

Attachment F TECHNICAL RESPONSE WORKSHEET

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

PART I

Offeror must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While marketing materials are neither requested nor desired, Offeror should provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work. In addition, please note that certain documents are required to be submitted with your Proposal (refer to the questions below for further information).

- I. **Mandatory Requirements.** Per Attachment C, RFP Evaluation Plan, Offeror must indicate their compliance with the following:

Mandatory Requirements	Indicate compliance with an "X"
Are you a Manufacturer of A3 MFD's, A4 MFD's, Production Equipment, Single-function Printers, Large/Wide Format Equipment, or Scanners, as defined within this RFP?	X
Have you responded to at least one Segment within one Group?	X
Have you submitted your entire line of Newly Manufactured Equipment for each Group you responded to?	X

- II. **Scope of Work.** Offeror must indicate their understanding/compliance with the following sections of **Attachment B, Scope of Work** by typing "Yes" in the column indicated. If a section is not applicable to your Proposal, please type "N/A." If you are not able to comply with a section, type "No." For all "N/A" and "No" responses, you must indicate the reason in the Comments column. In addition, if you type "Yes" and would like to expound on that response you may also do so in the Comments column. Sections of the Scope of Work not contained in the table below do NOT alleviate Offeror from complying with the requirements of those sections.

Section	Subsection	Indicate "Yes", "No" or N/A	Comments
Master Agreement Overview			
I.	A. through G.	Yes	

	H.1 through H.9	Yes	H.2 – Per Attachment G section 1.B, we will have the option to charge for shipping, delivery, and standard install for Group C.
Master Agreement Deliverables			
Primary Product and Service Offerings			
II.A.1 Group Categories	Group A through Group F	Yes	
II.A.2 Device Configurations	2.1 through 2.6	Yes	
II.A.3 Device Standards	3.1	Yes	
	3.2	Yes	
	3.3	Yes	
	3.4	Yes	
	3.5	Yes	
	3.6	Yes	
	3.7	Yes	Pending State/Customer's allowance. We have seen restrictions like this for pushing data to a customer's network.
	3.8	Yes	
	3.9	Yes	
	3.10	Yes	
	3.11	Yes	
II.A.4 Device Exceptions	4.1	Yes	
	4.2	Yes	
	4.3	N/A	Canon does not manufacture or sell Digital Duplicators. We have dealers who do, but our assumption is that they would not be able to sell them since Canon is not the OEM and they are tied to Group A, which is OEM only.
	4.4	Yes	
II.A.5 Accessories	5.1 through 5.3	Yes	
II.A.6 Remanufactured and Refurbished Equipment	6.1	Yes	
	6.2	Yes	
	6.3	Yes	
	6.4	Yes	

Request for Proposals for
Multi-Function Devices and Related Software, Services and Cloud Solutions



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	6.5	Yes	
	6.6	Yes	
	6.7	Yes	
	6.8	Yes	
II.A.7 Group G – Software	7.1	Yes	
	7.2	Yes	
	7.3	Yes	
	7.4	Yes	
	7.5	Yes	
	7.6.a through 7.6.g Software Subscriptions	Yes	
II.A.8 Group H – Consumable Supplies	8.1	Yes	
	8.2	Yes	
	8.3	Yes	
	8.4	Yes	
II.A.9 Service Offerings	9.1.a through 9.1.i Group I – Managed Print Services	Yes	
II.A.9 (9.2) Maintenance Agreements	9.2.a Pricing	Yes	
	9.2.b Initial Term	Yes	
	9.2.c Renewal Term	Yes	
	9.2.d Blended Rates	Yes	
	9.2.e Manual Meter Reads	Yes	
	9.2.f Customer Owned Devices	Yes	If acceptable, CPC maintenance programs are also available for customer owned devices in addition to flat rate fees.
	9.2.g Lease or Rental Devices	Yes	
	9.2.h Legacy Devices	Yes	
Ancillary Product and Service Offerings			
II.B.1 Sub-Group Categories	1.1 Sub-Group G1 – Software Related Services	Yes	

