and
- d) The chemical name or common name of either the top five substances by volume or those substances consisting of 5.0% or more of the mixture.

A common name or trade name may be used only if the use of the name more easily or readily identifies the true nature of the hazardous substance, hazardous mixture, single chemical, or mixture involved.

Container labels shall provide a warning as to the specific nature of the hazard arising from the substance in the container.

The hazard warning shall be given in conformity with one of the nationally recognized and accepted systems of providing warnings, and hazard warnings shall be consistent with one or more of the recognized systems throughout

the workplace. Examples are:

- NFPA 704, Identification of the Fire Hazards of Materials.
- National Paint and Coatings Association: Hazardous Materials Identification System.
- American Society for Testing and Materials, Safety Alert Pictorial Chart.
- American National Standard Institute, Inc., for the Precautionary Labeling of Hazardous Industrial Chemicals.

Labels must be legible and prominently affixed to and displayed on the product and the carton, container, or package so that employees can easily identify the substance or mixture present therein.

b. Material Safety Data Sheet. The contractor shall provide Material Safety Data Sheets (MSDS) with the information required by the Act and the regulations for each hazardous substance or hazardous mixture. The Commonwealth must be provided an appropriate MSDS with the initial shipment and with the first shipment after an MSDS is updated or product changed. For any other chemical, the contractor shall provide an appropriate MSDS, if the manufacturer, importer, or supplier produces or possesses the MSDS. The contractor shall also notify the Commonwealth when a substance or mixture is subject to the provisions of the Act. Material Safety Data Sheets may be attached to the carton, container, or package mailed to the Commonwealth at the time of shipment.

V.40 CONTRACT-032.1 Covenant Against Contingent Fees (Oct 2006)

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the Commonwealth shall have the right to terminate the Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

V.41 CONTRACT-033.1 Applicable Law (Oct 2006)

This Contract shall be governed by and interpreted and enforced in accordance with the laws of the Commonwealth of Pennsylvania (without regard to any conflict of laws provisions) and the decisions of the Pennsylvania courts. The Contractor consents to the jurisdiction of any court of the Commonwealth of Pennsylvania and any federal courts in Pennsylvania, waiving any claim or defense that such forum is not convenient or proper. The Contractor agrees that any such court shall have in personam jurisdiction over it, and consents to service of process in any manner authorized by Pennsylvania law.

V.42 CONTRACT-034.1a Integration – RFP (Dec 12 2006)

This Contract, including the Request for Proposals, Contractor's Proposal, Contractor's Best and Final Offer, if any, all referenced documents, and any Purchase Order constitutes the entire agreement between the parties. No agent, representative, employee or officer of either the Commonwealth or the Contractor has authority to make, or has made, any statement, agreement or representation, oral or written, in connection with the Contract, which in any way can be deemed to modify, add to or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of the Contract. No modifications, alterations, changes, or waiver to the Contract or any of its terms shall be valid or binding unless accomplished by a written amendment signed by both parties.

V.43 CONTRACT-034.2a Order of Precedence - RFP (Dec 12 2006)

In the event there is a conflict among the documents comprising this Contract, the Commonwealth and the Contractor agree on the following order of precedence: the Contract; the RFP, the Best and Final Offer, if any; the Contractor's Proposal in Response to the RFP.

V.44 CONTRACT-034.3 Controlling Terms and Conditions (Aug 2011)

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. All quotations requested and received from the Contractor are for obtaining firm pricing only. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor and not binding on the Commonwealth.

V.45 CONTRACT-035.1a Changes (Oct 2006)

The Commonwealth reserves the right to make changes at any time during the term of the Contract or any renewals or extensions thereof: 1) to increase or decrease the quantities resulting from variations between any estimated quantities in the Contract and actual quantities; 2) to make changes to the services within the scope of the Contract; 3) to notify the Contractor that the Commonwealth is exercising any Contract renewal or extension option; or 4) to modify the time of performance that does not alter the scope of the Contract to extend the completion date beyond the Expiration Date of the Contract or any renewals or extensions thereof. Any such change shall be made by the Contracting Officer by notifying the Contractor in writing. The change shall be effective as of the date of the change, unless the notification of change specifies a later effective date. Such increases, decreases, changes, or modifications will not invalidate the Contract, nor, if performance security is being furnished in conjunction with the Contract, release the security obligation. The Contractor agrees to provide the service in accordance with the change order. Any dispute by the Contractor in regard to the performance required by any notification of change shall be handled through Contract Controversies Provision.

V.46 CONTRACT-037.1a Confidentiality (Oct 2013)

a) The Contractor agrees to protect the confidentiality of the Commonwealth's confidential information. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information. In order for information to be deemed confidential, the party claiming confidentiality must designate the information as "confidential" in such a way as to give notice to the other party (notice may be communicated by describing the information, and the specifications around its use or disclosure, in the SOW). Neither party may assert that information owned by the other party is such party's confidential information. The parties agree that such confidential information shall not be copied, in whole or in part, or used or disclosed except when essential for authorized activities under this Contract and, in the case of disclosure, where the recipient of the confidential information has agreed to be bound by confidentiality requirements no less restrictive than those set forth herein. Each copy of such confidential information shall be marked by the party making the copy with any notices appearing in the original. Upon termination or cancellation of this Contract or any license granted hereunder, the receiving party will return to the disclosing party all copies of the confidential information in the receiving party's possession, other than one copy, which may be maintained for archival purposes only, and which will remain subject to this Contract's security, privacy, data retention/destruction and confidentiality provisions (all of which shall survive the expiration of this Contract). Both parties agree that a material breach of these requirements may, after failure to cure within the time frame specified in this Contract, and at the discretion of the non-breaching party, result in termination for default pursuant to the DEFAULT provision of this Contract, in addition to other remedies available to the non-breaching party.

(b) Insofar as information is not otherwise protected by law or regulation, the obligations stated in this Section do not apply to information:

- (1) already known to the recipient at the time of disclosure other than through the contractual relationship;
- (2) independently generated by the recipient and not derived by the information supplied by the disclosing party.

- (3) known or available to the public , except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
- (4) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
- (5) required to be disclosed by law , regulation, court order, or other legal process.

There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how, or data processing techniques developed alone or jointly with the Commonwealth in connection with services provided to the Commonwealth under this Contract.

(c) The Contractor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:

- (1) Prepare an un-redacted version of the appropriate document, and
- (2) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret, and
- (3) Prepare a signed written statement that states:
 - (i) the attached document contains confidential or proprietary information or trade secrets;
 - (ii) the Contractor is submitting the document in both redacted and un-redacted format in accordance with 65 P.S. § 67.707(b); and
 - (iii) the Contractor is requesting that the document be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests.
- (4) Submit the two documents along with the signed written statement to the Commonwealth.

V.47 CONTRACT-041.1 Contract Requirements-Small Diverse Business and Small Business Participation (July 2016)

The provisions contained in the RFP concerning Contract Requirements - Small Diverse Business and Small Business Participation are incorporated by reference herein.

V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013)

To the extent that the Contractor offers the Commonwealth or any purchasing agency ("Lessee") the option to lease any items covered by the Contract, these Leasing Terms And Conditions shall, in addition to the other terms and conditions of the Contract, govern the Lease, except to the extent the Contractor assigns a Lease to an Initial Assignee, in which case the Initial Assignee shall be bound to the obligations of the Contractor only as specified in these Leasing Terms and Conditions. If a Lessee desires to lease contract items, the Lessee shall indicate its leasing election on the PO issued to the Contractor ("Lease PO"). By issuing a Lease PO, the Lessee explicitly agrees to these Leasing Terms and Conditions. Any items covered by a Lease shall be called "Leased Property" in these Leasing Terms and Conditions. To the extent that there is a conflict between the other terms and conditions of the Contract and these Leasing Terms and Conditions, these Leasing Terms and Conditions shall prevail to the extent that the Lessee has elected a leasing option.

A. Term of Lease

The Contractor may provide any Leased Property under the Contract for any term up to 60 months, including a Fair Market Value Option for Lease/Purchases. The Lessee shall identify the term selected, as well as its election of either a Lease or Lease/Purchase option, on the Lease PO. The Lease term shall commence on the date the Lessee accepts the Leased Property by executing the Acceptance Certificate, and the term shall continue for the length specified on the Lease PO. The form of the Acceptance Certificate can be found on the Forms page of the Department of General Services' webpage (www.dgs.state.pa.us).

If the Contractor delivers the Leased Property in more than one delivery, unless otherwise specified in the Specifications for this procurement, the Lessee will provide separate acceptance certificates for each delivery of the items, and the Lessee will make periodic payments for the Leased Property corresponding to the amount of the Leased Property delivered and accepted 30 days prior to the payment due date.

B. Payments

1. Full Term Intention. The Lessee shall pay the applicable monthly or annual rent payment for the Leased Property for the full Lease term, unless the Lessee terminates the Lease, either for Contractor default as set forth in the Default provision of the Contract or for non-appropriation of funds as specified in this section.

2. Non-Appropriation. The Lessee's obligation is payable only and solely from funds allotted for the purpose of the Lease. If sufficient funds are not appropriated for continuation of performance under any Lease for any fiscal year subsequent to the one in which the Lessee issued the Lease PO, the Lessee may return the Leased Property to the Contractor/Initial Assignee (as applicable), and thereafter the Contractor/Initial Assignee shall release the Lessee of all further obligations under the Lease, provided:

- a. The Lessee delivers unencumbered title to the Leased Property to the Contractor or Initial Assignee (if applicable);
- b. The Lessee returns the Leased Property to the Contractor/Initial Assignee in good condition, reasonable wear and tear excepted; and
- c. The Lessee gives 30 days written notice of the failure of appropriations to the Contractor/Initial Assignee, along with a certification that the Leased Property is not being replaced by similar items from another vendor. In the event the Lessee returns the Leased Property for failure of appropriations, the Lessee shall pay all amounts then due under the Lease through the end of the fiscal year for which sufficient funds were appropriated for the Lease.

C. Title

1. Title to the Leased Property shall not pass to the Lessee but shall remain in the Contractor or Initial Assignee, whichever applies; except in the case of a Lease/Purchase, the title shall pass to the Lessee upon payment of the final installment or other concluding payment option.

- a. Upon payment of the final installment or other concluding payment option, neither the Contractor nor its assignee shall have any further interest in the Leased Property.
- b. The Leased Property shall remain personal property and shall not become a fixture or affixed to real property without consent of the Contractor/assignee.
- c. At the request of the Contractor or Initial Assignee, the Lessee will join the Contractor/assignee in executing one or more UCC-1 financing statements.
- d. The Lessee will keep the Leased Property free and clear of all encumbrances except the Contractor's/assignee's security interest.

D. Use And Location Of, and Alteration to Leased Property

The Lessee shall keep the Leased Property within the confines of the Commonwealth of Pennsylvania and shall inform the Contractor/Initial Assignee upon request of the location of the Leased Property. The Lessee, at its own cost and expense, shall maintain the Leased Property in good operating condition and will not use or deal with the Leased Property in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The Lessee agrees not to misuse, abuse, or waste the Leased Property and the Lessee will not allow the Leased Property to deteriorate, except for ordinary wear and tear resulting from their intended use. No alterations, changes, or modifications to the Leased Property shall be made without the approval of the Contractor/Initial Assignee.

E. Risk of Loss

The Contractor shall assume and bear the risk of loss or damage to, or theft of, the Leased Property and all component parts while the Leased Property or parts are in the Lessee's possession, unless the Lessee could have prevented such loss, damage, or theft by exercising reasonable care or diligence in the use, protection, or care of the Leased Property or parts. No loss or damage to the Leased Property or parts shall impair any Contractor or Lessee obligation under the Lease, except as expressly provided in these Leasing Terms and Conditions. If the damage could not have been prevented by the Lessee's exercise of reasonable care or diligence, and the Contractor determines the Leased Property or parts can be economically repaired, the Contractor shall repair or cause to be repaired all damages to the Leased Property or their parts. In the event that the any of the Leased Property or their parts are stolen or destroyed, or if in the Contractor's opinion they are rendered irreparable, unusable, or damaged, the affected Leased Property shall be considered a total loss and the Lease shall terminate as to that Leased Property, and the Lessee's obligation to pay rent for the affected Leased Property shall be deemed to have ceased as of the date of the loss.

F. Warranties

1. The Lessee shall have the benefit of any and all manufacturer or supplier warranties for the Leased Property during the Lease term.

2. The Contractor/Initial Assignee and any subsequent assignee warrants that neither the Contractor/Initial Assignee or subsequent assignee, nor anyone acting or claiming through these parties by assignment or otherwise, will interfere with the Lessee's quiet enjoyment of the Leased Property so long as no event of default as defined in Subsection J of this Section shall have occurred and be continuing.

G. Liability

1. The Lessee assumes all risks and liabilities for injury to or death of any person or damage to any property, arising out of the Lessee's possession, use, operation, condition, or storage of any Leased Property, whether such injury or death be of agents or employees of the Lessee or of third parties, and whether such property damage be to the Lessee's property or the property of others; provided, however, that the damage or injury results from the action or inaction of the Lessee, its agents or employees, and provided that judgment has been obtained against the Lessee, its agents or employees. This provision shall not be construed to limit the governmental immunity of any Lessee.

2. The Lessee shall, during the Lease term, either self-insure or purchase insurance to cover the risks it has assumed under Paragraph 1 of this Subsection, including but not limited to risks of public liability and property damage.

H. Assignment

1. The Lessee shall not assign any Lease PO or other interest in the Leased Property without the prior written consent of the Contractor or its assignee. The Contractor may assign, and/or grant security interests in whole or in part in, the Lease PO and Leased Property to an Initial Assignee, who in turn may further assign and/or grant a security interest in a Lease to a subsequent assignee without the Lessee's consent. Any other Contractor assignment shall require the Lessee's prior written consent. Upon written notice to the Lessee, the Contractor may assign payments under any Lease to a third party.

2. The Contractor may assign, without Lessee consent, any Lease PO to a third party ("Initial Assignee") who will fund the purchase of the Leased Property. The Initial Assignee may take title to, and assume the right to receive all rental payments for, the Leased Property. The Contractor shall notify the Lessee of any Lease PO assignment in its acknowledgment of the Lease PO to the Lessee, providing the Lessee with a copy of the assignment agreement between the Contractor and the Initial Assignee.

3. Notwithstanding any provisions to the contrary in the Contract, in the event of an assignment to an Initial Assignee, the Initial Assignee shall be bound only to the Contractor's obligations specified in these Leasing Terms and Conditions. An Initial Assignee shall not be responsible for any of the Contractor's additional representations, warranties, covenants, or obligations under the Contract Documents. By issuing a Lease PO, the Lessee waives any

claims it may have under the Lease against the Initial Assignee for any loss, damage, or expense caused by, defect in, or use or maintenance of any Leased Property. The Lessee acknowledges that the Initial Assignee is not the supplier of the Leased Property and is not responsible for their selection or installation. After the ordering Lessee executes, and the Initial Assignee receives, an Acceptance Certificate, if any portion of the Leased Property is unsatisfactory for any reason, the ordering Lessee shall, nevertheless, continue to make payments under the applicable Lease terms and shall make any claim against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee of the Initial Assignee.

4. After a Lessee executes and the Initial Assignee receives an Acceptance Certificate:

a. The Lessee shall, regardless of whether any portion of the Leased Property is unsatisfactory for any reason, nevertheless, continue to make payments under the applicable Lease and shall make any claim relating to the Leased Property against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee; and

b. The rights of the Initial Assignee and any subsequent assignee to receive rental payments are absolute and unconditional and shall not be affected by any defense or right of set-off.

5. Warranty Disclaimer

IN THE EVENT THE CONTRACTOR ASSIGNS A LEASE TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY (OTHER THAN A WARRANTY OF QUIET ENJOYMENT OF THE LEASED PROPERTY), EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE LESSEE TAKES THE LEASED PROPERTY "AS IS". IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE LESSEE HAVE ANY REMEDY AGAINST, THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR CONSEQUENTIAL DAMAGES, LOSS OF SAVINGS, OR LOSS OF USE.

I. Financing and Prepayment

1. If the Contractor is not the supplier of the Leased Property, the Contractor will pay the charges for the Leased Property directly to the supplier. In the event the Contractor assigns the Lease to an Initial Assignee, the Initial Assignee will pay the charges directly to the Contractor or the supplier, as applicable. If the Contractor has assigned rental payments under the Lease to an Initial Assignee, the Lessee's obligation to make rental payments for the Leased Property for which the Lessee has executed and delivered acceptance certificates shall not be affected by any discontinuance, return, or destruction of any license or licensed program materials, or by any Lessee dissatisfaction with any Leased Property.

2. The Lessee may at any time terminate the financing for any Leased Property by prepaying its remaining rental payments. The Lessee shall provide notice of the intended prepayment date, which shall be at least one month after the date of the notice. Depending on market conditions at the time, the Contractor/Initial Assignee may reduce the balance of the remaining rental payments to reflect the requested prepayment and shall advise the Lessee of the balance to be paid.

3. If the Lessee purchases Contract items related to Leased Property prior to the expiration of the Lease term, or if the Lease is terminated for any reason except non-appropriation as described in Subsection B of this Subsection, and if the Leased Property has been delivered and the Lessee has executed and delivered to the Contractor an acceptance certificate, the Lessee shall prepay such Leased Property.

J. Remedies for Default

1. If the Lessee does not make a required payment within 30 days after its due date and such nonpayment continues for 15 days after receipt of written notice from the Contractor/Initial Assignee that the Lessee is delinquent in payment, if the Lessee breaches any other provision under these Leasing Terms and Conditions and such breach continues for 15 days after receipt of written notice of the breach from the Contractor/Initial Assignee, or if the Lessee files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy,

insolvency, or similar law, the Contractor/Initial Assignee may pursue and enforce the following remedies, individually or collectively:

a. Terminate the applicable Lease.

b. Take possession of any or all Leased Property in the Lessee's possession, without any court order or other process of law. For such purpose, upon written notice of its intention to do so, the Contractor or its assignee may enter upon the premises where the Leased Property may be and remove and repossess the Leased Property, from the premises without being liable to the Lessee in any action or legal proceedings. The Contractor/assignee may, at its option, sell the repossessed Leased Property at public or private sale for cash or credit. The Lessee shall be liable for the Contractor's/assignee's expenses of retaking possession, including without limitation the removal of the Leased Property and placing the Leased Property in good operating condition (if not in good operating condition at the time of removal) in accordance with the manufacturer's specifications. Repossessed Leased Property shall include only those items that were leased or lease/purchased under the Lease.

c. Recover from the Lessee all rental payments then due, plus the net present value of the amount of the remaining rental payments. The present value of such remaining rental payments shall be calculated using a discount rate equal to the average of the weekly two- and three-year Treasury Constant Maturities published by the Federal Reserve Board for the last calendar week of the month preceding the contractor's/assignee's termination of the applicable Lease. The Treasury Constant Maturities are published in Statistical Release .15 and may be accessed via the Federal Reserve Board's Internet website.

2. In the event of Contractor default under the Default provision of the Contract, the Lessee may pursue one or more of the following remedies:

a. If the rental payments under the Lease have been assigned to an Initial Assignee, the Lessee shall continue to make payments for that Leased Property which has been delivered and for which the Lessee has provided acceptance certificates to the Contractor/Initial Assignee.

b. The Lessee may cancel, without liability for payment, its order for any Leased Property which has not been delivered and for which it has not issued acceptance certificates. In this instance, the amount of the rental payments will be recalculated to take into consideration and pay for the actual amount of Leased Property which was delivered and accepted. If no Leased Property has been delivered and accepted, the Lessee may terminate the Lease without liability for any payment.

c. If payments have not been assigned, the Lessee may set off or counterclaim any and all damages incurred by the Lessee as a result of the Contractor's default against its obligation to make rental payments.

K. Purchase Option

If the Lessee is not in default, it shall have the right at the expiration of the Lease term to buy the Leased Property "as is with no additional warranty" by tendering the purchase option amount the parties have established. For any Lease with a Fair Market Value Option, the fair market value of the equipment shall be established by the Contractor/Initial Assignee and shall not exceed the then-current purchase price of the Leased Property as established in the Contract. Upon the Lessee's exercise of a purchase option and payment of the required amount to the Contractor/Initial Assignee, all right, title, and interest in the Leased Property shall pass to the Lessee.

L. Extension

If the Lessee does not elect to purchase the Leased Property at the expiration of a Lease term, and the Lessee is not in default under the Lease, the Lessee may elect to extend the Lease by written notification to the Contractor/Initial Assignee. The Lessee will make any elective extension under the same Leasing Terms and Conditions, including any rent payable (not less than fair market rental value), and will continue until the earlier of termination by either party upon one month's prior written notice, or five years from the date of installation.

M. Return of Leased Property

At the expiration or termination of a Lease for any Leased Property, or upon Contractor/Initial Assignee demand

pursuant to Subsection J. of this Section, the Lessee shall promptly return the Leased Property, freight prepaid, to any location in the continental United States specified by the Contractor/Initial Assignee. The Lessee shall pay the required rent for the Leased Property until they have been shipped to the Contractor.

1. Since DGS has, as a matter of policy, determined that all hard drives contain information that is confidential or sensitive, the Contractor shall, at its discretion, either remove and destroy any hard drive from the Leased Property or clean the hard drive to Office of Administration/U.S. Department of Defense standards, and the Contractor shall provide written certification to the Lessee that the hard drive has been destroyed or cleaned to Office of Administration/U.S. Department of Defense standards.

2. Except in the event of a total loss of any or all Leased Property as described in Subsection E. of this Section, and except for any costs associated with the removal, destruction, and cleaning of any hard drives, the Lessee shall pay any costs the Contractor/Initial Assignee incurs to restore the Leased Property to good operating condition in accordance with the Contract specifications. All parts the Contractor/Initial Assignee may remove and replace shall become the Contractor's/Initial Assignee's property.

3. The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) upon the return of a Leased item.

N. Compliance with Internal Revenue Code

1. Tax Exemption Financing. If it intends to provide tax exempt financing, the Contractor/Initial Assignee must file, in timely fashion, any reports the Internal Revenue Service may require with respect to the order under the Internal Revenue Code (IRC). The Lessee shall cooperate with the Contractor/Initial Assignee in the preparation and execution of these documents. The Lessee shall also keep a copy of each notification of assignment with the Lessee's counterpart of the order and shall not, during the Lease term, permit the Leased Property to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC.

2. Governmental Status. Eligible Lessees include State entities or political subdivisions of a State for the purpose of Section 103(a) of the IRC as well as tax exempt non-profit corporations and entities under 501(c)(4) of the IRC. Any misrepresentation of a Lessee's status under the IRC shall constitute an event of default by the Lessee. If the Internal Revenue Service rules that the Lessee does not so qualify under either Section 103(a) or 501(c)(4) of the IRC, or if the Lessee fails to cooperate with the Contractor/Initial Assignee in the preparation and execution of any reports required under Section 124 or 149 of the IRC (including 8038G and 8038GC forms), the Lessee will, upon demand, pay the Contractor/Initial Assignee a sum the Contractor/Initial Assignee determines sufficient to return the Contractor/Initial Assignee to the economic status it would otherwise have received.

O. Governing Law

All Leases made under these Leasing Terms and Conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, except that the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under these Leasing Terms and Conditions.

P. Notices

Service of all notices under these Leasing Terms and Conditions shall be sufficient if delivered to the Lessee at the address set forth in the applicable Lease PO, or to the Contractor/Initial Assignee at the address set forth in its acknowledgment of the Lease PO, including any attached document. Notices by mail shall be effective when deposited in the U.S. mail, properly addressed, with sufficient paid postage. Notices delivered by hand or by overnight courier shall be effective when actually received.

V.49 CONTRACT-046.1 Manufacturer's Price Reduction (Oct 2006)

If, prior to the delivery of the awarded item(s) by the Contractor, a price reduction is announced by the original equipment manufacturer, a comparative price reduction will be given to the Commonwealth by the Contractor.

V.50 CONTRACT-051.1 Notice (Dec 2006)

Any written notice to any party under this Contract shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to following:

- a. If to the Contractor: the Contractor's address as recorded in the Commonwealth's Supplier Registration system.
- b. If to the Commonwealth: the address of the Issuing Office as set forth on the Contract.

V.51 CONTRACT-052.1 Right to Know Law (Feb 2010)

a. The Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104, ("RTKL") applies to this Contract. For the purpose of these provisions, the term "the Commonwealth" shall refer to the contracting Commonwealth agency.

b. If the Commonwealth needs the Contractor's assistance in any matter arising out of the RTKL related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.

c. Upon written notification from the Commonwealth that it requires the Contractor's assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor's possession, constituting, or alleged to constitute, a public record in accordance with the RTKL ("Requested Information"), the Contractor shall:

1. Provide the Commonwealth, within ten (10) calendar days after receipt of written notification, access to, and copies of, any document or information in the Contractor's possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
2. Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.

d. If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within seven (7) calendar days of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.

e. The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within five (5) business days of receipt of written notification of the Commonwealth's determination.

f. If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.

g. The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.

h. The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the

Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.

i. The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

INSTRUCTIONS

- 1.) All sheets must be filled out completely. Fill out all yellow highlighted cells on each worksheet.
- 2.) Formulas are imbedded in the Worksheets. Offeror's must verify that all calculations, subtotal costs and grand total costs are accurate.
- 3.) MFD Devices: Enter cost into the yellow highlighted cells for the three (3) device categories. A device must be entered for each category segment.
- 4.) Summary: All information is linked and will calculate automatically.
- 5.) Device Relocation: Enter the cost in the yellow highlighted cells to indicate the cost to relocate a device. Devices relocated 25 miles or less will be at no cost once per lease period.
- 6.) Please contact the Issuing Officer with any questions or concerns.
- 7.) Payment for services under this contract are fixed cost per unit. The volumes listed are for evaluation purposes only and will not be binding on the Commonwealth.

OFFEROR NAME		CONTACT PERSON	
Ricoh USA, Inc		Lori Toth	
OFFEROR ADDRESS		EMAIL ADDRESS	
70 Valley Stream Parkway		Lori.Toth@RicoH-usa.com	
Malvern, PA 19355		PHONE NUMBER	FAX NUMBER
		717-487-2888	
		VENDOR NUMBER	FEDERAL ID OR SSN
		116604	

Vendor Name	Ricoh USA, Inc
Vendor ID Number	116604
Vendor TIN	

Legal Size B&W							
Manufacturer	Ricoh USA, Inc	Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
Manufacturer Model Number		MP 301	MP3055	MP4055	MP5055	MP6055	MP7503
Monthly Lease Cost		\$ 71.61	\$ 143.33	\$ 165.83	\$ 208.32	\$ 268.00	\$ 383.93
Monthly Lease Cost with Optional Items							
Additional Optional Items	Black and White Faxing	Included	\$ 14.86	\$ 14.86	\$ 14.86	\$ 14.86	\$ 13.32
	Internet Fax Expansion Kit	\$ 10.34	\$ 10.34	\$ 10.34	\$ 10.34	\$ 10.34	\$ 10.34
	Minimum Collating and Stapling Speed	N/A	\$ 21.00	\$ 36.61	\$ 36.61	\$ 36.61	\$ 91.13
	3-hole Punch	N/A	\$ 8.89	\$ 8.69	\$ 8.69	\$ 8.69	\$ 10.28
	Saddle Stitch	N/A	\$ 50.63	\$ 64.78	\$ 64.78	\$ 64.78	\$ 93.03
	Card Stock	N/A	N/A	N/A	N/A	N/A	N/A
	Additional trays or drawers for paper sources	\$ 3.57	\$ 16.33	\$ 16.33	\$ 16.33	\$ 16.33	\$ 7.88
	High Capacity Tray or Drawer	N/A	\$ 19.74	\$ 19.74	\$ 19.74	\$ 19.74	\$ 23.80
	Exit Tray	N/A	\$ 21.00	\$ 26.07	\$ 26.07	\$ 26.07	\$ 216.89
	Memory Expansion Kit	N/A	\$ 1.24	\$ 1.24	\$ 1.24	\$ 1.24	\$ 1.12
	Mac Client OS	Included with Postscript	Included with Postscript	Included with Postscript	Included with Postscript	Included with Postscript	Included with Postscript
	Linux Client OS	Included	Included	Included	Included	Included	Included
	Digital output in .docx format	\$ 54.51	\$ 54.51	\$ 54.51	\$ 54.51	\$ 54.51	\$ 54.51
	Digital output in .rtf format	\$ 54.51	\$ 54.51	\$ 54.51	\$ 54.51	\$ 54.51	\$ 54.51
	Postscript or Postscript/PCL all in one driver page description languages	Included	\$ 6.82	\$ 6.82	\$ 6.82	\$ 6.82	\$ 24.10
Badge Reader Secure Printing	\$ 3.50	\$ 3.50	\$ 3.50	\$ 3.50	\$ 3.50	\$ 3.50	
Estimated Quantity		190	17	31	54	112	25
Estimated Total Monthly Cost		\$13,605.90	\$ 2,436.61	\$ 5,140.73	\$11,249.28	\$30,016.00	\$ 9,598.25

Ledger Sized B&W							
Manufacturer		Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
Manufacturer Model Number		MP305	MP2555	MP3555	MP5055	MP6055	MP6503
Monthly Lease Cost		\$81.02	\$ 121.47	\$ 160.20	\$ 208.32	\$ 268.00	\$ 309.20
Monthly Lease Cost with Optional Items							

Additional Optional Items	Black and White Faxing	Included	\$ 15.20	\$ 15.20	\$ 15.20	\$ 15.20	\$ 13.62
	Internet Fax Expansion Kit	\$ 10.34	\$ 10.72	\$ 10.72	\$ 10.72	\$ 10.72	\$ 10.72
	Minimum Collating and Stapling Speed	N/A	\$ 21.00	\$ 21.00	\$ 36.61	\$ 36.61	\$ 91.13
	3-hole Punch	N/A	\$ 8.89	\$ 8.89	\$ 8.89	\$ 8.89	\$ 10.51
	Saddle Stitch	N/A	\$ 50.63	\$ 50.63	\$ 64.78	\$ 64.78	\$ 64.45
	Card Stock	N/A	N/A	N/A	N/A	N/A	N/A
	Additional trays or drawers for paper sources	\$ 1.80	\$ 16.70	\$ 16.70	\$ 16.70	\$ 16.70	\$ 7.88
	High Capacity Tray or Drawer	\$ 4.36	\$ 20.18	\$ 20.18	\$ 20.18	\$ 20.18	\$ 24.34
	Exit Tray	N/A	\$ 18.41	\$ 18.41	\$ 27.22	\$ 27.22	\$ 169.46
	Memory Expansion Kit	N/A	\$ 1.27	\$ 1.27	\$ 1.27	\$ 1.27	\$ 1.14
	Mac Client OS	Included	Included	Included	Included	Included	Included
	Linux Client OS	Included	Included	Included	Included	Included	Included
	Digital output in .docx format	\$ 56.54	\$ 56.54	\$ 56.54	\$ 56.54	\$ 56.54	\$ 56.54
	Digital output in .rtf format	\$ 56.54	\$ 56.54	\$ 56.54	\$ 56.54	\$ 56.54	\$ 56.54
	Postscript or Postscript/PCL all in one driver page description languages	Included	\$ 6.97	\$ 6.97	\$ 6.97	\$ 6.97	\$ 24.64
Badge Reader Secure Printing	\$ 3.50	\$ 3.46	\$ 3.46	\$ 3.46	\$ 3.46	\$ 3.46	
Estimated Quantity		256	542	1322	492	289	344
Estimated Total Monthly Cost		\$20,741.76	\$65,836.74	#####	#####	\$77,452.00	#####

Color				
Manufacturer		Segment 1	Segment 2	Segment 3
Manufacturer Model Number		MPC401SR	MPC 4504	MPC 3004
Monthly Lease Cost		\$ 256.28	\$ 383.70	\$ 290.96
Monthly Lease Cost with Optional Items				
Additional Optional Items	Black and White Faxing	\$ 11.96	\$ 10.57	\$ 12.22
	Internet Fax Expansion Kit	\$ 10.72	\$ 10.72	\$ 10.72
	Standard 11 x 17 inch Media	N/A	\$ 36.61	\$ 21.00
	3-hole Punch	N/A	\$ 9.10	\$ 8.69
	Saddle Stitch	N/A	\$ 64.78	\$ 50.63
	Card Stock	N/A	N/A	N/A
	Additional trays or drawers for paper sources	\$ 7.23	\$ 14.90	\$ 14.90
	High Capacity Tray or Drawer	\$ 15.76	\$ 17.25	\$ 17.25
	Exit Tray	\$ 2.37	\$ 21.00	\$ 21.00
	Memory Expansion Kit	\$ 1.12	\$ 1.24	\$ 1.24
Mac Client OS	Included	Included	Included	

	Linux Client OS	Included	Included	Included
	Digital output in .docx format	\$ 56.54	\$ 56.54	\$ 56.54
	Digital output in .rtf format	\$ 56.54	\$ 56.54	\$ 56.54
	Postscript or Postscript/PCL all in one driver page description languages	Included	\$ 5.32	\$ 5.32
	Badge Reader Secure Printing	\$ 3.50	\$ 3.50	\$ 3.50
	Estimated Quantity	69	85	158
	Estimated Total Monthly Cost	\$17,683.32	\$32,614.50	\$45,971.68

Vendor Name	Ricoh USA, Inc
vendor ID Number	116604
Vendor TIN	

Relocation Services	
Distance	Cost
0 to 25 Miles	\$400.00
>25 to 50 Miles	\$500.00
>50 to 100 Miles	\$650.00
>100 Miles	\$800.00

Vendor Name	Ricoh USA, Inc
vendor ID Number	116604
Vendor TIN	

Cost Summary

Total Cost Base Years	
Total Annual Cost MFD Devices (All Segments) Base Year 1 & 2	\$ 18,071,745.84

**NOTICE OF SMALL BUSINESS SELF-CERTIFICATION
AND SMALL DIVERSE BUSINESS VERIFICATION**



The Department is pleased to announce that

ADEPT CONSULTING SERVICES INC

has successfully completed the Pennsylvania Department of General Services' process for self-certification as a small business under the Commonwealth's Small Business Contracting Program, and is verified as a Small Diverse Business with the following designation(s):

BUSINESS TYPE(s): Information Technology

CERTIFICATION NUMBER: 133383-2012-08-SB-M

CERTIFICATION TYPE: Minority Business Enterprise

ISSUE DATE: 08/23/2012

EXPIRATION DATE: 08/31/2019

RECERTIFIED DATE: 7/26/2017

A handwritten signature in black ink that reads "Kerry L. Kirkland". The signature is written in a cursive style with a loop at the end of the last name.

Kerry L. Kirkland, Deputy Secretary
Diversity, Inclusion, and Small Business Opportunities

SMALL DIVERSE BUSINESS AND SMALL BUSINESS PARTICIPATION SUBMITTAL

A. General Information. The Issuing Office encourages participation by Small Diverse Businesses (SDB) and Small Businesses (SB) as prime contractors and encourages all prime contractors to make significant commitments to use SDBs and SBs as subcontractors and suppliers.

A SB must meet each of the following requirements:

- △ The business must be for-profit, United States business;
- △ The business must be independently owned;
- △ The business may not be dominant in its field of operation;
- △ The business may not employ more than 100 full-time or full-time equivalent employees;
- △ The business, by type, may not exceed the following three-year average gross sales:
 - o Procurement Goods and Services: \$20 million
 - o Construction: \$20 million
 - o Building Design Services: \$7 million
 - o Information Technology Goods and Services: \$25 million

For credit in the RFP scoring process, a SB must complete the Department of General Services (DGS)/Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO) self-certification process. Additional information on this process can be found here: [Small Business Self-Certification.](#)

A SDB is a DGS-verified minority-owned small business, woman-owned small business, veteran-owned small business, service-disabled veteran-owned small business, LGBT-owned small business, Disability-owned small business, or other small businesses as approved by DGS, that are owned and controlled by a majority of persons, not limited to members of minority groups, who have been deprived of the opportunity to develop and maintain a competitive position in the economy because of social disadvantages.

For credit in the RFP scoring process, a SDB must complete the DGS verification process. Additional information on this process can be found here: [Small Diverse Business Verification.](#)

An Offeror that qualifies as a SDB or SB and submits a proposal as a prime contractor is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors. A SDB or SB may be included as a subcontractor with as many prime contractors as it chooses in separate proposals.

The Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs can be accessed here: [Find Small and Small Diverse Businesses.](#)

B. SDB and SB Participation Evaluation. BDISBO has established the minimum evaluation weight for the SDB and SB Participation criterion for this RFP as 20% of the total points.

- 1) The SDB and SB point allocation is based entirely on the percentage of the contract cost committed to SDB and SB participation. If the proposer is a SDB, 100% of the contract cost is allocated to SDB participation. If the proposer is a SB, 100% of the contract cost is allocated to SB participation.
- 2) A total combined SDB/SB commitment less than one percent (1%) of the total contract cost is considered de minimis and will receive no SDB or SB points.
- 3) Based on a maximum total of 200 available points for the SDB/SB Participation Submittal, the scoring mechanism is as follows:

$$\text{SDB and SB Raw Score} = 200 (\text{SDB}\% + (1/3 * \text{SB}\%))$$

- 4) The SDB and SB Raw Score is capped at 200.

The Offeror with the highest raw score will receive 200 points. Each Offeror's raw score will be pro-rated against the Highest Offeror's raw score by applying the formula set forth here:

[RFP Scoring Formula.](#)

- 5) The Offeror's prior performance in meeting its contractual obligations, SDBs and SBs will be considered by BDISBO during the scoring process. To the extent the Offeror has failed to meet prior contractual commitments, BDISBO may recommend to the Issuing Office that the Offeror be determined non-responsible for the the limited purpose of eligibility to receive SDB and SB points.

Questions regarding the SDB and SB Programs, including questions about the self-certification and verification processes can be directed to:

Department of General Services
Bureau of Diversity, Inclusion and Small Business Opportunities (BDISBO)
Room 601, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
[Email: RA-BDISBOVerification@pa.gov](mailto:RA-BDISBOVerification@pa.gov)
[Website: www.dgs.pa.gov](http://www.dgs.pa.gov)

C. SDB/SB Participation Submittal. All Offerors are required to submit the attached SDB/SB Participation Submittal Form in its entirety and related Letter(s) of Intent. **To receive points for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date and time. BDISBO reserves the right to adjust overall SDB or SB commitments to correctly align with the SDB or SB status of a prime contractor or subcontractor as of the solicitation due date and time, and also to reflect the correct sum of individual subcontracting commitments listed within the Letters of Intent.**

If there are multiple Letters of Intent, please combine them into one document and upload them with your response. The Letter(s) of Intent must be signed by both the Offeror and the SDB or SB for each of the identified SDB or SB subcontractors. Please use the attached Letter of Intent template and include all highlighted information.

Each SDB or SB commitment credited by BDISBO along with the overall percentage of SDB and SB commitments will become contractual obligations of the selected Offeror.

Offerors will not receive credit for any commitments for which information as above is not included in the SDB/SB Participation Submittal. Offerors will not receive credit for stating that they will find a SDB or SB after the contract is awarded.

Equal employment opportunity and contract compliance statements referring to company equal employment opportunity policies or past contract compliance practices do not constitute proof of SDB and/or SB Status or entitle an Offeror to receive credit for SDB or SB participation.

D. Contract Requirements.

All contracts containing SDB and SB Participation must contain the following contract provisions to be maintained through the initial contract term and any subsequent options or renewals:

1. Each SDB and SB commitment which was credited by BDISBO and the total percentage of such SDB and SB commitments made at the time of proposal submittal, BAFO, or contract negotiations, as applicable, become contractual obligations of the selected Offeror upon execution of its contract with the Commonwealth.
2. All SDB and SB subcontractors credited by BDISBO must perform at least 50% of the work subcontracted to them.
3. The individual percentage commitments made to SDBs and SBs cannot be altered without written approval from BDISBO.
4. SDB and SB commitments must be maintained in the event the contract is assigned to another prime contractor.
5. The selected Offeror and each SDB and SB for which a commitment was credited by BDISBO must submit a final, definitive subcontract agreement signed by the selected Offeror and the SDB and/or SB to BDISBO within 30 days of the final execution date of the Commonwealth contract. A Model Subcontract Agreement which may be used to satisfy this requirement is provided as an attachment – **Model Form of Small Diverse and Small Business Subcontract Agreement**. The subcontract must contain:
 - a) The specific work, supplies or services the SDB and/or SB will perform; location for work performed; how the work, supplies or services relate to the project; and the specific timeframe during the initial term and any extensions, options and renewals of the prime contract when the work, supplies or services will be provided or performed.

- b) The fixed percentage commitment and associated estimated dollar value that each SDB and/or SB will receive based on the final negotiated cost for the initial term of the prime contract.
 - c) Payment terms indicating that the SDB and/or SB will be paid for work satisfactorily completed within 14 days of the selected Offeror's receipt of payment from the Commonwealth for such work.
 - d) Commercially reasonable terms for the applicable business/industry that are no less favorable than the terms of the selected Offeror's contract with the Commonwealth and that do not place disproportionate risk on the SDB and/or SB relative to the nature and level of the SDB's and/or SB's participation in the project.
6. If the selected Offeror and a SDB or SB credited by BDISBO cannot agree upon a definitive subcontract within 30 days of the final execution date of the Commonwealth contract, the selected Offeror must notify BDISBO.
7. The Selected Offeror shall complete the Prime Contractor's Quarterly Utilization Report and submit it to the contracting officer of the Issuing Office and BDISBO within ten (10) business days at the end of each quarter of the contract term and any subsequent options or renewals. This information will be used to track and confirm the actual dollar amount paid to SDB and SB subcontractors and suppliers and will serve as a record of fulfillment of the contractual commitment. If there was no activity during the quarter, the form must be completed by stating "No activity in this quarter." A late fee of \$100.00 per day may be assessed against the Selected Offeror if the Utilization Report is not submitted in accordance with the schedule above.
8. The Selected Offeror shall notify the Contracting Officer of the Issuing Office and BDISBO when circumstances arise that may negatively impact the selected Offeror's ability to comply with SDB and/or SB commitments and to provide a corrective action plan. Disputes will be decided by the Issuing Office and DGS.
9. If the Selected Offeror fails to satisfy its SDB and/or SB commitment(s), it may be subject to a range of sanctions BDISBO deems appropriate. Such sanctions include, but are not limited to, one or more of the following: a determination that the selected Offeror is not responsible under the Contractor Responsibility Program; withholding of payments; suspension or termination of the contract together with consequential damages; revocation of the selected Offeror's SDB and/or SB status; and/or suspension or debarment from future contracting opportunities with the Commonwealth.

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)
PARTICIPATION SUBMITTAL**

Project Description:	<i>Digital Multifunctional Devices</i>
RFP #:	<i>6100044411</i>
Proposal Due Date:	<i>5/3/2018</i>
Commonwealth Agency Name:	<i>Commonwealth of Pennsylvania</i>

OFFEROR (Prime Contractor) INFORMATION

Offeror Company's Name:	<i>Ricoh USA, Inc</i>		
Offeror Contact Name:	<i>Steve Bissey</i>	Email:	<i>steve.bissey@ricoh-usa.com</i>
Title:	<i>Director, State & Local Government</i>	Phone:	<i>610-517-7648</i>

Is your firm a DGS-Verified Small Diverse Business?

Is your firm a DGS-Self-Certified Small Business?

To confirm your company's SDB/SB status and expiration, please click or use the following link:
<http://www.dgs.pa.gov/Businesses/Small Diverse Business Program/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx#.WVPvzp3D->

SUBCONTRACTING INFORMATION

Percentage Commitment for SDB and SB Subcontracting Participation

Commitment percentages will automatically calculate in the SDB/SB fields below after you have completed the SDB and SB Subcontractor Listing on the "Listing" tab.

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Offeror commits to the following percentages of the total contract cost for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting percentage commitment:

3.000%

Small Business Subcontracting percentage commitment:

0.000%

**SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB)
PARTICIPATION SUBMITTAL**

Listing SDB and SB Subcontractors

The Offeror must list in the chart below the SDBs and SBs that will be used to meet the percentage commitments provided above, along with the requested information about each SDB and SB Subcontractor. Include as many pages as necessary. Offerors must also include a Letter of Intent (LOI) for each SDB/SB listed. **To receive points for SDB or SB participation commitments, the SDB or SB must be listed in the Department's directory of self-certified SBs and DGS/BDISBO-verified SDBs as of the proposal due date.** The directory of self-certified SBs and DGS/BDISBO-verified SDBs can be accessed at the following link:

<http://www.dgs.pa.gov/Businesses/Small Diverse Business Program/Small-Diverse-Business-Verification/Pages/Finding-Small-Diverse-Businesses.aspx#.WVPvzp3D->

SDB/SB name, percent commitment to SDB/SB, and estimated \$ value of commitment will automatically populate in the LOI tabs.

Offeror Company's Name: Ricoh USA, Inc

SDB/SB Subcontractor Name	SDB or SB	Primary Contact Name	Description of Services or Supplies to be Provided	% of Total Contract Cost Committed	Estimated \$ Value of Commitment for Initial Contract Term	Will SDB/SB be used for Options/Renewals? (YES/NO)
Adept Consulting Services, Inc.	SDB <input type="checkbox"/>	Kirit D. Mehta	Project Management	3.000%	\$541,286.00	YES <input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>
	<input type="checkbox"/>					<input type="checkbox"/>

Total SDB % Commitment: 3.000%

Total SB % Commitment: 0.000%

5/3/2018

Mr. Kirit D. Mehta
President
Adept Consulting Services, Inc.
410 West Main Street, Suite 201
Lansdale, PA 19446
kmehta@adeptusa.com
215-855-3610

Offeror: Ricoh USA, Inc
RFP: 6100044411

Dear: Mr. Kirit D. Mehta

This letter serves as confirmation of the intent of this offeror to utilize **Adept Consulting Services, Inc.** on the above-referenced RFP issued by **Commonwealth of Pennsylvania**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below:

The services will be performed throughout the initial term of the contract and all extension or renewals.

Identify the specific work, goods or services the SDB/SB will perform below:

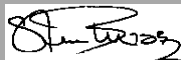
Project Management Office (PMO Services, to include project management, reporting, and various deployment services for devices).

These services represent **3.000%** of the total cost in the Offeror's cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that above-referenced SDB/SB will receive an estimated **\$541,286** during the initial contract term.

The above-referenced SDB/SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/SB submission.

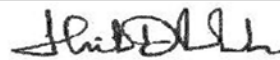
We look forward to the opportunity to serve **Commonwealth of Pennsylvania** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X 

Steve Bissey
Director, State & Local Government
Ricoh USA, Inc

Acknowledged,

X 

Mr. Kirit D. Mehta
President
Adept Consulting Services, Inc.

MM/DD/YYYY

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]
[Address]
[City, State, Zip]
[Email]
[Phone #]

Offeror: Ricoh USA, Inc
RFP: 6100044411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of Pennsylvania**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below:

[Identify the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed]

Identify the specific work, goods or services the SDB/SB will perform below:

[Identify the specific work, goods or services the SDB/SB will perform]

These services represent [redacted] of the total cost in the Offeror's cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced SDB/SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of Pennsylvania** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Steve Bissey
Director, State & Local Government
Ricoh USA, Inc
610-517-7648

Acknowledged,

X

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]
[Address]
[City, State, Zip]
[Email]
[Phone #]

Offeror: Ricoh USA, Inc
RFP: 6100044411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of Pennsylvania**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below:

[Identify the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed]

Identify the specific work, goods or services the SDB/SB will perform below:

[Identify the specific work, goods or services the SDB/SB will perform]

These services represent [redacted] of the total cost in the Offeror's cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced SDB/SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of Pennsylvania** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Steve Bissey
Director, State & Local Government
Ricoh USA, Inc
610-517-7648

Acknowledged,

X

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]
[Address]
[City, State, Zip]
[Email]
[Phone #]

Offeror: Ricoh USA, Inc
RFP: 6100044411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of Pennsylvania**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below:

[Identify the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed]

Identify the specific work, goods or services the SDB/SB will perform below:

[Identify the specific work, goods or services the SDB/SB will perform]

These services represent [redacted] of the total cost in the Offeror's cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced SDB/SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of Pennsylvania** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Steve Bissey
Director, State & Local Government
Ricoh USA, Inc
610-517-7648

Acknowledged,

X

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]
[Address]
[City, State, Zip]
[Email]
[Phone #]

Offeror: Ricoh USA, Inc
RFP: 6100044411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of Pennsylvania**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below:

[Identify the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed]

Identify the specific work, goods or services the SDB/SB will perform below:

[Identify the specific work, goods or services the SDB/SB will perform]

These services represent [redacted] of the total cost in the Offeror's cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced SDB/SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of Pennsylvania** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Steve Bissey
Director, State & Local Government
Ricoh USA, Inc
610-517-7648

Acknowledged,

X

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]
[Address]
[City, State, Zip]
[Email]
[Phone #]

Offeror: Ricoh USA, Inc
RFP: 6100044411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of Pennsylvania**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below:

[Identify the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed]

Identify the specific work, goods or services the SDB/SB will perform below:

[Identify the specific work, goods or services the SDB/SB will perform]

These services represent [redacted] of the total cost in the Offeror's cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced SDB/SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of Pennsylvania** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Steve Bissey
Director, State & Local Government
Ricoh USA, Inc
610-517-7648

Acknowledged,

X

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]
[Address]
[City, State, Zip]
[Email]
[Phone #]

Offeror: Ricoh USA, Inc
RFP: 6100044411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of Pennsylvania**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below:

[Identify the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed]

Identify the specific work, goods or services the SDB/SB will perform below:

[Identify the specific work, goods or services the SDB/SB will perform]

These services represent [redacted] of the total cost in the Offeror's cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced SDB/SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of Pennsylvania** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Steve Bissey
Director, State & Local Government
Ricoh USA, Inc
610-517-7648

Acknowledged,

X

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]

MM/DD/YYYY

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]
[Address]
[City, State, Zip]
[Email]
[Phone #]

Offeror: Ricoh USA, Inc
RFP: 6100044411

Dear: [SDB/SB Contact Name]

This letter serves as confirmation of the intent of this offeror to utilize [redacted] on the above-referenced RFP issued by **Commonwealth of Pennsylvania**

If Offeror is the successful vendor, the referenced SDB/SB shall perform the following work, goods or services during the initial term of the prime contract and during any extensions, options or renewal periods of the prime contract exercised by the Commonwealth, as more specifically set forth below:

[Identify the specific time periods during the initial contract term and any extensions, options and renewals when the work, goods or services will be provided or performed]

Identify the specific work, goods or services the SDB/SB will perform below:

[Identify the specific work, goods or services the SDB/SB will perform]

These services represent [redacted] of the total cost in the Offeror's cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that above-referenced SDB/SB will receive an estimated [redacted] during the initial contract term.

The above-referenced SDB/SB represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to the Offeror for its SDB/SB submission.

We look forward to the opportunity to serve **Commonwealth of Pennsylvania** on this project. If you have any questions concerning our small business or small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

X

Steve Bissey
Director, State & Local Government
Ricoh USA, Inc
610-517-7648

Acknowledged,

X

[SDB/SB Contact Name]
[Title]
[SDB/SB Company Name]

Event Summary - Digital Multifunctional Devices

Type	Request for Proposal	Number	6100044411
Stage Title	-	Organization	CommonwealthPA
Currency	US Dollar	Event Status	Under Evaluation
Work Group	IT	Exported on	5/18/2018
Exported by	Amy McFadden	Estimated Value	-
Payment Terms	-		

Bid and Evaluation

Respond by Proxy	Disallow	Use Panel Questionnaire	Yes
Sealed Bid	Yes	Auto Score	No
		Cost Analysis	No
Alternate Items	No	Confidential Pricing	No

Visibility and Communication

Visible to Public Yes


Enter a short description for this public event

To procure Digital MFD's and other related services.

Commodity Codes

Commodity Code	Description
43210000	Computer Equipment and Accessories

Event Dates

Time Zone	EDT
Released	-
Open	4/5/2018 1:00 PM
Close	5/3/2018 11:00 AM
Sealed Until	5/3/2018 11:00 AM
	 Show Sealed Bid Open Date to Supplier
Q&A Close	4/16/2018 3:00 PM

Description

1. **Purpose.** This request for proposals (RFP) provides information to enable potential Offerors to prepare and submit proposals for the Commonwealth of Pennsylvania's consideration.

2. **Issuing Office.** The Department of General Services (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be the Contact listed above, who is the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror may be disqualified.

3. **Project Description.** The purpose of this RFP is to procure Digital Multifunctional Devices and other related services. This will be a multiple award contract and will cover the requirements of the Commonwealth and COSTARS.

4. **Type of Contract.** If the Issuing Office enters into a contract as a result of this RFP, it will be a Firm Fixed Price contract and will contain the **Contract Terms and Conditions** attached to this RFP in the **Buyer Attachments** section.

5. **Rejection of Proposals.** The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

6. **Incurring Costs.** The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

7. **Questions & Answers.** Questions must be submitted using the Q&A Board within this event. Questions must be submitted as individual questions. Questions must be submitted by the posted deadline. All questions and responses are considered an addendum to and part of this RFP. The Issuing Office shall not be bound by any verbal information, nor shall it be bound by any written information that is not either contained within the RFP or formally issued by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or the solicitation.

8. **Addenda to the RFP.** Any revisions to this RFP will be made electronically within this site.

9. **Response Date.** To be considered for selection, electronic proposals must be submitted on or before the time and date specified. The Issuing Office will reject any late proposals.

10. **Proposal Submission:** To be considered, Offerors must submit a complete response to this RFP by the due date and time, from an official authorized to bind the Offeror to its provisions. Clicking the submit button within this site constitutes an electronic signature. A proposal being timely submitted and electronically signed by the Offeror are the two (2) mandatory responsiveness requirements and are non-waivable. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror’s proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror’s proposal. The proposal must remain valid for **120 days** or until a contract is fully executed, whichever is later. If the Issuing Office selects the Offeror’s proposal for award, the contents of the selected Offeror’s proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

11. **Proposal Format:** To be considered, the proposal must respond to all proposal requirements. Each proposal consists of three submittal components: Technical, Cost, and Small Diverse Business and Small Business Participation. Offerors should provide any other information thought to be relevant, but not

applicable to the enumerated categories, as attachments. The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP. The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data.

12. Alternate Proposals. The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements. The Issuing Office will not accept alternate proposals.

13. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

14. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. Further, the Issuing Office will consider the selected Offeror to be the sole point of contact with regard to all contractual matters.

15. Proposal Contents.

A. Confidential Information. The Commonwealth is not requesting confidential proprietary information or trade secrets to be included as part of Offerors' submissions. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below. After contract award, the selected Offeror must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright designations contained in proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure **requirements** under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to the **Additional Required Documentation** section for a **Trade Secret Confidential Proprietary Information Notice Form** that may be utilized as the signed written statement, if applicable. If financial capability information is submitted, such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

16. Best and Final Offers (BAFO). The Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers" in one or more of the following ways, in any

combination and order: schedule oral presentations, request revised proposals, conduct an online auction, and enter into pre-selection negotiations.

The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer: those Offerors which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive; those Offerors which the Issuing Office has determined in accordance with the **Offeror Responsibility** subsection from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract; and those Offerors whose score for their technical submittal of the proposal is less than **75 %** of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible Offerors which the Issuing Office has determined to be within the top competitive range of responsive proposals. The Evaluation Criteria shall also be used to evaluate the Best and Final offers. Price reductions offered through any online auction shall have no effect upon the Offeror's Technical Submittal. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by the Bureau of Diversity Inclusion and Small Business Opportunities (BDISBO).

17. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

18. Term of Contract. The term of the contract will commence on the Effective Date and will end two (2) years with three (3) optional one (1) year renewals. The Issuing Office will fix the Effective Date after the contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offeror shall not start the performance of any work prior to the Effective Date of the contract, and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.

19. Notification of Selection for Contract Negotiations. The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.

Prior to execution of the contract resulting from the RFP, the selected Offeror must be registered in the Commonwealth of Pennsylvania's Vendor Master file. In order to register, Offerors must visit the Pa Supplier Portal at <https://www.pasupplierportal.state.pa.us/> or call the Customer Support Center at 877-435-7363 or 717-346-2676.

20. Notification of Award. Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed, and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

21. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest.

22. RFP Protest Procedure. The RFP Protest Procedure is on the DGS website at [click here](#). A protest by a party that has not or has not yet submitted a proposal must be filed no later than the proposal submission deadline. Offerors may file a protest within seven days after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than seven days after the date the notice of award of the contract is posted on the DGS website. The date

of filing is the date of receipt of the protest. A protest must be filed in writing with the Issuing Office. To be timely, the protest must be received by 4:00 p.m. on the seventh day.

23. Attachments to the RFP. All attachments to the RFP, including those contained in the **Buyer Attachments** and **Additional Required Documentation** sections, are incorporated into and made part of the RFP.

24. Evaluation Criteria. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a rating for this component of each proposal. The following criteria will be used in evaluating each proposal:

A. Technical: The Issuing Office has established the weight for the Technical criterion for this RFP as **25%** of the total points. Evaluation will be based upon the following: **Soundness of Approach and Offeror Qualifications** The final Technical scores are determined by giving the maximum number of technical points available to the proposal(s) with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage: [click here](#)

B. Cost: The Issuing Office has established the weight for the Cost criterion for this RFP as **55%** of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage: [click here](#)

C. Small Diverse Business and Small Business Participation: BDISBO has established the minimum evaluation weight for the Small Diverse Business and Small Business Participation criterion for this RFP as **20%** of the total points. Refer to the **Small Diverse Business and Small Business Participation** document contained in the **RFP Question** section for more information and scoring methodology.

25. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract. In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **75%** of the available technical points and the Offeror must demonstrate the financial capability to assure good faith performance of the contract.

An Offeror who fails to demonstrate sufficient financial capability to assure good faith performance of the contract as specified herein may be considered by the Issuing Office, in its sole discretion, for Best and Final Offers or contract negotiation contingent upon such Offeror providing contract performance security for the first contract year cost proposed by the Offeror in a form acceptable to the Issuing Office. Based on the financial condition of the Offeror, the Issuing Office may require a certified or bank (cashier's) check, letter of credit, or performance bond conditioned upon the faithful performance of the contract by the Offeror. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Offeror and cannot increase the Offeror's cost proposal or the contract cost to the Commonwealth.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of [Commonwealth Management Directive 215.9, Contractor Responsibility Program](#).

26. Final Ranking and Award. After any best and final offer process is conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business Participation Submittal scores, the final cost scores, and the domestic workforce utilization scores. The Issuing Office will rank responsible Offerors according to the total overall score assigned to each in descending order. The Issuing Office must select for contract negotiations the Offeror with the highest overall score. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals at any time prior to the time a contract is fully executed when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

27. COSTARS Program. Information related to the COSTARS Program is incorporated in the **COSTARS Program Clause** contained in the **Buyer Attachments** section. If the Offeror elects to permit COSTARS members to participate in the contract resulting from this RFP, the Offeror should download, complete and upload the **COSTARS Election to Participate Form** contained in **Additional Required Documentation**. If the Offeror is asserting that it is a Department of General Services self-certified Small Business or verified Small Diverse Business, the Offeror must provide an active Department of General Services Small Business Certificate or Small Diverse Business Certificate, as applicable.

Stage Description

No description available.

1 ★ **Instructions To Supplier :**

Responsibility to Review.

Prerequisite Content:

Responsibility to Review RFP

The Offeror acknowledges and accepts full responsibility to ensure that it has reviewed the most current content of the RFP including any amendments to the RFP.

Certification

I certify that I have read and agree to the terms above.

Supplier Must Also Upload a File:

No

Buyer Attachments

Technical Submittal	Technical Submittal 04.16.18.docx	../Attachments/Technical Submittal 04.16.18.docx
MFD Cost Matrix	MFD Cost Matrix 04.27.18.xlsx	../Attachments/MFD Cost Matrix 04.27.18.xlsx
Terms and Conditions	Terms and Conditions 04.23.18.pdf	../Attachments/Terms and Conditions 04.23.18.pdf
Appendix A, Project References Template	Appendix A, Project References Template.doc	../Attachments/Appendix A, Project References Template.doc
Appendix B, MFD Requirements	Appendix B MFD Requirements 04.19.18.xlsx	../Attachments/Appendix B MFD Requirements 04.19.18.xlsx
Appendix C, MFD Service Level Agreements	Appendix C MFD Service Level Agreements 04.20.18.docx	../Attachments/Appendix C MFD Service Level Agreements 04.20.18.docx
Appendix D , Device Usage Report Sample	Appendix D , Device Usage Report Sample.xlsx	../Attachments/Appendix D , Device Usage Report Sample.xlsx
Appendix E, Software Requirements Agreement	Appendix E, Software Requirements Agreement.docx	../Attachments/Appendix E, Software Requirements Agreement.docx

RFP Questions

Group 1.1: Technical Questions

- 1.1.1 Please download, complete, and upload the Technical Submittal from Buyer Attachments.
File Upload
- 1.1.2 Please download, complete, and upload Appendix A, Project References Template from Buyer
File Upload
- 1.1.3 Please download, complete, and upload Appendix B, MFD Requirements from Buyer Attachments.
File Upload
- 1.1.4 Any additional attachments in support of the technical submittal can be uploaded here. If multiple files are needed combine into a single document or create a .zip file combining the files into a single .zip file.
File Upload
- 1.1.5 I have read and fully understand the performance standards in Appendix C, MFD Service Level
Yes/No
- 1.1.6 This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>. All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that
Text (Multi-Line)
- 1.1.7 Accessibility Needs. The Commonwealth's Executive Order 2016-03, 2016-03 - Establishing "Employment First" Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability, states that Commonwealth employees with disabilities may require accommodations of assistive technology in order to perform the functions of their jobs. The Commonwealth will further the objectives of providing appropriate accommodation and support through the contracts resulting from this procurement. Contractors must provide an accessibility plan and assistive technology for the products and services of this procurement, as applicable. If applicable, please upload provide an accessibility plan
File Upload

Group 1.2: Small Diverse Business and Small Business Participation

- 1.2.1 Please download, complete, and upload the attached SDB/SB Submittal Form, listing of SDB/SB subcontractors, and Letters of Intent (LOI). If this solicitation includes multiple lots, please include a separate Small Diverse Business and Small Business Participation Submittal for each lot for which you are submitting a proposal or quote. All fields must be completed prior to submitting.
File Upload
SDBSB Participation Submittal - ../Attachments/QuestionAttachments/SDBSB Participation Submittal_JAGGAER 012218.xlsx
- 1.2.2 Attached is a Model Form of Small Diverse and Small Business Subcontractor Agreement.
File Upload
Model Form of SDSDB Subcontractor Agreement - ../Attachments/QuestionAttachments/Model Form of SDSDB Subcontractor Agreement.docx
- 1.2.3 I have read and fully understand the Small and Small Diverse Business qualifications attached in question
Yes/No

Group 1.3: Cost

- 1.3.1 Please use the MFD Cost Matrix located in the Buyer Attachments to submit your cost proposal for this procurement. Do not include any assumptions in your submittal. If you do, your proposal may be
File Upload

Additional Required Documentation

Group 2.1: Standard Forms

- 2.1.1** Please download, sign and attach the Domestic Workforce Utilization Certification Form.
File Upload
Domestic Workforce Utilization Certification Form - ../Attachments/QuestionAttachments/Domestic Workforce Utilization Certification Form.doc
- 2.1.2** Please download and complete the attached Reciprocal Limitations Act form.
File Upload
Reciprocal Limitations Act - ../Attachments/QuestionAttachments/GSPUR-89
- 2.1.3** Please download, sign, and attach the Iran Free Procurement Certification and Disclosure Form.
File Upload
Iran Free Procurement Certification Form - ../Attachments/QuestionAttachments/Iran Free Procurement Certification Form.pdf
- 2.1.4** Please download, complete, and attach the Trade Secret/Confidential Proprietary Information Notice.
File Upload
Trade Secret/Confidential Proprietary Information Notice -
../Attachments/QuestionAttachments/TradeSecret_ConfidentialPropertyInfoNotice (002).pdf
- 2.1.5** Any Offeror who determines that it must divulge trade secrets or confidential proprietary information as part of its proposal must submit a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
File Upload
- 2.1.6** Complete and sign the attached Lobbying Certification and Disclosure form (only applicable when federal funds are being used in the amount of \$100,000 or more).
File Upload
Lobbying Certification and Disclosure Form - ../Attachments/QuestionAttachments/BOP-1307 LOBBYING CERTIFICATION FORM.doc
- 2.1.7** Offeror shall indicate acceptance of participation in the COSTARS Program by checking yes. Further explanation of the program can be found in the attached file.

Yes/No
COSTARS Participation Clause - ../Attachments/QuestionAttachments/COSTARS Program Clause for Statewide Contract.doc
- 2.1.8** The Commonwealth has determined that this contract will be made available to external procurement activities. Further information can be found below in the attached file.
File Upload
External Procurement Activities - ../Attachments/QuestionAttachments/Participating Addendum with an External Procurement Activity.docx

Group 2.2: Terms and Conditions

- 2.2.1** By submitting a proposal, the Offeror does so on the basis of the attached contract terms and conditions contained in Buyer Attachments.
Yes/No

Group 2.3: Offeror's Representation

- 2.3.1** By submitting a proposal, each Offeror understands, represents, and acknowledges the attached representations and authorizations.
Yes/No
Offerors Representations and Authorizations - ../Attachments/QuestionAttachments/Offerors Representations and Authorizations.docx

2.3.2 By submitting a proposal, you represent that: (1) you are making a formal submittal in response to a procurement issued by the Commonwealth pursuant to the Procurement Code (62 Pa.C.S. Section 101 et seq.); (2) you are authorized to submit the information on behalf of the person or entity identified; (3) this electronic submittal is deemed signed by you and you are authorized to bind the person or entity identified to the terms of the solicitation and this submittal; and (4) all of the information submitted is true and correct to the best of your knowledge, information, and belief. Any false statements made by you in this submittal are subject to the penalties of 18 Pa.C.S. §4904 (relating to unsworn falsification to

Yes/No

Q&A Board

Subject = Performance Standards [REDACTED]

Public Thread

Q: Question 1.1.5 asks Vendors to state whether they have read and fully understand the "attached Performance Standards." Does "attached Performance Standards" refer to Appendix C, MFD Service Level Agreements? If not, please provide the referenced Performance Standards for Vendor review.

Question added by: [REDACTED]

4/16/2018 2:53 PM EDT

A: Performance Standards are the Service Level Agreements. See Appendix C, MFD Service Level Agreements.

Answered by: [REDACTED]

4/20/2018 2:57 PM EDT

Subject = Reciprocal Limitations Act Requirements [REDACTED]

Public Thread

Q: Does Vendor enter each proposed model in the State of Manufacture chart in Section III of this form?

Question added by: [REDACTED]

4/16/2018 2:52 PM EDT

A: Multiple models from a single manufacturer can be entered in the same line of the State of Manufacturer chart so long as those models are manufactured at the same location.

Answered by: [REDACTED]

4/20/2018 2:59 PM EDT

Subject = Confidential Information [REDACTED]

Public Thread

Q: If applicable, is a redacted version due at the time of proposal submission or only after award?

Question added by: [REDACTED]

4/16/2018 2:51 PM EDT

A: On page 9 of the Terms and Conditions it states C.2. Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret.

Answered by: [REDACTED]

4/20/2018 3:00 PM EDT

Subject = RFP Questions [REDACTED]

Public Thread

Q: Does the vendor have the ability to recommend a device based on monthly volume, or not sell a device if it's not the right device for the amount of volume being printed?

Question added by: [REDACTED]

4/16/2018 2:50 PM EDT

A: Vendor has the right to request information that assists in right-sizing a device.

Answered by: [REDACTED]

4/20/2018 3:00 PM EDT

Subject = Acceptance [REDACTED]

Public Thread

Q: Section V.14, Acceptance states that the Commonwealth has a reasonable opportunity to inspect the item(s). The term reasonable could be open for interpretation from customer to customer and therefore Vendor respectfully requests the lease acceptance as the reasonable time period. V.14 CONTRACT-010.1a Acceptance (Oct 2006) No item(s) received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the item(s). Any item(s) which is discovered to be defective or fails to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the item(s) or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection. It shall thereupon become the duty of the Contractor to remove rejected item(s) from the premises without expense to the Commonwealth within fifteen (15) days after notification. Rejected item(s) left longer than fifteen (15) days will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the item(s). Upon notice of rejection, the Contractor shall immediately replace all such rejected item(s) with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth shall then have the right to procure a corresponding quantity of such item(s), and deduct from any monies due or that may thereafter become due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

Question added by: [REDACTED]

4/16/2018 2:33 PM EDT

A: The language will remain as stated.

Answered by: [REDACTED]

4/18/2018 3:36 PM EDT

Subject = Historical Data [REDACTED]

Public Thread

Q: Does the Commonwealth have any historical volumes for the current machines?

Question added by: [REDACTED]

4/16/2018 2:28 PM EDT

A: This information is not currently available.

Answered by: [REDACTED]

4/20/2018 3:01 PM EDT

Subject = Timeline [REDACTED]

Public Thread

Q: Will DGS grant a two-week extension to the due date for proposal responses?

Question added by: [REDACTED]

4/16/2018 2:26 PM EDT

A: No

Answered by: [REDACTED]

4/23/2018 1:02 PM EDT

Subject = RFP Questions Group 1.1: Technical Questions [REDACTED]

Public Thread

Q: Item 1.1.5 mentions a "Performance Standards" attachment, but I don't see it included. Please clarify and provide the attachment.

Question added by: [REDACTED]

4/16/2018 1:47 PM EDT

A: Performance Standards are the Service Level Agreements. See Appendix C, MFD Service Level Agreements.

Answered by: [REDACTED]

4/23/2018 10:09 AM EDT

Subject = Terms and Conditions.pdf [REDACTED]

Public Thread

Q: V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013) A. Term of Lease "Contractor may provide any Leased Property under the Contract for any term up to 60 months." Will Leased Property be awarded on a non-coterminous basis? In other words, can the Leased Property be billed for past the end date of the Master Agreement if the Agency requests 60-month lease term mid-way through the Contract term? How will lease scheduled be documented?

Question added by: [REDACTED]

4/16/2018 1:46 PM EDT

A: See Paragraph V.48 (A).

Answered by: [REDACTED]

4/20/2018 3:02 PM EDT

Subject = Terms and Conditions.pdf [REDACTED]

Public Thread

Q: V.7 CONTRACT-005.1a Purchase Orders (July 2015)
"All Purchase Orders received by the Contractor up to and including the expiration date of the Contract are acceptable and must be performed in accordance with the Contract." Will there be an opportunity for bilateral acceptance of Purchase Orders? For example, if a Purchase Order cannot be met due to logistical or supply chain issues, will the Contractor have the opportunity to accepted or decline?

Question added by: [REDACTED]

4/16/2018 1:46 PM EDT

A: Contractors will have the option to not submit quotes in response to requests from agencies.

Answered by: [REDACTED]

4/20/2018 3:03 PM EDT

Subject = Terms and Conditions.pdf [REDACTED]

Public Thread

Q: V.31 CONTRACT-023.1a Termination Provisions (Oct 2013) a. Termination for Convenience "The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits." In the event of Termination for Convenience, service unrendered will not be collected; however, will the Contractor be entitled to recover its cost of hardware and deinstallation?

Question added by: [REDACTED]

4/16/2018 1:46 PM EDT

A: No.

Answered by: [REDACTED]

4/18/2018 3:38 PM EDT

Subject = Terms and Conditions.pdf [REDACTED]

Public Thread

Q: V.22 CONTRACT-015.2 Billing Requirements (February 2012) May subcontractors bill and collect payments to Commonwealth agencies independently of prime contractor?

Question added by: [REDACTED]

4/16/2018 1:45 PM EDT

A: No.

Answered by: [REDACTED]

4/18/2018 3:39 PM EDT

Subject = Cancellation [REDACTED]

Public Thread

Q: Please clarify that if the commonwealth cancels the contract for convenience that it will only affect the ability to place new orders but those orders already in place under leases will remain in place until they have met their full lease term?

Question added by: [REDACTED]

4/16/2018 11:48 AM EDT

A: Correct, in the event the contract is terminated for convenience, the purchase orders for devices under lease will remain in effect until the lease term expires.

Answered by: [REDACTED]

4/20/2018 3:04 PM EDT

Subject = V.31 Contract Termination- Provisions [REDACTED]

Public Thread

Q: V.31- Contract Termination Provisions of the Terms and Conditions states that, " The Commonwealth shall have the right to terminate the contract or a Purchase Order (PO) for its convenience if the Commonwealth determines termination to be in its best interest." Termination for an individual order without specific cause or notice is a significant financial risk for the vendor. Please clarify that the termination of an individual PO is only acceptable for termination for cause or lack or appropriation not termination for convenience? If not please allow the vendor to apply a termination fee for individual purchase orders terminated without notice or cause?

Question added by: [REDACTED]

4/16/2018 11:47 AM EDT

A: No. Paragraph V.31 applies to the termination of the contract itself. Paragraph V.48 applies only to purchase orders issued against the contract for the lease of equipment.

Answered by: [REDACTED]

4/19/2018 7:06 AM EDT

Subject = Pricing [REDACTED]

Public Thread

Q: Are vendors able to charge for minimum volume and overages? Or is the Commonwealth looking for a flat rate program?

Question added by: [REDACTED]

4/16/2018 11:37 AM EDT

A: No, the Vendors are not able to charge for minimum volume or overages, it will be a flat rate cost.

Answered by: [REDACTED]

4/20/2018 3:04 PM EDT

Subject = Card Type [REDACTED]

Public Thread

Q: 8. What type of cards will be read by the badge readers?

Question added by: [REDACTED]

4/16/2018 11:17 AM EDT

A: HID is the most commonly used badge type.

Answered by: [REDACTED]

4/23/2018 1:04 PM EDT

Subject = Badge Readers [REDACTED]

Public Thread

Q: 7. Are badge readers required in the lease pricing or as accessory pricing?

Question added by: [REDACTED]

4/16/2018 11:16 AM EDT

A: The cost matrix has been updated to confirm this is an optional accessory. Appendix B has been updated.

Answered by: [REDACTED]

4/23/2018 10:07 AM EDT

Subject = Approval Requirements [REDACTED]

Public Thread

Q: 6. Will the Commonwealth agree to exclude the use of equipment delivery/removal carriers from its approval requirements?

Question added by: [REDACTED]

4/16/2018 11:15 AM EDT

A: The Commonwealth must approve all subcontractors in accordance with the requirements of Section IV.D The Commonwealth will not remove the approval requirements.

Answered by: [REDACTED]

4/23/2018 10:12 AM EDT

Subject = Default Remedy [REDACTED]

Public Thread

Q: 5. Will the Commonwealth agree to provide a Contractor with at least thirty days from notice in which to cure a default causal prior to exercising any default remedy?

Question added by: [REDACTED]

4/16/2018 11:14 AM EDT

A: The Terms and Conditions shall remain as stated.

Answered by: [REDACTED]

4/23/2018 1:01 PM EDT

Subject = Item 13 [REDACTED]

Public Thread

Q: 4. Item 13 of the Technical Specification states that all hardware maintenance must be completed outside of business hours. Is that correctly stated and, if so, please clarify.

Question added by: [REDACTED]

4/16/2018 11:13 AM EDT

A: All maintenance must be completed during normal business hours. The technical submittal has been updated.

Answered by: [REDACTED]

4/20/2018 3:06 PM EDT

Subject = Cancellation [REDACTED]

Public Thread

Q: 3. Will the Commonwealth agree to provide at least 30 day notice of end of lease or cancelled lease removal?

Question added by: [REDACTED]

4/16/2018 11:12 AM EDT

A: Yes, if possible. The technical submittal has been updated.

Answered by: [REDACTED]

4/23/2018 10:06 AM EDT

Subject = SLA [REDACTED]

Public Thread

Q: 2. Does the uptime and fix time SLA credit amount increase by 5% each period until it resets, or does it max at 10%?

Question added by: [REDACTED]

4/16/2018 11:11 AM EDT

A: The amount increases by 2% each period with a maximum credit of 10%. Appendix C has been updated.

Answered by: [REDACTED]

4/20/2018 3:22 PM EDT

Subject = Term [REDACTED]

Public Thread

Q: 1. What is the specific number of months that all respondents should use in determining the pricing for the pricing matrix? 24, 36, 48 or 60?

Question added by: [REDACTED]

4/16/2018 11:09 AM EDT

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: [REDACTED]

4/20/2018 3:24 PM EDT

Subject = Pricing [REDACTED]		Public Thread
<p>Q: If a customer needs to install an accessory after the machine has already been installed, is the vendor allowed to prorate the accessory price based on the number of months left on the rental? For example, if they have 30 months left on a 36 month term, can the vendor quote a 30-month price for that. accessory?</p>	Question added by: [REDACTED]	4/16/2018 11:00 AM EDT
<p>A: Yes, so long as that additional item is prorated.</p>	Answered by: [REDACTED]	4/20/2018 3:08 PM EDT
Subject = Terms and Conditions [REDACTED]		Public Thread
<p>Q: The terms and conditions attachment starts on page 23. Are pages 1-22 applicable to this contract? If yes, please provide.</p>	Question added by: [REDACTED]	4/16/2018 10:46 AM EDT
<p>A: The pages of the Terms and Conditions will be renumbered.</p>	Answered by: [REDACTED]	4/23/2018 10:05 AM EDT
Subject = MFD Cost Matrix [REDACTED]		Public Thread
<p>Q: With the focus on additional services, is there an opportunity to add optional line items into the cost submittal template?</p>	Question added by: [REDACTED]	4/16/2018 10:45 AM EDT
<p>A: Changes to the cost matrix are not permitted.</p>	Answered by: [REDACTED]	4/20/2018 3:09 PM EDT
Subject = Technical Submittal, Page 4, D.3. [REDACTED]		Public Thread
<p>Q: Can a vendor use / reference current in place software license agreements with the Commonwealth?</p>	Question added by: [REDACTED]	4/16/2018 10:44 AM EDT
<p>A: Yes, provided the Commonwealth approves the sale of the software product through the awarded contracts and Attachment 1 of the software license lists the software in question.</p>	Answered by: [REDACTED]	4/20/2018 3:09 PM EDT
Subject = Appendix B MFD Requirements [REDACTED]		Public Thread
<p>Q: Is the vendor responsible for installing the card authentication software?</p>	Question added by: [REDACTED]	4/16/2018 10:42 AM EDT
<p>A: Yes, unless otherwise agreed upon with the agency and identified in the statement of work.</p>	Answered by: [REDACTED]	4/20/2018 3:10 PM EDT
Subject = Appendix B MFD Requirements [REDACTED]		Public Thread
<p>Q: Is there a purchase option for current MFD's in field to acquire secure release - card authentication for devices currently under a lease agreement?</p>	Question added by: [REDACTED]	4/16/2018 10:42 AM EDT
<p>A: : The Commonwealth will address this situation on a case by case basis and select the best option available.</p>	Answered by: [REDACTED]	4/20/2018 3:11 PM EDT
Subject = Terms and Conditions [REDACTED]		Public Thread
<p>Q: Does V.48 take precedence over V.31?</p>	Question added by: [REDACTED]	4/16/2018 10:41 AM EDT
<p>A: No. Paragraph V.31 applies to the termination of the contract itself. Paragraph V.48 applies only to purchase orders issued against the contract for the lease of equipment.</p>	Answered by: [REDACTED]	4/18/2018 3:42 PM EDT
Subject = MFD Cost Matrix [REDACTED]		Public Thread
<p>Q: Is there an initial term for the lease? Is there a 12 month extension at the end of the term?</p>	Question added by: [REDACTED]	4/16/2018 10:41 AM EDT
<p>A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease. There is a maximum 12 month extension at the end of the lease.</p>	Answered by: [REDACTED]	4/20/2018 3:11 PM EDT
Subject = Technical Submittal, Page 7, 16. Substitution [REDACTED]		Public Thread

Q: Would the Commonwealth consider allowing substitutions based on the requirements of the Lot/Segment rather than requiring a substitution of equal or greater value than the MFD originally proposed? Example: Specifications require 25ppm. Vendor proposes 28ppm but when this model is discontinued, it is replaced with a 27ppm. This 27ppm meets all requirements of the Lot/Segment. Would this be acceptable?

Question added by: [REDACTED]

4/16/2018 10:40 AM EDT

A: Yes, so long as all requirements in Lot/Segment are met.

Answered by: [REDACTED]

4/20/2018 3:12 PM EDT

Subject = Technical Submittal, Page 7, 14. Removal & Disposa [REDACTED]

Public Thread

Q: Will the Commonwealth provide a 30 day notification to vendors for removal of equipment?

Question added by: [REDACTED]

4/16/2018 10:39 AM EDT

A: Yes, when possible. The technical submittal has been updated.

Answered by: [REDACTED]

4/23/2018 10:04 AM EDT

Subject = Technical Submittal, Page 1, Project Description [REDACTED]

Public Thread

Q: Will the Commonwealth of PA permit an OEM to have BOTH OEM salespeople and their dealer salespeople providing sales functions and quotations to agencies?

Question added by: [REDACTED]

4/16/2018 10:37 AM EDT

A: Yes, both OEM's and their dealer sales people will be able to provide quotes to the Agencies.

Answered by: [REDACTED]

4/20/2018 3:14 PM EDT

Subject = Technical Submittal, Page 1, Project Description [REDACTED]

Public Thread

Q: Can an OEM have its dealers provide sales, service and invoice functions?

Question added by: [REDACTED]

4/16/2018 10:36 AM EDT

A: The OEM's dealers are able to provide sales and support. The invoicing will come directly from the OEM's.

Answered by: [REDACTED]

4/20/2018 3:15 PM EDT

Subject = Technical Submittal, Page 1, Project Description [REDACTED]

Public Thread

Q: The estimated quantity listed in the MFD Cost Matrix is 3,986, this section approximately 6,000 devices installed across the state, please provide a breakdown of the difference by lot and segment?

Question added by: [REDACTED]

4/16/2018 10:35 AM EDT

A: The quantities listed in the cost matrix are for evaluation purposes only.

Answered by: [REDACTED]

4/20/2018 3:15 PM EDT

Subject = Description in Jaegger #3 Project Description [REDACTED]

Public Thread

Q: Will awards be made to only OEM vendors and will all responsive and responsible OEM bidders that meet the requirements receive an award? If not all, how many OEM vendors will receive an award?

Question added by: [REDACTED]

4/16/2018 10:34 AM EDT

A: Section I of the Technical Submittal states that only Original Equipment Manufacturers may submit proposals in response to this RFP . As set forth in Section 3 of the Description, this will be a multiple award contract. All responsive and responsible OEM vendors will be awarded.

Answered by: [REDACTED]

4/20/2018 3:16 PM EDT

Subject = SDBSB File # 9 [REDACTED]

Public Thread

Q: "This item states "...a range of sanctions, included, but not limited to...". It goes on to also state "... withholding of payments; suspension or termination of the contract together with consequential damages..." These statements are very strict yet simultaneously broad. We do not believe the commonwealth would accept such broad terms if a Vendor tried to introduce the same language to the State. All potential sanctions that could be imposed should be fully disclosed so vendors know what they are agreeing to. Additionally, in other states the financial penalty is specifically stated, and is the difference between what the stated % goal is and what was actually achieved (if the goal is 3% and vendor only hits 1.5%, the penalty is 1.5%). How can the Commonwealth justify the penalty being anything more than that? Consequential damages is far too broad and risky to accept blindly."

Question added by: [REDACTED] 4/13/2018 4:11 PM EDT

A: DGS will not consider any changes to the listing of potential sanctions for an offeror's failure to meet the SDB or SB participation commitments it submits as part of its proposal

Answered by: [REDACTED] 4/18/2018 11:49 AM EDT

Subject = VI. B. Solution Support [REDACTED]

Public Thread

Q: VI. B. Solution support states that weekend support upon request must be provided from the selected contractor. We would like to request exception to providing non charged after hours support.

Question added by: [REDACTED] 4/13/2018 3:45 PM EDT

A: No exceptions will be granted for this requirement. Whether weekend support will be required will be addressed at the time of the lease.

Answered by: [REDACTED] 4/20/2018 3:17 PM EDT

Subject = Terms and Conditions- V. 22 Billing Requirements [REDACTED]

Public Thread

Q: • Please clarify the following statement-"Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order." Is this indicating that our prices must match the Purchase order? Or does this mean that our invoice has to come out in the exact same item sequence as the purchase order—line item 001 Copier YYYY \$ xxxx, Line Item 002, Document Feed \$xxxx etc. If you mean the latter, I do not believe that most vendors can comply. Our invoice can match the pricing on the purchase order obviously, but may be in a different order.

Question added by: [REDACTED] 4/12/2018 4:27 PM EDT

A: The prices in the invoice must match the purchase order

Answered by: [REDACTED] 4/20/2018 3:17 PM EDT

Subject = Technical Submittal VI. D-13. b) [REDACTED]

Public Thread

Q: The technical submittal states that the offeror must receive commonwealth approval prior to implementing any software updates in the training, testing or production environments. The firmware updates on our machines are automatic, would these type of standard updates be allowed?

Question added by: [REDACTED] 4/12/2018 8:40 AM EDT

A: No firmware updates would not require this approval, but the selected Offeror is responsible for resolving any issues the automatic update may cause.

Answered by: [REDACTED] 4/20/2018 3:18 PM EDT

Subject = Technical Submittal VIII. B. [REDACTED]

Public Thread

Q: Section VIII part B. of the technical submittal discusses the contractor's IT service management roles. Will IT services be a component of the MFD bid?

Question added by: [REDACTED] 4/12/2018 8:39 AM EDT

A: Only from the standpoint of supporting the devices and required reporting for the devices awarded within this contract.

Answered by: [REDACTED] 4/20/2018 3:19 PM EDT

Subject = Assignment of Payments [REDACTED]	Public Thread
<p>Q: May a prime contractor assign payments to go to a separate leasing company?</p> <p>A: Please refer to Subparagraph H of V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013) of the Terms and Conditions.</p>	<p>Question added by: [REDACTED] 4/11/2018 9:53 PM EDT</p> <p>Answered by: [REDACTED] 4/23/2018 10:01 AM EDT</p>
Subject = Eligibility to respond [REDACTED]	Public Thread
<p>Q: May resellers bid as a prime contractor or may only OEMs? If yes, is a letter required from an OEM specifically allowing a reseller to respond?</p> <p>A: Section I of the Technical Submittal states that only Original Equipment Manufacturers may submit proposals in response to this RFP</p>	<p>Question added by: [REDACTED] 4/11/2018 9:33 PM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:20 PM EDT</p>
Subject = Technical Submittal VI. Requirements- Solution [REDACTED]	Public Thread
<p>Q: Section VI. in the technical requirements states that, "Support shall be provided on weekends as requested". We kindly request that the requirement to provide such services during non business hours be omitted from the contract.</p> <p>A: y: There are times when Agencies are working non-business hours and will need support, therefore the Commonwealth will not omit this requirement from the procurement.</p>	<p>Question added by: [REDACTED] 4/11/2018 5:00 PM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 2:55 PM EDT</p>
Subject = Technical Submittal [REDACTED]	Public Thread
<p>Q: Please clarify the standard operating hours of business for the state of PA. Then please confirm the specific times and days contractor technicians are allowed to operate on machines in PA. A few conflicting statements that we have listed below are found in the Technical submittal document. "During normal business hours of the Commonwealth, 8:00am to 5:00pm M-F, excluding holidays, the offeror shall have service techs and the support infrastructure available to provide repairs" VI. D. # 13.MFD Maintenance. "All standard system or hardware maintenance shall be completed outside of business hours defined as 7:00 A.M. to 5:00 P.M. Eastern Time, Monday through Friday."</p> <p>A: Standard operating hours are 8:00 AM to 5:00 PM Monday through Friday. The technical submittal will be updated.</p>	<p>Question added by: [REDACTED] 4/11/2018 4:59 PM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 2:25 PM EDT</p>
Subject = Apx B Row 11 [REDACTED]	Public Thread
<p>Q: Please advise whether the requirement for password protected printing for confidential documents would be satisfied by the requirement in Row 103 for Secure Printing.</p> <p>A: No, the Password protected printing for confidential documents requirement is a separate, mandatory requirement from the optional Badge Readers to support secure printing requirement as stated in Appendix B, Row 103.</p>	<p>Question added by [REDACTED] 4/11/2018 4:58 PM EDT</p> <p>Answered by: [REDACTED] 4/20/2018 3:27 PM EDT</p>
Subject = Apx B Row 103 [REDACTED]	Public Thread
<p>Q: Please advise what type of badges are issued employees of the Commonwealth, e.g. HIP Prox I, Prox II, MiFARE, iClass, Magstripe, etc. Are multiple badge formats utilized?</p> <p>A: HID is the most commonly used badge type.</p>	<p>Question added by: [REDACTED] 4/11/2018 4:57 PM EDT</p> <p>Answered by: [REDACTED] 4/23/2018 1:00 PM EDT</p>
Subject = Apx B. Row 103 [REDACTED]	Public Thread

Q: Please clarify functionality of the Badge Reader for Secure Printing requirement as related to the LDAP Authentication requirement in row 57 for segments as follows: Does the Commonwealth require Badge Integration with the users' LDAP profile? Would the Commonwealth prefer a direct integration of Badges to LDAP via a currently unpopulated attribute, such as the "pager" field in each user's profile, or via tracking and print management software integrated to the LDAP server?