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	1.2 <i>Sub-Group C1 – Standalone Production Devices</i>	Yes	
	1.3 <i>Sub-Group C2 – Industrial Print Equipment</i>	Yes	
	1.4 <i>Sub-Group D1 – Specialty Printer</i>	Yes	
II.B.2	Sub-Group Category Discounts	Yes	
II.B.3 Open Market Items	3.1	Yes	
	3.2	Yes	
	3.3	Yes	
	3.4	Yes	
	3.5	Yes	
II.B.4 Emerging Technologies	4.1	Yes	
	4.2	Yes	
	4.3	Yes	
	4.4	Yes	
Purchase, Lease and Rental Programs			
III.A	Acquisition Methods	Yes	
III.B	Device Trade-In	Yes	
III.C	Lease and Rental Rates	Yes	
III.D Leasing and Rental Overview	1.	Yes	
	2.	Yes	
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.	Yes	
	8.	Yes	
	9.	Yes	
	10.	Yes	

	11.	Yes	
	12.	Yes	If acceptable, we would like the ability to offer quarterly billing, in particular for customers who used quarterly billing during the initial term.
	13.	Yes	Row added due to Amendment #1
	14.	Yes	Row added due to Amendment #1
III.E Leasing and Rental Options	1.1 and 1.2 <i>FMV Lease</i>	Yes	It is our understanding that the Purchasing Entity will be able to enter into these same lease terms for Groups D, E, & F as well.
	2.1 and 2.2 <i>Capital Lease</i>	Yes	
	3.1 and 3.2 <i>Straight Lease</i>	Yes	
	4.1 through 4.3 <i>Cancellable Rental</i>	N/A	We will not be offering Cancellable Rental.
	5.1 through 5.3 <i>Short-Term Rental</i>	N/A	We will not be offering Short-Term Rental.
III.F Leasing and Rental Terms and Conditions	1.1 through 1.4 <i>Possession and Return of Lease and Rental Devices</i>	Yes	Regarding 1.3, we would look to add an exception to this, similar to our current master agreement allowing for very large digital press / industrial print equipment to go month-to-month if the customer fails to notify us.
	2. <i>Payment</i>	Yes	
	3. <i>Buyout to Keep Option</i>	Yes	
	4. <i>Buyout to Return Option</i>	Yes	
	5. <i>Device Upgrade or Downgrade</i>	Yes	
	6. <i>Non-appropriation of Funds</i>	Yes	
	7. (including 7.1 and 7.2) <i>Assignment</i>	Yes	
	8.1 and 8.2 <i>Early Termination Charges</i>	Yes	
	9.1 through 9.5 <i>Default</i>	Yes	
	10. (including 10.1 and 10.2) <i>Remedies</i>	Yes	
Contractor Responsibilities and Tasks			
Service Requirements			
IV.A.1.	Technicians	Yes	

IV.A.2 Standard Service Levels	2.1.a. through 2.1.h End-User Training	Yes	It is our assumption that 2.1.g is intended to say A, B, C, D and E.
	2.2 Preventative Maintenance	Yes	
	2.3.a through 2.3.c Device Performance	Yes	
	2.4.a through 2.4.c Loaner Device	Yes	
	2.5.a through 2.5.d Repair Parts	Yes	
	2.6.a through 2.6.c Service Zones	Yes	
	2.7a. and 2.7.b Service Logs	Yes	
	2.8.a through 2.8.d Device Relocation	Yes	
IV.A.3 Meter Read Invoicing	3.1 through 3.4	Yes	
IV.A.4 Reporting	4.1.a and 4.1.b Service Level Calculations	Yes	
	4.2.a and 4.2.b Periodic Reporting	Yes	
Customer Service			
IV.B.1 Key Personnel	1.1 through 1.4	Yes	
IV.B.2	Single Point of Contact	Yes	
IV.B.3	Service and Support Hours	Yes	
IV.B.4	Customer Service Team	Yes	
IV.B.5	Additional Coverage	Yes	
IV.B.6	Online Access	Yes	
IV.C Authorized Dealers	1.	Yes	
	2.	Yes	
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.1 and 7.2	Yes	
IV.D	1.	Yes	

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Device Demonstration Requirements	2.	Yes	
	3. (including 3.1 through 3.4)	Yes	
	4.	Yes	
IV.E Ordering and Invoicing Specifications	1.1 through 1.9	Yes	
	2.	Yes	
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.	Yes	
	8.	Yes	
	9.	Yes	
	10.	Yes	
	11.1 through 11.5	N/A	Unless required by a specific state, we will not be offering online ordering as we find it is not well suited for these commodities and services.
	12. Substitutions	Yes	
IV.F Delivery Requirements	1.	Yes	
	2.	Yes	III.F.1.1 states the Purchasing Entity is responsible for risk of loss while the devices are in their possession. That would be our preference, but either way we would just like to clarify.
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.	Yes	
	8.	Yes	
	9.	Yes	
	10.	Yes	

	11.	Yes	
	12.	Yes	
IV.G Device Installation Requirements	1.1 through 1.7	Yes	
	2.	Yes	
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.	Yes	
IV.H Inspection and Acceptance	1.	Yes	
	2.	Yes	
	3.	Yes	
	4. (including 4.1 through 4.4)	Yes	
IV.I Security Requirements	1.1 through 1.3 <i>Network and Data Security</i>	Yes	
	2. <i>Sensitive Information</i>	Yes	
	3. <i>Data Breach</i>	Yes	
	4.1 through 4.4 <i>Authentication and Access</i>	Yes	
	5.1 through 5.6 Hard Drive Removal and Surrender	Yes	
IV.J Warranty Requirements	1.	Yes	
	2.	Yes	
	3.	Yes	
	4.	Yes	
	5.	Yes	
	6.	Yes	
	7.	Yes	
	8.1 through 8.3	Yes	
	9.	Yes	

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	10.	Yes	
IV.J.11 Lemon Clause	11.1	Yes	
	11.2	Yes	
	11.3	Yes	
	11.4	Yes	
	11.5	Yes	
	11.6	Yes	We would look to revise this slightly, similar to our current master agreement, to specify “like-for-like (ie. Similar usage, remaining useful life etc.)” instead of “New.”
IV.K	Contractor Notices	Yes	We agree to notify all parties listed for recalls, safety notices, etc. however a warranty replacement typically would be handled directly with the end user customer only.

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PART II

Instructions: Offeror must provide a detailed response to each of the questions (and their sub-questions) listed below. Responses will not be limited to a certain number of pages. Samples of reports or other documents requested need to be included in the Proposal packet and must be cross-referenced so that the response and the corresponding document can be easily located.

1) Dealer Engagement:

- a) Describe your process for selecting Dealers to provide Products and Services under a resulting Master Agreement.

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

- b) Describe how your organization will on-board your Dealers.

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

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

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

While it is our goal to always provide Best in Class Service, in the unlikely event that a customer experiences a problem associated with their transaction under the Master Agreement, Canon will work with the Participating State or Entity and dealer to ensure it is resolved in timely manner. Canon retains full responsibility for all contractual obligations and will do whatever is necessary to ensure that all customer concerns are addressed. It is always our goal provide complete customer satisfaction and compliance with all contract terms and conditions, per section IV.C.7 of the Scope of Work.

- c) How will you ensure that your Authorized Dealers will offer the correct contract pricing to Purchasing Entities, and that the contract is being utilized correctly?

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

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

- d) In the event a Dealer becomes non-compliant with the contract and refuses to provide Products or Services to a customer, describe how your organization will handle this issue and the measures that will be put in place to ensure it doesn't happen again.

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

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

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

Attached we've included a sample Contract Profile, a Contract Launch Presentation, and a snapshot of Canon's recently enhanced Partner Portal website as examples of the training resources we provide to our dealers.

- f) How does your organization plan to provide continuing education for your Dealers to ensure that they are kept up-to date on Master Agreement and Participating Addenda modifications and/or amendments?

In addition to the always-evolving training materials outlined above in 1.b, Canon provides an extranet "Canon Partner Portal" website and mailings to our authorized dealers to enhance the communication of sales activities, service activities, and contract information. The "Canon Partner Portal" is a web portal with a wealth of information on products, vertical markets, environmental initiatives and many other topics including an entire section dedicated to our State Government & Cooperative Contracts. It provides easy access to training materials and pricing for our TSEs, State Subject Matter Experts and Canon authorized dealers. Canon also hosts a public NASPO ValuePoint website for each individual Participating State. These sites are primarily for Participating States or Entities, however many dealers use them as well due to their quick, efficient design and mobile friendliness. These sites are often used to confirm dealer authorization and the latest pricing, however they can also serve as a bulletin board for any recent changes via modification or amendment.