Question added by: [REDACTED]

4/11/2018 4:57 PM EDT

A: Badge Reader and associated functionality of the MFD should allow configuration to be open for either option as described.

Answered by: [REDACTED]

4/20/2018 2:24 PM EDT

Subject = Apx. B. Row 103 [REDACTED]

Public Thread

Q: Please clarify functionality of the Badge Reader for Secure Printing requirement as follows: Would this require the ability for all users to retrieve a submitted print job to any networked MFP, i.e. Pull printing or "Follow Me" printing, or is holding the print job on the MFP Hard Disk Drive to which the user sends the print job acceptable?

Question added by: [REDACTED]

4/11/2018 4:53 PM EDT

A: Badge Reader requirement is to provide the hardware reader itself for a planned future "Follow Me" print implementation not associated with this contract

Answered by: [REDACTED]

4/20/2018 2:22 PM EDT

Subject = Apx. B. Row 17 [REDACTED]

Public Thread

Q: Please clarify what is meant by Internet Fax Expansion Kit. Would this functionality include Scan from one MFP to print immediately on another MFP on the Commonwealth's network?

Question added by: [REDACTED]

4/11/2018 4:53 PM EDT

A: Internet Fax Expansion Kit functionality is to be able to send a fax over RJ45/internet instead of over a RJ11/Phone based connection

Answered by: [REDACTED]

4/20/2018 2:21 PM EDT

Subject = Terms and Conditions V.48 CONTRACT-043.1 Leasing [REDACTED]

Public Thread

Q: Can we submit a bid for multiple lease terms (36-months, 48-month, 60 months? If so, the price sheets will need to be amendment to allow for pricing to be submitted for each.

Question added by: [REDACTED]

4/11/2018 4:52 PM EDT

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: [REDACTED]

4/20/2018 2:19 PM EDT

Subject = Terms and Conditions V.22 Contract- Billing [REDACTED]

Public Thread

Q: There should be an established lease term that will be the measure of comparison for all potential contractors (ie. 24, 48, 60 months). The bid says "up to 60-months" which means each vendor could potentially bid a differnt lease term as long as it doesnt exceed 60-months. How will the state evaluate it, and how will that be handled for the award if everyone has different lease terms available?

Question added by: [REDACTED]

4/11/2018 4:51 PM EDT

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: [REDACTED]

4/20/2018 2:16 PM EDT

Subject = Apx. E Software Requirements [REDACTED]

Public Thread

Q: Are we allowed to bid our entire line of software options as an attachment?

Question added by: [REDACTED]

4/11/2018 4:48 PM EDT

A: Section VI.3.D of the Technical Submittal prohibits selected Offerors from providing MFDs requiring commercially available software for their use until a software license in the form set forth in Appendix E, Software Requirements Agreement, is executed between the software provider and the Commonwealth. Offeror is only permitted to propose on the options requested.

Answered by: [REDACTED]

4/20/2018 3:31 PM EDT

Subject = Terms and Conditions V.22 Contract- Billing

[REDACTED]

Public Thread

Q: Can an authorized dealer accept orders and invoice customers under this contract?

Question added by: [REDACTED]

4/11/2018 4:46 PM EDT

A: Section V.22 CONTRACT-015.2 Billing Requirements (February 2012) states that the Contractors are to establish billing accounts with the Agencies and invoice the Agencies directly. Authorized Dealers will not be able to invoice the Agencies or accept orders.

Answered by: [REDACTED]

4/20/2018 2:11 PM EDT

Technical Submittal

- I. Project Description.** The Commonwealth of Pennsylvania (Commonwealth) intends to award through this RFP, multiple contracts for leased multi-functional devices (MFDs) and other related services. Only Original Equipment Manufacturers (OEMs) may submit proposals for this RFP. This multiple award contract will meet the requirements detailed in **Section VI** of this RFP. The selected Offerors shall have the opportunity, through the submission of quotes, to provide MFDs and related services to Commonwealth agencies and locations across the Commonwealth. The Commonwealth currently has approximately 6,000 devices installed across the state. The term for each lease will be for 48 months with fair market value purchase option upon the end of the lease term. Each lease may be extended for a period not to exceed twelve (12) months.
- II. Objectives.** Through the multiple award contract, the selected Offerors will provide equipment to using agencies at competitive prices that will meet or exceed the agencies requirement.
- III. Statement of the Project.** State in succinct terms your understanding of the project presented or the service required by this RFP.

Offeror Response

IV. Qualifications.

- A. Company Overview.** The Offeror shall provide an overview of the company.

Offeror Response

- B. Prior Experience.** Include experience in the leasing and management of MFD equipment including, but not limited to, the implementation, service, maintenance, and training. Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

Offeror Response

1. The Offeror must include a least three (3) client/project references with its proposal. The references must be for installations completed within the past three (3) years. Complete **Appendix A, Project References Template** for each reference provided. Projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

Offeror Response

2. The Offeror must show what work was completed by subcontractors for each of the projects referenced.

Offeror Response

3. The Offeror shall provide the following:

- a. Details of any industry-recognized quality standard to which it is compliant, as well as any industry certifications or awards, received.

Offeror Response

- b. Details on any industry standard (such as ITIL) the Offeror implemented to govern its service delivery.

Offeror Response

- c. Include any certification levels earned by the Offeror or key personnel.

Offeror Response

- d. Within the past three years, has the firm or venture been a party to any lawsuits or arbitration proceedings with regard to any contracts?

Offeror Response

- e. How long has Offeror (s) provided this solution?

Offeror Response

C. Personnel. The selected Offeror shall identify a central point of contact for the management of the MFDs. Offeror shall identify the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. The Offeror must provide an organization chart clearly identifying the proposed personnel, the role, and the links between managers and staff. Show where these personnel will be physically located during the time they are engaged in the Project. For key personnel include the employee's name and, through a resume or similar document, the Project personnel's education, and experience. Indicate the responsibilities each individual will have in this Project and how long each has been with your company. The selected Offeror shall provide a central point of contact to address account issues.

Offeror Response

D. Subcontractors. Provide a subcontracting plan for all subcontractors, including small diverse business and small business subcontractors, who will be assigned to the Project. The selected Offeror is prohibited from subcontracting or outsourcing any part of this Project without the express written approval from the Commonwealth. Upon award of the contract resulting from this RFP, subcontractors included in the proposal submission are deemed approved. For each position included in your subcontracting plan provide:

1. name of subcontractor;
2. address of subcontractor;
3. number of years worked with the subcontractor;
4. number of employees by job category to work on this project;
5. description of services to be performed;
6. what percentage of time the staff will be dedicated to this project;
7. geographical location of staff; and
8. resumes (if appropriate and available).

Offeror Response

V. Financial Capability. Describe your company's financial stability and economic capability to perform the contract requirements. The Commonwealth reserves the right to request additional information to evaluate an Offeror's financial capability.

Offeror Response

VI. Requirements. The proposed solution shall meet or exceed the following requirements. Offeror shall describe in its response how it will meet the outlined requirements.

A. Request Management. The selected Offeror shall perform request management including, but not limited to, order tracking, intake of requests, prioritization, escalation, resolution, and closeout. Offeror shall describe its approach to request management.

Offeror Response

B. Solution Support.

1. **Hours of Support.** The selected Offeror shall provide support for the Commonwealth Monday through Friday 8:00 A.M. to 5:00 P.M. Eastern Time and weekends as requested. Support shall include, but not be limited to, assistance and ongoing support regarding problems/issues, guidance in the operation of the devices, and identification and correction of possible data or system errors.

Offeror Response

2. **Types of Support.** Offerors shall describe all types of solution support available (i.e. telephone, web chat, email). At a minimum email and phone support shall be provided.

Offeror Response

3. **Incident Management.** The Offeror shall provide and manage a process to track, monitor and resolve reported problems/issues. Offeror shall describe its methodology to classify problems as to criticality and impact, including resolution procedures and escalation process for each classification of problems/issues.

Offeror Response

C. Emergency Preparedness. To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services.

1. Describe how you anticipate such a crisis will impact your operations.

2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:

a) Employee training (describe your organization's training plan, and how frequently your plan will be shared with employees)

- b) Identified essential business functions and key employees (within your organization) necessary to carry them out
- c) Contingency plans for:
 - i. How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.
 - ii. How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
- d) How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
- e) How and when your emergency plan will be tested, and if the plan will be tested by a third-party.

Offeror Response

D. MFD Management.

1. Offeror must propose a model for each segment in listed in **Appendix B, MFD Requirements.**
Offeror Response
2. The selected Offeror shall cooperate and work with the Commonwealth staff and its contractors to meet the requirements of the contract resulting from this RFP.
Offeror Response
3. The selected Offeror shall not provide MFDs that require commercially available software for its use through the contract resulting from this RFP unless the Commonwealth has entered into a software license agreement with the software licensor. **Appendix E, Software Requirements Agreement.**
Offeror Response
4. The selected Offeror shall provide operating instruction and manuals for all MFDs.
Offeror Response
5. All MFDs shall be UL approved. Any special voltage needed beyond the standard 110v must be indicated. The Commonwealth will furnish suitable electrical current to operate the MFD.
Offeror Response
6. The selected Offeror shall identify the end of life date and buyer's laboratory overall rating for each proposed model of MFD.
Offeror Response
7. Upon request, the selected Offeror shall provide "right-sizing" assessment services to the Commonwealth to aid in the identification of cost effective equipment. This service will be provided at no additional cost.
Offeror Response

8. The selected Offeror shall be responsible for the replenishment of all consumable supplies required to operate the MFDs, with the exception of paper, at no additional cost to the Commonwealth. Consumables shall include, but are not limited to, fusers, developer, toner, and staples.

Offeror Response

9. The selected Offeror shall deliver consumables within five (5) days of request by the Commonwealth.

Offeror Response

10. The MFD's shall meet or exceed the following security requirements;

- a) All MFDs shall accept print jobs only from known users and must be able to preclude communications from anonymous or unknown users, or any other unauthorized or unknown communication source.

Offeror Response

- b) The selected Offeror shall have the ability to test, distribute, and apply print server and MFD patches, and other critical and/or non-critical security updates.

Offeror Response

- c) All MFD open ports, including, but not limited to, LPD, LPR, SMB, IPP, FTP, TFTP, mail, and terminal, must have the ability to be disabled or locked down with a hardened password of a minimum of twelve (12) characters or more. Password used for locking down open ports shall be at least twelve (12) characters long and include letters, numbers, and symbols.

Offeror Response

- d) MFD SNMP and SNMP2 must have the ability to be changed to read only, and have the ability either to be disabled or include a hardened string.

Offeror Response

- e) All network access, including but not limited to web server/administration, MS file share, FTP/SFTP, or WebDAV web service access, must have the ability either to be permanently disabled or protected by a hardened password of twelve (12) characters or more containing letters, numbers, and symbols.

Offeror Response

- f) All scanning must be done via a secure, encrypted transaction, require a secure domain user logon, and require Microsoft Active Directory authentication or LDAP authentication. Microsoft transaction is preferred, and the device must have the ability to enable or disable FTP.

Offeror Response

- g) All PDF documents must have permissions controlled with 128-bit encryption.

Offeror Response

- h) All information temporarily stored on the device must be encrypted. Once a job has processed, all information must be purged from the internal device storage.

Offeror Response

- i) The hard drives in the leased equipment will be retained by the Commonwealth leasing agency.

Offeror Response

- j) All information temporarily stored using internal storage must be accessed only through Microsoft Active Directory or LDAP authentication.

Offeror Response

- k) Access to temporarily stored information, using internal storage, must be restricted to the creator of a file or the system/MFD administrator only.

Offeror Response

- l) All fax transactions must be kept in a separate buffer from all print and/or scanning functions of the Device. Fax transactions must not remain in the buffer after the fax transaction has been completed. No information may reside in permanent storage.

Offeror Response

- 11. MFD Invoicing.** The selected Offeror shall accept SAP generated invoices for reoccurring lease payments.

Offeror Response

- 12. MFD Training Requirements.** Offeror shall describe it's training plan, approach, and material available. The selected Offeror shall provide on-site training to users upon installation of a new MFD. The selected Offeror shall provide additional training as requested by the Commonwealth, on a mutually agreed upon date, for the term of the lease. All training services performed during normal business hours shall be provided by the Offeror, at no additional cost to the Commonwealth.

The selected Offeror shall provide users with hands-on training and materials including a detailed walk-through of all machine features. In addition, if the MFD is connected to the network, the Contractor must demonstrate remote printing capabilities.

Offeror Response

- 13. MFD Maintenance.** All standard system or hardware maintenance shall be completed during business hours defined as 8:00 A.M. to 5:00 P.M. Eastern Time, Monday through Friday. The Commonwealth requires the selected Offeror to provide the following in the way of maintenance coverage for the proposed solution:

- a) Ongoing software updates for the proposed solution, as they become available and are thoroughly tested; such updates may include but are not limited to bug fixes, patches and other improvements.

- b) The selected Offeror must receive Commonwealth approval prior to implementing any software updates in the training, testing or production environments.
- c) Software updates that modify features and functions shall include an update to online help, training tutorial, reference guides and user manuals upon completion or at a date agreed to by the Commonwealth.

Offeror Response

- 14. Removal and Disposal.** The selected Offeror shall provide 60-day notice of upcoming lease expiration to the Commonwealth designee. Upon notification of the requirement for machine removal due to expiring or cancelled lease, the Offeror shall remove the machine on the pickup date as directed by the Commonwealth. When possible, the Commonwealth will provide 30-day notice for removal. The Commonwealth is not responsible for any payments after the lease expiration/cancellation date if the machine has not been removed by the Offeror.

Note: The information provided above supersedes any contradictory information provided within V.48 (M)Terms and Conditions.

Offeror Response

- 15. Relocation.** The selected Offeror is responsible to assure prompt relocation of all MFDs procured under its contract. The selected Offeror shall perform moves of less than twenty-five (25) miles at no cost one time during the MFD lease period. Relocation of an MFD more than once, or beyond a twenty-five (25) mile distance will be billed at the cost identified in the attached **MFD Cost Matrix**. The Offeror is responsible for the preparation of the MFD. Damages resulting from the transfer of a machine during relocation are not the responsibility of the Commonwealth. The Commonwealth reserves the right to request the Offeror to transfer its MFDs, after notification, to any facility or location other than the original place of installation.

Offeror Response

- 16. Substitution.** If during the term of the contract new MFDs become available, the Offeror may, with the written approval of the Commonwealth, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new MFD must be less than or equal to the model it is replacing. At no time will there be more than one approved model in each segment per contractor.

Offeror Response

- 17. Repetitive Service.** The selected Offeror shall provide the following information in its monthly reports. See **Section VIII.D** for additional information.

- 1. The selected Offeror shall report monthly all MFDs with repetitive service requests totaling three (3) or more in a rolling thirty-day period.

2. The selected Offeror shall report monthly on all MFDs with repetitive service requests totaling five (5) or more in a rolling sixty-day period. The selected Offeror, after consultation with the Commonwealth and the agency, shall replace the MFD at no charge with a new machine with comparable features and capabilities. A new lease term will not commence, but rather the Commonwealth will only be responsible for the remaining payments in the unexpired term of the original MFD.
3. If the cause of the service request(s) are due to operator misuse or abuse by the Commonwealth, the request will not count against the Offeror for this requirement.

Offeror Response

- 18. MFD Customer Satisfaction.** The selected Offeror shall initiate customer satisfaction surveys which must indicate performance. The Commonwealth will determine the format and delivery mode of the survey.

Offeror Response

- 19. Optional Services/Features.** Offeror shall describe any additional services or features that are available at no additional cost to the Commonwealth.

Offeror Response

- 20. Service Level Agreements (SLAs).** The selected Offeror shall meet or exceed the SLAs described in **Appendix C, MFD Service Level Agreements.**

Offeror Response

- 21. Price List Changes/Product Changes.** The selected Offeror may update their price list or product changes every quarter or biannually, beginning with the contract awarded date to reflect new products, and manufacturer's price changes, deletion of discontinued products, etc.

Offeror Response

- VII. Tasks.** Describe in narrative form your technical plan for accomplishing the work using the task descriptions as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

Offeror Response

- A. Delivery of MFDs.** Offeror shall describe their delivery services. The selected Offeror shall provide delivery of equipment within ten (10) days following the receipt an order or on a date agreed to by the Commonwealth. Order shall be F.O.B. Destination with all freight charges paid by the Offeror. Each delivered piece of equipment shall include a packing slip, model number, serial number, and purchase order number. Partial shipments are acceptable only if authorized by

the Commonwealth. The selected Offeror shall ensure all incorrect shipments and/or invoices are corrected within ten (10) business days. The status of the delivery order shall be communicated to the Commonwealth within five (5) business days.

Offeror Response

- B. Installation of MFDs.** The selected Offeror is responsible for the installation of all MFDs and shall certify readiness for operation in writing. Readiness for operation includes all features and functions **requested** by the Commonwealth using agency are fully operational and requested staff training has been completed.

Prior to delivery, the selected Offeror shall survey and review the installation location to insure the agency's desired location for the MFD meets the manufacturer's established installation criteria. Should the proposed installation location not meet established installation criteria, the Offeror and the requesting agency shall attempt to locate an alternate mutually agreeable location for the machine.

At the time of installation of an MFD, the Offeror shall provide consumable supplies sufficient to produce the maximum number of copies for one month.

The selected Offeror shall affix a label or decal to the MFD at the time of installation, showing the name, address, and telephone number of the dealer responsible for service of the machine.

Cabling of network machines is not the responsibility of the Offeror.

Offeror Response

- C. MFD Maintenance and Repair Service.** The selected Offeror shall coordinate with the Commonwealth using agency to confirm and agree to the for the pickup date and delivery of equipment to off-site repair facilities, estimating turnaround time for repairs, asset tagging, management and tracking of equipment.

The selected Offeror shall conduct break/fix maintenance and all regularly scheduled maintenance for all equipment during the term of the lease. This maintenance schedule shall comply with the OEM's specified guidelines. The Offeror shall provide a central point of contact to address maintenance and repair service issues.

During normal business hours of the Commonwealth, 8:00am to 5:00pm, Monday through Friday, excluding state holidays, the Offeror shall have service technicians and the support infrastructure available to provide repairs that meet the service level agreement specified in **Section VI.D.20**.

The selected Offeror shall troubleshoot technical difficulties during the term of the lease. The selected Offeror shall provide online technical support and a toll-free contact number.

The selected Offeror may provide repair service and support any time outside of normal business hours, upon agreement with the Commonwealth using agency, at no additional cost.

Offeror Response

- VIII. Reports and Project Control.** The selected Offeror shall create, maintain, and execute the following plans, reports, and supporting documentation in a format agreed to by the Commonwealth. Offerors shall submit its project management methodology and/or draft plans

which it proposes to use for this project. The selected Offeror must submit final plan(s) within [specified] days of receiving the notice to proceed. All plans are subject to Commonwealth approval.

A. Project Management Plan. The project management shall include, but not limited to, the following:

1. Project Plan. The project plan must describe the scope of work for the project and how the scope will be managed. The project plan shall act as a confirmation of project scope, phasing, implementation objectives, and be detailed enough to ensure the product is delivered on time, within projected estimates, and meets all requirements as specified in the RFP. The project plan must include, but is not limited to:

- Project Scope Statement
- Scope Management Process
- Major Milestones /Deliverables
- Work Breakdown Structure (WBS)
- Timeline

2. Requirements Management Plan. The requirements management plan must describe the process and approach to manage and address requirements throughout the life of the project. The requirements management plan shall include:

- Requirements Management Process
- Roles and Responsibilities
- Requirements Traceability Matrix (RTM)

3. Risk Management Plan. The risk management plan must describe the approach used to manage risk throughout the life of the project, how contingency plans are implemented, and how project reserves are allocated to handle the risks. The plan will include the methods for identifying risks, tracking risks, documenting response strategies, and communicating risk information. The risk management plan shall include:

- Risk Management Process
- Roles and Responsibilities
- Rules/Procedures
- Risk Impact Analysis Approach
- Tools

4. Issue Management Plan. The issue management plan must describe the approach for capturing and managing issues throughout the life of the project to ensure the project is moving forward and avoids unnecessary delays. The issues management plan shall include:

- Issues Management Approach
- Roles and Responsibilities

- Tools

5. Change Control Management Plan. The change control management plan must describe the approach to effectively manage changes throughout the life of a project. The plan will include the process to track change requests from submittal to final disposition (submission, coordination, review, evaluation, categorization), the method used to communicate change requests and their status (approved, deferred, or rejected), the escalation process if changes cannot be resolved by the review team, and the process for project re-baselining. The change control management plan shall include:

- Change Management Process
- Roles and Responsibilities
- Rules/Procedures
- Change Impact Analysis Approach
- Tools

6. Communications Management Plan. The communication management plan must describe the communications process that will be used throughout the life of the project. The process must include the tools and techniques that will provide timely and appropriate generation, collection, distribution, storage, retrieval and disposition of project information. The communications management plan shall include:

- Communications Management Process
- Roles and Responsibilities
- Reporting Tools and Techniques
- Meeting Types and Frequency

7. Quality Management Plan. The quality management plan must describe the approach used to address Quality Assurance (QA) and Quality Control (QC) throughout the life of the project. The quality management plan should identify the quality processes and practices including the periodic reviews, audits and the testing strategy for key deliverables. The plan should also include the criteria by which quality is measured, the tolerances required of product and project deliverables, how compliance is measured, and the process for addressing those instances whenever quality measures are out of tolerance or compliance. The quality management plan will include:

- Quality Management Process
- Roles and Responsibilities
- Tools
- Quality Standards

8. Time Management Plan. The time management plan must describe the process for controlling the proposed schedule and how the achievement of tasks and milestones will be identified and reported. The plan must also detail the process to identify,

resolve, and report resolution of problems such as schedule slippage. The time management plan will include:

- Time Management Process
- Role and Responsibilities
- Tools and Techniques
- Work Plan

Where appropriate, a PERT or GANTT chart display should be used to show project, task, and time relationship.

Offeror Response

- B. IT Service Management.** Offeror(s) shall describe its service management methodology its uses to deliver service to its customers. Identify any industry best practices or standards its service management methodology is based. IT Service management shall include strategic approach directed by policies and incorporated in processes and supporting procedures that are performed to plan, deliver, operate, control, and improve IT services offered to customers. Offeror shall describe tools used for service management to include any integration of automated tools. Offeror shall include as part of its proposal any service management plan(s) which will be utilized to deliver, operate, control, and improve the services as described in this RFP.

Offeror Response

- C. Quarterly Reports.** The selected Offeror shall submit to the Commonwealth contract administrator a quarterly report, within ten (10) business days following the end of the reporting period, detailing the purchasing, or leasing volume by the Commonwealth and its using agencies. The report shall include all COSTARS political subdivisions and university purchases as well as any “piggyback” purchase by other state (non-PA) entities. A consistent reporting mechanism is required to be used by the selected Offeror and shall include, at a minimum, the following:

- Summary report of purchases by the using agency, including item description, item number, serial number, receipt date of the purchase order, the delivery date of the equipment, subtotals by segment and agency, and the total for the Commonwealth.
- Performance report indicating average delivery time for equipment, percentage of orders that were shipped incorrectly, failure rates (‘dead on arrival’), and percentage of deliver orders resulting in a backordered items.
- Customer satisfaction report detailing the performrance of the selected Offeror in the areas of quality assurance, accuracy of equipment shipped/receved, professionalism, flexibility, competence, timeliness of delivery, and response to questions.

Offeror Response

- D. Monthly Reports.** The selected Offeror shall provide the following monthly reports, within ten (10) business days following the end of the reporting period:

- a. Service Level Reporting using the SLA metrics for up-time, on-time, and fix-time for each using agency.
- b. Response time and fix-time, by using agency, including incident address, model number, serial number, problem summary, call date and time, response date and time, fix date and time, and resolution summary.
- c. Repeat request, by using agency, including the serial number for any MFDs having three (3) or more service requests on a rolling thirty-day period as described in **Section VI.C.17**.
- d. Repeat request, by using agency, including the serial number for any MFDs having five (5) or more service requests on a rolling sixty-day period as described in **Section VI.C.17**.

Offeror Response

- E. **Device Usage Reports.** The selected Offeror shall provide a device usage report at the request of the Commonwealth or using agency once per quarter per agency, within ten (10) business days following the request or end of the reporting period. The report shall, include at a minimum, the volume printed by device serial number, segment, and using agency. See **Appendix D, Device Usage Reports Sample** for additional information.

Offeror Response

- F. **Problem Identification Report.** An “as required” report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Offeror recommendations with supporting rationale.

Offeror Response

- I. **Objections and Additions to Standard Contract Terms and Conditions.** The Offeror will identify which, if any, of the service levels in **Appendix, C MFD Service Level Agreements**, that it would like to negotiate. The Offeror’s failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office’s sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the service level agreements. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for this RFP. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror’s, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in the terms and conditions or the service level agreements. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in the terms and conditions contained in the Buyer Attachment section or to other provisions of the RFP.

Offeror Response

INSTRUCTIONS

- 1.) All sheets must be filled out completely. Fill out all yellow highlighted cells on each worksheet.
- 2.) Formulas are imbedded in the Worksheets. Offeror's must verify that all calculations, subtotal costs and grand total costs are accurate.
- 3.) MFD Devices: Enter cost into the yellow highlighted cells for the three (3) device categories. A device must be entered for each category segment.
- 4.) Summary: All information is linked and will calculate automatically.
- 5.) Device Relocation: Enter the cost in the yellow highlighted cells to indicate the cost to relocate a device. Devices relocated 25 miles or less will be at no cost once per lease period.
- 6.) Please contact the Issuing Officer with any questions or concerns.
- 7.) Payment for services under this contract are fixed cost per unit. The volumes listed are for evaluation purposes only and will not be binding on the Commonwealth.

OFFEROR NAME	CONTACT PERSON	
OFFEROR ADDRESS	EMAIL ADDRESS	
	PHONE NUMBER	FAX NUMBER
	VENDOR NUMBER	FEDERAL ID OR SSN

Vendor Name	0
Vendor ID Number	0
Vendor TIN	0

Legal Size B&W							
Manufacturer		Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
Manufacturer Model Number							
Monthly Lease Cost		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Monthly Lease Cost with Optional Items							
Additional Optional Items	Black and White Faxing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Internet Fax Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Minimum Collating and Stapling Speed	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	3-hole Punch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Saddle Stitch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Card Stock	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Additional trays or drawers for paper sources	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	High Capacity Tray or Drawer	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Exit Tray	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Memory Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Mac Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Linux Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .docx format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .rft format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Postscript or Postscript/PCL all in one driver page description languages	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Badge Reader Secure Printing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	Estimated Quantity	190	17	31	54	112	25
	Estimated Total Monthly Cost	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Ledger Sized B&W							
Manufacturer		Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Segment 6
Manufacturer Model Number							
Monthly Lease Cost		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Monthly Lease Cost with Optional Items							
Additional Optional Items	Black and White Faxing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Internet Fax Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Minimum Collating and Stapling Speed	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	3-hole Punch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Saddle Stitch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Card Stock	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Additional trays or drawers for paper sources	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	High Capacity Tray or Drawer	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Exit Tray	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Memory Expansion Kit	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Mac Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Linux Client OS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .docx format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Digital output in .rft format	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Postscript or Postscript/PCL all in one driver page description languages	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Badge Reader Secure Printing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
	Estimated Quantity	256	542	1322	492	289	344
	Estimated Total Monthly Cost	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Color				
Manufacturer		Segment 1	Segment 2	Segment 3
Manufacturer Model Number				
Monthly Lease Cost		\$ -	\$ -	\$ -
Monthly Lease Cost with Optional Items				
Additional Optional Items	Black and White Faxing	\$ -	\$ -	\$ -
	Internet Fax Expansion Kit	\$ -	\$ -	\$ -
	Standard 11 x 17 inch Media	\$ -	\$ -	\$ -
	3-hole Punch	\$ -	\$ -	\$ -
	Saddle Stitch	\$ -	\$ -	\$ -
	Card Stock	\$ -	\$ -	\$ -
	Additional trays or drawers for paper sources	\$ -	\$ -	\$ -
	High Capacity Tray or Drawer	\$ -	\$ -	\$ -
	Exit Tray	\$ -	\$ -	\$ -
	Memory Expansion Kit	\$ -	\$ -	\$ -
	Mac Client OS	\$ -	\$ -	\$ -
	Linux Client OS	\$ -	\$ -	\$ -
	Digital output in .docx format	\$ -	\$ -	\$ -
	Digital output in .rft format	\$ -	\$ -	\$ -
	Postscript or Postscript/PCL all in one driver page description languages	\$ -	\$ -	\$ -
Badge Reader Secure Printing	\$ -	\$ -	\$ -	
	Estimated Quantity	69	85	158
	Estimated Total Monthly Cost	\$ -	\$ -	\$ -

Vendor Name	0
vendor ID Number	0
Vendor TIN	0

Relocation Services	
Distance	Cost
0 to 25 Miles	\$0.00
>25 to 50 Miles	\$0.00
>50 to 100 Miles	\$0.00
>100 Miles	\$0.00

Vendor Name	0
vendor ID Number	0
Vendor TIN	0

Cost Summary

Total Cost Base Years	
Total Annual Cost MFD Devices (All Segments) Base Year 1 & 2	\$ -

PART V - CONTRACT TERMS and CONDITIONS

V.1 CONTRACT-001.1a Contract Terms and Conditions (Nov 30 2006)

The Contract with the selected offeror (who shall become the "Contractor") shall include the following terms and conditions:

V.2 CONTRACT-002.1d Term of Contract – Contract (May 2012)

The initial term of the Contract shall be 02 year(s) and 00 month(s).

The term of the Contract shall commence on the Effective Date (as defined below) and shall end on the Expiration Date identified in the Contract, subject to the other provisions of the Contract.

The Effective Date shall be: a) the Effective Date printed on the Contract after the Contract has been fully executed by the Contractor and the Commonwealth (signed and approved as required by Commonwealth contracting procedures) or b) the "Valid from" date printed on the Contract, whichever is later.

V.3 CONTRACT-002.2a Renewal of Contract Term (Nov 30 2006)

The Contract may be renewed for a maximum of 3 additional 1 year term(s), so long as Commonwealth provides written notice to Contractor of its intention to extend the Contract by letter prior to the expiration of the term of the agreement, or any extension thereof. The Commonwealth may exercise the renewal as individual year or multiple year term(s). Any renewal will be under the same terms, covenants and conditions. No further document is required to be executed to renew the term of the contract.

V.4 CONTRACT-002.3 Extension of Contract Term (Nov 30 2006)

The Commonwealth reserves the right, upon notice to the Contractor, to extend any single term of the Contract for up to three (3) months upon the same terms and conditions.

V.5 CONTRACT-003.1b Signatures – Contract (July 2015)

The Contract shall not be a legally binding contract until the fully-executed Contract has been sent to the Contractor. No Commonwealth employee has the authority to verbally direct the commencement of any work or delivery of any supply under this Contract prior to the Effective Date. The Contractor hereby waives any claim or cause of action for any service or work performed prior to the Effective Date.

The Contract may be signed in counterparts. The Contractor shall sign the Contract and return it to the Commonwealth. After the Contract is signed by the Contractor and returned to the Commonwealth, it will be processed for Commonwealth signatures and approvals. When the Contract has been signed and approved by the Commonwealth as required by Commonwealth contracting procedures, the Commonwealth shall create a Contract output form which shall: 1) clearly indicate "Fully executed" at the top of the form; 2) include a printed Effective Date and 3) include the printed name of the Purchasing Agent indicating that the document has been electronically signed and approved by the Commonwealth. Until the Contractor receives the Contract output form with this information on the Contract output form, there is no legally binding contract between the parties.

The fully-executed Contract may be sent to the Contractor electronically or through facsimile equipment. The

electronic transmission of the Contract shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Contract shall constitute receipt of the fully-executed Contract.

The Commonwealth and the Contractor specifically agree as follows:

- a. No handwritten signature shall be required in order for the Contract to be legally enforceable.
- b. The parties agree that no writing shall be required in order to make the Contract legally binding, notwithstanding contrary requirements in any law. The parties hereby agree not to contest the validity or enforceability of a genuine Contract or acknowledgement issued electronically under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any genuine Contract or acknowledgement issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of a genuine Contract or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Contract or acknowledgement were not in writing or signed by the parties. A Contract or acknowledgement shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.
- c. Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

V.6 CONTRACT-004.1a Definitions (Oct 2013)

As used in this Contract, these words shall have the following meanings:

- a. Agency: The department, board, commission or other agency of the Commonwealth of Pennsylvania listed as the Purchasing Agency. If a COSTARS entity or external procurement activity has issued an order against this contract, that entity shall also be identified as "Agency".
- b. Contracting Officer: The person authorized to administer this Contract for the Commonwealth and to make written determinations with respect to the Contract.
- c. Days: Unless specifically indicated otherwise, days mean calendar days.
- d. Developed Works or Developed Materials: All documents, sketches, drawings, designs, works, papers, files, reports, computer programs, computer documentation, data, records, software, samples or any other tangible material without limitation authored or prepared by Contractor as the work product covered in the scope of work for the Project.
- e. Documentation: All materials required to support and convey information about the services required by this Contract. It includes, but is not necessarily restricted to, written reports and analyses, diagrams, maps, logical and physical designs, system designs, computer programs, flow charts, disks, and/or other machine-readable storage media.
- f. Services: All Contractor activity necessary to satisfy the Contract.

V.7 CONTRACT-005.1a Purchase Orders (July 2015)

Commonwealth agencies may issue Purchase Orders against the Contract. These orders constitute the Contractor's authority to make delivery. All Purchase Orders received by the Contractor up to and including the expiration date of the Contract are acceptable and must be performed in accordance with the Contract. Each Purchase Order will be deemed to incorporate the terms and conditions set forth in the Contract.

Purchase Orders may be electronically signed by the Agency. The electronically-printed name of the purchaser represents the signature of that individual who has the authority, on behalf of the Commonwealth, to authorize the Contractor to proceed.

Purchase Orders may be issued electronically or through facsimile equipment. The electronic transmission of a purchase order shall require acknowledgement of receipt of the transmission by the Contractor. Receipt of the electronic or facsimile transmission of the Purchase Order shall constitute receipt of an order. Orders received by the Contractor after 4:00 p.m. will be considered received the following business day.

a. No handwritten signature shall be required in order for the Contract or Purchase Order to be legally enforceable.

b. The parties agree that no writing shall be required in order to make the Purchase Order legally binding. The parties hereby agree not to contest the validity or enforceability of a Purchase Order or acknowledgement issued electronically under the provisions of a statute of frauds or any other applicable law relating to whether certain agreements be in writing and signed by the party bound thereby. Any Purchase Order or acknowledgement issued electronically, if introduced as evidence on paper in any judicial, arbitration, mediation, or administrative proceedings, will be admissible as between the parties to the same extent and under the same conditions as other business records originated and maintained in documentary form. Neither party shall contest the admissibility of copies of Purchase Orders or acknowledgements under either the business records exception to the hearsay rule or the best evidence rule on the basis that the Purchase Order or acknowledgement were not in writing or signed by the parties. A Purchase Order or acknowledgment shall be deemed to be genuine for all purposes if it is transmitted to the location designated for such documents.

c. Each party will immediately take steps to verify any document that appears to be obviously garbled in transmission or improperly formatted to include re-transmission of any such document if necessary.

Purchase Orders under ten thousand dollars (\$10,000) in total amount may also be made in person or by telephone using a Commonwealth Purchasing Card. When an order is placed by telephone, the Commonwealth agency shall provide the agency name, employee name, credit card number, and expiration date of the card. Contractors agree to accept payment through the use of the Commonwealth Purchasing Card.

V.8 CONTRACT-006.1 Independent Prime Contractor (Oct 2006)

In performing its obligations under the Contract, the Contractor will act as an independent contractor and not as an employee or agent of the Commonwealth. The Contractor will be responsible for all services in this Contract whether or not Contractor provides them directly. Further, the Contractor is the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

V.9 CONTRACT-007.01a Supplies Delivery (Nov 30 2006)

All item(s) shall be delivered F.O.B. Destination. The Contractor agrees to bear the risk of loss, injury, or destruction of the item(s) ordered prior to receipt of the items by the Commonwealth. Such loss, injury, or destruction shall not release the Contractor from any contractual obligations. Except as otherwise provided in this contract, all item(s) must be delivered within the time period specified. Time is of the essence and, in addition to any other remedies, the Contract is subject to termination for failure to deliver as specified. Unless otherwise stated in this Contract, delivery must be made within thirty (30) days after the Effective Date.

V.10 CONTRACT-007.02 Estimated Quantities (Nov 30 2006)

It shall be understood and agreed that any quantities listed in the Contract are estimated only and may be increased or decreased in accordance with the actual requirements of the Commonwealth and that the Commonwealth in accepting any bid or portion thereof, contracts only and agrees to purchase only the materials and services in such quantities as represent the actual requirements of the Commonwealth. The Commonwealth reserves the right to purchase materials and services covered under the Contract through a separate competitive procurement procedure, whenever Commonwealth deems it to be in its best interest.

V.11 CONTRACT-008.1a Warranty (Oct 2006)

The Contractor warrants that all items furnished and all services performed by the Contractor, its agents and subcontractors shall be free and clear of any defects in workmanship or materials. Unless otherwise stated in the Contract, all items are warranted for a period of one year following delivery by the Contractor and acceptance by the Commonwealth. The Contractor shall repair, replace or otherwise correct any problem with the delivered item. When an item is replaced, it shall be replaced with an item of equivalent or superior quality without any additional cost to the Commonwealth.

V.12 CONTRACT-009.1c Patent, Copyright, and Trademark Indemnity (Oct 2013)

The Contractor warrants that it is the sole owner or author of, or has entered into a suitable legal agreement concerning either: a) the design of any product or process provided or used in the performance of the Contract which is covered by a patent, copyright, or trademark registration or other right duly authorized by state or federal law or b) any copyrighted matter in any report, document or other material provided to the Commonwealth under the contract.

The Contractor shall defend any suit or proceeding brought against the Commonwealth on account of any alleged patent, copyright or trademark infringement in the United States of any of the products provided or used in the performance of the Contract.

This is upon condition that the Commonwealth shall provide prompt notification in writing of such suit or proceeding; full right, authorization and opportunity to conduct the defense thereof; and full information and all reasonable cooperation for the defense of same.

As principles of governmental or public law are involved, the Commonwealth may participate in or choose to conduct, in its sole discretion, the defense of any such action.

If information and assistance are furnished by the Commonwealth at the Contractor's written request, it shall be at the Contractor's expense, but the responsibility for such expense shall be only that within the Contractor's written authorization.

The Contractor shall indemnify and hold the Commonwealth harmless from all damages, costs, and expenses, including attorney's fees that the Contractor or the Commonwealth may pay or incur by reason of any infringement or violation of the rights occurring to any holder of copyright, trademark, or patent interests and rights in any products provided or used in the performance of the Contract.

If any of the products provided by the Contractor in such suit or proceeding are held to constitute infringement and the use is enjoined, the Contractor shall, at its own expense and at its option, either procure the right to continue use of such infringement products, replace them with non-infringement equal performance products or modify them so that they are no longer infringing.

If the Contractor is unable to do any of the preceding, the Contractor agrees to remove all the equipment or software which are obtained contemporaneously with the infringing product, or, at the option of the Commonwealth, only those items of equipment or software which are held to be infringing, and to pay the Commonwealth: 1) any amounts paid by the Commonwealth towards the purchase of the product, less straight line depreciation; 2) any license fee paid by the Commonwealth for the use of any software, less an amount for the period of usage; and 3) the pro rata portion of any maintenance fee representing the time remaining in any period of maintenance paid for. The obligations of the Contractor under this paragraph continue without time limit. No costs or expenses shall be incurred for the account of the Contractor without its written consent.

V.13 CONTRACT-009.1d Ownership Rights (Oct 2006)

The Commonwealth shall have unrestricted authority to reproduce, distribute, and use any submitted report, data, or material, and any software or modifications and any associated documentation that is designed or developed and delivered to the Commonwealth as part of the performance of the Contract.

V.14 CONTRACT-010.1a Acceptance (Oct 2006)

No item(s) received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the item(s). Any item(s) which is discovered to be defective or fails to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the item(s) or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection. It shall thereupon become the duty of the Contractor to remove rejected item(s) from the premises without expense to the Commonwealth within fifteen (15) days after notification. Rejected item(s) left longer than fifteen (15) days will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the item(s). Upon notice of rejection, the Contractor shall immediately replace all such rejected item(s) with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth shall then have the right to procure a corresponding quantity of such item(s), and deduct from any monies due or that may thereafter become due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

V.15 CONTRACT-010.2 Product Conformance (March 2012)

The Commonwealth reserves the right to require any and all Contractors to:

1. Provide certified data from laboratory testing performed by the Contractor, or performed by an independent laboratory, as specified by the Commonwealth.
2. Supply published manufacturer product documentation.
3. Permit a Commonwealth representative to witness testing at the Contractor's location or at an independent laboratory.
4. Complete a survey/questionnaire relating to the bid requirements and specifications.
5. Provide customer references.
6. Provide a product demonstration at a location near Harrisburg or the using agency location.

V.16 CONTRACT-010.3 Rejected Material Not Considered Abandoned (Oct 2013)

The Commonwealth shall have the right to not regard any rejected material as abandoned and to demand that the Contractor remove the rejected material from the premises within thirty (30) days of notification. The Contractor shall be responsible for removal of the rejected material as well as proper clean-up. If the Contractor fails or refuses to remove the rejected material as demanded by the Commonwealth, the Commonwealth may seek payment from, or set-off from any payments due to the Contractor under this or any other Contract with the Commonwealth, the costs of removal and clean-up. This is in addition to all other rights to recover costs incurred by the Commonwealth.

V.17 CONTRACT-011.1a Compliance With Law (Oct 2006)

The Contractor shall comply with all applicable federal and state laws and regulations and local ordinances in the performance of the Contract.

V.18 CONTRACT-013.1 Environmental Provisions (Oct 2006)

In the performance of the Contract, the Contractor shall minimize pollution and shall strictly comply with all applicable environmental laws and regulations, including, but not limited to: the Clean Streams Law Act of June

22, 1937 (P.L. 1987, No. 394), as amended 35 P.S. Section 691.601 et seq.; the Pennsylvania Solid Waste Management Act, Act of July 7, 1980 (P.L. 380, No. 97), as amended, 35 P.S. Section 6018.101 et seq.; and the Dam Safety and Encroachment Act, Act of November 26, 1978 (P.L. 1375, No. 325), as amended, 32 P.S. Section 693.1.

V.19 CONTRACT-014.1 Post-Consumer Recycled Content (June 2016)

Except as specifically waived by the Department of General Services in writing, any products which are provided to the Commonwealth as a part of the performance of the Contract must meet the minimum percentage levels for total recycled content as specified by the Environmental Protection Agency in its Comprehensive Procurement Guidelines, which can be found at <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

V.20 CONTRACT-014.3 Recycled Content Enforcement (Feb 2009)

The Contractor may be required, after delivery of the Contract item(s), to provide the Commonwealth with documentary evidence that the item(s) was in fact produced with the required minimum percentage of post-consumer and recovered material content.

V.21 CONTRACT-015.1 Compensation (Oct 2006)

The Contractor shall be required to furnish the awarded item(s) at the price(s) quoted in the Purchase Order. All item(s) shall be delivered within the time period(s) specified in the Purchase Order. The Contractor shall be compensated only for item(s) that are delivered and accepted by the Commonwealth.

V.22 CONTRACT-015.2 Billing Requirements (February 2012)

Unless the Contractor has been authorized by the Commonwealth for Evaluated Receipt Settlement or Vendor Self-Invoicing, the Contractor shall include in all of its invoices the following minimum information:

- Vendor name and "Remit to" address, including SAP Vendor number;
- Bank routing information, if ACH;
- SAP Purchase Order number;
- Delivery Address, including name of Commonwealth agency;
- Description of the supplies/services delivered in accordance with SAP Purchase Order (include purchase order line number if possible);
- Quantity provided;
- Unit price;
- Price extension;
- Total price; and
- Delivery date of supplies or services.

If an invoice does not contain the minimum information set forth in this paragraph, the Commonwealth may return the invoice as improper. If the Commonwealth returns an invoice as improper, the time for processing a payment will be suspended until the Commonwealth receives a correct invoice. The Contractor may not receive payment until the Commonwealth has received a correct invoice.

Contractors are required to establish separate billing accounts with each using agency and invoice them directly. Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order. In no instance shall any payment be made for services to the Contractor that are not in accordance with the prices on the Purchase Order, the Contract, updated price lists or any discounts negotiated by the purchasing agency.

V.23 CONTRACT-016.1 Payment (Oct 2006)

- a. The Commonwealth shall put forth reasonable efforts to make payment by the required payment date. The required payment date is: (a) the date on which payment is due under the terms of the Contract; (b) thirty (30)

days after a proper invoice actually is received at the "Bill To" address if a date on which payment is due is not specified in the Contract (a "proper" invoice is not received until the Commonwealth accepts the service as satisfactorily performed); or (c) the payment date specified on the invoice if later than the dates established by (a) and (b) above. Payment may be delayed if the payment amount on an invoice is not based upon the price(s) as stated in the Contract. If any payment is not made within fifteen (15) days after the required payment date, the Commonwealth may pay interest as determined by the Secretary of Budget in accordance with Act No. 266 of 1982 and regulations promulgated pursuant thereto. Payment should not be construed by the Contractor as acceptance of the service performed by the Contractor. The Commonwealth reserves the right to conduct further testing and inspection after payment, but within a reasonable time after performance, and to reject the service if such post payment testing or inspection discloses a defect or a failure to meet specifications. The Contractor agrees that the Commonwealth may set off the amount of any state tax liability or other obligation of the Contractor or its subsidiaries to the Commonwealth against any payments due the Contractor under any contract with the Commonwealth.

- b. The Commonwealth shall have the option of using the Commonwealth purchasing card to make purchases under the Contract or Purchase Order. The Commonwealth's purchasing card is similar to a credit card in that there will be a small fee which the Contractor will be required to pay and the Contractor will receive payment directly from the card issuer rather than the Commonwealth. Any and all fees related to this type of payment are the responsibility of the Contractor. In no case will the Commonwealth allow increases in prices to offset credit card fees paid by the Contractor or any other charges incurred by the Contractor, unless specifically stated in the terms of the Contract or Purchase Order.

V.24 CONTRACT-016.2 ACH Payments (Aug 2007)

- a. The Commonwealth will make contract payments through the Automated Clearing House (ACH). Within 10 days of award of the contract or purchase order, the contractor must submit or must have already submitted their ACH information within their user profile in the Commonwealth's procurement system (SRM).
- b. The contractor must submit a unique invoice number with each invoice submitted. The unique invoice number will be listed on the Commonwealth of Pennsylvania's ACH remittance advice to enable the contractor to properly apply the state agency's payment to the invoice submitted.
- c. It is the responsibility of the contractor to ensure that the ACH information contained in SRM is accurate and complete. Failure to maintain accurate and complete information may result in delays in payments.

V.25 CONTRACT-017.1 Taxes (Dec 5 2006)

The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax free purchases under Registration No. 23-23740001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania state sales tax, local sales tax, public transportation assistance taxes and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this paragraph is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental, or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.

V.26 CONTRACT-018.1 Assignment of Antitrust Claims (Oct 2006)

The Contractor and the Commonwealth recognize that in actual economic practice, overcharges by the Contractor's suppliers resulting from violations of state or federal antitrust laws are in fact borne by the Commonwealth. As part of the consideration for the award of the Contract, and intending to be legally bound, the Contractor assigns to the Commonwealth all right, title and interest in and to any claims the Contractor now has, or may acquire, under state or federal antitrust laws relating to the products and services which are the subject of this Contract.

V.27 CONTRACT-019.1 Hold Harmless Provision (Nov 30 2006)

- a. The Contractor shall hold the Commonwealth harmless from and indemnify the Commonwealth against any and all third party claims, demands and actions based upon or arising out of any activities performed by the

Contractor and its employees and agents under this Contract, provided the Commonwealth gives Contractor prompt notice of any such claim of which it learns. Pursuant to the Commonwealth Attorneys Act (71 P.S. Section 732-101, et seq.), the Office of Attorney General (OAG) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG may, however, in its sole discretion and under such terms as it deems appropriate, delegate its right of defense. If OAG delegates the defense to the Contractor, the Commonwealth will cooperate with all reasonable requests of Contractor made in the defense of such suits.

- b. Notwithstanding the above, neither party shall enter into any settlement without the other party's written consent, which shall not be unreasonably withheld. The Commonwealth may, in its sole discretion, allow the Contractor to control the defense and any related settlement negotiations.

V.28 CONTRACT-020.1 Audit Provisions (Oct 2006)

The Commonwealth shall have the right, at reasonable times and at a site designated by the Commonwealth, to audit the books, documents and records of the Contractor to the extent that the books, documents and records relate to costs or pricing data for the Contract. The Contractor agrees to maintain records which will support the prices charged and costs incurred for the Contract. The Contractor shall preserve books, documents and records that relate to costs or pricing data for the Contract for a period of three (3) years from the date of final payment. The Contractor shall give full and free access to all records to the Commonwealth and/or their authorized representatives.

V.29 CONTRACT-021.1 Default (Oct 2013)

a. The Commonwealth may, subject to the Force Majeure provisions of this Contract, and in addition to its other rights under the Contract, declare the Contractor in default by written notice thereof to the Contractor, and terminate (as provided in the Termination Provisions of this Contract) the whole or any part of this Contract or any Purchase Order for any of the following reasons:

- 1) Failure to begin work within the time specified in the Contract or Purchase Order or as otherwise specified;
- 2) Failure to perform the work with sufficient labor, equipment, or material to ensure the completion of the specified work in accordance with the Contract or Purchase Order terms;
- 3) Unsatisfactory performance of the work;
- 4) Failure to deliver the awarded item(s) within the time specified in the Contract or Purchase Order or as otherwise specified;
- 5) Improper delivery;
- 6) Failure to provide an item(s) which is in conformance with the specifications referenced in the Contract or Purchase Order;
- 7) Delivery of a defective item;
- 8) Failure or refusal to remove material, or remove and replace any work rejected as defective or unsatisfactory;
- 9) Discontinuance of work without approval;
- 10) Failure to resume work, which has been discontinued, within a reasonable time after notice to do so;
- 11) Insolvency or bankruptcy;
- 12) Assignment made for the benefit of creditors;
- 13) Failure or refusal within 10 days after written notice by the Contracting Officer, to make payment or show cause why payment should not be made, of any amounts due for materials furnished, labor supplied or performed, for

equipment rentals, or for utility services rendered;

14) Failure to protect, to repair, or to make good any damage or injury to property;

15) Breach of any provision of the Contract;

16) Failure to comply with representations made in the Contractor's bid/proposal; or

17) Failure to comply with applicable industry standards, customs, and practice.

b. In the event that the Commonwealth terminates this Contract or any Purchase Order in whole or in part as provided in Subparagraph a. above, the Commonwealth may procure, upon such terms and in such manner as it determines, items similar or identical to those so terminated, and the Contractor shall be liable to the Commonwealth for any reasonable excess costs for such similar or identical items included within the terminated part of the Contract or Purchase Order.

c. If the Contract or a Purchase Order is terminated as provided in Subparagraph a. above, the Commonwealth, in addition to any other rights provided in this paragraph, may require the Contractor to transfer title and deliver immediately to the Commonwealth in the manner and to the extent directed by the Contracting Officer, such partially completed items, including, where applicable, reports, working papers and other documentation, as the Contractor has specifically produced or specifically acquired for the performance of such part of the Contract or Purchase Order as has been terminated. Except as provided below, payment for completed work accepted by the Commonwealth shall be at the Contract price. Except as provided below, payment for partially completed items including, where applicable, reports and working papers, delivered to and accepted by the Commonwealth shall be in an amount agreed upon by the Contractor and Contracting Officer. The Commonwealth may withhold from amounts otherwise due the Contractor for such completed or partially completed works, such sum as the Contracting Officer determines to be necessary to protect the Commonwealth against loss.

d. The rights and remedies of the Commonwealth provided in this paragraph shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

e. The Commonwealth's failure to exercise any rights or remedies provided in this paragraph shall not be construed to be a waiver by the Commonwealth of its rights and remedies in regard to the event of default or any succeeding event of default.

f. Following exhaustion of the Contractor's administrative remedies as set forth in the Contract Controversies Provision of the Contract, the Contractor's exclusive remedy shall be to seek damages in the Board of Claims.

V.30 CONTRACT-022.1 Force Majeure (Oct 2006)

Neither party will incur any liability to the other if its performance of any obligation under this Contract is prevented or delayed by causes beyond its control and without the fault or negligence of either party. Causes beyond a party's control may include, but aren't limited to, acts of God or war, changes in controlling law, regulations, orders or the requirements of any governmental entity, severe weather conditions, civil disorders, natural disasters, fire, epidemics and quarantines, general strikes throughout the trade, and freight embargoes.

The Contractor shall notify the Commonwealth orally within five (5) days and in writing within ten (10) days of the date on which the Contractor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification shall (i) describe fully such cause(s) and its effect on performance, (ii) state whether performance under the contract is prevented or delayed and (iii) if performance is delayed, state a reasonable estimate of the duration of the delay. The Contractor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting documentation as the Commonwealth may reasonably request. After receipt of such notification, the Commonwealth may elect to cancel the Contract, cancel the Purchase Order, or to extend the time for performance as reasonably necessary to compensate for the Contractor's delay.

In the event of a declared emergency by competent governmental authorities, the Commonwealth by notice to the Contractor, may suspend all or a portion of the Contract or Purchase Order.

V.31 CONTRACT-023.1a Termination Provisions (Oct 2013)

The Commonwealth has the right to terminate this Contract or any Purchase Order for any of the following reasons. Termination shall be effective upon written notice to the Contractor.

a. **TERMINATION FOR CONVENIENCE:** The Commonwealth shall have the right to terminate the Contract or a Purchase Order for its convenience if the Commonwealth determines termination to be in its best interest. The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits.

b. **NON-APPROPRIATION:** The Commonwealth's obligation to make payments during any Commonwealth fiscal year succeeding the current fiscal year shall be subject to availability and appropriation of funds. When funds (state and/or federal) are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year period, the Commonwealth shall have the right to terminate the Contract or a Purchase Order. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the supplies or services delivered under the Contract. Such reimbursement shall not include loss of profit, loss of use of money, or administrative or overhead costs. The reimbursement amount may be paid from any appropriations available for that purpose.

c. **TERMINATION FOR CAUSE:** The Commonwealth shall have the right to terminate the Contract or a Purchase Order for Contractor default under the Default Clause upon written notice to the Contractor. The Commonwealth shall also have the right, upon written notice to the Contractor, to terminate the Contract or a Purchase Order for other cause as specified in the Contract or by law. If it is later determined that the Commonwealth erred in terminating the Contract or a Purchase Order for cause, then, at the Commonwealth's discretion, the Contract or Purchase Order shall be deemed to have been terminated for convenience under the Subparagraph a.

V.32 CONTRACT-024.1 Contract Controversies (Oct 2011)

a. In the event of a controversy or claim arising from the Contract, the Contractor must, within six months after the cause of action accrues, file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Contractor asserts a controversy exists. If the Contractor fails to file a claim or files an untimely claim, the Contractor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within sixty (60) days thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program.

b. If the Contractor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required 120 days after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within 120 days of the receipt of the claim, unless extended by consent of the contracting officer and the Contractor. The contracting officer shall send his/her written determination to the Contractor. If the contracting officer fails to issue a final determination within the 120 days (unless extended by consent of the parties), the claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.

c. Within fifteen (15) days of the mailing date of the determination denying a claim or within 135 days of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Contractor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Contractor shall proceed diligently with the performance of the Contract in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Contractor pursuant to the

terms of the Contract.

V.33 CONTRACT-025.1 Assignability and Subcontracting (Oct 2013)

- a. Subject to the terms and conditions of this paragraph, this Contract shall be binding upon the parties and their respective successors and assigns.
- b. The Contractor shall not subcontract with any person or entity to perform all or any part of the work to be performed under this Contract without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- c. The Contractor may not assign, in whole or in part, this Contract or its rights, duties, obligations, or responsibilities hereunder without the prior written consent of the Contracting Officer, which consent may be withheld at the sole and absolute discretion of the Contracting Officer.
- d. Notwithstanding the foregoing, the Contractor may, without the consent of the Contracting Officer, assign its rights to payment to be received under the Contract, provided that the Contractor provides written notice of such assignment to the Contracting Officer together with a written acknowledgement from the assignee that any such payments are subject to all of the terms and conditions of this Contract.
- e. For the purposes of this Contract, the term "assign" shall include, but shall not be limited to, the sale, gift, assignment, pledge, or other transfer of any ownership interest in the Contractor provided, however, that the term shall not apply to the sale or other transfer of stock of a publicly traded company.
- f. Any assignment consented to by the Contracting Officer shall be evidenced by a written assignment agreement executed by the Contractor and its assignee in which the assignee agrees to be legally bound by all of the terms and conditions of the Contract and to assume the duties, obligations, and responsibilities being assigned.
- g. A change of name by the Contractor, following which the Contractor's federal identification number remains unchanged, shall not be considered to be an assignment hereunder. The Contractor shall give the Contracting Officer written notice of any such change of name.

V.34 CONTRACT-026.1 Other Contractors (Oct 2006)

The Commonwealth may undertake or award other contracts for additional or related work, and the Contractor shall fully cooperate with other contractors and Commonwealth employees, and coordinate its work with such additional work as may be required. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other contractor or by Commonwealth employees. This paragraph shall be included in the Contracts of all contractors with which this Contractor will be required to cooperate. The Commonwealth shall equitably enforce this paragraph as to all contractors to prevent the imposition of unreasonable burdens on any contractor.

V.35 CONTRACT-027.1 Nondiscrimination/Sexual Harassment Clause (August 2017)

The Contractor agrees:

1. In the hiring of any employee(s) for the manufacture of supplies, performance of work, or any other activity required under the contract or any subcontract, the Contractor, each subcontractor, or any person acting on behalf of the Contractor or subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the *Pennsylvania Human Relations Act* (PHRA) and applicable federal laws, against any citizen of this Commonwealth who is qualified and available to perform the work to which the employment relates.
2. Neither the Contractor nor any subcontractor nor any person on their behalf shall in any manner discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of the PHRA

and applicable federal laws, against or intimidate any employee involved in the manufacture of supplies, the performance of work, or any other activity required under the contract.

3. The Contractor and each subcontractor shall establish and maintain a written nondiscrimination and sexual harassment policy and shall inform their employees in writing of the policy. The policy must contain a provision that sexual harassment will not be tolerated and employees who practice it will be disciplined. Posting this Nondiscrimination/Sexual Harassment Clause conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contracted services are performed shall satisfy this requirement for employees with an established work site.

4. The Contractor and each subcontractor shall not discriminate by reason of race, gender, creed, color, sexual orientation, gender identity or expression, or in violation of PHRA and applicable federal laws, against any subcontractor or supplier who is qualified to perform the work to which the contract relates.

5. The Contractor and each subcontractor represents that it is presently in compliance with and will maintain compliance with all applicable federal, state, and local laws, regulations and policies relating to nondiscrimination and sexual harassment. The Contractor and each subcontractor further represents that it has filed a Standard Form 100 Employer Information Report ("EEO-1") with the U.S. Equal Employment Opportunity Commission ("EEOC") and shall file an annual EEO-1 report with the EEOC as required for employers' subject to *Title VII of the Civil Rights Act of 1964*, as amended, that have 100 or more employees and employers that have federal government contracts or first-tier subcontracts and have 50 or more employees. The Contractor and each subcontractor shall, upon request and within the time periods requested by the Commonwealth, furnish all necessary employment documents and records, including EEO-1 reports, and permit access to their books, records, and accounts by the contracting agency and the Bureau of Diversity, Inclusion and Small Business Opportunities for purpose of ascertaining compliance with provisions of this Nondiscrimination/Sexual Harassment Clause.

6. The Contractor shall include the provisions of this Nondiscrimination/Sexual Harassment Clause in every subcontract so that those provisions applicable to subcontractors will be binding upon each subcontractor.

7. The Contractor's and each subcontractor's obligations pursuant to these provisions are ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor and each subcontractor shall have an obligation to inform the Commonwealth if, at any time during the term of the contract, it becomes aware of any actions or occurrences that would result in violation of these provisions.

8. The Commonwealth may cancel or terminate the contract and all money due or to become due under the contract may be forfeited for a violation of the terms and conditions of this Nondiscrimination/Sexual Harassment Clause. In addition, the agency may proceed with debarment or suspension and may place the Contractor in the Contractor Responsibility File.

V.36 CONTRACT-028.1 Contractor Integrity Provisions (Jan 2015)

It is essential that those who seek to contract with the Commonwealth of Pennsylvania ("Commonwealth") observe high standards of honesty and integrity. They must conduct themselves in a manner that fosters public confidence in the integrity of the Commonwealth contracting and procurement process.

1. DEFINITIONS. For purposes of these Contractor Integrity Provisions, the following terms shall have the meanings found in this Section:

a. "Affiliate" means two or more entities where (a) a parent entity owns more than fifty percent of the voting stock of each of the entities; or (b) a common shareholder or group of shareholders owns more than fifty percent of the voting stock of each of the entities; or (c) the entities have a common proprietor or general partner.

b. "Consent" means written permission signed by a duly authorized officer or employee of the Commonwealth, provided that where the material facts have been disclosed, in writing, by prequalification, bid, proposal, or contractual terms, the Commonwealth shall be deemed to have consented by virtue of the execution of this contract.

c. "Contractor" means the individual or entity, that has entered into this contract with the Commonwealth.

d. "Contractor Related Parties" means any affiliates of the Contractor and the Contractor's executive officers, Pennsylvania officers and directors, or owners of 5 percent or more interest in the Contractor.

e. "Financial Interest" means either:

(1) Ownership of more than a five percent interest in any business; or

(2) Holding a position as an officer, director, trustee, partner, employee, or holding any position of management.

f. "Gratuity" means tendering, giving, or providing anything of more than nominal monetary value including, but not limited to, cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind. The exceptions set forth in the *Governor's Code of Conduct, Executive Order 1980-18, the 4 Pa. Code §7.153(b)*, shall apply.

g. "Non-bid Basis" means a contract awarded or executed by the Commonwealth with Contractor without seeking bids or proposals from any other potential bidder or offeror.

2. In furtherance of this policy, Contractor agrees to the following:

a. Contractor shall maintain the highest standards of honesty and integrity during the performance of this contract and shall take no action in violation of state or federal laws or regulations or any other applicable laws or regulations, or other requirements applicable to Contractor or that govern contracting or procurement with the Commonwealth.

b. Contractor shall establish and implement a written business integrity policy, which includes, at a minimum, the requirements of these provisions as they relate to the Contractor activity with the Commonwealth and Commonwealth employees and which is made known to all Contractor employees. Posting these Contractor Integrity Provisions conspicuously in easily-accessible and well-lighted places customarily frequented by employees and at or near where the contract services are performed shall satisfy this requirement.

c. Contractor, its affiliates, agents, employees and anyone in privity with Contractor shall not accept, agree to give, offer, confer or agree to confer or promise to confer, directly or indirectly, any gratuity or pecuniary benefit to any person, or to influence or attempt to influence any person in violation of any federal or state law, regulation, executive order of the Governor of Pennsylvania, statement of policy, management directive or any other published standard of the Commonwealth in connection with performance of work under this contract, except as provided in this contract.

d. Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor or material under this contract, unless the financial interest is disclosed to the Commonwealth in writing and the Commonwealth consents to Contractor's financial interest prior to Commonwealth execution of the contract. Contractor shall disclose the financial interest to the Commonwealth at the time of bid or proposal submission, or if no bids or proposals are solicited, no later than the Contractor's submission of the contract signed by Contractor.

e. Contractor certifies to the best of its knowledge and belief that within the last five (5) years Contractor or Contractor Related Parties have not:

(1) been indicted or convicted of a crime involving moral turpitude or business honesty or integrity in any jurisdiction;

(2) been suspended, debarred or otherwise disqualified from entering into any contract with any governmental agency;

(3) had any business license or professional license suspended or revoked;

(4) had any sanction or finding of fact imposed as a result of a judicial or administrative proceeding related to fraud, extortion, bribery, bid rigging, embezzlement, misrepresentation or anti-trust; and

(5) been, and is not currently, the subject of a criminal investigation by any federal, state or local prosecuting or investigative agency and/or civil anti-trust investigation by any federal, state or local prosecuting or investigative agency.

If Contractor cannot so certify to the above, then it must submit along with its bid, proposal or contract a written explanation of why such certification cannot be made and the Commonwealth will determine whether a contract may be entered into with the Contractor. The Contractor's obligation pursuant to this certification is ongoing from and after the effective date of the contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to immediately notify the Commonwealth in writing if at any time during the term of the contract it becomes aware of any event which would cause the Contractor's certification or explanation to change. Contractor acknowledges that the Commonwealth may, in its sole discretion, terminate the contract for cause if it learns that any of the certifications made herein are currently false due to intervening factual circumstances or were false or should have been known to be false when entering into the contract.

f. Contractor shall comply with the requirements of the *Lobbying Disclosure Act (65 Pa.C.S. §13A01 et seq.)* regardless of the method of award. If this contract was awarded on a Non-bid Basis, Contractor must also comply with the requirements of the *Section 1641 of the Pennsylvania Election Code (25 P.S. §3260a)*.

g. When contractor has reason to believe that any breach of ethical standards as set forth in law, the Governor's Code of Conduct, or these Contractor Integrity Provisions has occurred or may occur, including but not limited to contact by a Commonwealth officer or employee which, if acted upon, would violate such ethical standards, Contractor shall immediately notify the Commonwealth contracting officer or the Office of the State Inspector General in writing.

h. Contractor, by submission of its bid or proposal and/or execution of this contract and by the submission of any bills, invoices or requests for payment pursuant to the contract, certifies and represents that it has not violated any of these Contractor Integrity Provisions in connection with the submission of the bid or proposal, during any contract negotiations or during the term of the contract, to include any extensions thereof. Contractor shall immediately notify the Commonwealth in writing of any actions for occurrences that would result in a violation of these Contractor Integrity Provisions. Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of the State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the Contractor. Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.

i. Contractor shall cooperate with the Office of the State Inspector General in its investigation of any alleged Commonwealth agency or employee breach of ethical standards and any alleged Contractor non-compliance with these Contractor Integrity Provisions. Contractor agrees to make identified Contractor employees available for interviews at reasonable times and places. Contractor, upon the inquiry or request of an Inspector General, shall provide, or if appropriate, make promptly available for inspection or copying, any information of any type or form deemed relevant by the Office of the State Inspector General to Contractor's integrity and compliance with these provisions. Such information may include, but shall not be limited to, Contractor's business or financial records, documents or files of any type or form that refer to or concern this contract. Contractor shall incorporate this paragraph in any agreement, contract or subcontract it enters into in the course of the performance of this contract/agreement solely for the purpose of obtaining subcontractor compliance with this provision. The incorporation of this provision in a subcontract shall not create privity of contract between the Commonwealth and any such subcontractor, and no third party beneficiaries shall be created thereby.

j. For violation of any of these Contractor Integrity Provisions, the Commonwealth may terminate this and any other contract with Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these Provisions, claim damages for all additional costs and expenses incurred in obtaining another contractor to complete performance under this contract, and debar and suspend Contractor from doing business with the Commonwealth. These rights and remedies are cumulative, and the use or non-use of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth may have under law, statute, regulation or otherwise.

V.37 CONTRACT-029.1 Contractor Responsibility Provisions (Nov 2010)

For the purpose of these provisions, the term contractor is defined as any person, including, but not limited to, a bidder, offeror, loan recipient, grantee or lessor, who has furnished or performed or seeks to furnish or perform,

goods, supplies, services, leased space, construction or other activity, under a contract, grant, lease, purchase order or reimbursement agreement with the Commonwealth of Pennsylvania (Commonwealth). The term contractor includes a permittee, licensee, or any agency, political subdivision, instrumentality, public authority, or other public entity in the Commonwealth.

1. The Contractor certifies, in writing, for itself and its subcontractors required to be disclosed or approved by the Commonwealth, that as of the date of its execution of this Bid/Contract, that neither the Contractor, nor any such subcontractors, are under suspension or debarment by the Commonwealth or any governmental entity, instrumentality, or authority and, if the Contractor cannot so certify, then it agrees to submit, along with its Bid/Contract, a written explanation of why such certification cannot be made.
2. The Contractor also certifies, in writing, that as of the date of its execution of this Bid/Contract it has no tax liabilities or other Commonwealth obligations, or has filed a timely administrative or judicial appeal if such liabilities or obligations exist, or is subject to a duly approved deferred payment plan if such liabilities exist.
3. The Contractor's obligations pursuant to these provisions are ongoing from and after the effective date of the Contract through the termination date thereof. Accordingly, the Contractor shall have an obligation to inform the Commonwealth if, at any time during the term of the Contract, it becomes delinquent in the payment of taxes, or other Commonwealth obligations, or if it or, to the best knowledge of the Contractor, any of its subcontractors are suspended or debarred by the Commonwealth, the federal government, or any other state or governmental entity. Such notification shall be made within 15 days of the date of suspension or debarment.
4. The failure of the Contractor to notify the Commonwealth of its suspension or debarment by the Commonwealth, any other state, or the federal government shall constitute an event of default of the Contract with the Commonwealth.
5. The Contractor agrees to reimburse the Commonwealth for the reasonable costs of investigation incurred by the Office of State Inspector General for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and the Commonwealth that results in the suspension or debarment of the contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime; travel and lodging expenses; and expert witness and documentary fees. The Contractor shall not be responsible for investigative costs for investigations that do not result in the Contractor's suspension or debarment.
6. The Contractor may obtain a current list of suspended and debarred Commonwealth contractors by either searching the Internet at <http://www.dgs.state.pa.us/> or contacting the:

Department of General Services
Office of Chief Counsel
603 North Office Building
Harrisburg, PA 17125
Telephone No: (717) 783-6472
FAX No: (717) 787-9138

V.38 CONTRACT-030.1 Americans with Disabilities Act (Oct 2006)

- a. Pursuant to federal regulations promulgated under the authority of The Americans With Disabilities Act, 28 C.F.R. Section 35.101 et seq., the Contractor understands and agrees that it shall not cause any individual with a disability to be excluded from participation in this Contract or from activities provided for under this Contract on the basis of the disability. As a condition of accepting this contract, the Contractor agrees to comply with the "General Prohibitions Against Discrimination," 28 C.F.R. Section 35.130, and all other regulations promulgated under Title II of The Americans With Disabilities Act which are applicable to all benefits, services, programs, and activities provided by the Commonwealth of Pennsylvania through contracts with outside contractors.
- b. The Contractor shall be responsible for and agrees to indemnify and hold harmless the Commonwealth of Pennsylvania from all losses, damages, expenses, claims, demands, suits, and actions brought by any party against the Commonwealth of Pennsylvania as a result of the Contractor's failure to comply with the provisions of Subparagraph a. above.

V.39 CONTRACT-031.1 Hazardous Substances (April 2017)

The Contractor shall provide information to the Commonwealth about the identity and hazards of hazardous substances supplied or used by the Contractor in the performance of the Contract. The Contractor must comply with Act 159 of October 5, 1984, known as the "Worker and Community Right to Know Act" (the "Act") and the regulations promulgated pursuant thereto at 34 Pa. Code Section 301.1 - 323.6.

a. Labeling. The Contractor shall ensure that each individual product (as well as the carton, container or package in which the product is shipped) of any of the following substances (as defined by the Act and the regulations) supplied by the Contractor is clearly labeled, tagged or marked with the information listed in Subparagraphs (1) through (4):

1) Hazardous substances:

- a) The chemical name or common name,
- b) A hazard warning, and
- c) The name, address, and telephone number of the manufacturer.

2) Hazardous mixtures:

- a) The common name, but if none exists, then the trade name,
- b) The chemical or common name of special hazardous substances comprising .01% or more of the mixture,
- c) The chemical or common name of hazardous substances consisting 1.0% or more of the mixture,
- d) A hazard warning, and
- e) The name, address, and telephone number of the manufacturer.

3) Single chemicals:

- a) The chemical name or the common name,
- b) A hazard warning, if appropriate, and
- c) The name, address, and telephone number of the manufacturer.

4) Chemical Mixtures:

- a) The common name, but if none exists, then the trade name,
- b) A hazard warning, if appropriate,
- c) The name, address, and telephone number of the manufacturer, and

d) The chemical name or common name of either the top five substances by volume or those substances consisting of 5.0% or more of the mixture.

A common name or trade name may be used only if the use of the name more easily or readily identifies the true nature of the hazardous substance, hazardous mixture, single chemical, or mixture involved.

Container labels shall provide a warning as to the specific nature of the hazard arising from the substance in the container.

The hazard warning shall be given in conformity with one of the nationally recognized and accepted systems of providing warnings, and hazard warnings shall be consistent with one or more of the recognized systems throughout

the workplace. Examples are:

- NFPA 704, Identification of the Fire Hazards of Materials.
- National Paint and Coatings Association: Hazardous Materials Identification System.
- American Society for Testing and Materials, Safety Alert Pictorial Chart.
- American National Standard Institute, Inc., for the Precautionary Labeling of Hazardous Industrial Chemicals.

Labels must be legible and prominently affixed to and displayed on the product and the carton, container, or package so that employees can easily identify the substance or mixture present therein.

b. Material Safety Data Sheet. The contractor shall provide Material Safety Data Sheets (MSDS) with the information required by the Act and the regulations for each hazardous substance or hazardous mixture. The Commonwealth must be provided an appropriate MSDS with the initial shipment and with the first shipment after an MSDS is updated or product changed. For any other chemical, the contractor shall provide an appropriate MSDS, if the manufacturer, importer, or supplier produces or possesses the MSDS. The contractor shall also notify the Commonwealth when a substance or mixture is subject to the provisions of the Act. Material Safety Data Sheets may be attached to the carton, container, or package mailed to the Commonwealth at the time of shipment.

V.40 CONTRACT-032.1 Covenant Against Contingent Fees (Oct 2006)

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the Commonwealth shall have the right to terminate the Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.

V.41 CONTRACT-033.1 Applicable Law (Oct 2006)

This Contract shall be governed by and interpreted and enforced in accordance with the laws of the Commonwealth of Pennsylvania (without regard to any conflict of laws provisions) and the decisions of the Pennsylvania courts. The Contractor consents to the jurisdiction of any court of the Commonwealth of Pennsylvania and any federal courts in Pennsylvania, waiving any claim or defense that such forum is not convenient or proper. The Contractor agrees that any such court shall have in personam jurisdiction over it, and consents to service of process in any manner authorized by Pennsylvania law.

V.42 CONTRACT-034.1a Integration – RFP (Dec 12 2006)

This Contract, including the Request for Proposals, Contractor's Proposal, Contractor's Best and Final Offer, if any, all referenced documents, and any Purchase Order constitutes the entire agreement between the parties. No agent, representative, employee or officer of either the Commonwealth or the Contractor has authority to make, or has made, any statement, agreement or representation, oral or written, in connection with the Contract, which in any way can be deemed to modify, add to or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of the Contract. No modifications, alterations, changes, or waiver to the Contract or any of its terms shall be valid or binding unless accomplished by a written amendment signed by both parties.

V.43 CONTRACT-034.2a Order of Precedence - RFP (Dec 12 2006)

In the event there is a conflict among the documents comprising this Contract, the Commonwealth and the Contractor agree on the following order of precedence: the Contract; the RFP, the Best and Final Offer, if any; the Contractor's Proposal in Response to the RFP.

V.44 CONTRACT-034.3 Controlling Terms and Conditions (Aug 2011)

The terms and conditions of this Contract shall be the exclusive terms of agreement between the Contractor and the Commonwealth. All quotations requested and received from the Contractor are for obtaining firm pricing only. Other terms and conditions or additional terms and conditions included or referenced in the Contractor's quotations, invoices, business forms, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Contractor and not binding on the Commonwealth.

V.45 CONTRACT-035.1a Changes (Oct 2006)

The Commonwealth reserves the right to make changes at any time during the term of the Contract or any renewals or extensions thereof: 1) to increase or decrease the quantities resulting from variations between any estimated quantities in the Contract and actual quantities; 2) to make changes to the services within the scope of the Contract; 3) to notify the Contractor that the Commonwealth is exercising any Contract renewal or extension option; or 4) to modify the time of performance that does not alter the scope of the Contract to extend the completion date beyond the Expiration Date of the Contract or any renewals or extensions thereof. Any such change shall be made by the Contracting Officer by notifying the Contractor in writing. The change shall be effective as of the date of the change, unless the notification of change specifies a later effective date. Such increases, decreases, changes, or modifications will not invalidate the Contract, nor, if performance security is being furnished in conjunction with the Contract, release the security obligation. The Contractor agrees to provide the service in accordance with the change order. Any dispute by the Contractor in regard to the performance required by any notification of change shall be handled through Contract Controversies Provision.

V.46 CONTRACT-037.1a Confidentiality (Oct 2013)

a) The Contractor agrees to protect the confidentiality of the Commonwealth's confidential information. The Commonwealth agrees to protect the confidentiality of Contractor's confidential information. In order for information to be deemed confidential, the party claiming confidentiality must designate the information as "confidential" in such a way as to give notice to the other party (notice may be communicated by describing the information, and the specifications around its use or disclosure, in the SOW). Neither party may assert that information owned by the other party is such party's confidential information. The parties agree that such confidential information shall not be copied, in whole or in part, or used or disclosed except when essential for authorized activities under this Contract and, in the case of disclosure, where the recipient of the confidential information has agreed to be bound by confidentiality requirements no less restrictive than those set forth herein. Each copy of such confidential information shall be marked by the party making the copy with any notices appearing in the original. Upon termination or cancellation of this Contract or any license granted hereunder, the receiving party will return to the disclosing party all copies of the confidential information in the receiving party's possession, other than one copy, which may be maintained for archival purposes only, and which will remain subject to this Contract's security, privacy, data retention/destruction and confidentiality provisions (all of which shall survive the expiration of this Contract). Both parties agree that a material breach of these requirements may, after failure to cure within the time frame specified in this Contract, and at the discretion of the non-breaching party, result in termination for default pursuant to the DEFAULT provision of this Contract, in addition to other remedies available to the non-breaching party.

(b) Insofar as information is not otherwise protected by law or regulation, the obligations stated in this Section do not apply to information:

- (1) already known to the recipient at the time of disclosure other than through the contractual relationship;
- (2) independently generated by the recipient and not derived by the information supplied by the disclosing party.

- (3) known or available to the public , except where such knowledge or availability is the result of unauthorized disclosure by the recipient of the proprietary information;
- (4) disclosed to the recipient without a similar restriction by a third party who has the right to make such disclosure; or
- (5) required to be disclosed by law , regulation, court order, or other legal process.

There shall be no restriction with respect to the use or disclosure of any ideas, concepts, know-how, or data processing techniques developed alone or jointly with the Commonwealth in connection with services provided to the Commonwealth under this Contract.

(c) The Contractor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:

- (1) Prepare an un-redacted version of the appropriate document, and
- (2) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret, and
- (3) Prepare a signed written statement that states:
 - (i) the attached document contains confidential or proprietary information or trade secrets;
 - (ii) the Contractor is submitting the document in both redacted and un-redacted format in accordance with 65 P.S. § 67.707(b); and
 - (iii) the Contractor is requesting that the document be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests.
- (4) Submit the two documents along with the signed written statement to the Commonwealth.

V.47 CONTRACT-041.1 Contract Requirements-Small Diverse Business and Small Business Participation (July 2016)

The provisions contained in the RFP concerning Contract Requirements - Small Diverse Business and Small Business Participation are incorporated by reference herein.

V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013)

To the extent that the Contractor offers the Commonwealth or any purchasing agency ("Lessee") the option to lease any items covered by the Contract, these Leasing Terms And Conditions shall, in addition to the other terms and conditions of the Contract, govern the Lease, except to the extent the Contractor assigns a Lease to an Initial Assignee, in which case the Initial Assignee shall be bound to the obligations of the Contractor only as specified in these Leasing Terms and Conditions. If a Lessee desires to lease contract items, the Lessee shall indicate its leasing election on the PO issued to the Contractor ("Lease PO"). By issuing a Lease PO, the Lessee explicitly agrees to these Leasing Terms and Conditions. Any items covered by a Lease shall be called "Leased Property" in these Leasing Terms and Conditions. To the extent that there is a conflict between the other terms and conditions of the Contract and these Leasing Terms and Conditions, these Leasing Terms and Conditions shall prevail to the extent that the Lessee has elected a leasing option.

A. Term of Lease

The Contractor may provide any Leased Property under the Contract for any term up to 60 months, including a Fair Market Value Option for Lease/Purchases. The Lessee shall identify the term selected, as well as its election of either a Lease or Lease/Purchase option, on the Lease PO. The Lease term shall commence on the date the Lessee accepts the Leased Property by executing the Acceptance Certificate, and the term shall continue for the length specified on the Lease PO. The form of the Acceptance Certificate can be found on the Forms page of the Department of General Services' webpage (www.dgs.state.pa.us).

If the Contractor delivers the Leased Property in more than one delivery, unless otherwise specified in the Specifications for this procurement, the Lessee will provide separate acceptance certificates for each delivery of the items, and the Lessee will make periodic payments for the Leased Property corresponding to the amount of the Leased Property delivered and accepted 30 days prior to the payment due date.

B. Payments

1. Full Term Intention. The Lessee shall pay the applicable monthly or annual rent payment for the Leased Property for the full Lease term, unless the Lessee terminates the Lease, either for Contractor default as set forth in the Default provision of the Contract or for non-appropriation of funds as specified in this section.

2. Non-Appropriation. The Lessee's obligation is payable only and solely from funds allotted for the purpose of the Lease. If sufficient funds are not appropriated for continuation of performance under any Lease for any fiscal year subsequent to the one in which the Lessee issued the Lease PO, the Lessee may return the Leased Property to the Contractor/Initial Assignee (as applicable), and thereafter the Contractor/Initial Assignee shall release the Lessee of all further obligations under the Lease, provided:

- a. The Lessee delivers unencumbered title to the Leased Property to the Contractor or Initial Assignee (if applicable);
- b. The Lessee returns the Leased Property to the Contractor/Initial Assignee in good condition, reasonable wear and tear excepted; and
- c. The Lessee gives 30 days written notice of the failure of appropriations to the Contractor/Initial Assignee, along with a certification that the Leased Property is not being replaced by similar items from another vendor. In the event the Lessee returns the Leased Property for failure of appropriations, the Lessee shall pay all amounts then due under the Lease through the end of the fiscal year for which sufficient funds were appropriated for the Lease.

C. Title

1. Title to the Leased Property shall not pass to the Lessee but shall remain in the Contractor or Initial Assignee, whichever applies; except in the case of a Lease/Purchase, the title shall pass to the Lessee upon payment of the final installment or other concluding payment option.

- a. Upon payment of the final installment or other concluding payment option, neither the Contractor nor its assignee shall have any further interest in the Leased Property.
- b. The Leased Property shall remain personal property and shall not become a fixture or affixed to real property without consent of the Contractor/assignee.
- c. At the request of the Contractor or Initial Assignee, the Lessee will join the Contractor/assignee in executing one or more UCC-1 financing statements.
- d. The Lessee will keep the Leased Property free and clear of all encumbrances except the Contractor's/assignee's security interest.

D. Use And Location Of, and Alteration to Leased Property

The Lessee shall keep the Leased Property within the confines of the Commonwealth of Pennsylvania and shall inform the Contractor/Initial Assignee upon request of the location of the Leased Property. The Lessee, at its own cost and expense, shall maintain the Leased Property in good operating condition and will not use or deal with the Leased Property in any manner which is inconsistent with the terms of the Contract or any applicable laws and regulations. The Lessee agrees not to misuse, abuse, or waste the Leased Property and the Lessee will not allow the Leased Property to deteriorate, except for ordinary wear and tear resulting from their intended use. No alterations, changes, or modifications to the Leased Property shall be made without the approval of the Contractor/Initial Assignee.

E. Risk of Loss

The Contractor shall assume and bear the risk of loss or damage to, or theft of, the Leased Property and all component parts while the Leased Property or parts are in the Lessee's possession, unless the Lessee could have prevented such loss, damage, or theft by exercising reasonable care or diligence in the use, protection, or care of the Leased Property or parts. No loss or damage to the Leased Property or parts shall impair any Contractor or Lessee obligation under the Lease, except as expressly provided in these Leasing Terms and Conditions. If the damage could not have been prevented by the Lessee's exercise of reasonable care or diligence, and the Contractor determines the Leased Property or parts can be economically repaired, the Contractor shall repair or cause to be repaired all damages to the Leased Property or their parts. In the event that the any of the Leased Property or their parts are stolen or destroyed, or if in the Contractor's opinion they are rendered irreparable, unusable, or damaged, the affected Leased Property shall be considered a total loss and the Lease shall terminate as to that Leased Property, and the Lessee's obligation to pay rent for the affected Leased Property shall be deemed to have ceased as of the date of the loss.

F. Warranties

1. The Lessee shall have the benefit of any and all manufacturer or supplier warranties for the Leased Property during the Lease term.

2. The Contractor/Initial Assignee and any subsequent assignee warrants that neither the Contractor/Initial Assignee or subsequent assignee, nor anyone acting or claiming through these parties by assignment or otherwise, will interfere with the Lessee's quiet enjoyment of the Leased Property so long as no event of default as defined in Subsection J of this Section shall have occurred and be continuing.

G. Liability

1. The Lessee assumes all risks and liabilities for injury to or death of any person or damage to any property, arising out of the Lessee's possession, use, operation, condition, or storage of any Leased Property, whether such injury or death be of agents or employees of the Lessee or of third parties, and whether such property damage be to the Lessee's property or the property of others; provided, however, that the damage or injury results from the action or inaction of the Lessee, its agents or employees, and provided that judgment has been obtained against the Lessee, its agents or employees. This provision shall not be construed to limit the governmental immunity of any Lessee.

2. The Lessee shall, during the Lease term, either self-insure or purchase insurance to cover the risks it has assumed under Paragraph 1 of this Subsection, including but not limited to risks of public liability and property damage.