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

- g) Describe your process for updating your Dealer channel whenever your Price Lists are updated and approved by the Lead State, or when there are Amendments to the Master Agreement.

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

2) Useful Life of a Device and Legacy Equipment:

- a) Describe your process for determining Useful Life on a Device, with the understanding that it is not always based on passage of time alone.
- i) Do you factor in down-time, parts replacement, and number of Service Calls etc.?

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

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

- b) Describe your ability to perform maintenance on Legacy Equipment.
- i) Are you able to provide service on customer owned Equipment that was acquired from another Manufacturer? If so, how?

Canon's technical training program, the Association of Technical Service Professionals (ATSP) detailed below in 3.a is specific to devices under the Canon brand name. Although Canon does

not cross-train technicians on other Manufacturer's devices, its extensive service network includes many 'dual-line dealers' who sell and service Canon and other equipment lines. Many dealers find it beneficial to partner with a premier equipment provider like Canon while also offering alternative products like HP, Lexmark, etc. As a result, Canon's ability to provide service on other manufacturer's equipment will vary case by case, based on the local service providers available. See Canon's MPS proposal for more detail on 3rd party support.

ii) Are your Technicians cross-trained in multiple Manufacturer Devices?

See 2.b.i above. Canon as an organization does not cross train technicians for other manufacturers' devices, however it's possible that support may be available depending on the local authorized dealers.

3) Performance Standards:

- a) Describe the methodology used to develop your organization's performance standards and the processes and tools used to monitor and measure performance against those standards.

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

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

Supporting its Dealer community with knowledge and effective tools has been key to Canon's service quality for years. As a result, Canon had won the first-ever Keypoint Intelligence – Buyers Lab (BLI) PaceSetter Award for Outstanding Serviceability in the United States (2018-2019) and then also received the BLI PaceSetter Award for Outstanding Serviceability & Support (2020-2021, the most recent year the award was given). Canon has been recognized by BLI as the office equipment manufacturer (OEM) with the "best-designed tools, programs, and training for office technology for enterprises to enhance the serviceability of their solutions in the United States." The components supporting Canon's overall excellent service reputation are the Technical Support Center (TSC) and the Customer Solutions Center (CSC). These locations provide machine setups to emulate customer environments, free support with

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



- b) Provide a sample report which contains the following data: Uptime percentage (%) per fleet of Devices, number of Service Calls placed, Response Time per Device, dates that Preventative Maintenance was performed, hours of end-user training performed, and estimated end of Useful Life per Device based on current usage.
- i) Can customers obtain this reporting information online? If so, how do they access it? Is a log-in required?

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

Attached we’ve included a Sample Central Dispatch Summary Report. While service reporting will vary from dealer to dealer, this report shows metrics that are fairly consistent among the tools our dealers utilize for service tracking.

- ii) Can the information be exported?

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

iii) Can customers obtain their own Ad-hoc reports?

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

iv) What additional tools or features does your reporting system offer?

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

For advanced tracking and reporting, Canon's optional uniFLOW solution provides usage tracking for all users/departments/groups or cost centers on all desktop or network printers. The capabilities are extensive with charts and graphs to illustrate output behavior trends and costs with a high level of customization. Some categories include users, groups, cost centers, printers, price profiles, print/copy activity, time of day usage, budget, transactions, cost savings, etc. As a cutting edge tool simplifying the way customers manage and track their output, Canon's uniFLOW Online was awarded the BLI 2023 Pick Award as an Outstanding Cloud Output-Management Solution. This is the 5th year in a row Canon's uniFLOW Online has received the award.



Attached we've also included sample 'Advanced Reports' that detail the extensive reporting capabilities of Canon's uniFLOW solution.

- c) Provide a copy of your organization's standard SLA. This SLA must, at a minimum, adhere to the requirements outlined in the Scope of Work.

Attached we've included a copy of Canon's Standard SLAs adjusted to align with the requirements outlined in the Scope of Work.

Please note, certain items may not be explicitly listed in the SLA as they are Canon standard policy (ex. Details regarding repair parts), or covered within our pricing (ex. Device relocations), etc.