H. Assignment

1. The Lessee shall not assign any Lease PO or other interest in the Leased Property without the prior written consent of the Contractor or its assignee. The Contractor may assign, and/or grant security interests in whole or in part in, the Lease PO and Leased Property to an Initial Assignee, who in turn may further assign and/or grant a security interest in a Lease to a subsequent assignee without the Lessee's consent. Any other Contractor assignment shall require the Lessee's prior written consent. Upon written notice to the Lessee, the Contractor may assign payments under any Lease to a third party.

2. The Contractor may assign, without Lessee consent, any Lease PO to a third party ("Initial Assignee") who will fund the purchase of the Leased Property. The Initial Assignee may take title to, and assume the right to receive all rental payments for, the Leased Property. The Contractor shall notify the Lessee of any Lease PO assignment in its acknowledgment of the Lease PO to the Lessee, providing the Lessee with a copy of the assignment agreement between the Contractor and the Initial Assignee.

3. Notwithstanding any provisions to the contrary in the Contract, in the event of an assignment to an Initial Assignee, the Initial Assignee shall be bound only to the Contractor's obligations specified in these Leasing Terms and Conditions. An Initial Assignee shall not be responsible for any of the Contractor's additional representations, warranties, covenants, or obligations under the Contract Documents. By issuing a Lease PO, the Lessee waives any

claims it may have under the Lease against the Initial Assignee for any loss, damage, or expense caused by, defect in, or use or maintenance of any Leased Property. The Lessee acknowledges that the Initial Assignee is not the supplier of the Leased Property and is not responsible for their selection or installation. After the ordering Lessee executes, and the Initial Assignee receives, an Acceptance Certificate, if any portion of the Leased Property is unsatisfactory for any reason, the ordering Lessee shall, nevertheless, continue to make payments under the applicable Lease terms and shall make any claim against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee of the Initial Assignee.

4. After a Lessee executes and the Initial Assignee receives an Acceptance Certificate:

a. The Lessee shall, regardless of whether any portion of the Leased Property is unsatisfactory for any reason, nevertheless, continue to make payments under the applicable Lease and shall make any claim relating to the Leased Property against the Contractor or the manufacturer, not against the Initial Assignee or any subsequent assignee; and

b. The rights of the Initial Assignee and any subsequent assignee to receive rental payments are absolute and unconditional and shall not be affected by any defense or right of set-off.

5. Warranty Disclaimer

IN THE EVENT THE CONTRACTOR ASSIGNS A LEASE TO AN INITIAL ASSIGNEE, SUCH INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE MAKE NO WARRANTY (OTHER THAN A WARRANTY OF QUIET ENJOYMENT OF THE LEASED PROPERTY), EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO THE INITIAL ASSIGNEE AND ANY SUBSEQUENT ASSIGNEE, THE LESSEE TAKES THE LEASED PROPERTY "AS IS". IN NO EVENT SHALL THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE HAVE ANY LIABILITY FOR, NOR SHALL THE LESSEE HAVE ANY REMEDY AGAINST, THE INITIAL ASSIGNEE OR ANY SUBSEQUENT ASSIGNEE FOR CONSEQUENTIAL DAMAGES, LOSS OF SAVINGS, OR LOSS OF USE.

I. Financing and Prepayment

1. If the Contractor is not the supplier of the Leased Property, the Contractor will pay the charges for the Leased Property directly to the supplier. In the event the Contractor assigns the Lease to an Initial Assignee, the Initial Assignee will pay the charges directly to the Contractor or the supplier, as applicable. If the Contractor has assigned rental payments under the Lease to an Initial Assignee, the Lessee's obligation to make rental payments for the Leased Property for which the Lessee has executed and delivered acceptance certificates shall not be affected by any discontinuance, return, or destruction of any license or licensed program materials, or by any Lessee dissatisfaction with any Leased Property.

2. The Lessee may at any time terminate the financing for any Leased Property by prepaying its remaining rental payments. The Lessee shall provide notice of the intended prepayment date, which shall be at least one month after the date of the notice. Depending on market conditions at the time, the Contractor/Initial Assignee may reduce the balance of the remaining rental payments to reflect the requested prepayment and shall advise the Lessee of the balance to be paid.

3. If the Lessee purchases Contract items related to Leased Property prior to the expiration of the Lease term, or if the Lease is terminated for any reason except non-appropriation as described in Subsection B of this Subsection, and if the Leased Property has been delivered and the Lessee has executed and delivered to the Contractor an acceptance certificate, the Lessee shall prepay such Leased Property.

J. Remedies for Default

1. If the Lessee does not make a required payment within 30 days after its due date and such nonpayment continues for 15 days after receipt of written notice from the Contractor/Initial Assignee that the Lessee is delinquent in payment, if the Lessee breaches any other provision under these Leasing Terms and Conditions and such breach continues for 15 days after receipt of written notice of the breach from the Contractor/Initial Assignee, or if the Lessee files any petition or proceeding (or has a petition or proceeding filed against it) under any bankruptcy,

insolvency, or similar law, the Contractor/Initial Assignee may pursue and enforce the following remedies, individually or collectively:

a. Terminate the applicable Lease.

b. Take possession of any or all Leased Property in the Lessee's possession, without any court order or other process of law. For such purpose, upon written notice of its intention to do so, the Contractor or its assignee may enter upon the premises where the Leased Property may be and remove and repossess the Leased Property, from the premises without being liable to the Lessee in any action or legal proceedings. The Contractor/assignee may, at its option, sell the repossessed Leased Property at public or private sale for cash or credit. The Lessee shall be liable for the Contractor's/assignee's expenses of retaking possession, including without limitation the removal of the Leased Property and placing the Leased Property in good operating condition (if not in good operating condition at the time of removal) in accordance with the manufacturer's specifications. Repossessed Leased Property shall include only those items that were leased or lease/purchased under the Lease.

c. Recover from the Lessee all rental payments then due, plus the net present value of the amount of the remaining rental payments. The present value of such remaining rental payments shall be calculated using a discount rate equal to the average of the weekly two- and three-year Treasury Constant Maturities published by the Federal Reserve Board for the last calendar week of the month preceding the contractor's/assignee's termination of the applicable Lease. The Treasury Constant Maturities are published in Statistical Release .15 and may be accessed via the Federal Reserve Board's Internet website.

2. In the event of Contractor default under the Default provision of the Contract, the Lessee may pursue one or more of the following remedies:

a. If the rental payments under the Lease have been assigned to an Initial Assignee, the Lessee shall continue to make payments for that Leased Property which has been delivered and for which the Lessee has provided acceptance certificates to the Contractor/Initial Assignee.

b. The Lessee may cancel, without liability for payment, its order for any Leased Property which has not been delivered and for which it has not issued acceptance certificates. In this instance, the amount of the rental payments will be recalculated to take into consideration and pay for the actual amount of Leased Property which was delivered and accepted. If no Leased Property has been delivered and accepted, the Lessee may terminate the Lease without liability for any payment.

c. If payments have not been assigned, the Lessee may set off or counterclaim any and all damages incurred by the Lessee as a result of the Contractor's default against its obligation to make rental payments.

K. Purchase Option

If the Lessee is not in default, it shall have the right at the expiration of the Lease term to buy the Leased Property "as is with no additional warranty" by tendering the purchase option amount the parties have established. For any Lease with a Fair Market Value Option, the fair market value of the equipment shall be established by the Contractor/Initial Assignee and shall not exceed the then-current purchase price of the Leased Property as established in the Contract. Upon the Lessee's exercise of a purchase option and payment of the required amount to the Contractor/Initial Assignee, all right, title, and interest in the Leased Property shall pass to the Lessee.

L. Extension

If the Lessee does not elect to purchase the Leased Property at the expiration of a Lease term, and the Lessee is not in default under the Lease, the Lessee may elect to extend the Lease by written notification to the Contractor/Initial Assignee. The Lessee will make any elective extension under the same Leasing Terms and Conditions, including any rent payable (not less than fair market rental value), and will continue until the earlier of termination by either party upon one month's prior written notice, or five years from the date of installation.

M. Return of Leased Property

At the expiration or termination of a Lease for any Leased Property, or upon Contractor/Initial Assignee demand

pursuant to Subsection J. of this Section, the Lessee shall promptly return the Leased Property, freight prepaid, to any location in the continental United States specified by the Contractor/Initial Assignee. The Lessee shall pay the required rent for the Leased Property until they have been shipped to the Contractor.

1. Since DGS has, as a matter of policy, determined that all hard drives contain information that is confidential or sensitive, the Contractor shall, at its discretion, either remove and destroy any hard drive from the Leased Property or clean the hard drive to Office of Administration/U.S. Department of Defense standards, and the Contractor shall provide written certification to the Lessee that the hard drive has been destroyed or cleaned to Office of Administration/U.S. Department of Defense standards.

2. Except in the event of a total loss of any or all Leased Property as described in Subsection E. of this Section, and except for any costs associated with the removal, destruction, and cleaning of any hard drives, the Lessee shall pay any costs the Contractor/Initial Assignee incurs to restore the Leased Property to good operating condition in accordance with the Contract specifications. All parts the Contractor/Initial Assignee may remove and replace shall become the Contractor's/Initial Assignee's property.

3. The Contractor's/Initial Assignee's costs associated with the cleaning of any hard drive to Office of Administration/U.S. Department of Defense standards and the removal and destruction of any hard drive(s) shall be included in the rental amount. The Lessee shall not be required to pay additional charges for the Contractor's/Initial Assignee's cleaning of a hard drive to Office of Administration/U.S. Department of Defense standards nor for the Contractor's/Initial Assignee's removal and destruction of any hard drive(s) upon the return of a Leased item.

N. Compliance with Internal Revenue Code

1. Tax Exemption Financing. If it intends to provide tax exempt financing, the Contractor/Initial Assignee must file, in timely fashion, any reports the Internal Revenue Service may require with respect to the order under the Internal Revenue Code (IRC). The Lessee shall cooperate with the Contractor/Initial Assignee in the preparation and execution of these documents. The Lessee shall also keep a copy of each notification of assignment with the Lessee's counterpart of the order and shall not, during the Lease term, permit the Leased Property to be directly or indirectly used for a private business use within the meaning of Section 141 of the IRC.

2. Governmental Status. Eligible Lessees include State entities or political subdivisions of a State for the purpose of Section 103(a) of the IRC as well as tax exempt non-profit corporations and entities under 501(c)(4) of the IRC. Any misrepresentation of a Lessee's status under the IRC shall constitute an event of default by the Lessee. If the Internal Revenue Service rules that the Lessee does not so qualify under either Section 103(a) or 501(c)(4) of the IRC, or if the Lessee fails to cooperate with the Contractor/Initial Assignee in the preparation and execution of any reports required under Section 124 or 149 of the IRC (including 8038G and 8038GC forms), the Lessee will, upon demand, pay the Contractor/Initial Assignee a sum the Contractor/Initial Assignee determines sufficient to return the Contractor/Initial Assignee to the economic status it would otherwise have received.

O. Governing Law

All Leases made under these Leasing Terms and Conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania, except that the parties agree that Article 2A of the Uniform Commercial Code shall not apply or govern transactions under these Leasing Terms and Conditions.

P. Notices

Service of all notices under these Leasing Terms and Conditions shall be sufficient if delivered to the Lessee at the address set forth in the applicable Lease PO, or to the Contractor/Initial Assignee at the address set forth in its acknowledgment of the Lease PO, including any attached document. Notices by mail shall be effective when deposited in the U.S. mail, properly addressed, with sufficient paid postage. Notices delivered by hand or by overnight courier shall be effective when actually received.

V.49 CONTRACT-046.1 Manufacturer's Price Reduction (Oct 2006)

If, prior to the delivery of the awarded item(s) by the Contractor, a price reduction is announced by the original equipment manufacturer, a comparative price reduction will be given to the Commonwealth by the Contractor.

V.50 CONTRACT-051.1 Notice (Dec 2006)

Any written notice to any party under this Contract shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.) with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, and sent to following:

- a. If to the Contractor: the Contractor's address as recorded in the Commonwealth's Supplier Registration system.
- b. If to the Commonwealth: the address of the Issuing Office as set forth on the Contract.

V.51 CONTRACT-052.1 Right to Know Law (Feb 2010)

a. The Pennsylvania Right-to-Know Law, 65 P.S. §§ 67.101-3104, ("RTKL") applies to this Contract. For the purpose of these provisions, the term "the Commonwealth" shall refer to the contracting Commonwealth agency.

b. If the Commonwealth needs the Contractor's assistance in any matter arising out of the RTKL related to this Contract, it shall notify the Contractor using the legal contact information provided in this Contract. The Contractor, at any time, may designate a different contact for such purpose upon reasonable prior written notice to the Commonwealth.

c. Upon written notification from the Commonwealth that it requires the Contractor's assistance in responding to a request under the RTKL for information related to this Contract that may be in the Contractor's possession, constituting, or alleged to constitute, a public record in accordance with the RTKL ("Requested Information"), the Contractor shall:

1. Provide the Commonwealth, within ten (10) calendar days after receipt of written notification, access to, and copies of, any document or information in the Contractor's possession arising out of this Contract that the Commonwealth reasonably believes is Requested Information and may be a public record under the RTKL; and
2. Provide such other assistance as the Commonwealth may reasonably request, in order to comply with the RTKL with respect to this Contract.

d. If the Contractor considers the Requested Information to include a request for a Trade Secret or Confidential Proprietary Information, as those terms are defined by the RTKL, or other information that the Contractor considers exempt from production under the RTKL, the Contractor must notify the Commonwealth and provide, within seven (7) calendar days of receiving the written notification, a written statement signed by a representative of the Contractor explaining why the requested material is exempt from public disclosure under the RTKL.

e. The Commonwealth will rely upon the written statement from the Contractor in denying a RTKL request for the Requested Information unless the Commonwealth determines that the Requested Information is clearly not protected from disclosure under the RTKL. Should the Commonwealth determine that the Requested Information is clearly not exempt from disclosure, the Contractor shall provide the Requested Information within five (5) business days of receipt of written notification of the Commonwealth's determination.

f. If the Contractor fails to provide the Requested Information within the time period required by these provisions, the Contractor shall indemnify and hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth.

g. The Commonwealth will reimburse the Contractor for any costs associated with complying with these provisions only to the extent allowed under the fee schedule established by the Office of Open Records or as otherwise provided by the RTKL if the fee schedule is inapplicable.

h. The Contractor may file a legal challenge to any Commonwealth decision to release a record to the public with the Office of Open Records, or in the Pennsylvania Courts, however, the Contractor shall indemnify the

Commonwealth for any legal expenses incurred by the Commonwealth as a result of such a challenge and shall hold the Commonwealth harmless for any damages, penalties, costs, detriment or harm that the Commonwealth may incur as a result of the Contractor's failure, including any statutory damages assessed against the Commonwealth, regardless of the outcome of such legal challenge. As between the parties, the Contractor agrees to waive all rights or remedies that may be available to it as a result of the Commonwealth's disclosure of Requested Information pursuant to the RTKL.

i. The Contractor's duties relating to the RTKL are continuing duties that survive the expiration of this Contract and shall continue as long as the Contractor has Requested Information in its possession.

APPENDIX A

PROJECT REFERENCES

Name of Client & Project Title	Client – Project Title	
Contract Value	[VALUE]	
Nature and Scope of Project:	Describe the project in sufficient detail to explain it is similar to the Commonwealth's project. How does this project compare in size, scope, complexity and/or duration? What is it specifically about this project that makes it a good representative project of the vendor's work? <i>(Reference Section II-4 Prior Experience)</i>	
Project Duration:	Start Date Year: [YEAR]	End Date Year: [YEAR or on-going]
Nature of the Client:	Description of client and organizational unit that project was managed by.	
Nature of Client Audience:	Description of project users and/or client/customer audience.	
Number of Users:	[Number]	
# & Composition of Vendor Employees & Consultants Assigned:	Vendor Project Manager/Key Consultant on Project Team: Describe start-up, peak and ongoing level of vendor efforts	
Client Contact Information:	<p>Provide the name, title, address and telephone number of at least two references or contact persons that the Commonwealth can contact to inquire about the vendor's performance, and indicate the role these individuals had in relation to the assignment or project. The references/contact persons should be individuals who were key stakeholders or project leaders and who can validate the vendor's role and responsibilities and who can comment on the quality of the vendor's performance. 2 contacts required.</p> <p>Reference Contacts:</p> <p>Name: _____ Title: _____</p> <p>Department: _____</p> <p>Full Address: _____</p> <p>Telephone: _____ E-mail: _____</p> <p>Relation/Role to Project: _____</p> <p>Name: _____ Title: _____</p> <p>Department: _____</p> <p>Full Address: _____</p> <p>Telephone: _____ E-mail: _____</p> <p>Relation/Role to Project: _____</p>	

INSTRUCTIONS

- 1 Fill in all yellow cells as follows:
Included - for included in base price
Optional - for options available at additional cost
Numerical Value - the specified models capability for numerical requirements
- 2 White cells are not mandatory requirements. However, if any of these capabilities are included in the base price, that can be noted as Included .
- 3 All yellow cells must be filled in for the bid to be accepted.

LOT 3 COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Manufacturer Name						
Manufacturer Model Number						
Volume, Capability, and Speed						
Pages Printed per Month minimum (including copied if applicable)	15,000		20,000		15,000	
Laser or equivalent technology	Mandatory		Mandatory		Mandatory	
Printed pages able to be copied, scanned, faxed, or overprinted immediately with no damage to original	Mandatory		Mandatory		Mandatory	
Black and White printing	Mandatory		Mandatory		Mandatory	
Color printing	Mandatory		Mandatory		Mandatory	
Automatically use most cost effective method for black-and-white or color	Mandatory		Mandatory		Mandatory	
Password protected printing for confidential documents	Mandatory		Mandatory		Mandatory	
Black and White Copying	Mandatory		Mandatory		Mandatory	
Color Copying	Mandatory		Mandatory		Mandatory	
Black and White Scanning	Mandatory		Mandatory		Mandatory	
Color Scanning	Mandatory		Mandatory		Mandatory	
Black and White Faxing	Optional		Optional		Optional	
Internet Fax Expansion Kit	Optional		Optional		Optional	
Fax option provides programmable distribution lists.	Mandatory		Mandatory		Mandatory	
Time for first page from Standby Mode 40 seconds or less	Mandatory		Mandatory		Mandatory	
Minimum Black and White Print Speed Page Per Minute (PPM)	30 PPM		40 PPM		30 PPM	
Minimum Color Print Speed Page Per Minute (PPM)	30 PPM		40 PPM		30 PPM	
Minimum Copy Speed Page Per Minute (PPM)	30 PPM		40 PPM		30 PPM	
50 Sheets Automatic Document Feeder Capacity	Mandatory		Mandatory		Mandatory	
Automatic Duplex Printing	Mandatory		Mandatory		Mandatory	
Automatic Duplex Copying	Mandatory		Mandatory		Mandatory	
Minimum Collating and Stapling Speed	30 PPM		40 PPM		30 PPM	
3-hole Punch	Optional		Optional		Optional	
Saddle Stitch	Optional		Optional		Optional	

LOT 3
COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Job queuing	Mandatory		Mandatory		Mandatory	
Functional concurrency	Mandatory		Mandatory		Mandatory	

LOT 3 COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Media Sizes, Types, and Trays						
Standard 8.5 x 11 inch Media	Mandatory		Mandatory		Mandatory	
Standard 8.5 x 14 inch Media	Mandatory		Mandatory		Mandatory	
Standard 11 x 17 inch Media	Optional		Optional		Mandatory	
LaserJet paper	Mandatory		Mandatory		Mandatory	
Multipurpose paper	Mandatory		Mandatory		Mandatory	
Maximum of 50% recycled material in paper without adversely affecting functionally or uptime	Mandatory		Mandatory		Mandatory	
Standard envelope media	N/A		N/A		N/A	
Paper Labels	N/A		N/A		N/A	
Card Stock	Optional		Optional		Optional	
Transparencies	N/A		N/A		N/A	
Soft and High Gloss Laser paper	N/A		N/A		N/A	
Color LaserJet transparency	N/A		N/A		N/A	
Minimum Paper Trays or Drawers Standard	1		1		1	
Additional trays or drawers for paper sources	Optional		Optional		Optional	
High Capacity Tray or Drawer	Optional		Optional		Optional	
Exit Tray	Optional		Optional		Optional	
Minimum Paper Input Capacity	500 sheets		500 sheets		500 sheets	
Minimum Output Capacity	100 sheets		100 sheets		100 sheets	
Memory and Storage						
Minimum Standard Memory	512MB		512MB		512MB	
Minimum Memory Expandable to						
Memory Expansion Kit	Optional		Optional		Optional	
40GB or more internal storage	Mandatory		Mandatory		Mandatory	

LOT 3 COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Compatibility and Connectivity						
Common user interface within each lot	Mandatory		Mandatory		Mandatory	
LDAP Authentication	Mandatory		Mandatory		Mandatory	
Windows 7 client operating system	Mandatory		Mandatory		Mandatory	
Windows 8 client operating system upgradability if not currently available	Mandatory		Mandatory		Mandatory	
Mac client operating system	Optional		Optional		Optional	
Linux client operating system	Optional		Optional		Optional	
Windows Server 2012	Mandatory		Mandatory		Mandatory	
Windows Server 2016	Mandatory		Mandatory		Mandatory	
Print Drivers compatible with SAP	Mandatory		Mandatory		Mandatory	
32 bit and 64 bit drivers	Mandatory		Mandatory		Mandatory	
Signed 32bit and 64bit WHQL drivers for Windows 7, 8.1, 10, 2012 Server, and 2016 Server	Mandatory		Mandatory		Mandatory	
Ethernet 100mbs Full Duplex connections	Mandatory		Mandatory		Mandatory	
RJ45 interface	Mandatory		Mandatory		Mandatory	
Internal NIC card	Mandatory		Mandatory		Mandatory	
Wake-On-LAN-enabled NIC cards disabled or protected with hardened password	Mandatory		Mandatory		Mandatory	
TCP/IP Protocol (not direct TCP/IP printing)	Mandatory		Mandatory		Mandatory	
Static IP Assignment;	Mandatory		Mandatory		Mandatory	
IPv6 Compatible	Mandatory		Mandatory		Mandatory	
Unisys e-Workflow and imaging (Infoimage)	Mandatory		Mandatory		Mandatory	
"Twain" compliant device	Mandatory		Mandatory		Mandatory	

LOT 3 COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Print Quality						
600 by 600 dpi Minimum Print Quality Black	Mandatory		Mandatory		Mandatory	
600 by 600 dpi Minimum Print Quality Color	Mandatory		Mandatory		Mandatory	
600 by 600 dpi Minimum Copy Quality Black	Mandatory		Mandatory		Mandatory	
600 by 600 dpi Minimum Copy Quality Color	Mandatory		Mandatory		Mandatory	
600 dpi Minimum Scan Resolution	Mandatory		Mandatory		Mandatory	
Copier Reduction/Enlarge Range 25-400%	Mandatory		Mandatory		Mandatory	
Common user interface look for PCL and PostScript print drivers	Mandatory		Mandatory		Mandatory	
Postscript or Postscript/PCL all in one driver page description languages	Optional		Optional		Optional	
PCL driver page description languages	Mandatory		Mandatory		Mandatory	
Digital Output						
Select file format at device	Mandatory		Mandatory		Mandatory	
.pdf Format	Mandatory		Mandatory		Mandatory	
.docx format	Optional		Optional		Optional	
.rtf format	Optional		Optional		Optional	
.jpg format	Mandatory		Mandatory		Mandatory	
Tiff 6.0 format using CCITT Group 4 compression	Mandatory		Mandatory		Mandatory	
Output to email	Mandatory		Mandatory		Mandatory	
Output to FTP	Mandatory		Mandatory		Mandatory	
Output to USB memory	Mandatory		Mandatory		Mandatory	
Output to network file	Mandatory		Mandatory		Mandatory	
Output to shared folders	Mandatory		Mandatory		Mandatory	
Equipment Requirements						
Energy Star compliant.	Mandatory		Mandatory		Mandatory	
Devices shall not emit ozone in excess of 0.02 mg/m3	Mandatory		Mandatory		Mandatory	
Devices shall not emit dust in excess of 0.25 mg/m3	Mandatory		Mandatory		Mandatory	
Devices shall not emit styrene in excess of 0.11 mg/m3	Mandatory		Mandatory		Mandatory	
Badge Reader - Secure Printing	Optional		Optional		Optional	
Printer Management Features						

LOT 3
COLOR MFDs

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Remote Management via Web Interface	N/A		N/A		N/A	
Remote Configuration Capability	Mandatory		Mandatory		Mandatory	
Restrict color to authorized users	N/A		N/A		N/A	

APPENDIX C, MFD SERVICE LEVEL AGREEMENTS

Performance Metric	Performance Measure	Performance Target	Definition	Calculation	Frequency of Review	Service Credit
MFD Uptime	MFD Agency Device Availability	96%	All machines provided to an agency, as an aggregate, must have an up-time of 96% or greater on a rolling three (3) month average. The SLA is applicable to each agency.	Total downtime of all agency machines. $((\# \text{ of downtime minutes} / \text{total number of minutes in the normal operating hours}) * 100) - 100 = \text{Percent Uptime of all agency machines}$	Quarterly	2% credit to the next monthly agency bill.
Fix Time	MFD Agency Device Fix Time	95%	The selected Offeror shall restore service to machines within eight (8) business hours. This SLA is applicable to each agency. The selected Offeror shall replace the faulty MFD with a loaner MFD of equivalent capability until the repairs have been made when the fix-time will exceed eight (8) business hours.	The measure from the time the Commonwealth contacts the selected Offeror, by a mutually agreed upon method, to the time the machine is returned to full and complete working order or substituted with an equivalent machine.	Monthly	2% credit to the next monthly agency bill
Reports	Submission of Reports on Time	100%	Submission of required Monthly Reports within ten (10) business days following the end of the reporting period. Submission of required Quarterly Report within ten (10) business days following the end of the reporting period. Device Usage Report completed within ten (10) business days of the Commonwealth or using agency request, or within ten (10) business days following the end of the reporting period.	End of Reporting Periods + ten (10) business days. End of Reporting Periods + ten (10) business days. End of Reporting Periods or Date of Request + ten (10) business days.	Monthly Quarterly Quarterly	None None None

APPENDIX C, MFD SERVICE LEVEL AGREEMENTS

Up Time and Fix Time:

Up-time is calculated by dividing the machine down-time each month by the total normal business hours each month for the respective agency.

- All machines provided to an agency, as an aggregate, must have an Up-time of at least 96% on a rolling three (3) month average. This SLA will apply to each individual agency.

Fix-time is measured from the time the Commonwealth calls/submits a trouble ticket to the contractor to the time the machine is returned to full and complete working order.

- The Contractor must resolve at least 95% of the trouble tickets submitted by an agency each month in a Fix-time of no more than eight (8) normal business hours. This SLA will apply to each individual agency.
- Should the Fix-time exceed eight (8) normal business hours, the Contractor must notify the Commonwealth and replace the faulty MFD with a loaner MFD of equivalent capability until the repairs have been made and the agency's MFD is back to full and complete working order. Repair or replacement must be made within sixteen (16) normal business hours after the trouble ticket has been placed by the Commonwealth.

Failure to meet either SLA for one month will result in a 2% credit on the next monthly bill to the agency. Failure to meet an SLA in subsequent months will increase the credit by an additional 2% for each additional reporting period, up to a maximum of credit of 10% . If the Contractor meets both SLAs for two (2) consecutive months, the credit for the next failure will reset to 2%.

DEVICE USAGE REPORT- SAMPLE									
		Black and White				Color			
		Letter or Legal Pages		Ledger Pages		Letter or Legal Pages		Ledger Pages	
Serial Number	Single-sided	Duplex	Single-sided	Duplex	Single-sided	Duplex	Single-sided	Duplex	
Agency 1									
Lot 1									
Segment 1									
1111	3000	4000							
1112	8000	0							
1113	5000	1000							
1114	1000	6000							
Segment 2									
Segment 3									
Segment 4									
1115	30000	0							
1116	0	40000							
Segment 5									
1117	40000	40000							
Segment 6									
1118	90000	0							
Lot 2									
Segment 1									
Segment 2									
2222	10000	2000	2000	0					
2223	3000	5000	1000	1000					
2224	10000	2000	100	0					
Segment 3									
2225	15000	5000	500	150					
2226	5000	15000	1000	0					
Segment 4									
Segment 5									
Segment 6									
Lot 3									
Segment 1									
Segment 2									
3331	15000	1000			1000	500			
3332	1000	5000			5000	5000			
Segment 3									
3333	5000	1000	200	400	500	500	500	100	

Manufacturer Usage Summary						
Agency		Number of Printers	Black and White		Color	
			Letter or Legal Subtotal	Ledger Subtotal	Letter or Legal Subtotal	Ledger Subtotal
Lot 1						
Segment 1		4	39000			
Segment 2						
Segment 3						
Segment 4		2	110000			
Segment 5		1	120000			
Segment 6		1	90000			
Lot 2						
Segment 1						
Segment 2		3	41000	7200		
Segment 3		2	60000	1800		
Segment 4						
Segment 5						
Segment 6						
Lot 3						
Segment 1						
Segment 2		2	28000		17000	
Segment 3		1	7000	1000	1500	700
Total			495000	10000	18500	700

PA Supplier ID Number: _____

**SOFTWARE/SERVICES LICENSE REQUIREMENTS AGREEMENT
BETWEEN
THE COMMONWEALTH OF PENNSYLVANIA,
ACTING BY AND THROUGH THE [INSERT NAME OF AGENCY]
AND
[INSERT FULL NAME OF LICENSOR]**

This Software/Services License Requirements Agreement (“Agreement”) by and between [insert full name of Licensor] (“Licensor”) and the Commonwealth of Pennsylvania, acting by and through the [insert name of Agency] (“Commonwealth”) is effective the date the Agreement has been fully executed by the Licensor and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained.

1. **Order of Precedence.** The terms and conditions of this Agreement supplement, and to the extent a conflict exists, supersede and take precedence over the terms and conditions of the attached [insert exhibits that are to be made part of this Agreement]. The parties agree that the terms of this Agreement supersede and take precedence over the terms included in any quote, purchase order, terms of any shrink-wrap agreement included with the Licensed Products, terms of any click through agreement included with the Licensed Products or any other terms purported to apply to the Licensed Products. The products specified in Attachment 1, along with support and services for said products, shall be referred to as “Licensed Products.”
2. **Enterprise Language:**
 - (a) The parties agree that more than one agency of the Commonwealth (“Commonwealth Agency”) may license products subject to this Agreement, provided that the procurement of any Licensed Products by any Commonwealth Agency must be made pursuant to one or more executed purchase orders or purchase documents submitted by each Commonwealth Agency seeking to use the Licensed Products.
 - (b) The parties agree that, if the licensee is a “Commonwealth Agency” as defined by Section 103 of the [Commonwealth Procurement Code, 62 Pa. C. S. § 103](#), the terms and conditions of this Agreement apply to the procurement of any Licensed Products made by the Commonwealth, and that the terms and conditions of this Agreement become part of the purchase order or other procurement document without further need for execution.
3. **List of Licensed Products.**

- (a) Attached hereto and made a part of this Agreement by reference is Attachment 1, which lists the Licensed Products that may be licensed under this Agreement. With the consent of the Commonwealth, the list of Licensed Products on Attachment 1 may be updated by the Licensor providing the Commonwealth with a revised Attachment 1 that adds the new product to the list. The Commonwealth, in its sole discretion, may consent either via written communication directly to the Licensor or, if applicable, providing the Commonwealth's reseller with a copy of Licensor's notification to update Attachment 1.
- (b) No amendment will be required to add a new Licensed Product to the list. If, however, the Licensor desires to add a new Licensed Product to the list that requires additional licensing terms or other requirements, either an amendment to this Agreement or a new agreement will be required.
- 4. Choice of Law/Venue.** This Agreement shall be interpreted in accordance with and governed by the laws of the Commonwealth of Pennsylvania, without giving effect to its conflicts of law provisions. The courts of the Commonwealth of Pennsylvania and the federal courts of the Middle District of Pennsylvania shall have exclusive jurisdiction over disputes under this Contract and the resolution thereof.
- 5. Indemnification/Immunity.** The Commonwealth does not have the authority to and shall not indemnify any entity. The Commonwealth agrees to pay for any loss, liability or expense, which arises out of or relates to the Commonwealth's acts or omissions with respect to its obligations hereunder, where a final determination of liability on the part of the Commonwealth is established by a court of law or where settlement has been agreed to by the Commonwealth. This provision shall not be construed to limit the Commonwealth's rights, claims or defenses that arise as a matter of law or pursuant to any other provision of this Agreement. No provision in this Agreement shall be construed to limit the sovereign immunity of the Commonwealth.
- 6. Patent, Copyright, Trademark and Trade Secret Protection.**
- (a) The Licensor shall, at its expense, defend, indemnify and hold the Commonwealth harmless from any suit or proceeding which may be brought by a third party against the Commonwealth, its departments, officers or employees for the alleged infringement of any United States patents, copyrights, trademarks or trade dress, or for a misappropriation of a United States trade secret arising out of performance of this Agreement ("Claim"), including all Licensed Products provided by the Licensor. For the purposes of this Agreement, "indemnify and hold harmless" shall mean the Licensor's specific, exclusive, and limited obligation to (a) pay any judgments, fines and penalties finally awarded by a court of competent jurisdiction, governmental/administrative body or any settlements reached pursuant to a Claim and (b) reimburse the Commonwealth for its reasonable administrative costs or expenses, including without limitation reasonable attorney's fees, it necessarily incurs in handling the Claim. The Commonwealth agrees to give the Licensor prompt notice of any such claim of which it learns. Pursuant to the [Commonwealth](#)

Attorneys Act, Act of October 15, 1980, P.L. 950, No. 164, as amended, 71 P. S. §§ 732-101—732-506, the Office of Attorney General (“OAG”) has the sole authority to represent the Commonwealth in actions brought against the Commonwealth. The OAG, however, in its sole discretion, and under the terms the OAG deems appropriate, may delegate its right of defense of a Claim. If the OAG delegates the defense to the Licensor, the Commonwealth will cooperate with all reasonable requests of Licensor made in the defense of and/or settlement of a Claim. The Licensor shall not, without the Commonwealth’s consent, enter into any settlement agreement which (a) states or implies that the Commonwealth has engaged in any wrongful or improper activity other than the innocent use of the material which is the subject of the Claim, (b) requires the Commonwealth to perform or cease to perform any act or relinquish any right, other than to cease use of the material which is the subject of the Claim, or (c) requires the Commonwealth to make a payment which the Licensor is not obligated by this Agreement to pay on behalf of the Commonwealth. In all events, the Commonwealth shall have the right to participate in the defense of any such suit or proceeding through counsel of its own choosing. It is expressly agreed by the Licensor that, in the event it requests that the Commonwealth provide support to the Licensor in defending any such Claim, the Licensor shall reimburse the Commonwealth for all necessary expenses (including attorneys’ fees, if such are made necessary by the Licensor’s request) incurred by the Commonwealth for such support. If the OAG does not delegate to the Licensor the authority to control the defense and settlement of a Claim, the Licensor’s obligation under this section ceases. The Licensor, at its own expense, shall provide whatever cooperation the OAG requests in the defense of the suit.

- (b) The Licensor agrees to exercise reasonable due diligence to prevent claims of infringement on the rights of third parties. The Licensor certifies that, in all respects applicable to this Agreement, it has exercised and will continue to exercise due diligence to ensure that all Licensed Products provided under this Agreement do not infringe on the patents, copyrights, trademarks, trade dress, trade secrets or other proprietary interests of any kind which may be held by third parties.
- (c) If the defense of a Claim and the authority to control any potential settlements thereof is delegated to the Licensor, the Licensor shall pay all damages and costs finally awarded therein against the Commonwealth or agreed to by the Licensor in any settlement. If information and assistance are furnished by the Commonwealth at the Licensor’s written request, it shall be at the Licensor’s expense, but the responsibility for such expense shall be only that within the Licensor’s written authorization.
- (d) If, in the Licensor’s opinion, any Licensed Product furnished hereunder is likely to or do become subject to a claim of infringement of a United States patent, copyright, trade dress or trademark, or for a misappropriation of trade secret, then without diminishing the Licensor’s obligation to satisfy any final award, the Licensor may, at its option and expense:

- (i) substitute functional equivalents for the alleged infringing Licensed Product, or
 - (ii) obtain the rights for the Commonwealth to continue the use of such Licensed Product.
- (e) If any of the Licensed Products provided by the Licensor are in such suit or proceeding held to constitute infringement and the use thereof is enjoined, the Licensor shall, at its own expense and at its option, either:
 - (i) procure the right to continue use of such infringing Licensed Products;
 - (ii) replace them with non-infringing items; or
 - (iii) modify them so that they are no longer infringing.
- (f) If the use of any Licensed Product is enjoined and the Licensor is unable to do any of the preceding set forth in subsection (e) above, the Licensor, upon return of the Licensed Product, agrees to refund to the Commonwealth:
 - (i) the license fee paid for the infringing Licensed Product, less the amount for the period of usage of the Licensed Product; and
 - (ii) the pro-rated portion of any maintenance fees representing the time remaining in any period of services for which payment was made.
- (g) The obligations of the Licensor under this section survive the termination of this Agreement.
- (h) Notwithstanding the above, the Licensor shall have no obligation under this section for:
 - (i) modification of any Licensed Products provided by the Commonwealth or a third party acting under the direction of the Commonwealth;
 - (ii) any material provided by the Commonwealth to the Licensor and incorporated into, or used to prepare any Licensed Products
 - (iii) use of any Licensed Product after Licensor recommends discontinuation because of possible or actual infringement and has provided one of the remedies under subsection (e) or subsection (f) above;
 - (iv) use of any Licensed Product in other than the specified operating environment;

- (v) the combination, operation, or use of the Licensed Products with other products, services, or deliverables not provided by the Licensor as a system or the combination, operation, or use of the Licensed Products, service, or deliverable, with any products, data, or apparatus that the Licensor did not provide;
 - (vi) infringement of a non-Licensed Product alone;
 - (vii) the Commonwealth's use of any Licensed Product beyond the scope contemplated by the Agreement; or
 - (viii) the Commonwealth's failure to use corrections or enhancements made available to the Commonwealth by the Licensor at no charge.
- (i) The obligation to indemnify the Commonwealth, under the terms of this section, shall be the Licensor's sole and exclusive obligation for the infringement or misappropriation of intellectual property.

7. Virus, Malicious, Mischievous or Destructive Programming.

- (a) The Licensor warrants that the Licensed Products as delivered by the Licensor does not contain any viruses, worms, Trojan Horses, or other malicious or destructive code to allow unauthorized intrusion upon, disabling of, or erasure of the Licensed Products (each a "Virus"). However, the Licensed Products may contain a key limiting use to the scope and quantity of the license(s) granted, and license keys issued by Licensor for temporary use are time-sensitive.
- (b) The Licensor shall be liable for any damages incurred by the Commonwealth including, but not limited to, the expenditure of Commonwealth funds to eliminate or remove a computer virus or malicious, mischievous or destructive programming that results from the Licensor's failure to take proactive measures to keep virus or malicious, mischievous or destructive programming from originating from the Licensor or any of its employees, subcontractors or consultants through appropriate firewalls and maintenance of anti-virus software and security updates (such as operating systems security patches, etc.).
- (c) In the event of destruction or modification of any Licensed Products, the Licensor shall eliminate the virus, malicious, mischievous or destructive programming, restore the Commonwealth's software, and be liable to the Commonwealth for any resulting damages.

8. Limitation of Liability.

- (a) The Licensor's liability to the Commonwealth under this Agreement shall be limited the total dollar amount of purchase orders issued for Licensed Products and services covered by this Agreement during the during the twelve (12)-month period

prior to the event giving rise to the damage claim. This limitation does not apply to damages:

- (i) for bodily injury;
 - (ii) for death;
 - (iii) for intentional injury;
 - (iv) to real property or tangible personal property for which the Licensor is legally liable;
 - (v) Under **Section 6**, Patent, Copyright, Trade Secret and Trademark Protection;
 - (vi) for damages related to a breach of the security of a system maintained or managed by the Licensor, including the costs for notification, mitigation and credit monitoring services required due to such breach; or
 - (vii) under **Section 7**, Virus, Malicious, Mischievous or Destructive Programming.
- (b) In no event will the Licensor be liable for consequential, indirect, or incidental damages unless otherwise specified in the Agreement.

9. Payment.

The Commonwealth will make purchase and make payment through a reseller contract or another procurement document, which shall control with regard to payment amounts and provisions.

10. Termination.

- (a) The Licensor may not terminate for non-payment of an order issued through a reseller contract or another procurement document that controls payment.
- (b) The Commonwealth may terminate this Agreement without cause by giving the Licensor **30 calendar days'** prior written notice ("Notice of Termination") whenever the Commonwealth shall determine that such termination is in the best interest of the Commonwealth ("Termination for Convenience").

11. Background Checks.

- (a) Upon prior written request by the Commonwealth, the Licensor must, at its expense, arrange for a background check for each of its employees, as well as for the employees of its subcontractors, who will have access to the Commonwealth's

IT facilities, either through on site or remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.pa.gov/Pages/Request-a-Criminal-History-Record.aspx>. The background check must be conducted prior to initial access by an IT employee and annually thereafter.

- (b) Before the Commonwealth will permit an employee access to the Commonwealth's facilities, the Licensor must provide written confirmation to the office designated by the applicable Commonwealth Agency that the background check has been conducted. If, at any time, it is discovered that an employee has a criminal record that includes a felony or misdemeanor involving terrorist threats, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility; or which raises concerns about building, system, or personal security, or is otherwise job-related, the Licensor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee, and shall not permit that employee remote access to Commonwealth facilities or systems, unless the Commonwealth Agency consents, in writing, prior to the access being provided. The Commonwealth Agency may withhold its consent at its sole discretion. Failure of the Licensor to comply with the terms of this subsection may result in the default of the Licensor under its Agreement with the Commonwealth.
- (c) The Commonwealth specifically reserves the right to conduct background checks over and above that described herein.
- (d) Access to certain Capitol Complex buildings and other state office buildings is controlled by means of card readers and secured visitors' entrances. Commonwealth contracted personnel who have regular and routine business in Commonwealth worksites may be issued a photo identification or access badge subject to the requirements of the applicable Commonwealth Agency and the Department of General Services set forth in Enclosure 3 of [Commonwealth Management Directive 625.10 Amended](#), *Card Reader and Emergency Response Access to Certain Capitol Complex Buildings and Other State Office Buildings*. The requirements, policy and procedures include a processing fee payable by the Licensor for contracted personnel photo identification or access badges.

12. Confidentiality.

- (a) Definition. "Confidential Information:"
 - (i) For the Commonwealth: All data and other information of or in the possession of the Commonwealth or any Commonwealth Agency or any private individual, organization or public agency, in each case to the extent such information and documentation is not permitted to be disclosed to third parties under local, Commonwealth or federal laws and regulations or pursuant to any policy adopted by the Commonwealth or pursuant to the terms of any third-party agreement to which Commonwealth is a party.

- (ii) For the Licensor: All information identified in writing by the Licensor as confidential or proprietary to Licensor or its subcontractors.

- (b) Confidential Information. All Confidential Information of or relating to a party shall be held in confidence by the other party to the same extent and in at least the same manner as such party protects its own confidential or proprietary information. Neither party shall disclose, publish, release, transfer or otherwise make available any Confidential Information of the other party in any form to, or for the use or benefit of, any person or entity without the other party's consent. Subject to the other provisions of this Agreement, each party shall, however, be permitted to disclose relevant aspects of the other party's Confidential Information to its officers, agents, subcontractors and personnel and to the officers, agents, subcontractors and personnel of its corporate affiliates or subsidiaries to the extent that such disclosure is reasonably necessary for the performance of its duties and obligations under this Agreement; provided, however, that such party shall take all reasonable measures to ensure that Confidential Information of the other party is not disclosed or duplicated in contravention of the provisions of this Agreement by such officers, agents, subcontractors and personnel and that such party shall be responsible for any unauthorized disclosure of the Confidential Information of the other party by such officers, agents, subcontractors or personnel; and further provided, that if the disclosure is by the Commonwealth to another contractor or sub-contractor, such disclosure is subject to a suitable non-disclosure agreement imposing equally or more stringent requirements for data privacy and security. Except to the extent provided otherwise by any applicable law, the obligations of this subsection (b) shall not apply with respect to information which:
 - (i) is developed by the other party without violating the disclosing party's proprietary rights,
 - (ii) is or becomes publicly known (other than through unauthorized disclosure),
 - (iii) is disclosed by the owner of such information to a Third Party free of any obligation of confidentiality,
 - (iv) is already known by such party without an obligation of confidentiality other than pursuant to this Agreement or any confidentiality contract entered into before the Effective Date of the Agreement between the Commonwealth and the Licensor, or
 - (v) is rightfully received by the disclosing party free of any obligation of confidentiality.

- (c) Obligations. Each party shall:

- (i) Notify the other party promptly of any known unauthorized possession, use or knowledge of the other party's Confidential Information by any person or entity.
 - (ii) Promptly furnish to the other party full details known by such party relating to the unauthorized possession, use or knowledge thereof and shall use reasonable efforts to assist the other party in investigating or preventing the recurrence of any unauthorized possession, use or knowledge of the other party's Confidential Information.
 - (iii) Use reasonable efforts to cooperate with the other party in any litigation and investigation against third parties deemed necessary by the other party to protect its proprietary rights.
 - (iv) Promptly use all reasonable efforts to prevent a recurrence of any such unauthorized possession, use or knowledge of the other party's Confidential Information.
- (d) Cost of compliance; required disclosure. Each party shall bear the cost it incurs as a result of compliance with this section. The obligations in this section shall not restrict any disclosure by either party pursuant to any applicable law or pursuant to the order of any court or other legal process or government agency of competent jurisdiction (provided that the disclosing party shall give prompt notice to the non-disclosing party of such disclosure or order in a timeframe to allow the non-disclosing party to resist the disclosure or order).
- (e) Submitting Confidential Information to the Commonwealth. The Licensor shall use the following process when submitting information to the Commonwealth it believes to be confidential and/or proprietary information or trade secrets:
- (i) Prepare an un-redacted version of the appropriate document;
 - (ii) Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret;
 - (iii) Prepare a signed written statement that states:
 - (1) the attached document contains confidential or proprietary information or trade secrets;
 - (2) the Licensor is submitting the document in both redacted and un-redacted format in accordance with Section 707(b) of the *Right-to-Know Law*, 65 P.S. § 67.707(b); and

- (3) the Licensor is requesting that the document be considered exempt under Section 708(b)(11) of the *Right-to-Know Law*, 65 P.S. § 67.708(b)(11) from public records requests; and
- (iv) Submit the **two (2)** documents with the signed written statement to the Commonwealth.
- (f) Confidential Information at termination. Upon expiration or termination of this Agreement, or a purchase order or other procurement document for Licensed Products governed by the terms of this Agreement, and at any other time at the written request of a party, the other party must promptly return to such party all of such party's Confidential Information and Data (and all copies of this information) that is in the other party's possession or control, in whatever form. With regard to the Commonwealth's Confidential Information and/or Data, the Licensor shall comply with the requirements of subsection (e).
- (g) Not confidential. Additionally, neither the Agreement nor any pricing information related to the Agreement, nor purchase orders issued pursuant to the Agreement, will be deemed confidential.

13. Sensitive Information

- (a) The Licensor shall not publish or otherwise disclose, except to the Commonwealth or the Licensor's subcontractors, any information or data obtained hereunder from private individuals, organizations, or public agencies, in a way that allows the information or data furnished by or about any particular person or establishment to be identified.
- (b) The parties shall not use or disclose any information about a recipient receiving services from, or otherwise enrolled in, a Commonwealth program affected by or benefiting from services under this Agreement for any purpose not connected with the parties' Agreement responsibilities.
- (c) The Licensor will comply with all obligations applicable to it under all applicable data protection legislation in relation to all personal data that is processed by it in the course of performing its obligations under this Agreement including by:
 - (i) Maintaining a valid and up to date registrations and certifications; and
 - (ii) Complying with all data protection legislation applicable to cross border data flows of personal data and required security measures for personal data.

- 14. Publicity/Advertisement.** The Licensor must obtain written Commonwealth approval prior to mentioning the Commonwealth or a Commonwealth Agency in an advertisement, endorsement, or any other type of publicity. This includes the use of any trademark or logo.

15. Portability. The parties agree that a Commonwealth Agency may move a Licensed Product from machine to machine, whether physical or virtual, and to other locations, where those machines and locations are internal to the Commonwealth or to a Commonwealth contractor, as long as such relocation and the use being made of the Licensed Product comports with the license grant and restrictions. Notwithstanding the foregoing, a Commonwealth Agency may move the machine or appliance provided by the Licensor upon which the Licensed Product is installed.

16. Taxes-Federal, State and Local.

- (a) The Commonwealth is exempt from all excise taxes imposed by the Internal Revenue Service and has accordingly registered with the Internal Revenue Service to make tax-free purchases under registration No. 23-23740001-K. With the exception of purchases of the following items, no exemption certificates are required and none will be issued: undyed diesel fuel, tires, trucks, gas-guzzler emergency vehicles, and sports fishing equipment. The Commonwealth is also exempt from Pennsylvania sales tax, local sales tax, public transportation assistance taxes, and fees and vehicle rental tax. The Department of Revenue regulations provide that exemption certificates are not required for sales made to governmental entities and none will be issued. Nothing in this section is meant to exempt a construction contractor from the payment of any of these taxes or fees which are required to be paid with respect to the purchase, use, rental or lease of tangible personal property or taxable services used or transferred in connection with the performance of a construction contract.
- (b) The only interest the Commonwealth is authorized to pay is in accordance with Act of December 13, 1982, P.L. 1155, No. 266, as amended, [72 P. S. § 1507](#), (relating to Interest Penalties on Commonwealth Accounts) and accompanying regulations [4 Pa. Code §§ 2.31—2.40](#) (relating to Interest Penalties for Late Payments).

17. Commonwealth Audit Responsibilities.

- (a) The Commonwealth will maintain, and promptly provide to the Licensor upon its request, accurate records regarding use of the Licensed Product by or for the Commonwealth. If the Commonwealth becomes aware of any unauthorized use of all or any part of the Licensed Product, the Commonwealth will notify the Licensor promptly, providing reasonable details. The limit of the Commonwealth's responsibility for use of the Licensed Products by more individuals than are permitted by the licensing terms applicable to the Licensed Products shall be to purchase additional licenses and Maintenance and Support (if applicable) for such Licensed Products through a reseller contract or procurement document.
- (b) The Commonwealth will perform a self-audit upon the request of the Licensor, which request may not occur more often than annually, and report any change in user count (hereinafter "True up number"). The Commonwealth shall notify the

Licensor of the True up number no later than **45 calendar days** after the request that the Commonwealth perform a self-audit. If the user count has increased, the Commonwealth will make an additional purchase of the Licensed Products through a reseller contract or another procurement document, which is equivalent to the additional users. This section sets out the sole license audit right under this Agreement.

18. **Right-to-Know Law.** The Pennsylvania *Right-to-Know Law*, Act of February 14, 2008, P.L. 6, No. 3, 65 P.S. §§ 67.101—3104 (“RTKL”), applies to this Agreement.
19. **Third-Party Software.** If a Licensed Product utilizes or includes third party software and other copyrighted material and is subject, therefore, to additional licensing terms, acknowledgements or disclaimers compliance with this Agreement constitutes compliance with those third-party terms. The parties agree that the Commonwealth, by acknowledging third-party software, does not agree to any terms and conditions of the third-party software agreements that are inconsistent with or supplemental to this Agreement.
20. **Attorneys’ Fees.** The Commonwealth will not pay attorneys’ fees incurred by or paid by the Licensor.
21. **Controversies.**
 - (a) Pursuant to Section 1712.1 of the *Commonwealth Procurement Code*, 62 Pa. C.S. § 1712.1, in the event of a claim arising from the Agreement or a purchase order, the Licensor, within **six (6) months** after the claim accrues, must file a written claim with the contracting officer for a determination. The claim shall state all grounds upon which the Licensor asserts a controversy exists. If the Licensor fails to file a claim or files an untimely claim, the Licensor is deemed to have waived its right to assert a claim in any forum. At the time the claim is filed, or within **60 days** thereafter, either party may request mediation through the Commonwealth Office of General Counsel Dispute Resolution Program, <http://www.ogc.pa.gov/Services%20to%20Agencies/Mediation%20Procedures/Pages/default.aspx>.
 - (b) If the Licensor or the contracting officer requests mediation and the other party agrees, the contracting officer shall promptly make arrangements for mediation. Mediation shall be scheduled so as to not delay the issuance of the final determination beyond the required **120 days** after receipt of the claim if mediation is unsuccessful. If mediation is not agreed to or if resolution is not reached through mediation, the contracting officer shall review timely-filed claims and issue a final determination, in writing, regarding the claim. The final determination shall be issued within **120 days** of the receipt of the claim, unless extended by consent of the contracting officer and the Licensor. The contracting officer shall send a written determination to the Licensor. If the contracting officer fails to issue a final determination within the **120 days** (unless extended by consent of the parties), the

claim shall be deemed denied. The contracting officer's determination shall be the final order of the purchasing agency.

- (c) Within **15 days** of the mailing date of the determination denying a claim or within **135 days** of filing a claim if, no extension is agreed to by the parties, whichever occurs first, the Licensor may file a statement of claim with the Commonwealth Board of Claims. Pending a final judicial resolution of a controversy or claim, the Licensor shall proceed diligently with the performance of the Agreement or purchase order in a manner consistent with the determination of the contracting officer and the Commonwealth shall compensate the Licensor pursuant to the terms of the Agreement, purchase order or other procurement document.
- 22. Signatures.** The fully executed Agreement may not contain ink signatures by the Commonwealth. In that event, the Licensor understands and agrees that the receipt of an electronically-printed Agreement with the printed name of the Commonwealth purchasing agent constitutes a valid, binding contract with the Commonwealth. The printed name of the purchasing agent represents the signature of that individual who is authorized to bind the Commonwealth to the obligations contained in the Agreement. The printed name also indicates that all approvals required by Commonwealth contracting procedures have been obtained.
- 23. Travel.** The Licensor shall not be allowed or paid travel or per diem expenses except as specifically set forth in the Agreement or Statement of Work. If not otherwise specified in the Agreement or Statement of Work, travel and related expenses shall be reimbursed in accordance with [Management Directive 230.10 Amended](#), [Commonwealth Travel Policy](#), and [Manual 230.1, Commonwealth Travel Procedures Manual](#).
- 24. Entire Agreement.** This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof, and supersedes and integrates all prior discussions, agreements and understandings pertaining thereto. No modification of this Agreement will be effective unless in writing and signed by both Parties. Other terms and conditions or additional terms and conditions included or referenced in the Licensor's quotations, invoices, business forms, or other documentation shall not become part of the parties' agreement and shall be disregarded by the parties, unenforceable by the Licensor and not binding on the Commonwealth. No modification of this Agreement will be effective unless in writing and signed by both Parties.
- 25. Notice.** Any written notice to any party under this Agreement shall be deemed sufficient if delivered personally, or by facsimile, telecopy, electronic or digital transmission (provided such delivery is confirmed), or by a recognized overnight courier service (e.g., DHL, Federal Express, etc.), with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested, sent to the address such party may designate by notice given pursuant to this section.
- 26. Survival.** The termination or expiration of this Agreement will not affect any provisions of this Agreement which by their nature survive termination or expiration, including the

provisions that deal with the following subject matters: definitions, confidentiality, term and termination, effect of termination, intellectual property, license compliance, limitation of liability, indemnification and privacy.

27. **Waiver.** Failure to enforce any provision will not constitute a waiver.
28. **Severability.** If any provision is found unenforceable, it and any related provisions will be interpreted to best accomplish the unenforceable provision's essential purpose.
29. **Nonexclusive Remedy.** Except as expressly set forth in this Agreement, the exercise by either party of any of its remedies under this Agreement will be without prejudice to its other remedies under this Agreement or otherwise.
30. **Integration.** This Agreement, including all exhibits and referenced documents, and any Purchase Orders referencing this Agreement, constitutes the entire agreement between the parties. No agent, representative, employee or officer of the Commonwealth or of Licensor has authority to make any statement, agreement, or representation, oral or written, in connection with this Agreement, which in any way can be deemed to modify, add to, or detract from, or otherwise change or alter its terms and conditions. No negotiations between the parties, nor any custom or usage, shall be permitted to modify or contradict any of the terms and conditions of this Agreement. No modifications, alterations, changes, or waiver to this Agreement or any of its terms shall be valid or binding unless accomplished by a written amendment executed by the parties.

IN WITNESS WHEREOF, the Parties to this Agreement have executed it, through their respective duly authorized representatives.

Witness:

Licensor:

Signature Date

Signature Date

Printed Name

Printed Name

Title

Title

If a corporation, the Chairman, President, Vice-President, Senior Vice-President, Executive Vice-President, Assistant Vice-President, Chief Executive Officer or Chief Operating Officer must sign; if a sole proprietor, then the owner must sign; if a general or limited partnership, a general partner must sign; if a limited liability company, then a member must sign, unless it is managed by a manager, then the manager must sign; otherwise a resolution indicating authority to bind the corporation must be attached to this Agreement.

COMMONWEALTH OF PENNSYLVANIA

See Section 22
Agency Head or Designee

APPROVED AS TO FORM AND LEGALITY:

See Section 22
Office of Chief Counsel

See Section 22
Office of General Counsel

See Section 22
Office of Attorney General

APPROVED:

See Section 22
Office of the Budget, Office of Comptroller Operations

ATTACHMENT 1

LIST OF LICENSED PRODUCTS

With the consent of the Commonwealth, additional Licensed Products may be added to this attachment by the Licensor providing Commonwealth with a new copy of this Attachment 1.

Licensed Product:

The Licensed Product includes (list all titles covered by this agreement):

Event Summary - Digital Multifunctional Devices

Type	Request for Proposal	Number	6100044411
Stage Title	-	Organization	CommonwealthPA
Currency	US Dollar	Exported on	5/3/2018
Exported by	Amy McFadden	Payment Terms	-
Sealed Bid	Yes	Intend to Bid	Yes
Bid Total	0.00 USD		

Event Dates

Time Zone	EDT
Released	-
Open	4/5/2018 1:00 PM
Close	5/3/2018 11:00 AM
Sealed Bid	5/3/2018 11:00 AM
Question Submission Close	4/16/2018 3:00 PM

Event Users

Contacts

Amy McFadden

ammcfadden@pa.gov

Phone +7 173463826

Description

1. **Purpose.** This request for proposals (RFP) provides information to enable potential Offerors to prepare and submit proposals for the Commonwealth of Pennsylvania's consideration.

2. **Issuing Office.** The Department of General Services (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be the Contact listed above, who is the Issuing Officer for this RFP. Please refer all inquiries to the Issuing Officer. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror may be disqualified.

3. **Project Description.** The purpose of this RFP is to procure Digital Multifunctional Devices and other related services. This will be a multiple award contract and will cover the requirements of the Commonwealth and COSTARS.

4. **Type of Contract.** If the Issuing Office enters into a contract as a result of this RFP, it will be a Firm Fixed Price contract and will contain the **Contract Terms and Conditions** attached to this RFP in the **Buyer Attachments** section.

5. **Rejection of Proposals.** The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received as a result of this RFP.

6. **Incurring Costs.** The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

7. **Questions & Answers.** Questions must be submitted using the Q&A Board within this event. Questions must be submitted as individual questions. Questions must be submitted by the posted deadline. All questions and responses are considered an addendum to and part of this RFP. The Issuing Office shall not be bound by any verbal information, nor shall it be bound by any written information that is not either contained within the RFP or formally issued by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or the solicitation.

8. **Addenda to the RFP.** Any revisions to this RFP will be made electronically within this site.

9. **Response Date.** To be considered for selection, electronic proposals must be submitted on or before the time and date specified. The Issuing Office will reject any late proposals.

10. **Proposal Submission:** To be considered, Offerors must submit a complete response to this RFP by the due date and time, from an official authorized to bind the Offeror to its provisions. Clicking the submit button within this site constitutes an electronic signature. A proposal being timely submitted and electronically signed by the Offeror are the two (2) mandatory responsiveness requirements and are non-waivable. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in an Offeror’s proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror’s proposal. The proposal must remain valid for **120 days** or until a contract is fully executed, whichever is later. If the Issuing Office selects the Offeror’s proposal for award, the contents of the selected Offeror’s proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

11. **Proposal Format:** To be considered, the proposal must respond to all proposal requirements. Each proposal consists of three submittal components: Technical, Cost, and Small Diverse Business and Small Business Participation. Offerors should provide any other information thought to be relevant, but not

applicable to the enumerated categories, as attachments. The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP. The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data.

12. Alternate Proposals. The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements. The Issuing Office will not accept alternate proposals.

13. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

14. Prime Contractor Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. Further, the Issuing Office will consider the selected Offeror to be the sole point of contact with regard to all contractual matters.

15. Proposal Contents.

A. Confidential Information. The Commonwealth is not requesting confidential proprietary information or trade secrets to be included as part of Offerors' submissions. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection c. below. After contract award, the selected Offeror must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

B. Commonwealth Use. All material submitted with the proposal shall be considered the property of the Commonwealth of Pennsylvania. The Commonwealth has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright designations contained in proposals, the Commonwealth shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure **requirements** under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If a proposal submission contains confidential proprietary information or trade secrets, a signed written statement to this effect must be provided with the submission in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. Refer to the **Additional Required Documentation** section for a **Trade Secret Confidential Proprietary Information Notice Form** that may be utilized as the signed written statement, if applicable. If financial capability information is submitted, such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

16. Best and Final Offers (BAFO). The Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining "best and final offers" in one or more of the following ways, in any

combination and order: schedule oral presentations, request revised proposals, conduct an online auction, and enter into pre-selection negotiations.

The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer: those Offerors which the Issuing Office has determined to be not responsible or whose proposals the Issuing Office has determined to be not responsive; those Offerors which the Issuing Office has determined in accordance with the **Offeror Responsibility** subsection from the submitted and gathered financial and other information, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract; and those Offerors whose score for their technical submittal of the proposal is less than **75 %** of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the best and final offers process to those remaining responsible Offerors which the Issuing Office has determined to be within the top competitive range of responsive proposals. The Evaluation Criteria shall also be used to evaluate the Best and Final offers. Price reductions offered through any online auction shall have no effect upon the Offeror's Technical Submittal. Any reduction to commitments to Small Diverse Businesses and Small Businesses must be proportional to the reduction in the total price offered through any BAFO process or contract negotiations unless approved by the Bureau of Diversity Inclusion and Small Business Opportunities (BDISBO).

17. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

18. Term of Contract. The term of the contract will commence on the Effective Date and will end two (2) years with three (3) optional one (1) year renewals. The Issuing Office will fix the Effective Date after the contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offeror shall not start the performance of any work prior to the Effective Date of the contract, and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.

19. Notification of Selection for Contract Negotiations. The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.

Prior to execution of the contract resulting from the RFP, the selected Offeror must be registered in the Commonwealth of Pennsylvania's Vendor Master file. In order to register, Offerors must visit the Pa Supplier Portal at <https://www.pasupplierportal.state.pa.us/> or call the Customer Support Center at 877-435-7363 or 717-346-2676.

20. Notification of Award. Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed, and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

21. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest.

22. RFP Protest Procedure. The RFP Protest Procedure is on the DGS website at [click here](#). A protest by a party that has not or has not yet submitted a proposal must be filed no later than the proposal submission deadline. Offerors may file a protest within seven days after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than seven days after the date the notice of award of the contract is posted on the DGS website. The date

of filing is the date of receipt of the protest. A protest must be filed in writing with the Issuing Office. To be timely, the protest must be received by 4:00 p.m. on the seventh day.

23. Attachments to the RFP. All attachments to the RFP, including those contained in the **Buyer Attachments** and **Additional Required Documentation** sections, are incorporated into and made part of the RFP.

24. Evaluation Criteria. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BDISBO will evaluate the Small Diverse Business and Small Business Participation Submittal and provide the Issuing Office with a rating for this component of each proposal. The following criteria will be used in evaluating each proposal:

A. Technical: The Issuing Office has established the weight for the Technical criterion for this RFP as **25%** of the total points. Evaluation will be based upon the following: **Soundness of Approach and Offeror Qualifications** The final Technical scores are determined by giving the maximum number of technical points available to the proposal(s) with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage: [click here](#)

B. Cost: The Issuing Office has established the weight for the Cost criterion for this RFP as **55%** of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage: [click here](#)

C. Small Diverse Business and Small Business Participation: BDISBO has established the minimum evaluation weight for the Small Diverse Business and Small Business Participation criterion for this RFP as **20%** of the total points. Refer to the **Small Diverse Business and Small Business Participation** document contained in the **RFP Question** section for more information and scoring methodology.

25. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract. In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for best and final offers or selection for contract negotiations:

The total score for the technical submittal of the Offeror's proposal must be greater than or equal to **75%** of the available technical points and the Offeror must demonstrate the financial capability to assure good faith performance of the contract.

An Offeror who fails to demonstrate sufficient financial capability to assure good faith performance of the contract as specified herein may be considered by the Issuing Office, in its sole discretion, for Best and Final Offers or contract negotiation contingent upon such Offeror providing contract performance security for the first contract year cost proposed by the Offeror in a form acceptable to the Issuing Office. Based on the financial condition of the Offeror, the Issuing Office may require a certified or bank (cashier's) check, letter of credit, or performance bond conditioned upon the faithful performance of the contract by the Offeror. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Offeror and cannot increase the Offeror's cost proposal or the contract cost to the Commonwealth.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of [Commonwealth Management Directive 215.9, Contractor Responsibility Program](#).

26. Final Ranking and Award. After any best and final offer process is conducted, the Issuing Office will combine the evaluation committee's final technical scores, BDISBO's final Small Diverse Business and Small Business Participation Submittal scores, the final cost scores, and the domestic workforce utilization scores. The Issuing Office will rank responsible Offerors according to the total overall score assigned to each in descending order. The Issuing Office must select for contract negotiations the Offeror with the highest overall score. The Issuing Office has the discretion to reject all proposals or cancel the request for proposals at any time prior to the time a contract is fully executed when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the contract file.

27. COSTARS Program. Information related to the COSTARS Program is incorporated in the **COSTARS Program Clause** contained in the **Buyer Attachments** section. If the Offeror elects to permit COSTARS members to participate in the contract resulting from this RFP, the Offeror should download, complete and upload the **COSTARS Election to Participate Form** contained in **Additional Required Documentation**. If the Offeror is asserting that it is a Department of General Services self-certified Small Business or verified Small Diverse Business, the Offeror must provide an active Department of General Services Small Business Certificate or Small Diverse Business Certificate, as applicable.

Stage Description

No description available.

1 ★ **Instructions To Supplier :**

Responsibility to Review.

Prerequisite Content:

Responsibility to Review RFP

The Offeror acknowledges and accepts full responsibility to ensure that it has reviewed the most current content of the RFP including any amendments to the RFP.

Certification

I certify that I have read and agree to the terms above.



Supplier Must Also Upload a File:

No

Buyer Attachments

Technical Submittal	Technical Submittal 04.16.18.docx	../Attachments/Technical Submittal 04.16.18.docx
MFD Cost Matrix	MFD Cost Matrix 04.27.18.xlsx	../Attachments/MFD Cost Matrix 04.27.18.xlsx
Terms and Conditions	Terms and Conditions 04.23.18.pdf	../Attachments/Terms and Conditions 04.23.18.pdf
Appendix A, Project References Template	Appendix A Project References Template.doc	../Attachments/Appendix A Project References Template.doc
Appendix B, MFD Requirements	Appendix B MFD Requirements 04.19.18.xlsx	../Attachments/Appendix B MFD Requirements 04.19.18.xlsx
Appendix C, MFD Service Level Agreements	Appendix C MFD Service Level Agreements 04.20.18.docx	../Attachments/Appendix C MFD Service Level Agreements 04.20.18.docx
Appendix D , Device Usage Report Sample	Appendix D Device Usage Report Sample.xlsx	../Attachments/Appendix D Device Usage Report Sample.xlsx
Appendix E, Software Requirements Agreement	Appendix E Software Requirements Agreement.docx	../Attachments/Appendix E Software Requirements Agreement.docx

Questions

★ Supplier Response Is Required

RFP Questions

Group 1.1: Technical Questions

- 1.1.1 Please download, complete, and upload the Technical Submittal from Buyer Attachments.
File Upload
Ricoh Technical Submittal.docx - ./SupplierAttachments/QuestionAttachments/Ricoh Technical Submittal.docx
- 1.1.2 Please download, complete, and upload Appendix A, Project References Template from Buyer
File Upload
Ricoh Appendix A Project References.pdf - ./SupplierAttachments/QuestionAttachments/Ricoh Appendix A Project References.pdf
- 1.1.3 Please download, complete, and upload Appendix B, MFD Requirements from Buyer Attachments.
File Upload
Ricoh Appendix B MFD Requirements.xls - ./SupplierAttachments/QuestionAttachments/Ricoh Appendix B MFD Requirements.xls
- 1.1.4 Any additional attachments in support of the technical submittal can be uploaded here. If multiple files are needed combine into a single document or create a .zip file combining the files into a single .zip file.
File Upload
Ricoh Additional Attachments.zip - ./SupplierAttachments/QuestionAttachments/Ricoh Additional Attachments.zip
- 1.1.5 I have read and fully understand the performance standards in Appendix C, MFD Service Level
Yes/No
Yes
- 1.1.6 This RFP is subject to the Information Technology Policies (ITPs) issued by the Office of Administration, Office for Information Technology found at <http://www.oa.pa.gov/Policies/Pages/itp.aspx>. All proposals must be submitted on the basis that all ITPs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITPs. Notwithstanding the foregoing, if the Offeror believes that any ITP is not applicable to this procurement, it must list all such ITPs in its technical response, and explain why it believes the ITP is not applicable. The Issuing Office may, in its sole discretion, accept or reject any request that an ITP not be considered to be applicable. The Offeror's failure to list an ITP will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that
Text (Multi-Line)
No response.
- 1.1.7 Accessibility Needs. The Commonwealth's Executive Order 2016-03, 2016-03 - Establishing "Employment First" Policy and Increasing Competitive Integrated Employment for Pennsylvanians with a Disability, states that Commonwealth employees with disabilities may require accommodations of assistive technology in order to perform the functions of their jobs. The Commonwealth will further the objectives of providing appropriate accommodation and support through the contracts resulting from this procurement. Contractors must provide an accessibility plan and assistive technology for the products and services of this procurement, as applicable. If applicable, please upload provide an accessibility plan
File Upload
Accessibility Brochure.pdf - ./SupplierAttachments/QuestionAttachments/Accessibility Brochure.pdf

Group 1.2: Small Diverse Business and Small Business Participation

- 1.2.1 Please download, complete, and upload the attached SDB/SB Submittal Form, listing of SDB/SB subcontractors, and Letters of Intent (LOI). If this solicitation includes multiple lots, please include a separate Small Diverse Business and Small Business Participation Submittal for each lot for which you are submitting a proposal or quote. All fields must be completed prior to submitting.
File Upload
Ricoh SDBSB Participation Submittal_JAGGAER 012218 v 5-2-18.xlsx - ./SupplierAttachments/QuestionAttachments/Ricoh SDBSB Participation Submittal_JAGGAER 012218 v 5-2-18.xlsx

SDBSB Participation Submittal - ../../Attachments/QuestionAttachments/SDBSB Participation Submittal_JAGGAER 012218.xlsx

- 1.2.2 Attached is a Model Form of Small Diverse and Small Business Subcontractor Agreement.
File Upload

Adept PA SDB Certificate.pdf - ./SupplierAttachments/QuestionAttachments/Adept PA SDB Certificate.pdf

Model Form of SDSDB Subcontractor Agreement - ../../Attachments/QuestionAttachments/Model Form of SDSDB Subcontractor Agreement.docx

- 1.2.3 I have read and fully understand the Small and Small Diverse Business qualifications attached in Yes/No

Yes

Group 1.3: Cost

- 1.3.1 Please use the MFD Cost Matrix located in the Buyer Attachments to submit your cost proposal for this procurement. Do not include any assumptions in your submittal. If you do, your proposal may be
File Upload

Ricoh MFD Cost Matrix 05.3.18.xlsx - ./SupplierAttachments/QuestionAttachments/Ricoh MFD Cost Matrix 05.3.18.xlsx

Additional Required Documentation

Group 2.1: Standard Forms

- 2.1.1 Please download, sign and attach the Domestic Workforce Utilization Certification Form.
File Upload

Domestic Workforce Utilization Certificate.pdf - ./SupplierAttachments/QuestionAttachments/Domestic Workforce Utilization Certificate.pdf

Domestic Workforce Utilization Certification From - ../../Attachments/QuestionAttachments/Domestic Workforce Utilization Certification Form.doc

- 2.1.2 Please download and complete the attached Reciprocal Limitations Act form.
File Upload

GSPUR-89 Reciprocal_Limitations w country of origin info.docx - ./SupplierAttachments/QuestionAttachments/GSPUR-89 Reciprocal_Limitations w country of origin info.docx

Reciprocal Limitations Act - ../../Attachments/QuestionAttachments/GSPUR-89

- 2.1.3 Please download, sign, and attach the Iran Free Procurement Certification and Disclosure Form.
File Upload

Iran Free Procurement Certification Form-signed.pdf - ./SupplierAttachments/QuestionAttachments/Iran Free Procurement Certification Form-signed.pdf

Iran Free Procurement Certification Form - ../../Attachments/QuestionAttachments/Iran Free Procurement Certification Form.pdf

- 2.1.4 Please download, complete, and attach the Trade Secret/Confidential Proprietary Information Notice.
File Upload

TradeSecret_ConfidentialPropertyInfoNotice elect signed.pdf - ./SupplierAttachments/QuestionAttachments/TradeSecret_ConfidentialPropertyInfoNotice elect signed.pdf

Trade Secret/Confidential Proprietary Information Notice - ../../Attachments/QuestionAttachments/TradeSecret_ConfidentialPropertyInfoNotice (002).pdf

- 2.1.5 Any Offeror who determines that it must divulge trade secrets or confidential proprietary information as part of its proposal must submit a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.

File Upload

No response.

2.1.6 Complete and sign the attached Lobbying Certification and Disclosure form (only applicable when federal funds are being used in the amount of \$100,000 or more).

File Upload

BOP-1307 LOBBYING CERTIFICATION FORM-signed.pdf -
../SupplierAttachments/QuestionAttachments/BOP-1307 LOBBYING CERTIFICATION
FORM-signed.pdf

Lobbying Certification and Disclosure Form - ../Attachments/QuestionAttachments/BOP-1307
LOBBYING CERTIFICATION FORM.doc

2.1.7 Offeror shall indicate acceptance of participation in the COSTARS Program by checking yes. Further explanation of the program can be found in the attached file.

Yes/No

No

COSTARS Participation Clause - ../Attachments/QuestionAttachments/COSTARS Program Clause for
Statewide Contract.doc

2.1.8 The Commonwealth has determined that this contract will be made available to external procurement activities. Further information can be found below in the attached file.

File Upload

No response.

External Procurement Activities - ../Attachments/QuestionAttachments/Participating Addendum with an
External Procurement Activity.docx

Group 2.2: Terms and Conditions

2.2.1 By submitting a proposal, the Offeror does so on the basis of the attached contract terms and conditions contained in Buyer Attachments.

Yes/No

Yes

Group 2.3: Offeror's Representation

2.3.1 By submitting a proposal, each Offeror understands, represents, and acknowledges the attached representations and authorizations.

Yes/No

Yes

Offerors Representations and Authorizations - ../Attachments/QuestionAttachments/Offerors
Representations and Authorizations.docx

2.3.2 By submitting a proposal, you represent that: (1) you are making a formal submittal in response to a procurement issued by the Commonwealth pursuant to the Procurement Code (62 Pa.C.S. Section 101 et seq.); (2) you are authorized to submit the information on behalf of the person or entity identified; (3) this electronic submittal is deemed signed by you and you are authorized to bind the person or entity identified to the terms of the solicitation and this submittal; and (4) all of the information submitted is true and correct to the best of your knowledge, information, and belief. Any false statements made by you in this submittal are subject to the penalties of 18 Pa.C.S. §4904 (relating to unsworn falsification to

Yes/No

Yes

Q&A Board

Subject = Performance Standards

Public Thread

Q: Question 1.1.5 asks Vendors to state whether they have read and fully understand the "attached Performance Standards." Does "attached Performance Standards" refer to Appendix C, MFD Service Level Agreements? If not, please provide the referenced Performance Standards for Vendor review.

Question added by: Michelle Gladmon

4/16/2018 2:53 PM

A: Performance Standards are the Service Level Agreements. See Appendix C, MFD Service Level Agreements.

Answered by: Amy McFadden

4/20/2018 2:57 PM

Subject = Reciprocal Limitations Act Requirements

Public Thread

Q: Does Vendor enter each proposed model in the State of Manufacture chart in Section III of this form?

Question added by: Michelle Gladmon

4/16/2018 2:52 PM

A: Multiple models from a single manufacturer can be entered in the same line of the State of Manufacturer chart so long as those models are manufactured at the same location.

Answered by: Amy McFadden

4/20/2018 2:59 PM

Subject = Confidential Information

Public Thread

Q: If applicable, is a redacted version due at the time of proposal submission or only after award?

Question added by: Michelle Gladmon

4/16/2018 2:51 PM

A: On page 9 of the Terms and Conditions it states C.2. Prepare a redacted version of the document that redacts the information that is asserted to be confidential or proprietary information or a trade secret.

Answered by: Amy McFadden

4/20/2018 3:00 PM

Subject = RFP Questions

Public Thread

Q: Does the vendor have the ability to recommend a device based on monthly volume, or not sell a device if it's not the right device for the amount of volume being printed?

Question added by: Donna Pratt

4/16/2018 2:50 PM

A: Vendor has the right to request information that assists in right-sizing a device.

Answered by: Amy McFadden

4/20/2018 3:00 PM

Subject = Acceptance

Public Thread

Q: Section V.14, Acceptance states that the Commonwealth has a reasonable opportunity to inspect the item(s). The term reasonable could be open for interpretation from customer to customer and therefore Vendor respectfully requests the lease acceptance as the reasonable time period. V.14 CONTRACT-010.1a Acceptance (Oct 2006) No item(s) received by the Commonwealth shall be deemed accepted until the Commonwealth has had a reasonable opportunity to inspect the item(s). Any item(s) which is discovered to be defective or fails to conform to the specifications may be rejected upon initial inspection or at any later time if the defects contained in the item(s) or the noncompliance with the specifications were not reasonably ascertainable upon the initial inspection. It shall thereupon become the duty of the Contractor to remove rejected item(s) from the premises without expense to the Commonwealth within fifteen (15) days after notification. Rejected item(s) left longer than fifteen (15) days will be regarded as abandoned, and the Commonwealth shall have the right to dispose of them as its own property and shall retain that portion of the proceeds of any sale which represents the Commonwealth's costs and expenses in regard to the storage and sale of the item(s). Upon notice of rejection, the Contractor shall immediately replace all such rejected item(s) with others conforming to the specifications and which are not defective. If the Contractor fails, neglects or refuses to do so, the Commonwealth shall then have the right to procure a corresponding quantity of such item(s), and deduct from any monies due or that may thereafter become due to the Contractor, the difference between the price stated in the Contract and the cost thereof to the Commonwealth.

Question added by: Michelle Gladmon

4/16/2018 2:33 PM

A: The language will remain as stated.

Answered by: Amy McFadden

4/18/2018 3:36 PM

Subject = Historical Data

Public Thread

Q: Does the Commonwealth have any historical volumes for the current machines?

Question added by: Michelle Gladmon

4/16/2018 2:28 PM

A: This information is not currently available.

Answered by: Amy McFadden

4/20/2018 3:01 PM

Subject = Timeline

Public Thread

Q: Will DGS grant a two-week extension to the due date for proposal responses?

Question added by: Michelle Gladmon

4/16/2018 2:26 PM

A: No

Answered by: Amy McFadden

4/23/2018 1:02 PM

Subject = RFP Questions Group 1.1: Technical Questions

Public Thread

Q: Item 1.1.5 mentions a "Performance Standards" attachment, but I don't see it included. Please clarify and provide the attachment.

Question added by: Donna Pratt

4/16/2018 1:47 PM

A: Performance Standards are the Service Level Agreements. See Appendix C, MFD Service Level Agreements.

Answered by: Amy McFadden

4/23/2018 10:09 AM

Subject = Terms and Conditions.pdf

Public Thread

Q: V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013) A. Term of Lease "Contractor may provide any Leased Property under the Contract for any term up to 60 months." Will Leased Property be awarded on a non-coterminous basis? In other words, can the Leased Property be billed for past the end date of the Master Agreement if the Agency requests 60-month lease term mid-way through the Contract term? How will lease scheduled be documented?

Question added by: Donna Pratt

4/16/2018 1:46 PM

A: See Paragraph V.48 (A).

Answered by: Amy McFadden

4/20/2018 3:02 PM

Subject = Terms and Conditions.pdf

Public Thread

Q: V.7 CONTRACT-005.1a Purchase Orders (July 2015)
"All Purchase Orders received by the Contractor up to and including the expiration date of the Contract are acceptable and must be performed in accordance with the Contract." Will there be an opportunity for bilateral acceptance of Purchase Orders? For example, if a Purchase Order cannot be met due to logistical or supply chain issues, will the Contractor have the opportunity to accepted or decline?

Question added by: Donna Pratt

4/16/2018 1:46 PM

A: Contractors will have the option to not submit quotes in response to requests from agencies.

Answered by: Amy McFadden

4/20/2018 3:03 PM

Subject = Terms and Conditions.pdf

Public Thread

Q: V.31 CONTRACT-023.1a Termination Provisions (Oct 2013) a. Termination for Convenience "The Contractor shall be paid for work satisfactorily completed prior to the effective date of the termination, but in no event shall the Contractor be entitled to recover loss of profits." In the event of Termination for Convenience, service unrendered will not be collected; however, will the Contractor be entitled to recover its cost of hardware and deinstallation?

Question added by: Donna Pratt

4/16/2018 1:46 PM

A: No.

Answered by: Amy McFadden

4/18/2018 3:38 PM

Subject = Terms and Conditions.pdf

Public Thread

Q: V.22 CONTRACT-015.2 Billing Requirements (February 2012) May subcontractors bill and collect payments to Commonwealth agencies independently of prime contractor?

Question added by: Donna Pratt

4/16/2018 1:45 PM

A: No.

Answered by: Amy McFadden

4/18/2018 3:39 PM

Subject = Cancellation

Public Thread

Q: Please clarify that if the commonwealth cancels the contract for convenience that it will only affect the ability to place new orders but those orders already in place under leases will remain in place until they have met their full lease term?

Question added by: Kristen McKenna

4/16/2018 11:48 AM

A: Correct, in the event the contract is terminated for convenience, the purchase orders for devices under lease will remain in effect until the lease term expires.

Answered by: Amy McFadden

4/20/2018 3:04 PM

Subject = V.31 Contract Termination- Provisions

Public Thread

Q: V.31- Contract Termination Provisions of the Terms and Conditions states that, " The Commonwealth shall have the right to terminate the contract or a Purchase Order (PO) for its convenience if the Commonwealth determines termination to be in its best interest." Termination for an individual order without specific cause or notice is a significant financial risk for the vendor. Please clarify that the termination of an individual PO is only acceptable for termination for cause or lack or appropriation not termination for convenience? If not please allow the vendor to apply a termination fee for individual purchase orders terminated without notice or cause?

Question added by: Kristen McKenna

4/16/2018 11:47 AM

A: No. Paragraph V.31 applies to the termination of the contract itself. Paragraph V.48 applies only to purchase orders issued against the contract for the lease of equipment.

Answered by: Amy McFadden

4/19/2018 7:06 AM

Subject = Pricing

Public Thread

Q: Are vendors able to charge for minimum volume and overages? Or is the Commonwealth looking for a flat rate program?

Question added by: Kristen McKenna

4/16/2018 11:37 AM

A: No, the Vendors are not able to charge for minimum volume or overages, it will be a flat rate cost.

Answered by: Amy McFadden

4/20/2018 3:04 PM

Subject = Card Type		Public Thread
Q: 8. What type of cards will be read by the badge readers?	Question added by: Thomas Merlie	4/16/2018 11:17 AM
A: HID is the most commonly used badge type.	Answered by: Amy McFadden	4/23/2018 1:04 PM
Subject = Badge Readers		Public Thread
Q: 7. Are badge readers required in the lease pricing or as accessory pricing?	Question added by: Thomas Merlie	4/16/2018 11:16 AM
A: The cost matrix has been updated to confirm this is an optional accessory. Appendix B has been updated.	Answered by: Amy McFadden	4/23/2018 10:07 AM
Subject = Approval Requirements		Public Thread
Q: 6. Will the Commonwealth agree to exclude the use of equipment delivery/removal carriers from its approval requirements?	Question added by: Thomas Merlie	4/16/2018 11:15 AM
A: The Commonwealth must approve all subcontractors in accordance with the requirements of Section IV.D The Commonwealth will not remove the approval requirements.	Answered by: Amy McFadden	4/23/2018 10:12 AM
Subject = Default Remedy		Public Thread
Q: 5. Will the Commonwealth agree to provide a Contractor with at least thirty days from notice in which to cure a default causal prior to exercising any default remedy?	Question added by: Thomas Merlie	4/16/2018 11:14 AM
A: The Terms and Conditions shall remain as stated.	Answered by: Amy McFadden	4/23/2018 1:01 PM
Subject = Item 13		Public Thread
Q: 4. Item 13 of the Technical Specification states that all hardware maintenance must be completed outside of business hours. Is that correctly stated and, if so, please clarify.	Question added by: Thomas Merlie	4/16/2018 11:13 AM
A: All maintenance must be completed during normal business hours. The technical submittal has been updated.	Answered by: Amy McFadden	4/20/2018 3:06 PM
Subject = Cancellation		Public Thread
Q: 3. Will the Commonwealth agree to provide at least 30 day notice of end of lease or cancelled lease removal?	Question added by: Thomas Merlie	4/16/2018 11:12 AM
A: Yes, if possible. The technical submittal has been updated.	Answered by: Amy McFadden	4/23/2018 10:06 AM
Subject = SLA		Public Thread
Q: 2. Does the uptime and fix time SLA credit amount increase by 5% each period until it resets, or does it max at 10%?	Question added by: Thomas Merlie	4/16/2018 11:11 AM
A: The amount increases by 2% each period with a maximum credit of 10%. Appendix C has been updated.	Answered by: Amy McFadden	4/20/2018 3:22 PM
Subject = Term		Public Thread
Q: 1. What is the specific number of months that all respondents should use in determining the pricing for the pricing matrix? 24, 36, 48 or 60?	Question added by: Thomas Merlie	4/16/2018 11:09 AM
A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.	Answered by: Amy McFadden	4/20/2018 3:24 PM
Subject = Pricing		Public Thread

<p>Q: If a customer needs to install an accessory after the machine has already been installed, is the vendor allowed to prorate the accessory price based on the number of months left on the rental? For example, if they have 30 months left on a 36 month term, can the vendor quote a 30-month price for that. accessory?</p> <p>A: Yes, so long as that additional item is prorated.</p>	<p>Question added by: Kristen McKenna</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 11:00 AM</p> <p>4/20/2018 3:08 PM</p>
<p>Subject = Terms and Conditions</p>		<p>Public Thread</p>
<p>Q: The terms and conditions attachment starts on page 23. Are pages 1-22 applicable to this contract? If yes, please provide.</p> <p>A: The pages of the Terms and Conditions will be renumbered.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:46 AM</p> <p>4/23/2018 10:05 AM</p>
<p>Subject = MFD Cost Matrix</p>		<p>Public Thread</p>
<p>Q: With the focus on additional services, is there an opportunity to add optional line items into the cost submittal template?</p> <p>A: Changes to the cost matrix are not permitted.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:45 AM</p> <p>4/20/2018 3:09 PM</p>
<p>Subject = Technical Submittal, Page 4, D.3.</p>		<p>Public Thread</p>
<p>Q: Can a vendor use / reference current in place software license agreements with the Commonwealth?</p> <p>A: Yes, provided the Commonwealth approves the sale of the software product through the awarded contracts and Attachment 1 of the software license lists the software in question.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:44 AM</p> <p>4/20/2018 3:09 PM</p>
<p>Subject = Appendix B MFD Requirements</p>		<p>Public Thread</p>
<p>Q: Is the vendor responsible for installing the card authentication software?</p> <p>A: Yes, unless otherwise agreed upon with the agency and identified in the statement of work.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:42 AM</p> <p>4/20/2018 3:10 PM</p>
<p>Subject = Appendix B MFD Requirements</p>		<p>Public Thread</p>
<p>Q: Is there a purchase option for current MFD's in field to acquire secure release - card authentication for devices currently under a lease agreement?</p> <p>A: : The Commonwealth will address this situation on a case by case basis and select the best option available.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:42 AM</p> <p>4/20/2018 3:11 PM</p>
<p>Subject = Terms and Conditions</p>		<p>Public Thread</p>
<p>Q: Does V.48 take precedence over V.31?</p> <p>A: No. Paragraph V.31 applies to the termination of the contract itself. Paragraph V.48 applies only to purchase orders issued against the contract for the lease of equipment.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:41 AM</p> <p>4/18/2018 3:42 PM</p>
<p>Subject = MFD Cost Matrix</p>		<p>Public Thread</p>
<p>Q: Is there an initial term for the lease? Is there a 12 month extension at the end of the term?</p> <p>A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease. There is a maximum 12 month extension at the end of the lease.</p>	<p>Question added by: Lori Toth</p> <p>Answered by: Amy McFadden</p>	<p>4/16/2018 10:41 AM</p> <p>4/20/2018 3:11 PM</p>
<p>Subject = Technical Submittal, Page 7, 16. Substitution</p>		<p>Public Thread</p>

Q: Would the Commonwealth consider allowing substitutions based on the requirements of the Lot/Segment rather than requiring a substitution of equal or greater value than the MFD originally proposed? Example: Specifications require 25ppm. Vendor proposes 28ppm but when this model is discontinued, it is replaced with a 27ppm. This 27ppm meets all requirements of the Lot/Segment. Would this be acceptable?

Question added by: Lori Toth

4/16/2018 10:40 AM

A: Yes, so long as all requirements in Lot/Segment are met.

Answered by: Amy McFadden

4/20/2018 3:12 PM

Subject = Technical Submittal, Page 7, 14. Removal & Disposa

Public Thread

Q: Will the Commonwealth provide a 30 day notification to vendors for removal of equipment?

Question added by: Lori Toth

4/16/2018 10:39 AM

A: Yes, when possible. The technical submittal has been updated.

Answered by: Amy McFadden

4/23/2018 10:04 AM

Subject = Technical Submittal, Page 1, Project Description

Public Thread

Q: Will the Commonwealth of PA permit an OEM to have BOTH OEM salespeople and their dealer salespeople providing sales functions and quotations to agencies?

Question added by: Lori Toth

4/16/2018 10:37 AM

A: Yes, both OEM's and their dealer sales people will be able to provide quotes to the Agencies.

Answered by: Amy McFadden

4/20/2018 3:14 PM

Subject = Technical Submittal, Page 1, Project Description

Public Thread

Q: Can an OEM have its dealers provide sales, service and invoice functions?

Question added by: Lori Toth

4/16/2018 10:36 AM

A: The OEM's dealers are able to provide sales and support. The invoicing will come directly from the OEM's.

Answered by: Amy McFadden

4/20/2018 3:15 PM

Subject = Technical Submittal, Page 1, Project Description

Public Thread

Q: The estimated quantity listed in the MFD Cost Matrix is 3,986, this section approximately 6,000 devices installed across the state, please provide a breakdown of the difference by lot and segment?

Question added by: Lori Toth

4/16/2018 10:35 AM

A: The quantities listed in the cost matrix are for evaluation purposes only.

Answered by: Amy McFadden

4/20/2018 3:15 PM

Subject = Description in Jaegger #3 Project Description

Public Thread

Q: Will awards be made to only OEM vendors and will all responsive and responsible OEM bidders that meet the requirements receive an award? If not all, how many OEM vendors will receive an award?

Question added by: Lori Toth

4/16/2018 10:34 AM

A: Section I of the Technical Submittal states that only Original Equipment Manufacturers may submit proposals in response to this RFP . As set forth in Section 3 of the Description, this will be a multiple award contract. All responsive and responsible OEM vendors will be awarded.

Answered by: Amy McFadden

4/20/2018 3:16 PM

Subject = SDBSB File # 9

Public Thread

Q: "This item states "...a range of sanctions, included, but not limited to...". It goes on to also state "... withholding of payments; suspension or termination of the contract together with consequential damages..." These statements are very strict yet simultaneously broad. We do not believe the commonwealth would accept such broad terms if a Vendor tried to introduce the same language to the State. All potential sanctions that could be imposed should be fully disclosed so vendors know what they are agreeing to. Additionally, in other states the financial penalty is specifically stated, and is the difference between what the stated % goal is and what was actually achieved (if the goal is 3% and vendor only hits 1.5%, the penalty is 1.5%). How can the Commonwealth justify the penalty being anything more than that? Consequential damages is far too broad and risky to accept blindly."

Question added by: Kristen McKenna

4/13/2018 4:11 PM

A: DGS will not consider any changes to the listing of potential sanctions for an offeror's failure to meet the SDB or SB participation commitments it submits as part of its proposal

Answered by: Amy McFadden

4/18/2018 11:49 AM

Subject = VI. B. Solution Support

Public Thread

Q: VI. B. Solution support states that weekend support upon request must be provided from the selected contractor. We would like to request exception to providing non charged after hours support.

Question added by: Kristen McKenna

4/13/2018 3:45 PM

A: No exceptions will be granted for this requirement. Whether weekend support will be required will be addressed at the time of the lease.

Answered by: Amy McFadden

4/20/2018 3:17 PM

Subject = Terms and Conditions- V. 22 Billing Requirements

Public Thread

Q: • Please clarify the following statement—"Each invoice shall be itemized with adequate detail and match the line item on the Purchase Order." Is this indicating that our prices must match the Purchase order? Or does this mean that our invoice has to come out in the exact same item sequence as the purchase order—line item 001 Copier YYYY \$ xxxx, Line Item 002, Document Feed \$xxxx etc. If you mean the latter, I do not believe that most vendors can comply. Our invoice can match the pricing on the purchase order obviously, but may be in a different order.

Question added by: Kristen McKenna

4/12/2018 4:27 PM

A: The prices in the invoice must match the purchase order

Answered by: Amy McFadden

4/20/2018 3:17 PM

Subject = Technical Submittal VI. D-13. b)

Public Thread

Q: The technical submittal states that the offeror must receive commonwealth approval prior to implementing any software updates in the training, testing or production environments. The firmware updates on our machines are automatic, would these type of standard updates be allowed?

Question added by: Kristen McKenna

4/12/2018 8:40 AM

A: No firmware updates would not require this approval, but the selected Offeror is responsible for resolving any issues the automatic update may cause.

Answered by: Amy McFadden

4/20/2018 3:18 PM

Subject = Technical Submittal VIII. B.

Public Thread

Q: Section VIII part B. of the technical submittal discusses the contractor's IT service management roles. Will IT services be a component of the MFD bid?

Question added by: Kristen McKenna

4/12/2018 8:39 AM

A: Only from the standpoint of supporting the devices and required reporting for the devices awarded within this contract.

Answered by: Amy McFadden

4/20/2018 3:19 PM

Subject = Assignment of Payments

Public Thread

<p>Q: May a prime contractor assign payments to go to a separate leasing company?</p> <p>A: Please refer to Subparagraph H of V.48 CONTRACT-043.1 Leasing Additional Terms and Conditions (Oct 2013) of the Terms and Conditions.</p>	<p>Question added by: Gerald Rutledge</p> <p>Answered by: Amy McFadden</p>	<p>4/11/2018 9:53 PM</p> <p>4/23/2018 10:01 AM</p>
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Subject = Eligibility to respond	Public Thread
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<p>Q: May resellers bid as a prime contractor or may only OEMs? If yes, is a letter required from an OEM specifically allowing a reseller to respond?</p> <p>A: Section I of the Technical Submittal states that only Original Equipment Manufacturers may submit proposals in response to this RFP</p>	<p>Question added by: Gerald Rutledge</p> <p>Answered by: Amy McFadden</p>	<p>4/11/2018 9:33 PM</p> <p>4/20/2018 3:20 PM</p>
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Subject = Technical Submittal VI. Requirements- Solution	Public Thread
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<p>Q: Section VI. in the technical requirements states that, "Support shall be provided on weekends as requested". We kindly request that the requirement to provide such services during non business hours be omitted from the contract.</p> <p>A: y: There are times when Agencies are working non-business hours and will need support, therefore the Commonwealth will not omit this requirement from the procurement.</p>	<p>Question added by: Kristen McKenna</p> <p>Answered by: Amy McFadden</p>	<p>4/11/2018 5:00 PM</p> <p>4/20/2018 2:55 PM</p>
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Subject = Technical Submittal	Public Thread
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<p>Q: Please clarify the standard operating hours of business for the state of PA. Then please confirm the specific times and days contractor technicians are allowed to operate on machines in PA. A few conflicting statements that we have listed below are found in the Technical submittal document. "During normal business hours of the Commonwealth, 8:00am to 5:00pm M-F, excluding holidays, the offeror shall have service techs and the support infrastructure available to provide repairs" VI. D. # 13.MFD Maintenance. "All standard system or hardware maintenance shall be completed outside of business hours defined as 7:00 A.M. to 5:00 P.M. Eastern Time, Monday through Friday."</p> <p>A: Standard operating hours are 8:00 AM to 5:00 PM Monday through Friday. The technical submittal will be updated.</p>	<p>Question added by: Kristen McKenna</p> <p>Answered by: Amy McFadden</p>	<p>4/11/2018 4:59 PM</p> <p>4/20/2018 2:25 PM</p>
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Subject = Apx B Row 11	Public Thread
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<p>Q: Please advise whether the requirement for password protected printing for confidential documents would be satisfied by the requirement in Row 103 for Secure Printing.</p> <p>A: No, the Password protected printing for confidential documents requirement is a separate, mandatory requirement from the optional Badge Readers to support secure printing requirement as stated in Appendix B, Row 103.</p>	<p>Question added by: Kristen McKenna</p> <p>Answered by: Amy McFadden</p>	<p>4/11/2018 4:58 PM</p> <p>4/20/2018 3:27 PM</p>
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Subject = Apx B Row 103	Public Thread
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<p>Q: Please advise what type of badges are issued employees of the Commonwealth, e.g. HIP Prox I, Prox II, MiFARE, iClass, Magstripe, etc. Are multiple badge formats utilized?</p> <p>A: HID is the most commonly used badge type.</p>	<p>Question added by: Kristen McKenna</p> <p>Answered by: Amy McFadden</p>	<p>4/11/2018 4:57 PM</p> <p>4/23/2018 1:00 PM</p>
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Subject = Apx B. Row 103	Public Thread
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Q: Please clarify functionality of the Badge Reader for Secure Printing requirement as related to the LDAP Authentication requirement in row 57 for segments as follows: Does the Commonwealth require Badge Integration with the users' LDAP profile? Would the Commonwealth prefer a direct integration of Badges to LDAP via a currently unpopulated attribute, such as the "pager" field in each user's profile, or via tracking and print management software integrated to the LDAP server?

Question added by: Kristen McKenna

4/11/2018 4:57 PM

A: Badge Reader and associated functionality of the MFD should allow configuration to be open for either option as described.

Answered by: Amy McFadden

4/20/2018 2:24 PM

Subject = Apx. B. Row 103

Public Thread

Q: Please clarify functionality of the Badge Reader for Secure Printing requirement as follows: Would this require the ability for all users to retrieve a submitted print job to any networked MFP, i.e. Pull printing or "Follow Me" printing, or is holding the print job on the MFP Hard Disk Drive to which the user sends the print job acceptable?

Question added by: Kristen McKenna

4/11/2018 4:53 PM

A: Badge Reader requirement is to provide the hardware reader itself for a planned future "Follow Me" print implementation not associated with this contract

Answered by: Amy McFadden

4/20/2018 2:22 PM

Subject = Apx. B. Row 17

Public Thread

Q: Please clarify what is meant by Internet Fax Expansion Kit. Would this functionality include Scan from one MFP to print immediately on another MFP on the Commonwealth's network?

Question added by: Kristen McKenna

4/11/2018 4:53 PM

A: Internet Fax Expansion Kit functionality is to be able to send a fax over RJ45/internet instead of over a RJ11/Phone based connection

Answered by: Amy McFadden

4/20/2018 2:21 PM

Subject = Terms and Conditions V.48 CONTRACT-043.1 Leasing

Public Thread

Q: Can we submit a bid for multiple lease terms (36-months, 48-month, 60 months? If so, the price sheets will need to be amendment to allow for pricing to be submitted for each.

Question added by: Kristen McKenna

4/11/2018 4:52 PM

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: Amy McFadden

4/20/2018 2:19 PM

Subject = Terms and Conditions V.22 Contract- Billing

Public Thread

Q: There should be an established lease term that will be the measure of comparison for all potential contractors (ie. 24, 48, 60 months). The bid says "up to 60-months" which means each vendor could potentially bid a differnt lease term as long as it doesnt exceed 60-months. How will the state evaluate it, and how will that be handled for the award if everyone has different lease terms available?

Question added by: Kristen McKenna

4/11/2018 4:51 PM

A: In accordance with Section I, Project Description, of the Technical Submittal, the monthly lease price submitted shall reflect the cost of a 48 month lease.

Answered by: Amy McFadden

4/20/2018 2:16 PM

Subject = Apx. E Software Requirements

Public Thread

Q: Are we allowed to bid our entire line of software options as an attachment?

Question added by: Kristen McKenna

4/11/2018 4:48 PM

A: Section VI.3.D of the Technical Submittal prohibits selected Offerors from providing MFDs requiring commercially available software for their use until a software license in the form set forth in Appendix E, Software Requirements Agreement, is executed between the software provider and the Commonwealth. Offeror is only permitted to propose on the options requested.

Answered by: Amy McFadden

4/20/2018 3:31 PM

Subject = Terms and Conditions V.22 Contract- Billing

Public Thread

Q: Can an authorized dealer accept orders and invoice customers under this contract?

Question added by: Kristen McKenna

4/11/2018 4:46 PM

A: Section V.22 CONTRACT-015.2 Billing Requirements (February 2012) states that the Contractors are to establish billing accounts with the Agencies and invoice the Agencies directly. Authorized Dealers will not be able to invoice the Agencies or accept orders.

Answered by: Amy McFadden

4/20/2018 2:11 PM

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TECHNICAL SUBMITTAL

*To facilitate your review of our response, we have inserted the text from the Commonwealth of Pennsylvania RFP that requires a response in light **blue**, and Ricoh responses primarily in black (with **dark blue** tables).*

III. STATEMENT OF THE PROJECT

State in succinct terms your understanding of the project presented or the service required by this RFP.

Offeror Response:

Ricoh understands this project and all service required within this RFP. Ricoh will continue to use this contract in alignment with GO-TIME initiatives. Ricoh has provided equipment and associated services to the Commonwealth of Pennsylvania under the MFD category classification for the past 10 years. At a minimum this RFP requires all responsible OEM vendors to provide quality equipment to meet the needs of the Commonwealth of Pennsylvania within the different lots and segments of this request. Those needs are outlined as mandatory requirements. In addition, there are several optional requirements that may or may not be used to meet the needs of individual departments within the Commonwealth of Pennsylvania.

Ricoh also understands this is not simply a hardware only contract. There are service level agreements and small diverse business requirements that OEM vendors are responsible for delivering. Those deliverables occur not only throughout the life of the contract and but also on any equipment leased beyond the expiration of this award. The standards on deliverables are detailed by the Commonwealth of Pennsylvania in this technical response. Ricoh has proven to be a responsive and responsible valued partner to the Commonwealth of Pennsylvania over the last 10 years (and in some cases beyond) and as such is answering this RFP with the understanding that the equipment and services procured through this contract will be delivered by us. We feel confident in saying Ricoh will continue to be viewed as a valuable partner for the Commonwealth of Pennsylvania.

IV. QUALIFICATIONS.

A. Company Overview. The Offeror shall provide an overview of the company.

Offeror Response:

Headquartered in Malvern, PA, Ricoh USA, Inc. is the North and South American arm of Tokyo-based Ricoh Company, Ltd. Comprised of USA, Canada and Latin America, we have more than 30,000 employees located throughout the two continents. This includes 1400 employees in Pennsylvania and a local account support office in Harrisburg, PA. Our Pennsylvania offices include:

Ricoh Wayne—1265 Drummers Lane, Wayne, PA 19087

Ricoh Malvern—70 Valley Stream Parkway, Malvern, PA 19355

Ricoh Harrisburg—2405 Park Drive Harrisburg, PA 17110

Ricoh Pittsburgh—601 Holiday Drive, Pittsburgh, PA 15220

Ricoh Bethlehem—5220 Jaindl Boulevard, Bethlehem, PA 18017

For over 80 years, Ricoh has transformed the way people work with breakthrough technologies that help organizations innovate and grow. Our focus has always been to envision what the future will look like so that we can help prepare our customers for success.

With the ability to leverage our main areas of expertise and intellectual property, we can help solve our client’s organizational challenges through people, processes and technology. The digital shift is transforming the way people work, and organizations have to move fast to keep up. We help government entities align with these changes by improving workplaces with innovative technologies and services that enable people to work smarter. The key to helping you succeed in the midst of this ongoing change is our evolving core services and solutions portfolio, which includes:

- Managed Print
- Enterprise Content Management and Workflow
- Business Process Outsourcing
- Workplace Productivity
- Enterprise Support
- Customer Communications Management and Mail
- Information Governance and Cyber Security
- Cloud and IT

- B. Prior Experience. Include experience in the leasing and management of MFD equipment including, but not limited to, the implementation, service, maintenance, and training. Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.**

Offeror Response:

Ricoh’s State Contract Presence

Ricoh has a strong presence in statewide MFD contracts holding contracts in 39 of the 50 states. In addition to our references (please see Attachment A) below are a list of a few of the states. Additional information for all state contracts can be provided upon request.

State	Address
Arizona	100 North 15th Avenue, Suite 402 Phoenix, AZ 85007
Connecticut	450 Columbus Blvd Hartford, CT 06103
Georgia	200 Piedmont Avenue, SE, Suite 1302 Atlanta, GA 30334
Maryland	301 West Preston St, Suite M-3 Baltimore, MD 21201
New Mexico	1100 S. St. Francis Drive, Room 2016 Santa Fe, NM 87505
New York	279 Madison Avenue Albany, NY 10027

State	Address
North Carolina	3900 Wake Forest Road Raleigh NC 27609
Oregon	1225 Ferry St SE Salem, OR 97301
Texas (DIR)	300 W. 15th Street, Suite 1300 Austin, TX 78701
Virginia	11751 Meadowville Lane Chester, VA 23836
Washington	1500 Jefferson St SE Olympia, WA 98501

Ricoh’s Core Competencies

Ricoh transforms the way people work and communicate. With our expertise in capturing, managing and transforming information, we deliver a broad portfolio of services and technologies that empower digital workplaces. By providing our customers with the ability to collaborate anytime, anywhere with real-time exchanges of ideas, we can help businesses innovate, grow and work smarter.

We leverage our main areas of expertise and intellectual property to help customers solve their business challenges through the combination of people, processes and technology. Our evolving core services and solutions portfolio are enabling people to work smarter in the areas of Managed Print Service, Enterprise Content Management and Workflow, Business Process Outsourcing, Workplace Productivity, Enterprise Support, Customer Communications Management and Mail, Information Governance and Cyber Security, Cloud and IT Services, and Production Print. Our extensive services footprint uniquely positions us to provide services and support both nationally and globally.

The Ricoh Difference

There are several reasons why our clients choose Ricoh. While Ricoh is traditionally known for its state-of-the-art copiers, printers and other office equipment, we’re much more than that. We’re a total solutions provider that helps improve the way people work by delivering a broad portfolio of services and technologies that empower digital workplaces, giving them the ability to collaborate anytime, anywhere with real-time exchanges of ideas. In addition, our extensive experience in a wide range of industries gives us in-depth knowledge of our client’s unique challenges, and how our services can help overcome them.

The Ricoh Difference in Pennsylvania

Ricoh has been partnered with Commonwealth of Pennsylvania for over 10 years and supports 2,700 assets with a historical average service response time of 2.5 hours and an uptime of 99% across the enterprise. We have implemented secure print and badge card authentication printing and scanning within numerous departments and are engaged with several process improvement projects to analyze and optimize information workflow. Ricoh has more than 225 Technology Services Professionals across the Commonwealth of Pennsylvania with an average tenure of 18 years.

Our People

Ricoh's teams of experts are committed to bringing the best solution to each individual client, and we hold them accountable for your results. Our service professionals work in conjunction with our dedicated systems analysts to concentrate on your digital needs. Our highly trained and experienced service technicians support specific clients in assigned territories. This process fosters solid relationships and a true understanding of your operations, applications and peak production periods, to ensure maximum responsiveness and uptime.

- One of the industry's largest services networks of over 12,000 field based employees (3,500+ technicians) across the country. In Pennsylvania Ricoh has more than 224 Service Technicians among the approximately 1,400 Pennsylvania based employees.
- Support personnel who possess the professional certifications to work effectively in your environment and resolve issues quickly
- State-of-the-art automated cloud dispatch program that brings together the right technician with the right parts and keeps you apprised of status

Our Company

For over 80 years, Ricoh has transformed the way people work with breakthrough technologies that help businesses innovate and grow. Our focus has always been to envision what the future will look like so that we can help prepare you for success. Today, that means empowering digital workplaces with our broad portfolio of services, solutions and technologies.

References/Case Studies

Please see reference information provided in the attached Project References form.

1. **The Offeror must include a least three (3) client/project references with its proposal. The references must be for installations completed within the past three (3) years. Complete Appendix A, Project References Template for each reference provided. Projects referred to must be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.**

Offeror Response:

Please see reference information provided in the attached Project References form.

2. **The Offeror must show what work was completed by subcontractors for each of the projects referenced.**

Offeror Response:

For the Commonwealth of Massachusetts, Ricoh utilizes a woman-owned certified minority business, who is also a Ricoh authorized supply dealer who provides the supplies for this contract which represents approximately 3% of the contract value.

For the State of Michigan, Ricoh subcontracts maintenance for equipment located in the northern Michigan area to an authorized Ricoh dealer. This represents approximately 15% of the total equipment placements.

For the State of Washington, Ricoh partners with a Minority and Veteran owned dealer in who currently holds the MPS contract for the Department of Enterprise Services. This represents approximately 5% of contract value.

3. The Offeror shall provide the following:

- a. **Details of any industry-recognized quality standard to which it is compliant, as well as any industry certifications or awards, received.**

Offeror Response:

Ricoh Quality Assurance Programs and Awards

Design and Production

In 1975, Ricoh became the first company in the office automation industry to win the Deming Award, which is given to outstanding companies that establish strict quality control systems, and later became the first such company to win two. In addition, Ricoh's domestic and overseas production sites have obtained ISO 9000-series certification, an internationally recognized standard for quality control. In 1985, the company's integrated production management system won the Okochi Memorial Production Award. Ricoh has thus established superior production management systems to support its production and development activities.

Technology

Ricoh's Research and Development (R&D) Centers are the company's primary source of the new ideas and technologies that drive it forward. Using the resources of its worldwide R&D Centers and laboratories, Ricoh is able to stay on the forefront of office solution technology. Major disciplines addressed at each R&D center follow:

- **Corporate Technology Development Group**
 - ❖ Corporate Technology Planning Center
 - ❖ Printing Technology Development Center
 - ❖ Office Solution Technology Development Center
 - ❖ Imaging Technology Development Center
- **Research and Development Group**
 - ❖ Core Technology Research Center
 - ❖ Advanced Technology R&D Center

Ricoh Awards and Recognition

Ricoh is a leading provider of innovative document management systems and services. We understand the importance of many factors in choosing a supplier. The outstanding commitment of our employees and the quality of the services and products we provide have resulted in our growth. The following respected industry experts have recognized us for our commitment to excellence and innovative solutions:

- For the third consecutive year, received an ENERGY STAR Partner of the Year Award from the U.S. EPA in 2018. Ricoh also won the ENERGY STAR Sustained Excellence Award for continued leadership and superior contributions to the program. The 2018 Partner of the Year – Sustained Excellence Awards are bestowed upon companies and other organizations demonstrating continued leadership in energy efficiency and commitment to the ENERGY STAR program.
- In January 2018, Ricoh was again included in *Training* magazine's annual Training Top 125, which ranks companies' excellence in employer-sponsored training and development programs. Ricoh has been proud to receive this honor 17 out of the last 18 years. The Training Top 125 ranking is based on a variety of benchmarking statistics, such as total training budget; percentage of payroll; number of training hours per employee program; goals, evaluation, measurement, and workplace surveys; hours of training per employee annually; and detailed formal programs.
- In findings published by USA Today in January 2018, Ricoh was included as one of the "50 most innovative companies in the world," as determined by IFI Claims Patent Services, a patent research company, and 24/7 Wall Street (Samuel Stebbins, *The world's 50 most innovative companies*. Usatoday.com, January 12, 2018).
- In December 2017, Ricoh was named a gold winner for Most Environmentally Responsible Company of the Year in Best in Biz Awards, the only independent business awards program judged each year by prominent editors and reporters from top-tier publications in North America. The award for Most Environmentally Responsible Company of the Year was the latest recognition for Ricoh's ambitious sustainability efforts, including the global organization's commitment to using a minimum of 30 percent renewable energy by 2030 and 100 percent by 2050.
- Named a global Leader in print and document security by IDC (*IDC MarketScape: Worldwide Security Solutions and Services Hardcopy 2017 Vendor Assessment, doc #US41988517, October 2017*). The report notes that Ricoh's "security solutions portfolio, combined with core competencies in managed services, infrastructure services, workflow services, and software development, help position the firm as one of the leading vendors for addressing security within the print and document environment."
- Named a global Leader in Quocirca's *Managed Print Services Landscape, 2017* report for the sixth consecutive year, and cited as "one of the few

traditional print vendors to have effectively transformed its legacy brand image”.

- Recognized for the seventh year in 2016 as one of the World’s Most Ethical Companies by Ethisphere, which recognizes companies that align principle with action, work tirelessly to make trust part of their corporate DNA and in doing so, shape future industry standards by introducing tomorrow's best practices today.
- Ranked as a Leader in MFDs and printers by Gartner, Inc., every year since 2004 (*Magic Quadrant for MFPs and Printers, Worldwide*)
- Ranked as a Leader for Managed Print Services by Gartner, Inc., every year since 2008 (*Magic Quadrant for Managed Print Services, Worldwide*)
- Ranked as a Leader in managed print services and managed workflow services by IDC (*IDC MarketScape Criteria: 2015 Managed Workflow Services Hardcopy Vendor Assessment—Building on MPDS, doc #US40586715, November 2015*). Ricoh has been named a Leader in all five of the IDC MarketScape reports published to date for Managed Print and Document Services.
- Ricoh has been awarded numerous product, industry and environmental awards, and is a two-time recipient of the Deming Award. Named for Dr. W. Edwards Deming, the Deming Award recognizes corporations and individuals who demonstrate an outstanding commitment to quality control, and whose products or inventions make exceptional advances in the pursuit of quality. Fewer than 100 select companies have won the Deming Medal. Ricoh was the first office equipment manufacturer to win one and is the only such company to have won two.

b. Details on any industry standard (such as ITIL) the Offeror implemented to govern its service delivery.

Offeror Response:

Our Enterprise Technology Service Desk (ETSD) utilizes ITIL-based principles. It is made up of multiple teams working cohesively together to deliver a world class customer experience. These teams utilize a variety of industry-leading ITSM and productivity tools to manage incidents, intelligently route calls to skilled agents and systematically optimize staff schedules. Additionally, the team utilizes a multichannel system to help prioritize and manage alerts, emails and other customer communications for effective and timely response.

The ITIL Foundations Curriculum is offered to our technology services management team via our internal training portal.

When incidents occur, the objective of the ITIL Incident Management process is to restore the Ricoh services that have been interrupted by an event, which may be classified as an incident, as quickly as possible. Incident Management activities also include the identification, classification, handling (diagnosing, troubleshooting and escalation if needed) and resolution of an incident.

c. Include any certification levels earned by the Offeror or key personnel.

Offeror Response:

Ricoh has an extensive list of personnel that either directly or indirectly support the Commonwealth of Pennsylvania account. In addition to the account team, there are engineers, technicians, design, implementation, project management and administrative job functions that touch the Commonwealth of Pennsylvania account on a regular basis. The personnel have many types of IT certifications at varying levels including ITIL, ECM, GRC, CSSBB, CDIA+, MBA and many others.

With our understanding of the Commonwealth of Pennsylvania business, we also realize ITIL is recognized as a standard for partners. As such, members of the direct Ricoh team covering the Commonwealth of Pennsylvania are in the process of gaining ITIL certifications through Ricoh's internal training program.

All Ricoh service technicians are trained and certified on all of our equipment. In addition, they have the following certifications based on their level within the organization: CompTIA A+, CompTIA Net+, CompTIA Security+, MCSA, MCSE and CompTIA IT Fundamentals.

Lastly, from a Total Quality Management standpoint, Ricoh has four (4) Master Black Belts, approximately fifty (50) Black Belts and many Green Belts employed in formal Process Improvement positions, with hundreds of others distributed throughout the business. Our Black Belts have been certified for a minimum of five years, and our Master Black Belts have been certified for over eight years.

d. Within the past three years, has the firm or venture been a party to any lawsuits or arbitration proceedings with regard to any contracts?

Offeror Response:

Ricoh has a national presence in the U.S. and, accordingly, the company has contracts in place with numerous customers and vendors. Ricoh does have contract disputes from time to time with customers and/or vendors which occur in the ordinary course of business and which can lead to litigation. Any such litigation is likewise ordinary in the course of our business and not expected to have any material effect on our ability to deliver the proposed services.

e. How long has Offeror (s) provided this solution?

Offeror Response:

Ricoh has been in the office equipment business since it launched its first diazo office copier model (the Ricopy 101) in 1955.

C. Personnel. The selected Offeror shall identify a central point of contract for the management of the MFDs. Offeror shall identify the number of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. The Offeror must provide an organization chart clearly identifying the proposed personnel, the role, and the links between managers and staff. Show where these personnel will be physically located during the time they are engaged in the Project. For key personnel include the employee's name and, through a resume or similar document, the Project personnel's education, and experience. Indicate the responsibilities each individual will have

in this Project and how long each has been with your company. The selected Offeror shall provide a central point of contact to address account issues.

Offeror Response:

Account Team Organization

We have provided document solutions for over 30 years. This experience has taught us that each customer is unique and that each project presents different challenges in account management. As a result, we assign a dedicated team of professionals to each customer engagement based on individual project requirements. This team assesses the specific project requirements, goals and objectives and tailors a set of services accordingly.

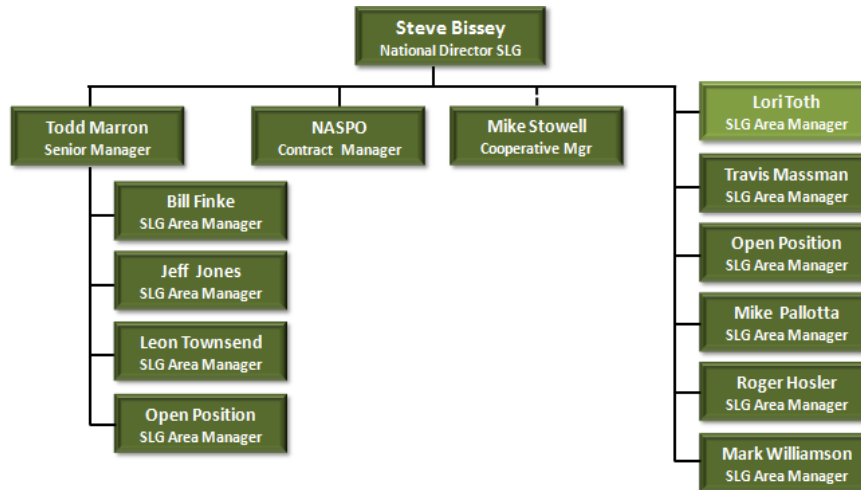
We understand the importance of empowering local personnel who provide services for customers on a daily basis so that they have the ability to address specific customer requirements. Our project account team is supported by regional and national resources that are available to assist and provide additional expertise to the team. In total, our account management structure provides the personnel, training, business tools and other resources necessary to meet the business requirements of each individual customer.

Corporate Team

Ricoh recognizes that state government is different from commercial customers possessing unique needs and processes. Ricoh utilizes a dedicated Corporate State & Local Government Team comprised of 13 tenured individuals with experience supporting and engaging with State government.

Their responsibilities include:

- Central point of contact for the State Contract State Procurement relationships and sharing best practices
- Developing and executing effective contract strategies that align with each State's key initiatives and requirements
- Managing contract bid process and award lifecycle
- Providing channel expertise, direction and vertical strategy support to assist the local State teams
- Managing Contract Compliance and providing oversight to ensure that Ricoh meets and exceeds all contractual commitments
- Managing relationships with public sector associations and channel partners



The SLG Area Manager for the Commonwealth of Pennsylvania is Lori Toth.



Lori joined Ricoh in 2004 as a Government Account Manager responsible for the Commonwealth of Pennsylvania and the State of OH. She was quickly promoted to Senior Government Account Manager and her responsibilities were expanded to include, DE, MD, VA, GA, OH, KS and MO.

In Lori's current role as SLG Area Manager, she is now aligned to Ricoh's largest key States that includes the Commonwealth of Pennsylvania. She is the central point of contact and manages the overall relationship with the State Procurement Office.

She develops, coordinates, and manages long-term sales activity for state & local government channel accounts. In addition she secures contractual agreements, establishes long-term partnerships with strategic government customers and ensures contract compliancy.

Prior to being recruited by Ricoh, Lori was the Commonwealth of Pennsylvania State Contract manager for one of Ricoh's largest independent dealerships in the Harrisburg area for over ten (10) years. -

She managed the dealer's branch office including sales, customer service and administrative functions.

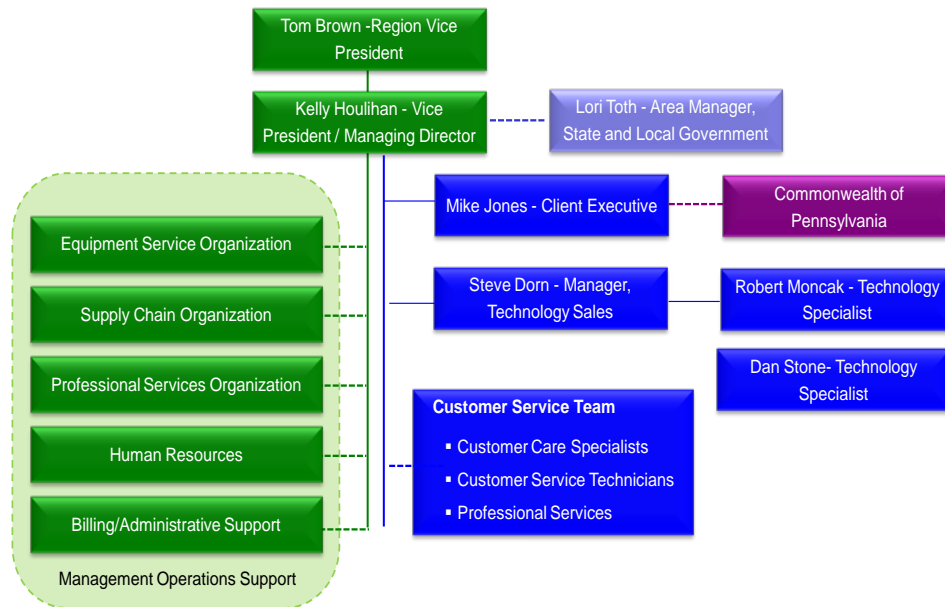
Lori's entire professional career has been focused on State government and more importantly she has continuously managed the Commonwealth of Pennsylvania account.

Lori holds a Bachelor's Degree in Business Administration, Marketing, from Shippensburg University, Shippensburg, PA and is CDIA+ certified. She currently resides in York, PA.

Pennsylvania Team

Our Pennsylvania account team is illustrated in the following chart. The team consists of a client executive, two experienced Commonwealth of Pennsylvania technology specialists, a technology specialist manager, and a management operations support organization and customer service team. This dedicated organizational structure ensures that the Commonwealth of Pennsylvania receives - the level of expertise necessary to provide day-to-day equipment service and support. The team also includes specialized project support from management personnel who have the

ability to assign resources, manage operations and provide technical support and financial analysis.



Key Account Team Roles and Responsibilities

A summary of key account team roles and responsibilities follows:

- **Client Executive**

The client executive (CE) is the primary sales point of contact for the Commonwealth of Pennsylvania Agencies -. This individual manages new business development, coordinates our resources and addresses any issues. Following contract award, the CE facilitates order management by coordinating the receipt, processing and tracking of orders to ensure timely delivery and accurate configurations. The CE can accept orders from various customer locations, ensuring that orders are processed into our system and track orders through delivery to Commonwealth of Pennsylvania. In addition, the CE can provide information regarding machine upgrades, updated pricing and equipment inventory. The CE has complete authority over all project resources and has direct access to the vice president/managing director and the management operations support group.
- **Customer Service Team**

The customer service team consists of:

 - ❖ Customer care specialists—customer call support
 - ❖ Customer service technicians—preventive/corrective maintenance
 - ❖ Professional Services personnel—equipment connectivity

The management operations support group selects customer service team members using a matrix management arrangement. Service technicians and other technical support resources are assigned to multiple accounts based on geographic territories. These individuals become members of the project-specific Commonwealth of Pennsylvania customer service team.

- **Technology Sales Manager and Technology Specialist**
Technology specialists report to the technology sales manager, who coordinates ITT activities and works with associated departments involved in the fulfillment of core products, solutions and services. The technology specialist engages subject matter resources and provides input into overall account strategy based on engagement with the customer.
- **Management Operations Support**
The management operations support group provides specialized support from management personnel who control operations, sales, service and technical resources. The group also includes billing, leasing and administrative support. The management operations support group provides assistance and expertise to the CE and customer service team to proactively manage the account and effectively respond to customer needs.

Key Personnel Bios



Kelly Houlihan, Vice President and Managing Director

Kelly serves as the Sales Leader of a team of Client Executives and Account Managers dedicated to the Education, Healthcare, Legal and State and Local Governments. Responsible for customer retention and expansion as well as new business development. Focused on delivering results and developing people, with a strong commitment to customer satisfaction. Kelly will be the Executive Sponsor and is based in our 1265 Drummers Lane Wayne PA 19087 location. Her key responsibilities will be:

- Ensure Program success at high level
- Escalation point of contact for critical situations
- Strategic program reviews

Also participates in Ricoh's Customer First Team as Training and Education Sub-Committee Chair, Ricoh's International Women's Day Event, Corporate Social Responsibility and Diversity Council, Emerging Leaders Mentor.

Started career with Ricoh 26 years ago as a sales representative and held a variety of sales and leadership positions until promoted to Vice President of Sales in 2015. She lives with her family in North Wales, Pennsylvania.

BS, Marketing; Penn State University, 1992

Harvard Business Publishing Leadership Development (Ricoh), 2016



Mike Jones—Client Executive, Commonwealth of Pennsylvania

Mike is responsible for cultivating and expanding the partnership at leadership levels within the Commonwealth of Pennsylvania. This is accomplished by conducting effective client engagements and gaining a sound understanding of Commonwealth's business challenges and goals. Mike is also responsible for leading the business planning process in partnership with the Commonwealth of Pennsylvania with a specific focus on enterprise as well as department/delivery center level planning. Other responsibilities include building a 12-18 month roadmap, contract retention and expansion, and

the addition of services. Proactively engages and aligns additional sales, operations and SME resources to client initiatives. Brings thought leadership to the client engagement and uses collaboration to build trust and confidence in the Ricoh partnership by clearly articulating our position in the industry and value to the Commonwealth of Pennsylvania.

14 years of industry experience with Ricoh specializing in Business Process Automation through software integration, IT Infrastructure optimization and Managed Print Solutions. Mike lives in Camp Hill, PA with his wife and three children and is based out of the Ricoh Office at 2405 Park Drive, Harrisburg, PA 17110.

Other Responsibilities

- Ensure Program success at Strategic level
- Liaison between Client and Ricoh
- Escalation point of contact for critical situations
- Strategic quarterly program review
- Align resources to participate in Commonwealth of Pennsylvania events

BSBA, Accounting: Shippensburg University 1994

MBA, Kutztown University 2005



Robert Moncak: Technology Specialist

Rob brings 16 years of account management experience and has been aligned to the Commonwealth of Pennsylvania since 2008. He is responsible for managing the Day-to-Day client experience thru collaboration with the client executive, local and regional Subject Matter Experts. Rob is focused on ensuring consistent delivery of Ricoh solutions across multiple

Commonwealth of Pennsylvania Departments. This is accomplished thru an understanding of each Departments goals and aligning to Go-TIME initiatives. Rob holds a Bachelor's of Science Degree in Business Administration, Marketing, from Millersville University, Millersville, PA. He currently resides in Lancaster, PA and is based out of the Ricoh Office at 2405 Park Drive, Harrisburg, PA 17110. His key responsibilities will be:

- Ensure Program success at a Strategic and Operational level
- Liaison between Commonwealth and Ricoh
- Escalation point of contact



Dan Stone: Technology Specialist

Dan has 11 years experience specializing in account management and client relationships. Dan has been supporting the Commonwealth of Pennsylvania since 2008. Dan is focused on ensuring consistent delivery of Ricoh solutions across multiple Commonwealth of Pennsylvania Departments. This is

accomplished thru an understanding of each department's goals and initiatives and aligning to the Go-TIME Mission. Dan holds a Bachelor's of Science Degree in Accounting, minor in Computer Information Systems from Bloomsburg University, Bloomsburg, PA. He resides in

Dauphin, PA with his family and three children. Dan is based out of our 2405 Park Drive Harrisburg, PA 17110 location. His key responsibilities will be:

- Ensure Program success at operational level
- Liaison between the Commonwealth and Ricoh
- Escalation point of contact



Herb Merritt—Advanced Workflow Specialist

Herb Merritt is a Technical Account Engineer II for Ricoh America Corporation’s Enterprise Services Delivery Team. During his career Herb has developed an extensive background in designing successful projects that address operational processes, policies, and procedures that speed the delivery of Ricoh’s comprehensive value.

Herb’s focus is creating output management, document capture, workflow, and content management solutions as well as being able to leverage a full suite of Ricoh products. His desire to automate business processes for Ricoh’s clients including our dealer community customers takes value-add to another level.

Herb has consulted with clients in several varied industries including K-12 and higher education, legal, banking, retail, distribution, manufacturing, and government to include: Commonwealth of Pennsylvania, Millersville University, University of Pennsylvania, UTZ Snacks, Pennswood Village, Corporation Services Company, Hill Barth & King, Kidspace, Maguire Insurance, QLIK, Vineland BOE, and New Hope School District.

Herb joined Ricoh as a Business Process Specialist in 2013 and, since that time, has held a couple roles including Business Process Consultant and currently works as a Technical Account Engineer in the Greater Philadelphia Marketplace. Herb supported the Higher Education Vertical in 2015 and now also serves as the point contact on the CHAMPs dealer community.

Herb has a BSBA degree in Accounting from Shippensburg University of PA. He enjoys golf, the outdoors and spending time with his family and four young boys.

Comprehensive Experience includes:

- Accounts Payable Workflow Analysis and Automation
- Forms Processing Automation
- Electronic Document Management
- Process Analysis and Improvement
- Workflow Re-design
- Output Management
- Fleet Management
- Project Management

Enabler Certifications and Experience Includes:

- Laserfiche
- DocuWare
- Fortis
- Ephesoft
- MS SharePoint
- Kofax Capture

- Opentext Rightfax
- Nuance
- Ricoh Technology

Alan Jones: Director of Technology Services—37 Years of years of experience with Ricoh in various service focused roles. Alan Manages the technical team providing maintenance support services to the Commonwealth of Pennsylvania and is based in our 1265 Drummers Lane Wayne PA 19087 location.

Other responsibilities

- Ensure Program success at high level
- Escalation point of contact for critical service situations
- Strategic program reviews



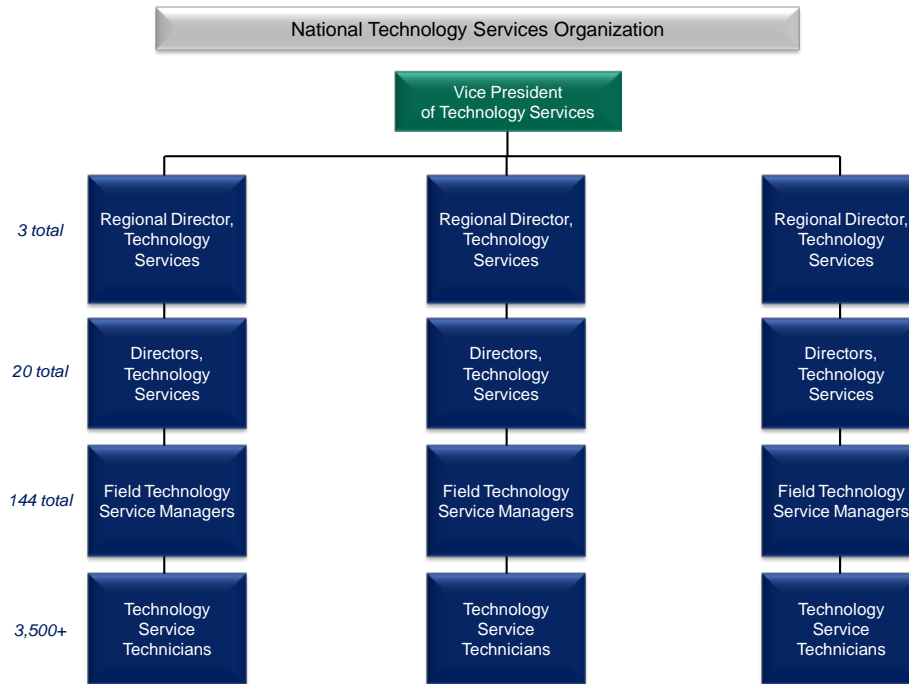
Lee Conner: Field Service Manger—30 years experience with the company. Specializing in account management and client relationship. Lee is responsible for field level management of Ricoh Technology services Specialists and is based on our 2405 Park Drive Harrisburg, PA 17110 location.

Other responsibilities

- Ensure Program success at operational level
- Escalation point of contact

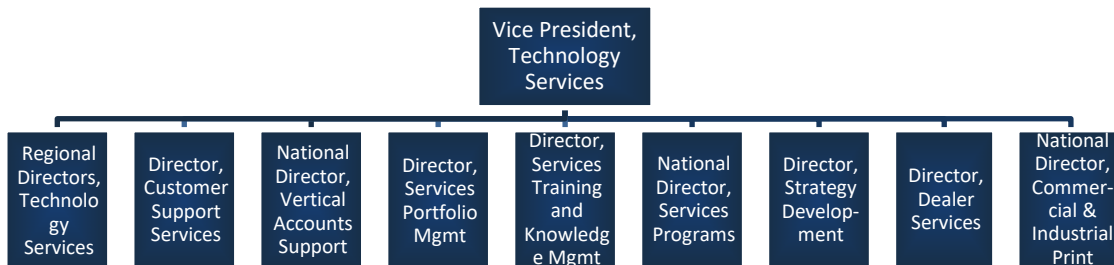
Technology Services Organization

The Commonwealth of Pennsylvania will receive nationwide service through our U.S. service organization, which is illustrated in the following chart.



Support Services Organization

The structure of our technology services support organization is illustrated in the following chart.



D. **Subcontractors.** Provide a subcontracting plan for all subcontractors, including small diverse business and small business subcontractors, who will be assigned to the Project. The selected Offeror is prohibited from subcontracting or outsourcing any part of this Project without the express written approval from the Commonwealth. Upon award of the contract resulting from this RFP, subcontractors included in the proposal submission are deemed approved. For each position included in your subcontracting plan provide:

1. name of subcontractor;
2. address of subcontractor;
3. number of years worked with the subcontractor;
4. number of employees by job category to work on this project;
5. description of services to be performed;

6. what percentage of time the staff will be dedicated to this project;
7. geographical location of staff; and
8. resumes (if appropriate and available).

Offeror Response:

1. Name of subcontractor;

Adept Consulting Services, Inc

2. Address of subcontractor;

410 West Main Street, Suite 201
Lansdale, PA 19446

3. Number of years worked with the subcontractor;

Ricoh and Adept's partnership is new. However, since both companies are both experienced in their field, we are confident that this partnership will provide a value add to the Commonwealth of Pennsylvania.

4. number of employees by job category to work on this project;

Adept will have three people working on this project. Since the project will grow over time, this project will be scalable and additional resources will be added.

5. description of services to be performed;

Project Management Office (PMO Services, to include project management, reporting, and various deployment services for devices).

6. what percentage of time the staff will be dedicated to this project;

The persons from Adept will dedicate approximately 25% of their time to this contract. This is scalable based on the amount of business secured from this contract. As the contract grows, the support will grow in direct proportion.

7. geographical location of staff; and

The staff will be located in Central Pennsylvania

8. resumes (if appropriate and available).



Mark Kirsch—Vice President

Mr. Kirsch has over 35 years of professional technology industry experience. His career has included working for multi-national Fortune 20 technology companies, and for the last 17 years with Adept Consulting Services, with specific focus on the Commonwealth of Pennsylvania. Of the 25+ years working on Commonwealth projects, Mr. Kirsch has successfully sold, managed and delivered projects to all of the agencies within Pennsylvania, and has been directly involved in over 500 technology projects, with hundreds of satisfied business

references. This in-depth knowledge of Pennsylvania combined with years of business relationships assists Adept in their efforts as both prime vendor and strategic partner. For years, Mr. Kirsch has been active in the Technology Council of Central PA (TCCP), and is on the Board of Directors as well as the strategic committee for Government Relations. Mr. Kirsch is one of the few professionals to be born, raised, educated, live and work in Central PA his entire life, and is proud to call Pennsylvania his home.



William Lord—Sr. Project Manager

Provides senior level project management services for Adept’s Project Management Office (PMO). Works independently to plan and manage implementation of new projects for Commonwealth (CoPA) agencies. Assists customers during each phase of the project, from pre-planning through project close-out. Develops a unique project plan and project

tracking documentation for each new project. Maintains a high level of customer satisfaction throughout each project phase.

Meets with CoPA agency IT personnel to discover new opportunities for Adept services. Assists in Adept’s sales efforts and proposal development processes for targeted projects. Participates in customer meetings during the sales cycle. Assists in the start-up and transition of newly awarded projects. Works with Adept’s Executive Management Team to ensure necessary resources are in place to execute a smooth implementation, with minimal start-up issues.

Manages a staff of personnel working under key, long term CoPA projects, providing direction and leadership on a daily basis. Meets with the staff in group sessions and individually to discuss activities and address issues. Performs annual performance appraisals, utilizing feedback from customers and peers obtained throughout the year.

V. FINANCIAL CAPABILITY

Describe your company’s financial stability and economic capability to perform the contract requirements. The Commonwealth reserves the right to request additional information to evaluate an Offeror’s financial capability.

Offeror Response:

Ricoh USA, a wholly owned subsidiary of Ricoh Company, LTD, (and all other Ricoh subsidiaries) report revenue through Ricoh Company, Ltd., Revenue in Fiscal Year end 2017 was \$18.4 Billion. As of March 31, 2017, Ricoh Company, Ltd., had approximately \$1.14 billion in cash and cash equivalents.

Based on the belief that economic, social and environmental issues are inseparable, the Ricoh Group is committed to making contributions to the creation of a sustainable society. To communicate its corporate stance and structure underpinned by this concept as well as the business activities undertaken toward this end, the Group previously published three reports: an Annual Report, Sustainability Report (Corporate Social Responsibility) and Sustainability Report (Environment).

Beginning in 2012, Ricoh now integrates these reports to a single document in order to more effectively offer an overall picture of our policies and activities. The purpose of the Sustainability Report is to enable stakeholders to fully understand activities undertaken by Ricoh to raise corporate value over the

long term through a concise mixture of financial information, such as business performance and financial results, and non-financial information, such as policies, strategies and underlying concepts.

Beginning in 2015, the Ricoh Group Sustainability Report is available in a booklet version (printed and PDF), which offers a concise account of stories and measures aimed at boosting corporate value, with specific activities and systems for realizing these objectives as well as associated results described in the online version. Information on corporate activities and policies (human rights, information security, technology, customer satisfaction, supply chain, human resources, environment and corporate citizenship) is available in the online version of the report.

Our report is structured according to the following five core themes, which have been selected to meet the diverse interests of our stakeholders:

- Value creation
- Business strategy
- Labor practices
- Value drivers
- Governance

Ricoh USA is a wholly owned subsidiary of Ricoh Company. Unless hard copies are specifically requested, we provide links to our annual reports electronically to preserve paper. Reports are available in PDF format via the following link:

Financial information is available at www.ricoh.com/IR.

VI. REQUIREMENTS

The proposed solution shall meet or exceed the following requirements. Offeror shall describe in its response how it will meet the outlined requirements.

- A. Request Management. The selected Offeror shall perform request management including, but not limited to, order tracking, intake of requests, prioritization, escalation, resolution, and closeout. Offeror shall describe its approach to request management.**

Offeror Response:

With nationwide locations, including two distribution/warehouse locations with in-house configuration shops, we can provide expedient product delivery in virtually any city across the Commonwealth.

Description of a Typical Equipment Order

Throughout our engagement we will consult with Commonwealth of Pennsylvania to identify specific business requirements and determine appropriate equipment configurations. We will incorporate these configurations into an equipment schedule as part of the agreed contracting vehicle. Our team and Commonwealth of Pennsylvania may also identify acceptable alternative equipment choices during this process; these will be included on the equipment schedule, if required. During the life of the contract, authorized Commonwealth of Pennsylvania representatives will be able to place equipment orders by contacting the supporting Ricoh resource via phone, email or facsimile. The average process timeframe from order entry to manufacturer shipment is 10 business days or a date agreed upon by Commonwealth of Pennsylvania (). We can fulfill most immediate needs from our network of warehouses. In back-

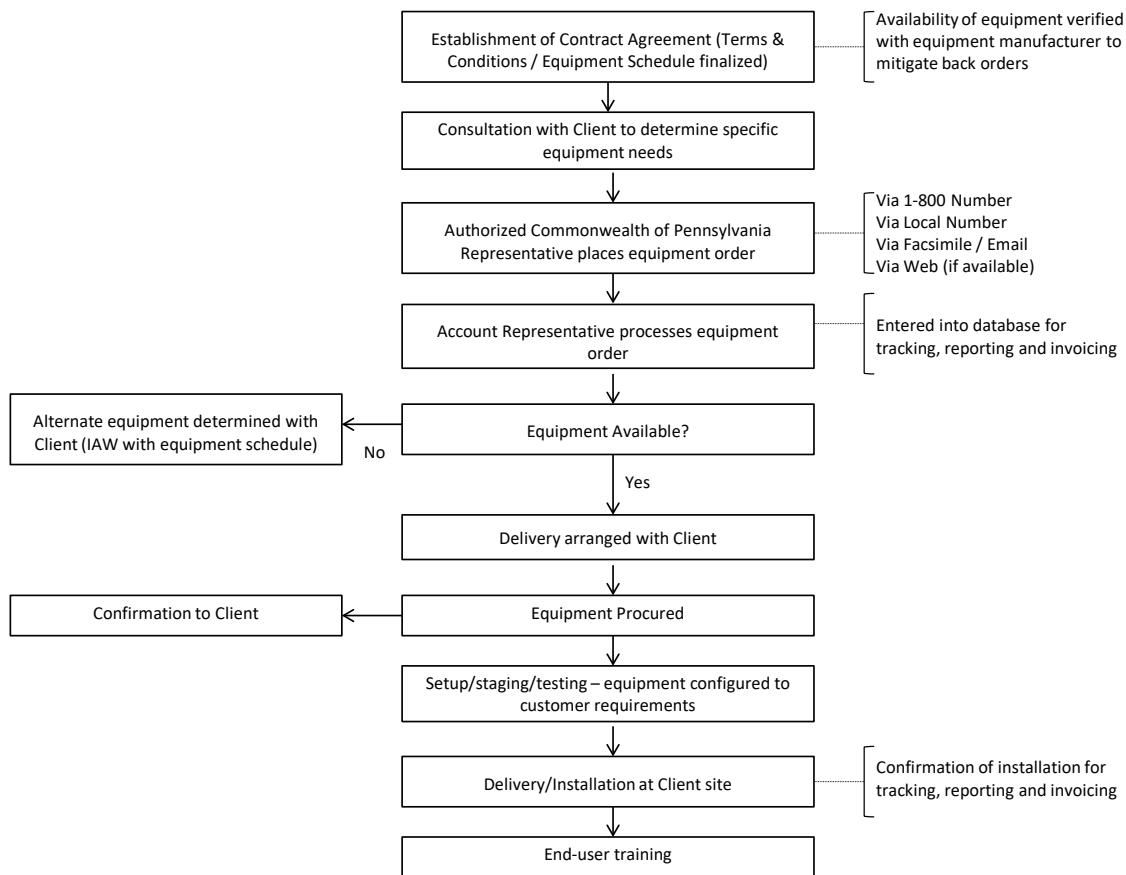
order situations, we will work with Commonwealth of Pennsylvania to determine the best course of action.

After an order is received through the agreed means, we will place the equipment order(s). Once equipment is available to be configured, contact will be made with Commonwealth of Pennsylvania to schedule delivery. Equipment will arrive on the agreed-upon delivery date. Equipment is typically installed within 1 business day after delivery. After final installation and setup, we will provide the necessary user training.

Our dedicated team responsible for all reporting, billing and consolidation of invoices, based on Commonwealth of Pennsylvania parameters and requirements, will process and review all equipment orders related to the account.

Equipment Order Process Flow Diagram

The following flow diagram illustrates the typical order process for equipment.



B. Solution Support.

1. **Hours of Support.** The selected Offeror shall provide support for the Commonwealth Monday through Friday 8:00 A.M. to 5:00 P.M. Eastern Time and weekends as requested. Support shall include, but not be limited to, assistance and ongoing support regarding problems/issues, guidance in the operation of the devices, and identification and correction of possible data or system errors.

Offeror Response:

Our Customer Call Centers are staffed to respond live to customer service inquiries 24 hours per day, seven days per week, including holidays. Field service offices provide customer support from 8 a.m. to 5 p.m., Monday through Friday, excluding recognized holidays. Customer services are available beyond normal business hours on a contracted, guaranteed (for limited geographic areas) and per-call, as-available basis.

2. **Types of Support.** Offerors shall describe all types of solution support available (i.e. telephone, web chat, email). At a minimum email and phone support shall be provided.

Offeror Response:

A single national toll-free number provides customers in the U.S. with access to the appropriate Customer Call Center. Customers can also visit our website myricoh.com and select Customer Support. By doing so, they can submit a service request online, order contracted supplies online and sign up for the online meter read program. In addition, customers with active service contracts are eligible for call avoidance support on Ricoh products 24x7 via the telephone or web (click to chat).

3. **Incident Management.** The Offeror shall provide and manage a process to track, monitor and resolve reported problems/issues. Offeror shall describe its methodology to classify problems as to criticality and impact, including resolution procedures and escalation process for each classification of problems/issues.

Offeror Response:

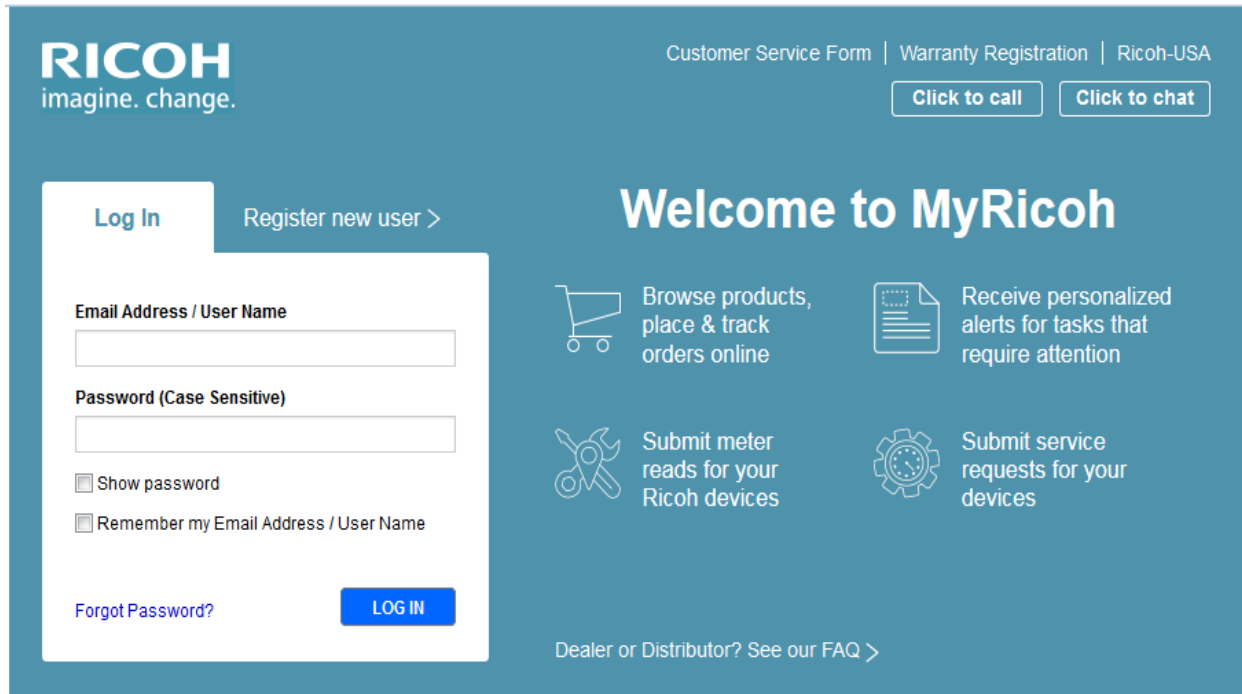
The Enterprise Technology Service Desk (ETSD) is made up of multiple teams working cohesively together to deliver a world class customer experience. These teams utilize a variety of industry-leading ITSM and productivity tools to manage incidents, intelligently route calls to skilled agents and systematically optimize staff schedules. Additionally, the team utilizes a multichannel system to help prioritize and manage alerts, emails and other customer communications for effective and timely response.

The Enterprise Technology Service Desk utilizes ITIL-based principles, is SLA driven and is capable of delivering Level 1 and Level 2 IT Services, hardware troubleshooting, and software and application support. The team can provide Commonwealth of Pennsylvania with 24x7x365 support, domestic and global dispatching, and SLA monitoring.

Customer Self-Service Portal

The eServices team provides supports for the MyRicoh.com website. The MyRicoh website is a self-service portal that allows Commonwealth of Pennsylvania to quickly

and efficiently place service requests, order supplies and enter meter reads for billing purposes and more.



Commonwealth of Pennsylvania personnel also have the ability to use our secure site to search our Global Knowledge Base for device information and even chat with a technical support agent.

Equipment Service Escalation

Nothing is more important to us than consistent delivery of exceptional customer service. To build on and improve existing service levels, the company has implemented a training program that focuses on this commitment to excellence in customer service. Within this program, all of our professionals are required to complete the following two five-hour modules:

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

This program is only one example of the many customer-service-focused activities. This unrivaled focus on excellent customer service differentiates us from our primary competitors. The commitment to excellence starts at the top of the organization and permeates throughout.

General Customer Service Support Escalation Procedures

At any time, Commonwealth of Pennsylvania may obtain customer service support from our representatives starting at the local service level and extending to the corporate level. Service representatives at the local level are assigned a high degree of autonomy

to resolve issues as expeditiously as possible. Our local, area, region and corporate personnel are also available at any time for resolution of customer service needs.

Project-specific account management is responsible for service quality control. We will work with Commonwealth of Pennsylvania to develop customized procedures that reflect its specific organizational requirements. These procedures define the processes necessary to meet quality standards. Standards defined within the procedures represent the type of quality processes inherent throughout our company.

We take the following general steps to correct any customer-reported instances of compromised service:

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

Issue-specific Escalation Procedures

To ensure that Commonwealth of Pennsylvania receives the highest quality of customer service, we have in place a variety of escalation procedures that can be implemented, depending on the nature of the specific service issue.

Equipment Service Resource Escalation

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



We will finalize specific contact information (e.g., names, phone numbers, e mail addresses) and communicate it to Commonwealth of Pennsylvania after contract award and before implementation.

C. **Emergency Preparedness.** To support continuity of operations during an emergency, including a pandemic, the Commonwealth needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the Commonwealth have planned for such an emergency and put contingencies in place to provide needed goods and services.

1. **Describe how you anticipate such a crisis will impact your operations.**

With multiple operation centers, the latest technology and one of the largest service organizations in the industry, Ricoh has already built the needed redundancy into its service offering to support such an issue.

2. **Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:**

a) **Employee training (describe your organization's training plan, and how frequently your plan will be shared with employees)**

The Business Continuity Plan (BCP) incorporates shifting of responsibilities from one call center to another or one certified service technician (CST) to another. Each center and service team is already trained and skilled in the same processes; therefore additional training required for the BCP is minimal. The BCP training schedule is bi-annual for our call centers and ongoing for the service team. It is reviewed by management on a regular basis.

b) **Identified essential business functions and key employees (within your organization) necessary to carry them out**

Departmental Responsibilities within Ricoh:

- Corporate Security: Monitor events; initiate Crisis Response actions; support overall efforts to minimize risk and maintain business productivity.
- Human Resources: Identify issues and work with local HR personnel and managers on well-being of employees.
- Risk Management: Notify insurance carriers, initiate actions to assess potential insurance related events, and provide support, as appropriate, via third party partners.
- Information Security: Investigate, evaluate, and take actions necessary to minimize risk associated with customer and company infrastructure and the safeguarding of information.
- Information Technology: Identify and take corrective actions related to network connectivity issues caused by an event.
- Service Leadership: Initiate actions that support maintaining service to customers, based upon the event facts and the area involved)
- Communications: Develop internal and external communications as appropriate based upon the event, and distribute as approved.

- c) **Contingency plans for:**
- i. **How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.**
 - ii. **How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.**

In the event of a pandemic outbreak or widespread illness causing a portion of our key employees to be incapacitated due to illness, the BCP will be invoked. To support our customers, trained employees from an alternate Ricoh call center will be utilized and Ricoh's work from home policy will be engaged as needed. Since all transactions the call centers handle can be accomplished via automation, automation messaging will be utilized as a backup. In addition, measures to prevent further spread of the illness will be internally communicated and followed. Our CSTs are geographically dispersed throughout the Commonwealth to best serve our customers. The CSTs receive parts via a drop box to replenish their vehicle inventory twice weekly or more frequently as needed. This is an advantage because they don't have to pick up parts from a central warehouse, therefore reducing the opportunity for illness to spread between employees. If needed, Ricoh could also engage our service partners to ensure coverage.

- d) **How your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.**

Staff are notified via an emergency call-in hotline, website, email, text messages and phone calls as needed. Suppliers would be notified using most of the communication methods specified above only if the BCP was in danger of not fulfilling the requirements.

- e) **How and when your emergency plan will be tested, and if the plan will be tested by a third-party.**

BCP is tested annually. It is not tested by a third party. Since there are many alternate methods for support including automation, third party is not needed.

Offeror Response:

Details are provided for each item above.

D. MFD Management.

1. **Offeror must propose a model for each segment in listed in Appendix B, MFD Requirements.**

Offeror Response:

Ricoh has thoroughly reviewed all requirements for each segment within a lot and has proposed a model which meets or exceeds all requirements.

2. **The selected Offeror shall cooperate and work with the Commonwealth staff and its contractors to meet the requirements of the contract resulting from this RFP.**

Offeror Response:

As a long time vendor partner with the Commonwealth of Pennsylvania, Ricoh will continue to cooperate and work with the Commonwealth staff and its contractors to meet the requirements of the contract resulting from this RFP. Ricoh believes strongly in developing a partnership with our customers where we will work together to achieve the Commonwealth of Pennsylvania's goals and objectives.

3. **The selected Offeror shall not provide MFDs that require commercially available software for its use through the contract resulting from this RFP unless the Commonwealth has entered into a software license agreement with the software licensor. Appendix E, Software Requirements Agreement.**

Offeror Response:

Although the MFDs which Ricoh is proposing do not require commercially available software to meet the requirements of the RFP, the Commonwealth of Pennsylvania has entered into a software license agreement with Ricoh for our Ricoh Steamline Software which will be included in our proposal as optional.

4. **The selected Offeror shall provide operating instruction and manuals for all MFDs.**

Offeror Response:

Ricoh offers several sources of online training and documentation, including the searchable Ricoh Knowledge Base and Ricoh's How-to-Videos. Product manuals and driver downloads are also available online, and Commonwealth of Pennsylvania will have access to our local trainers.

Ricoh Knowledge Base

For both customer end-users and IT and Help Desk professionals who simply need access to an instructional reference database for specific devices, the Ricoh Knowledge Base is very useful: <https://ricoh-kb-en.custhelp.com/app/home/region/us/brand/ricoh>. This site lists relevant help topics and how-to documents for each Ricoh product, including instructions and photographs. It also allows users to provide feedback on their search, which we use to improve the tool so that it is constantly evolving.

Search by Product Name

The screenshot shows the Ricoh Knowledge Base search interface. At the top left is the Ricoh logo with the tagline "imagine. change.". To the right, there is a language dropdown set to "- English" and "Log In" and "Sign Up" buttons. Below the header is a search bar with the placeholder text "Select a Product". The main content area is titled "Knowledge Base" and contains a "Search by product name" section with a search input field and a hint: "For example, to search for 'MP 5054SP', enter part of the name such as '5054'". Below this is a "Search results" section with an empty search results box.

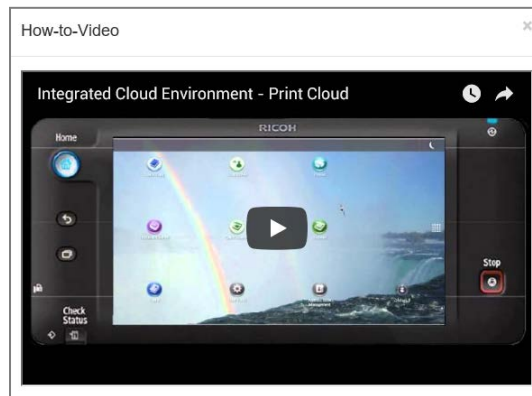
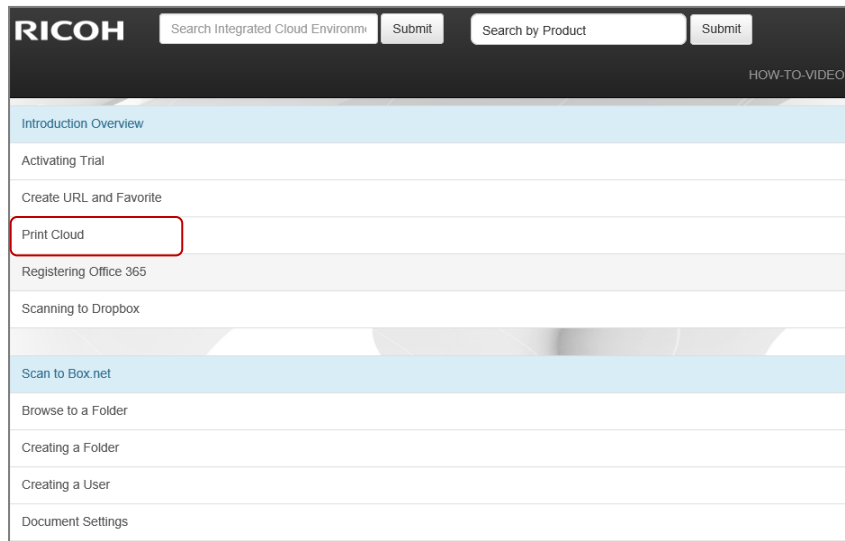
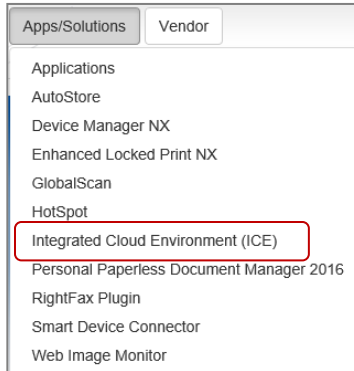
Select by Product Type and Product

The screenshot shows the "Select from a list" interface. It is divided into two main sections: "Step 1. Select Product Type" and "Step 2. Select Product". Step 1 contains a list of product types: Color Multifunction, Black & White Multifunction, Printers Color, Printers B&W, Facsimile, Facsimile (SecureFax), Scanners, Production Print (Cutsheet), and Wide / Large Format Solutions. Step 2 contains a list of specific product models: Aficio 615C, Aficio 1224C, 1232C, Aficio 2003, 2103, 2203, Aficio 2228C, 2232C, 2238C, Aficio 3006, 4006, 4106, 3506, 4506, Aficio 3131, Aficio 3224C, 3232C, Aficio 3228C, 3235C, 3245C, Aficio 3260C, 5560, Aficio 5106, 5206, NC5006, Aficio 6010, 6110, Aficio 6513, and Aficio GX 3000S.

Ricoh How-to-Videos

For users who prefer a more visual experience, Ricoh maintains a How-to-Video library at <http://www.tsrc.ricoh-usa.com/public/how-to-videos/ricoh/>. This site offers numerous how-to videos for hardware and software applications and solutions. For example, the diagrams below show how to locate a how-to-video for ICE Print Cloud.

The screenshot shows the navigation bar for the Ricoh How-to-Videos library. It features the Ricoh logo on the left, a "Search by Product" input field with a "Submit" button, and a "HOW-TO-VIDEOS" link on the right. Below the search bar are three tabs: "Hardware", "Apps/Solutions" (which is highlighted with a red box), and "Vendor".



Web Help



Accessible from your Ricoh device's Smart Operation Panel, Ricoh's Web Help provides users with direct access to context-sensitive internet-based frequently asked questions. Categories in Web Help include:

- Home
- Copy
- Fax
- Printer
- Scanner
- User Tools
- Error messages

Service Request (App)

The Service Request App is part of a growing portfolio of Smart Operation Panel apps that increase the productivity from your Ricoh device.



With the Service Request App, you can:

- Get quick answers from the Ricoh Knowledge Base
- Access How-to-Videos
- Check your device status
- Submit service requests
- User smart support troubleshooting

Product Manuals

Download drivers, software and product manuals in PDF format for Ricoh products on our website via the following URL: <https://www.ricoh-usa.com/en/support-and-download>. End-users may search by typing in the product name or clicking the dropdown menus.

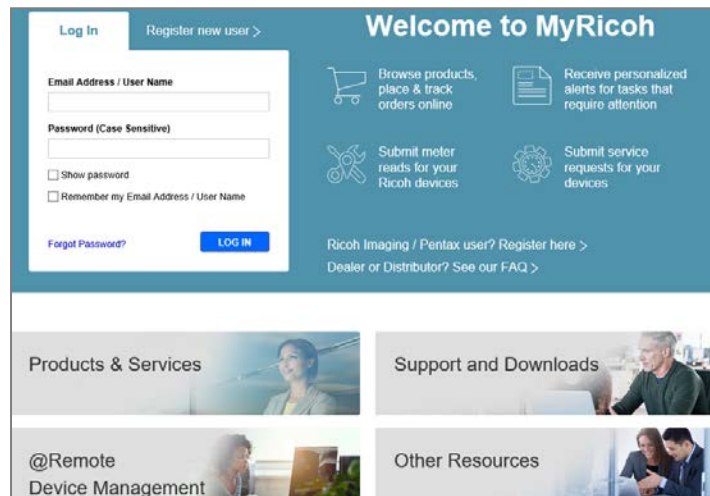
Ricoh Employees

Sometimes a personal touch is still the best and most important source of information. Commonwealth of Pennsylvania will be supported by many talented Ricoh team members.

- **Technology Applications Specialist (TAS)**
Our TAS will work with Commonwealth of Pennsylvania to educate end-users on the Ricoh technology. Commonwealth of Pennsylvania may engage this local single point of contact for training assistance on an ongoing basis. The TAS offers material like Quick Reference Guides and Tip Sheets that are personally selected based on site-specific needs and requirements. These documents are typically printed or provided in PDF format via email after training is complete.

The onsite Ricoh training program includes user needs analysis, hands-on operating experience, supply and service requests, jam removal and administrative tasks.

- **Ricoh Solutions Support Desk**
Our Solutions Support Desk located in Tucker, GA, is available to assist with product and solutions questions and troubleshoot issues. Commonwealth of Pennsylvania can contact this support desk 24x7.
- **RicohConnect App**
If an issue occurs, customers can call our Support Center and then activate the RemoteConnect App on their MFP. Once they've provided the Ricoh support analyst with the connection code displayed on their device, the support analyst will establish a connection to the device to evaluate the issue. The support session is secure, so the customer can rest assured that their network is protected.
- **MyRicoH.com**
Customers registered on MyRicoH.com, our online Customer Resource Center (https://www.myricoh.com/OA_HTML/ibeCAcdLogin.jsp), may use the click-to-chat feature that is available between the hours of 8 a.m. and 8 p.m. Eastern time.



5. **All MFDs shall be UL approved. Any special voltage needed beyond the standard 110v must be indicated. The Commonwealth will furnish suitable electrical current to operate the MFD.**

Offeror Response:

All Ricoh MFDs are UL approved. Please review the attachment outlining the electrical requirements required for the Ricoh models proposed.

Ricoh Device	Power Requirements
Ricoh MP 301	120V, 60Hz, 8A
Ricoh MP2555	120V/60Hz/12A
Ricoh MP3055	120V/60Hz/12A

Ricoh Device	Power Requirements
Ricoh MP3555	120V/60Hz/12A
Ricoh MP4055	120V/60Hz/12A
Ricoh MP5055	120V/60Hz/12A
Ricoh MP6055	120V/60Hz/12A
Ricoh MP6503	MP 6503/MP 7503: 120-127V/60Hz/20A (Requires dedicated 20A outlet)
Ricoh MP7503	MP 6503/MP 7503: 120-127V/60Hz/20A (Requires dedicated 20A outlet)
Ricoh MPC401SR	120 – 127V/60Hz/12A
Ricoh MP3004EX	120V – 127V, 60Hz, 15A
Ricoh MP4504EX	120V – 127V, 60Hz, 15A
Ricoh MP 305	120–127V, 60Hz

6. The selected Offeror shall identify the end of life date and buyer’s laboratory overall rating for each proposed model of MFD.

Offeror Response:

For the Ricoh models proposed, an end of life date has not yet been established. Ricoh will provide the end of life date when the information becomes available. During this communication, Ricoh will advise the Commonwealth of our replacement model for the model being discontinued.

Below is a chart summarizing the Buyer’s Laboratory (BLI) overall rating for the products which were tested by BLI. In some cases, our products are new and BLI has not yet tested the products. Where applicable, we’ve provided the BLI rating for the direct predecessor.

Ricoh Device	BLI 'Rating'
Ricoh MP 301	Highly Recommended
Ricoh MP2555	Highly Recommended
Ricoh MP3055	Highly Recommended
Ricoh MP3555	Highly Recommended
Ricoh MP4055	Product not tested by BLI to date. However, Direct Predecessor (MP 4054) was 'Highly Recommended'
Ricoh MP5055	Product not tested by BLI to date. However, Direct Predecessor (MP 5054) was 'Highly Recommended'
Ricoh MP6055	Product not tested by BLI to date
Ricoh MP6503	Product not tested by BLI to date
Ricoh MP7503	Product not tested by BLI to date. However, Direct Predecessor (MP 7502) was 'Highly Recommended'
Ricoh MPC401SR	Highly Recommended
Ricoh MP3004EX	Highly Recommended
Ricoh MP4504EX	Product not tested by BLI to date. However, Direct Predecessor (MPC 4504) was 'Highly Recommended'
Ricoh MP 305	BLI Summer 2016 Pick Award

7. Upon request, the selected Offeror shall provide “right-sizing” assessment services to the Commonwealth to aid in the identification of cost effective equipment. This service will be provided at no additional cost.

Offeror Response:

To develop an effective document strategy, we must first understand the existing asset population, usage and costs associated with the equipment. Therefore, strategy development begins with the collection and analysis of actual Commonwealth of Pennsylvania asset and usage data obtained through physical and/or digital means. We collect this information from multiple geographic areas in a consistent manner, as our representatives work with each site for which they are responsible to gather the necessary data.

Goals and Objectives

The analysis process is defined to achieve the following main goals and objectives:

- **Discover Cost Reduction Opportunities**
- **Discover Intangible Benefits**



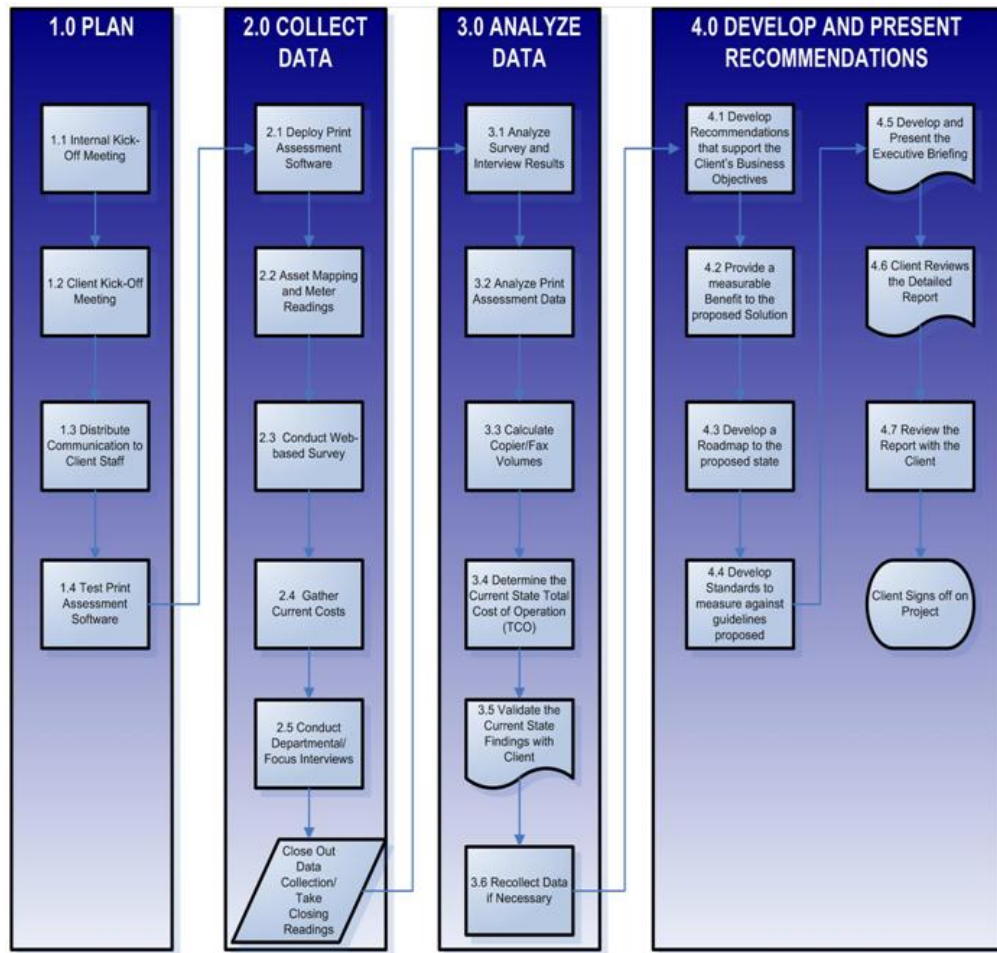
Critical Success Factors

To complete the analysis, we must have:

- **Executive-level Sponsorship**
 - ❖ Ensure access to information across the enterprise
 - ❖ Initiate communication with department heads
- **Client Project Manager/Sponsor**
 - ❖ Help to set expectations
 - ❖ Understand how to “navigate” the organization
- **Involvement of Commonwealth of Pennsylvania IT Staff**
 - ❖ Assist with existing infrastructure, standards and skill sets
- **Access to All Pertinent Information and Locations**
 - ❖ Ensure that all departments understand the intent of the data collection process

Analysis Process

Following our defined, field-tested and proven Ricoh Methodology Framework, we proceed with the analysis process, which includes planning, data collection, data analysis and the development and presentation of recommendations.



Planning

The planning stage includes the following tasks:

- Scope and methodology Validation
- Project team and key individual identification
- Project plan development
- Roles and responsibilities confirmation
- Communications mechanisms planning
- Change control process definition

Data Collection

We use the following tools to collect the necessary data and seek additional opportunities to reduce print and improve processes:

- Tablet equipped with customized asset-tracking software and barcode scanner
- Print assessment software, to provide



- detailed usage analysis
- Web survey tool
- Focus interviews with Commonwealth of Pennsylvania staff

Data Analysis

The data analysis includes the following steps:

- Analysis of Data Points
 - ❖ Number and types of devices/user-to-asset ratio
 - ❖ Output on each device/output per full-time employee
 - ❖ Utilization rates
 - ❖ Print applications usage
 - ❖ Service and supply costs
 - ❖ Help desk call frequencies
 - ❖ Floor plans/asset maps
- Benchmarking Current State against Other Similar Organizations
- Identification of Bottlenecks and Inefficiency
- Determination of Environmental Impact of Printing, Supplies, Power and CO₂
- Validation of Guiding Principles for Future-state Design

Recommendations

At the end of the analysis process, we present our recommendations to Commonwealth of Pennsylvania in a formal Findings and Recommendations Report, which becomes the blueprint for document efficiency. These opportunities for improvement typically include:

- Helping end-users choose cost-effective methods of document production
- Guidelines for managing equipment, maintenance and supplies
- Key monitoring metrics for ongoing review and enterprise planning
- Vendor-independent, open-architecture technology to cut costs, boost productivity and efficiency and integrate smoothly



8. **The selected Offeror shall be responsible for the replenishment of all consumable supplies required to operate the MFDs, with the exception of paper, at no additional cost to the Commonwealth. Consumables shall include, but are not limited to, fusers, developer, toner, and staples.**

Offeror Response:

Ricoh will provide all consumable supplies excluding paper at no cost to the Commonwealth of Pennsylvania.

9. The selected Offeror shall deliver consumables within five (5) days of request by the Commonwealth.

Offeror Response:

Ricoh shall meet or exceed the requirement to deliver consumables within 5 day of request. Details of our process are included below.

Supply Order Process and Turnaround Time

Supply Order Placement

Authorized Commonwealth of Pennsylvania representatives can order supplies (e.g., toner, paper, staples), using the supply order option(s) selected during contract negotiations):

- A toll-free telephone number to a dedicated supply representative available 7 am–8 pm, Monday through Friday
- Fax/e-mail ordering
- Web-based ordering – Ricoh customers can use MyRicoh.com to order supplies and equipment, enter meter reads and request service

Supply Order Turnaround Time

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

10. The MFD's shall meet or exceed the following security requirements;

- a) **All MFDs shall accept print jobs only from known users and must be able to preclude communications from anonymous or unknown users, or any other unauthorized or unknown communication source.**

Offeror Response:

Ricoh meets this requirement.