- d) Describe your organization's ability to meet or exceed the Service Response Times as outlined in the Scope of Work.

Canon has one of the most extensive service networks in the country with over 300 authorized Canon dealers, thousands of locations and roughly 8,000 Canon-certified service personnel in the field. Canon's reach allows us to provide award winning service and responsiveness regardless of Service Zone. Due to the vastness of Canon's network, the large majority of customers will be within 60 miles of a Canon authorized dealer and we intend to exceed the service response time requirements for many customers.

- e) How does your organization measure Technician performance?

- i) Are they evaluated based on the number of Service Calls completed, or the amount of time at a Service Call?

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

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

- i) How long are your training sessions?

Participating States or Entities receive equipment training upon device installation. The dealer technician(s) responsible for making sure the device is properly set up, would also be the primary resource for educating the end user(s), so there will always be a Canon certified resource conducting on-site training. The length of a training session varies by the device type and by the customer's familiarity with the equipment/features, however Canon is committed to ensuring all customers can properly leverage their new equipment by including up to 1-hour of initial training with each new device, at no additional cost to the customer. Beyond the initial on-site training, Canon also includes training manuals and access to a series of online training modules particularly helpful for when employees are unable to attend the initial training session or for brushing up on particular features. Should any customer require additional end user training, a price can be quoted per section IV.A.2.1 of the Scope of Work.

- g) Describe how your organization provides proactive Preventative Maintenance to address technical issues before they become operational problems.

- i) What type of Preventative Maintenance is done at the time of a Service Call?

Canon utilizes a complete service call approach for maintenance support. Anytime a service call is required, the authorized technician will perform all maintenance, cleaning, adjustment and part replacement, necessary to bring the device back to optimal working condition. Service benchmarks for peak performance are developed by Canon's Strategic Service & Planning division based on the age of the equipment as well as the copy volume supported. These service standards apply to the main engines as well as many critical parts that make up a Canon MFP. Canon can provide an additional layer of preventative maintenance for customers who utilize an optional remote device monitoring tool such as imageWARE Remote or uniFLOW Output

Management. Employing a remote tool allows your device to “call out for help” whenever service is required to keep it up and running. Remote diagnostic tools can help pinpoint the problem to a specific part or software, simply based on an error code. Your local service provider will receive an alert as soon as an issue arises, and a technician will then be dispatched with all the appropriate parts to bring your device back to optimal performance. Less downtime means that you can carry out your business more effectively.

ii) How is a Purchasing Entity notified that Preventative Maintenance is needed?

See response in 3.g.i above. Most preventative maintenance is done without the Purchasing Entity ever knowing it was needed in the first place. Canon benchmarks for equipment performance are designed to address part reliability before it becomes a liability to the device’s health potentially resulting in a more serious service call.

Ultimately, overall equipment reliability is one of the most important things we strive for. For that reason, we are very proud to have received BLI’s prestigious Most Reliable Brand Award for A3 Devices (2022-2024). According to BLI, they had tested 23 Canon A3 MFPs in their labs between 2017 and 2021. Over that 5 year period, they produced almost 4,500,000 pages – with just 6 misfeeds. In addition, there were only 2 service calls made (of the minor variety) during this time.



h) Describe your process for communicating with customers regarding inoperable Equipment, including updates for resolution timeframe, and any parts, Accessories, or Devices that are on back-order.

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

For issues regarding back-ordered accessories or devices, this will vary depending on the individual State’s PA. For the majority of states, which allow orders to flow directly through the dealer, again this would be communicated from the local dealer to the customer. For states requiring orders to go through Canon directly, customers and/or dealers will receive updates through Canon’s contract manager who will engage the Order Admin team for order processing and logistics information.

4) How do you ensure that software patches and updates are communicated to the customer?

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

5) Customer Service:

- a) Describe how your organization responds to customer complaints. Identify your escalation process and the personnel that will handle these issues.**

Canon treats all customer complaints very seriously, however exceptional care is taken with our State and Government customers. All customer complaints are funneled through Canon's Master Agreement Contract Administrator, Dave Rothauser, who has over 10 years of experience managing large contracts for State and Local Government as well as Fortune 100 companies through Canon's Global Services Division.