- b) **The selected Offeror shall have the ability to test, distribute, and apply print server and MFD patches, and other critical and/or non-critical security updates.**

Offeror Response:

Ricoh meets this requirement.

Software products that we deliver are verified by our Solutions Engineering & Development group. Our local analyst reviews updates, upgrades and patches before applying them to the Commonwealth of Pennsylvania environment to ensure relevance. Software revisions are installed as the manufacturer releases them and after our analyst and the Commonwealth of Pennsylvania IT organization have validated their necessity. They can be scheduled or provided as needed depending on Commonwealth of Pennsylvania requirements. Patches

and service packs may be applied to address specific issues, and upgrades are applied to add functionality.

We will notify Commonwealth of Pennsylvania of driver/software upgrades as the manufacturer releases them. This notification will typically take place during the periodic review process, during which we offer our recommendations for discussion. If approved, our analyst would work with the Commonwealth of Pennsylvania IT organization to ensure that any software meets its requirements before installation.

Software can be distributed by CD/DVD or downloaded from a Ricoh or partner website. Our personnel or Commonwealth of Pennsylvania staff can download device drivers. Other software products may be shipped on CD or DVD to Commonwealth of Pennsylvania, delivered by our analyst and/or downloaded by our analyst, working with the Commonwealth of Pennsylvania IT organization.

- c) **All MFD open ports, including, but not limited to, LPD, LPR, SMB, IPP, FTP, TFTP, mail, and terminal, must have the ability to be disabled or locked down with a hardened password of a minimum of twelve (12) characters or more. Password used for locking down open ports shall be at least twelve (12) characters long and include letters, numbers, and symbols.**

Offeror Response:

Ricoh meets this requirement.

- d) **MFD SNMP and SNMP2 must have the ability to be changed to read only, and have the ability either to be disabled or include a hardened string.**

Offeror Response:

Ricoh meets this requirement.

- e) **All network access, including but not limited to web server/administration, MS file share, FTP/SFTP, or WebDAV web service access, must have the ability either to be permanently disabled or protected by a hardened password of twelve (12) characters or more containing letters, numbers, and symbols.**

Offeror Response:

Ricoh meets this requirement.

- f) **All scanning must be done via a secure, encrypted transaction, require a secure domain user logon, and require Microsoft Active Directory authentication or LDAP authentication. Microsoft transaction is preferred, and the device must have the ability to enable or disable FTP.**

Offeror Response:

Ricoh meets this requirement.

- g) **All PDF documents must have permissions controlled with 128-bit encryption.**

Offeror Response:

Ricoh meets this requirement.

- h) **All information temporarily stored on the device must be encrypted. Once a job has processed, all information must be purged from the internal device storage.**

Offeror Response:

Ricoh meets this requirement.

DataOverwriteSecurity System (DOSS)

Erase functionality is provided on Ricoh devices through our DataOverwriteSecurity System (DOSS). DOSS overwrites the data in accordance with Department of Defense (DOD) standards and is Common Criteria (ISO 15408) compliant. There is also an encryption feature option that is factory-installed for added security.

To thwart data loss, Ricoh's DataOverwriteSecurity System destroys temporary data stored on the MFP's hard drive by writing over the latent image with random sequences of "1's" and "0's."

- Ricoh's three-pass random data overwrite process makes any effort to access and reconstruct stored print/copy files virtually impossible
- Operates in conjunction with the Removable Hard Drive Security Systems, providing a multi-layered approach to securing sensitive documents
- A simple display panel icon provides visual feedback regarding the overwrite process (e.g., completed or in-process)
- Conforms to National Security Agency (NSA) recommended methods of managing classified information
- Assists customers in their compliance with requirements related to the Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA) and Family Education Rights Privacy Act (FERPA)
- DOSS Types A, B, C, D, F, H and I are ISO 15408 certified to an EAL of 3

Please see attached Security Brochure for more information.



Ricoh Security
Brochure.pdf

- i) **The hard drives in the leased equipment will be retained by the Commonwealth leasing agency.**

Offeror Response:

Ricoh meets this requirement. At the end of the lease, all hard drives will be removed and provided to the Commonwealth of Pennsylvania.

- j) **All information temporarily stored using internal storage must be accessed only through Microsoft Active Directory or LDAP authentication.**

Offeror Response:

Ricoh meets this requirement.

- k) **Access to temporarily stored information, using internal storage, must be restricted to the creator of a file or the system/MFD administrator only.**

Offeror Response:

Ricoh meets this requirement.

- l) **All fax transactions must be kept in a separate buffer from all print and/or scanning functions of the Device. Fax transactions must not remain in the buffer after the fax transaction has been completed. No information may reside in permanent storage.**

Offeror Response:

Ricoh meets this requirement.

- 11. **MFD Invoicing. The selected Offeror shall accept SAP generated invoices for reoccurring lease payments.**

Offeror Response:

Ricoh agrees and accepts SAP generated invoices for reoccurring lease payments. Additionally, Ricoh is currently set up to accept SAP generate invoices from the Commonwealth of Pennsylvania and we expect a smooth transition with the new contract award.

- 12. **MFD Training Requirements. Offeror shall describe it's training plan, approach, and material available. The selected Offeror shall provide on-site training to users upon installation of a new MFD. The selected Offeror shall provide additional training as requested by the Commonwealth, on a mutually agreed upon date, for the term of the lease. All training services performed during normal business hours shall be provided by the Offeror, at no additional cost to the Commonwealth.**

The selected Offeror shall provide users with hands-on training and materials including a detailed walk-through of all machine features. In addition, if the MFD is connected to the network, the Contractor must demonstrate remote printing capabilities.

Offeror Response:

After contract execution, our account team will initiate the activities that will ensure the successful installation of equipment and training of personnel. Training occurs at the

time of deployment. Overall, Ricoh views training as a joint investment to ensure that the Commonwealth's devices operate properly and that the potential for follow-up service calls is minimized. Our training is evaluated and modified based on customer feedback.

To begin, our training team is introduced to the key contacts at your site. After the delivery schedule is defined, this team communicates with the main contact at each individual location to arrange a convenient time to provide training.

Equipment Training Programs

We provide several levels of training, depending on the type of equipment and approach determined with our customer.

End-user/Key Operator Training included with purchase

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

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

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

End-user training usually addresses the common features, functions and benefits of the equipment and accessories used by the local employees. We generally allot 45 minutes to 1 hour for standard fleet/convenience copier training. In addition, we add approximately 30 minutes for each print, scan and fax module. If end-users require additional forms of training, we can also provide the following training methods:

- One-on-one , hands-on training
- Train-the-trainer
- Classroom training for groups/departments of end-users (7 to 10)
- Auditorium training for large group through Screen shots/Device panel projected
- Printed Quick Reference Guides

To effectively migrate print volume from high cost devices to the copier fleet, it is critical to educate end-users on how simple and cost-effective the copiers are to use. Through effective training, users perform their print jobs on the lowest cost and most efficient digital copiers. After they are familiar with this simple procedure, end-users continue to use this approach on an ongoing basis.

Please see a sample Quick Reference Guide below.

Copy Quick Reference



1 Original Settings

Text
Use this setting when your original contains mostly text images.

Text/Photo
Use this setting when your original contains both text and photographs or grayscales.

Photo
Use this setting when your original contains photographs or grayscales.

Pale
Use this setting to darken your copy when you have a low density original or an original that is in pencil.

Generation Copy
Use this setting when you are making a copy of a copy.

Auto Density
Adjusts the image density [darker/lighter] automatically or you can manually adjust the image density by using the arrow keys.

Special Original
Select this setting to choose the [Mixed Sizes] feature when your originals are not all one size.

2 Paper Tray Selection

Use **Auto Paper Select** (default) when your original size is the same exact size as the paper you have loaded in one of your paper trays.

Manually select your copy paper size if your original is a non standard size, doesn't match the paper size loaded in any of your trays or if you are using the reduce/enlarge feature.

When selecting the **bypass** tray, press the **x** key to specify the paper type for thicker stocks or for OHPs (transparencies).

3 How to Save Paper

Use **1 sided → 2 sided** to have single sided originals copied double sided.

Use **2 sided → 2 sided** to have double sided originals copied double sided.

Use **1 sided → Comb 2 orig** to have 2 single sided originals copied side by side onto one page.

Use **1 sided → Comb 4 orig** to have 4 single sided originals copied onto one side of one page.

4 Finishing Options

Note: Features as shown will vary depending on device configuration.

Select **sort** to have your copies collated into sets.
(1,2,3 / 1,2,3 / 1,2,3)

Select **stack** to have multiple copies of the same original grouped together.
(1,1,1 / 2,2,2 / 3,3,3)

Corner Staple
Select this option to have your copies stapled in the top left corner.

Double Staple
Select this option to have your copies stapled with 2 staples down the left edge.

3 Hole Punch
Select this option to have your copies 3 hole punched on the left edge or along the top edge depending on your original orientation.

End User Training

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

The following features are only demonstrated if they are included equipment features and the end users have expressed an interest in having end-users and/or key operators trained on these options:

- Part 1: General Maintenance
 - ❖ Loading paper
 - ❖ Replacing consumables
 - ❖ Clearing paper jams
- Part 2: Basic Operation of the Copy Function
 - ❖ Original settings
 - ❖ Selecting paper trays
 - ❖ Using the bypass tray for special stocks
 - ❖ Paper weights supported by each tray
 - ❖ Reducing/Enlarging
 - ❖ Duplex copying
 - ❖ Finishing options

Other Advanced Features

- Part 3: Basic Operation of the Document Server
 - ❖ Storing files
 - ❖ Selecting and printing stored files
 - ❖ Deleting stored files
- Part 4: Basic Operation of the Fax Function
 - ❖ Adjusting original settings
 - ❖ Sending a fax (manual dial vs. using quick dials)
 - ❖ Cancelling a transmission
 - ❖ Confirming a transmission
 - ❖ Storing fax numbers
- Part 5: Basic Operation of the Scan Function
 - ❖ Adjusting scan settings
 - ❖ Selecting the scan destination (email/folder)
 - ❖ Entering file information
 - ❖ Selecting scanned file types, i.e.: pdf, tif, etc
- Part 6: Basic Features of the LAN Fax Driver
 - ❖ Sending a fax
 - ❖ Attaching a cover sheet
 - ❖ Using/programming the address book
- Part 7: Basic Features of the Print Driver (if using PCL/PS/RPCS)
 - ❖ Duplex printing
 - ❖ Finishing options
 - ❖ Using hold & locked print
 - ❖ Printing to the document server
 - ❖ Choosing a paper tray
 - ❖ Fitting to print size
 - ❖ Using the bypass tray

Key Operator Training

In general, key operators complete an additional 30 minutes of key operator training after completing the end-user training. This training is provided after equipment installation. During this training we provide more detailed maintenance and simple trouble-shooting information (e.g., changing toner), than we cover during the end-user training. After training, each key operator will understand all of the facets of the product, including the paper paths and the paper feed locations, specialty features, all maintenance items, and all pertinent information required when placing service calls.

A summary of the topics covered during this training session follows:

- Overview of all functions of the equipment
- User prompts and conditions
- Originals (e.g., letter, legal, ledger, magazines, paste-up, line erase)

- Paper trays (function and use of all paper trays that accompany the offered equipment)
- Copying, printing, faxing and scanning (e.g., review of control panel, paper sizes, reduction and enlargement)
- Applicable accessories (e.g., function and use of feeder, sorter, auto duplex, editing)
- Supply replenishment, such as toner (oil and developer is added by a service technician)
- Misfeeds (e.g., function and use of the diagnostics center; original, sorter, duplex misfeeds; paper removal)
- Special applications (e.g., image shift, auto duplexing if applicable, book copy, job interrupt, line erase, zoom lens)
- Problem determination and correction procedures
- Ricoh service contacts and service call procedures, via myricoh.com or the 800 number
- Managing users (Fax, Address book, Document Server, Web Image Monitor)

Our training specialists are accessible to key operators after the completion of training.

Ongoing Training

Ultimately, it is in the best interest of both parties to take training very seriously: first for you to gain maximum benefit from the solution provided with as limited a learning curve as possible, and second for Ricoh so that the implementation and operation of each product is understood and unnecessary service calls are minimized.

We recognize that events can occur that make additional training necessary (e.g., some staff members unavailable for initial training, key operator changes when a device is relocated, staff needs additional training on specific features). We can therefore provide additional training on an as needed basis throughout the term of the contract to maintain qualified key operators.

13. **MFD Maintenance. All standard system or hardware maintenance shall be completed during business hours defined as 8:00 A.M. to 5:00 P.M. Eastern Time, Monday through Friday. The Commonwealth requires the selected Offeror to provide the following in the way of maintenance coverage for the proposed solution:**

- a) **Ongoing software updates for the proposed solution, as they become available and are thoroughly tested; such updates may include but are not limited to bug fixes, patches and other improvements.**
- b) **The selected Offeror must receive Commonwealth approval prior to implementing any software updates in the training, testing or production environments.**
- c) **Software updates that modify features and functions shall include an update to online help, training tutorial, reference guides and user manuals upon completion or at a date agreed to by the Commonwealth.**

Offeror Response:

For over a decade, Ricoh has provided direct support across the enterprise for the Commonwealth of Pennsylvania. Ricoh will perform standard system or hardware maintenance during business hours as defined.

Software products that we deliver are verified by our Solutions Engineering & Development group. Our local analyst reviews updates, upgrades and patches before applying them to the Commonwealth of Pennsylvania environment to ensure relevance. Software revisions are installed as the manufacturer releases them and after our analyst and the Commonwealth of Pennsylvania IT organization have validated their necessity. They can be scheduled or provided as needed depending on Commonwealth of Pennsylvania requirements. Patches and service packs may be applied to address specific issues, and upgrades are applied to add functionality.

We will notify Commonwealth of Pennsylvania of driver/software upgrades as the manufacturer releases them. This notification will typically take place during the periodic review process, during which we offer our recommendations for discussion. If approved, our analyst would work with the Commonwealth of Pennsylvania IT organization to ensure that any software meets its requirements before installation.

Software can be distributed by CD/DVD or downloaded from a Ricoh or partner website. Our personnel or Commonwealth of Pennsylvania staff can download device drivers. Other software products may be shipped on CD or DVD to Commonwealth of Pennsylvania, delivered by our analyst and/or downloaded by our analyst, working with the Commonwealth of Pennsylvania IT organization.

For users who prefer a more visual experience, Ricoh maintains a How-to-Video library at <http://www.tsrc.ricoh-usa.com/public/how-to-videos/ricoh/>. This site offers numerous how-to videos for hardware and software applications and solutions.

14. **Removal and Disposal.** The selected Offeror shall provide 60-day notice of upcoming lease expiration to the Commonwealth designee. Upon notification of the requirement for machine removal due to expiring or cancelled lease, the Offeror shall remove the machine on the pickup date as directed by the Commonwealth. When possible, the Commonwealth will provide 30-day notice for removal. The Commonwealth is not responsible for any payments after the lease expiration/cancellation date if the machine has not been removed by the Offeror.

Note: The information provided above supersedes any contradictory information provided within V.48 (M)Terms and Conditions.

Offeror Response:

Ricoh understands and agrees.

15. **Relocation.** The selected Offeror is responsible to assure prompt relocation of all MFDs procured under its contract. The selected Offeror shall perform moves of less than twenty-five (25) miles at no cost one time during the MFD lease period. Relocation of an MFD more than once, or beyond a twenty-five (25) mile distance will be billed at the cost identified in the attached MFD Cost Matrix. The Offeror is responsible for the preparation of the MFD. Damages resulting from the transfer of a

machine during relocation are not the responsibility of the Commonwealth. The Commonwealth reserves the right to request the Offeror to transfer its MFDs, after notification, to any facility or location other than the original place of installation.

Offeror Response:

Ricoh understands and agrees.

16. **Substitution.** If during the term of the contract new MFDs become available, the Offeror may, with the written approval of the Commonwealth, substitute a new model if it offers features, technologies, or standards that are equal to or greater than the original model. The cost of any new MFD must be less than or equal to the model it is replacing. At no time will there be more than one approved model in each segment per contractor.

Offeror Response:

Ricoh understand and agrees.

17. **Repetitive Service.** The selected Offeror shall provide the following information in its monthly reports. See Section VIII.D for additional information.

1. The selected Offeror shall report monthly all MFDs with repetitive service requests totaling three (3) or more in a rolling thirty-day period.
2. The selected Offeror shall report monthly on all MFDs with repetitive service requests totaling five (5) or more in a rolling sixty-day period. The selected Offeror, after consultation with the Commonwealth and the agency, shall replace the MFD at no charge with a new machine with comparable features and capabilities. A new lease term will not commence, but rather the Commonwealth will only be responsible for the remaining payments in the unexpired term of the original MFD.
3. If the cause of the service request(s) are due to operator misuse or abuse by the Commonwealth, the request will not count against the Offeror for this requirement.

Offeror Response:

Ricoh will meet or exceed all reporting requirements as described above. Additional information related to reporting is described below.

Equipment Performance Reports

We can provide a variety of reports in either hard or soft copy via email attachment. For example, these reports may include install base reports, summaries and graphs. Reporting periods are in monthly increments, giving us the ability to produce monthly, quarterly or semiannual reports. These reports are produced after month-end processing and after our personnel have validated all customer information.

Available reports may include:

- **Equipment Performance Reports**
 - ❖ Equipment Performance Detail
 - ❖ Model Performance Summary

- ❖ Location Performance Summary
- ❖ Area Performance Summary
- ❖ Performance Exception Reports
- **Performance Summary Graphs by Model**
 - ❖ Uptime Percentage
 - ❖ Response Time
 - ❖ Copies between Failures
 - ❖ Critical Service Calls
- **Performance Summary Graphs by Location**
 - ❖ Uptime Percentage
 - ❖ Response Time
 - ❖ Copies between Failures
 - ❖ Critical Service Calls
- **Equipment Inventory Reports**
 - ❖ Install Base Detail
 - ❖ Install Base Summary
 - ❖ New Installations
- ❖ We will work with Commonwealth of Pennsylvania to define the specific reports to be provided.

Equipment Performance Guarantee

Ricoh will service the metered equipment to be operational with a fleet quarterly uptime average of 95% for black and white units (color units and production units: 90% fleet quarterly average). Uptime is the percentage of hours that the equipment is operable, based on manufacturers' performance standards, out of the total number of business hours covered by the Agreement, excluding volume-adjusted required service and interim maintenance time. This covers all metered mainframes that are installed and operated consistent with the manufacturers' specifications, which include, but are not limited to, space, electrical, throughput material and optimum image range. Currently, the Ricoh MFPs at Commonwealth of Pennsylvania locations/agencies experience an Uptime of over 99%, which is well above contractual requirements.

Equipment that is operated outside of the manufacturer's specifications or that is not located in the metro market areas will not be covered by the Uptime Guarantee.

In the unlikely event that Ricoh is not able to repair the equipment at the Commonwealth of Pennsylvania facility, Ricoh, at its election, will replace such equipment with comparable equipment of equal or greater capability at no additional charge.

18. **MFD Customer Satisfaction. The selected Offeror shall initiate customer satisfaction surveys which must indicate performance. The Commonwealth will determine the format and delivery mode of the survey.**

Offeror Response:

Ricoh will initiate customer satisfaction surveys which will indicate performance. Surveys can be targeted and designed specifically for the Commonwealth of Pennsylvania agencies. Our contract manager will work closely with DGS' commodity specialist to establish the content and frequency of these surveys understanding that the format and delivery mode of the survey will be determined by the Commonwealth. Please see more detailed information below.

Customer Excellence

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



Customer Satisfaction and Loyalty

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

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

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

Ricoh strives to create a culture in which our customers' input is a key part of our decision-making. This input is leveraged to support sound decisions and help us to develop innovative, high-value products and services. In quality terms, the discipline of customer loyalty is embodied in our Customer First Program, which gathers and analyzes data from various customer "Listening Posts." Through this data, we gain insights that help us craft long-term strategies and identify any short-term issues. Our

objective is to understand our competitive position, both in terms of risk and in terms of advantage, allowing Ricoh to continuously improve its customer solutions and services.

Customer Satisfaction Surveys

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

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

RICOH

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

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

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

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

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

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

Quarterly Customer Loyalty Study

Each quarter, a customer loyalty study is deployed to a random sample of Ricoh accounts. Contacts for the survey are sourced from our CRM tool, with a focus on decision-makers. This brief survey is used to gauge our customer loyalty over time, measure functional satisfaction and drive improvements at the enterprise level and address account-specific concerns. Customers who need immediate attention based on survey responses are contacted by Customer Excellence. Survey results are also uploaded in real time to our CRM tool. Survey results are shared with various business leaders, and results are reported by customer segment, industry and geography. Survey questions include:

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

Survey Methodology

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

- Satisfaction
- Recommend
- Repurchase

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

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

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

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

19. Optional Services/Features. Offeror shall describe any additional services or features that are available at no additional cost to the Commonwealth.

Offeror Response:

Below are a few of the optional services available to the Commonwealth at no additional charge.

MyRicoh Customer Resource Center

Ricoh offers at no charge an online MyRicoh



Customer Resource Center that is currently serving over 150,000 customers and 500,000 users and provides a user-friendly web environment that will allow customers to manage their service needs, as follows:

- Submit and Manage Service Requests
- Order Supplies
- Use Live Chat Feature

In addition, Ricoh will host a website specifically developed for the Commonwealth of Pennsylvania which would include the Ricoh products, accessories and services specifically outlined in the contract.

Ricoh Embedded @Remote™ Intelligent Remote Management System

Combined with its standard security features, embedded @Remote provides a secure and automated way to collect the meter data from your MFPs and will provide more productivity-enhancing benefits in the future.

Today, if your MFP or printer needs attention, you need to identify the problem and make the call. The Ricoh @Remote™ system has functionality to reduce these unwelcome surprises.

- If a device recognizes that it needs service, Ricoh Embedded @Remote will automatically send a message to your service provider alerting them to the potential problem. So a field engineer could be on the way by the time anyone in your office notices a problem!
- Manual requests for service will be greatly reduced as self-diagnostic data is automatically forwarded to a Data Center. The service provider receiving the information can then take immediate and appropriate action, making rapid arrangements to streamline the maintenance process.
- Service efficiency can be maximized, as field engineers are able to arrive at your location with the tools and parts to service your system in one stop.
- Alerts can be sent warning about low toner, further ensuring that your devices are constantly up and running and you'll never run out of the toners that keeps you printing and copying.
- Firmware can be upgraded remotely, making sure the device is always up-to-date.

Ricoh @Remote Appliance

Ricoh @Remote Appliance will help to centralize your print device fleet management and automatically gather the critical information you need to make informed decisions about the environment. @Remote reports include usage, service and supply needs, meter reads, power consumption, monthly trends analysis along with environmental reports and more. The @Remote Appliance is based on a Linux Thin Server.

Ricoh Smart Operation Panel (SOP)

The Ricoh Smart Operation Panel (SOP) has a look and feel that will seem very familiar to today's users. The new copy, scanner, and fax UI's simplify the user experience and

improve customer workflows by removing many complicated steps and procedures. They permit users to drag and drop, pinch and flick, or scroll through command functions and icons as one would expect from any Android based device. Shortcuts and authentication features can be programmed to recognize individual users, and the home screen can be customized to include select job parameters and functions. The SOP also supports a growing list of apps, widgets, and optimized solutions, which can take advantage of the functionality that Android affords to this panel. Icons can be grouped and stored in folders for greater efficiency and overall functionality. The SOP also retains legacy (Classic Screen) copy, fax, and scan screens for those customers who want screens that work similarly to earlier models they may still have on site. Clearly, the SOP has raised the bar when it comes to tablet-like operation panels in this industry. It's elegant and streamlined design, along with its simple approach to solving complex workflow problems, has made it a true contender against other manufacturer's attempts to go to market with this type of panel.

Key Features Include:

- 10.1" panel that's among the largest in the industry
- A tablet look and feel that offers familiarity to today's mobile device users
- Retention of legacy copy, fax, and scan screens (Classic Screen) for those who want to maintain the look and feel of their existing machines
- Android operating system
- 1ghz processor
- Copy and scanner interfaces that simplify the user experience and improve customer workflows
- Programmable shortcuts and authentication features that recognize individual users
- Customizable home screen that allows the customer to control colors, background, and icon layouts

20. **Service Level Agreements (SLAs). The selected Offeror shall meet or exceed the SLAs described in Appendix C, MFD Service Level Agreements.**

Offeror Response:

Ricoh understands and agrees.

21. **Price List Changes/Product Changes. The selected Offeror may update their price list or product changes every quarter or biannually, beginning with the contract awarded date to reflect new products, and manufacturer's price changes, deletion of discontinued products, etc.**

Offeror Response:

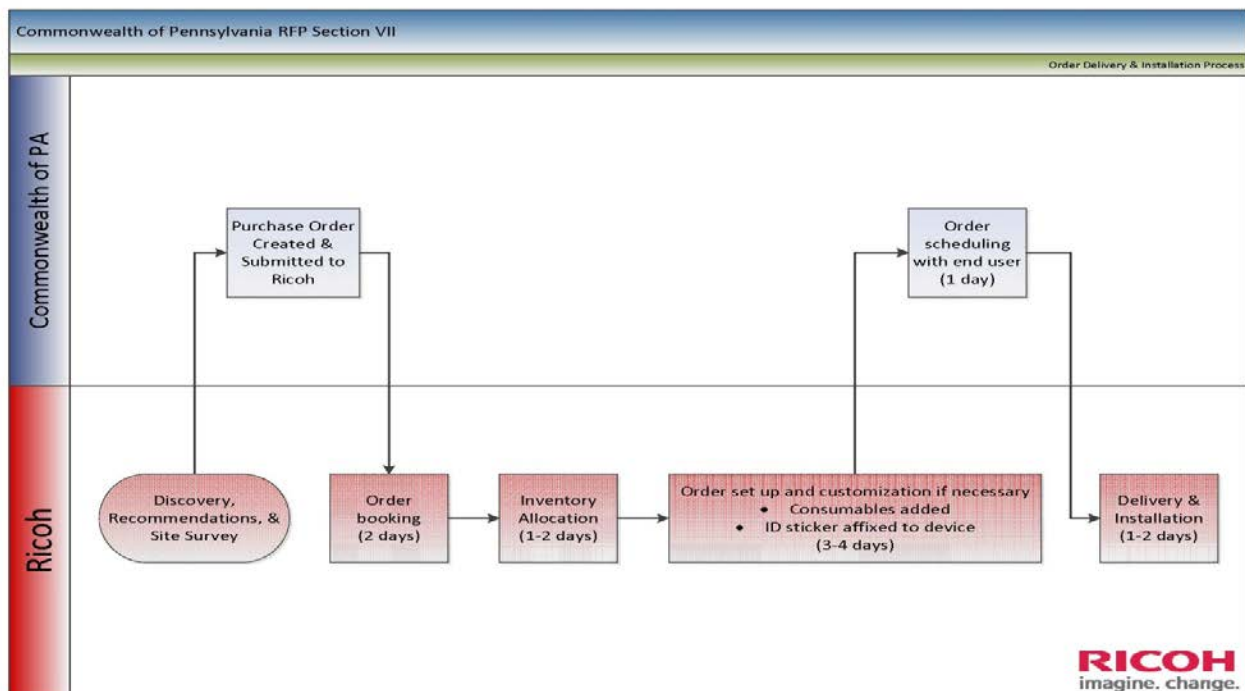
Ricoh understands and agrees.

VII. TASKS

Describe in narrative form your technical plan for accomplishing the work using the task descriptions as your reference point. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one approach is apparent, comment on why you chose this approach.

Offeror Response:

Below is a summary of Ricoh’s technical plan and associated tasks for accomplishing the delivery, installation, maintenance and repair for MFDs. Attached is a visio outlining the order and delivery process with a more detailed description below.



- A. **Delivery of MFDs.** Offeror shall describe their delivery services. The selected Offeror shall provide delivery of equipment within ten (10) days following the receipt an order or on a date agreed to by the Commonwealth. Order shall be F.O.B. Destination with all freight charges paid by the Offeror. Each delivered piece of equipment shall include a packing slip, model number, serial number, and purchase order number. Partial shipments are acceptable only if authorized by the Commonwealth. The selected Offeror shall ensure all incorrect shipments and/or invoices are corrected within ten (10) business days. The status of the delivery order shall be communicated to the Commonwealth within five (5) business days.

Offeror Response:

Ricoh understands and agrees. Ricoh has delivered thousands of MFDs to the Commonwealth of Pennsylvania for over a decade. We understand and adhere to all delivery policies and

instructions. Below is a chart showing the tasks that take place in delivering a MFD to the Commonwealth. Ricoh will provide delivery of equipment within ten (10) days following the receipt an order or on a date agreed to by the Commonwealth. The tasks and estimated time for each are represented in the chart below. Some of the tasks are condensed within certain departments based on our knowledge of the department's business.

We will provide expedited processing and meet the 10 day or date agreed to as mandated by the contract. We can fulfill most immediate needs from our network of warehouses including our warehouse in Bethlehem, PA. In back-order situations, we will work with Commonwealth of Pennsylvania to determine the best course of action.

After an order is received through the agreed means, we will place the equipment order(s). Once equipment is available to be configured, contact will be made with Commonwealth of Pennsylvania to schedule delivery. Equipment will arrive on the agreed-upon delivery date. Equipment is typically installed within 1 business day after delivery. After final installation and setup, we will provide the necessary user training.

Our dedicated team responsible for all reporting, billing and consolidation of invoices, based on Commonwealth of Pennsylvania parameters and requirements, will process and review all equipment orders related to the account.

- B. Installation of MFDs. The selected Offeror is responsible for the installation of all MFDs and shall certify readiness for operation in writing. Readiness for operation includes all features and functions requested by the Commonwealth using agency are fully operational and requested staff training has been completed.**

Prior to delivery, the selected Offeror shall survey and review the installation location to insure the agency's desired location for the MFD meets the manufacturer's established installation criteria. Should the proposed installation location not meet established installation criteria, the Offeror and the requesting agency shall attempt to locate an alternate mutually agreeable location for the machine.

At the time of installation of an MFD, the Offeror shall provide consumable supplies sufficient to produce the maximum number of copies for one month.

The selected Offeror shall affix a label or decal to the MFD at the time of installation, showing the name, address, and telephone number of the dealer responsible for service of the machine.

Cabling of network machines is not the responsibility of the Offeror.

Offeror Response:

Equipment Delivery, Installation and Training Plan

Our delivery, installation and training strategy for implementation illustrates the ability to provide specified equipment, manage successful transitions and provide necessary training to ensure that users understand the equipment functionality. This strategy covers three distinct elements:

- **Installation Preparation and Logistics**
After contract award and before equipment installation, the transition team confirms the following:

- ❖ Machine configurations and quantities
- ❖ Exact locations and key contacts
- ❖ Customer training requirements
- **Staging/Delivery**

Staging and setup takes place at a Ricoh Shared Distribution Center in Bethlehem, PA to minimize disruption to Commonwealth of Pennsylvania operations. Organization of the equipment by models and accessories allows a quick visual inspection to ensure proper condition and identify any shipping damage. After the equipment passes this initial quality check, it is staged for delivery according to the project plan.

We schedule equipment delivery based on location, current equipment removal requirements (if necessary) and departmental considerations. A Ricoh field service technician is present when the equipment arrives at the site to oversee delivery and installation. When the equipment is delivered and installed, post installation training begins.
- **Training**

Key operator training programs are typically scheduled at the Commonwealth of Pennsylvania site. The number of units per location and system functionality are used to design the specific training program. A single-unit installation generally dictates user training from the local sales organization. The number of trainees and unit functionality determines the duration of the training program. Please see the MFD Training Requirements section on page 38 for more information.

A Sample Site Survey is included below.

Section 1	Digital Connectivity Site Survey	RICOH <small>imagine. change.</small>
<p>Company Name: _____ IT Staff On-site <input type="checkbox"/> IT Staff Outsourced <input type="checkbox"/> No IT <input type="checkbox"/></p> <p>Address: _____ IT Contact: _____</p> <p>City, State, Zip: _____ Telephone: _____ ext: _____</p> <p>Telephone: _____ ext: _____ Email: _____</p> <p>Suite/ Floor/ Bldg: _____ Sales Rep. (first, last name): _____</p> <p>Main Contact Name: _____ Sales Manager (first, last name): _____</p> <p>Title: _____ Service Manager: _____</p> <p>Telephone: _____ ext: _____ Technician: _____</p> <p>Email: _____ CES/TAS: _____</p>		
Section 2	Equipment Proposed	
<p>Proposed Model (s) _____ (use complete model name, ex. MP3500, MP C3500, CL3500N)</p> <p>Print controller Proposed: _____ (Standard GW, Fiery, UC 6 Gold, etc)</p> <p>Print Drivers Proposed: _____ (PCL, PS, RPCS, etc)</p> <p>Number of clients to setup: _____ Number of Servers to Setup: _____ Will the Customer be installing this device? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Observation: _____</p>		
<p><i>To ensure a smooth network installation at the customer's site, the following information should be given to the Ricoh Service Tech prior to the installation or provided to the Tech at the time of installation. It is the customer's responsibility to get this information from their IT Administrator, Computer Tech, Network Tech or Email provider.</i></p>		
Section 3	DESIRED STATE:	
<p>Manufacturer: Ricoh Model(s): _____ Do you have a Firewall? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Set Up: <input type="checkbox"/> Print <input type="checkbox"/> Fax <input type="checkbox"/> Scan to Email <input type="checkbox"/> Scan to Folder <input type="checkbox"/> LAN Fax <input type="checkbox"/> Wireless Connectivity</p> <p>Network Type: Windows Server Client: <input type="checkbox"/> XP <input type="checkbox"/> Windows 7: <input type="checkbox"/> 32 Bit <input type="checkbox"/> 64 Bit <input type="checkbox"/> @Remote Appliance Installed</p> <p><input type="checkbox"/> Macintosh OS: _____</p> <p><input type="checkbox"/> Mainframe Type: <input type="checkbox"/> UNIX <input type="checkbox"/> LINUX <input type="checkbox"/> DOS <input type="checkbox"/> Other: _____</p> <p><input type="checkbox"/> Hard Drive Surrender</p> <p>Current Unit Hard Drive Surrender included on Sales Order: Y__ / N__ (Charges will apply)</p> <p>NOTES: (Example: Would you like to maintain your current default settings on each device? If, yes please provide specifics.) _____</p>		
Section 4	PRINTING TO THE DEVICE - included in order <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
<p>Install Driver: <input type="checkbox"/> on Local Workstation Client OS: _____ Server OS: _____</p> <p>IP Address: _____ Subnet Mask: _____</p> <p>Gateway: _____ DNS: _____</p> <p>For more than one please fill out spread sheet.</p>		
Section 5	SCAN TO EMAIL - included in order <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
<p>Domain Name : _____ SMTP Name or IP Address: _____</p> <p>User Name : _____</p> <p>For more than one please fill out spread sheet.</p>		
Section 6	SCAN TO FOLDER - included in order <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
<p>Folder Path: _____</p> <p>(IT is to create a shared folder with permissions at the Host PC or Server.)</p> <p>User Name: _____ Password: _____</p> <p>(IT to provide a 'User Name with write permissions to the folder with a Password which never expires.)</p> <p>For more than one please fill out spread sheet.</p> <p style="text-align: center;">***Scan to Folder will not work with any version of Windows "Home Edition"***</p>		



Section 7

Space Requirements:

<input type="checkbox"/> 120V 15amp NEMA 5-15R	a. Distance from rear wall _____ inches
<input type="checkbox"/> 120V 20amp NEMA 5-20R	b. Distance on left side _____ inches.
<input type="checkbox"/> 220V 20amp NEMA 6-20R	c. Distance needed in front of _____ inches.
<input type="checkbox"/> 200V 15amp NEMA 6-20R	
<input type="checkbox"/> 240V 30amp NEMA 6-30R	

For Production Units (ex 8100 or C5100) Power requirement key:
 208-240V, 50/60Hz, NEMA 6-20R, Must also provide 110v for finisher

For more than one location please fill out spread sheet.

- Networked environments require a live network connection and an IT person at the location of the device prior to the arrival of the Ricoh Service Tech.
- Server and/or Workstation software installation is the responsibility of the Customer IT staff. Ricoh will assist with the installation and setup of up to five workstations.
- Any Non-Standard Application Software may not allow the device to utilize all of its features. For example: DOS, UNIX and Mainframe application software. Check with your Service Tech for specific compatibility.
- If the operating environment (as outlined in this document) changes after the date of installation resulting in connectivity or product difficulties, the customer will be charged for all labor incurred at the prevailing rate.
- The customer acknowledges to maintain a current backup of their program and data files to restore any lost data. Ricoh cannot be held responsible for any loss data.
- Due to the variety of methods used to connect the device to a computer network interface cables are not include. It is responsibility of the customer to provide the necessary interface cables at the time of the installation.
- It is the responsibility of the Customer IT staff to create, configure and manage the required network groups which will have access to the device.
- Providing the information requested and completely filling out this form will prevent some difficulties during installation.

Section 8

ORDER #: _____

Serial Number: _____

Business hours: Open: _____ Close: _____ Lunch: _____

Training Request On: N/A

Print Feature Other Solutions: _____

Copy Feature Fax Option

Scan Option Document Server

User Codes/ Authentication

Location for training/Department/floor: _____

Contact: _____ Phone Number: (____) _____ e-mail: _____

Alt. Contact: _____ Phone number: (____) _____ e-mail: _____

Notes: _____

_____	_____	_____
Customer Name	Customer signature	Date
_____	_____	_____
Ricoh Tech. Name	Tech. Signature	Date
_____	_____	_____
Ricoh Tech. Manager Name	Tech. Manager Signature	Date



- C. **MFD Maintenance and Repair Service.** The selected Offeror shall coordinate with the Commonwealth using agency to confirm and agree to the for the pickup date and delivery of equipment to off-site repair facilities, estimating turnaround time for repairs, asset tagging, management and tracking of equipment.

The selected Offeror shall conduct break/fix maintenance and all regularly scheduled maintenance for all equipment during the term of the lease. This maintenance schedule shall comply with the OEM's specified guidelines. The Offeror shall provide a central point of contact to address maintenance and repair service issues.

During normal business hours of the Commonwealth, 8:00am to 5:00pm, Monday through Friday, excluding state holidays, the Offeror shall have service technicians and the support infrastructure available to provide repairs that meet the service level agreement specified in Section VI.D.20.

The selected Offeror shall troubleshoot technical difficulties during the term of the lease. The selected Offeror shall provide online technical support and a toll-free contact number.

The selected Offeror may provide repair service and support any time outside of normal business hours, upon agreement with the Commonwealth using agency, at no additional cost.

Offeror Response:

Technical Service and Support

We provide our customers with the best solutions and products in the business, backed by the most flexible, most responsive technical service and support. Ricoh Office Services technicians support a large quantity and wide variety of technology in the field, including millions of printers and MFPs.

First and foremost, we are committed to service levels that ensure maximum uptime and productivity for Commonwealth of Pennsylvania.

We dedicate a team of certified service technicians to Commonwealth of Pennsylvania, assigning both a primary and back-up technician to each machine placed. The service team assumes total accountability for servicing the account, with each technician taking a proactive role in maintaining and repairing equipment. Our technicians effectively function independently, using all resources available to provide maximum equipment uptime with a minimum number of service calls.

We have implemented a number of programs to empower technicians to effect the most immediate and efficient repair for the client. To formulate a response plan that enables the service professional to begin work immediately after arriving at the Commonwealth of Pennsylvania site, Ricoh technicians utilize a variety of tools and resources such as interactive technical support databases, machine service history with up-to-date technical information (via @Remote, if allowable by the Commonwealth of Pennsylvania), web-based self-service options, pre-arrival telephone calls with the end user, and Predictive Maintenance information to head off potential future service incidents.

We provide incentives for our technicians to keep contracted equipment operational as long as possible and to produce the greatest number of impressions between equipment failures.

Our goal is to send the right technician at the right time with the right training, parts and skills to

service the equipment in the most efficient manner possible. Ricoh's Oracle Field Service Cloud (OFSC) is designed to match those qualities within the response radius of the customer.

Service Request and Routing System

In the event of equipment failure, if allowable by the Commonwealth of Pennsylvania, @Remote enabled devices can automatically create a service request, or Commonwealth of Pennsylvania places a service request using either a web-based service request portal, MyRicoh, or a toll-free telephone number.

Ricoh utilizes the latest technology in service request routing, Oracle Field Service Cloud (OFSC). OFSC connects directly with our network to facilitate service call placement, routing and closure. Technicians are equipped with OFSC loaded on their smart phone devices. OFSC provides fast, convenient access to parts and inventory databases, service histories, equipment schematics and more. It further enhances communication and collaboration at the point of service and, ultimately, it enables us to resolve equipment service and connectivity support requests more quickly, efficiently and effectively.

Oracle automatically passes each service request to an assigned, manufacturer-trained technician, including the customer's name, address, telephone number and problem description. The service request is assigned a unique identification number to ensure total tracking and full reporting status at all times. At this point, the technician follows a formal service response process to complete the requested service.

Responding to a Service Request

After determining the part(s) required to complete the repair, our technicians first check their car stock, which is replenished twice weekly and includes the most commonly required equipment parts based on historical usage. If the part is in the car stock, the technician completes the repair and closes the call via their handheld device.

If the part is not in the car stock, the technician has the ability to check parts availability within his or her team of technicians. If the part is not in the team's inventory, the technician initiates an Incomplete Order Process through the OFSC application. Oracle responds to the technician and initiates a Pick Ticket, noting part(s) availability at one of our Shared Distribution Centers (SDCs). If the part is available at the SDC, warehouse staff members pull the part and stage it for delivery to the technician.

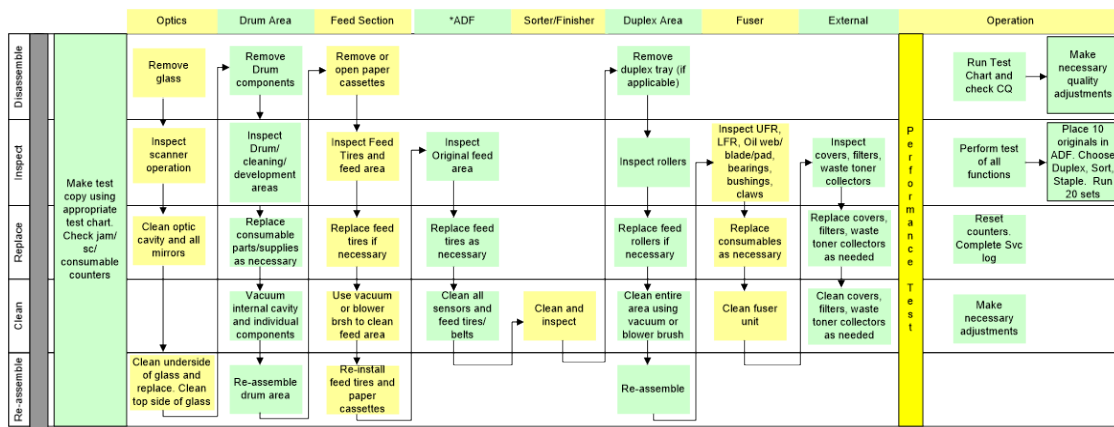
If the part is unavailable, the SDC orders it directly from the vendor, based on the priority defined *by the technician in consultation with the customer* (i.e., overnight for urgent orders; second-day or regular ground transportation for less-urgent orders). The vendor ships the order to the defined ship-to location. A technician may also request that our car stock analyst (CSA) query other SDCs for parts availability. On request, the CSA can also check for local machines that are no longer in use and have been reserved for parts availability.

When the part arrives, the technician installs it and ensures proper operation of the machine. If the repairs are then complete, the technician closes out the service call in OFSC.

Total Quality Call Procedure

Our technicians apply the following national Total Quality Call (TQC) procedure, which requires them to service the entire machine during all customer-initiated service calls—not just the area

of the machine causing the immediate problem. TQC is an extremely effective method of increasing equipment performance, by ensuring full functionality on every service request.



(Double-click on image to view large version)

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

Providing Backup Service and Support

Our technicians typically complete the repair on the first visit. However, if necessary, a technician may engage additional resources to ensure continuity of customer service. The technician may contact a Team Leader or Product Support Specialist for assistance. If the additional resources are unable to complete repairs, the technician may contact a Service Manager and arrange for immediate intervention, which may include one or more of the following remedies:

- Engineering support for repairs
- Equipment removal for extended repair
- Loaner equipment
- Replacement of equipment (with equivalent or newer model)

Loaner Unit Plan

Under this provision, if we are unable to return a nonfunctioning unit to operational condition, as defined in the agreement, loaner equipment with comparable features and capacity will be provided on request. This equipment will remain on site at no charge until the original unit is returned to operational condition or until we determine that the affected unit cannot be repaired to operational condition and advises Commonwealth of Pennsylvania as such. Arrangements for replacement equipment will be made at that time.

Customer Call Centers

Our Customer Call Centers are staffed to respond live to customer service inquiries 24 hours per day, seven days per week, including holidays. Field service offices provide customer support from 8 a.m. to 5 p.m., Monday through Friday, excluding recognized holidays. Customer services are available beyond normal business hours on a contracted, guaranteed (for limited geographic areas) and per-call, as-available basis.

A single national toll-free number provides customers in the U.S. with access to the appropriate Customer Call Center. Customers can also visit our website and select Customer Support. By doing so, they can submit a service request online, order contracted supplies online and sign up for the online meter read program. In addition, customers with active service contracts are eligible for call avoidance support on Ricoh products 24x7 via the telephone or web (click to chat).

VIII. REPORTS AND PROJECT CONTROL

The selected Offeror shall create, maintain, and execute the following plans, reports, and supporting documentation in a format agreed to by the Commonwealth. Offerors shall submit its project management methodology and/or draft plans which it proposes to use for this project. The selected Offeror must submit final plan(s) within [specified] days of receiving the notice to proceed. All plans are subject to Commonwealth approval.

A. **Project Management Plan.** The project management shall include, but not limited to, the following:

Ricoh will be subcontracting the project management duties to Adept Consulting. Adept is the premier, minority-owned (PA/DGS verified/certified SDB), Pennsylvania based technology consulting services' company with a long track record (20 years) of customer satisfaction to all CoPA agencies under the Governor's jurisdiction. Over its history, Adept has established the reputation as a hard-working, accountable, honest, and ethical vendor, and one that will always do what is right for their customers, and one that will always ensure that their project is 100% successful. During this time, Adept has managed and delivered well over 500 projects to CoPA customers, and from this, they have amassed hundreds of loyal customer references, in all CoPA agencies, who continue to support the technology services they deliver to them either daily, or by specific project year to year.

Adept has been fortunate to be awarded numerous CoPA contracts over the years, both as a prime vendor, and as a strategic subcontractor to larger technology companies, on multi-year contracts. The scope of technology services they have provided to CoPA has ranged from dedicated PMO, project management & consulting, subcontractor management, subject matter expertise (SME), application development, analysis & support, facilities management, 24x7x365 help desk/call center, technology deployments and various, diverse technical support services. For this contract, Ricoh will be utilizing services from Adept to handle project management duties.

Ricoh will rely on Adept's expertise to provide the following functions from a project management standpoint:

- Schedules and coordinates the pre-project planning meeting(s).
- Schedules and coordinates all deployment meetings through the life of the project.
- Develops a project plan using Microsoft Project.
- Develops all project documentation to be used during the project
- Ensures that the Purchase Order is processed by the VENDOR per the project plan.

- Tracks and reports on all the orders for the project to the point of delivery.
- Sets up procedures, agreed upon by the customer, to minimize Risk and Change to the project.
- Develops the roles and responsibilities for all groups involved in the project (VENDOR and customer).
- Develops the project schedule for the customer's approval. This includes all services identified on the Purchase Order.
- Works with the customer to determine and gather the information needed for the project.
- Provides reports needed for the project in a timely manner throughout the project.
- Where appropriate, schedules and coordinates Closeout/Lesson Learned meeting at the end of the project.
- Provides a point of contact from the VENDOR to the customer for all issues and escalation throughout the project.

Ricoh agrees to provide a final plan upon notice to proceed.

1. **Project Plan. The project plan must describe the scope of work for the project and how the scope will be managed. The project plan shall act as a confirmation of project scope, phasing, implementation objectives, and be detailed enough to ensure the product is delivered on time, within projected estimates, and meets all requirements as specified in the RFP. The project plan must include, but is not limited to:**

- **Project Scope Statement**
- **Scope Management Process**
- **Major Milestones /Deliverables**
- **Work Breakdown Structure (WBS)**
- **Timeline**

Ricoh and Adept will work with the Commonwealth of Pennsylvania to provide a detailed project plan which encompasses all requirements of delivery, implementation and transition of items procured under this contract. The project plan incorporates all the above required characteristics, see below for a narrative description:

Scope definition includes the standards for developing a written Statement of Work (SOW) as the basis for future project decisions including, in particular, the completion criteria used to determine if the project has been completed successfully.

Change is inevitable, and Project Managers must be concerned with influencing the factors that create scope changes to ensure those changes are beneficial, determining that a change in scope has occurred, and managing the actual changes when and if they occur. This is accomplished by strict adherence to Ricoh's change control policy and the use of the standard Change Order form to document and approve all project changes.

A Work Breakdown Structure (WBS) or Project Plan subdivides the project into the specific deliverables that will be achieved by the project; through the WBS, all project activities are tied back to specific deliverables to facilitate scope management and change control and to ensure efficiency in project activity.

The deliverables defined within the project Work Breakdown Structure (WBS) drive all project activity. Ricoh Project Managers use their experience to define and document each action necessary to achieve project deliverables and to ensure that every activity assigned to a project resource contributes to the team's ability to achieve project deliverables and customer requirements.

Activity sequencing means understanding the relationships between project activities and clearly communicating the order in which activities must be performed.

Understanding the actual work effort required as well as the resources available to accomplish project activity allows the Project Manager to more accurately estimate the amount of time to allocate for each project activity from start to finish.

With a thorough understanding of the work needed to accomplish the project, the Project Manager can analyze the information and finalize a project schedule for The Commonwealth of Pennsylvania with a high level of confidence in Ricoh's ability to successfully implement the solution in the promised timeframe.

Throughout the course of the project, the Ricoh Project Manager will monitor actual project performance and continually compare it to the original schedule, taking early corrective action when issues arise to ensure that deliverables are not delayed. In addition, the Project Manager will incorporate changes in scope and analyze the effect on the project schedule.

2. **Requirements Management Plan. The requirements management plan must describe the process and approach to manage and address requirements throughout the life of the project. The requirements management plan shall include:**

- **Requirements Management Process**
- **Roles and Responsibilities**
- **Requirements Traceability Matrix (RTM)**

Ricoh and Adept agree to document and supply (as requested) the risk management plan to the Commonwealth of Pennsylvania. The project plan incorporates all the above required characteristics, see below for a narrative description:

The team performs a needs analysis of the customer based on usage, color needs and other business requirements. Those requirements are documented and recommendations are made to the Commonwealth of Pennsylvania.

Once the recommendations are accepted, the Ricoh devices are ordered where the Commonwealth of Pennsylvania will have the opportunity to evaluate the

equipment to assure the devices meet the requirements previously described. Any changes to the equipment, will be addressed and documented via the Change Order.

When the project begins, the Project Manager is tasked with gathering all necessary resources from Adept, Ricoh and the Commonwealth of Pennsylvania. The resources will be put into a Resource Matrix, which provides the contact information as well as the roles and responsibilities. The Resource Matrix is provided to both project teams for reference.

3. Risk Management Plan. The risk management plan must describe the approach used to manage risk throughout the life of the project, how contingency plans are implemented, and how project reserves are allocated to handle the risks. The plan will include the methods for identifying risks, tracking risks, documenting response strategies, and communicating risk information. The risk management plan shall include:

- Risk Management Process
- Roles and Responsibilities
- Rules/Procedures
- Risk Impact Analysis Approach
- Tools

Ricoh and Adept agree to document and supply (as requested) the risk management plan to the Commonwealth of Pennsylvania. We will collectively work to develop and implement a risk management plan for this contract.

The **risk management** plan incorporates all the above required characteristics, see below for a narrative description:

Beginning in the Discovery phase, Risk Management Planning is a conscious effort of defining how to address potential risks within the project and what to do about them. Ensuring that the degree, type, and visibility of risk is appropriate to the complexity of the project and to the importance of the project within The Commonwealth of Pennsylvania's organization.

We will identify risk, document the characteristics of each risk, and determine which risks are likely to affect the project. The Project Manager will complete a Risk Statement for The Commonwealth of Pennsylvania review and discussion; Risk Statements evolve over the course of the project and will be reviewed periodically because new risks are often identified as the project progresses through its lifecycle.

Planning Risk Responses consists of identifying and evaluating the various methods needed to mitigate high and moderate risks. This aids the Project Manager in developing the action plans necessary to handle individual risks if they occur, and helps the project team select the risk response that is most appropriate, including:

Avoidance - Eliminating a specific threat, usually by eliminating the cause. The project management team can never eliminate all risk, but specific risk events can often be eliminated.

Mitigation - Reducing the expected monetary value of a risk by reducing the probability of occurrence, reducing the risk event value.

Acceptance - Accepting the consequences. Acceptance can be active (develop a contingency plan to execute should the risk event occur) or passive (accept less profit if some activities overrun).

Finally the Project Manager tracks the identified risks, continues to implement risk response plans, and documents any new risk in accordance with the Risk Management Plan throughout the project lifecycle to ensure success.

We will conduct a Risk Analysis; ranking risks based on their probability of occurrence and predicted impact on the project. Taking into consideration other factors such as the timeframe for response, The Commonwealth of Pennsylvania's risk tolerance, project schedule, and quality. This analysis allows the Project Manager to adjust for bias or perceptions about risks and then prioritize them based on a numerical scale.

A Risk Management Plan Document will be provided as needed.

4. **Issue Management Plan. The issue management plan must describe the approach for capturing and managing issues throughout the life of the project to ensure the project is moving forward and avoids unnecessary delays. The issues management plan shall include:**

- **Issues Management Approach**
- **Roles and Responsibilities**
- **Tools**

Ricoh and Adept agree to document and supply (as requested) the issue management plan to the Commonwealth of Pennsylvania. The issues management plan incorporates all the above required characteristics, see below for a narrative description:

As issues arise, the Project Manager will document the issue, assign the appropriate project resource for resolution, with timelines and follow through until issues are resolved. If issues are not completed within the timeline established, the Project Manager will escalate the issue to the appropriate Leadership for assistance in getting a resolution.

An Issue Log is created and maintained by the Project Manager throughout the project.

5. **Change Control Management Plan. The change control management plan must describe the approach to effectively manage changes throughout the life of a project. The plan will include the process to track change requests from submittal to final disposition (submission, coordination, review, evaluation, categorization), the method used to communicate change requests and their status (approved, deferred, or rejected), the escalation process if changes cannot be resolved by the review team, and the process for project re-baselining. The change control management plan shall include:**

- **Change Management Process**

- **Roles and Responsibilities**
- **Rules/Procedures**
- **Change Impact Analysis Approach**
- **Tools**

Ricoh and Adept agree to document and supply (as requested) the change control management plan to the Commonwealth of Pennsylvania. The change control management plan incorporates all the above required characteristics, see below for a narrative description:

Change is inevitable, and Project Managers must be concerned with influencing the factors that create scope changes to ensure those changes are beneficial, determining that a change in scope has occurred, and managing the actual changes when and if they occur. Any change to scope or time is documented via standard Change Order forms and reviewed by Project Stakeholders. The change must be approved by all parties before the change can be implemented. All Change Orders are documented and copies provided to the Commonwealth of Pennsylvania.

6. **Communications Management Plan. The communication management plan must describe the communications process that will be used throughout the life of the project. The process must include the tools and techniques that will provide timely and appropriate generation, collection, distribution, storage, retrieval and disposition of project information. The communications management plan shall include:**

- **Communications Management Process**
- **Roles and Responsibilities**
- **Reporting Tools and Techniques**
- **Meeting Types and Frequency**

Ricoh and Adept agree to document and supply (as requested) the communications management plan to the Commonwealth of Pennsylvania. The communications management plan incorporates all the above required characteristics, see below for a narrative description:

In order to ensure project success, it is critical to identify all people or organizations that will be impacted by the project, and clearly understand their interests, involvement, and their impact on project success. Project Managers gather this information early to ensure that the project is effectively communicated from the very beginning. Our Project Managers will communicate to each stakeholder or group of stakeholders according to their needs and level of involvement in the project, addressing issues as they occur, creating transparency into project activities, and ensuring that stakeholders are all “on the same page.”

Communications planning involves determining the information and communication needs of The Commonwealth of Pennsylvania: who needs what information, when will they need it, and how will it be given to them. This plan is documented using a standard Communications Plan template and distributed to all key project stakeholders.

The Communication Plan will include dates and times for the Weekly Status calls, the frequency of those calls as well as the frequency and day the Status Reports will be distributed. The plan will also include the escalation plan for the various components of the project for any issue that require escalation.

7. **Quality Management Plan.** The quality management plan must describe the approach used to address Quality Assurance (QA) and Quality Control (QC) throughout the life of the project. The quality management plan should identify the quality processes and practices including the periodic reviews, audits and the testing strategy for key deliverables. The plan should also include the criteria by which quality is measured, the tolerances required of product and project deliverables, how compliance is measured, and the process for addressing those instances whenever quality measures are out of tolerance or compliance. The quality management plan will include:

- Quality Management Process
- Roles and Responsibilities
- Tools
- Quality Standards

Ricoh and Adept agree to document and supply (as requested) the quality management plan to the Commonwealth of Pennsylvania. The quality plan incorporates all the above required characteristics, see below for a narrative description:

Once the Project Plan/Implementation Schedule has been established, Ricoh will deliver devices to a location identified by Commonwealth of Pennsylvania. Testing of the equipment should include basic device functionality. Installation of each device will be coordinated by the Project Manager with the local Ricoh Technicians. Each location of Commonwealth of Pennsylvania will not be “closed” until quality assurance has been validated by the Commonwealth or Pennsylvania. Any issues that arise will be documented via the Issue Log and followed through to resolution.

8. **Time Management Plan.** The time management plan must describe the process for controlling the proposed schedule and how the achievement of tasks and milestones will be identified and reported. The plan must also detail the process to identify, resolve, and report resolution of problems such as schedule slippage. The time management plan will include:

- Time Management Process
- Role and Responsibilities
- Tools and Techniques
- Work Plan

Ricoh and Adept agree to document and supply (as requested) the time management plan to the Commonwealth of Pennsylvania. The time management plan incorporates all the above required characteristics, see below for a narrative description:

During the Design Phase of the project, the Project Manager will use the information gathered during the Discovery Phase of the project, ie, locations,

local contacts, Ricoh Service resources, device information, constraints and put them into a Project Plan and/or Implementation Guideline. The plan and guideline are key deliverables that must be approved by the Commonwealth of Pennsylvania before implementation will begin.

Throughout the course of the project, the Project Manager will monitor actual project performance and continually compare it to the original schedule, taking early corrective action when issues arise to ensure that deliverables are not delayed. In addition, the Project Manager will incorporate changes in scope and analyze the effect on the project schedule.

The schedule is reviewed as a regular agenda item and updated in the status report.

Where appropriate, a PERT or GANTT chart display should be used to show project, task, and time relationship.

Offeror Response:

Ricoh and Adept agree to document and supply (where appropriate) a PERT or GANTT chart display to show project, task and time relationship.

- B. IT Service Management. Offeror(s) shall describe its service management methodology its uses to deliver service to its customers. Identify any industry best practices or standards its service management methodology is based. IT Service management shall include strategic approach directed by policies and incorporated in processes and supporting procedures that are performed to plan, deliver, operate, control, and improve IT services offered to customers. Offeror shall describe tools used for service management to include any integration of automated tools. Offeror shall include as part of its proposal any service management plan(s) which will be utilized to deliver, operate, control, and improve the services as described in this RFP.**

Offeror Response:

We provide our customers with the best solutions and products in the business, backed by the most flexible, most responsive technical service and support. Ricoh Office Services technicians support a large quantity and wide variety of technology in the field, including millions of printers and MFPs.

First and foremost, we are committed to service levels that ensure maximum uptime and productivity for Commonwealth of Pennsylvania.

We dedicate a team of certified service technicians to Commonwealth of Pennsylvania, assigning both a primary and back-up technician to each machine placed. The service team assumes total accountability for servicing the account, with each technician taking a proactive role in maintaining and repairing equipment. Our technicians effectively function independently, using all resources available to provide maximum equipment uptime with a minimum number of service calls.

We have implemented a number of programs to empower technicians to effect the most immediate and efficient repair for the client. To formulate a response plan that enables the service professional to begin work immediately after arriving at the Commonwealth of Pennsylvania site, Ricoh technicians utilize a variety of tools and

resources such as interactive technical support databases, machine service history with up-to-date technical information (via @Remote), web-based self-service options, pre-arrival telephone calls with the end user, and Predictive Maintenance information to head off potential future service incidents.

We provide incentives for our technicians to keep contracted equipment operational as long as possible and to produce the greatest number of impressions between equipment failures.

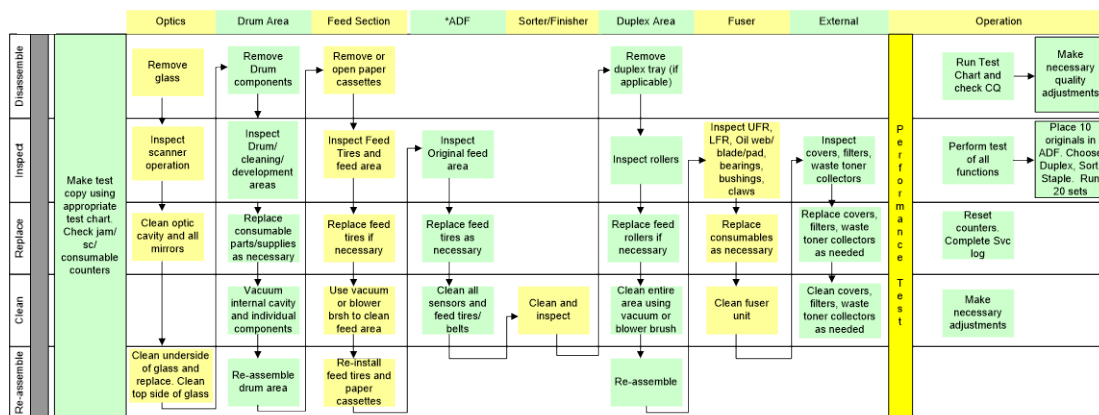
Our goal is to send the right technician at the right time with the right training, parts and skills to service the equipment in the most efficient manner possible. Ricoh's Oracle Field Service Cloud (OFSC) is designed to match those qualities within the response radius of the customer.

We provide the described on-site service support during routine business hours. We can also provide after-hours service in all major markets and select nonmetropolitan areas for an additional fee. Ricoh's extensive dealer network is also available for support, adding more than 7,000 trained technicians across the country to the Ricoh service network.

Total Quality Call Procedure

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

The following diagram illustrates the TQC procedure.



(Double-click on image to view large version)

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

Oracle Field Service Cloud

Our OFSC (Oracle Field Service Cloud) application, accessible from the field technician's smart phone device, represents the latest innovation in customer support—and the industry's first tool for delivering real-time access to business-critical data at the point of service. With OFSC, our technicians use state-of-the-art wireless technology to get the information they need when and where they need it. OFSC provides fast, convenient access to parts and inventory databases, service histories, equipment schematics and more. It further enhances communication and collaboration at the point of service and, ultimately, it enables us to resolve equipment service and connectivity support requests more quickly, efficiently and effectively. The application optimizes the technicians' schedule by applying business rules such as SLA requirements, skill sets, availability, parts required, travel time forecast and service time forecasts. OFSC provides us with enhanced capabilities to maximize efficiency enterprise wide with a patented algorithm that considers millions and millions of possible combinations of employees and jobs in mere minutes and is able to route 10,000 appointments in just four minutes. OFSC capabilities include:



- Learning and adapting to each individual technician
- Assigning completion times based on historical data
- Providing more accurate job duration times
- Allowing technicians to search teammates' inventory for a needed part to increase call completion at first visit

With so much valuable data at their fingertips, our team of approximately 5,000 field technicians in the U.S. and Canada can deliver unparalleled levels of on- and off-site support and dramatically increase first-call resolution of service requests. That translates to some important advantages for Commonwealth of Pennsylvania:

- Improved office efficiency
- Increased service speed
- Enhanced communications

Our customers rely on our field technicians to have a true understanding of their operations, applications and equipment performance requirements. Now our technicians have a powerful tool that will allow them to meet—and exceed—those expectations like never before. OFSC is just the latest reason why thousands of companies count on us for industry-leading customer service and support.

Service Management Methodology

Ricoh incorporates ITIL principles in our service management methodology. For more information on how this is done, please see item (b) on page 7.

- C. Quarterly Reports. The selected Offeror shall submit to the Commonwealth contract administrator a quarterly report, within ten (10) business days following the end of the reporting period, detailing the purchasing, or leasing volume by the Commonwealth and its using agencies. The report shall include all COSTARS political subdivisions and university purchases as well as any “piggyback” purchase by other state (non-PA) entities. A consistent reporting mechanism is required to be used by the selected Offeror and shall include, at a minimum, the following:
- Summary report of purchases by the using agency, including item description, item number, serial number, receipt date of the purchase order, the delivery date of the equipment, subtotals by segment and agency, and the total for the Commonwealth.
 - Performance report indicating average delivery time for equipment, percentage of orders that were shipped incorrectly, failure rates (‘dead on arrival’), and percentage of deliver orders resulting in a backordered items.
 - Customer satisfaction report detailing the performance of the selected Offeror in the areas of quality assurance, accuracy of equipment shipped/received, professionalism, flexibility, competence, timeliness of delivery, and response to questions.

Offeror Response:

Ricoh agrees to provide the reports as outlined above and in the time frame designated.

- D. Monthly Reports. The selected Offeror shall provide the following monthly reports, within ten (10) business days following the end of the reporting period:
- a. Service Level Reporting using the SLA metrics for up-time, on-time, and fix-time for each using agency.
 - b. Response time and fix-time, by using agency, including incident address, model number, serial number, problem summary, call date and time, response date and time, fix date and time, and resolution summary.
 - c. Repeat request, by using agency, including the serial number for any MFDs having three (3) or more service requests on a rolling thirty-day period as described in Section VI.C.17.
 - d. Repeat request, by using agency, including the serial number for any MFDs having five (5) or more service requests on a rolling sixty-day period as described in Section VI.C.17.

Offeror Response:

Ricoh agrees to provide the reports as outlined above and in the time frame designated.

- E. **Device Usage Reports.** The selected Offeror shall provide a device usage report at the request of the Commonwealth or using agency once per quarter per agency, within ten (10) business days following the request or end of the reporting period. The report shall, include at a minimum, the volume printed by device serial number, segment, and using agency. See Appendix D, Device Usage Reports Sample for additional information.

Offeror Response:

Ricoh agrees to provide the device usage report including the volume printed by device serial number, segment and using agency as requested and in the time frame designated.

- F. **Problem Identification Report.** An “as required” report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Offeror recommendations with supporting rationale.

Offeror Response:

Ricoh agrees to provide a problem identification report as required and when requested by the Commonwealth of Pennsylvania.

- I. **Objections and Additions to Standard Contract Terms and Conditions.** The Offeror will identify which, if any, of the service levels in Appendix, C MFD Service Level Agreements, that it would like to negotiate. The Offeror’s failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office’s sole discretion, would be in the best interest of the Commonwealth. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the service level agreements. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for this RFP. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror’s, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in the terms and conditions or the service level agreements. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in the terms and conditions contained in the Buyer Attachment section or to other provisions of the RFP.

Offeror Response:

Ricoh agrees and takes no exceptions.

Trade Secret/Confidential Proprietary Information Notice

Instructions:

The Commonwealth may not assert on behalf of a third party an exception to the public release of materials containing information believed to be exempt from public disclosure, including trade secrets or confidential proprietary information, unless the materials are accompanied, at the time they are submitted, by this form or a document containing similar information. In addition, in order to protect the safety and security of individuals, infrastructure, and information technology systems, the Commonwealth requires third parties to designate as confidential any information submitted by the third parties that, if disclosed, would be reasonably likely to jeopardize safety or security.

It is the responsibility of the party submitting this form to ensure that all statements and assertions made below are legally defensible and accurate. The Commonwealth will not provide a submitting party any advice with regard to Pennsylvania's *Right-to-Know Law*, [65 P.S. §§ 67.101—67.3104](#), or laws relating to trade secret or confidential proprietary information.

Name of submitting party:

Contact information for submitting party:

Please provide a brief overview of the materials that you are submitting (e.g. bid proposal, quote, grant application, statement of work, technical schematics):

Please provide a brief explanation of why the materials are being submitted to the Commonwealth (e.g. response to bid, RFP or RFQ #12345, application for grant XYZ being offered by the Department of Health, documents required to be submitted under law ABC):

Please indicate if any information has been included that you believe is exempt from public disclosure by checking the appropriate box below: *(Note: Financial information submitted in response to an RFP or IFB to demonstrate economic capability is exempt from public disclosure in accordance with Section 708(b)(26) of the Right-to-Know Law, 65 P.S. 67.708(b)(26)).*

- No information has been included that I believe is exempt from public disclosure.
- Information has been included that I believe is exempt from public disclosure.

Please provide a list detailing which portions of the material being submitted you believe are exempt from public disclosure. This includes trade secret, confidential or proprietary information, or information that if disclosed would be reasonably likely to jeopardize the safety or security of an individual, infrastructure, or information technology system. Please provide an explanation of why you think those materials constitute a trade secret, confidential or proprietary information, or why disclosure of those materials would be reasonably likely to jeopardize safety or security. Also, please mark the submitted material in such a way to allow a reviewer to easily distinguish between the parts referenced below. (You may attach additional pages if needed)

Note: Without substantial justification, the following information will not be considered a trade secret or confidential proprietary information:

- Any information submitted as part of a vendor’s cost response.
- Information submitted as part of a vendor’s technical response or statement of work that does not implicate safety and security, or pertain to specific business practices or product specification.
- Information submitted as part of a vendor’s technical or small diverse business and small business response that is otherwise publicly available or otherwise easily obtained.
- Information detailing the name, quantity, and price paid for any product or service being purchased by the Commonwealth.

<u>Page Number</u>	<u>Description</u>	<u>Explanation</u>

Acknowledgment

The undersigned party hereby agrees that it has read and completed this form, and has marked the material being submitted in accordance with the instructions above. The undersigned party acknowledges that the Commonwealth is not liable for the use or disclosure of trade secret, confidential or proprietary information, or information that if disclosed would be reasonably likely to jeopardize the safety or security of an individual, infrastructure or information technology system, where that data or information has not been clearly marked as such, and which was not accompanied by a specific explanation included with this form.

The undersigned agrees to defend any action seeking release of the materials it believes to be trade secret, confidential or proprietary, or would be reasonably likely to result in a safety or security risk if disclosed. The undersigned also agrees to indemnify and hold harmless the Commonwealth, its agents and employees, from any judgments awarded against the Commonwealth in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives so long as the Commonwealth has possession of the submitted material, and will apply to all costs unless and until the undersigned provides a written statement or similar notice to the Commonwealth stating that it no longer wishes to exempt the submitted material from public disclosure.

The undersigned acknowledges that the Commonwealth is required to keep all records for at least as long as specified in its published records retention schedule.

The undersigned acknowledges that the Commonwealth reserves the right to reject the undersigned's claim that the information is trade secret, confidential, proprietary or is reasonably likely to result in a safety or security risk if disclosed, if the Commonwealth determines that the undersigned has not met the burden of establishing that the information constitutes a trade secret, confidential, or is otherwise exempt. The undersigned also acknowledges that if only a certain part of the submitted material is found to constitute a trade secret, is confidential or proprietary, or is otherwise exempt, the remainder of the submitted material will become public; only the protected information will be removed and remain nonpublic.

If being submitted electronically, the undersigned agrees that the mark below is a valid electronic signature.

Signature

Title

Date

IRAN FREE PROCUREMENT CERTIFICATION FORM

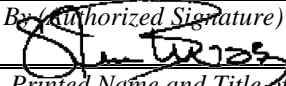
(Pennsylvania’s Procurement Code Sections 3501-3506, 62 Pa.C.S. §§ 3501-3506)

To be eligible for an award of a contract with a Commonwealth entity for goods or services worth at least \$1,000,000 or more, a vendor must either: a) certify it is **not** on the current list of persons engaged in investment activities in Iran created by the Pennsylvania Department of General Services (“DGS”) pursuant to Section 3503 of the Procurement Code **and** is eligible to contract with the Commonwealth under Sections 3501-3506 of the Procurement Code; or b) demonstrate it has received an exception from the certification requirement for that solicitation or contract pursuant to Section 3503(e).

To comply with this requirement, please insert your vendor or financial institution name and complete **one** of the options below. Please note: Pennsylvania law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Section 3503 of the Procurement Code.)

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is **not** on the current list of persons engaged in investment activities in Iran created by DGS **and** is eligible to contract with the Commonwealth of Pennsylvania Sections 3501-3506 of the Procurement Code.

<i>Vendor Name/Financial Institution (Printed)</i> Ricoh USA, Inc.	
<i>By (Authorized Signature)</i> 	
<i>Printed Name and Title of Person Signing</i> Steve Bissey, National Director, State & Local Government	<i>Date Executed</i> 5/01/18

OPTION #2 – EXEMPTION

Pursuant to Procurement Code Section 3503(e), DGS may permit a vendor/financial institution engaged in investment activities in Iran, on a case-by-case basis, to enter into a contract for goods and services.

If you have obtained a written exemption from the certification requirement, please fill out the information below, and attach the written documentation demonstrating the exemption approval.

<i>Vendor Name/Financial Institution (Printed)</i>	
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>

DOMESTIC WORKFORCE UTILIZATION CERTIFICATION

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

I, Nat'l Dir., State & Local Gov't [title] of Ricoh USA, Inc. [name of Contractor] a Ohio [place of incorporation] corporation or other legal entity, ("Contractor") located at 70 Valley Stream Parkway, Malvern PA 19355 [address], having a Social Security or Federal Identification Number of 23-0334400, do hereby certify and represent to the Commonwealth of Pennsylvania ("Commonwealth") (Check one of the boxes below):

All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Armenia, Aruba, Austria, Belgium, Bulgaria, Canada, Chinese Taipei, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

OR

_____ percent (____ %) [Contractor must specify the percentage] of the direct labor performed within the scope of services under the contract will be performed within the geographical boundaries of the United States or within the geographical boundaries of one of the countries listed above that is a party to the World Trade Organization Government Procurement Agreement. Please identify the direct labor performed under the contract that will be performed outside the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement and identify the country where the direct labor will be performed: _____

[Use additional sheets if necessary]

The Department of General Services [or other purchasing agency] shall treat any misstatement as fraudulent concealment of the true facts punishable under Section 4904 of the *Pennsylvania Crimes Code*, Title 18, of Pa. Consolidated Statutes.

Attest or Witness:

Beth Wheeler 5/02/18
Signature/Date

Beth Wheeler, Sr. Contract + Pricing Analyst
Printed Name/Title

Ricoh USA, Inc.

Corporate or Legal Entity's Name

Steve Bissey 5/02/18
Signature/Date

Steve Bissey, National Director, State & Local Government
Printed Name/Title

LOBBYING CERTIFICATION FORM

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, Disclosure of Lobbying Activities, which can be found at:

<http://www.whitehouse.gov/sites/default/files/omb/assets/omb/grants/sfillin.pdf>

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed under *Section 1352, Title 31, U. S. Code*. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than **\$100,000** for such failure.

SIGNATURE:  _____

TITLE: National Director, State & Local Government DATE: 5/01/18

RECIPROCAL LIMITATIONS ACT REQUIREMENTS

Please Complete Applicable Portion of Pages 3 & 4 and Return with Bid.

NOTE: These Requirements Do Not Apply To Bids Under \$10,000.00

I. REQUIREMENTS

- A.** The Reciprocal Limitations Act requires the Commonwealth to give preference to those bidders offering supplies produced, manufactured, mined or grown in Pennsylvania as against those bidders offering supplies produced, manufactured, mined or grown in any state that gives or requires a preference to supplies produced, manufactured, mined or grown in that state. The amount of the preference shall be equal to the amount of the preference applied by the other state for that particular supply.

The following is a list of states which have been found by the Department of General Services to have applied a preference for in-state supplies and the amount of the preference:

	STATE	PREFERENCE
1.	Alaska	7% (applies only to timber, lumber, and manufactured lumber products originating in the state)
2.	Arizona	5% (construction materials produced or manufactured in the state only)
3.	Hawaii	10%
4.	Illinois	10% for coal only
5.	Iowa	5% for coal only
6.	Louisiana	4% meat and meat products 4% catfish 10% milk & dairy products 10% steel rolled in Louisiana 7% all other products
7.	Montana	5% for residents * 3% for non-residents* *offering in-state goods, supplies, equipment and materials
8.	New Mexico	5%
9.	New York	3% for purchase of food only
10.	Oklahoma	5%
11.	Virginia	4% for coal only
12.	Washington	5% (fuels mined or produced in the state only)
13.	Wyoming	5%

- B.** The Reciprocal Limitations Act requires the Commonwealth to give preference to those bidders offering printing performed in Pennsylvania as against those bidders offering printing performed in any state that gives or requires a preference to printing performed in that state. The amount of the preference shall be equal to the amount of the preference applied by the other state for that particular category of printing.

The following is a list of states which have been found by the Department of General Services to have applied a preference for in-state printing and the amount of the preference:

	STATE	PREFERENCE
1.	Hawaii	15%
2.	Idaho	10%
3.	Louisiana	3%
4.	Montana	8%
5.	New Mexico	5%
6.	Wyoming	10%

- C.** The Reciprocal Limitations Act, also requires the Commonwealth to give resident bidders a preference against a nonresident bidder from any state that gives or requires a preference to bidders from that state or exclude bidders from states that exclude nonresident bidders. The amount of the preference shall be equal to the amount of the preference applied by the state of the nonresident bidder. The following is a list of the states which have been found by the Department of General Services to have applied a preference for in-state bidders and the amount of the preference:

STATE	PREFERENCE
1. Alaska	5% (supplies only)
2. Arizona	5% (construction materials from Arizona resident dealers only)
3. California	5% (for supply contracts only in excess of \$100,000.00)
4. Connecticut	10% (for supplies only)
5. Montana	3%
6. New Mexico	5% (for supplies only)
7. South Carolina	2% (under \$2,500,000.00) 1% (over \$2,500,000.00)
	This preference does not apply to construction contracts nor where the price of a single unit exceeds \$10,000.
8. West Virginia	2.5% (for the construction, repair or improvement of any buildings)
9. Wyoming	5%

STATE	PROHIBITION
1. New Jersey	For supply procurements or construction projects restricted to Department of General Services Certified Small Businesses, New Jersey bidders shall be excluded from award even if they themselves are Department of General Services Certified Small Businesses.

D. The Reciprocal Limitations Act also requires the Commonwealth not to specify, use or purchase supplies which are produced, manufactured, mined or grown in any state that prohibits the specification for, use, or purchase of such items in or on its public buildings or other works, when such items are not produced, manufactured, mined or grown in such state. The following is a list of the states which have been found by the Department of General Services to have prohibited the use of out-of-state supplies:

STATE	PROHIBITION
1. Alabama	Only for printing and binding involving "messages of the Governor to the Legislature", all bills, documents and reports ordered by and for the use of the Legislature or either house thereof while in session; all blanks, circulars, notices and forms used in the office of or ordered by the Governor, or by any state official, board, commission, bureau or department, or by the clerks of the supreme court . . . /and other appellate courts/; and all blanks and forms ordered by and for the use of the Senate and Clerk or the House of Representatives, and binding the original records and opinions of the Supreme Court . . . /and other appellate courts/
2. Georgia	Forest products only
3. Indiana	Coal
4. Michigan	Printing
5. New Mexico	Construction
6. Ohio	Only for House and Senate bills, general and local laws, and joint resolutions; the journals and bulletins of the Senate and house of Representatives and reports, communications, and other documents which form part of the journals; reports, communications, and other documents ordered by the General Assembly, or either House, or by the executive department or elective state officers; blanks, circulars, and other work for the use of the executive departments, and elective state officers; and opinions of the Attorney General.
7. Rhode Island	Only for food for state institutions.

*If the bid discloses that the bidder is offering to supply one of the above-listed products that is manufactured, mined, or grown in the listed state, it shall be rejected. Contractors are prohibited from supplying these items from these states.

II. CALCULATION OF PREFERENCE

In calculating the preference, the amount of a bid submitted by a Pennsylvania bidder shall be reduced by the percentage preference which would be given to a nonresident bidder by its state of residency (as found by the Department of General Services in Paragraph C_{above}). Similarly, the amount of a bid offering Pennsylvania goods, supplies, equipment or materials shall be reduced by the percentage preference which would be given to another bidder by the state where the goods, supplies, equipment or materials are produced, manufactured, mined or grown (as found by the Department of General Services in Paragraphs A and B above).

THIS FORM MUST BE COMPLETED AND RETURNED WITH THE BID

III. STATE OF MANUFACTURE

All bidders must complete the following chart by listing the name of the manufacturer and the state (or foreign country) of manufacture for each item. If the item is domestically produced, the bidder must indicate the state in the United States where the item will be manufactured. **This chart must be completed and submitted with the bid or no later than two (2) business days after notification from the Issuing Office to furnish the information. Failure to complete this chart and provide the required information prior to the expiration of the second business day after notification shall result in the rejection of the bid.**

ITEM NUMBER	NAME OF MANUFACTURER	STATE (OR FOREIGN COUNTRY) OF MANUFACTURE
MP305SPF	Ricoh Corp	China
MP301SPF	Ricoh Corp	China
MP2555, MP3055, MP3555	Ricoh Corp	Thailand
MP4055, MP5055, MP6055	Ricoh Corp	Thailand
MP6503, MP7503	Ricoh Corp	Japan
MPC401SR	Ricoh Corp	China
MPC3004	Ricoh Corp	China
MPC4504	Ricoh Corp	China

IV. BIDDER'S RESIDENCY

A. In determining whether the bidder is a nonresident bidder from a state that gives or requires a preference to bidders from that state, the address given on the first page of this invitation to bid shall be used by the Commonwealth. If that address is incorrect, or if no address is given, the correct address should be provided in the space below:

Correct Address: _____

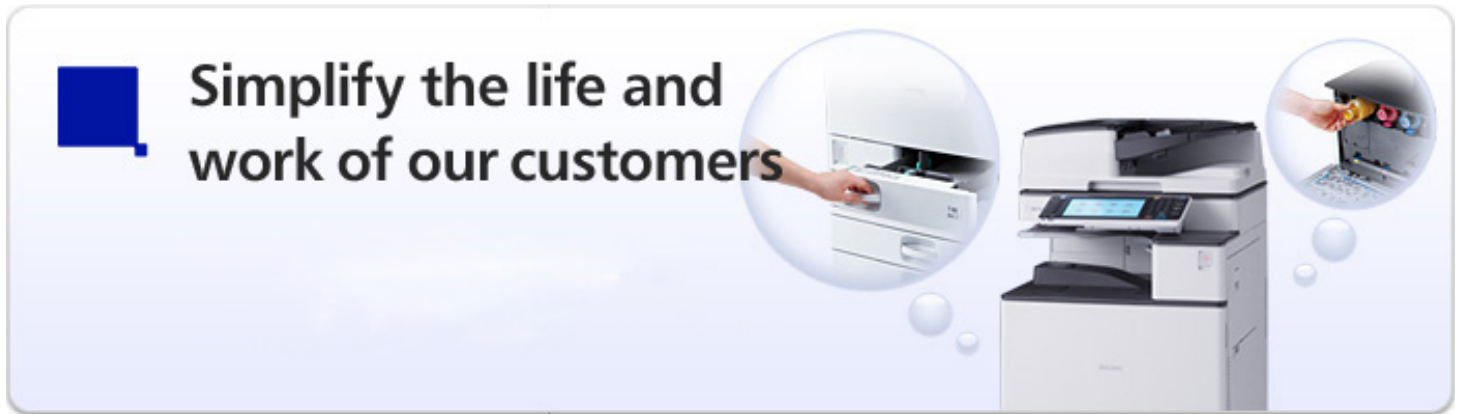
- B.** In order to claim the preference provided under Section I.B., Pennsylvania resident bidders must complete the following or have such information on file with the Issuing Office:
1. Address of bidder's bona fide establishment in Pennsylvania at which it was transacting business on the date when bids for this contract/requisition were first solicited: 70 Valley Stream Parkway, Malvern, PA 19355
 2. **a.** If the bidder is a corporation:
 - (1) The corporation is or is not incorporated under the laws of the Commonwealth of Pennsylvania.
 - (a) If the bidder is incorporated under the laws of the Commonwealth of Pennsylvania, provide date of incorporation: _____
 - (b) If the bidder is not incorporated under the laws of the Commonwealth of Pennsylvania, it must have a certificate of authority to do business in the Commonwealth of Pennsylvania from the Pennsylvania Department of State as required by the Pennsylvania Business Corporation Law (15 P.S. §2001). Provide date of issuance of certificate of authority: 3/26/1956
 - (2) The corporation is or is not conducting business in Pennsylvania under an assumed or fictitious name. If the bidder is conducting business under an assumed or fictitious name, it must register the fictitious name with the Secretary of the Commonwealth and the office of the prothonotary of the county wherein the registered office of such corporation is located as required by the Fictitious Corporate Name Act, as amended 15 P.S. §51 et seq. Corporate bidders conducting business under an assumed or fictitious name must provide date of registry of the assumed or fictitious name: _____
 - b.** If the bidder is a partnership:
 - (1) The partnership is or is not conducting business in Pennsylvania under an assumed or fictitious name. If the bidder is conducting business under an assumed or fictitious name, it must file with the Secretary of the Commonwealth and the office of the prothonotary the county wherein the principal place of business is located as required by the Fictitious Name Act of May 24, 1945, P.L. 967, as amended 54 P.S. §28.1. Partnerships conducting business under an assumed or fictitious name must provide the date of filing of the assumed or fictitious name with the Secretary of the Commonwealth: _____
 - (2) The partnership is or is not a limited partnership formed under the laws of any jurisdiction other than the Commonwealth of Pennsylvania. If the bidder is an Out-of-state limited partnership, it must register with the Pennsylvania Department of State as required by the Act of July 10, 1981, P.L. 237, as amended, 59 Pa. C.S.A. §503. Out-of-state limited partnerships must provide the date of registry with the Pennsylvania Department of State: _____
 - c.** If the bidder is an individual:

He or she is or is not conducting business under an assumed or fictitious name. If the bidder is conducting business under an assumed or fictitious name, he or she must file with the Secretary of the Commonwealth and the office of the prothonotary in the county wherein the principal place of business is located as required by the Fictitious Name Act of May 24, 1945, P.L. 967, as amended, 54 P.S. §28.1. Individuals conducting business under an assumed or fictitious name must provide the date of filing of the assumed or fictitious name with the Secretary of the Commonwealth: _____

Ricoh Accessibility...

Driving Sustainability
for Our Future.





The Ricoh Accessibility Mission

As a leader in accessible document imaging products, the RICOH® mission is to enable the workgroup to maximize productivity through the use of accessible technology. By utilizing software utilities and networked solutions, Ricoh has streamlined document workflow by making advanced features accessible to all.