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

When a customer has a more significant complaint, Canon's Master Agreement Contract Administrator will escalate to the SVP & G.M of Sales, Mason Olds who's responsible for all of Canon's State & Federal business operations as well as Contract Compliance organization. Mason has been with Canon for over 30 years and has vast experience and knowledge working with the government and finding solutions to complex problems.

Rarely, if ever do issues go beyond this point. Our goal is to ensure satisfaction not only with our products, but the service each customer receives, ensuring that we're able to meet our contractual obligations, but also our customers' needs.

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

Canon is deeply committed to our customers' satisfaction. Our goal is to continually provide best in class sales, service and support in order to ensure the level of satisfaction you deserve. With over 40 years in the document management industry, Canon is staffed with highly-skilled professionals to service and support the leading brand in the industry.

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

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

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

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

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

6) Ordering Process:

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

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

State and the local dealer inventory. From time to time the local Authorized Dealer may place a demo unit at a customer location while the purchase order is being processed to ensure that any mission critical or time sensitive installs are expedited.

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

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

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

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

- d) Describe the steps your organization takes to mitigate supply-chain issues and how you ensure that Products are available to Purchasing Entities with minimal delays.

Canon has 5 distribution centers across the United States that distribute Canon products. These distribution centers are key to Canon's ability to source products nationwide to reach many customers and meet their delivery demands. We know our customers have demanding timelines, and so Canon will partner with our customers to develop an implementation and delivery plan to meet their expectations. To ensure transparency, Canon will outline our organization structure, tasks of each phase and estimated delivery timeline for completion. The phase-in plan is unique to each customer and ensures compliance to their specific needs.

Our supply chain ensures that equipment is well stocked across our distribution centers so that we can support customers simultaneously with delivery and install anywhere in the country. We know that our customers need products which is why all of our distribution centers store all of our common products with a few "specialty" distribution centers available.

In the current environment supply-chain issues can be difficult to manage and Canon has an agile approach with equipment forecasting, planning, and adjustment across Canon, its partners and internal team members to meet our customers' demands. This involves extensive communication identifying

upcoming opportunities where Canon has a high probability of winning. We seek to identify the quantities and models needed for the opportunity and adjust inventory levels to account for the needed units per segment.

In situations where there is a high demand for a specific model and inventory is not readily available, Canon tries to be flexible in order to meet our customers' implementation/delivery plans. This may involve assistance extending a current lease, or it could require substitution of an "equal or greater" device to the model proposed and awarded. In that case, Canon would provide all necessary written collateral to the customer for verification and acceptance of the model prior to substitution. If there are simply no options available, we do our best to provide the customer with clear and consistent communication on estimated dates, and if necessary we will work with them to cancel their order and/or explore other dealers or suppliers.

7) Organizational Security:

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

It is Canon standard policy that this cannot be released outside the company. We have however, included a report showing our Incident Response Policy and Information Security Policy at a high level within our policy management system to clearly show that Canon has these critical policies in place.

b) Describe, in detail, how it adheres to NIST standards. Your response must include your policies regarding breach detection, notification, and response time.

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

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

c) Has there been a data breach that has affected a Purchasing Entity within the last three (3) years? If so, how did you resolve the issue?

To the best of our knowledge, no Purchasing Entities have been affected by a data breach within the last three (3) years. On August 4, 2020, Canon USA identified a security incident involving ransomware, however we immediately began to investigate, a cybersecurity firm was engaged, and measures were taken to address the incident.

8) Hard Drive Protocols:

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

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

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

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

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

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

In addition, Canon's imageRUNNER ADVANCE / imagePRESS devices utilize an HDD Data Encryption Function in order to bolster your security. The HDD Data Encryption Kit, which has achieved Common Criteria Certification of Evaluation Assurance Level 2 (EAL2), ensures that all data stored on the internal disk drive is protected using industry-standard algorithms. The HDD Data Encryption Kit for imageRUNNER ADVANCE systems uses a dedicated plug-in board that encrypts every byte of data before it is committed to the disk using the 256-bit AES (Advanced Encryption Standard) algorithm. The HDD Encryption chip has been updated to obtain FIPS 140-2 validation.

9) Warranties:

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

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

- b) Have you ever encountered a situation in which a customer exercised the Lemon Clause? If so, please describe the situation in detail, and include the type(s) of Devices this affected and your resolution in ensuring customer satisfaction.