With the belief that accessibility is essential to more productive, user-friendly products, Ricoh Americas Corporation has engaged Georgia Tech Research Institute to assist in establishing a higher standard of compliance with Section 508. The Institute is the architect of assessment methodology, assisting manufacturers and procurement officials in determining the accessibility of Electronic and Information Technology (E & IT) products.

Ricoh will inaugurate accessibility standards that help users maximize the accessibility of office automation technology.

Simplify the life and work of our customers

Ricoh's objective is to create products that may be utilized by an all-inclusive customer base, comprised of all members of the global community, regardless of age or disability. Our intent is to illustrate one of our Core Values, to simplify the life and work of our customers, by continually improving Accessibility in our design, our features and our applications.

This means going beyond compliance with both U.S. and Japanese laws and regulations. It means working with vertical associations to determine the functions needed to meet and exceed requirements in each country and conducting our own independent research regarding productive work environments for every employee.

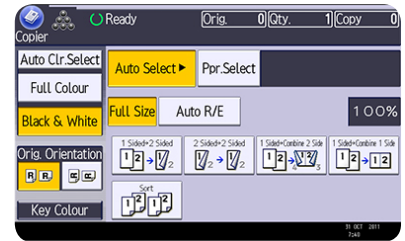
Ricoh has been innovative in inaugurating accessibility standards that help enhance the overall functionality – not restrict it. Our mission is to have compatibility with personal assistive technologies and devices and to provide accommodations for major impairment conditions.



Simplified Display



Our simplified display unit has fewer functions to choose from, making operations easier for anyone who is sight impaired. Major functions are indicated by larger 5mm characters in prominent colors that stand out from the rest of the display panel.



Easy Sliding Trays



Our paper trays are lightweight and can be opened by both normal and reverse grip, making accessibility easier. Loading the paper becomes a much simpler task when the operator doesn't have to bend to replace paper.



Easy Operation Capability



By reducing the height of our multifunctional printer, placing original documents and operation of the device is easy for the people seated in wheelchairs. Additionally, the automatic document feeder can be closed, without the user standing up, via the document feeder handle.



Tiltable Operation Panel



Our operation panel can be tilted, allowing easy operation to users seated in wheelchairs. The non-slipping concave keys require only a light touch and characters are presented in a simplified universal font that is easily identified.



Visually Recognized LED Indicator



By separating the positions of the green LED indicator (Ready Status) from the red LED indicator (Standby Status), users with color weakness can easily identify the device status.

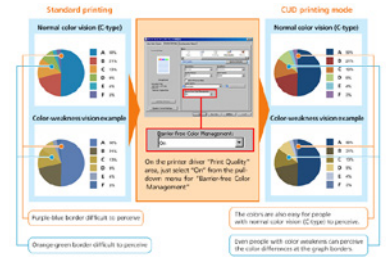




Barrier-free Color Management

By selecting “Barrier-free Color Management” for printing preferences, the color tone of the output documents are converted to visually recognizable colors for sight impaired users.

- *Some of the color may not change since only the colors which are difficult to see for people with color weakness will be converted. On the other hand, the color of the output document may differentiate remarkably from the color of the original data.
- *There is no guarantee for the resulting output be effective for all people with color weakness.
- *Microsoft® Office 2007 is recommended.
- *Supporting Drivers: RPCS driver, PCL6 driver, and PS3 driver



Toner Bottle Replacement

Our toner bottles are designed to be easily removed with one hand. And, the shape of the bottle is different for each color, preventing the placement of the toner bottle into the wrong location.



Auditory Outputs

We have adopted auditory signal patterns and sound pressure that can be easily heard by users of any age.

Invalid-input signal		PI PII (One short beep and one long beep) 0.1 sec. (0.1 sec.) 0.5 sec.
Preparation-complete signal		PII PII (Long beep for twice) 0.5 sec. (0.2-0.25 sec.) 0.5 sec.
Weak warning		PIIPIIPIIPII (Long beep for 5 times) 0.5 sec. (0.2 sec.) repeated 5 times
Strong warning		PIIPIIPII (Short beep for 5 times) 0.1 sec. (0.1 sec.) repeated 5 times Silence interval of 1 sec before repeating the sound pattern

Screen Reader for Operation Manuals and Printer Drivers

Our HTML manuals and Printer Drivers support Screen Reader Software* and can be printed from a PC without relying solely on the user's vision.

- *Software such as JAWS and 95Reader may not work properly due to software characteristics.
- Remarks: Software such as Web Image Monitor and some utility software are not supported currently.



Section 508 of the Rehabilitation Act of the United States

Section 508 of the Rehabilitation Act of the United States covers the standards of federal government procurement; an amended version went into effect on June 21, 2001. This law states that all IT equipment and software purchased by the federal government must be usable for people with disabilities.

APPENDIX A

PROJECT REFERENCES

RICOH – Commonwealth of Massachusetts

APPENDIX A

Name of Client & Project Title	Commonwealth of Massachusetts – ITC66 - Copiers, Printers, Scanners and Related Devices and Services	
Contract Value	[\$20,000,000.00]	
Nature and Scope of Project:	Ricoh USA, Inc. has been doing business with the Commonwealth of Massachusetts for over 20 years and we retain approximately 70% of the equipment placements under this contract. We hold a contract with the Commonwealth of Massachusetts for the acquisition of Copiers, Printers, Digital Duplicators, Scanners, and Related Services and Supplies including hardware, software and services. The Contract is the primary Statewide Contract used by Executive Agencies of the Commonwealth for the goods and services covered by the Contract. The Statewide Contract is also available for use by other eligible entities listed below. Each Commonwealth Agency and eligible entity is responsible for executing its own purchase orders and paying its own invoices for goods and/or services acquired from this Statewide Contract. Ricoh USA, Inc. is responsible for marketing their goods and/or services to Commonwealth Agencies and other eligible entities.	
Project Duration:	Start Date Year: [2017]	End Date Year: [2019]
Nature of the Client:	State Government	
Nature of Client Audience:	The Commonwealth of Massachusetts consists of 151 departments and 701 boards and commissions. They have 92,772 employees.	
Number of Users:	<p>Ricoh has installed at the Commonwealth of Massachusetts in state agencies. In addition, we market this contract and have equipment placements in political subdivisions as listed below.</p> <ol style="list-style-type: none"> 1. Cities, towns, districts, counties and other political subdivisions; 2. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein; 3. Independent public authorities, commissions and quasi-public agencies; 4. Local public libraries, public school districts and charter schools; 5. Public hospitals owned by the Commonwealth; 6. Public institutions of higher education; 7. Public purchasing cooperatives; 8. Non-profit, UFR-certified organizations that are doing business with the Commonwealth; 9. Other states and territories with no prior approval by the State Purchasing Agent; and 10. Other entities when designated in writing by the State Purchasing Agent. 	
# & Composition of Vendor Employees & Consultants Assigned:	<p>Ricoh has 3 dedicated Account Managers supporting the state agencies along with a Managing Director/Vice President. We have 7 Account Managers supporting the political subdivisions. In addition, we have production specialists, technical account engineers/sales engineers and service technicians dedicated to the Comm. of Mass.</p> <p>Business at the Comm. of Mass. is cyclical. Most equipment is leased for 36</p>	

APPENDIX A

	months with approximately 40-50% of the leases installed at the end of the fiscal year with the remaining equipment leases are spread out throughout the year.
Client Contact Information:	Reference Contacts: Name: Kathy Reilly Title: Deputy Assistant Department: Operational Services Division Full Address: 1 Ashburton Place Boston, MA 02108 Telephone: 617-720-3128 E-mail: kathy.reilly@State.MA.US Relation/Role to Project: Lead Name: Tim Kennedy Title: Strategic Sourcing Manager Department: Operational Services Division Full Address: 1 Ashburton Place Boston, MA 02108 Telephone: 617-720-3107 E-mail: tim.kennedy@State.MA.US Relation/Role to Project: Lead

APPENDIX A

PROJECT REFERENCES

RICOH – State of Michigan

APPENDIX A

Name of Client & Project Title	State of Michigan – MiPrint – Output/input Device Management and workflow software	
Contract Value	\$60,000,000.00	
Nature and Scope of Project:	<p>Output evaluation to place best value device in each area. Device management (to assist in network management and automated meter collection.) Print Management available to individual agencies Workflow evaluation with implementation of RightFax, Kofax, Nuance Power PDF & eCopy Scan Station. 4000 devices (MFD, Printers, Scanners, Plotters) Single Vendor contract 2001-2009 Dual Vendor contract 2009-2017 (Ricoh retains 92% of fleet) Three Vendor contract 2017 to present (Ricoh retains 92% of fleet)</p>	
Project Duration:	Start Date Year: [2017]	End Date Year: [2028]
Nature of the Client:	State of Michigan Executive Branch – 19 agencies – 55,000 employees Ricoh touches every agency	
Nature of Client Audience:	<p>Attorney General Civil Service Commission Community Health Civil Rights Environmental Quality Human Services Insurance and Financial Services Military & Veterans Affairs Natural Resources Corrections Technology Management & Budget Licensing and Regulatory Affairs Lottery Agriculture and Rural Development Education State Transportation Gaming Control Board State Housing Development Authority State Police Talent and Economic Development Treasury</p>	
Number of Users:	50,000	
# & Composition of Vendor Employees & Consultants	<p>Vendor Project Manager: Chris Slabbekoorn Service Delivery Mgr. Key Consultant: Carol Bertrand Client Executive on Project Team PEAK</p>	

APPENDIX A

Assigned:	<p>Migrated State from analog to digital Co-Developed all processes and forms for program Performed on-site output evaluations at over 1700 sites (75% of State locations) – Including prisons. CURRENT On Demand output evaluations Coordination of order, delivery, network connection, training, service and billing escalation (handles by Managed Services team) Tracking of each step in process to ensure timely delivery, service & issue resolution Bi-Weekly meetings w State of Michigan Program Manager and support staff</p>
Client Contact Information:	<p>Reference Contacts:</p> <p>Name: Mary Ladd Title: MiPrint Program Manager Department: Dept of Technology, Management & Budget/ Vendor Management Full Address: 320 S Walnut, Floor 2, Lansing MI 48933 Telephone: 517-241-7561 E-mail: Laddm@michigan.gov Relation/Role to Project: Program Manager</p> <p>Name: John Karlik Title: Department: Dept of Technology, Management & Budget / Vendor Management Full Address: 320 S Walnut, Floor 2, Lansing MI 48933 Telephone: 517-335-1876 E-mail: karlikj@michigan.gov Relation/Role to Project: MiPrint Asst Program Manager</p>

APPENDIX A

PROJECT REFERENCES

RICOH – State of Washington

APPENDIX A

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INSTRUCTIONS

- 1 Fill in all yellow cells as follows:
Included - for included in base price
Optional - for options available at additional cost
Numerical Value - the specified models capability for numerical requirements
- 2 White cells are not mandatory requirements. However, if any of these capabilities are included in the base price, that can be noted as Included .
- 3 All yellow cells must be filled in for the bid to be accepted.

**LOT 3
COLOR MFDs**

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Manufacturer Name		Ricoh		Ricoh		Ricoh
Manufacturer Model Number		MPC401SR		MPC4503EX		MPC3004EX
Volume, Capability, and Speed						
Pages Printed per Month minimum (including copied if applicable)	15,000	Included	20,000	Included	15,000	Included
Laser or equivalent technology	Mandatory	Included	Mandatory	Included	Mandatory	Included
Printed pages able to be copied, scanned, faxed, or overprinted immediately with no damage to original	Mandatory	Included	Mandatory	Included	Mandatory	Included
Black and White printing	Mandatory	Included	Mandatory	Included	Mandatory	Included
Color printing	Mandatory	Included	Mandatory	Included	Mandatory	Included
Automatically use most cost effective method for black-and-white or color	Mandatory	Included	Mandatory	Included	Mandatory	Included
Password protected printing for confidential documents	Mandatory	Included	Mandatory	Included	Mandatory	Included
Black and White Copying	Mandatory	Included	Mandatory	Included	Mandatory	Included
Color Copying	Mandatory	Included	Mandatory	Included	Mandatory	Included
Black and White Scanning	Mandatory	Included	Mandatory	Included	Mandatory	Included
Color Scanning	Mandatory	Included	Mandatory	Included	Mandatory	Included
Black and White Faxing	Optional	Optional	Optional	Optional	Optional	Optional
Internet Fax Expansion Kit	Optional	Optional	Optional	Optional	Optional	Optional
Fax option provides programmable distribution lists.	Mandatory	Included	Mandatory	Included	Mandatory	Included
Time for first page from Standby Mode 40 seconds or less	Mandatory	Included	Mandatory	Included	Mandatory	Included
Minimum Black and White Print Speed Page Per Minute (PPM)	30 PPM	Included	40 PPM	Included	30 PPM	Included
Minimum Color Print Speed Page Per Minute (PPM)	30 PPM	Included	40 PPM	Included	30 PPM	Included
Minimum Copy Speed Page Per Minute (PPM)	30 PPM	Included	40 PPM	Included	30 PPM	Included
50 Sheets Automatic Document Feeder Capacity	Mandatory	Included	Mandatory	Included	Mandatory	Included
Automatic Duplex Printing	Mandatory	Included	Mandatory	Included	Mandatory	Included
Automatic Duplex Copying	Mandatory	Included	Mandatory	Included	Mandatory	Included
Minimum Collating and Stapling Speed	30 PPM	Included	40 PPM	Included	30 PPM	Included
3-hole Punch	Optional	Optional	Optional	Optional	Optional	Optional
Saddle Stitch	Optional	Optional	Optional	Optional	Optional	Optional
Job queuing	Mandatory	Included	Mandatory	Included	Mandatory	Included
Functional concurrency	Mandatory	Included	Mandatory	Included	Mandatory	Included

**LOT 3
COLOR MFDs**

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Media Sizes, Types, and Trays						
Standard 8.5 x 11 inch Media	Mandatory	Included	Mandatory	Included	Mandatory	Included
Standard 8.5 x 14 inch Media	Mandatory	Included	Mandatory	Included	Mandatory	Included
Standard 11 x 17 inch Media	Optional	N/A	Optional	N/A	Mandatory	N/A
LaserJet paper	Mandatory	Included	Mandatory	Included	Mandatory	Included
Multipurpose paper	Mandatory	Included	Mandatory	Included	Mandatory	Included
Maximum of 50% recycled material in paper without adversely affecting functionally or uptime	Mandatory	Included	Mandatory	Included	Mandatory	Included
Standard envelope media	N/A	N/A	N/A	N/A	N/A	N/A
Paper Labels	N/A	N/A	N/A	N/A	N/A	N/A
Card Stock	Optional	Included	Optional	Included	Optional	Included
Transparencies	N/A	N/A	N/A	N/A	N/A	N/A
Soft and High Gloss Laser paper	N/A	N/A	N/A	N/A	N/A	N/A
Color LaserJet transparency	N/A	N/A	N/A	N/A	N/A	N/A
Minimum Paper Trays or Drawers Standard	1	Included	1	Included	1	Included
Additional trays or drawers for paper sources	Optional	Optional	Optional	Optional	Optional	Optional
High Capacity Tray or Drawer	Optional	Optional	Optional	Optional	Optional	Optional
Exit Tray	Optional	Optional	Optional	Optional	Optional	Optional
Minimum Paper Input Capacity	500 sheets	Included	500 sheets	Included	500 sheets	Included
Minimum Output Capacity	100 sheets	Included	100 sheets	Included	100 sheets	Included
Memory and Storage						
Minimum Standard Memory	512MB	Included	512MB	Included	512MB	Included
Minimum Memory Expandable to		Optional		Optional		Optional
Memory Expansion Kit	Optional	Optional	Optional	Optional	Optional	Optional
40GB or more internal storage	Mandatory	Included	Mandatory	Included	Mandatory	Included

**LOT 3
COLOR MFDs**

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Compatibility and Connectivity						
Common user interface within each lot	Mandatory	Included	Mandatory	Included	Mandatory	Included
LDAP Authentication	Mandatory	Included	Mandatory	Included	Mandatory	Included
Windows 7 client operating system	Mandatory	Included	Mandatory	Included	Mandatory	Included
Windows 8 client operating system upgradability if not currently available	Mandatory	Included	Mandatory	Included	Mandatory	Included
Mac client operating system	Optional	Optional	Optional	Optional	Optional	Optional
Linux client operating system	Optional	Included	Optional	Included	Optional	Included
Windows Server 2012	Mandatory	Included	Mandatory	Included	Mandatory	Included
Windows Server 2016	Mandatory	Included	Mandatory	Included	Mandatory	Included
Print Drivers compatible with SAP	Mandatory	Included	Mandatory	Included	Mandatory	Included
32 bit and 64 bit drivers	Mandatory	Included	Mandatory	Included	Mandatory	Included
Signed 32bit and 64bit WHQL drivers for Windows 7, 8.1, 10, 2012 Server, and 2016 Server	Mandatory	Included	Mandatory	Included	Mandatory	Included
Ethernet 100mbs Full Duplex connections	Mandatory	Included	Mandatory	Included	Mandatory	Included
RJ45 interface	Mandatory	Included	Mandatory	Included	Mandatory	Included
Internal NIC card	Mandatory	Included	Mandatory	Included	Mandatory	Included
Wake-On-LAN-enabled NIC cards disabled or protected with hardened password	Mandatory	Included	Mandatory	Included	Mandatory	Included
TCP/IP Protocol (not direct TCP/IP printing)	Mandatory	Included	Mandatory	Included	Mandatory	Included
Static IP Assignment;	Mandatory	Included	Mandatory	Included	Mandatory	Included
IPv6 Compatible	Mandatory	Included	Mandatory	Included	Mandatory	Included
Unisys e-Workflow and imaging (Infoimage)	Mandatory	Included	Mandatory	Included	Mandatory	Included
"Twain" compliant device	Mandatory	Included	Mandatory	Included	Mandatory	Included

**LOT 3
COLOR MFDs**

	Segment 1	Specifications of Proposed Model	Segment 2	Specifications of Proposed Model	Segment 3	Specifications of Proposed Model
Print Quality						
600 by 600 dpi Minimum Print Quality Black	Mandatory	Included	Mandatory	Included	Mandatory	Included
600 by 600 dpi Minimum Print Quality Color	Mandatory	Included	Mandatory	Included	Mandatory	Included
600 by 600 dpi Minimum Copy Quality Black	Mandatory	Included	Mandatory	Included	Mandatory	Included
600 by 600 dpi Minimum Copy Quality Color	Mandatory	Included	Mandatory	Included	Mandatory	Included
600 dpi Minimum Scan Resolution	Mandatory	Included	Mandatory	Included	Mandatory	Included
Copier Reduction/Enlarge Range 25-400%	Mandatory	Included	Mandatory	Included	Mandatory	Included
Common user interface look for PCL and PostScript print drivers	Mandatory	Included	Mandatory	Included	Mandatory	Included
Postscript or Postscript/PCL all in one driver page description languages	Optional	Optional	Optional	Optional	Optional	Optional
PCL driver page description languages	Mandatory	Included	Mandatory	Included	Mandatory	Included
Digital Output						
Select file format at device	Mandatory	Included	Mandatory	Included	Mandatory	Included
.pdf Format	Mandatory	Included	Mandatory	Included	Mandatory	Included
.docx format	Optional	Optional	Optional	Optional	Optional	Optional
.rtf format	Optional	Optional	Optional	Optional	Optional	Optional
.jpg format	Mandatory	Included	Mandatory	Included	Mandatory	Included
Tiff 6.0 format using CCITT Group 4 compression	Mandatory	Included	Mandatory	Included	Mandatory	Included
Output to email	Mandatory	Included	Mandatory	Included	Mandatory	Included
Output to FTP	Mandatory	Included	Mandatory	Included	Mandatory	Included
Output to USB memory	Mandatory	Included	Mandatory	Included	Mandatory	Included
Output to network file	Mandatory	Included	Mandatory	Included	Mandatory	Included
Output to shared folders	Mandatory	Included	Mandatory	Included	Mandatory	Included
Equipment Requirements						
Energy Star compliant.	Mandatory	Included	Mandatory	Included	Mandatory	Included
Devices shall not emit ozone in excess of 0.02 mg/m3	Mandatory	Included	Mandatory	Included	Mandatory	Included
Devices shall not emit dust in excess of 0.25 mg/m3	Mandatory	Included	Mandatory	Included	Mandatory	Included
Devices shall not emit styrene in excess of 0.11 mg/m3	Mandatory	Included	Mandatory	Included	Mandatory	Included
Badge Reader - Secure Printing	Optional	Optional	Optional	Optional	Optional	Optional
Printer Management Features						
Remote Management via Web Interface	N/A		N/A		N/A	
Remote Configuration Capability	Mandatory	Included	Mandatory	Included	Mandatory	Included
Restrict color to authorized users	N/A		N/A		N/A	

RICOH
imagine. change.

Ricoh Aficio MP 301SPF

Multifunction B&W

Copier Printer Facsimile Scanner



MP 301SPF

31 ppm
monochrome

Affordable, productive multitasking at your convenience

Raise your expectations — and improve your productivity. The RICOH® Aficio® MP 301SPF offers advanced capabilities to streamline workflow and reduce total cost of ownership. Use it to produce fast, black-and-white output, share electronic documents, protect sensitive information and optimize IT resources cost-effectively. With its unique combination of powerful, reliable performance and intuitive management in a compact design, it offers incredible value as the primary multifunction device in an office or as part of an integrated Ricoh Managed Document Services (MDS) strategy throughout the enterprise. Expect the MP 301SPF to exceed your low-volume, desktop multifunctional product demands without compromising space or the budget.

Choose your own efficiency

Loaded with customizable features in a sleek, desktop design, the MP 301SPF makes everyday tasks more accessible. The tiltable, 4.3" color touch-panel display and an optional external keyboard enable users to deftly manage every job with ease. Four frequently used functions are available directly from the Home Screen, so users can select specific workflows quickly to save steps and help maximize productivity. In addition, users can return to the Home Screen at any time with simple, one-touch operation.



Perform any task, anywhere

Move mobile users forward, while improving workflow, with innovative electronic media capabilities. Users can insert a USB memory or SD card into a slot on the MFP control panel to preview and print output remotely, without a PC. Users can also work from a mobile device, such as a smart phone or tablet, to locate the MFP quickly and print output without the use of utilities, software or drivers.



Discover the power of versatility

The MP 301SPF enables users to handle a wide range of demanding tasks with ease. It generates up to 31 pages per minute for outstanding throughput. Storage capacity can be expanded to 1,350 paper sheets to support longer, uninterrupted runs. Its 8" x 14" platen is perfect for copying, scanning and faxing oversized documents, including booklets, catalogs and other media. In addition, when the optional hard drive is installed the Document Server offers convenient access for up to 3,000 frequently-used documents.



A sleek, compact MFP streamlined for the desktop—and your workflow

Sustainable savings and productivity

Backed by Ricoh's long-standing commitment to energy- and environmentally-friendly solutions, the MP 301SPF offers a host of innovative features to reduce total cost of ownership. With the Eco-Friendly Indicator, users can check usage status for individual employees and foster more environmental awareness and responsible paper consumption. With its class leading energy efficiency, based on the low Typical Energy Consumption (TEC) value of only 1.5 kWh/week, combined with a short recovery time of less than 10 seconds from Sleep Mode, high speed duplexing and enhanced first copy out time, the system provides a quicker availability and saves more energy.



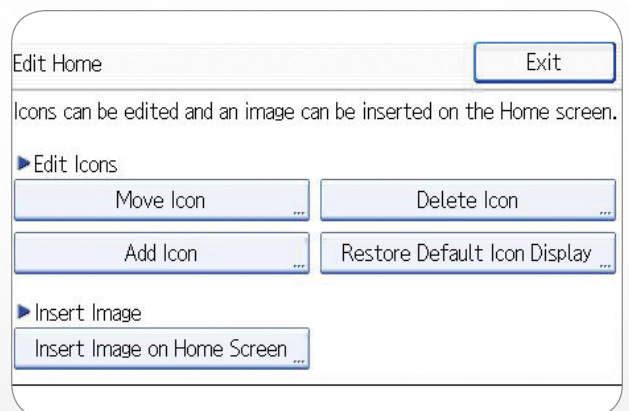
Sophisticated scanning and faxing

Capture black-and-white or full-color originals quickly and distribute them electronically for faster, more affordable communications. Users can retrieve numbers and addresses from LDAP-registered directories and eliminate costly delivery charges by sending documents instantly via Scan-to-Email/Folder/SD/USB. One-sided and two-sided originals can be scanned in a single job using Enhanced Batch Scan to boost productivity. Plus, a powerful Super G3 fax modem, IP (T.38) and Internet (T.37) faxing minimize bottlenecks while eliminating transmission costs.



Complex management tasks simplified

With exceptional compatibility and easy-to-use utilities, the MFP automates processes and optimizes workflow. Users can take advantage of Ricoh's services-led platform to integrate customized applications and software solutions to boost productivity and help reduce operating costs. Shortcuts, system and application settings and more can be exported to an SD card for installation on another MP 301. Workflows can be customized from the desktop and accessed within moments for fast walk-up operations on the most comprehensive jobs.



General Specifications

Configuration	Desktop Multifunctional Product (MFP)
Scanning Element	Flatbed with CCD array image-sensing element
Printing Process	Laser beam scanning/marketing & electro-photographic printing
System Memory	1GB. (RAM) standard
Output Speed (Copy/Print)	Up to 31 ppm (Letter)
First Copy Time	6 seconds or less
Recovery Time to Product Ready Mode	Less than 23 seconds (from main power switch on)
Copy Resolution	600 x 600 dpi (platen), 600 x 300 (ARDF)
Grayscale	256 levels
Exposure Adjustment	Manual and automatic
Multiple Copies	Up to 99
Document Feeder (Standard)	Automatic Reversing Document Feeder (ARDF)
Original Capacity	50 sheets (ARDF)
Paper Sizes	Standard Tray: 5.5" x 8.5" to 8.5" x 11" (A4/ LT/A5/HLT) Optional Trays: 8.5" x 11" to 8.5" x 14" (A4/LT/ LG/Folio) Bypass Tray: 5.5" x 8.5" to 8.5" x 14" (A6/A5/A4/LT/LG) Duplex Unit: 8.5" x 11" to 8.5" x 14" (A4/LT/LG)
Paper Weights	Standard/Optional Trays: 16 – 24 lb. Bond (60 – 90 g/m) Bypass Tray: 16 – 42 lb. Bond (60 – 157 g/m) Duplex Unit: 20 – 24 lb. Bond (60 – 90 g/m) Up to 8.5" x 14"
Exposure Glass	Standard: 250 sheets + 100-Sheet Bypass Tray
Input Capacity	Optional: 500 sheets x 1 or 2 Trays
Output Capacity	250 sheets (internal tray)
Paper Types	Plain, Recycled, Colored, Letterhead, Preprinted, Bond, Card Stock, Prepunched, Special, Thick*, OHP (Transparency)* Envelopes*, Label Stock*
Auto Duplex	Standard
Zoom	25% to 400% in 1% increments
Preset Reduction and Enlargement Ratios	65%, 78%, 93%, 129%, 155%
Dimensions (WxDxH)	19.0" x 17.7" x 18.1" (476 mm x 450 mm x 451 mm) – includes ARDF
Weight	57.3 lbs./ 26 kg.
Power Requirements	120V, 60Hz, 8A
Power Consumption	Less than 1,1 kW (max.) Sleep Mode, 2.8 W (MP 301SPF) MP 301SPF – 1.507 kWh/week***
TEC	Document Server**, Image Rotation, Auto Off Timer, Combine Copy, Electronic Sort, Energy Saver Timer, Photo Mode, Series Copy, Job Programs (25), User Codes (8 digits, 1,000 Personal Codes)

*Bypass Tray only.

**HDD option required.

***Typical electric consumption by ENERGY STAR program

Printer

CPU	RM7035C – 533 MHz
Memory Capacity	Standard: 1 GB RAM
Hard Disk Drive	Optional: 128 GB HDD
Page Description Languages	Standard: PCL5e/6, Genuine Adobe® PostScript®3
Maximum Print Resolution	600 x 600 dpi
Standard Interfaces	Ethernet (RJ-45 network port : 10Base-T/100Base-TX), USB2.0 Type A and B
Optional Interfaces	IEEE1284, Wireless LAN (IEEE802.11a/b/g), Giga Ethernet (1000BASE-T), Bluetooth
Network Protocols	TCP/IP (IPv4, IPv6), IPX/SPX (available with Netware option)
Fonts for PCL 5e/6	45 Roman fonts
Fonts for PS3	136 Roman fonts
Network Operating Systems	Windows XP/Server 2003/Vista/Server 2008/7; Novell Netware 6.5; UNIX Filters for Sun Solaris 2.6/7/8/9/10; HP-UX 10.x/11.x/11v2/11v3; Red Hat Linux Enterprise V4, V5, V6; SCO OpenServer 5.0.6/5.0.7/6.0; IBM AIX Version 5.3, 6.1, 7.1; SAP R/3, 3.x or later, mySAP, ERP2004 or later; Mac OS X 10.2 or later, Citrix Metaframe XP/ Presentation Server 4, 5/XenApp 5.0, 6.0
Utilities	SmartDeviceMonitor for Admin and Client, Web SmartDeviceMonitor, Web Image Monitor
Other Printer Features	Media Direct Print (Print from USB/SD) ¹ , Mobile Driver, Bonjour Support, Classification Code, Mail to Print ¹ , PDF Direct Print, Sample/Hold/Stored/Locked Print, Store and Print ¹ , Windows Active Directory Support, DDNS Support, WSPrinter, PCL resident font adoption, Tray-Parameter Change from WebImageMonitor, XPS Support

¹ HDD option required.

Scanner

Scanning Speed	31 ipm @ 300 dpi B/W (LT) 21 ipm @ 300 dpi Full-Color (LT)
Scanning Resolution	100 to 600 dpi
Scan Area	Main: 8.5" (216 mm) Sub: 14.02" (356 mm)
Compression Method	B/W: MH (default), MR, MMR, JBIG2 Full-Color: JPEG
Scan Mode	B/W: Text, Text/Line Art, Text/Photo, Photo, Grayscale Full-Color: Text/Photo, Glossy Photo, Grayscale
Standard Interfaces	Ethernet 10BASE-T/100BASE-TX
Optional Interfaces	Wireless LAN (IEEE 802.11a/b/g), Gigabit Ethernet (1000BASE-T)
Scan Modes Supported	File Formats: Single/Multi Page TIFF, Single/Multi Page PDF, Single/Multi Page High Compression PDF and Single/Multi Page PDF/A; Single Page JPEG Scan-to-USB/SD, Scan-to-Email (POP, SMTP, TCP/IP); Scan-to-Folder (SMB/FTP/NCP); Network TWAIN Scanning; WSDScanner for Vista

Standard Features

PDF Encryption, Preview Before Transmission (TX Preview)¹, Drop Out Color Send, Simultaneous Fax and Scan, Scan-to-Email/SMB/FTP/URL/NCP¹, LDAP Support, TWAIN Scanning

¹ HDD option required.

² Netware option required

Fax

Type	ITU-T (CCITT) G3
Circuit	PSTN, PBX
Resolution	200 x 100 dpi, 200 x 200 dpi
Modem Speed	33.6K – 2,400 bps with Auto Fallback
Compression Method	MH, MR, MMR, JBIG
Scan Speed	2.4 seconds (Letter)
Transmission Speed	Approx. 2 seconds/page (JBIG)
Memory	4 MB (approx. 320 pages)
Memory Backup	12 hours
Quick/Speed Dials	200 (2,000 with HDD Option)
Group Dials	10 groups (max. 100 numbers per group with HDD option)
User Function Key	3 keys
Standard Features	Detection of Misplaced Documents, Double Check Destination Address, Direct SMTP, Simultaneous Fax and Scan, Fax Forward to Email/Folder, Internet Fax (T.37), IP Fax (T.38), LAN Fax, Paperless Fax ¹ , LDAP Support

¹ HDD option required.

Paper Feed Unit PB1040 (Option)

Paper Size	8.5" x 11" SEF, 8.5" x 14" SEF (A4/LT/LG)
Paper Weight	16 – 24 lb. Bond (60 – 90 g/m ²)
Paper Capacity	500 sheets x 1 or 2 Trays

Additional Options

HDD Option Type 301 (includes HDD overwrite and encryption), Cabinet, Type FAC57, Cabinet, Type FAC58, IEEE1284 Interface Board Type A, IEEE802.11a/g Interface Unit Type J, Gigabit Ethernet Board Type A, Bluetooth Interface Unit Type D, VM Card Type U, File Format Converter Type E, Browser Unit Type G, SD Card for NetWare Printing Type I, Unicode Font Package for SAP (1/10/100 License Packs available), Handset Type C5502, Optional Counter Interface Unit Type A, Copy Data Security Unit Type F, ACK3400-U Key Board

Security

Quota Setting/Account Limit; SMTP over SSL; Hard Disk Data Overwrite Security¹; Authentication (Windows/LDAP/Kerberos/Basic/ User Code/802.1x Wired); Encryption (Address Book/Authentication Password/SSL Communication/S/MIME/IPsec/Locked Print Password/HDD); Network Protocol (Port) On/Off; IP Filtering; Copy Data Security Unit; RAM Based Security when HDD is not installed

¹ Only required with HDD option.

Some features may require additional options.

Multifunction B&W

RICOH MP 305SPF

✓ Copier ✓ Printer ✓ Facsimile ✓ Scanner

RICOH
imagine. change.



MP 305SPF

30 ppm monochrome

Manage every job, big and small, from your desktop

Your office has so much information flowing through it, you might wonder if you can get to it all. Reach any audience faster with your best ideas when you use the revolutionary RICOH® MP 305SPF. This compact, versatile digital multifunction device (MFP) comes standard with innovative features so you can perform every task from the convenience of your desktop. Print, copy, scan and fax critical information — even legal sized and 11" x 17" spreadsheets, schematics and more — from an easy-to-use, all-in-one device. Forget about running down the hall searching for specialized devices. With our new Workstyle Innovation Technology, you can run everything from the extra large, easy-to-use control panel and simplify workflows, set shortcuts and toggle between jobs and tasks with a single touch, flick or swipe.

- Print and copy up to 30 black-and-white prints/copies per minute
- Produce letter, legal and ledger-sized output with ease from a single device
- Customize settings and workflows to perform more tasks in fewer steps
- Be productive on the go with mobile printing, scanning and more
- Reduce operating costs with energy-saving features
- Avoid distractions with a compact device designed with a low-noise operation mode



Go small and expand your productivity

Share more information, more ways

Make a bigger impact

Every day brings something different. Who says you need different devices to get it done? Use the RICOH MP 305SPF for both ledger and letter-size (A3 and A4) printing, scanning, copying and faxing. When you need to share larger documents — such as spreadsheets, schematics, posters and more — simply run legal or 11" x 17" paper stock through the document feeder and bypass tray. Save yourself from making additional investments in specialized devices and optional features. Almost everything comes standard, so you can perform every task from a single desktop device and save time, hassles and budgets. Take advantage of other unique oversize sheet features, such as Auto Paper Selection, Cover/Chapter/Slip Sheets or Stamps/Numbering/Image Editing, to expand what you can do even more.



Reach for more information

You may not notice the RICOH MP 305SPF, but its impact will be obvious. With a compact footprint, you can place it in any environment — from construction trailers to executive offices to reception counters and from schools to healthcare centers to courtrooms — with ease. Use the device to extend your reach and share information with anyone at any time without leaving your desk. The MFP's network ports are located in the back of the device and neatly covered to avoid a tangle of unsightly wires. Best of all, you can select Silent Mode to help reduce noise. After all, you want an MFP to help you simplify your workload, not interrupt it.



Be free, work where you please

You need an MFP that stays out of the way, but works even when you're out of the office. Use your smartphone, laptop or tablet to print to the device without utilities, software or drivers. You can even grab information stored in Cloud applications. Or, you can carry the information with you. Scan or save it on a USB memory or SD card and insert it into a slot on the MFP control panel to access, preview and print files at your convenience. Need to print from your office workstation? Use RICOH's Device Software Manager to download the MP 305SPF print driver to your PC in moments.



Bring all-in-one performance closer

Find customized control at your fingertips

Get familiar with faster, easier workflows. Get familiar with Workstyle Innovation Technology. Even though the device is small, it includes an oversized 10.1"-wide Super VGA Smart Operation Panel so you can toggle between tasks and jobs effortlessly with the same flick-and-pinch, drop-and-drag and swipe scrolling you use on your smartphone or tablet. There are no hardwired keys. Simply touch the all-digital operation panel to expedite every job, every time. Customize the step-skipping one-touch smart apps you want displayed on the intuitive user interface. For example, you can tap an iconic scan app to access a wide range of productivity-boosting optional software applications directly. Plus, you can choose your own widgets and check system settings and other capabilities easily from the Home Screen.



A new way to work

With our Workstyle Innovation Technology, you can accomplish more — while working less. Use the information you already have to create customized automated workflows, simplify everyday tasks for your mobile workforce and access information easily from the Cloud. For example, if you know you need to scan and send a weekly billing report, simply create its own workflow that can be run from a single touch or swipe on the Home Screen. Skip unnecessary manual entry steps attempting to find the right keys and destinations. It takes only a single click to return to where you started to begin the next job.



Automate everyday tasks

Why are you doing all the work? Here's an idea — let the RICOH MP 305SPF handle the lion's share of everyday tasks so you can move on to your next great idea. When scanning documents with the MFP, take advantage of the OCR option and place metadata on images and PDF files for easier searching and retrieval later. Choose from a wide range of scan-to options and plug-and-play third-party software options to send black-and-white or color images to anybody digitally in moments. Working with cumbersome two-sided forms like drivers' licenses or health insurance cards? With ID Card Copy, you can copy both sides onto one side of a sheet of paper in a single pass to save time and paper.



Faster, more secure collaboration

Be productive and stay accountable

You have more information to share, but even less time to do it. Work quickly with the RICOH MP 305SPF. Print or copy up to 30 black-and-white pages per minute, with paper capacity up to 760 sheets, and complete more jobs with fewer delays, hassles and reloads. Reduce time-consuming and repetitive tasks with a Document Server that stores up to 3,000 frequently used documents right at the device. Even maintenance is fast and easy. You can replace toner in moments without training or IT support. Ready for those large 11" x 17" sized prints? Print your schematics, floorplans, spreadsheets and even posters by feeding the paper at the Bypass Tray and using one-touch controls on the user interface. The Bypass Tray features a compact, double-hinge design so you can save valuable desk space.



Deliver with confidence

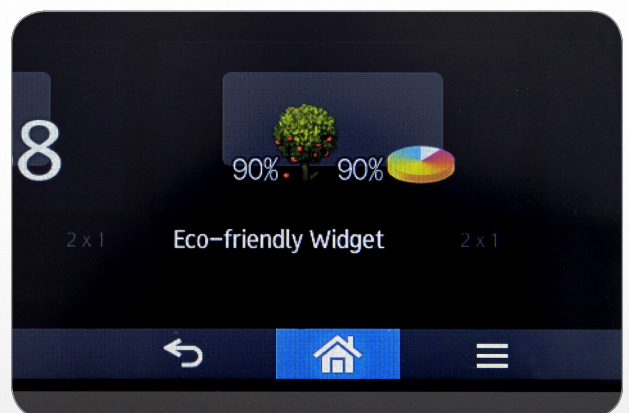
You might be a risk-taker. But you don't have to risk everything. Protect yourself with user authentication via the optional NFC Card Reader. Restrict access to MFP functions to authenticated users. Track users and set quotas to curb excessive printing. You can also attach billing codes for every user, workgroup and project. For example, a law firm can set up a billing code to track tasks and document costs for specific court cases. Take advantage of encryption on the standard 320 GB hard disk drive to secure stored data. You can also use the DataOverwriteSecurity System (DOSS) to destroy latent images on the hard drive.



Make savings sustainable

Take advantage of multiple eco-friendly features to reduce operating costs. Set default duplex printing to print on both sides of documents and use less paper. Nobody knows your schedule better than you do. Enable the RICOH MP 305SPF to power on or off automatically to match your schedule, whether you're gone for the day or just for lunch. With Typical Electricity Consumption (TEC) of 1.2 kWh/week, we designed the MFP to meet EPEAT® Silver* criteria and ENERGY STAR® certifications.

*EPEAT rating is applicable only in the USA.



To view detailed features of our multifunction products online go to www.ricoh-usa.com/products

Expand what you can do in a smaller footprint



- 1 Smart Operation Panel:** Copy, print, scan and fax with unprecedented speed and ease via customized one-touch smart applications to frequently performed tasks on the 10.1"-wide, tiltable Super VGA Smart Operation Panel.
- 2 Automatic Reversing Document Feeder (ARDF):** Feed one- or two-sided hardcopy originals, even 11" x 17" sizes, into the standard 50-Sheet ARDF and use copy, scan or fax functions to share them with audiences anywhere in moments.
- 3 Bypass Tray:** Place up to 10 large-sized sheets of paper, up to 11" x 17" (A3), in the Bypass Tray to print, copy, scan and fax schematics, floor plans, posters and more from your desktop.
- 4 Document Server:** Store up to 3,000 frequently used documents on the MFP's hard drive, so you have the latest versions readily available when you

need them most. Store the documents in up to 200 shared or passcode-protected personal folders for added document security.

- 5 User Authentication:** Embedded software for Near Field Communication (NFC) user authentication comes standard on the MP 305SPF. With the optional NFC Card Reader, users can quickly authenticate via NFC-enabled proximity cards.
- 6 Optional PB1090 Paper Feed Unit:** Increase paper capacity to 760 sheets with the inclusion of an optional 500-Sheet Paper Tray and maintain uptime for extended runs.
- Mobile Printing and Scanning:** Download the RICOH Smart Device Connector app and print from your smartphone, tablet or laptop wherever you are when connected to the same network as the MFP.

Simplify workflows with Workstyle Innovation Technology



1



3



2



4

- 1 Widgets:** Add widgets to the home screen to view the date and time, amount of toner, system messages, incoming fax notifications, environmental and other settings, so you have the information you need at a glance for faster, smarter decisions.
 - 2 Quick Copy:** Navigate through the copy process with ease using flick-and-touch gestures. Simply choose this feature from the screen and follow the intuitive steps to print with the exact specifications you need.
 - 3 Quick Fax:** Search for fax recipients in moments by flicking through your address book. You can enter new fax contacts via a convenient soft keypad on the screen. Preview the fax prior to transmission for accuracy.
 - 4** Do you prefer Ricoh's legacy user interface? Just select it from the Smart Operation Panel and all the familiar controls for copy, print, scan and fax will be at your fingertips.
- Icons and Folders:** Create icons for one-touch workflows for frequently used tasks. Then, organize them in folders for fast, easy access when you need them.
 - Web Browser:** Access websites directly from the MFP with similar speed and functionality as you'd expect from a personal mobile device. Convert a web page into hard copy documents in seconds.
 - Wallpaper:** Customize your wallpaper to fit your preferences. Choose between pre-loaded options or download your own image.
 - Quick Scan:** Forward scanned documents via email by selecting addresses directly from your address book. You can even preview the document for accuracy by scrolling in close when necessary.

RICOH MP 305SPF

SYSTEM SPECIFICATIONS



Engine/General Specifications

Configuration	Desktop Multifunctional Printer (MFP)
Scanning Element	One-dimensional solid scanning through CIS
Printing Process	Dry two-component magnetic brush development system
System Memory	2 GB (RAM) standard
Output Speed (Copy/Print)	Up to 30 ppm (Letter) Up to 15 ppm in Silent Mode
First Copy Time	4.9 seconds or less
Recovery Time to Product Ready Mode	Less than 27 seconds (from Main Power switch on) Less than 12 seconds (from Sleep Mode)
Copy Resolution	600 x 600 dpi
Grayscale	256 levels
Image Density	Manual (9 levels)
Multiple Copies	Up to 999
Document Feeder (Standard)	Automatic Reversing Document Feeder (ARDF)
Original Capacity	50 sheets (ARDF)
Paper Sizes	Standard Tray: 4" x 6" to 8.5" x 11" (A6 – A4) Optional Tray: 5.5" x 8.5" to 8.5" x 11" (A5 – A4) Bypass Tray: 4" x 6" to 11" x 17" (A6 – A3) Duplex Unit: 5.5" x 8.5" to 11" x 17" (A5 – A3)
Paper Weights	Standard Tray and Duplex Unit: 16 – 28 lb. Bond (60 – 105 g/m ²) Optional Tray: 16 – 43 lb. Bond (60 – 162 g/m ²) Bypass Tray: 14 – 43 lb. Bond (52 – 163 g/m ²) Exposure Glass: Up to 8.5" x 11"
Input Capacity	Standard: 250 sheets + 10-Sheet Bypass Tray Optional: 500 sheets x 1 Tray
Output Capacity	100 sheets
Paper Types	Plain, Recycled, Colored, Letterhead, Preprinted, Bond, Card Stock, Prepunched, Special, Back Copied, OHP (Transparency)*, Envelopes*, Label Stock*
Auto Duplex Zoom	Standard 25% to 400% in 1% increments
Presets Reduction and Enlargement Ratios	25%, 50%, 65%, 73%, 78%, 85%, 93%, 100%, 121%, 129%, 155%, 200%, 400%
Dimensions (WxDxH)	13.78" x 19.41" x 19.88" (350 x 493 x 505 mm) – includes ARDF
Weight	70.55 lbs./32 kg.
Power Requirements	120–127V, 60Hz
Power Consumption	Less than 1.18 kW (max.) Sleep Mode – 0.78 W
TEC**	1.2 kWh/week
Standard Features	ID Card Copy, Poster Copy, Photo/Text/Pale/ Generation Copy Modes, Auto Paper Selection, Auto Tray Switch, Book/Series/Combine Copy, Shift/Erase/Margin Adjustment, Cover Sheet/Chapter/Slip Sheets, Image Rotation, Electronic Sort, Image Creation, Stamps/Numbering, Job Programs (25), User Codes (8 digits, 1,000 Personal Codes), Interrupt Copy, Auto Start, Job Preset, Sample Copy, Auto Off Timer, Energy Saver/Panel Off/ System Reset Timer, Import/Export of Preference Settings, Login/Logout Button, Centralized Address Book Management, Tilt Operation Panel, Document Server, Remote Operation Panel, External USB Keyboard Support, Simplified Display

*Bypass Tray only.

**Typical Electricity Consumption by ENERGY STAR® program.

Printer Specifications (Standard)

CPU	RM7035C – 533L MHz
Memory Capacity	2 GB RAM
Hard Disk Drive	320 GB HDD
Page Description Languages	Standard: PCL5e/6, Genuine Adobe® PostScript®3™/PDF Option: XPS Direct 600 x 600 dpi
Maximum Print Resolution	
Standard Interfaces	Ethernet (RJ-45 network port: 10Base-T/100Base-TX/1000Base-T), USB 2.0 Type A x 2, SD
Network Protocols	TCP/IP (IPv4, IPv6) Scalable 45 fonts, 6 Bit-mapped + 13 international 136 Roman fonts
Fonts for PS3	136 Roman fonts
Network Operating Systems	Windows Vista/7/8/8.1/Server 2003/Server 2003 R2/Server 2008/Server 2008 R2/Server 2012/Server 2012 R2; UNIX for Sun Solaris/HP-UX/SCO OpenServer/Red Hat Linux; IBM AIX; Citrix Presentation Server 4.5/Citrix XenApp 5.0; Mac OS X v10.7 or later; SAP R/3; NDPS Gateway; IBM iSeries/AS400 using OS/400 Host Print Transform
Utilities	Device Software Manager, Web Image Monitor, @Remote, Device Manager NX
Other Printer Features	Poster Print (PCL 6 driver only), Sample/Locked/Hold/Scheduled/ Stored Print, Store and Print, PDF Direct Print, Mail to Print, Classification Code, Bonjour Support, Windows Active Directory Support, DDNS Support, PCL Resident Font Adoption, Tray Parameter Change, Universal Driver, XPS Support, WS Printer, Media Direct Print (Print from USB/SD), Banner Page Print, Auto Job Promotion

Scanner Specifications (Standard)

Scanning Speed	30 ipm @ 300 dpi Full Color or B&W (LT)
Scanning Resolution	100 to 600 dpi
Auto Size Detection	Platen: 8.5" x 11" (LEF) ARDF: 5.5" x 8.5" – 11" x 17"
Scan Area	Main: 11.69" (297 mm) Sub: 8.5" (book)/49.6" (ARDF (216/1260 mm))
Compression Method	B&W: TIFF (MH, MR, MMR, JBIG2), Grayscale Full-Color: JPEG
Scan Mode	B&W: Text, Text/Line Art, Text/Photo, Photo, Grayscale Full-Color: Text/Photo, Glossy Photo, Auto Color Select
Standard Interfaces	Ethernet 10Base-T/100Base-TX/1000Base-T
File Formats	Single/Multi Page TIFF, Single/Multi Page PDF, Single/Multi Page High Compression PDF and Single/Multi Page PDF/A; Single Page JPEG
Scan Modes Supported	Scan-to-USB/SD, Scan-to-Email (POP, SMTP); Scan-to Folder (SMB/FTP/URL); Scan-to-Digitally Signed PDF/Searchable PDF/PDF/A w/OCR Option, Network TWAIN Scanning; WS-Scanner
Standard Features	Auto Density Selection, Image Rotation, SADF/Batch Mode, Mixed Size Mode, Reduce and Enlarge, Split Scan from Booklet, LDAP Support, Preview Before Transmission, PDF Encryption, Drop Out Color Send, Universal Send (Simultaneous Fax & Scan), Distributed Scan Management

Fax Specifications (Standard)

Type	ITU-T (CCITT) G3
Circuit	PSTN, PBX
Resolution	200 x 100 dpi, 200 x 200 dpi
Modem Speed	33.6K – 2,400 bps with Auto Fallback
Compression Method	MH, MR, MMR, JBIG
Scan Speed	Approximately 23 pages/minute (LT)
Transmission Speed	Approx. 2 seconds/page (JBIG)
Memory	4 MB (approx. 320 pages)
Memory Backup	1 hour
Quick/Speed Dials	2,000 numbers
Group Dials	100 groups (max. 500 numbers per group)
User Function Key	3 keys
Standard Features	Detection of Misplaced Documents, Double Check Destination Address, Direct SMTP, Fax Forward to Email/Folder, Internet Fax (T.37), IP Fax (T.38), LAN Fax, Paperless Fax, LDAP Support, Universal Send (Simultaneous Fax & Scan), Remote Fax, Fax Output Timer, Smoothing, User Codes (1,000), Energy Saver, Image Rotation

Paper Feed Unit PB1090 (Option)

Paper Size	5.5" x 8.5" to 8.5" x 11" (A5 – A4)
Paper Weight	16 – 43 lb. Bond (60 – 162 g/m ²)
Paper Capacity	500 sheets x 1 Tray
Dimensions (WxDxH)	13.78" x 18.11" x 5.51" (350 x 460 x 140 mm)
Weight	13.23 lbs. (6 kg.)

Additional Options

XPS Direct Print Option Type M15, Fax Connection Unit Type M15, NFC Card Reader Type M15, OCR Unit Type M13, Data Overwrite Security Unit Type I, Copy Data Security Unit Type G, SD Card for Fonts Type D, Unicode Font Package for SAP, Optional Counter Interface Unit Type M12, Cabinet Type H, XG-PCS-15D Power Filter, ESP AC1 Power Filter

Security

HDD Data Overwrite Security, Network User Authentication (Windows/LDAP/Basic/User Code/802.1x Wired), Encryption (Address Book/Password/SSL/S/MIME/IPSec/HDD/SMTP over SSL/TLS/Transport Layer Security/SSH), IP Address Filtering, Copy Guard Security, Secure Print, Encrypted Secure Print, Encrypted PDF Mode, Digitally Signed PDF, Quota Setting

Some security features may require additional options.

Consumables*

	Yield	Part #
Print Cartridge Black	9,000 yield	842141

*Toner yield is based on 6% coverage (LT/A4).

For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.

Specifications are subject to change without notice.

Some features may require additional options.

RICOH
imagine. change.

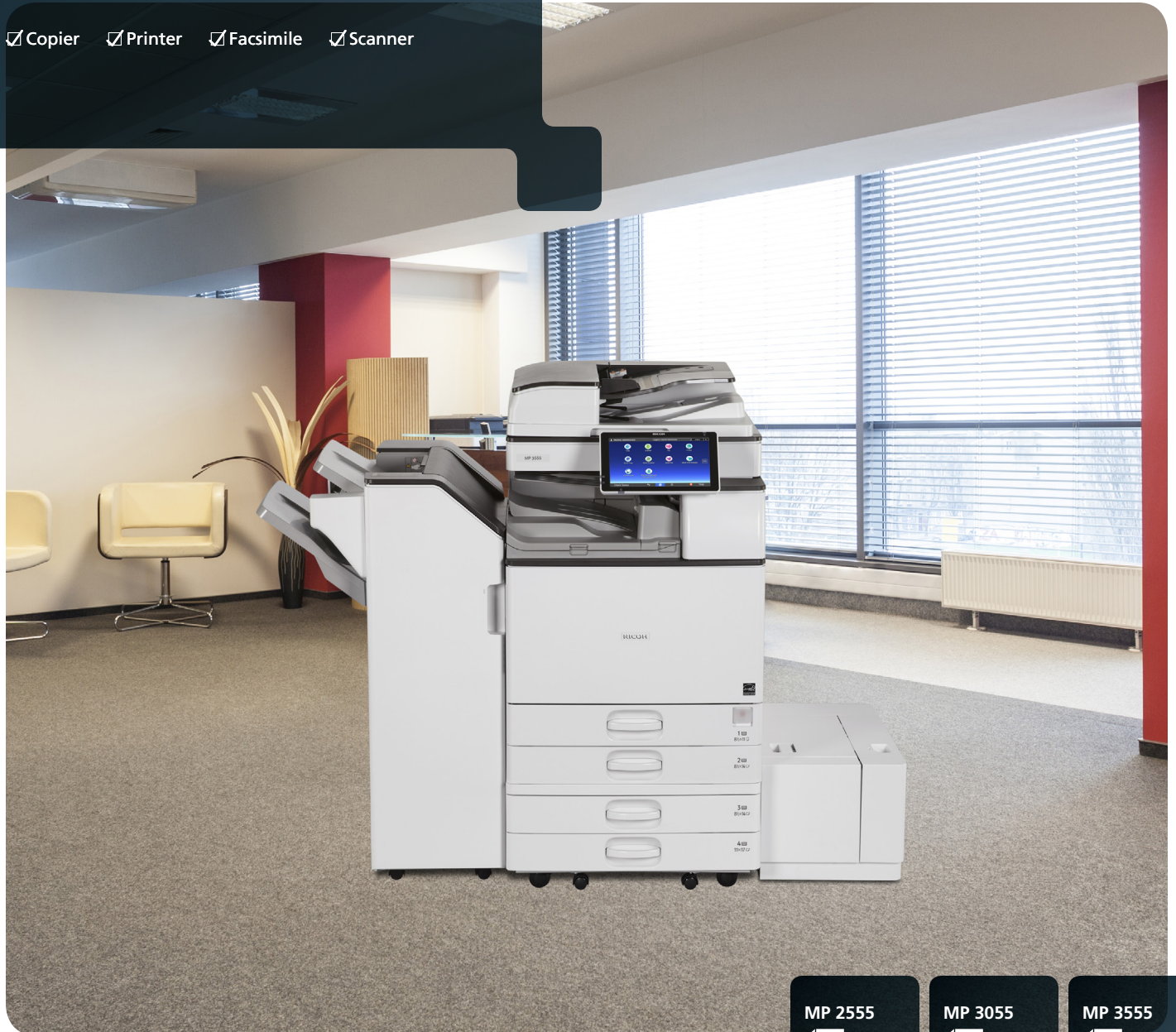
www.ricoh-usa.com

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Multifunction B&W

RICOH MP 2555/MP 3055/ MP 3555

✓ Copier ✓ Printer ✓ Facsimile ✓ Scanner



MP 2555

25 ppm
monochrome

MP 3055

30 ppm
monochrome

MP 3555

35 ppm
monochrome

RICOH
imagine. change.

Turn the everyday into an easy day

There are no easy answers. But at least there's an easy way to share the answers you have. Use the RICOH® MP 2555/MP 3055/MP 3555 to simplify everyday office tasks and move information to the people who need it most, in the format they prefer. Print and copy important business-class presentations and proposals and choose between multiple internal and external finishers for a professional, polished look. Scan full-color images, brochures and other forms and distribute them instantly. With the same pinch-and-flick and scrolling gestures you use on your smartphone or tablet, you can access critical information, set shortcuts and distribute information from the advanced 10.1"-wide Super VGA Smart Operation Panel. Or, connect remotely and work on the go. Take advantage of advanced security controls to help protect your data wherever it goes, from wherever you are.

- Print up to 35 prints/copies per minute for productive black-and-white output
- Use intuitive touchscreen controls to copy, print, scan and fax quickly
- Create your own workflows with shortcuts to simplify tasks
- Access, print and distribute information from your personal mobile device
- Minimize energy costs via a wide range of innovative eco-friendly features
- Produce professional-looking saddle-stitched and punched booklets, presentations and proposals
- Simplify sorting and stapling tasks with compact internal and high-output external finishers
- Toggle between stapled or stapleless finishing automatically with an external hybrid 1,000-sheet finisher



Add value to everything, everywhere

Enhance multifunction productivity effortlessly

Get the word out quickly

When sharing information, on-time delivery leads to on-the-money decisions. Use one-touch controls on the MP 2555/MP 3055/MP 3555 to print black-and-white notes, reports, presentations and more at up to 35 pages per minute (ppm). Use the 100-Sheet Automatic Reversing Document Feeder (ARDF) or 220-Sheet Single Pass Document Feeder (SPDF) to scan black-and-white or full-color originals and distribute them digitally in an instant. Store up to 3,000 files on the embedded Document Server. Grab the one you need and print or send it immediately with fewer steps to save time. Add paper trays and expand total paper capacity to 4,700 sheets to minimize interruptions.



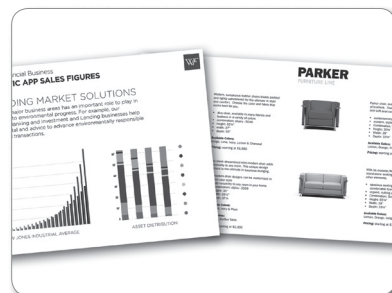
Work whenever, wherever

A great idea can come out of nowhere. The key is being able to send it somewhere. Simply download the RICOH Smart Device Connector app on your Android® or iOS® devices to share information and print without printer setup configurations or utilities. Connect your Android and iOS devices with the MFP via Bluetooth (BLE), or Android devices using the Near Field Communication (NFC) tag. Grab information directly from cloud storage applications, such as Google Drive™, Box™ or Dropbox™, and print it using the RICOH Smart Device Connector app. Plus, you can now print emails and attachments with the latest version (v3.0) of the app. Scan originals at the MFP and send them to your personal device or directly to cloud storage, so you can access or distribute them digitally at your convenience. Printing from AirPrint® is also available.



Compel with quality

It's not a good look when your message goes unnoticed. Use the MP 2555/MP 3055/MP 3555 to impress audiences with sharp images and precise text at up to 1200 x 1200 dpi resolution in PC, Mac or Linux. Find important details and make changes quickly in fewer steps with the icon-driven drivers. For customers that require more complex work flows, these new devices now include standard PostScript to help improve productivity. With the 1.46 GHz Intel® based controller, you can handle your most complex printing and scanning tasks. Print on a wide range of paper types, from envelopes to cardstock to 11" x 17" sizes. Give output a new feel with thicker stocks up to 300 g/m². You can even create an easy-to-see poster from one of your current documents.





Speed up your workflow

Get in touch with productivity

Designed with RICOH Workstyle Innovation Technology, the customizable 10.1"-wide Smart Operation Panel uses your familiarity with today's touchscreen devices to provide a more intuitive user experience. Find the critical information you need quickly with the same pinch-and-flick, swipe scrolling and drag-and-drop gestures you use on your smartphone or tablet. All hard keys have been removed and information is displayed via easily identifiable icons in a grid-like interface. Customize the user interface with specific icons for important settings and features that you use regularly and perform specific tasks with a single touch. The MFP includes a web browser, so you can also print web pages, images and documents found online as PDFs.



Use shortcuts to move ahead quickly

You know what you have to do. Now, you know how to do it faster. Customize your own automated workflows on the Smart Operation Panel and reduce repetitive manual steps that can impede the flow of information. Download easy-to-use workflow apps from the RICOH Application Site to add specific features or single-function capabilities to simplify how you perform everyday tasks. For example, you can download the Conference Concierge app for step-by-step instructions on how to create supporting materials in the right format for your next big event. Download the ID Card Scan & Copy app to scan two-sided originals onto one side of a sheet of paper. You can even download the How-to Videos app for quick, convenient tutorials to expedite troubleshooting and customization tasks.



Integrate with fast, easy workflows

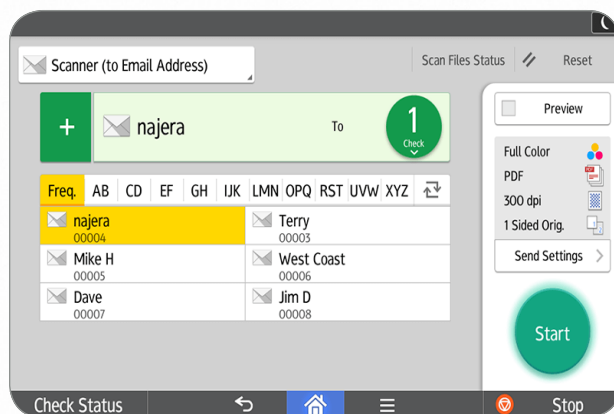
Your office does everything. But does everyone know how to do it? Simplify even the most complex tasks by integrating the MP 2555/MP 3055/MP 3555 with Ricoh and third-party workflow software. Automate document management workflows, improve printer security controls, track costs, issue chargebacks and much more. For example, you might handle hundreds of paper documents every day. Use RICOH GlobalScan™ NX to reduce manual touch points, so you can convert them into digital files and route them around the globe in only moments. You can even use device management software, such as RICOH Streamline NX®, for centralized one-source control to expedite document management tasks for your entire fleet.



Turn your best ideas into immediate action

Scan and share critical information

Make real productivity gains in real time with a wide range of scanning capabilities. Convert hardcopy documents and images into digital PDF, JPG or TIFF files and share them instantly via multiple Scan-to capabilities. Even your most complex and graphics-intensive files can be compressed, so you can send them without delays or image degradation. With optional Optical Character Recognition (OCR) scanning, you can create PDF files that can be searched for by keywords. Use Distributed Scan Management (DSM) to simplify scanning for your entire organization. Set user permissions, assign rules and customize delivery preferences to automate and expedite everyday scanning tasks.



Cut your costs and environmental impact

Saving money should always be part of the plan. That's why we designed the MP 2555/MP 3055/MP 3555 with a wide range of sustainable, eco-friendly features. It is ENERGY STAR® certified and meets EPEAT® Gold criteria* to help reduce your environmental footprint. You can also schedule the MFP to power down when the office is empty and reduce paper costs with default duplex printing.

*EPEAT Gold rating is applicable only in the USA.



Keep tabs on your best people and ideas

A misplaced idea can turn into a missed opportunity. Protect information with a wide range of security controls. With user authentication, users have to log in to the MFP to gain access to information and controls. Have them enter a passcode, billing code or swipe an ID card with the optional NFC or HID card readers. You can track each user and see what they print and distribute. With Locked Print, jobs are held until the user releases them via authentication. Worried about excessive printing? Set print quotas. Want to charge departments for print usage? Add optional accounting software, such as RICOH Device Manager NX Accounting, to issue chargebacks. The hard disk drive offers powerful encryption protection. The built-in DataOverwriteSecurity System (DOSS) overwrites latent images remaining on the hard drive.



To view detailed features of our multifunction products online go to www.ricoh-usa.com/products

Make big productivity gains in small offices

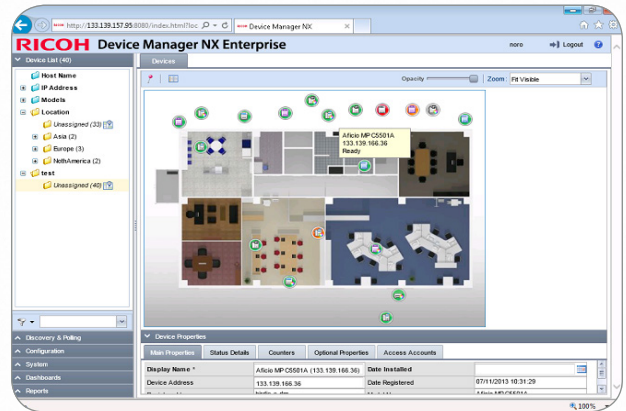


- 1 Full-Color 10.1"-Wide Super VGA Smart Operation Panel:** Navigate between jobs and tasks with precise fingertip control. Use the same pinch-and-flick and swipe scrolling gestures you use on your smartphone and tablet to access menus, check settings and initiate jobs effortlessly.
 - 2 Automatic Reversing Document Feeder:** Load up to 100 single-sided or double-sided color or black-and-white originals for fast and easy scanning, copying and faxing.
 - 3 Standard Paper Trays:** Load up to 1,200 sheets of paper — up to 11" x 17" — with two 550-Sheet Paper Trays and the 100-Sheet Bypass Tray.
 - 4 Additional Paper Storage (Optional):** Add the 2,000-Sheet Tandem Large Capacity Tray and 1,500-Sheet Side Large Capacity Tray to expand paper capacity up to an incredible 4,700 sheets for longer, uninterrupted print runs. Or, use the optional 1 x 550-Sheet Paper Tray or 2 x 550-Sheet Paper Tray for multiple paper sources on demand.
 - 5 Document Retrieval:** Separate output for easy retrieval even in the busiest offices with the optional 125-Sheet One-Bin Tray and the 250-Sheet Internal Shift-Sort Tray.
 - 6 Document Finishing:** Produce professional documents to minimize outsourcing. Design your own complete document production solution with optional finishers, including a 1,000-Sheet Booklet Finisher, 500-Sheet Internal Finisher and 250-Sheet Internal Stapleless Finisher. With the 1,000-Sheet Hybrid Staple + Stapleless Finisher, you can choose between traditional automated staples, or stapleless output for up to five sheets of paper. This unique technology minimizes supply costs, simplifies paper shredding and offers a safer option for unique audiences such as schools and food manufacturing organizations.
- Single Pass Document Feeder (not shown):** The MP 2555/MP 3055/MP 3555 have Single Pass Document Feeder (SPDF) versions to help expedite scanning tasks. Load up to 220 single-sided or double-sided color or black-and-white originals in the SPDF for fast and easy scanning, copying and faxing.

Improve workflows in your small office or workgroup

Manage configurations, updates and more remotely

Expand productivity from one device to an entire fleet. Use RICOH Device Manager NX from any web browser to configure devices, add updates and monitor usage. Updating print drivers has never been easier. Simply install RICOH Device Software Manager and they'll update automatically. Use RICOH @Remote to collect meter readings automatically. You'll also receive automated service alerts, so you can react quickly when maintenance is required. Need technical assistance? You can download a series of How-To apps from the RICOH Application Site.



Engine/Copier Specifications

Configuration	Desktop
Scanning Element	One-Dimensional Solid Scanning Through CCD
Printing Process	Single Laser Beam Scanning & Electrophotographic Printing
Toner Type	Dry, dual component
Copy Resolution	600 x 600 dpi
Maximum Copy Quantity	Up to 999
First Page Out Time	4.6 seconds for MP 2555/MP 3055 4.3 seconds for MP 3555
Warm-Up Time	Less than 24 seconds
Recovery From Sleep Mode	7.9 seconds
Memory (Standard/Maximum)	2 GB RAM + 320 GB HDD (Shared)
Original Type	Book/Sheet/Object
Maximum Original Size	Up to 11" x 17"
B&W Print Speed (Letter/A4)	MP 2555: 25 prints/minute MP 3055: 30 prints/minute MP 3555: 35 prints/minute
Power Source	120V/60Hz/12A
Max. Power Consumption	Less than 1.6kW
Typical Electricity Consumption (TEC)**	MP 2555: 0.9 kWh/week MP 3055: 1.1 kWh/week MP 3555: 1.4 kWh/week
Standard Paper Capacity	1,200 sheets (550 sheets x 2 trays and 100-Sheet Bypass Tray)
Maximum Paper Capacity	4,700 sheets (w/Tandem LCT + Side LCT)
Supported Paper Types	Plain, Recycled, Colored, Special, Letterhead, Preprinted, Pre-punched, Bond, Cardstock, Envelope, OHP*, Label*
Supported Paper Sizes	Tray 1 & 2: 5.5" x 8.5" - 11" x 17" (A6 - A3) Bypass Tray: 5.5" x 8.5" - 12" x 18" (A6 - A3)
Supported Paper Weights	Tray 1 & 2: 16 - 80 lb. Bond (60 - 300 g/m ²) Bypass: 14 - 80 lb. Bond (52 - 300 g/m ²) Duplex: 14 - 68 lb. Bond (52 - 256 g/m ²)
Standard Output Capacity	500 sheets
Maximum Output Capacity	1,625 sheets (Bridge Unit + 1 Bin + 1,000-Sheet Finisher)
Document Feeder Type	Automatic Reversing Document Feeder (ARDF) Version or Single Pass Document Feeder (SPDF) Version
Document Feeder Original Size	5.5" x 8.5" - 11" x 17" (A5 - A3)

Document Feeder Paper Weight	Simplex: 11 - 34 lb. Bond (40 - 128 g/m ²) Duplex: 14 - 34 lb. Bond (52 - 128 g/m ²)
Document Feeder Capacity	ARDF: 100 sheets, SPDF: 220 sheets
Preset Reduction & Enlargement Ratios	25%, 50%, 65%, 73%, 78%, 85%, 93%, 100%, 121%, 129%, 155%, 200%, 400%
Zoom Range	25% to 400% in 1% increments
Standard Features	Auto Paper Select, Auto Tray Switch, Auto Image Density, Auto Text & Photo Separation, Auto Start, Auto Off Timer, Booklet/Magazine Copy, Shift/Erase/Margin Adjustment, Combine (Layout), Cover/Chapter/Slip Sheets Insertion, Image Rotation, Document Server (3,000 File Capacity) with Folder Management and Password Protection, Web Browser, Duplex, Electronic/Rotate Sorting, 8 Job Presets, 25 Job Programs, Negative/Positive, Sample Copy, Series Copy, Simplified Display, 1,000 User Codes, Stamps/Numbering, Interrupt Copy, Login/Logout Button, System Reset Timer, Import/Export of Preference Settings, Eco-Friendly Indicator, Centralized Address Book Management
Dimensions (WxDxH)	23.1" x 26.9" x 35.9" (587 x 684 x 913 mm) w/ARDF 23.1" x 26.9" x 37.9" (587 x 684 x 963 mm) w/SPDF
Weight	156.5 lbs. (71 kg) w/ARDF 168.6 lbs (76.5 kg) w/SPDF

*Bypass Tray only
**Typical electricity consumption by ENERGY STAR program

Printer Specifications (Standard)

Processor Speed	Intel® Atom Processor BayTrail-I 1.46 GHz
Connection Type	Standard on Device: 10Base-T/100Base-TX/1000Base-T Ethernet, USB Host Type A I/F (2 ports on back of device) Standard on Operation Panel: USB Host (Type A:1Port/Support USB Flash Memory), USB Host (Type A:1Port/Support optional Keyboard etc), USB Host Type Mini B and SD Card Slot Optional: IEEE 1284/ECP, IEEE 802.11b/g/n Wireless LAN

Network Protocols Supported Operating Systems

TCP/IP (IPv4, IPv6)
Windows Vista/7/8.1/10, Server 2008/2008R2/2012/2012R2; Unix Filters for Sun Solaris 9/10, HP-UX 11.x/11i v2/11i v3, SCO OpenServer 5.0.7/6.0, Red Hat Linux Enterprise V4/V5/V6, IBM AIX 5L/V5.3/V6.1/V7.1, Mac OS X 10.7 or later, SAP R/3, IBM iSeries AS/400* using OS/400 Host Print Transform, Citrix Xen App 6.5 or later

Device Management Utilities

Web Image Monitor, Embedded @Remote, @Remote Office Appliance, @Remote Connector NX, @Remote Enterprise Pro, Device Manager NX Lite and Accounting, Device Manager NX Pro and Enterprise, Printer Driver Packager NX

Printer Languages

Standard: PostScript emulation, PCL5e/PCL6

Print Resolution Standard Features

Optional: Adobe® PostScript®3*, XPS
Up to 1200 x 1200 dpi
Sample/Locked/Hold/Scheduled/Store/Store and Print, PDF Direct Print, Mail to Print, Classification Code, Bonjour Support, Windows Active Directory Support, DDNS Support, PCL Resident Font Adoption, Tray Parameter Change from Web Image Monitor, 1200 dpi Support, Universal Driver, XPS Support, WS Printer, Media Direct Print (Print from USB/SD), Banner Page Print, Auto Job Promotion, Poster Print, WPS Support, Send to Document Server, Layout (N-up), Watermark, Slip Sheet, Rotate, Do Not Print Blank Pages, Dithering, Toner Saving, Black Over Print, User ID/Code/Authentication, Edge to Edge Print

Security Features (Standard)

DataOverwriteSecurity System (DOSS), Windows/LDAP/Basic/User Code/802.1.x Wired Authentication, Address Book/Authentication Password/SSL Communication/S/MIME/PPsec Communication/HDD/SMTP over SSL/TLS/Wireless LAN Encryption, Network Protocol On/Off, IP Filtering, Unauthorized Copy/Print Prevention, Quota Setting/Account Limit, Compulsory Security Stamp, HDD Encryption

RICOH MP 2555/MP 3055/MP 3555

SYSTEM SPECIFICATIONS



Scanner Specifications (Standard)

Scan Speed (B&W & Full Color)	ARDF at 200/300 dpi: 79 ipm (Letter) ARDF at 200/300 dpi: 80 ipm (A4) SPDF at 200/300 dpi: Simplex – 110 ipm/ Duplex – 180 ipm (A4)
Scan Resolution	Full Color & B&W: Up to 600 dpi TWIN: Up to 1200 dpi
Scan Area/Platen Size	Up to 11" x 17"
Connection Type	Standard: 10Base-T/100Base-TX/1000Base-T Ethernet Optional: IEEE 802.11a/b/g/n Wireless LAN TCP/IP, SMB, SMTP, POP, LDAP, FTP, IMAP4
Protocol	Single and Multi-Page TIFF/PDF, High Compression PDF, PDF/A and Single-Page JPEG
File Formats	Embedded Scan-to Email/Folder/SMB/FTP/ URL/PDF/A/Digitally Signed PDF, TWIN and Color Scanning, Auto Size Detection, Auto Density Selection, Image Rotation, SADF/Batch Mode, Mixed Size Mode, Reduce and Enlarge, Split Scan from Booklet Type Original, WS Scanner, LDAP Support, Preview Before Transmission, PDF Encryption, Drop Out Color Send, Distributed Scan Management
Standard Features	Embedded Scan-to Email/Folder/SMB/FTP/ URL/PDF/A/Digitally Signed PDF, TWIN and Color Scanning, Auto Size Detection, Auto Density Selection, Image Rotation, SADF/Batch Mode, Mixed Size Mode, Reduce and Enlarge, Split Scan from Booklet Type Original, WS Scanner, LDAP Support, Preview Before Transmission, PDF Encryption, Drop Out Color Send, Distributed Scan Management

Fax Specifications (Optional)

Fax Option Type M29

Circuit	PSTN, PBX
Compatibility	ITU-T (CCITT) G3
Resolution	200 x 200/100 dpi; 400 x 400 dpi (optional)
Compression Method	MH, MR, MMR, JBIG
Scanning Speed (LEF)	Up to 68 spm (Letter/A4)
Modem Speed	33.6 Kbps with auto fallback
Transmission Speed	G3: 3 seconds per page (MMR Compression) G3: 2 seconds per page (JBIG Compression) 4 MB standard/64 MB maximum (320 pages/4,800 pages)

Max Auto Dials

Group Dials

Standard Features

Standard Features	2,000 100 (max. 500 numbers per group) One Hour Backup, LAN-Fax Capability, Internet Faxing (T.37), IP Faxing (T.38), Fax Forwarding to E-Mail/Folder, Paperless Fax (HDD), Detection of Misplaced Document, Double-check of Destination Address, Direct SMTP, LDAP Support, Universal Send (Simultaneous Fax and Scan), Fax Line Assignment, Fax Output Timer Remote Fax, Simultaneous Operation of up to 3 lines
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Optional Hardware Accessories

Paper Handling & Cabinet Options

One-Tray Paper Bank (PB3150/PB3250)¹

Tray Capacity	550 sheets x 1 tray
Paper Size	5.5" x 8.5" to 11" x 17" (A5 – A3)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	23.1" x 27" x 4.7" (587 x 685 x 120 mm)

Requires installation of Caster Table Type M3

Two-Tray Paper Bank (PB3220)¹

Tray Capacity	1,100 sheets (550 sheets x 2 trays)
Paper Size	5.5" x 8.5" to 11" x 17" (A5 – A3)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	23.1" x 27" x 9.7" (587 x 685 x 247 mm)

Tandem Large Capacity Tray (PB3230/PB3260)¹

Tray Capacity	2,000 sheets (1,000 sheets x 2)
Paper Size	8.5" x 11" (A4)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	23.1" x 27" x 9.7" (587 x 685 x 247 mm)

Side Large Capacity Tray (RT3030)

Tray Capacity	1,500 sheets
Paper Size	8.5" x 11" (A4)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	13.4" x 21.4" x 11.4" (340 x 545 x 290 mm)

Requires installation of Two-Tray Paper Bank (PB3220) or Tandem LCT (PB3230/PB3260)

Cabinet Type F

Dimensions (WxDxH)	23.1" x 26.7" x 10" (586 x 679 x 256 mm)
Weight	Less than 29.3 lbs. (13.25 kg)

Output Trays & Finisher Options

Internal Shift-Sort Tray (SH3070)

Tray Capacity	250 sheets (8.5" x 11" or smaller) (A4 – A5) 125 sheets (8.5" x 14" or larger) (B4 – A3)
Paper Size	5.5" x 8.5" to 12" x 18" (A5 – A3)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)

Cannot be installed with any Finisher

1 Bin Tray (BN3110)

Paper Size	5.5" x 8.5" to 11" x 17" (A5 – A3)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Tray Capacity	125 Sheets

250-Sheet Stapleless Internal Finisher (SR3180)

Paper Size	5.5" x 8.5" to 11" x 17" (A6 – A3)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Stack Capacity	250 sheets (8.5" x 11" or smaller) (A4) 125 sheets (8.5" x 14" or larger) (B4 – A3)

Staple Paper Size

7.25" x 10.5" to 11" x 17" (A4 – A3)

Staple Paper Weight

17 – 21 lb. Bond (64 – 80 g/m²)

Stapleless Capacity

2 – 5 sheets/set

Staple Positions

Top, 1 Staple

Dimensions (WxDxH)

17.1" x 20.3" x 5.9"
(435 x 515 x 150 mm)

Staple Paper Size

8.5" x 11" to 11" x 17" (A4 – A3)

Staple Paper Weight

14 – 28 lb. Bond (52 – 105 g/m²)

Staple Capacity

50 sheets (8.5" x 11") (A4)
30 sheets (8.5" x 14" or larger, and/or
Mixed Sizes) (B4 – A3)

Staple Positions

Top, Bottom, 2 Staples

Dimensions (WxDxH)

21.5" x 20.6" x 6.7"
(546 x 523 x 170 mm)

2-/3-Hole Punch Unit (PU3040NA)

(Optional; Installs inside SR3130 Internal Finisher)

Punch Paper Sizes 7.25" to 10.5" to 11" x 17" (A4 – A3)

Punch Paper Weight 14 – 45 lb. Bond/93 lb. Index
(52 – 169 g/m²)

1,000-Sheet Hybrid Staple + Stapleless Finisher (SR3210)^{1,2}

Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3)
Paper Weight	Proof Tray: 14 – 45 lb. Bond/93 lb. Index (52 – 169 g/m ²) Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Stack Capacity	Proof Tray: 250 sheets (8.5" x 11") (A4); 50 sheets (8.5" x 14" or larger) (A4 – B3) Shift Tray: 1,000 sheets (8.5" x 11") (A4); 500 sheets (8.5" x 14" or larger) (A4 – B3)
Stapleless Capacity	2 – 5 sheets/set
Staple Capacity	50 sheets (8.5" x 11") (A4) 30 sheets (8.5" x 14" or larger) (B4) 8.5" x 11" to 11" x 17" (A4 – A3)
Staple Paper Size	8.5" x 11" to 11" x 17" (A4 – A3)
Staple Paper Weight	14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Positions	Top, Bottom 2 Staples
Dimensions (WxDxH)	25.4" x 24.4" x 37.8" (646 x 620 x 960 mm)

1,000-Sheet Booklet Finisher (SR3220)^{1,2}

Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Booklet Tray: 8.5" x 11" to 12" x 18" (A4 – A3)
Paper Weight	Proof Tray: 14 – 45 lb. Bond (52 – 169 g/m ²) Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²) Booklet Tray: 14 – 28 lb. Bond (52 – 105 g/m ²)
Stack Capacity	Proof Tray: 250 sheets (8.5" x 11" or smaller) (A4); 50 sheets (8.5" x 14" or larger) (B4 – A3) Shift Tray: 1,000 sheets (8.5" x 11" or smaller) (A4); 500 sheets (8.5" x 14" or larger) (B4 – A3) Booklet Tray: 20 Sets (2 – 5 sheets), 10 Sets (6 – 10 sheets) & 7 Sets (11 – 15 sheets)
Staple Capacity	Normal Staple: 50 sheets (8.5" x 11") (A4); 30 sheets (8.5" x 14" or larger) (B4 – A3)
Saddle Stitch:	15 sheets
Staple Paper Size	Normal Staple: 8.5" x 11" to 12" x 18" (A4 – A3) Saddle Stitch: 8.5" x 11" to 12" x 18" (A4 – A3)
Staple Paper Weight	14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Positions	Top, Bottom, 2 Staples, Booklet
Dimensions (WxDxH)	22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)

2-/3-Hole Punch Unit (PU 3050NA)

(Optional; Installs inside SR3210 or SR3220 Finisher)	
Punch Paper Sizes	5.5" x 8.5" to 11" x 17" (A5 – A3)
Punch Paper Weight	14 – 68 lb. Bond/142 lb. Index (52 – 256 g/m ²)

Additional Accessory Options

Bridge Unit BU3070, NFC Card Reader Type M29, HotSpot MFP Option
Type S, ESP XG-PCS-15D Power Filter, Fax Connection Unit Type M29,
G3 Interface Unit Type M29, Fax Memory Unit Type M19 64 MB, File
Format Converter Type M19, IEEE 1284 Interface Board Type M19,
IEEE 802.11a/b/g/n Interface Unit Type M19, Key Counter Bracket Type
M3, OCR Unit Type M13, Optional Counter Interface Unit Type M12,
PostScript3 Unit Type M29, Smart Card Reader Built-in Unit Type M29,
SCR3310v2 USB Smart Card Reader, XPS Direct Print Option Type M29,
Extended USB Board Type M19, External USB Keyboard (No Bracket),
External Keyboard Bracket Type M19, Caster Table Type M3

¹ Caster Table Type M3 must be installed

² Requires configuration with Bridge Unit BU3070.

³ Cannot be installed together.

⁴ Requires installation of Two-Tray Paper Bank (PB3220) or Tandem Large Capacity
Tray (PB3230/PB3260).

⁵ Availability is limited, the PB3230 will be replaced by the PB3260 at a later date.

⁶ Availability is limited, the PB3150 will be replaced by the PB3250 at a later date.

Note: Some accessories require additional equipment or may be prerequisites
for other options. Some images contained in this brochure do not show the
stabilizers that ship with the optional paper feed units. Some options may not
be available at the time of market release.

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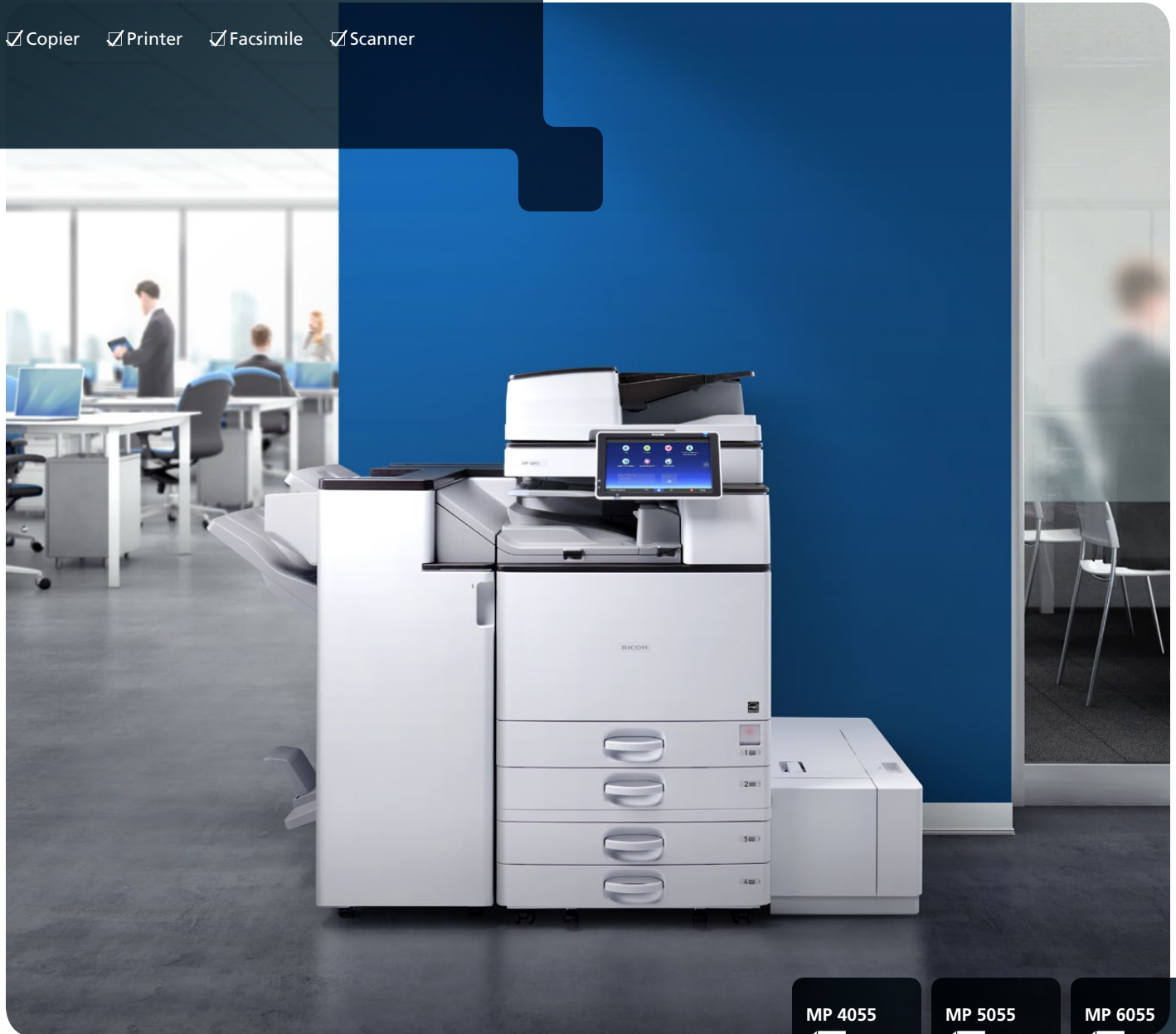
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Multifunction B&W

RICOH MP 4055/MP 5055/ MP 6055

✓ Copier ✓ Printer ✓ Facsimile ✓ Scanner



RICOH
imagine. change.