As a large global manufacturer, it's inevitable that from time to time, a device will not operate as intended. Through Canon's 'Quality First' policy outlined in 5.c above, increased part reliability and by having dealers conduct thorough pre-installation testing prior to placement at the customer location however, complete device failure requiring a warranty or lemon clause replacement is fairly uncommon. In fact it's so uncommon, that we have not experienced it under the current contract and must use the same example from the previous bid response.

We previously handled this type of scenario for a customer that was utilizing a few of our Oce Large Format devices in their print shop. After having several issues and dispatching a Field Technical Specialist, it was determined the device failure was actually due to a significant drop in print volume, leading to lengthy periods of inactivity. Due to the inconvenience caused, it was determined that a new device would be provided as a replacement, however based on the customer's changing business needs, a lighter-duty model was necessary. Canon and the customer worked to finalize the new placement as well as a credit in consideration for the smaller device and the down time incurred by the unique situation. In addition, we waived overage charges on their other large format device which they incurred due to the downtime on the first device. While these types of situations are quite rare, Canon is committed to providing complete customer satisfaction. Should any customer find that our equipment does not meet the required standards under NASPO ValuePoint, we will work to find a solution no matter how unique or complex the problem.

10) Recycling and Trade-In Programs:

- a) Do you offer a pickup program for end-of-life Devices? If so, please provide detail regarding the program and how customers can utilize it.

Canon does not offer a pickup program for customer owned end-of-life Devices, however many of our dealers partner with companies that offer these types of services. Depending on the location and the equipment in question, it's highly likely a recommendation can be made for a local IT recycling company, and our dealers can help coordinate this with the arrival of any new replacement equipment.

- b) Do you offer a used-cartridge trade-in allowance? If so, how does your program work?

Canon does not offer a used-cartridge trade-in allowance, however we have multiple options for customers looking to recycle their used toner / ink cartridges and containers. See 10.c below.

c) Describe your toner cartridge recycling program.

As part of Canon's Excellent Global Corporation Plan, Canon introduced its toner cartridge / container recycling program more than 30 years ago, and continues to expand upon it. Depending on the product, the recycling process may vary, but the goal is to achieve zero landfill waste – and Canon is proud to have achieved this with the recycling of toner cartridges as well as its toner containers.

Toner Cartridges

Canon's all-in-one cartridges combine a photosensitive drum, charging unit, cleaner, and developing unit that can be reused. The toner cartridges are taken apart, sorted, and parts are then reused, recycled, or put through the energy recovery process. This process produces plastics, metals, and reconditioned parts that can be used in the manufacturing of new cartridges and other products. Absolutely no landfill waste is generated from the Canon Toner Cartridge!

Toner Containers

Unlike Canon's all-in-one cartridges, toner containers are made mainly of plastic material, making local recycling and energy recovery possible. Canon's toner containers are collected and sorted, and put through the recycling process. This process recycles at least 75% of toner and plastic and produces plastic flakes that can be used in the manufacturing of new cartridges, asphalt and other products. Absolutely no landfill waste is generated from the Canon Toner Container!

When local recycling is utilized, environmental impacts associated with the transportation of cartridges/containers are reduced. In the case that local recycling isn't an option, Canon has created alternative options for dealers and customers.

When local recycling or energy recovery facilities are unable to accept toner supplies, Canon GENUINE toner containers, cartridges, and waste toner containers can be shipped to the Toner Container Recycling Center by Dealers or Customers. Canon has a website specifically for this program and it allows customers to generate and print a pre-paid shipping label for the bulk shipment of used supplies.

11) Supply Management

- a)** Does your toner (or any other supplies) contain "smart chips," any computer code, or any other design element that would disable the equipment or impair it in any way (i.e. exceeding an authorized number of copies, advancing the Device to a particular date or other numeral, etc.)?

Canon toner bottles do not contain any "smart chips" that would disable the equipment or impair it in any way.

- b)** Can your Supplies be remanufactured by third-parties? What is your position on remanufactured ink cartridges?