MP 4055

40 ppm monochrome

MP 5055

50 ppm monochrome

MP 6055

60 ppm monochrome

Put productivity on display

You face difficult choices every day. Fortunately, they're a lot easier to make when you have the right information. Choose the RICOH® MP 4055/MP 5055/MP 6055 to print, copy, scan and fax important notes, brochures, invoices, contracts and other documents quickly and economically. With the advanced 10.1"-wide Super VGA Smart Operation Panel, you can pinch, swipe and scroll like you do on your smartphone or tablet to check and adjust settings, automate tasks and distribute information with speed and precision. Select from multiple finishing options to add a professional touch to documents while eliminating outsourced printing costs. Set shortcuts to expedite everyday jobs. Print and distribute files while on the move using your personal mobile device. Help keep your best ideas safe with user authentication and other security capabilities. Plus, the versatile all-in-one MFP is designed specifically to use less energy, which helps reduce costs.

- Print up to 60 black-and-white prints/copies per minute
- Use the Smart Operation Panel to copy, print, scan and fax quickly
- Create automated workflows and shortcuts to simplify everyday tasks
- Expedite sorting, stapling, folding and hole punching via a wide range of finishing options
- Share information from your smartphone or tablet using the MFP



Create an easier way to work

Simplify tasks with customization and automation

Deliver on good information

Your best ideas can come at any time. Shouldn't you be able to share them the same way? Print up to 60 black-and-white pages per minute (ppm) to get the word out quickly. Use the standard Single Pass Document Feeder (SPDF) to transform one- or two-sided originals into digital files and distribute them via Scan-to options, including Scan-to-Email, FTP, PDF, URL and more. Store up to 3,000 frequently used forms on the embedded Document Server to keep the latest versions readily accessible. Add optional Optical Character Recognition (OCR) scanning to create searchable PDF files, so you can easily do a simple keyword search. An optional fax module lets you choose either Internet Faxing or LAN faxing over IP via optional Super G3 faxing to send digital files directly to your email inbox and reduce paper, transmission delays and multiple trips to the MFP.



Carry a lighter workload

When you stop, work stops. Use the MP 4055/MP 5055/MP 6055 to add workplace freedom without compromising productivity. Simply download the RICOH Smart Device Connector app on your Android® or iOS® devices to share information and print without printer setup configurations or utilities. Connect your Android and iOS devices with the MFP via Bluetooth (BLE), or Android devices using the Near Field Communication (NFC) tag. Grab information directly from cloud storage applications, such as Google Drive™, Box™ or Dropbox™ and print it using the RICOH Smart Device Connector app. Plus, you can now print emails and attachments with the latest version (v3.0) of the app. Scan originals at the MFP and send them to your personal device or directly to cloud storage, so you can access or distribute them digitally at your convenience. Printing from AirPrint® is also available.



Discover more ways to impress

Your audience knows a good idea when they see it. Use the MP 4055/MP 5055/MP 6055 to ensure they get a clearer look. Whether you're in a PC, Mac or Linux, you can produce crisp images with smooth gradations and precise text at up to 1200 dpi resolution. Print brochures, direct mail, presentations and more on a wide range of media — including envelopes, 11" x 17" sizes and thicker stocks up to 300 g/m² — to keep any audience's attention. You can even create an easy-to-see poster from one of your current documents. Choose between the icon-driven drivers to easily make subtle image changes prior to printing. For customers that require more complex work flows, these new devices now include standard PostScript to help improve productivity. With the 1.46 GHz Intel® controller, you can perform any task quickly and handle multiple jobs simultaneously. Plus, you can add optional paper trays to expand paper capacity to 4,700 sheets and output job after job on various paper types and sizes.





Press ahead with customized convenience

Tap into critical information

Use the large intuitive Smart Operation Panel to find important information and toggle between jobs and tasks quickly and conveniently with a single pinch, swipe or scroll. Designed with RICOH Workstyle Innovation Technology, the touchscreen offers multiple all-digital user interfaces that display critical information in a grid-like layout via easily identifiable icons. You can customize the look and layout and choose what's on display. Simply tap on any icon to access data, change settings, perform tasks and more. You can also find information online with the embedded web browser. Print web pages, images and documents as PDFs at any time.



Create shortcuts to productivity

You know what you have to do. Now, you know how to do it faster. Customize your own automated workflows on the Smart Operation Panel and reduce repetitive manual steps that can impede the flow of information. Download easy-to-use workflow apps from the RICOH Application Site to add specific features or single-function capabilities to simplify how you perform everyday tasks. For example, you can download the Conference Concierge app for step-by-step instructions on how to create supporting materials in the right format for your next big event. Download the ID Card Scan & Copy app to scan two-sided originals onto one side of a sheet of paper. You can even download the How-to Videos app for quick, convenient tutorials to expedite troubleshooting and customization tasks.



Add software solutions to reduce your workload

There's always a way to get things done. More importantly, with the MP 4055/MP 5055/MP 6055, there's always an easier way. Add Ricoh and third-party solutions to simplify complex workflows and automate many of your repetitive everyday tasks. With RICOH GlobalScan™ NX, you can digitize hardcopy originals and distribute them anywhere almost instantly with minimal effort. Use RICOH Streamline NX® for document creation, storage, retrieval, distribution, card authentication and more. Add RICOH Device Manager NX Accounting and issue chargebacks for individuals and workgroups with incredible speed and accuracy.



Perform every task with everyday consistency

Be secure with your message

Reduce risks with a wide range of security controls. Track users and their activity with User Authentication. Have every person enter a passcode or swipe an ID card by the optional NFC or HID card readers to access the device. Set print quotas for individuals or workgroups to minimize unnecessary printing. With Locked Print, jobs are held until the authorized user releases them, so sensitive information isn't left unattended for passersby. The hard disk drive includes powerful encryption protection, so you can share files with confidence, and a DataOverwriteSecurity System (DOSS) overwrites latent images on the hard drive.



Help reduce environmental impact

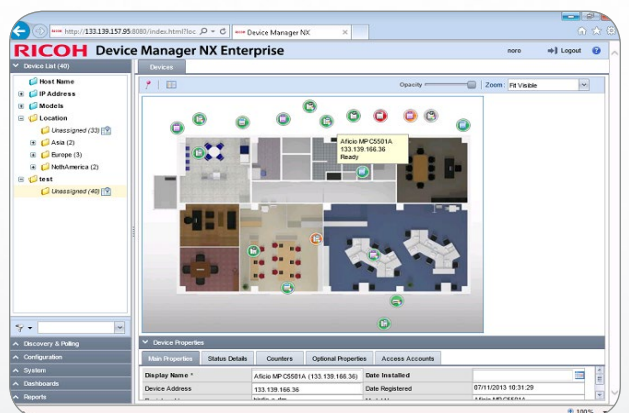
The MP 4055/MP 5055/MP 6055 is easy on your workload — and your budget. Take advantage of its many eco-friendly features. The MFP is ENERGY STAR® certified and meets EPEAT® Gold criteria*. We left some of the energy-saving options up to you. For example, you can schedule the MFP to power down when the office is empty and keep duplex printing as the default to reduce paper costs.

*EPEAT Gold rating is applicable only in the USA.



Perform administrative tasks with ease

Improve productivity throughout your fleet with multiple remote administrative tools. Add RICOH Device Manager NX to configure devices, add updates, monitor usage and more from a web browser. Install print drivers remotely with RICOH Device Software Manager. For meter reads and performance reports, use RICOH @Remote to collect data automatically. You'll know immediately when service is required via automated service alerts sent directly to your email inbox. Plus, our trained technicians are ready to help at any time.



To view detailed features of our multifunction products online go to www.ricoh-usa.com/products

Bring many enhancements to any environment



1 Full-Color 10.1"-Wide Super VGA Smart Operation Panel: With the same pinch-and-flick and swipe scrolling gestures you use on your smartphone and tablet, you can access information, check settings and perform tasks quickly and effortlessly.

2 Single Pass Document Feeder: Load up to 220 single-sided or double-sided color or black-and-white originals in the Single Pass Document Feeder (SPDF) for fast and easy scanning, copying and faxing.

3 Standard Paper Trays: Take advantage of two 550-Sheet Paper Trays and the 100-Sheet Bypass Tray to store up to 1,200 sheets of paper, including 11" x 17" stocks.

4 Additional Paper Storage (Optional): Expand capacity up to 4,700 sheets with a 2,000-Sheet Tandem Large Capacity Tray and 1,500-Sheet Side Large Capacity Tray. You can also choose a 1 x 550-Sheet Paper Tray or 2 x 550-Sheet Paper Tray to encourage on-demand printing.

5 Document Retrieval: Retrieve output easily — even in larger offices with multiple users — via the optional 125-Sheet 1-Bin Tray and the 250-Sheet Internal Shift-Sort Tray.

6 Document Finishing: Create your own production solution by choosing from multiple optional finishers. Choose a 500-Sheet Stapler Finisher to save floor space or opt for the external 3,000-Sheet Stapler Finisher to add a professional touch to larger jobs. Take your pick between 1,000-Sheet and 2,000-Sheet Booklet Finishers. Plus, you can opt for the 1,000-Sheet Hybrid Staple + Stapleless Finisher. Use it to toggle between stapled or stapleless finishing automatically depending on the number of pages you print. Stapleless finishing is ideal for schools, hospitals and public offices where recycling and safety are especially important.

Document Folding (not shown): Use the optional Internal Multi-Fold Unit to automate different types of paper folds, including tri-, Z- and half-folding, and produce more types of professional output in-house.

Be professional to the finish

Choose from a wide range of optional, easy-to-use finishers to enhance presentations, handouts, manuals and more to engage customers and coworkers. Each finisher helps automate tedious manual and repetitive tasks so you can move on to the next idea and the next opportunity quickly.



Finisher	Paper	Hole-Punch	Saddle-Stitch	Stapleless	Supported Systems
SR3130 Internal Stapler Finisher	500 Sheets	Optional	N/A	N/A	MP 4055/MP 5055
SR3210 Hybrid Staple + Stapleless Finisher	1,000 Sheets	Optional	N/A	2 - 5 Sheets/Set	All
SR3220 Booklet Finisher	1,000 Sheets	Optional	Up to 15 Sheets	N/A	All
SR3240 Booklet Finisher	2,000 Sheets	Optional	Up to 20 Sheets	N/A	All
SR3230 Stapler Finisher	3,000 Sheets	Optional	N/A	N/A	All

Engine/Copier Specifications

Configuration	Desktop
Scanning Element	One-Dimensional Solid Scanning Through CCD
Printing Process	Twin Laser Beam Scanning & Electrophotographic Printing
Toner Type	Dry, dual component
Copy Resolution	600 x 600 dpi
Maximum Copy Quantity	Up to 999
First Page Out Time	4.0 seconds for MP 4055 2.9 seconds for MP 5055/MP 6055
Warm-Up Time	Less than 24 seconds
Recovery From Sleep Mode	MP 4055: 7.9 seconds MP 5055: 8.2 seconds MP 6055: 8.7 seconds
Memory (Standard/Maximum)	2 GB RAM + 320 GB HDD (Shared)
Original Type	Book/Sheet/Object
Maximum Original Size	Up to 11" x 17"
B&W Print Speed (Letter/A4)	MP 4055: 40 prints/minute MP 5055: 50 prints/minute MP 6055: 60 prints/minute
Power Source	120V/60Hz/12A
Max. Power Consumption	Less than 1.6kW
Typical Electricity Consumption (TEC)**	MP 4055: 1.6 kWh/week MP 5055: 2.1 kWh/week MP 6055: 2.6 kWh/week
Standard Paper Capacity	1,200 sheets (550 sheets x 2 trays and 100-Sheet Bypass Tray)
Maximum Paper Capacity	4,700 sheets (w/Tandem LCT + Side LCT)
Supported Paper Types	Plain, Recycled, Colored, Special, Letterhead, Preprinted, Pre-punched, Bond, Cardstock, Envelope, OHP*, Label*
Supported Paper Sizes	Tray 1 & 2: 5.5" x 8.5" - 11" x 17" (A6 - A3) Bypass Tray: 5.5" x 8.5" - 12" x 18" (A6 - A3)
Supported Paper Weights	Tray 1 & 2: 16 - 80 lb. Bond (60 - 300 g/m ²) Bypass: 14 - 80 lb. Bond (52 - 300 g/m ²) Duplex: 14 - 68 lb. Bond (52 - 256 g/m ²) 500 sheets
Standard Output Capacity	
Maximum Output Capacity	3,625 sheets (Bridge Unit + 1 Bin + 3,000-Sheet Finisher)
Document Feeder Type	Standard Single Pass Document Feeder (SPDF)
Document Feeder Original Size	5.5" x 8.5" - 11" x 17" (A5 - A3)
Document Feeder Paper Weight	Simplex: 11 - 34 lb. Bond (40 - 128 g/m ²) Duplex: 14 - 34 lb. Bond (52 - 128 g/m ²)
Document Feeder Capacity	220 sheets
Preset Reduction & Enlargement Ratios	25%, 50%, 65%, 73%, 78%, 85%, 93%, 100%, 121%, 129%, 155%, 200%, 400%

Zoom Range Standard Features

25% to 400% in 1% increments
Auto Paper Select, Auto Tray Switch, Auto Image Density, Auto Text & Photo Separation, Auto Start, Auto Off Timer, Booklet/Magazine Copy, Shift/Erase/Margin Adjustment, Combine (Layout), Cover/Chapter/Slip Sheets Insertion, Image Rotation, Document Server (3,000 File Capacity) with Folder Management and Password Protection, Web Browser, Duplex, Electronic/Rotate Sorting, 8 Job Presets, 25 Job Programs, Negative/Positive, Sample Copy, Series Copy, Simplified Display, 1,000 User Codes, Stamps/Numbering, Interrupt Copy, Login/Logout Button, System Reset Timer, Import/Export of Preference Settings, Eco-Friendly Indicator, Centralized Address Book Management
23.1" x 26.9" x 37.9"
(587 x 684 x 963 mm)

Dimensions (WxDxH) (includes standard SPDF)

Weight 168.6 lbs. (76.5 kg)
*Bypass Tray only
**Typical electricity consumption by ENERGY STAR program

Printer Specifications (Standard)

Processor Speed	Intel® Atom Processor BayTrail-I 1.46 GHz
Connection Type	Standard on Device: 10Base-T/100Base-TX/1000Base-T Ethernet, USB Host Type A I/F (2 ports on back of device) Standard on Operation Panel: USB Host (Type A:1Port/Support USB Flash Memory), USB Host (Type A:1Port/Support optional Keyboard etc), USB Host Type Mini B and SD Card Slot Optional: IEEE 1284/ECP, IEEE 802.11b/g/n Wireless LAN TCP/IP (IPv4, IPv6) Windows Vista/7/8/8.1/10, Server 2008/2008R2/2012/2012R2; Unix Filters for Sun Solaris 9/10, HP-UX 11.x/11i v2/11i v3, SCO OpenServer 5.0.7/6.0, Red Hat Linux Enterprise V4/V5/V6, IBM AIX 5L/V5.3/V6.1/V7.1, Mac OS X 10.7 or later, SAP R/3, IBM iSeries AS/400* using OS/400 Host Print Transform, Citrix Xen App 6.5 or later Web Image Monitor, Embedded @Remote, @Remote Office Appliance, @Remote Connector NX, @Remote Enterprise Pro, Device Manager NX Lite and Accounting, Device Manager NX Pro and Enterprise, Printer Driver Packager NX
Network Protocols Supported Operating Systems	
Device Management Utilities	

Printer Languages

Standard: PostScript emulation, PCL5e/PCL6
Optional: Adobe® PostScript®3™, XPS
Up to 1200 x 1200 dpi
Sample/Locked/Hold/Scheduled/Store and Print, PDF Direct Print, Mail to Print, Classification Code, Bonjour Support, Windows Active Directory Support, DDNS Support, PCL Resident Font Adoption, Tray Parameter Change from Web Image Monitor, 1200 dpi Support, Universal Driver, XPS Support, WS Printer, Media Direct Print (Print from USB/SD), Banner Page Print, Auto Job Promotion, Poster Print, WPS Support, Send to Document Server, Layout (N-up), Watermark, Slip Sheet, Rotate, Do Not Print, Blank Pages, Dithering, Toner Saving, Black Over Print, User ID/Code/Authentication, Edge to Edge Print

Scanner Specifications (Standard)

Scan Speed (B&W & Full Color)	Simplex - 110 ipm/Duplex - 180 ipm (A4)
Scan Resolution	Full Color & B&W: Up to 600 dpi TWIN: Up to 1200 dpi
Scan Area/Platen Size	Up to 11" x 17"
Connection Type	Standard: 10Base-T/100Base-TX/1000Base-T Ethernet Optional: IEEE 802.11a/b/g/n Wireless LAN
Protocol File Formats	TCP/IP, SMB, SMTP, POP, LDAP, FTP, IMAP4 Single and Multi-Page TIFF/PDF, High Compression PDF, PDF/A and Single-Page JPEG
Standard Features	Embedded Scan-to-Email/Folder/SMB/FTP/URL/PDF/A/Digitally Signed PDF, TWIN and Color Scanning, Auto Size Detection, Auto Density Selection, Image Rotation, SADF/Batch Mode, Mixed Size Mode, Reduce and Enlarge, Split Scan from Booklet Type Original, WS Scanner, LDAP Support, Preview Before Transmission, PDF Encryption, Drop Out Color Send, Distributed Scan Management

RICOH MP 4055/MP 5055/MP 6055

SYSTEM SPECIFICATIONS



Fax Specifications (Option)

Fax Option Type M29

Circuit	PSTN, PBX
Compatibility	ITU-T (CCITT) G3
Resolution	200 x 200/100 dpi; 400 x 400 dpi (optional)
Compression Method	MH, MR, MMR, JBIG
Scanning Speed (LEF)	Up to 68 spm (Letter/A4)
Modem Speed	G3: 3 seconds per page (JBIG Compression)
Transmission Speed	G3: 2 seconds per page (JBIG Compression)
SAF Memory	4 MB standard/64 MB maximum (320 pages/4,800 pages)
Max Auto Dials	2,000
Group Dials	100 (max. 500 numbers per group)
Standard Features	One Hour Backup, LAN-Fax Capability, Internet Faxing (T.37), IP Faxing (T.38), Fax Forwarding to E-Mail/Folder, Paperless Fax (HDD), Detection of Misplaced Document, Double-check of Destination Address, Direct SMTP, LDAP Support, Universal Send (Simultaneous Fax and Scan), Fax Line Assignment, Fax Output Timer
Optional Features	Remote Fax, Simultaneous Operation of up to 3 lines (G3 x 3)

Security Features (Standard)

Data Overwrite Security System (DOSS), Windows/LDAP/Basic/User Code/802.1x Wired Authentication, Address Book/Authentication Password/SSL Communication/S/MIME/Ipsec Communication/HDD/SMTP over SSL/TLS/Wireless LAN Encryption, Network Protocol On/Off, IP Filtering, Unauthorized Copy/Print Prevention, Quota Setting/Account Limit, Compulsory Security Stamp, HDD Encryption

Optional Hardware Accessories

Paper Handling & Cabinet Options

One-Tray Paper Bank (PB3150/PB3250)*

Tray Capacity	550 sheets x 1 tray
Paper Size	5.5" x 8.5" to 11" x 17" (A5 – A3)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	23.1" x 27" x 4.7" (587 x 685 x 120 mm)

Requires installation of Caster Table Type M3

Two-Tray Paper Bank (PB3220)*

Tray Capacity	1,100 sheets (550 sheets x 2 trays)
Paper Size	5.5" x 8.5" to 11" x 17" (A5 – A3)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	23.1" x 27" x 9.7" (587 x 685 x 247 mm)

Tandem Large Capacity Tray (PB3230/PB3260)*

Tray Capacity	2,000 sheets (1,000 sheets x 2)
Paper Size	8.5" x 11" (A4)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	23.1" x 27" x 9.7" (587 x 685 x 247 mm)

Side Large Capacity Tray (RT3030)

Tray Capacity	1,500 sheets
Paper Size	8.5" x 11" (A4)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	13.4" x 21.4" x 11.4" (340 x 545 x 290 mm)

Requires installation of Two-Tray Paper Bank (PB3220) or Tandem LCT (PB3230/PB3260)

Cabinet Type F

Dimensions (WxDxH)	23.1" x 26.7" x 10" (586 x 679 x 256 mm)
Weight	Less than 29.3 lbs. (13.25 kg)

Output Trays & Finisher Options

Internal Shift-Sort Tray (SH3070)¹

Tray Capacity	250 sheets (8.5" x 11" or smaller) (A4 – A5) 125 sheets (8.5" x 14" or larger) (B4 – A3)
Paper Size	5.5" x 8.5" to 12" x 18" (A5 – A3)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)

Cannot be installed with any Finisher

1 Bin Tray (BN3110)

Paper Size	5.5" x 8.5" to 11" x 17" (A5 – A3)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Tray Capacity	125 Sheets

Internal Multi-Fold Unit (FD3000)

Folding Type	Z-Fold, Half-Fold, Outer Tri-Fold, Inner Tri-Fold
Paper Size	Z-Fold, Half-Fold: A3, B4, A4, DLT, LG, LT, 8k, 8.5" x 13.4" (Oficio)
(Only FD3000 Multi-Fold Unit)	Outer or Inner Tri-Fold: A3, A4, DLT, LG, LT, 8.5" x 13.4" (Oficio)

Paper Size (When connected to SR3210, SR3220 or SR3230/SR3260 finisher)	Z-Fold: A3, B4, A4, DLT, LG, LT, 8k, 8.5" x 13.4" (Oficio) Half-Fold: A3, B4, A4, DLT, LG, LT, 8k, 8.5" x 13.4" (Oficio), 12" x 18", 12.6" x 17.7" (SRA3) Outer or Inner Tri-Fold: A3, A4, DLT, LG, LT, 8.5" x 13.4" (Oficio) 24.09" x 21.85" x 7.24" (612 x 555 x 184 mm) 33 lb. (15 kg)
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Dimensions (WxDxH)

Weight

500-Sheet Internal Stapler Finisher (SR1330) ¹	5.5" x 8.5" to 12" x 18" (A6 – A3)
Paper Size	14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Paper Weight	500 sheets (8.5" x 11" or smaller) (A4) 250 sheets (8.5" x 14" or larger) (B4 – A3) 7.25" x 10.5" to 11" x 17" (A4 – A3)
Stack Capacity	14 – 28 lb. Bond (52 – 105 g/m ²) 50 sheets (8.5" x 11") (A4) 30 sheets (8.5" x 14" or larger, and/or Mixed Sizes) (B4 – A3)
Staple Paper Size	Top, Bottom, 2 Staples
Staple Paper Weight	21.5" x 20.6" x 6.7" (546 x 523 x 170 mm)
Staple Capacity	2-1/3-Hole Punch Unit (PU3040NA)

Staple Positions

Dimensions (WxDxH)	21.5" x 20.6" x 6.7" (546 x 523 x 170 mm)
2-1/3-Hole Punch Unit (PU3040NA)	(Optional; Installs inside SR3130 Internal Finisher)
Punch Paper Sizes	7.25" x 10.5" to 11" x 17" (A4 – A3)
Punch Paper Weight	14 – 45 lb. Bond/93 lb. Index (52 – 169 g/m ²)

1,000-Sheet Hybrid Staple + Stapleless Finisher (SR3210)¹**

Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3)
Paper Weight	Proof Tray: 14 – 45 lb. Bond/93 lb. Index (52 – 169 g/m ²) Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Stack Capacity	Proof Tray: 250 sheets (8.5" x 11") (A4); 50 sheets (8.5" x 14" or larger) (A4 – B3) Shift Tray: 1,000 sheets (8.5" x 11") (A4); 500 sheets (8.5" x 14" or larger) (A4 – B3)

Stapleless Capacity

Staple Capacity	2 – 5 sheets/set 50 sheets (8.5" x 11") (A4) 30 sheets (8.5" x 14" or larger) (B4) 8.5" x 11" to 11" x 17" (A4 – A3)
Staple Paper Size	14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Paper Weight	Top, Bottom 2 Staples
Staple Positions	Dimensions (WxDxH) 22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)

1,000-Sheet Booklet Finisher (SR3220)¹**

Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Booklet Tray: 8.5" x 11" to 12" x 18" (A4 – A3)
Paper Weight	Proof Tray: 14 – 45 lb. Bond (52 – 169 g/m ²) Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²) Booklet Tray: 14 – 28 lb. Bond (52 – 105 g/m ²)
Stack Capacity	Proof Tray: 250 sheets (8.5" x 11" or smaller) (A4); 50 sheets (8.5" x 14" or larger) (B4 – A3) Shift Tray: 1,000 sheets (8.5" x 11" or smaller) (A4); 500 sheets (8.5" x 14" or larger) (B4 – A3) Booklet Tray: 20 Sets (2 – 5 sheets), 10 Sets (6 – 10 sheets) & 7 Sets (11 – 15 sheets)

Staple Capacity

Staple Paper Size	Normal Staple: 50 sheets (8.5" x 11") (A4); 30 sheets (8.5" x 14" or larger) (B4 – A3) Saddle Stitch: 15 sheets
Staple Paper Weight	Normal Staple: 8.5" x 11" to 12" x 18" (A4 – A3) Saddle Stitch: 8.5" x 11" to 12" x 18" (A4 – A3)

Staple Paper Weight

Staple Positions	14 – 28 lb. Bond (52 – 105 g/m ²)
Dimensions (WxDxH)	Top, Bottom, 2 Staples, Booklet 22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)

2-1/3-Hole Punch Unit (PU 3050NA)

(Optional; Installs inside SR3210 or SR3220 Finisher)	
Punch Paper Sizes	5.5" x 8.5" to 11" x 17" (A5 – A3)
Punch Paper Weight	14 – 68 lb. Bond/142 lb. Index (52 – 256 g/m ²)

2,000-Sheet Booklet Finisher (SR3240)¹**

Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Booklet Tray: 8.5" x 11" to 12" x 18" (A4 – A3)
Paper Weight	Proof Tray: 14 – 58 lb. Bond/122 lb. Index (52 – 220 g/m ²) Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²) Booklet Tray: 17 – 28 lb. Bond (64 – 105 g/m ²)
Stack Capacity	Proof Tray: 250 sheets (8.5" x 11" or smaller) (A4); 50 sheets (8.5" x 14" or larger) (B4) Shift Tray: 2,000 sheets (8.5" x 11" or smaller) (A4); 1,000 sheets (8.5" x 14" or larger) (B4) Booklet Tray: 30 sets (2 – 5 sheets) or 15 sets (6 – 10 sheets) or 10 sets (11 – 15 sheets) or 6 sets (16 – 20 sheets)
Staple Capacity	Normal Staple: 50 sheets (8.5" x 11" to 11" x 17" and Mixed Sizes) (A4 – A3) Saddle Stitch: 20 sheets
Staple Paper Size	Normal Staple: 8.5" x 11" to 11" x 17" (A4 – A3) Saddle Stitch: 8.5" x 11" to 12" x 18" (A4 – A3)
Staple Paper Weight	14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Positions	Top, Bottom, 2 Staples, Top Slant, Booklet
Dimensions (WxDxH)	25.9" x 24.1" x 37.8" (657 x 613 x 960 mm)

3,000-Sheet Stapler Finisher (SR3230)¹**

Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3)
Paper Weight	Proof Tray: 14 – 58 lb. Bond/122 lb. Index (52 – 220 g/m ²) Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Stack Capacity	Proof Tray: 250 sheets (8.5" x 11" or larger) (B4) Shift Tray: 3,000 sheets (8.5" x 11") (A4); 1,500 sheets (8.5" x 14" or larger) (B4) 50 sheets (8.5" x 11" to 11" x 17") or Mixed Sizes (A4 – A3)
Staple Capacity	8.5" x 11" to 11" x 17" (A4 – A3) 14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Paper Size	Top, Bottom, 2 Staples, Top Slant
Staple Paper Weight	Dimensions (WxDxH) 25.9" x 24.1" x 37.8" (657 x 613 x 960 mm)

2-1/3-Hole Punch Unit (PU3060NA)

(Optional; Installs inside SR3230 or SR3240 Finishers)	
Punch Paper Sizes	5.5" x 8.5" to 11" x 17" (A5 – A3)
Punch Paper Weight	14 – 68 lb. Bond/142 lb. Index (52 – 256 g/m ²)

Additional Accessory Options

Bridge Unit BU3070, NFC Card Reader Type M29, HotSpot MFP Option Type S, ESP XG-PCS-15D Power Filter, Fax Connection Unit Type M29, G3 Interface Unit Type M29, Fax Memory Unit Type M19 64 MB, File Format Converter Type M19, IEEE 1284 Interface Board Type M19, IEEE 802.11a/b/g/n Interface Unit Type M19, Key Counter Bracket Type M3, OCR Unit Type M13, Optional Counter Interface Unit Type M12, PostScript3 Unit Type M29, Smart Card Reader Built-in Unit Type M29, SCR3310v2 USB Smart Card Reader, XPS Direct Print Option Type M29, Extended USB Board Type M19, External USB Keyboard (No Bracket), External Keyboard Bracket Type M3, Caster Table Type M3

¹ Caster Table Type M3 must be installed

² Requires configuration with Bridge Unit BU3070.

³ Cannot be installed together.

⁴ Requires installation of Two-Tray Paper Bank (PB3220) or Tandem Large Capacity Tray (PB3230/PB3260).

⁵ Not available for MP 6055.

⁶ Availability is limited, the PB3150 will be replaced by the PB3250 at a later date.

⁷ Availability is limited, the PB3230 will be replaced by the PB3260 at a later date.

Note: Some accessories require additional equipment or may be prerequisites for other options. Some images contained in this brochure do not show the stabilizers that ship with the optional paper feed units. Some options may not be available at the time of market release.

Genuine Adobe® PostScript® 3 and PDF Direct from Adobe® are available as options.

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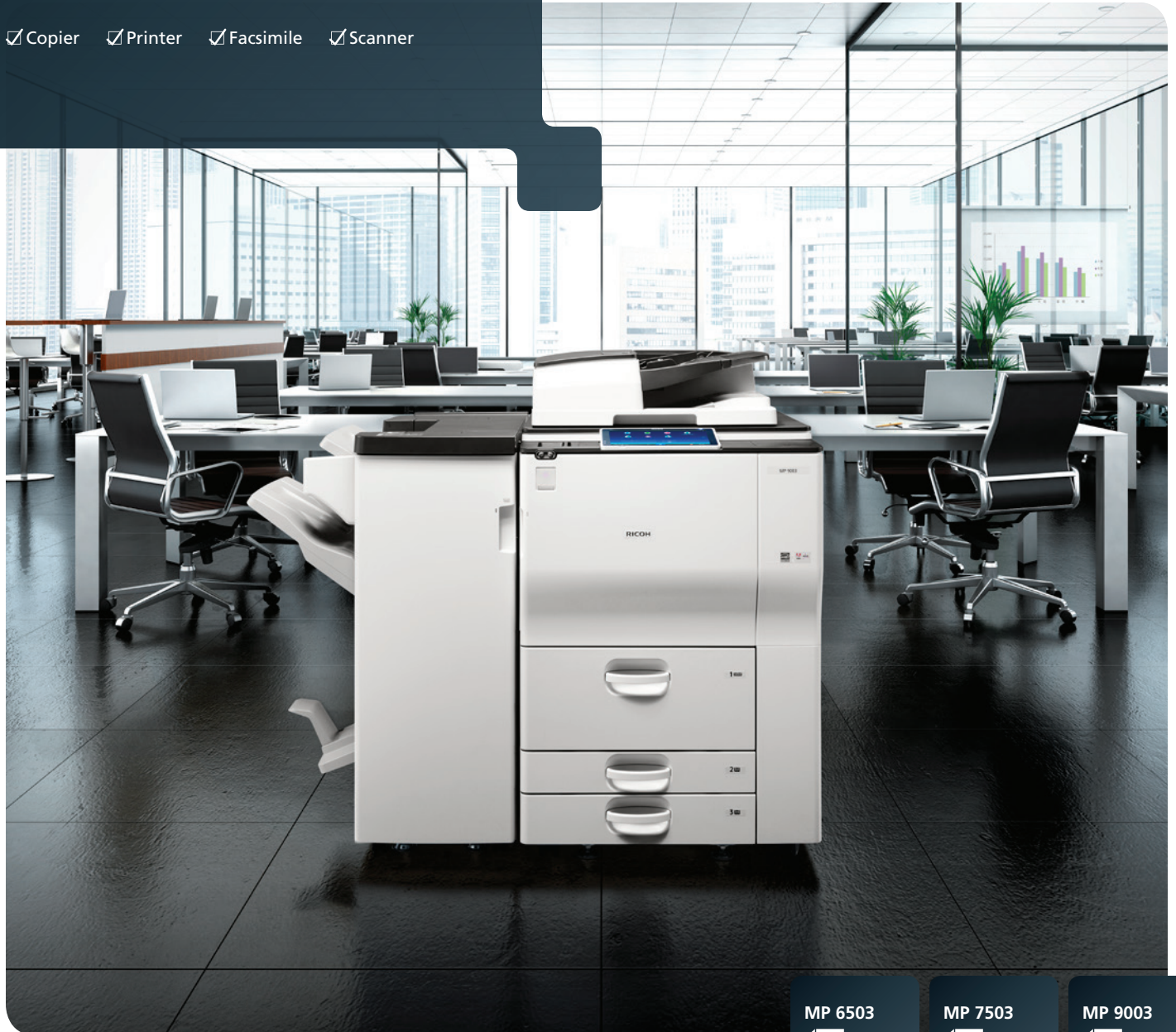


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75
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MP 9003

90
ppm monochrome

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Create new ways to be more productive

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If there's one thing you know for certain, more work is on the way. Be prepared for it. Take advantage of print speeds up to 90 pages per minute and expanded paper capacity up to 8,300 sheets to minimize delays and transition between jobs quickly. Schedule larger jobs when the office is quiet to avoid print delays and shorten print queues by bypassing problem print jobs easily with Auto Job Promotion. With its innovative Motion Detection Sensor, the MP 6503/MP 7503/MP 9003 powers up from sleep before you even reach the control panel. Once there, it takes only a few taps to print, scan, copy or fax critical information in multiple formats, with extensive paper handling options.



Keep moving and stay productive

Work where you are, whenever you want. Use your smartphone, tablet or laptop to connect to the MP 6503/MP 7503/MP 9003 via wireless LAN and avoid cumbersome utilities, print drivers and software. Just download the RICOH Smart Device Connector App to control all print, copy, scan and fax functions from your Android or iOS device. Access digital files directly from your device or Cloud applications and send them to the MFP, where you can release them for safe printing once you arrive. When you want to avoid carrying piles of paperwork, you can simply store files on a USB/SD memory card and plug it into the MFP when ready to print.



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Tap into more productivity

We've removed all hard keys from the Smart Operation Panel, so you can enjoy tablet-like functionality and freedom and adjust to everyday workplace changes swiftly and intelligently. Ricoh's Workstyle Innovation Technology can help you access important details, change settings and move swiftly from one task to the next using the same pinch-and-flick, drag-and-drop and swipe scrolling techniques used on smartphones and tablets. You choose which icons, options and notifications that appear on your unique user interface. Simply tap in and out of easy-to-read displays and get the details you need to make more productive decisions. It's never been easier to perform everyday tasks. Print, copy, scan and fax with a single touch and complete projects with unprecedented speed and convenience. The MFP includes a standard, embedded web browser, so you can access information from your choice of Cloud applications or search for and print information from the Internet at the device.



Save time automatically

Store up to 3,000 frequently-used documents on the Document Server and access the files with a tap from the touchscreen. Use optical character recognition (OCR) to make your scanned document files searchable, so you can locate words quickly with a keyword search. The bypass tray can detect paper sizes automatically to simplify printing. When working with two-sided forms like drivers' licenses and insurance cards, you can use the ID Card Copy App to scan both sides and print them on a single-sided sheet of paper. In addition, you can take advantage of several Ricoh and third-party workflow software applications designed specifically to reduce manual steps and simplify how you share information.



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You want to move information quickly, but not recklessly. With user authentication, you can force users to enter a passcode or billing code before they can use MFP functions. Because it's preconfigured to support Near Field Communication (NFC), you can opt to install an NFC Card Reader on the MFP, which grants access only after users swipe an identity or proximity card. With Locked Print, jobs remain in queue at the device, and out of sight, until the authorized user releases them. You can even pair the MFP with accounting software to issue chargebacks to specific users and departments. Place watermarks on documents to prohibit unauthorized copies of confidential information. Use powerful encryption to protect data on the 320 GB hard disk drive or the DataOverwriteSecurity System (DOSS) to destroy document images on the hard drive.



Take administrative control

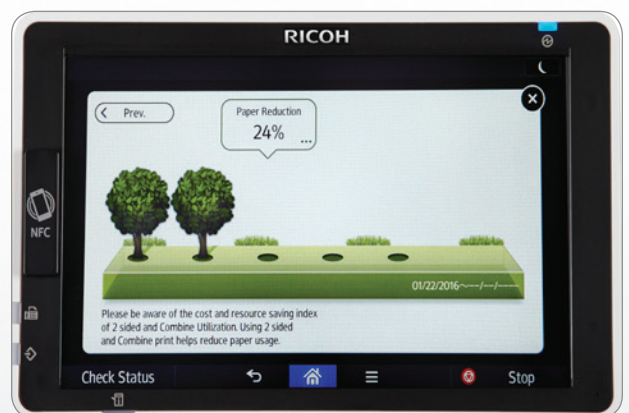
Maintain productivity and minimize operating costs from a centralized location. Use RICOH Device Manager NX to monitor, configure and update via a web browser. Use RICOH @Remote to automate service calls and collect important device data, including meter readings and error details. IT managers can install RICOH Device Software Manager to automatically update print drivers. Are you worried users are abusing print privileges? Set print quotas for specific users or departments to curb excessive printing and subsequent costs. Is the MFP powered up over long weekends? Shut it down remotely to reduce your energy bill. Are users struggling with a feature or function? Contact our Support Help Desk directly and an experienced representative can access the user interface remotely and simplify troubleshooting.



Be responsible

Encourage responsible behavior with eco-friendly features designed specifically to reduce environmental impact and operating costs. Cut paper use and costs with default duplex printing. Save electricity by scheduling the MFP to power off when you know the office is empty — such as overnight or weekends — and reduce energy consumption significantly. Because the MFP meets EPEAT® Gold* criteria and ENERGY STAR® certifications, you can realize low Typical Electricity Consumption (TEC) rates. Track how much you're saving on paper with the convenient Eco-Friendly widget, where you can check usage stats and even share friendly reminders with users.

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- 1 Base System:** Choose between 65-, 75- or 90-pages-per-minute output speeds to get started.
- 2 Cover Interposer Trays (Optional/not shown):** Feed pre-printed full-color or black-and-white covers and inserts into finishing workflows.
- 3 Paper Trays:** Standard paper capacity is 4,300 sheets up to 11" x 17", which includes dual front-loading 550-Sheet trays and a Tandem Paper Tray that holds 1,550 sheets in each of two compartments.
- 4 Single Pass Document Feeder:** Scan up to 120 single-sided or 220 double-sided color or black-and-white images per minute via the one-pass Duplex Scanning Document Feeder.
- 5 Full-Color 10.1"-wide Super VGA Smart Operation Panel:** Toggle between menus, settings and other controls with touchscreen convenience.
- 6 Bypass Tray:** Feed a wide range of paper stocks, up to 110 lb. Cover, through the 100-Sheet Bypass Tray.
- 7 Large Capacity Tray LCIT4040 (Optional):** Add the 4,000-Sheet Large Capacity Tray (LCT) for 8.5" x 11" paper sizes to expand total paper capacity to a whopping 8,300 sheets.
- 8 Normal/Reverse Grip Handles:** Reload paper quickly and conveniently with easy-grip handles on all paper trays.

Slide right into automated convenience



New User Interface: Meet your most unique workflow demands with this intuitive, easy-to-navigate user interface. It's set up in a grid layout, so features can be accessed dynamically. Use the familiar swipe scrolling and pinch-and-flick movements found on most touchscreens. Find key settings and adjust them with the same techniques. Take advantage of its built-in "Cloud solution ready" capabilities. You can even choose which shortcut workflows you want to place on the Home Screen.



Quick User Interface: There are several functions that almost every user needs, including immediate access to printing, copying, scanning and faxing. Access each with a single touch from the Quick User Interface and expedite common, everyday projects. To access more unique functions, such as ID Card Copy or Scan-to-Folder Helper, you can place these shortcuts on the Home Screen. Just tap it to get started.

Classic (Legacy) User Interface: Some people are reluctant to change. Don't worry — we have you covered. You can also still use the legacy user interface on the new touchscreen. Just tap its icon on the Home Screen and begin working with the familiar user interface you are accustomed to.



Make it look professional

Add the finishing touches to presentations, reports, briefs and more with a wide range of automated finishers that improve paper handling, stacking and stapling. Each reduces manual tasks, so you can complete jobs in less time with fewer errors. Choose the one that fits your office needs.



Finisher	Paper Capacity (LT)	Staple Sheet Capacity (LT)	Saddle Stitch	Hole-Punch
SR4120 Finisher	3,000 Sheets	65 Sheets	N/A	Option
SR4080 Finisher	3,000 Sheets	100 Sheets	N/A	Option
SR4130 Saddle Stitch Finisher	2,000 Sheets	65 Sheets	20 Sheets	Option
CS4010 9-Bin Mailbox	100 Sheets/Bin	N/A	N/A	N/A

RICOH MP 6503/MP 7503/MP 9003

SYSTEM SPECIFICATIONS



General Specifications

Memory (RAM)	2 GB
HDD	320 GB
First Copy Time	MP 6503/MP 7503: 3.2 seconds MP 9003: 2.9 seconds
Warm-Up Time from Main Switch	MP 6503/MP 7503: 20 seconds MP 9003: 300 seconds
Copy Speed	65/75/90 copies/minute multiple sets (Letter LEF)
Original Size	Up to 11" x 17"
Copy Size	5.5" x 8.5" - 11" x 17"
Copy Resolution	True 600 x 600 dpi
Zoom	25% - 400% in 1% increments
Paper Capacity	Standard: Tray 1: 1,550 sheets x 2 (Tandem) = 3,100 (Letter) Trays 2 & 3: 550 sheets each (user adjustable) Bypass: 100 sheets Total Standard/Max: 4,300/8,300 sheets Trays 1 - 3: 52 - 256 g/m ² (14 lb. Bond - 68 lb. Bond) Duplex Unit: 64 - 256 g/m ² (17 lb. Bond - 95 lb. Cover)
Paper Weight	
Power Requirements	MP 6503/MP 7503: 120-127V/60Hz/20A (Requires dedicated 20A outlet) MP 9003: 208-240V/60Hz/12A (Requires dedicated 20A outlet)
Typical Electricity Consumption (TEC)	MP 6503: 4.9 kWh MP 7503: 5.4 kWh MP 9003: 12.5 kWh
Dimensions (WxDxH)	27.2" x 31.6" x 45.7" (690 x 803 x 1161 mm)
Weight	441 lbs. (200 kg)
Single Pass Document Feeder (SPDF) Standard	
Original Size	5.5" x 8.5" - 11" x 17"
Paper Weight	Simplex: 11 lb. - 34 lb. Bond (40 - 128 g/m ²) Duplex: 14 lb. - 34 lb. Bond (52 - 128 g/m ²)
Capacity	220 sheets (based on 21 lb. Bond - 81.4 g/m ²)

Options

LCIT4040 Large-Capacity Tray (LCT)	
Paper Size	8.5" x 11" /A4 (LEF)
Paper Weight	14 - 34 lb. Bond (52 - 128 g/m ²)
Paper Capacity	4,000 sheets (20 lb. Bond - 75 g/m ²)
Dimensions (WxDxH)	12.36" x 18.03" x 25.94" (314 x 458 x 659 mm)
8.5" x 14" Paper Size Tray Type 9002	
Enables legal-size (8.5" x 14") paper to be fed through LCT	
Paper Size	8.5" x 14" /B4, 8.5" x 11" /A4 SEF
Paper Capacity	2,500 sheets (20 lb. Bond - 75 g/m ²)
CS4010 9-Bin Mailbox	
Compatible with SR4120 and SR4130 Finishers	
Number of Bins	9
Stack Capacity	100 sheets/bin (20 lb. Bond - 75 g/m ²)
Paper Size	5.5" x 8.5" - 11" x 17"
11" x 17" Tray Type 9001	
Enables 8.5" x 11" - 11" x 17" paper to be fed from Tray 1	
Paper Size	11" x 17" SEF, 8.5" x 14" SEF, 8.5" x 11"
Paper Capacity	1,000 sheets
Cover Interposer Tray Options	
Paper Size	5.5" x 8.5" - 11" x 17"
Paper Weight	17 lb. Bond - 110 lb. Index (64 - 216 g/m ²)
Paper Capacity	200 sheets (20 lb. Bond - 75 g/m ²)
Tray Type CI4030	Compatible with SR4080 Finisher
Tray Type CI4040	Compatible with SR4120 Finisher or SR4130 Booklet Finisher
Punch Unit PU3060	
Compatible with SR4120 Finisher and SR4130 Booklet Finisher	
Hole Positions	2 or 3 holes
Paper Size	5.5" x 8.5" - 11" x 17"
Paper Weight	14 lb. Bond - 142 lb. Index (52 - 256 g/m ²)
FD4000 Multi-Folding Unit	
Compatible with all finishers	
Folding Type	
Single Sheet Mode	Z-Fold, Half-Fold, Letter Fold-In, Letter Fold-Out, Double Parallel, Gate-Fold
Multiple Sheets Mode	Half-Fold, Letter Fold-In, Letter Fold-Out, Up to 3 sheets
Paper Size	
Single Sheet Mode	Z-Folding: 8.5" x 11" - 11" x 17" Half-Folding: 8.5" x 11" - 11" x 17" Letter Folding: 8.5" x 11" - 11" x 17"

	Double Parallel/Gate-Folding: 8.5" x 11" Multiple Sheets Mode: Half-Folding: 8.5" x 11" - 11" x 17" Letter Folding: 8.5" x 11"
SR4130 2,000-Sheet Saddle-Stitch Finisher with 65-Sheet Stapler	
Proof Tray	
Paper Size	5.5" x 8.5" - 11" x 17" (A5 - A3) SEF
Paper Weight	14 lb. Bond - 121 lb. Index (52 - 220 g/m ²)
Stack Capacity	250 sheets (8.5" x 11" or smaller) 50 sheets (8.5" x 14" or larger)
Shift Tray	
Paper Size	5.5" x 8.5" - 11" x 17" (A5 - A3) SEF
Paper Weight	14 lb. Bond - 111 lb. Cover (52 - 300 g/m ²)
Stack Capacity	2,000 sheets (8.5" x 11" LEF) 1,000 sheets (8.5" x 11" SEF, 8.5" x 14" SEF, 11" x 17" SEF) 500 sheets (5.5" x 8.5" LEF) 100 sheets (5.5" x 8.5" SEF)
Staple Capacity	Same Paper Size: 65 sheets (8.5" x 11" - 11" x 17") Mixed Paper Size: 65 sheets (8.5" x 11", 11" x 17") Saddle-Stitch: 20 sheets (8.5" x 11" SEF, 8.5" x 14" SEF, 11" x 17" SEF) Staple Position: Top, Bottom, 2 Staples, Top Slant, Booklet 25.9" x 28.7" x 38.6" (657 x 730 x 980 mm)
Dimensions (WxDxH)	
SR4080 3,000-Sheet Finisher with 100-Sheet Stapler	
Proof Tray	
Paper Size	5.5" x 8.5" - 11" x 17" (A5 - A3) SEF
Paper Weight	14 lb. Bond - 80 lb. Cover (52 - 216 g/m ²)
Stack Capacity	500 sheets (8.5" x 11" or smaller) 250 sheets (8.5" x 14" or larger)
Shift Tray	
Paper Size	5.5" x 8.5" - 11" x 17" (A5-A3) SEF
Paper Weight	14 lb. Bond - 110 lb. Index (52 - 216 g/m ²)
Stack Capacity	3,000 sheets (8.5" x 11" LEF) 1,500 sheets (8.5" x 11" SEF, 8.5" x 14" SEF, 11" x 17" SEF) 500 sheets (5.5" x 8.5" LEF) 100 sheets (5.5" x 8.5" SEF)
Staple Capacity	Same Paper Size: 100 sheets (8.5" x 11") 50 sheets (8.5" x 14", 11" x 17") Mixed Paper Size: 50 sheets (8.5" x 11" LEF, 11" x 17" SEF) Staple Positions Top, Top Slant, Bottom, 2 Staples 31.5" x 28.7" x 38.6" (800 x 730 x 980 mm)
Dimensions (WxDxH)	
Punch Unit Type 1075	
Hole Positions	2 or 3 holes
Paper Size	5.5" x 8.5" - 11" x 17"
Paper Weight	14 lb. Bond - 90 lb. Index (52 - 162 g/m ²)
SR4120 3,000-Sheet Finisher with 65-Sheet Stapler	
Proof Tray	
Paper Size	5.5" x 8.5" - 11" x 17" (A5 - A3) SEF
Paper Weight	14 lb. Bond - 121 lb. Index (52 - 220 g/m ²)
Stack Capacity	250 sheets (8.5" x 11" or smaller) 50 sheets (8.5" x 14" or larger)
Shift Tray	
Paper Size	5.5" x 8.5" - 11" x 17" (A5 - A3) SEF
Paper Weight	14 lb. Bond - 111 lb. Cover (52 - 300 g/m ²)
Stack Capacity	3,000 sheets (8.5" x 11" LEF) 1,500 sheets (8.5" x 11" SEF, 8.5" x 14" SEF, 11" x 17" SEF) 500 sheets (5.5" x 8.5" LEF) 100 sheets (5.5" x 8.5" SEF)
Staple Capacity	Same Paper Size: 65 sheets (8.5" x 11" - 11" x 17") Mixed Paper Size: 65 sheets (8.5" x 11", 11" x 17") Staple Positions Top, Bottom, 2 Staples, Top Slant 25.9" x 28.7" x 38.6" (657 x 730 x 980 mm)
Staple Positions	
Dimensions (WxDxH)	
Print Controller Specifications	
CPU	Intel® Atom Process BayTrail-H 1.75 GHz
Host Interface	Standard: 10Base-T/100Base-TX/1000Base-T Ethernet, SD Card Slot (1 Slot/Support SDHC Memory Card), USB Host (Type A: 1Port/Support USB Flash Memory) Optional: IEEE 1284, Wireless LAN (IEEE 802.11 a/b/g/n), USB Device (Type B: 1 Port) TCP/IP (IPv4/IPv6)
Network Protocol	
Memory Capacity	2 GB
PDL	Standard: PCL5e, PCL6, PDF Direct Print Optional: Adobe® PostScript®3, IPDS, XPS

Print Resolution	Up to 1200 x 1200 dpi
Fonts	Standard: PCL: 45 scalable, 6 bitmapped, 13 international Option: PS3: 136 Roman; IPDS: 108 Roman Windows Vista/7/8/8.1/10/Server 2003/2008 R2/2008/2008 R2/2012/2012 R2 Unix: Sun Solaris, HP-UX, SCO OpenServer, Red Hat Linux, IBM AIX Citrix Presentation Server 4.5/Citrix XenApp 5.0 Mac OS X v.10.7 or later; SAP R/3; IBM iSeries/AS/400-using OS/400 Host Print Transform
Operating System	

Scanner Specifications

Scan Speed	Full-Color, B&W 200 dpi (LT): 120 ipm (Simplex)/220 ipm (Duplex) B&W 300 dpi (LT): 120 ipm (Simplex)/220 ipm (Duplex) Full-Color 300 dpi (LT): 120 ipm (Simplex)/210 ipm (Duplex)
Optical Resolution	100 dpi - 600 dpi (100 - 1200 dpi with TWAIN); Default: 200 dpi
Output Format	Single Page: TIFF, JPEG, PDF, High Compression PDF, Digital Signature PDF, PDF/A Multi Page: TIFF, PDF, High Compression PDF, Secure PDF, Digital Signature PDF, PDF/A Standard: 10Base-T/100Base-TX/1000Base-T Ethernet Optional: IEEE 802.11a/b/g/n Wireless LAN Network TWAIN Driver Yes (up to 500 addresses per send)
Interface Support	Yes (Version 3)
Max Stored Destinations	2,000
Authentication	SMTP/POP before SMTP
Scan-to-Folder	Yes (up to 50 folders per job)
Protocol Support	SMB, FTP
Scan-to-Media	USB/SD Card

Facsimile Specifications (Optional)

Type	ITU-T (CCIT) G3, Additional G3 (Optional)
Circuit	PSTN, PBX
Resolution	200 x 100 dpi (Standard Mode); 200 x 200 dpi (Detail Mode); 400 x 400 dpi (Super Fine Mode; available with optional SAF memory)
Modem Speed	33.6 Kbps with auto fallback
Compression Method	MH, MR, MMR, JBIG
G3 Transmission Speed	Approximately 2 seconds/page (with JBIG); Approximately 3 seconds/page (with MMR)
Auto Dialing	2,000 Quick Dials, 100 Group Dials
SAF Memory Capacity	Standard: 4 MB (Approximately 320 pages); Maximum: 64 MB (approximately 4,800 pages) with memory option
Additional Modes	Internet Fax by e-mail (T.37), IP Fax (T.38), LAN Fax, Fax Forward to E-mail/Folder, LDAP support
Options	G3 Interface Unit Type M25 (provides one additional G3 line; up to two lines may be added for a maximum of three lines); Memory Unit Type M25 (64 MB for fax option), Fax Connection Unit Type M25

Accessories

Output Jogger Unit Type M25 (for SR4120/SR4130), Output Jogger Unit Type 9002B (for SR4080), Tab Sheet Holder Type 9002, PostScript3 Unit Type M25, IPDS Unit Type M25, XPS Direct Print Option Type M25, Copy Tray Type 9002, IEEE802.11a/g/n Interface Unit Type M19, IEEE1284 Interface Board Type M19, Extended USB Board Type 19, DataOverwriteSecurity Unit Type M19, OCR Unit Type M13, Counter Interface Unit Type M12, Smart Card Reader Built-in Unit Type M19, NFC Card Reader Type M19, Card Reader Bracket Type 3352, Copy Connector Type M25, File Format Converter Type M19

Some options may not be available at the time of market release.

Specifications are subject to change without notice.

For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.



www.ricoh-usa.com

Multifunction Color

RICOH MP C401 MP C401SR

✓ Copier ✓ Printer ✓ Facsimile ✓ Scanner



RICOH
imagine. change.

MP C401

42
ppm
monochrome
and full-color

MP C401SR

42
ppm
monochrome
and full-color

Faster, smarter workflow for your workgroup

You know your team better than anybody. You know what drives them and what they need to be more productive. You also know your budget. Wouldn't it be great if there was an easy-to-use device to give them the performance they need — at the price you want? Introducing the RICOH® MP C401/MP C401SR, a powerful digital multifunction device that combines fast color output, advanced scanning, optional faxing and dependable security to simplify everyday tasks. This compact, affordable MFP offers a host of customizable features and user-friendly controls, so you can tailor it for your office, workgroup and workflows. Use it as your workhorse device, or add it as part of your Ricoh Managed Document Services (MDS) strategy to improve efficiency throughout your organization.

- Produce up to 42 prints (Letter) and 40 prints (A4) per minute in full color
- Scan documents in color to multiple destinations and reduce paper storage
- Customize the control panel home screen for every user
- Minimize interruptions with a 2,300-sheet paper capacity
- Protect critical information and documents with user authentication
- Add browser support for mobile printing and Cloud services
- Create professional-looking document sets in house (standard finishing available on MP C401SR only)



Discover the value of reliable, efficient everyday performance

Designed to give you more control

Perform more tasks in less time

Thriving organizations move quickly. Are you using technology that can keep pace? The Ricoh MP C401/MP C401SR offers a wide range of features so you can copy, print, store and share documents and move on to the next project within moments. It produces up to 42 color or black-and-white pages per minute for 8.5" x 11" output and up to 32 ppm for 8.5" x 14" — on a wide range of media types. It stores up to 2,300 sheets for fewer workflow interruptions.



Choose how you want to work

Few people work the same way. But everybody can be productive. That's why we created the Ricoh MP C401/MP C401SR to be customizable to your preferences. It comes standard with a 9" tilting color home screen. Individual users can program up to 72 intuitive icons and shortcuts to frequently used tasks. The MP C401SR comes standard with an internal finisher for stapling multi-page print jobs. In addition, a fax option can be added that can transfer documents quickly and economically with or without paper.



Leverage cutting-edge technology

Smartphones, tablets and other mobile devices have become part of the workday experience. So, we engineered the Ricoh MP C401/MP C401SR with the same functionality to enhance your user experience. The optional 10.1" Wide Super VGA Smart Operation Panel features drag-and-drop, pinch-and-flick functionality and swipe scrolling so users can transition from task to task with incredible ease and convenience. It includes iconic widgets for quick updates on the date, time and toner levels.



Be productive on the move

Ricoh lets you accomplish more in the office — even when you're far away from it. The MP C401/MP C401SR offers an embedded Web Browser option, so users can connect directly to the Ricoh Integrated Cloud Environment (ICE) option. Use it to scan documents, send files to popular Web services and print from almost anywhere with the touch of a button. You can turn services on or off based on your needs. Best of all, you use it without an on-premise software investment. The device also lets users carry their work with them. Simply use the convenient USB or SD card slot on the control panel to access your job in walk-up environments.





Exceptional workgroup efficiency at your fingertips

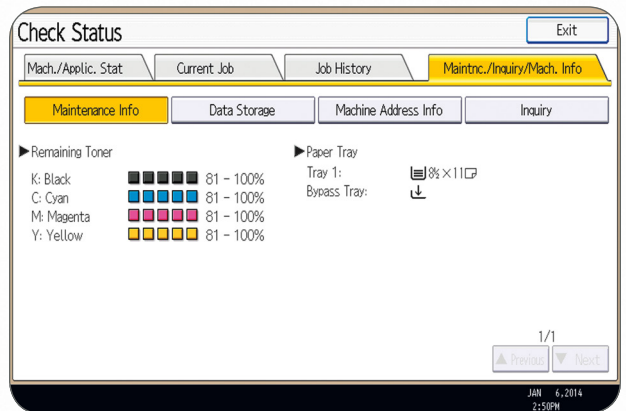
Scan and share documents with ease

Reduce time while using less paper. Use the Ricoh MP C401/MP C401SR to scan color or monochrome originals to shared folders, PC media cards, document servers and other locations. Expedite multi-page scans with the convenient, user-friendly, 50-Sheet Automatic Reversing Document Feeder (ARDF). In addition, you can create searchable PDF files by using the optional OCR scanning feature.



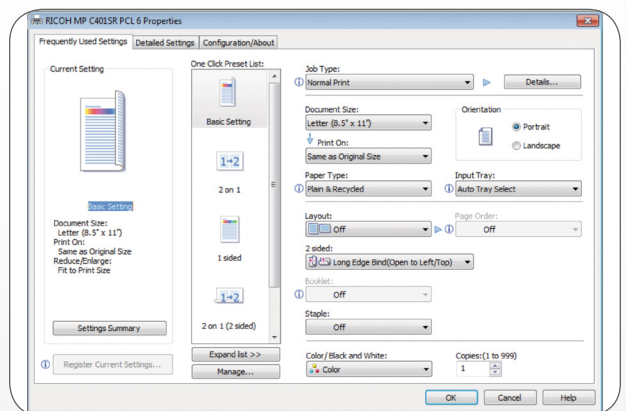
Manage the efficiency of your workgroup

Take advantage of a host of administrative tools to manage system settings, print job status and supply levels from a centralized location. IT Administrators can capture an image of the operation panel screen from their desktop via a new remote user interface, resulting in faster troubleshooting and improved responsiveness. Build custom applications or integrate off-the-shelf software products. Track and control output costs and streamline document capture processes through integration with our best-in-class software solutions. Optimize system performance with remote firmware upgrades. And stay one step ahead by requesting an e-mail alert when supplies are low or an error is detected.



Add power seamlessly to any network

The Ricoh MP C401/MP C401SR fits in almost anywhere. It can be integrated in Windows®, Macintosh®, Citrix®, SAP® and UNIX® environments and comes standard with a Gigabit Ethernet interface. It installs quickly, with minimal investment, for maximum uptime. Choose the icon-driven, one-click preset PCL6 user interface driver or standard Adobe® PostScript®3™ driver to simplify print job setup.



Secure workflows to improve performance

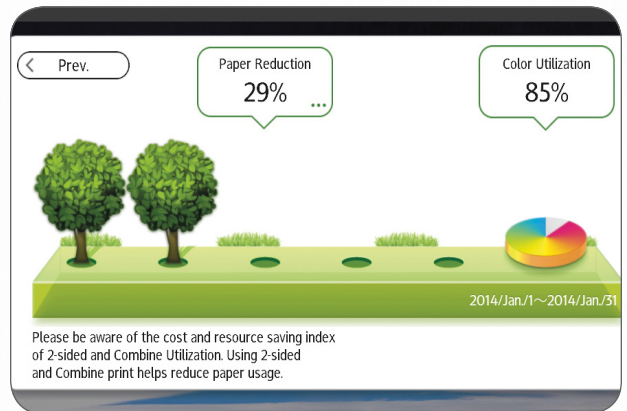
Streamline everyday tasks

Do you want to accomplish tasks faster? Do you want to become more productive? Enjoy convenient automated features to enhance workgroup productivity. With Auto Job Promotion, jobs that are ready to print are automatically moved higher in the print queue, replacing jobs that are stopped for errors or other reasons. ID Card Copy enables users to copy and scan two-sided documents such as identity cards on one side of a sheet of paper. Up to 3,000 documents can be stored and organized on the document server for fast retrieval. In addition, toner can be replaced in moments by any user.



Protect the environment and your bottom line

We strive to be stewards of the environment. That's why we give you more ways to take responsibility for your own energy and paper use. The Ricoh MP C401/MP C401SR offers expanded energy-saving modes to reduce power consumption. Program it to shut down or power up automatically to conserve energy during expected downtimes. Take advantage of standard duplexing to reduce paper and associated costs. Set print quotas for individual users or groups to reduce unnecessary printing. And, use the built-in Eco-Friendly Indicator to see how much paper your team is saving. These models meet the new stringent standards for ENERGY STAR™ 2.0 certification and have qualified for an EPEAT® gold rating.



Eco-Friendly Indicator Screen as shown on Smart Operation Panel.

Secure documents and critical information

Documents need to be protected — so do the people who create them. Control access to specific functions with password-protected user-specific authentication. Take advantage of enhanced encryption to protect your address book, authentication information and stored documents. Destroy all latent images and stored data on the hard disk drive with the DataOverwriteSecurity System (DOSS) feature. Plus, you can print the name, time and login of the authorized user directly on output using the new Mandatory Security Information Printing feature for even more accountability in the office.





Fully-featured for a full day's work



Ricoh MP C401SR finisher model shown with optional 550-Sheet x 2 Paper Trays, optional 550-Sheet Paper Tray and optional Side Tray



- 1 Standard 50-Sheet Automatic Reversing Document Feeder:** Efficiently handle one- and two-sided originals up to 8.5" x 14" in size.
- 2 One-Bin Tray (Optional for MP C401 only):** Separate output and make it easy for users to retrieve their documents.
- 3 Automatic Duplexing (Standard):** Save paper and filing space with standard automatic duplexing that runs virtually at the same speed as one-sided output.
- 4 Internal Finisher (Standard on MP C401SR only):** Produce superb quality finished documents and save space with an innovative internal finisher design.
- 5 Side Tray (Optional):** Keep output well-organized and easily accessible for end-users.
- 6 Standard Scan-to/Print-from Media:** Make high-quality prints from PDF, TIF, JPEG — or print XPS files using the new XPS Direct Print option — or scan documents to a USB Clip drive or SD card.
- 7 Full-Color LCD Control Panel with USB/SD Slot:** Navigate from job to job easily with fingertip control via the intuitive, angled 9.0" control panel featuring a user-friendly slot for USB/SD cards.
- 8 Standard 550-Sheet Paper Tray:** Stay productive and minimize trips to replenish paper with an ample supply of 8.5" x 11"/A4 paper, up to 120 lb. Index.
- 9 Standard 100-Sheet Bypass Tray:** Take advantage of a wide range of paper sizes and types (up to 140 lb. Index).
- 10 550-Sheet Paper Tray (Optional):** Accommodate sizes up to 8.5" x 14" and increase paper capacity to 1,200 sheets.
- 11 550-Sheet x 2 Paper Trays (Optional):** Add two additional 550-Sheet Paper Trays to the optional 550-Sheet Paper Tray and offer users an even wider selection of paper types and sizes on demand as well as a robust 2,300-sheet paper capacity.
- 12 Easy Maintenance:** Toner Cartridges are conveniently located behind the front panel. Supplies are easy for any user to replace.

To view detailed features of our multifunction products online go to www.ricoh-usa.com/products

Ricoh MP C401/MP C401SR

SYSTEM SPECIFICATIONS



General Specifications

Printing Process	Dry Electrostatic Transfer with Dual Component Magnetic Brush Development; 4-Drum Method
Scanning Element	Full-Color, One-Dimensional Solid Scanning via CCD
Output Speed (Copy/Print)	42 ppm (Letter), 40 ppm (A4)
Warm-Up Time	45 seconds with Standard Operation Panel 55 seconds with Smart Operation Panel
First Copy Time (Letter/A4)	6.7 seconds (B&W); 8.3 seconds (Color)
Recovery Time (to Scan)	4.6 seconds
Copy Resolution	600 dpi
Document Feeder (Standard)	Automatic Reversing Document Feeder (ARDF)
Original Capacity	50 sheets
Paper Size Custom	5.5" x 8.5" to 8.5" x 14" (A5 – A4) Up to 49.6" (1260 mm) Simplex only for Banners 14 to 34 lb. Bond (52 – 128 g/m ²)
Paper Weight (Simplex)	17 to 28 lb. Bond (60 – 105 g/m ²)
Paper Weight (Duplex)	17 to 28 lb. Bond (60 – 105 g/m ²)
Exposure Glass Quantity Indicator	8.5" x 11" (216 x 297 mm) 1 – 999
Input Capacity	Standard: 1 x 550 sheets + 100-Sheet Bypass Tray Maximum: 2,300 sheets 500 sheets (MP C401); 250 sheets (MP C401SR)
Output Capacity (Letter/A4)	500 sheets (MP C401); 250 sheets (MP C401SR)
Paper Sizes Standard Tray	5.5" x 8.5" to 8.5" x 11" (A6 – A4)
Bypass Tray	2.76" x 5.0" to 8.5" x 23.6" (70 x 127 mm to 216 x 600 mm)
Paper Weights Standard Tray	14 – 58 lb. Bond/120 lb. Index (52 – 220 g/m ²)
Bypass Tray	14 – 68 lb. Bond/140 lb. Index (52 – 256 g/m ²)
Duplex Unit	16 – 43 lb. Bond/90 lb. Index (60 – 163 g/m ²)
Paper Types	Plain Paper, Special Paper, Thick Paper, Thin Paper, Coated, High-Gloss Coated, Water-Resistant Paper, Labels, Envelopes, Letterhead, Color Paper, Preprinted, OHP* Standard
Auto Duplex Zoom	25% to 400% in 1% increments (Platen); 25% to 200% in 1% increments (ARDF)
Preset Reduction and Enlargement Ratios	155%, 129%, 93%, 78%, 65%
Dimensions (WxDxH)	MP C401: 21.7" x 22.4" x 28" (550 x 570 x 710 mm) (including ARDF and Operation Panel) MP C401SR: 23.8" x 22.4" x 28" (605 x 570 x 710 mm) (including ARDF and Operation Panel)
Weight	< 176.3 lbs (80 kg) MP C401; < 187.3 lbs (85 kg) MP C401SR
Power Requirements	120 – 127V/60Hz/12A
Power Consumption	Less than 1.6 KW (Full System)
Sleep Mode	.67W, .88W with Smart Operation Panel
TEC**	MP C401: 3.776 kWh/Week, 3.810 kWh/Week with Smart Operation Panel MP C401SR: 3.819 kWh/Week, 3.853 kWh/Week with Smart Operation Panel

*Bypass Tray only.

**Typical electricity consumption by ENERGY STAR program.

Copier Features

Auto Color Selection (ACS), Auto/Manual Density Control, Auto Start, Batch Mode & SADF Mode, Color Adjustment, Color Creation Modes, Combine Mode, Copy Mode – Photo Type Selection (Printed, Glossy & Copied Photo), Cover/Slip/Chapter Sheets, Image Adjustment, Image Rotation, Job Preset (8), Job Program (25), Sample Copy, Shift/Erase Margin, Stamps/Numbering, User Codes (1,000)

Printer Controller Specifications (Standard)

CPU	Intel Celeron U3405 (1GHz)
Memory (standard/maximum)	2 GB RAM + 320 GB Hard Disk Drive
Max. Print Speed	42 ppm
Print Drivers	Standard PCL5c, PCL6, PS3, XPS and Universal Driver (via download)
Max. Print Resolution	600 x 600 dpi (PCL5c, XPS); 1200 x 1200 dpi (PCL6, PS3)
Standard Interfaces	1000Base-T/100Base-TX/10Base-T Ethernet, USB2.0 Type A (2 Ports), USB2.0 Type B & SD Slot on Operation Panel
Optional Interfaces	IEEE 802.11a/g/n Wireless
Network Protocols	TCP/IP (IPv4, IPv6), Bonjour
Fonts for PCL	45 Intellifonts, 13 International Fonts
Fonts for PostScript3	136 Roman
Network Operating Systems	Windows XP/Vista/7/8/Server 2003/R2/Server 2008/R2/Server 2012/R2, Mac OS X 10.6 or later, Citrix MetaFrame/Presentation Server/XenApp 5.0, 6.0, 6.5, UNIX Filter for Sun Solaris, HP-UX, SCO OpenServer, RedHat Linux, IBM AIX, SAP R/3
Utilities	Device Manager NX Lite and Accounting, Device Manager NX Pro and Enterprise, Web SmartDeviceMonitor, Web Image Monitor, @Remote Enterprise Pro

Other Printer Features

Black Over Print, Classification Code, CLP Simulation, PDF Direct Print, Sample/Hold/Stored and Locked Print, WSD Printer

Scanner Specifications (Standard)

Scanner Resolution	100/200/300/400/600 dpi (200 dpi default)
Scanning Speed (Letter/A4)	35 ipm (B&W and F/C @ 200/300 dpi via ARDF)
Scan Area from Platen	
Main Scan	8.5" (216 mm)
Sub Scan	11.7" (297 mm)
File Formats	Single/Multi Page TIFF, PDF and PDF/A, High Compression PDF, Single Page JPEG
Scan Mode	BW Text/Line Art, Text, Text/Photo, Photo, Grayscale; Color Text/Photo, Gloss Photo
Scan-to Modes Supported	Scan-to-Email (with LDAP support); Scan-to-Folder (SMB/FTP); Scan-to-URL; Network TWAIN Scanning; Scan-to-Media (USB/SD); WSD Scanner

Document Server Specifications (Standard)

Capacity	76 GB (shared with other functions)
Max. Stored Documents	3,000 documents
Max. Pages	2,000 pages (per document) 9,000 pages (all stored documents)

Facsimile Specifications (Optional)

Type	ITU-T (CCIT) G3
Circuit	PSTN
Resolution	200 x 100 dpi, 200 x 200 dpi, 400 x 400 dpi (with optional SAF memory)
Modem Speed	33.6K – 2,400 bps with Auto Fallback
Compression Method	MH, MR, MMR, JBIG
Transmission Speed	G3: Approx. 2 seconds/page (w/JBIG compression) G3: Approx. 3 seconds/page (w/MMR compression)
Scan Speed	Up to 33 spm (Letter/A4)
Auto Dialing	2,000 Quick Dials, 100 Group Dials (500 locations each)
SAF Memory Capacity	4 MB (approx. 320 pages); Maximum 28 MB (approx. 2,240 pages)
Additional Modes	Internet Fax (T.37), IP Fax (T.38), LAN Fax, Fax Forward to E-mail/Folder, LDAP Support

Other Facsimile Features

Detection of Misplaced Documents, Double Check Destination, Fax Output Timer

Security Features

Classification Codes, 802.1x Wired Authentication, DataOverwriteSecurity Unit (DOSS), Encryption (Address Book, Authentication Password, HDD, PDF, SSH, SSL Communication, S/MIME, IPsec Communication), IP Filtering, Locked Print, Network Protocol On/Off, Quota Setting/Account Limits, SNMP v3 Support, User Authentication (Windows/LDAP with Kerberos, Basic and User Codes), Wireless Protected Setup

Finishing

Internal 250-Sheet Finisher Type C400	
Paper Sizes	5.5" x 8.5" to 8.5" x 14" (A6 – A4)
Paper Weights	13 – 68 lb. Bond/140 lb. Index (52 – 256 g/m ²)
Stack Capacity	250 sheets
Staple Capacity	50 sheets/set (Letter); 30 sheets/set (Legal)
Staple Positions	1 Position; Side Parallel

Optional Hardware Accessories

One Tray Paper Feed Unit (PB1000)	
Paper Capacity	550 sheets x 1 tray
Paper Sizes	5.5" x 8.5" to 8.5" x 14" (A6 – A4)
Paper Weights	14 – 58 lb. Bond/120 lb. Index (52 – 220 g/m ²)
Dimensions (WxDxH)	20.4" x 22.1" x 4.7" (520 x 563 x 121 mm)
Two Tray Paper Feed Unit (PB1010)	
Paper Capacity	1,100 sheets (550 sheets x 2 trays)
Paper Sizes	5.5" x 8.5" to 8.5" x 14" (A6 – A4)
Paper Weights	14 – 58 lb. Bond/120 lb. Index (52 – 220 g/m ²)
Dimensions (WxDxH)	20.4" x 22.1" x 10.6" (520 x 563 x 271 mm)
One-Bin Tray Type BN1000	(Available with MP C401 only)
Paper Sizes	5.5" x 8.5" to 8.5" x 14" (A6 – A4)
Paper Capacity	100 sheets
Paper Weights	14 – 58 lb. Bond/120 lb. Index (52 – 220 g/m ²)
Side Tray Type C400	
Paper Sizes	5.5" x 8.5" to 8.5" x 14" (A6 – A4)
Paper Capacity	50 sheets
Paper Weights	16 – 43 lb. Bond/90 lb. Index (60 – 163 g/m ²)
Dimensions When Open (WxDxH)	3.3" x 16.4" x 11.6" (85 x 417 x 295 mm)
FA49 Cabinet	(Recommended for installation with base model to bring the device up to the optimal height)
Dimensions (WxDxH)	21.7" x 21.6" x 15.0" (550 x 549 x 381 mm)
Weight	24.9 lbs. (11.3 kg)
FA50 Cabinet	(Recommended for installation with Paper Feed Unit PB1000 to bring the device up to the optimal height)
Dimensions (WxDxH)	21.7" x 21.6" x 10.3" (550 x 549 x 262 mm)
Weight	20.0 lbs. (9.1 kg)
FA51 Cabinet	(Recommended for installation with Paper Feed Unit PB1010 to bring the device up to the optimal height)
Dimensions (WxDxH)	21.7" x 21.6" x 7.0" (550 x 549 x 178 mm)
Weight	16.9 lbs. (7.7 kg)

Additional Accessories

Browser Unit Type M10, Copy Data Security Unit Type G, ESP XG-PCS-15D, Data OverwriteSecurity Option Type H, Fax Connection Unit Type M10, Fax Option Type M10, File Format Converter Type E, HotSpot MFP Option Type S, IEEE 802.11 Interface Unit Type O, Memory Unit Type B 32MB, OCR Unit Type M2, Optional Counter Interface Unit Type A, Smart Operation Panel Type M10, XPS Direct Print Option Type M10

Consumables

Black Toner Cartridge*	8,300 Pages
Cyan, Magenta & Yellow**	10,000 Pages

*Toner yield based on 6% coverage.

**Toner yields based on 5% coverage.

For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.

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imagine. change.

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Multifunction Color

RICOH MP C3004ex/ MP C3504ex

✓ Copier ✓ Printer ✓ Facsimile ✓ Scanner



RICOH
imagine. change.

MP C3004ex

30
ppm

monochrome
and full-color

MP C3504ex

35
ppm

monochrome
and full-color

Extend what you can do effortlessly

You're full of big ideas — but you've had your fill waiting to share them with others. Use the extended capabilities of the RICOH MP C3004ex/MP C3504ex Color Multifunction Printer (MFP) — including service support, connectivity, customization and workflow apps — to simplify how you move information throughout the office and across the world. Automate everyday tasks with customized icons via the 10.1"-wide Smart Operation Panel and Workstyle Innovation Technology. Receive fast, reliable support at the touch of your finger with Web Help*. Add more convenient widgets and apps for easier access to critical information. Grab files from cloud-based applications with your personal mobile device and print them at the MFP. Use advanced scanning and paperless faxing to share messages instantly. Plus, you can choose from multiple paper stocks and finishing options to produce output sure to impress.

- Produce up to 30 or 35 color prints per minute
- Use the intuitive Smart Operation Panel touchscreen to expedite everyday tasks
- Print and share information on the go via your personal mobile device
- Highlight information with breathtaking colors and professional finishing
- Help protect documents, data and devices with encryption and authentication tools
- Download the Smart Device Connector app to print, scan and share documents from your mobile device to the MFP and connect seamlessly to Ricoh projectors and interactive whiteboards
- Take advantage of eco-friendly features to reduce operating costs without compromising business productivity

*When enabled, internet connection required.



Customize the way you work

Move information quickly, anywhere at any time

Add a personal touch to every job

You know exactly what needs to be done. Use the MP C3004ex/MP C3504ex to get it done faster. It's designed with Workstyle Innovation Technology, so you can use the same tablet-like gestures you use on your smartphone or tablet to create customized shortcuts for frequently used workflows on the 10.1"-wide Super VGA Smart Operation Panel (SOP). Simply tap one of the icons from the Home Screen to bypass time-consuming manual steps to scan images, print color brochures, fax invoices to a client and more. For faster scanning of two-sided identity documents, tap on the ID Card Copy app and the device scans both sides onto a single-sided document for easier reading with less waste. Use the OCR option to create keyword searchable PDF files for easier retrieval at a later time from an embedded Document Server.



Tap into a smarter way to work

Finding the best way to improve productivity is pretty straightforward. Use the easy-to-follow design of the Smart Operation Panel to perform document management tasks swiftly and accurately. With SOP Designer, you can have your Home Screen customized by our technicians with a corporate logo, shortcut icons, messages and more. Choose smart apps to simplify everyday printing, scanning, copying and faxing workflows. For example, you can add, check and confirm scan-to destinations and change settings with incredible ease with fingertip precision. Use the Quick Copy widget to start copying instantly. Add other widgets and program apps to set shortcuts, adjust settings, check system status, access online data and more in seconds. With plug-and-play Ricoh or third party software solutions, you can digitize more tasks to significantly reduce paper and operating costs.



Complete more jobs with fewer delays

The more your audience waits, the more likely they will find information elsewhere. Use the MP C3004ex/MP C3504ex to instantly access up to 3,000 frequently used documents stored on the device. Or, you can use your personal mobile device or our web-enabled Integrated Cloud Environment (ICE) to scan, capture and share information with cloud-based applications without servers, system integration or software updates. Scan two-sided hard copy documents at 180 ipm with the 220-sheet Single Pass Document Feeder. Take advantage of a wide range of scan-to capabilities to share the information digitally with anyone, anywhere. For output, use RICOH Device Software Manager and install print drivers without assistance in only moments. For more complex tasks, use standard PostScript and PDF Direct Print emulation to process even your biggest jobs quickly.

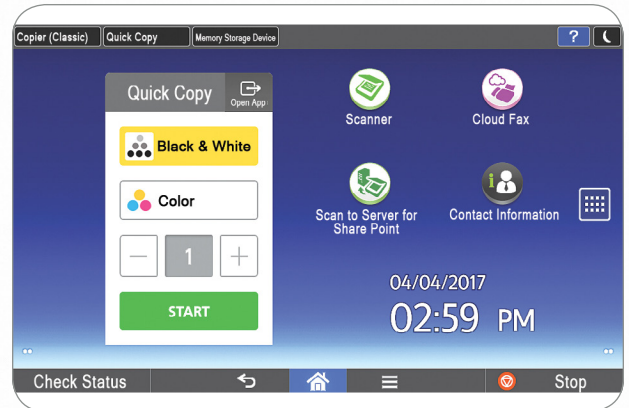




Multitask at a faster pace

Get in touch with all-in-one convenience

There's no shortage of things to do or information to share, but you are short on time. Use the MP C3004ex/MP C3504ex to perform everyday office tasks with incredible speed and ease. With a built-in motion sensor, the Smart Operation Panel responds with half-second recovery from Sleep Mode when the user taps on the panel to begin job entry. Print colorful presentations, images, brochures and more at up to 30 or 35 pages per minute and grab them on your way to an important meeting. Send full-color scans of floor plans, schematics and photos via email. Copy handwritten notes for your colleagues. Send a contract via fax without wasting paper or wondering if it was received. With an optional maximum paper capacity of up to 4,700 sheets, you can manage more projects with fewer interruptions so you can transition quickly from one revenue-generating project to the next.



Add color to look even brighter

Stand out from the crowd by delivering information that jumps off the page. As the MP C3004ex/MP C3504ex processes each file, it recalibrates itself so colors remain vivid with up to 1200 dpi resolution from the first page to the last without deterioration. By using our PxP®-EQ toner, you can produce precise text and images with outstanding readability. To give your photos, brochures, presentations and other graphics-intensive documents a more professional look, choose the optional Fiery® E-23C Color Controller for exceptional spot-color reproductions using RGB and CMYK colors. You can even create banners or combine multiple images on separate sheets to create posters with the MFP instead of hunting down a wide-format device.



Work wherever you are

Your workload isn't going to stop. Why should you? Use your smartphone or tablet to locate the MFP and print on the move without utilities, software or drivers. Just download the RICOH Smart Device Connector app and connect to the MP C3004ex/MP C3504ex automatically by touching your smart device to the MFP's Near Field Communication (NFC) tag or by reading a QR code on the control panel. From there, print, scan and share documents and photos between the MFP and your smartphone or tablet instantly. Access the address book in your smart device to send copies of documents and fax messages from the MFP directly to your contacts. Print emails with images or PDF attachments. With the app you can also grab information from cloud storage or on your personal mobile device for fast, convenient printing at the MFP. Or, use the same app to display information from your personal mobile device directly to Ricoh projectors and interactive whiteboards to showcase your best ideas in meetings and conferences.



Make easier and safer collaboration automatic

Support a smarter way to work

Know where to find help when you need it most. When enabled, the MP C3004ex/MP C3504ex offers comprehensive “smart support” capabilities designed specifically to minimize delays and interruptions. With RemoteConnect Support, technicians can access your device remotely to diagnose and resolve issues in real time. With the new Remote Panel Operation tool, IT managers and network administrators can easily program, monitor and change settings for each device on their network. The Automatic Remote Firmware function allows you to keep your fleet of devices up to date with the latest firmware, minimizing downtime and maximizing productivity. Use the convenient Web Help feature to find quick answers about the most common functions and operation of your MFP. In addition, you can access the Ricoh Application Site and download our How-to Videos app for easy-to-follow guidance on basic MFP operations.



Keep tabs on what's most important

Your ideas can only make an impact if they reach the right people. Use advanced security capabilities to help address key device, data and network security issues. Restrict access to the device with User Authentication and force users to log in by entering a passcode. With the MFP's embedded Quick Card authentication, users can swipe their ID card at an optional card reader for access. Keep documents in the right hands with Locked Print. It ensures print jobs for mobile users remain secure until released at the MFP. Use copy data security features to mask sensitive information on unauthorized copies. Ensure data left behind is secured, too. Encryption tools protect data in transit and RICOH DataOverwriteSecurity System (DOSS) automatically overwrites latent information on the hard drive.



Save your resources

Improve your bottom line while protecting the environment with multiple features designed specifically to reduce energy and resource costs. The devices meet EPEAT® Gold criteria* and are ENERGY STAR® certified. The MP C3004ex offers Typical Electricity Consumption (TEC) of 1.2 kWh/week. Cut paper usage with default duplex printing. Reduce energy usage when you're out of the office by programming the MFP to power on or off to coincide with office work hours. The system is also equipped with an innovative motion sensor, which senses an approaching user by detecting the differences in body temperature versus the surrounding environment, so it can recover from Sleep Mode quickly and allow key input within one second of the user touching the panel.



*EPEAT Gold rating is applicable only in the USA.

To view detailed features of our multifunction products online go to www.ricoh-usa.com/products

Perform more jobs with fewer hassles



- 1 Smart Operation Panel:** Choose from multiple intuitive user interfaces to customize and automate workflows on the 10.1"-wide Super VGA Smart Operation Panel. Create shortcut icons, add convenient widgets and access information with one-touch control using the same motions you use on your smartphone or tablet.
- 2 220-Sheet Single Pass Document Feeder (SPDF):** Copy, scan and fax two-sided full-color and black-and-white documents at high speeds in a single pass.
- 3 User Authentication:** Use embedded Quick Card authentication technology and an optional NFC or HID card reader to track activity for every user who logs in by proximity card.
- 4 Paper Trays (Standard):** With two 550-sheet paper trays, one of which can accommodate paper sizes up to 12" x 18", you can produce more jobs with fewer reloads.
- 5 100-Sheet Bypass Tray:** Feed larger paper sizes — including envelopes and sheet sizes up to 12.6" x 49.6" — to create and share a wider range of deliverables with your audiences. Add an optional Banner Paper Guide Tray for impressive banner printing.
- 6 Document Server:** Access up to 3,000 frequently used files on the MFP's hard drive in moments. Create up to 200 shared or passcode-protected personal folders to store the digital files.
- 7 Tandem Large Capacity Tray (Optional):** Add more capacity for extended runs of 8.5" x 11" sizes with two 1,000-sheet paper trays.
- 8 1,500-Sheet Side Large Capacity Tray (Optional):** Maximize uptime by extending capacity by up to 1,500 sheets of letter-sized paper.
- 9 125-Sheet One-Bin Tray (Optional):** Separate output so users can retrieve documents quickly.
- 10 1,000-Sheet External Hybrid Stapleless + Stapler Finisher (Optional):** Use the stapleless feature for smaller document sets (up to five sheets). Need a larger document set? The finisher automatically staples for six or more sheets. In addition, you can choose from a wide range of other available finishers (see table on page 7).
- 11 Web Browser:** Take advantage of the built-in web browser to search for web pages directly from the Smart Operation Panel.
- 12 Motion Sensor:** Senses approaching users and awakens the Smart Operation Panel from Sleep Mode so it is ready to begin key input within one second of the user touching the screen.

Put your best finishing touches on display

Add the finishing touches so your message connects with your audience every time. With the External Hybrid Stapleless + Stapler Finisher, you can conserve resources by eliminating staples entirely for document sets with five or fewer pages. For document sets from 6 – 50 pages, the finisher automatically converts to staples. Or, choose the Internal Stapleless Finisher and get the same staple-free capability. Both stapleless finishers are ideal for educational, manufacturing and healthcare environments.

Looking for a finisher to accommodate your unique requirements? Simply choose the one with the advanced paper handling, stacking and stapling capabilities you need most. Automate finishing tasks to give your projects a professional-grade look that's sure to get noticed without compromising your time or budget.



Finisher	Paper Capacity	Hole-Punch	Saddle Stitch	Stapleless
SR3180 Internal	250 Sheets	N/A	N/A	Up to 5 Sheets
SR3130 Internal	500 Sheets	Option	N/A	N/A
SR3210 External	1,000 Sheets	Option	N/A	Stapleless – Up to 5 Sheets Auto Stapled – Up to 50 Sheets (LTR)
SR3220 External	1,000 Sheets	Option	Up to 15 Sheets	N/A

General Specifications

Printing Process	4-Drum Method
Output Speed (Copy/Print)	MP C3004ex: 30-ppm B&W & Full-Color (LTR) MP C3504ex: 35-ppm B&W & Full-Color (LTR)
Warm-Up Time	25 seconds
Recovery from Sleep Mode	6.9 seconds
First Copy Time (Full-Color/B&W)	7.1/4.6 seconds
Copy Resolution	600 dpi
Quantity Indicator	Up to 999 copies
Single Pass Document Feeder (SPDF)	Original Capacity: 220 sheets Original Size: 5.5" x 8.5" – 11" x 17" (A5 – A3) Paper Weights: Simplex: 11– 34 lb. Bond (40 – 128 g/m ²), Duplex: 14 – 34 lb. Bond (52 – 128 g/m ²)
Paper Capacity	Standard: 2 x 550 sheets + 100-Sheet Bypass Tray, Maximum: 4,700 sheets (w/Tandem LCT + Side LCT)
Supported Paper Sizes	1st Paper Tray: 8.5" x 11" (A4) 2nd Paper Tray: 5.5" x 8.5" – 12" x 18" (A6 – A3), Envelopes Bypass: Up to 12" x 18", Envelopes Custom Sizes: Width: 3.5" – 12.6" (90 – 320 mm), Length: 5.8" – 49.6" (148 – 1260 mm)
Supported Paper Weights	Standard Trays: 16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²) Bypass Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²) Duplex Unit: 14 – 68 lb. Bond/142 lb. Index (52 – 256 g/m ²)
Paper Types	Plain, Recycled, Special Paper 1-3, Letterhead, Cardstock, Preprinted Paper, Bond Paper, High-Gloss Coated Paper, Color Paper, Envelopes, Coated, Labels* & OHP*
Auto Duplex	Standard
Output Capacity	Standard: 500 sheets Maximum: 1,625 sheets
Zoom	25% – 400% in 1% increments

Dimensions (WxDxH)	26.3" x 29.1" x 47.5" (668 x 738 x 1205 mm) (Includes SPDF and Two-Tray Paper Bank)
Weight	223 lbs. (101 kg)
Power Requirements	120V – 127V, 60Hz, 15A
Power Consumption	1,584W or less; Sleep Mode: 0.8W
TEC Value**	MP C3004ex: 1.2 kWh/week MP C3504ex: 1.3 kWh/week

*Bypass Tray Only
**Typical Electricity Consumption by ENERGY STAR Qualified Imaging Equipment Test Procedure

Printer Specifications (Standard)

CPU	Intel Atom Processor Bay Trail 1.33 GHz
Memory /HDD	2 GB RAM/250 GB HDD Standard & 4 GB RAM/250 GB HDD Option
Page Description Languages	Standard: PCL5c, PCL6, PostScript®3™ Emulation, PDF Direct Print Emulation Optional: Genuine Adobe® PostScript®3™, Adobe® PDF Direct Print, PictBridge™
Font Support	Standard: PCL: 45 Roman fonts + 13 International fonts; PostScript®3™ Emulation: 80 Roman fonts + 13 International fonts Optional: Genuine Adobe® PostScript®3™: 136 Roman fonts
Max. Print Resolution	1200 x 1200 dpi
Network Interfaces	Standard: 1000Base-T/100Base-TX/10Base-T Ethernet, USB2.0 Type A (3 Ports), SD Slot on Operation Panel Optional: IEEE1284/ECP, IEEE802.11a/b/g/n, USB2.0 Type B
Network Protocol Support	TCP/IP (IPv4, IPv6)
Network/OS	Windows® Vista/7/8.1/10/Server 2008/Server 2008R2/ Server2012/ Server2012R2/Server 2016 Unix: Sun Solaris, HP-UX, SCO OpenServer, RedHat Linux, IBM AIX, Citrix XenDesktop 7.0/7.1, XenApp 6.5/7.5, Mac OS X v.10.9 or later, SAP R/3, SAP S/4, IBM iSeries AS/400- using OS/400 Host Print Transform
Utilities	Device Manager NX Series, Web Image Monitor, @Remote

Document Server Specifications (Standard)

Max. Stored Documents	3,000
Max. Pages/Document	2,000
Max. Page Capacity	9,000
Max. Number of Folders	200

Scanner Specifications (Standard)

Scanner Resolution	B&W and Full-Color scanning at 100 – 600 dpi, Up to 1200 dpi for TWAIN scanning
Scanning Speed (B&W & Full-Color LTR)	200/300 dpi: 110 ipm Simplex/ 180 ipm Duplex
Scan Area	11.7" x 17" (297 mm – 432 mm)
Compression Method	B&W TIFF: MH, MR, MMR, JBIG2 Full-Color: JPEG
Supported File Formats	Single/Multi-Page TIFF, PDF, High Compression PDF & PDF/A, Single Page JPEG
Scan Modes	Scan-to-Email (with LDAP support) Scan-to-Folder (SMB/FTP) Scan-to-URL Scan-to-Media (USB/SD Card) Network TWAIN Scanning

Facsimile Specifications (Optional)

Type	ITU-T (CCITT) G3
Circuit	PSTN, PBX
Resolution	200 x 100 dpi, 200 x 200 dpi, 400 x 400 dpi (with optional SAF memory)
Modem Speed	33.6K – 2,400 bps w/Auto Fallback
Compression Method	MH, MR, MMR, JBIG
Transmission Speed	G3: Approximately 2 seconds/page (JBIG)
Scanning Speed	Up to 81 spm
Auto Dialing	2,000 Quick/Speed Dial numbers; 100 Group Dial numbers
Memory Capacity (SAF)	Standard: 4 MB (approx. 320 pages), Optional: 64 MB (approx. 4,800 pages) with optional SAF memory

RICOH MP C3004ex/MP C3504ex

SYSTEM SPECIFICATIONS

RICOH @Remote



Security Features (Standard)

DataOverwriteSecurity System (DOSS), HDD Encryption, User Codes, SNMP v3 Support, Encryption, Locked Print, User Authentication, 802.1x Wired Authentication, Quota Setting/Account Limit, Digitally Signed PDF, and more

Hardware Accessories

Paper Handling Options

Two-Tray Paper Bank (PB3240)¹

Tray Capacity 1,100 sheets (550 sheets x 2 trays)
 Paper Size 5.5" x 8.5" to 12" x 18" (A5 – A3)
 Paper Weight 16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m²)
 Dimensions (WxDxH) 23.1" x 27" x 9.7" (587 x 685 x 247 mm)

One-Tray Paper Bank (PB3250)¹

Tray Capacity 550 sheets x 1 tray
 Paper Size 5.5" x 8.5" to 12" x 18" (A5 – A3)
 Paper Weight 16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m²)
 Dimensions (WxDxH) 23.1" x 27" x 4.7" (587 x 685 x 120 mm)
 Requires installation of Caster Table Type M3

Tandem Large Capacity Tray (PB3260)¹

Tray Capacity 2,000 sheets (1,000 sheets x 2)
 Paper Size 8.5" x 11" (A4)
 Paper Weight 16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m²)
 Dimensions (WxDxH) 23.1" x 27" x 9.7" (587 x 685 x 247 mm)

Side Large Capacity Tray (RT3030)

Tray Capacity 1,500 sheets
 Paper Size 8.5" x 11" (A4)
 Paper Weight 16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m²)
 Dimensions (WxDxH) 13.4" x 21.4" x 11.4" (340 x 545 x 290 mm)
 Requires installation of Two-Tray Paper Bank (PB3240) or Tandem LCT (PB3260)

Output Trays & Finisher Options

Internal Shift-Sort Tray (SH3070)¹

Tray Capacity 250 sheets (8.5" x 11" or smaller) (A4 – A5)
 125 sheets (8.5" x 14" or larger) (B4 – A3)
 Paper Size 5.5" x 8.5" to 12" x 18" (A5 – A3)
 Paper Weight 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m²)
 Cannot be installed with any Finisher

One-Bin Tray (BN3110)

Paper Size 5.5" x 8.5" to 12.6" x 17.7" (A5 – A3)
 Paper Weight 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m²)
 Tray Capacity 125 Sheets

250-Sheet Stapleless Internal Finisher (SR3180)¹

Paper Size 5.5" x 8.5" to 12" x 18" (A6 – A3)
 Paper Weight 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m²)
 Stack Capacity 250 sheets (8.5" x 11" or smaller) (A4)
 125 sheets (8.5" x 14" or larger) (B4 – A3)
 Staple Paper Size 8.5" x 11" to 11" x 17" (A4 – A3)
 Staple Paper Weight 17 – 21 lb. Bond (64 – 80 g/m²)
 Stapleless Capacity 2 – 5 sheets/set
 Staple Positions Top, 1 Staple
 Dimensions (WxDxH) 17.1" x 20.3" x 5.9" (435 x 515 x 150 mm)

500-Sheet Internal Finisher (SR3130)¹

Paper Size 5.5" x 8.5" to 12" x 18" (A6 – A3)
 Paper Weight 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m²)
 Stack Capacity 500 sheets (8.5" x 11" or smaller) (A4)
 250 sheets (8.5" x 14" or larger) (B4 – A3)
 Staple Paper Size 7.25" x 10.5" to 11" x 17" (A4 – A3)
 Staple Paper Weight 14 – 28 lb. Bond (52 – 105 g/m²)
 Staple Capacity 30 sheets (8.5" x 11") (A4)
 30 sheets (8.5" x 14" or larger, and/or Mixed Sizes) (B4 – A3)
 Staple Positions Top, Bottom, 2 Staples
 Dimensions (WxDxH) 21.5" x 20.6" x 6.7" (546 x 523 x 170 mm)

2-/3-Hole Punch Unit (PU3040NA)

(Optional; Installs inside SR3130 Internal Finisher)
 Punch Paper Sizes 7.25" x 10.5" to 11" x 17" (A4 – A3)
 Punch Paper Weight 14 – 45 lb. Bond/93 lb. Index (52 – 169 g/m²)

1,000-Sheet Hybrid Staple + Stapleless Finisher (SR3210)^{1,2,3,4}

Paper Size Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3)
 Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3)
 Paper Weight Proof Tray: 14 – 45 lb. Bond/93 lb. Index (52 – 169 g/m²)
 Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m²)
 Stack Capacity Proof Tray: 250 sheets (8.5" x 11") (A4);
 50 sheets (8.5" x 14" or larger) (B4)
 Shift Tray: 1,000 sheets (8.5" x 11") (A4);
 500 sheets (8.5" x 14" or larger) (B4)
 Stapleless Capacity 2 – 5 sheets/set
 Staple Capacity 50 sheets (8.5" x 11") (A4)
 30 sheets (8.5" x 14" or larger) (B4)
 Staple Paper Size 8.5" x 11" to 12" x 18" (A4 – A3)
 Staple Paper Weight 14 – 28 lb. Bond (52 – 105 g/m²)
 Staple Positions Top, Bottom 2 Staples
 Dimensions (WxDxH) 22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)

1,000-Sheet Booklet Finisher (SR3220)^{1,2,3,4}

Paper Size Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3)
 Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3)
 Booklet Tray: 8.5" x 11" to 12" x 18" (A4 – A3)
 Paper Weight Proof Tray: 14 – 45 lb. Bond (52 – 169 g/m²)
 Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m²)
 Booklet Tray: 14 – 28 lb. Bond (52 – 105 g/m²)
 Stack Capacity Proof Tray: 250 sheets (8.5" x 11" or smaller) (A4); 50 sheets (8.5" x 14" or larger) (B4 – A3)
 Shift Tray: 1,000 sheets (8.5" x 11" or smaller) (A4); 500 sheets (8.5" x 14" or larger) (B4 – A3)
 Booklet Tray: 20 Sets (2 – 5 sheets), 10 Sets (6 – 10 sheets) & 7 Sets (11 – 15 sheets)
 Normal Staple: 50 sheets (8.5" x 11") (A4);
 30 sheets (8.5" x 14" or larger) (B4 – A3)
 15 sheets
 Saddle Stitch Normal Staple: 8.5" x 11" to 12" x 18" (A4 – A3)
 Saddle Stitch: 8.5" x 11" to 12" x 18" (A4 – A3)

Staple Paper Weight 14 – 28 lb. Bond (52 – 105 g/m²)
 Staple Positions Top, Bottom, 2 Staples, Booklet
 Dimensions (WxDxH) 22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)
2-/3-Hole Punch Unit (PU3050NA)
 (Optional; Installs inside SR3210 or SR3220 Finisher)
 Punch Paper Sizes 5.5" x 8.5" to 11" x 17" (A5 – A3)
 Punch Paper Weight 14 – 68 lb. Bond/142 lb. Index (52 – 256 g/m²)

Color Controller E-23C

Controller Type Embedded Type
 Fiery Platform FS150
 CPU Intel Processor G850 2.9GHz
 Host Interface 1000Base-T/100Base-TX/10Base-T
 Memory 2 GB
 Internal HDD 500 GB
 Operating System Linux
 Network Protocol TCP/IP (IPv4/IPv6), SMB, Bonjour
 Page Description Standard: PostScript³ & PCL6/5c Language
 Max. Print Resolution Up to 1200 dpi (2 bit)
 Max. Scan Resolution Up to 600 dpi
 Fonts PS3: 138 fonts/PCL: 81 AGFA fonts
 Utilities Standard: Command WorkStation⁵, Fiery⁶ Scan, Printer Delete Utility, Fiery Web Tools, Fiery Bridge, Secure Erase and Fiery VUE
 Optional: Fiery Impose, Fiery Compose, Fiery Auto Trap, EFI Spot-On⁷, Fiery Folders, Fiery Color Profiler Suite v4.0, Fiery ES-2000 Spectrophotometer and EFI Productivity Pack
 Color Management Tools ICC Profile, Color Chart, CMYK Color Reference Pages, RGB Color Tests, Trapping Support and ColorWise⁸ Pro Tools

Additional Accessories

Banner Paper Guide Tray Type M19, Caster Table Type M3, Bridge Unit BU3070, Cabinet Type F, Camera Direct Print Card Type M19, Card Reader Bracket Type 3352, Extended USB Board Type M19, External Keyboard Bracket Type M19, Fax Connection Unit Type M19, Fax Memory Unit Type M19 64MB, File Format Converter Type M19, G3 Interface Unit Type M19, HotSpot MFP Option Type S, IEEE 802.11a/g/n Interface Unit Type M19, IEEE 1284 Interface Board Type M19, Imageable Area Extension Unit Type M19, Key Counter Bracket Type M3, Memory Unit Type M19 4GB, NFC Card Reader Type M19, OCR Unit Type M13, Optional Counter Interface Unit Type M12, Postscript3 Unit Type M33, Power Filter ESP XG-PCS-15D, Smart Card Reader Built-in Unit Type M19, XPS Direct Print Option Type M19

¹Either the Cabinet Type F or one of the paper options must be installed.
²Requires configuration with Bridge Unit BU3070.
³Cannot be installed together.
⁴Requires installation of Two-Tray Paper Bank (PB3240) or Tandem Large Capacity Tray (PB3260).

Some options may not be available at the time of market release.
 Genuine Adobe[®] PostScript³ and PDF Direct from Adobe[®] are available as options.

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Specifications are subject to change without notice.
 For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.



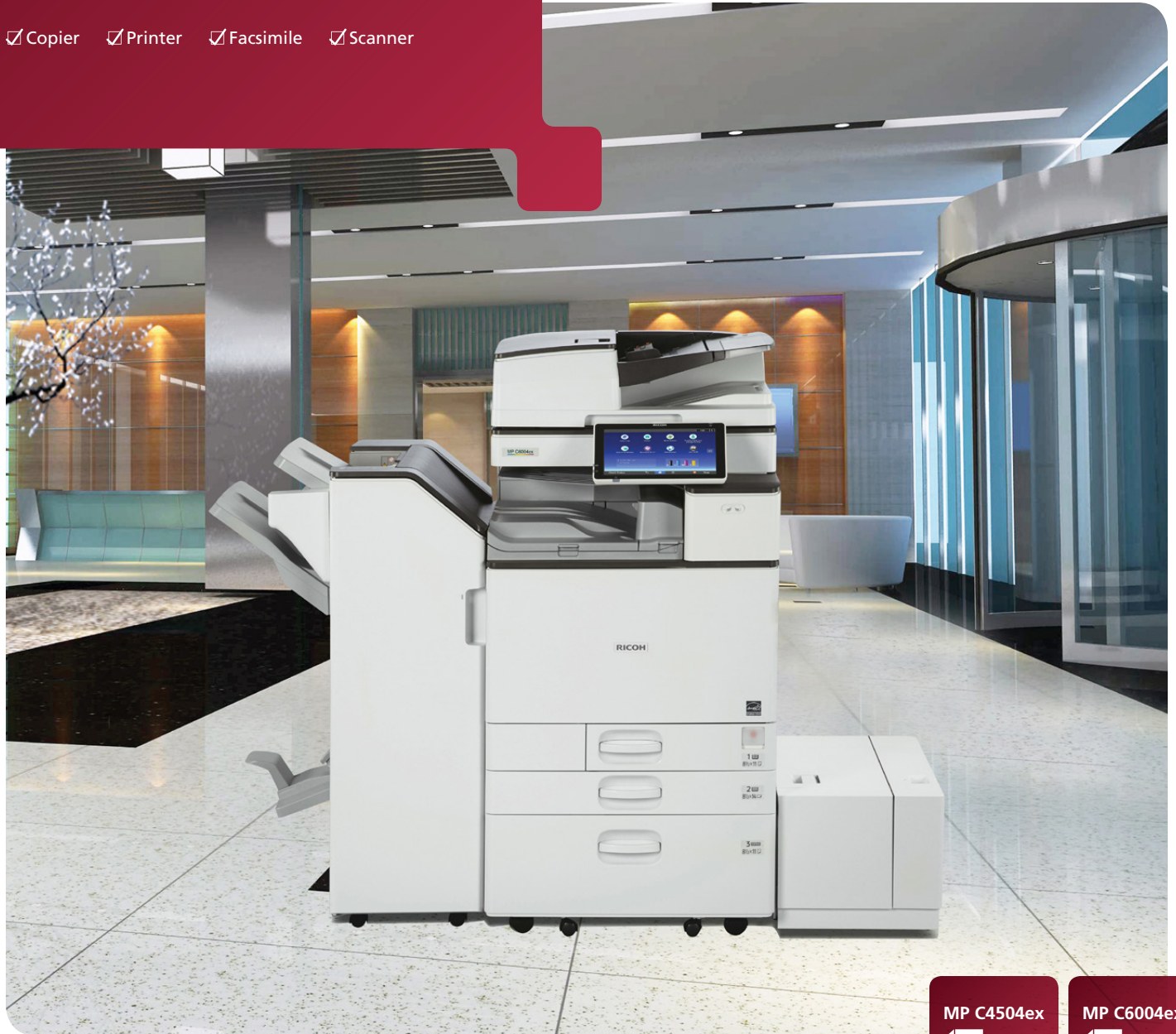
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Multifunction Color

RICOH MP C4504ex/ MP C6004ex

✔ Copier ✔ Printer ✔ Facsimile ✔ Scanner



RICOH
imagine. change.

MP C4504ex

45
ppm

monochrome
and full-color

MP C6004ex

60
ppm

monochrome
and full-color

Extend productivity in your own way

Use what you know about everyday tasks to expand what you can do. The RICOH MP C4504ex/MP C6004ex Color Multifunction Printer (MFP) offers a wide range of updated connectivity options, convenient apps, security tools and service support to simplify how you print, copy, scan and fax information. Use our Workstyle Innovation Technology to create digital workflows with intuitive fingertip control and be more productive. Download more apps and widgets and place them on the 10.1"-wide Smart Operation Panel as step-saving, one-touch shortcuts. Transform your MFP into an information portal by connecting to the cloud from your smartphone, tablet or other mobile device and use these powerful systems to print, share and discover the value of customized convenience. Share information electronically via advanced scanning and paperless faxing capabilities. Protect your work with more encryption and authentication tools. Best of all, faster, more responsive technical assistance can be only a swipe, scroll or tap away.*

- Print up to 45 or 60 color prints per minute
- Use tablet-like motions to navigate an interactive Smart Operation Panel
- Use encryption and authentication tools to help protect documents, data and devices
- Customize your own automated workflows to reduce manual tasks
- Download the Smart Device Connector app and use your personal mobile device to print and share information from the MFP — and use the same app to display information to Ricoh projectors and interactive whiteboards
- Showcase your work in brilliant colors with professional finishing
- Take advantage of eco-friendly features to lower operating costs and reduce overall environmental impact without sacrificing business productivity

*When enabled, internet connection required.





A new way to work is within your reach

Perform more tasks with fewer hassles

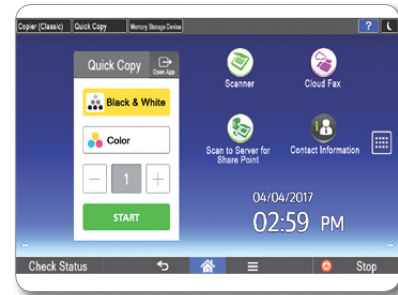
Use intuition to work smarter

Decisions are easier when you have the right information. With Workstyle Innovation Technology, you can use the same motions you use on your smartphone or tablet to access information instantly on the oversized 10.1"-wide Super VGA Smart Operation Panel (SOP). Download a wide range of apps and information-rich widgets from our Application Site. Check settings or initiate automated print, copy, scan and fax workflows with a single touch to reduce time-consuming manual tasks. For example, you can check the number of prints, change scan-to destinations, toggle between finishing options and more with a tap of your finger. With SOP Designer, you can have your Home Screen customized by our technicians with wallpaper designs, shortcut placements, corporate branding, rotating messages and more.



Customize workflows to simplify information flow

You have a lot of work to do. Who says you have to spend a lot of time doing it? Deploy workflow applications that streamline business via Ricoh Workstyle Innovation Technology. Do you routinely print the same types of spreadsheets? Do you scan and share notes after the weekly meeting? Integrate multiple processes and create unique digital workflows to simplify complex tasks. Place a workflow shortcut on the Home Page so you can simply press an icon and initiate tasks automatically with less replication, fewer steps and more accuracy. Tap the ID Card Copy icon to scan two-sided identity documents, such as licenses and insurance cards, onto a single-sided document. For more complex workflows, add your choice of Ricoh or third party software solutions to simplify your workday.



Make your mark from anywhere

With your smartphone or tablet in hand, productivity remains within your grasp. Download the RICOH Smart Device Connector app to connect to the MP C4504ex/MP C6004ex without software, utilities, drivers or delays. Simply touch your mobile device to the MFP's Near Field Communication (NFC) tag or scan a QR code from the control panel to print, scan and share documents, photos and more directly from your smartphone or tablet. Scan originals at the MFP and send them to your personal smart device or directly to cloud storage, so you can access and distribute them digitally at your convenience. You can also use the Smart Device Connector app to project information to Ricoh projectors and interactive whiteboards. Collaboration has never been easier.





Do it all with speed and convenience

Expedite every task, every day

Decisions have to be made. Ensure they're the right ones by getting information where it needs to be — on time. Print up to 45 or 60 pages per minute when producing full-color brochures, presentations and spreadsheets. Use standard PostScript and PDF Direct Print emulation to process your biggest jobs with ease. Add optional paper trays to extend paper capacity up to 4,700 sheets, and remove paper jams quickly via an animated guide. Scan full-color originals and deliver them at breakneck speeds with a host of scan-to capabilities, including access to your LDAP directory for email delivery. Send and receive paperless faxes to ensure contracts, forms and other important documents reach recipients easily.



Leave your mark with brilliant colors

Make an unforgettable impression by producing compelling images and documents with densely rich colors for more lifelike reproductions at up to 1200 dpi resolution. The MP C4504ex/MP C6004ex recalibrates itself as it processes files, which means colors never deteriorate and text and lines stay incredibly sharp page after page. Expand your reach by printing on a wider, thicker range of paper stocks — up to 12" x 18" sizes and 300 gsm/80 lb. Bond. You can even create posters and banners that would normally be reserved for wide-format devices by combining multiple pages into one image. Want to save on outsourcing costs? Choose the optional Fieri® E-23C Color Controller and produce spot color professional output using the gamut of RGB and CMYK colors.



Grab and share information automatically

Move information to the right people in the right format quickly. Access up to 3,000 frequently used documents stored in the embedded Document Server. With optional Optical Character Recognition (OCR), create keyword-searchable PDF files for easier retrieval from the Document Server at a later time. Use the built-in browser to capture files and images from the web. Ready to share with others? Scan originals at up to 180 ipm via the 220-Sheet Single Pass Document Feeder and use scan-to capabilities to send digital files to any recipient, anywhere. Or, use RICOH Device Software Manager to simplify print driver installation and begin using the device in moments.



Empower users to work quickly, collectively

Support extended uptime

You may not have all the answers, but now you'll know where to find them. The MP C4504ex/MP C6004ex includes a wide range of "smart support" capabilities that when enabled will help you resolve pressing issues and maintain productivity. Are you looking to avoid waiting for in-person technician visits? With RemoteConnect Support, our experienced technicians can identify and correct issues in real time by accessing your MFP remotely. Are you managing many devices? By using the Remote Panel Operation tool IT managers and network administrators can easily program, monitor and change settings for each device on their network. Use the Automatic Remote Firmware function to upgrade multiple devices independently. Use the convenient Web Help feature to find quick answers about the most common functions and operation of your MFP. Plus, the Ricoh Application Site offers self-help videos for basic MFP operations.



Hold yourself and others accountable

You're responsible for getting company information to the right people. So make certain the right people are sending it. Protect the device with user authentication — and track activity for every user, set print quotas, restrict access to specific functions and more. Each user logs in to the MP C4504ex/MP C6004ex by entering a passcode — or by passing an ID card over an optional card reader at the device. Protect documents with Locked Print. Users can release jobs for printing only when standing at the MFP, which helps protect confidential information. You can also use a watermark to track specific printed documents if unauthorized users try to recreate them. Find more data protection with encryption for transmitted information and automatic overwrites for latent data on the hard drive.



Plan to save

The MP C4504ex/MP C6004ex is designed specifically to simplify workloads while reducing environmental impact. Because the MFP meets EPEAT® Gold criteria* and ENERGY STAR® certifications, you can realize low Typical Electricity Consumption (TEC) rates — 1.8 kWh/week with the MP C4504ex. Use default duplex printing to reduce paper costs. Program the MFP to power down automatically when you know the office will be empty. And use the Eco-Friendly widget to encourage reduced paper consumption. The system is also equipped with an innovative motion sensor, which senses an approaching user by detecting the differences in body temperature versus the surrounding environment. The sensor lets you promptly begin inputting job settings by tapping the touchscreen to wake the MFP from Sleep Mode.



*EPEAT Gold rating is applicable only in the USA.

To view detailed features of our multifunction products online go to www.ricoh-usa.com/products

Perform more jobs with fewer hassles



- 1 Smart Operation Panel:** Choose from multiple intuitive user interfaces to customize and automate workflows on the 10.1"-wide Super VGA Smart Operation Panel. Create shortcut icons. Add convenient widgets. And access information with one-touch control using the same motions you use on your smartphone or tablet.
- 2 220-Sheet Single Pass Document Feeder (SPDF):** Feed color and black-and-white documents for high-speed copying and scanning in a single pass.
- 3 User authentication:** Monitor the activity for every MFP user with personal passcodes. Or, with embedded Quick Card authentication technology and an optional NFC card or HID card reader, you can require users to gain access via proximity card.
- 4 Paper Trays (Standard):** With two 550-Sheet Paper Trays, one of which can accommodate paper sizes up to 12" x 18", you can produce more jobs with fewer reloads.
- 5 100-Sheet Bypass Tray:** Accommodate a wider range of paper stocks — from envelopes to 12" x 49.6" banner sizes — to impress audiences with versatile output. Add an optional Banner Paper Guide Tray for convenient, affordable banner printing.
- 6 Document Server:** Create up to 200 shared or passcode-protected personal folders to store up to 3,000 frequently used digital documents on the MFP's hard drive.
- 7 Tandem Large Capacity Tray (Optional):** Extend runs for 8.5" x 11" paper sizes with two 1,000-Sheet Paper Trays.
- 8 1,500-Sheet Side Large Capacity Tray (Optional):** Minimize interruptions by adding up to an additional 1,500 sheets of letter-sized paper.
- 9 125-Sheet One-Bin Tray (Optional):** Separate output quickly for easier retrieval when printing multiple jobs.
- 10 2,000-Sheet External Booklet Finisher:** Produce up to 20-sheet saddle stitched booklets cost effectively. Available with an optional Hole Punch Unit.
- 11 Web Browser:** Use the built-in web browser on the MFP touch panel to search for web pages.
- 12 Motion Sensor:** Enables the panel to be ready for key input within one second of tapping the touchscreen to awaken the MFP from Sleep Mode.

Put it all together at the end

Bring your best ideas together by finishing them in style. With the External Hybrid Stapleless + Stapler Finisher, you can conserve resources by getting rid of staples entirely for document sets of 2 to 5 pages. For document sets from 6 to 50 pages, the finisher can automatically convert to staples. It is ideal for educational, manufacturing and healthcare environments.

You can choose other finishing options, too. Each is specifically designed to simplify paper handling, stacking and stapling, so you can concentrate on other core tasks. Choose the one that meets your unique requirements and give your projects an affordable, impressive professional-grade look.



Finisher	Paper Capacity (LT)	Hole-Punch	Saddle Stitch	Stapleless
SR3130 Internal	500 Sheets	Option	N/A	N/A
SR3210 External	1,000 Sheets	Option	N/A	Stapleless – Up to 5 Sheets Stapled – Up to 50 Sheets LTR
SR3220 External	1,000 Sheets	Option	Up to 15 Sheets	N/A
SR3240 External	2,000 Sheets	Option	Up to 20 Sheets	N/A
SR3230 External	3,000 Sheets	Option	N/A	N/A

*Not available for MP C6004ex

General Specifications

Printing Process	4-Drum Method
Output Speed (Copy/Print)	MP C4504ex: 45-ppm B&W & FC (LTR) MP C6004ex: 60-ppm B&W & FC (LTR)
Warm-Up Time	24 seconds
Recovery from Sleep Mode	MP C4504ex: 7.6 seconds MP C6004ex: 7.9 seconds
First Copy Time (FC/B&W)	MP C4504ex: 5.7/4.0 seconds MP C6004ex: 4.5/3.1 seconds
Copy Resolution	600 dpi
Quantity Indicator	Up to 999 copies
Single Pass Document Feeder (SPDF)	Original Capacity: 220 sheets Original Size: 5.5" x 8.5" – 11" x 17" (A5 – A3) Paper Weights: Simplex: 11 – 34 lb. Bond (40 – 128 g/m ²), Duplex: 14 – 34 lb. Bond (52 – 128 g/m ²)
Paper Capacity	Standard: 2 x 550 sheets + 100-Sheet Bypass Tray, Maximum: 4,700 sheets (w/Tandem LCT + Side LCT)
Supported Paper Sizes	1st Paper Tray: 8.5" x 11" (A4) 2nd Paper Tray: 5.5" x 8.5" – 12" x 18" (A6 – A3), Envelopes Bypass: Up to 12" x 18", Envelopes Custom Sizes: Width: 3.5" – 12.6" (90 – 320 mm), Length: 5.8" – 49.6" (148 – 1260 mm)
Supported Paper Weights	Standard Trays: 16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²) Bypass Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²) Duplex Unit: 14 – 68 lb. Bond/142 lb. Index (52 – 256 g/m ²)
Paper Types	Plain, Recycled, Special Paper 1 – 3, Letterhead, Cardstock, Preprinted Paper, Bond Paper, High-Gloss Coated Paper, Color Paper, Envelopes, Coated, Labels* & OHP*
Auto Duplex	Standard
Output Capacity	Standard: 500 sheets Maximum: 3,625 sheets
Zoom	25% – 400% in 1% increments
Dimensions (WxDxH)	26.3" x 29.1" x 47.5" (668 x 738 x 1205 mm) (Includes SPDF and Two-Tray Paper Bank)

Weight	228 lbs. (103 kg)
Power Requirements	120V – 127V, 60Hz, 15A
Power Consumption	1,584W or less; Sleep Mode: 0.8W
TEC Value**	MP C4504ex: 1.8 kWh/week MP C6004ex: 2.8 kWh/Week
*Bypass Tray Only	
**Typical Electricity Consumption by ENERGY STAR Qualified Imaging Equipment Test Procedure	
Printer Specifications (Standard)	
CPU	Intel Atom Processor Bay Trail 1.75 GHz
Memory/HDD	2 GB RAM/320 GB HDD Standard & 4 GB RAM/320 GB HDD Option
Page Description Languages	Standard: PCL5c, PCL6, PostScript®3™ Emulation: PDF Direct Print Emulation Optional: Genuine Adobe® PostScript®3™, Adobe® PDF Direct Print, IPDS, PictBridge®
Font Support	Standard: PCL: 45 Roman fonts + 13 International fonts; PostScript®3™ Emulation: 80 Roman fonts + 13 International fonts Optional: Genuine Adobe® PostScript®3™: 136 Roman fonts; IPDS: 108 Roman fonts
Max. Print Resolution	1200 x 1200 dpi
Network Interfaces	Standard: 1000Base-T/100Base-TX/10Base-T Ethernet, USB2.0 Type A (3 Ports), SD Slot on Operation Panel Optional: IEEE1284/ECP; IEEE802.11a/b/g/n; USB2.0 Type B TCP/IP (IPv4, IPv6)
Network Protocol Support	Windows® Vista/7/8.1/10/Server 2008/Server 2008R2/Server 2012/Server 2012R2/Server 2016
Network/OS	Unix: Sun Solaris, HP-UX, SCO OpenServer, RedHat Linux, IBM AIX, Citrix XenDesktop 7.0/7.1, XenApp 6.5/7.5, Mac OS X v.10.9 or later SAP R/3, SAP S/4, IBM iSeries AS/400-using OS/400 Host Print Transform
Utilities	Device Manager NX, Web Image Monitor, @Remote

Document Server Specifications (Standard)

Max. Stored Documents	3,000
Max. Pages/Document	2,000
Max. Page Capacity	9,000
Max. Number of Folders	200

Scanner Specifications (Standard)

Scanner Resolution	B&W and Full-Color scanning at 100 – 600 dpi, Up to 1200 dpi for TWAIN scanning
Scanning Speed (B&W & Full-Color LTR)	200/300 dpi: 110 ipm Simplex/180 ipm Duplex
Scan Area	11.7" x 17" (297 mm – 432 mm)
Compression Method	B&W TIFF: MH, MR, MMR, JBIG2 Full-Color: JPEG
Supported File Formats	Single/Multi-Page TIFF, PDF, High Compression PDF & PDF/A, Single Page JPEG
Scan Modes	Scan-to-Email (with LDAP support) Scan-to-Folder (SMB/FTP) Scan-to-URL Scan-to-Media (USB/SD Card) Network TWAIN Scanning

Facsimile Specifications (Optional)

Type	ITU-T (CCITT) G3
Circuit	PSTN, PBX
Resolution	200 x 100 dpi, 200 x 200 dpi, 400 x 400 dpi (with optional SAF memory)
Modem Speed	33.6K – 2,400 bps w/Auto Fallback
Compression Method	MH, MR, MMR, JBIG
Transmission Speed	G3: Approximately 2 seconds/page (JBIG)
Scanning Speed	Up to 81 spm
Auto Dialing	2,000 Quick/Speed Dial numbers; 100 Group Dial numbers
Memory Capacity (SAF)	Standard: 4 MB (approx. 320 pages), Optional: 64 MB (approx. 4,800 pages) with optional SAF memory

Security Features (Standard)

DataOverwriteSecurity System (DOSS), HDD Encryption, User Codes, SNMP v3 Support, Encryption, Locked Print, User Authentication, 802.1x Wired Authentication, Quota Setting/Account Limit, Digitally Signed PDF, and more

RICOH MP C4504ex/MP C6004ex

SYSTEM SPECIFICATIONS

Hardware Accessories

Paper Handling Options

Two-Tray Paper Bank (PB3240)¹

Tray Capacity	1,100 sheets (550 sheets x 2 trays)
Paper Size	5.5" x 8.5" to 12" x 18" (A5 – A3)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	23.1" x 27" x 9.7" (587 x 685 x 247 mm)

One-Tray Paper Bank (PB3250)¹

Tray Capacity	550 sheets x 1 tray
Paper Size	5.5" x 8.5" to 12" x 18" (A5 – A3)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	23.1" x 27" x 4.7" (587 x 685 x 120 mm)

Tandem Large Capacity Tray (PB3260)¹

Tray Capacity	2,000 sheets (1,000 sheets x 2)
Paper Size	8.5" x 11" (A4)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	23.1" x 27" x 9.7" (587 x 685 x 247 mm)

Side Large Capacity Tray (RT3030)

Tray Capacity	1,500 sheets
Paper Size	8.5" x 11" (A4)
Paper Weight	16 – 80 lb. Bond/166 lb. Index (60 – 300 g/m ²)
Dimensions (WxDxH)	13.4" x 21.4" x 11.4" (340 x 545 x 290 mm)

Output Trays & Finisher Options

Internal Shift-Sort Tray (SH3070)²

Tray Capacity	250 sheets (8.5" x 11" or smaller) (A4 – A5) 125 sheets (8.5" x 14" or larger) (B4 – A3)
Paper Size	5.5" x 8.5" to 12" x 18" (A5 – A3)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)

Cannot be installed with any Finisher

One-Bin Tray (BN3110)

Paper Size	5.5" x 8.5" to 12.6" x 17.7" (A5 – A3)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Tray Capacity	125 sheets

500-Sheet Internal Finisher (SR3130)³

Paper Size	5.5" x 8.5" to 12" x 18" (A6 – A3)
Paper Weight	14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Stack Capacity	500 sheets (8.5" x 11" or smaller) (A4) 250 sheets (8.5" x 14" or larger) (B4 – A3)
Staple Paper Size	7.25" x 10.5" to 11" x 17" (A4 – A3)
Staple Paper Weight	14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Capacity	50 sheets (8.5" x 11") (A4) 30 sheets (8.5" x 14" or larger, and/or Mixed Sizes) (B4 – A3)

Staple Positions	Top, Bottom, 2 Staples
Dimensions (WxDxH)	21.5" x 20.6" x 6.7" (546 x 523 x 170 mm)

*Not available for MP C6004ex.

2-/3-Hole Punch Unit (PU3040NA)

(Optional; Installs inside SR3130 Internal Finisher)	
Punch Paper Sizes	7.25" x 10.5" to 11" x 17" (A4 – A3)
Punch Paper Weight	14 – 45 lb. Bond/93 lb. Index (52 – 169 g/m ²)

1,000-Sheet Hybrid Staple + Stapleless Finisher (SR3210)^{3,4}

Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3)
Paper Weight	Proof Tray: 14 – 45 lb. Bond/93 lb. Index (52 – 169 g/m ²) Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²)
Stack Capacity	Proof Tray: 250 sheets (8.5" x 11") (A4); 50 sheets (8.5" x 14" or larger) (B4) Shift Tray: 1,000 sheets (8.5" x 11") (A4); 500 sheets (8.5" x 14" or larger) (B4)
Stapleless Capacity	2 – 5 sheets/set
Staple Capacity	50 sheets (8.5" x 11") (A4) 30 sheets (8.5" x 14" or larger) (B4)

Staple Paper Size	8.5" x 11" to 12" x 18" (A4 – A3)
Staple Paper Weight	14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Positions	Top, Bottom, 2 Staples
Dimensions (WxDxH)	22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)

1,000-Sheet Booklet Finisher (SR3220)^{3,4}

Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Booklet Tray: 8.5" x 11" to 12" x 18" (A4 – A3)
Paper Weight	Proof Tray: 14 – 45 lb. Bond (52 – 169 g/m ²) Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²) Booklet Tray: 14 – 28 lb. Bond (52 – 105 g/m ²)

Stack Capacity	Proof Tray: 250 sheets (8.5" x 11" or smaller) (A4); 50 sheets (8.5" x 14" or larger) (B4 – A3) Shift Tray: 1,000 sheets (8.5" x 11" or smaller) (A4); 500 sheets (8.5" x 14" or larger) (B4 – A3) Booklet Tray: 20 Sets (2 – 5 sheets), 10 Sets (6 – 10 sheets) & 7 Sets (11 – 15 sheets)
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Staple Capacity	Normal Staple: 50 sheets (8.5" x 11") (A4); 30 sheets (8.5" x 14" or larger) (B4 – A3) 15 sheets
Saddle Stitch	Normal Staple: 8.5" x 11" to 12" x 18" (A4 – A3)
Staple Paper Size	Saddle Stitch: 8.5" x 11" to 12" x 18" (A4 – A3)

Staple Paper Weight	14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Positions	Top, Bottom, 2 Staples, Booklet
Dimensions (WxDxH)	22.2" x 24.4" x 37.8" (563 x 620 x 960 mm)

2-/3-Hole Punch Unit (PU3050NA)

(Optional; Installs inside SR3210 or SR3220 Finisher)	
Punch Paper Sizes	5.5" x 8.5" to 11" x 17" (A5 – A3)
Punch Paper Weight	14 – 68 lb. Bond/142 lb. Index (52 – 256 g/m ²)
2,000-Sheet Booklet Finisher (SR3240) ^{3,4}	
Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Booklet Tray: 8.5" x 11" to 12" x 18" (A4 – A3)

Paper Weight	Proof Tray: 14 – 58 lb. Bond/122 lb. Index (52 – 220 g/m ²) Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²) Booklet Tray: 17 – 28 lb. Bond (64 – 105 g/m ²)
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Stack Capacity	Proof Tray: 250 sheets (8.5" x 11" or smaller) (A4) 50 sheets (8.5" x 14" or larger) (B4) Shift Tray: 2,000 sheets (8.5" x 11" or smaller) (A4) 1,000 sheets (8.5" x 14" or larger) (B4) Booklet Tray: 30 sets (2 – 5 sheets) or 15 sets (6 – 10 sheets) or 10 sets (11 – 15 sheets) or 6 sets (16 – 20 sheets)
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Staple Capacity	Normal Staple: 50 sheets (8.5" x 11" to 11" x 17" and Mixed Sizes) (A4 – A3) Saddle Stitch: 20 sheets
Staple Paper Size	Normal Staple: 8.5" x 11" to 11" x 17" (A4 – A3) Saddle Stitch: 8.5" x 11" to 12" x 18" (A4 – A3)

Staple Paper Weight	14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Positions	Top, Bottom, 2 Staples, Top Slant, Booklet
Dimensions (WxDxH)	25.9" x 24.1" x 37.8" (657 x 613 x 960 mm)

3,000-Sheet Finisher (SR3230) ^{3,4}	
Paper Size	Proof Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3) Shift Tray: 5.5" x 8.5" to 12" x 18" (A6 – A3)
Paper Weight	Proof Tray: 14 – 58 lb. Bond/122 lb. Index (52 – 220 g/m ²)

Stack Capacity	Shift Tray: 14 – 80 lb. Bond/166 lb. Index (52 – 300 g/m ²) Proof Tray: 250 sheets (8.5" x 11" or smaller) (A4) 50 sheets (8.5" x 14" or larger) (B4) Shift Tray: 3,000 sheets (8.5" x 11") (A4) 1,500 sheets (8.5" x 14" or larger) (B4) 50 sheets (8.5" x 11" to 11" x 17") or Mixed Sizes (A4 – A3)
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Staple Capacity	8.5" x 11" to 11" x 17" (A4 – A3) 14 – 28 lb. Bond (52 – 105 g/m ²) Top, Bottom, 2 Staples, Top Slant 25.9" x 24.1" x 37.8" (657 x 613 x 960 mm)
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Staple Paper Size	8.5" x 11" to 11" x 17" (A4 – A3)
Staple Paper Weight	14 – 28 lb. Bond (52 – 105 g/m ²)
Staple Positions	Top, Bottom, 2 Staples, Top Slant
Dimensions (WxDxH)	25.9" x 24.1" x 37.8" (657 x 613 x 960 mm)

2-/3-Hole Punch Unit (PU3060NA)	
(Optional; Installs inside SR3230 or SR3240 Finishers)	
Punch Paper Sizes	5.5" x 8.5" to 11" x 17" (A5 – A3)
Punch Paper Weight	14 – 68 lb. Bond/142 lb. Index (52 – 256 g/m ²)

Color Controller E-23C	
Controller Type	Embedded Type
Fiery Platform	FS150
CPU	Intel Processor G850 2.9GHz
Host Interface	1000Base-T/100Base-TX/10Base-T
Memory	2 GB
Internal HDD	500 GB
Operating System	Linux
Network Protocol	TCP/IP (IPv4/IPv6), SMB, Bonjour
Page Description Language	Standard: PostScript ³ & PCL6/5c
Max. Print Resolution	Up to 1200 dpi (2 bit)
Max. Scan Resolution	Up to 600 dpi
Fonts	PS3: 138 fonts/PCL: 81 AGFA fonts
Utilities	Standard: Command WorkStation ⁵ , Fiery [®] Scan, Printer Delete Utility, Fiery Web Tools, Fiery Bridge, Secure Erase and Fiery VUE

Optional: Fiery Impose, Fiery Compose, Fiery Auto Trap, EFI Spot-On [®] , Fiery Hot Folders, Fiery Color Profiler Suite v4.0, Fiery ES-2000 Spectrophotometer and EFI Productivity Pack	
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Color Management Tools	ICC Profile, Color Chart, CMYK Color Reference Pages, RGB Color Tests, Trapping Support and ColorWise [®] Pro Tools
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Additional Accessories

Banner Paper Guide Tray Type M19, Caster Table Type M3, Bridge Unit BU3070, Cabinet Type F, Camera Direct Print Card Type M19, Card Reader Bracket Type 3352, Extended USB Board Type M19, External Keyboard Bracket Type M19, Fax Connection Unit Type M20, Fax Memory Unit Type M19 64MB, File Format Converter Type M19, G3 Interface Unit Type M20, HotSpot MFP Option Type S, IEEE 802.11a/g/n Interface Unit Type M19, IEEE 1284 Interface Board Type M19, Imageable Area Extension Unit Type M19, IPDS Unit Type M20, Key Counter Bracket Type M3, Memory Unit Type M19 4GB, NFC Card Reader Type M19, OCR Unit Type M13, Optional Counter Interface Unit Type M12, Postscript3 Unit Type M33, Power Filter ESP XG-PCS-15D, Smart Card Reader Built-in Unit Type M19, XPS Direct Print Option Type M19

¹Either the Cabinet Type F or one of the paper options must be installed.
²Requires configuration with Bridge Unit BU3070.
³Cannot be installed together.
⁴Requires installation of Two-Tray Paper Bank (PB3240) or Tandem Large Capacity Tray (PB3260).

Some options may not be available at the time of market release. Genuine Adobe[®] PostScript³ and PDF Direct from Adobe[®] are available as options.

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Specifications are subject to change without notice. For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.

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www.ricoh-usa.com

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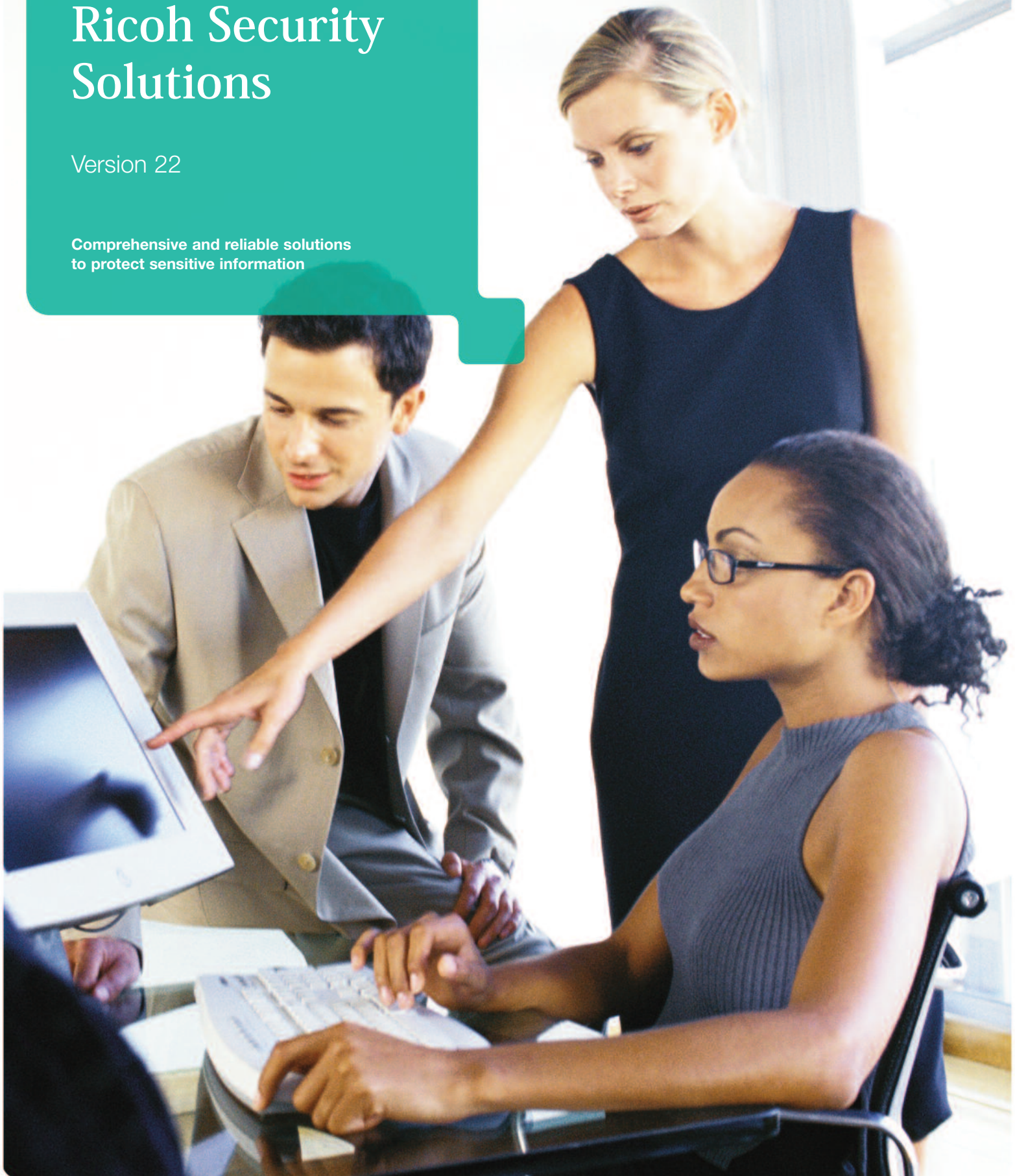


RICOH
imagine. change.

Ricoh Security Solutions

Version 22

Comprehensive and reliable solutions
to protect sensitive information





Ricoh Security Solutions

Don't underestimate the risks and costs of information theft

Information is your most valuable asset. By “information” we mean classified, confidential, or otherwise sensitive documents, anything from embassy floor plans to personnel reviews. The risk of information theft is very real. For example, Verizon found in a 2011 study that some 174 million digital records were compromised by data intruders in 2011, a more than 4,000% increase over 2010.¹ Whether generated within a government, business or private setting, there is urgent need to implement effective strategies to protect information assets.

While digital technology has transformed business practices by enabling nearly instantaneous data exchange, it has brought with it some new challenges in terms of security. Specifically, those intent on undermining your interests can quickly and easily intercept information when it's in digital form. The risk can expose you to a diminished competitive advantage, possible litigation or eroding stockholder trust. Listed below are a few high-risk sectors:

High Risk Sectors	Information at Risk
Federal Government	National Security, Military and Trade Secrets
Financial	Mergers and Acquisitions, Stock Transactions
Pharmaceutical	Clinical Trials, Patent Applications, Quarterly Financial Results
General Office	Customer Lists, Executive Compensation, Restructuring Plans
High-tech	New Product Design (R&D), Intellectual Property
Laboratories	Test Methods, Research Reports
Law Firms	Briefs, Depositions, Contracts
Accounting	Audit Data, Financial Reports
Medical/Hospitals	Billing, Medical Records

Leadership in Information Security

Ricoh, a global technology company specializing in office imaging equipment, production print solutions, document management systems and IT services — is dedicated to helping you address unique and varied security challenges as they emerge. By providing customized security options for our customers Ricoh has developed a comprehensive suite of security solutions. These security solutions help protect printed and electronic data content against opportunistic or targeted threats, both internal and external.

Assessing your vulnerabilities, establishing security objectives, and taking appropriate countermeasures will help minimize the risk of potentially serious security breaches, and at the same time enable you to document your security compliance initiatives.

¹ Verizon® 2012 Data Breach Investigations Report, A study conducted by the Verizon RISK Team with cooperation from the Australian Federal Police, Dutch National High Tech Crime Unit, Irish Reporting and Information Security Service, Police Central e-Crime Unit and the United States Secret Service. http://www.verizonbusiness.com/resources/reports/rp_data-breach-investigations-report-2012_en_xg.pdf



This guide details Ricoh Security Solutions that were designed to best meet your objectives when securing digital office systems. This multi-layered approach will help close the door on those that wish to exploit vulnerabilities. In fact, whether your Ricoh systems are networked or non-networked, these fully integrated, cost-efficient solutions will help guard against prevalent security breaches, without disruption to normal (authorized) document workflow.

Ricoh Security Solutions Guide

Risk Level ▶	LOW			HIGH
Security Layer	1	2	3	4
Security Objective...	<ul style="list-style-type: none"> • Restrict Unauthorized Device Access • Control Device Output... 	Plus... <ul style="list-style-type: none"> • Secure Network Devices • Secure Network Print Data • Destroy Latent Data... 	Plus... <ul style="list-style-type: none"> • Physically Secure Data/Ports • Encrypt Web Communications • Authenticate Users... 	Plus... <ul style="list-style-type: none"> • Monitor and Control Resources • Audit All Device Activity
Ricoh Security Solutions	<ul style="list-style-type: none"> • User Codes • Locked Print • RAM-based Security 	<ul style="list-style-type: none"> • User Codes • Locked Print • RAM-based Security • SmartDeviceMonitor • HDD Encryption • Data Encryption • DataOverwriteSecurity System • Web Image Monitor • Web SmartDeviceMonitor 	<ul style="list-style-type: none"> • User Codes • Locked Print • RAM-based Security • SmartDeviceMonitor • Data Encryption • DataOverwriteSecurity System • Removable Hard Drive • Network Port Security • HDD Encryption • 128-bit Encryption over SSL/HTTPS • NT Authentication • Web Image Monitor • Web SmartDeviceMonitor 	<ul style="list-style-type: none"> • User Codes • Locked Print • RAM-based Security • SmartDeviceMonitor • Data Encryption • DataOverwriteSecurity System • Removable Hard Drive • Network Port Security • 128-bit Encryption over SSL/HTTPS • NT Authentication • Print Copy & Control • Web Image Monitor • Web SmartDeviceMonitor • HDD Encryption • IPv6 • Kerberos • Enhanced Locked Print • Print Copy Scan (PCS) Director • Card Authentication Package

Ricoh Security Solutions

Restrict Unauthorized Device Access

User Codes

User Codes (standard in most Ricoh systems) enable system administrators to manage and track the use of Ricoh digital output devices. A User Code can be assigned to an individual based on which function(s) they have permission to access. This level of control enables you to monitor system usage (e.g., generate print counter reports by function and User Code).

Control Device Output

Locked Print

Locked Print (available through Ricoh's advanced print drivers) maintains confidentiality by suspending document printing until the authorized user (author/creator) enters the correct PIN (Personal Identification Number) from the device control panel. This eliminates the possibility of anyone viewing or removing a document from the paper tray. (Locked Print requires a hard drive that may be optional, depending on model.)

Locked Print Password Encryption

As a new feature the password used for locked printing can be encrypted to help protect against wiretapping.

Enhanced Locked Print

Enhanced Locked Print lets you capture all the benefits of shared, centralized MFPs without compromising document security. Users store, release and manage confidential documents with the security of user ID and password authorization. It's a fast and simple solution for helping to protect your organization's confidential and proprietary data.

- Users can safely send documents to printers where they are securely held until released by the authorized user.
- Documents cannot be picked up at the printer by another user, protecting information confidentiality.
- Documents stored at the printer are encrypted (information cannot be compromised if hard drive is stolen).
- Enhanced Locked Print is installed to the Multifunctional-printing device either via embedded firmware (SD Card) or remotely via Web Interface.
- Administrators and users can configure Enhanced Locked Print through a simple web browser-based interface.

RAM-based Security

Select Ricoh MFP systems use RAM (Random Access Memory) for document processing tasks as a copier, not a hard disk drive. Though a hard drive is available as an option, there is a security benefit to the base configuration in that jobs processed through RAM are volatile (i.e., when the system is turned off, data is immediately erased). Without a means to permanently store data, such as a hard drive, a key security threat is eliminated. As such, these MFP systems can be proposed for low-volume environments where information security is the top priority.

Secure Network Devices

SmartDeviceMonitor (for Admin*)

SmartDeviceMonitor is utility software bundled with all Ricoh printers, print-enabled MFPs and the Printer/Scanner Kit option. This versatile software suite simplifies all aspects of installation, monitoring and management of Ricoh network output systems, while supporting key security features.

• Change Community Name

To address SNMP (Simple Network Management Protocol) vulnerability, the system administrator can change the Community Name of Ricoh hardware devices from "Public" to another more secure name. If this security measure is taken, the Community Name (for the software) must have the identical name as the connected Ricoh output device.

• Restrict User Access

System administrators can control user privileges through the User Management Tool. This activates a menu for review of the peripherals authorized for use by User Code and User Name. All Ricoh supported peripherals on the network are listed, and a simple click on the device, accesses a menu that restricts or enables access to the device for individual users.



Web Image Monitor

Web Image Monitor is an integrated Web-based utility for device management.

• Set IP Address Range (IP Filtering)

System administrators can restrict authorized connections to the print controller from those hosts whose IP addresses fall into a particular IP range. Commands or jobs sent from non-authorized IP addresses are ignored by the print controller.

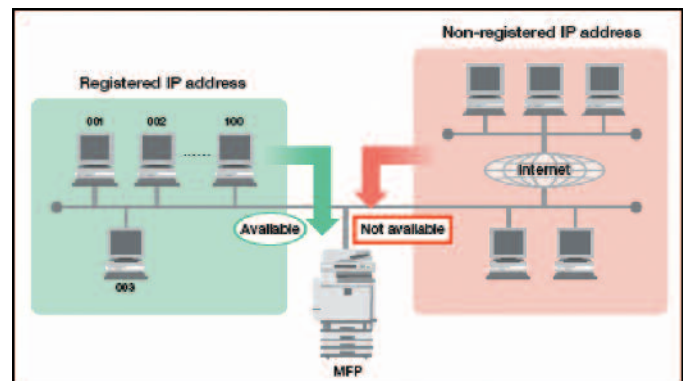
• Network Port Security

The system administrator can enable or disable IP ports, thus controlling the different network services provided by the print controller to an individual user.

*Note: SmartDeviceMonitor for Admin resides on the client desktop and allows users to determine the status and availability of Ricoh networked peripherals. Once installed, an icon is placed on each user's desktop in the Windows Taskbar, which shows system status at a glance.

IP (Internet Protocol) Address Filtering

In a LAN, an IP Address is each networked computer's unique hardware number. Just like your street address with a house or apartment number, these addresses help route e-mails and attachments, forward faxes to the proper recipient, and send print data to networked output devices from originating PCs. The ability of Ricoh devices to block/restrict a particular end-user or set of end-users based on IP addresses improves the management of PCs and users, helps to balance output volumes among multiple devices, and enhances network security by limiting access to files stored in devices.

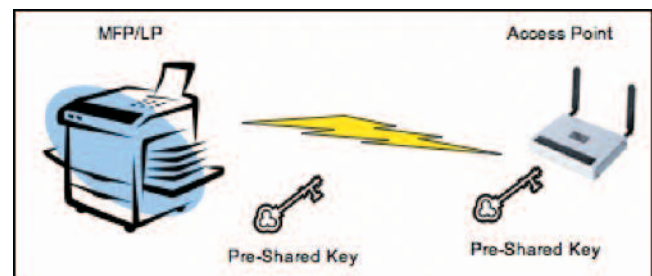


Job Logs/Access Logs

A complete listing of every job executed by the device is stored in memory. This list may be viewed via Web SmartDeviceMonitor to track and trace device usage by job and/or user. When used in conjunction with external user authentication modes, it will be possible to determine which specific users may be abusing a device. It is also possible to determine which device was used and by whom in tracing an unauthorized transmission.

WPA Support (Wi-Fi Protect Access)

Used in conjunction with the IEEE 802.11a/b/g Wireless LAN option, WPA is a security specification that addresses vulnerabilities in wireless communications. It provides a high level of assurance to enterprises, small businesses, and even home-based users that data will remain protected by allowing only authorized users to access their networks. "Personal" and "Enterprise" authentication and encryption features block intruders with wirelessly-enabled laptops from tapping into wireless networks in any environment, preventing the interception of data streams and passwords, or from using the wireless connection as an entry point into the customer data network.



802.1X Wired Authentication

802.1X provides Network-port based authentication for point-to-point communication between network devices and a LAN port. By providing a point-to-point connection to a LAN port, communication will terminate if the authentication fails.

Data Encryption

As mission critical data traverses the network it is possible for the knowledgeable hacker to intercept raw data streams, files, and passwords. The advent of wireless network technology, while increasing the convenience of surfing and printing for millions, also leaves networks vulnerable to attack from intruders armed with wireless laptops via any access points within range. Without protection, intelligible information can easily be stolen, or modified/falsified and re-inserted back into the network. Ricoh devices are equipped with the following encryption capabilities to help you reduce these risks.

Ricoh Security Solutions

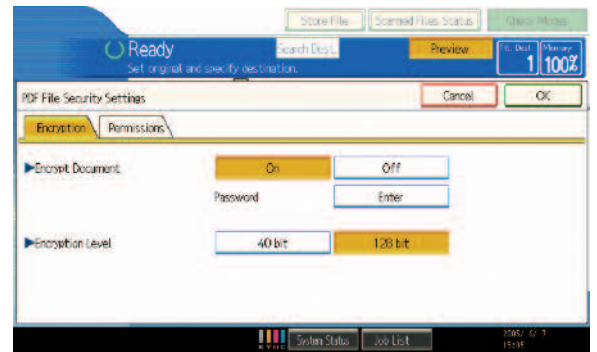
Address Book Encryption

Address Book Encryption protects contact information by encrypting the data stored in a system's address book. Even if the HDD is physically removed from the unit, the data cannot be read. This function eliminates the danger of a company's or department's entire population of employees, customers, or vendors being targeted for malicious e-mail messages or PC virus contamination. Further, since address book data usually corresponds to user names and passwords used elsewhere on the network, protecting printer/MFP address book data increases overall network security.

Encrypted PDF Transmission

Adobe's PDF file format has become the universal standard for creating documents that can easily be opened and shared by any user on any platform. Adobe provides the Acrobat® Reader® application as a free download across the Web. A PDF file is essentially a snapshot of a document. It is unchangeable (although files are editable with the full Adobe Acrobat application) and therefore attractive to document owners that wish to share, but restrict alterations, to approved documents. Part of the attraction of the PDF format is that file sizes are drastically reduced versus those of the native application, making them easier and faster to e-mail.

While Adobe offers a number of security-related features within the Acrobat application to lock and password-protect documents, there is nothing to prevent the files from being intercepted in a decipherable form while traveling over the network. That's where Ricoh's Encrypted PDF Transmission function adds value, scrambling and encrypting the data that would otherwise be a very transparent document during transmission. Users may choose between 40-bit and 128-bit encryption, and set recipient rights to allow changes to or extract content from the document. (See also PDF Password Encryption.)



Hard Drive (HDD) Encryption

This function can encrypt the system's hard drive to protect against data theft. Even if the hard drive stolen, data will not be disclosed. The encryption methodology used is Advanced Encryption Standard (AES) to 256 bits.

Driver Encryption Key

Ricoh devices offer this feature that scrambles user authentication passwords when using the PCL or RPCS drivers so others cannot access the system fraudulently using a stolen user's password.

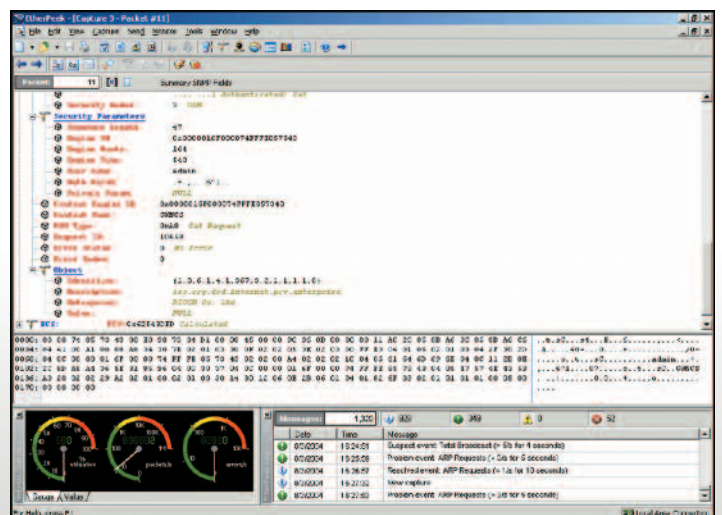
PDF Password Encryption

This function corrects a vulnerability in Encrypted PDF Transmission in that the window for entering the user password displays the password in clear text. This function encrypts passwords up to 32 characters for more secure PDF transmission and storage. The assignment of a group password for both the destination machine and connected PCs is done via DeskTopBinder Lite.

SNMP v3 Encrypted Communication

Simple Network Management Protocol version 3 (SNMP v3) is a network management standard widely used in TCP/IP environments. SNMP provides a method of managing network hosts such as printers, scanners, workstation or server computers, and groups bridges and hubs together into a "community" from a centrally-located computer running network management software. It allows administrators, for example, to make changes to device settings via SmartDeviceMonitor from a networked PC with encrypted communications to help you maintain a secure environment.

Earlier versions (v1 and v2) of SNMP were used to configure and monitor remote devices. The latest version, SNMP v3, offers enhancements to user authentication and data encryption that deliver greater security features to protect customer data and network assets. When activated, SNMP v3 prevents unauthorized users from seeing either the password and/or the actual content of the file in readable text form, protecting valuable information.





Kerberos

Kerberos is a network authentication protocol designed to provide strong authentication for client/server applications by implementing secret-key cryptography. Many internet protocols do not provide any security for their passwords. Hackers employ programs called “sniffers” to extract passwords to gain access to networks. Sending an unencrypted password over a network is risky and can open the network to attack. Kerberos authentication helps to limit the risks caused by unencrypted passwords and keep networks more secure.

IPsec Communication

IPsec (IP security) is a suite of protocols for securing Internet Protocol (IP) communications by authenticating and/or encrypting each IP packet in a data stream. IPsec also includes protocols for cryptographic key establishment. Organizations that require high levels of security have networks with IPsec for data protection. These organizations require printing using IPsec.

S/MIME for Scan to E-mail

S/MIME (Secure/Multipurpose Internet Mail Extensions) is a standard for public key encryption and signing of e-mail encapsulated in MIME (Multipurpose Internet Mail Extensions). MIME is an Internet Standard that extends the format of e-mail to support text in character sets other than US-ASCII, non-text attachments, multi-part message bodies, and header information in non-ASCII character sets.

This function is used to encrypt confidential data transmitted by Scan to E-mail for data protection against wiretapping.

Secure Network Print Data

Data Encryption via IPP

Another powerful way to address data security is through encryption. Using Ricoh’s SmartDeviceMonitor for Client utility, print data can be encrypted by means of Secure Sockets Layer/Transport Layer Security (SSL/TLS) via Internet Printing Protocol (IPP), thus securing data between workstations and network printers/MFPs. (TLS is a protocol that helps assure privacy and data integrity between client/server applications communicating over the Internet.) This means that any attempt to tap print data will fail, i.e., the intercepted data is indecipherable. Please see the included product specification charts for model support.

Destroy Latent Data

Ricoh DataOverwriteSecurity System (DOSS):

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

- Ricoh’s three-pass random data overwrite process makes any effort to access and reconstruct stored print/copy files virtually impossible.
- Operates in conjunction with the Removable Hard Drive Security Systems, providing a multi-layered approach to securing sensitive documents.
- A simple display panel icon provides visual feedback regarding the overwrite process, e.g., completed or in-process.
- Conforms to National Security Agency (NSA) recommended methods of managing classified information.
- **Assists customers in their compliance with HIPAA, GLBA and FERPA requirements.**
- DOSS Type A, B, C, D, F, H and I are ISO 15408 Certified to an EAL of 3.

Security Acts Compliance Requirements

Companies that use and store certain sensitive data such as medical information, financial information or certain other information that personally identifies individuals may be subject to a number of regulatory requirements including **HIPAA (Health Insurance Portability and Accountability Act)**, **GLB (Gramm-Leach-Bliley Act)** or the **Family Education Rights Privacy Act**. While no system can absolutely assure data security, the use of Ricoh solutions such as DOSS and the RHD option can help customers address the risk posed by sensitive latent data.

Ricoh Security Solutions

Physically Secure Data/Ports

Removable Hard Drive Security (RHD) Systems

Convenient and easy to use, Ricoh's Removable Hard Drive Systems interface with a digital system's standard hard drive. This solution secures the system's internal hard drive within an external rigid housing using a key lock system. A numbered labeling system ensures the Removable Hard Drive is easy to identify while in storage or when being replaced in the system. Also provided is a cushioned static-free case to protect the Removable Hard Drive while in transit or storage.

To provide even more security and flexibility when dealing with both classified and non-classified documents, an optional additional Removable Hard Drive is available. This allows Ricoh digital systems to handle two separate interchangeable Removable Hard Drives; one RHD for classified documents and the other RHD for unclassified documents. After the classified documents have been copied or printed, the classified drive can be removed and placed in a secure location and the unclassified drive can be reinserted for unclassified copying or printing.

- The Removable Hard Drive is placed in a strategically accessible area for easy authorized removal and storage.
- Maximizes security by allowing the physical separation of data from the input/output device, preventing access to remnant data.
- Removable Hard Drive-enabled Ricoh systems operate seamlessly with the device's robust copy, print and scan features.
- Operates in conjunction with Ricoh's DataOverwriteSecurity System, providing a multi-layered approach to securing sensitive documents.
- Functions available include copy, print, scan, and Document Server* when the Removable Hard Drive is installed. When a RHD is installed the fax option is unavailable.

***Document Server**, a capability of select Ricoh output systems that stores jobs (scan, print, fax, or copy) on the system's hard drive, also supports Secure Document Release.

Network Port Security

Typically, network-enabled systems are shipped to the customer with all the network ports "open," making the addition of these systems to different networks as easy as possible. Although making the network-enabled systems easy to install, opened unused network ports pose a security risk.

To provide enhanced network security, Administrators can disable a specific protocol such as SNMP or FTP using Web Image Monitor or SmartDeviceMonitor. This prevents the theft of user names and passwords, as well as helping address outside threats including destruction/falsification of stored data, Denial of Service (DoS) attacks and viruses that can enter the network via an unused printer or MFP port.

Encrypt Data Communication

128-bit Encryption over SSL

GlobalScan and DocumentMall both support 128-bit encryption over SSL (Secure Sockets Layer). SSL technology works by using a private key to encrypt data that's scanned from the Ricoh MFP to the GlobalScan or DocumentMall server, creating a secure connection. Any URL (Uniform Resource Locator) that requires an SSL connection, such as GlobalScan and Document Mall, will start with https:, with "s" standing for "secure."

Authenticate Users

Prevent Unauthorized System Usage:

Authentication is an MFP security feature that restricts unauthorized users, or a group of users, from accessing system functions or changing machine settings. This important capability enables the system administrator to employ "Access Limitation Management," helping to protect your MFP installed base from unapproved usage or tampering.

- **User Authentication** enables you to restrict machine access so that only those with a valid user name and password can access MFP functions.

GlobalScan is a Web-based Content and Document Management Solution that enables select Ricoh systems to perform network scanning functions, specifically, scan to e-mail or folder, as well as perform OCR, fax and document management functions via optional plug-ins. This powerful, yet easy-to-use, paper document capture and distribution system integrates seamlessly with your existing mail infrastructure to significantly boost workgroup productivity by combining scanning functionality within an accessible copier platform. **GlobalScan's enhanced security features include:** Secure LDAP, Secure SMTP, Kerberos Authentication and Password Protected PDF.

DocumentMall, a low cost application with many security features, provides Internet access to your documents from anywhere in the world, 24 hours a day, 7 days a week, enabling easy sharing and collaboration across disperse geographic boundaries.



- **Windows Authentication** verifies the identity of the MFP user by comparing login credentials (user name/password) against the database of authorized users on the Windows Network Server, thus granting or denying access to MFP functions.
 - **LDAP Authentication** validates a user against the LDAP (Light-weight Directory Access Protocol) server, so only those with a valid user name/password can access your global address book, i.e., search and select e-mail addresses stored on the LDAP Server.
 - **Administrator Authentication** – A registered administrator manages system settings and user access to MFP functions. Up to four Administrators can share the administrative tasks, enabling the workload to be spread and limit unauthorized operation by a single administrator, though the same individual can assume all roles. In addition, a separate Supervisor can be established for setting or changing the administrator passwords.
 - **Basic Authentication** – Authenticates a user utilizing the user name/password registered locally in the MFP's Address Book. No one without a valid user name/password can access the machine.
 - **User Code Authentication** – Utilizes Ricoh's standard User Code system to authenticate the user. The MFP operator simply enters their User Code, which is compared to the registered data in the MFP's address book. No one without a valid User Code can access the machine.
- Basic Authentication and User Code Authentication can be utilized in non-Windows and/or non-networked office environments.
- **US Department of Defense Common Access Card (CAC) Authentication** – The Common Access Card (CAC) is a US DoD specialized ID card-based authentication system design for government users that must be compliant with the Homeland Security Presidential Directive -12 (HSPD-12). This Directive requires that all federal employees and contractors enhance security efficiently by reducing identity fraud through increased protection of personal privacy. The only customers for Ricoh's CAC Authentication Solution is the U.S. Department of Defense (DoD) [US Army, Navy, Air Force, Marines, Coast Guard and affiliated agencies].
 - **Personal Identity Verification (PIV)** is the civilian U.S. government version of the CAC card.
 - **SIPRNet Token Authentication Solution** is the version for controlled networks.

Monitor and Control Resources

Print Copy Scan (PCS) Director

Print Copy Scan (PCS) Director is a comprehensive print management solution, which enables customers to analyze, understand and ultimately save on the costs associated with printing and photocopying. This solution can be implemented to silently monitor printing activity, limit the number of prints and copies a user can make, as well as enforce "rules based" printing methodologies to reduce Total Cost of Ownership.

Print Copy Scan (PCS) Director identifies and controls the cost of printing across the entire enterprise.

Audit All Device Activity

Ricoh Print and Copy Control v3 for Equitrac Office and Express

Ricoh Print and Copy Control enables customers to better control user access and track copy/print information via software embedded onto the hard disk drives of select Ricoh output systems. Advantages include:

Secure Authentication Options

Protect sensitive data and prevent unauthorized use with the authentication method that fits your business.

- Ultimate simplicity and security. Employees access MFPs using their company ID badges and optional card readers that install in minutes. Ricoh PCC accepts MIFARE®, Legic®, HID® Prox (125 KHz) and magnetic stripe cards.
- Convenient customized access. Easily track all document output using secure PIN access — by user, project or even workgroup.
- Instant company-wide access. Users simply input their existing network IDs and passwords to "unlock" MFPs.

User Friendly and Secure

- Convenient, secure printing. Follow-You™ document production lets you output documents from any network MFP so you can avoid busy or unavailable machines, or send multiple documents and print them as needed in different departments, floors or buildings.
- Timed control. Administrators can schedule automatic deletion of jobs from the server after a preset time limit.
- Strengthened security. Jobs reside on a secure server — not on system hard drives. Plus, fewer documents sit unattended in output bins since they're held until released by user.

Ricoh Security Solutions

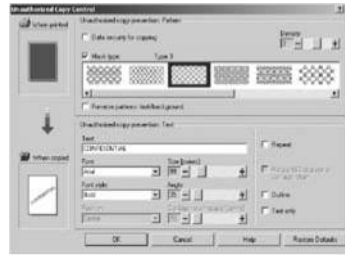
Unauthorized Copy Control

Ricoh's print driver supports a unique feature that no other manufacturer offers, Unauthorized Copy Control. What this feature does is embed patterns and text under printed text to help eliminate the risk of unauthorized copying of sensitive documents.

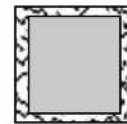
This new functionality is ideal for smaller businesses that primarily use the system for fax, copy and print output, for instance, companies that copy personnel reports, compensation plans, medical records, financial reports, etc.

Unauthorized Copy Control consists of two functions:

1. Mask Type for Copying² is a standard feature that embeds a masking pattern and message within the original printout. If copies are made, either on the Ricoh or competitive digital systems, the embedded message appears; the author's name, for instance, would help identify the originator.



Masked Type for Copying



Data Security for Copying

2. Select Data Security for Copying¹ all copy output that is made on a MFP equipped with the Copy Data Security Unit will be grayed out, leaving only a 0.16" (4mm) margin of masking pattern.

Notes:

¹ Requires optional Copy Data Security Unit. Not supported on some Fax-enabled configurations. Copy reduction ratio less than 50% will be deactivated.

² Some digital MFPs may not detect masking patterns.

Mandatory Security Information Print

Mandatory Security Information Print is a feature that includes information about who printed the document, when and from which device.

Types of security information that will be included with Mandatory Security Information Printing:

- Date and Time when the job was printed
- Name or Log-in User ID of the user who printed the job
- IP address of the device which printed the job
- Serial number of the device which printed the job

Administrators can select which types of information should be printed on the output. The print position can be changed to upper left, upper right or lower left. (Default setting: lower right)

General Office Commercial Facsimile Security Features

Standalone Commercial Fax

Restricted Access

Restricted Access allows you to keep close track of machine usage and deters passers-by from using the machine. Authorized users must enter a code before they can use the machine. Furthermore, this function can be linked to the Night Timer feature so that Restricted Access is turned on/off at certain hours, preventing after-hours access.

Server Domain Authentication

When security and user tracking are an issue for IT Managers, Server Domain Authentication is standard on the FAX4430NF and FAX5510NF. Authentication limits access to the fax systems increasing security by monitoring machine usage. Machine access is given only to users with a Windows domain controller account. Server Authentication will limit access to the fax system not only for scan to e-mail, but also for standard faxing, IP faxing and LAN faxing.

Security PIN Code Protection

To prevent exposure of a PIN Code or Personal ID, any character after a certain position in the destination's dial number will be concealed both in the display and Communications Report.



Closed Network

With Closed Networks, the ID codes of the communicating machines are checked. If they are not identical, the communication is terminated, thus preventing possibly confidential documents from being transmitted intentionally or accidentally to the wrong location(s), i.e., outside the network. (Note: Closed Network requires all fax systems be Ricoh systems with closed network capability.)

Confidential Transmission/Reception

This feature enables the user to transmit/receive to a mailbox that is passcode-protected. Messages are only printed after the recipient enters the proper passcode, providing an enhanced level of security when communicating between machines.

Memory Lock

When Memory Lock is enabled, documents from all senders (or specific senders) are retained in memory. When the Memory Lock ID is entered from the control panel, the documents print, another form of security that prevents documents from sitting on a receive tray for passers-by to read.

Networked Commercial Fax

ITU-T Sub-address Routing

Using a Sub-address, appended to a fax number, makes it possible to route a fax directly to the recipient's PC, via their e-mail address. When received to a PC, confidentiality is maintained, i.e., only the recipient can view the message.

IP-fax

Ricoh Facsimile Systems, with NIC FAX Unit installed, support secure T.38 real-time IP-fax over a corporate Intranet, not only bypassing costly phone lines, but also operating securely behind the firewall.

Ricoh Security Solutions Compatibility Chart

	Commercial Facsimile Security Features							
	Closed Network	Confidential Transmission/Reception	IP Fax	ITU-T Sub-address Routing	Memory Lock	Restricted Access	Security PIN Code Protection	Sever Domain Authentication
Super G3 Facsimile								
FAX 1190L					■	■		
FAX3320L	■	■			■	■	■	
FAX4430L	■	■			■	■	■	
FAX4430NF	■	■	■	■	■	■	■	■
FAX5510L	■	■			■	■		
FAX5510NF	■	■	■	■	■	■		■

Ricoh Security Solutions

ISO 27001 Information Security Statement

ISO 27001:2005 is an auditable international standard setting out the requirements for an Information Security Management System (ISMS). The standard is designed to identify, manage, and minimize a wide range of threats to which information is regularly subjected, and requires that processes and procedures are scripted to identify and minimize security risks that may affect information systems.

Ricoh recognizes the importance of helping to protect the information assets of our business, our customers, our business partners, and our employees. Ricoh is committed to developing, implementing, and continually improving our ISMS to identify and protect the information assets of our business operations. Ricoh has chosen the ISO 27001 standard and certification in key locations and departments to demonstrate our commitment to information security.

ISO 27001:2005

The ISO 27001 International Standard, published in 2005, sets out the requirements for Information Security Management Systems. It is supplemented by ISO/IEC 17799:2005 (Information Technology — Security techniques — Code of practice for information security management). The code of practice is a reference document which defines best practices for information security management, and is a direct outgrowth of the earlier British Standard BS 7799.

Ricoh IEEE 2600/ISO 15408 Certification Statement

IEEE 2600/ISO 15408 Certification

IEEE 2600 is an information technology security standard developed by the office equipment industry. The standard defines the minimum requirements for security features used by Multifunctional Products (MFPs) in operational environments that require a high level of document security. The industry accepted, independent third-party verification offered via ISO 15408 security testing is combined with a fixed protection profile to provide a common baseline for assessing MFP security. MFPs achieving certification for the IEEE 2600 standard are designed with enhanced security features to conform to the established protection profile. To ensure that the MFP demonstrates conformance with the established standard, an independent third-party laboratory tests and provides verification that a vendor's security features claims are accurate and issues a validation report. Customers can then use the IEEE 2600 validation reports issued for the certified or compliant MFP in their own information security plans to demonstrate that reasonable effort has been made to safeguard information.

Key features, benefits and offerings to our customers

- Validation of MFP security features by an independent third party laboratory that is recognized by the US Government
- Independent third-party verification that a vendor's security features claims regarding its MFPs are accurate
- A comprehensive standard establishes a common baseline of security expectations for MFP products
- No longer need to evaluate individual security feature claims from different vendors
- Customers can use the information generated by the certification testing as a proof source for their information security plans



Areas of the MFP that have been tested to the IEEE 2600 Standard

The following MFP functional areas have been validated to the IEEE 2600 standard. These areas have been identified as the most vulnerable for possible data breach.

- User Identification and Authentication systems
- Data Encryption technology available for the MFP systems
- Validation of the MFP system's firmware
- Separation of the analog fax line and copy/print/scan controller
- Validation of the data encryption algorithms
- DOSS Operation

Product Certification Statement

Ricoh Americas Corporation has a dynamic and evolving product offering. Please visit <http://www.ricoh.com/about/security/products/mfp/cc/> for the most up-to-date product certification information.

Ricoh is a forward looking company with a dynamic product line constantly being improved to meet our customers changing requirements. IEEE P2600/ISO 15408 Certification for Ricoh products is a constant process with ongoing certification updates and efforts. This being said the latest certification information may not be listed on this website. Please contact your Ricoh sales professional for the most up-to-date information regarding IEEE P2600/ISO 15408 Certification.

Smart Operation Panel (SOP) Security Overview

Many of Ricoh's recently released MFP and printer products will now be equipped with a Smart Operation Panel (SOP). This new user interface will enhance productivity by utilizing Ricoh's Workstyle Innovation Technology and provide a common control panel across the product line. To help support secure operation of this new technology, Ricoh has implemented the following security procedures and features for the new SOP:

- The management functionality for the Smart Operation Panel can be password protected to help limit who has the ability to modify the SOP administrative functions
- The SOP has "Smart Tablet like" capabilities but does not have all of the same functionality because it has been modified for use by Ricoh MFP's and printers only
- The Ricoh Operating System will only allow applications signed by Ricoh to be installed. Applications that try to load without a Ricoh digital signature will not install and be deleted.
- Ricoh uses specific Android modules, customizes others and avoids modules which are not needed for SOP operation or have known issues
- Ricoh's engineering group monitors public security organizations notification websites for alerts of potential security risks and issues

Ricoh Security Solutions

Network Protection		Device Access										Data Encryption							Document Protection					Security Certs.								
Web Image Monitor	SmartDeviceMonitor	Network Protocols ON/OFF	Administrator Authentication	Job Log/Access Log	IP Address Filtering	User Account Registration	User Authentication	Wi-Fi Protect Access (WPA)	Kerberos	802.1X Wired Authentication	U.S. Federal Gov. CAC and PIV Authentication	U.S. DoD SIPRNet Token Authentication	128-bit Secure Socket Layer (SSL)	Address Book Encryption	Encrypted PDF Transmission	Driver Encryption Key	PDF Password Encryption	SNMP v3 Encryption	S/MIME for Scan to Email	IPsec Communication	HDD Encryption	Locked Print Password Encryption	DataOverwriteSecurity System (DOSS)	Locked/Secure Print/Enhanced Locked Print	Password Protection of Stored Documents	RAM-based Security* (if Hard Drive is Optional)	Removable Hard Drive	Unauthorized Copy Control	Mask Type for Copying	Copy Data Security Option	Mandatory Security Information Print	IEEE 2600/ISO 15408 Certification

Color Printers

Aficio SP C231N/C232DN	■	■	■																																		
Aficio SP C420DN	■	■	■	■	■	■	■	■	■				■	■	■	■							■	■	■	■		■	■	■							
Aficio SP C420DN-KP HotSpot	■	■	■	■	■	■	■	■	■				■	■	■	■							■	■	■	■		■	■	■							
Aficio SP C820DN	■	■	■	■	■	■	■	■	■	■			■	■	■	■							■	■	■	■		■	■	■							
Aficio SP C821DN	■	■	■	■	■	■	■	■	■	■			■	■	■	■							■	■	■	■		■	■	■							
Aficio GX2500	■	■																																			
Aficio GX3000*	■	■	■	■		■																															
Aficio GX e3300N*	■	■	■	■		■																															
Aficio GX3050N*	■	■	■	■		■																															
Aficio GX e3350N*	■	■	■	■		■																															
Aficio GX5050N*	■	■	■	■		■																															
Aficio GX e5550N*	■	■	■	■		■																															
Aficio GX7000	■	■																																			
Pro C900	■	■	■	■	■	■	■	■	■				■	■	■	■																					
Aficio SP C430DN/SP C431DN	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■																				
Aficio SP C431DN-HS	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■																				
Aficio GX e7700N	■	■	■	■		■																															
Pro C651EX/C751EX	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■																				
Aficio SP C830DN/SP C831DN	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■																				
Aficio SP C730DN	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■																				
SP C250DN/SP C252DN	■		■			■																															
SP C440DN	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■																				
SP C340DN/C342DN	■	■	■	■	■	■	■	■	■	■			■	■	■	■	■																				
SP C840DN/C842DN	■		■	■	■	■	■	■	■	■			■	■	■	■	■																				
SP C440DN	■		■	■	■	■	■	■	■	■			■	■	■	■	■																				

GX3000/3050N/5050N does not use the same Web Image Monitor as the other Ricoh printers. The browser is developed by Silex Technology and will be slightly different from the other models.

*The GX3000/GX e3300N/GX3050N/GX e3350N/GX5050N/GX e5550N support "IP address filtering" feature only. "Mac address filtering" is not supported. Locked/Secure Print is only available if the Hard Disk is installed

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