While we understand that there are third-parties that refill or remanufacture Canon GENUINE supplies, Canon does not support this from a safety, quality, and reliability perspective (among others). Canon

U.S.A., Inc. sells and supports Canon-brand consumer and professional products in the U.S. and they're "localized" to meet the needs of customers in the U.S. market and are engineered to comply with local safety regulations and governmental requirements. Canon GENUINE toner, parts, and supplies help maintain uptime, maximize productivity, and reduce total cost of ownership throughout the machine's life cycle. You can feel confident when using Canon supplies, because they're designed and engineered specifically for your equipment.

12) Managed Print Services:

- a) How long has your organization been providing Managed Print Service solutions? Include any specialized training or experience that your organization or Key Personnel within your organization possess in your response.

Though Canon has always had a Managed Print Services offering for many years, Canon's Managed Document Services program was formally introduced at Canon Expo in 2010. As Canon USA continues to expand our global and direct operations for its Managed Print Services initiative, there is also a strong effort on providing Channel Programs in support of our Independent Dealer communities' progression into this rapidly advancing business sector.

Canon Inc. (Globally) was just named a Major Player in the IDC Marketscape for WorldWide Cloud MPS Hardcopy 2022 Vendor Assessment.

IDC States that Canon has established a strong presence in the MPS market, amassing an impressive portfolio of technology and assets along the way. Canon's holistic approach to information management, combined with a strategic focus in areas such as workflow, process optimization, and security, is its key strength. Canon's investment in uniFLOW helps provide the firm with a solid foundation for cloud-based.

According to IDC, customers should consider Canon when process optimization, security, and consistency in service delivery are key factors for implementation. Large enterprise organizations in particular could benefit from Canon's broad solutions and services portfolio combined with expertise and subject matter experts around vertical markets, complex workflows, and information management.

Highlights from the IDC MarketScape report include:

- *"Canon has also worked to expand its technology more broadly into the public sector with a platform called Canon Office Cloud service. Designed specifically for government agencies, Canon Office Cloud has achieved moderate-level FedRAMP Authority to Operate (ATO), making Canon one of only two hardcopy vendors to provide cloud-based print services through the FedRAMP program. FedRAMP is a U.S. federal government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. (Xerox has also achieved FedRAMP authorization for its cloud-based MPS offering.)"*
- *"Apart from traditional MPDS offerings, Canon provides a wide range of professional and consulting services, beginning with Canon Business Process Services (CBPS). Canon's CBPS provides an array of managed services, including business process outsourcing, consulting services, corporate campus logistics, digital intake center services, discovery services, imaging services, mail services, managed workforce services, office support, records and information governance, RPA services, source-to-pay outsourcing services, and warehouse and distribution outsourcing."*
- *"Canon also offers other standalone services such as integration services, enterprise help desk, customer application management, multivendor services (MVS), cloud services, and an extensive range of security services. Canon stresses that security sits at the core of its document solutions"*

strategy, providing a foundation for everything that Canon does with within its approach to contractual print and document services.”

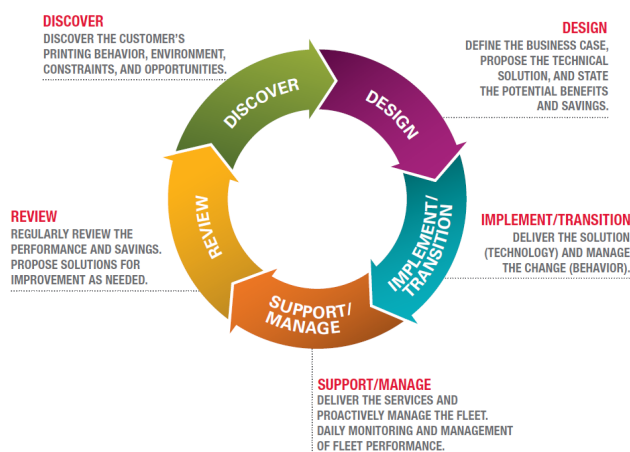
In addition to Canon’s comprehensive portfolio, its professional services and solutions built around Canon’s exclusive Therefore™ and uniFLOW software, help position Canon as a strong player in traditional MDS offerings. Adding its professional services and strategic relationships such as Nuance’s eCopy ShareScan, Box™ and mxHero* also bring new opportunities, changing the way in which users can store, manage, share, and collaborate globally through the cloud with email, paper, and digital content.

“Canon’s extensive portfolio of products, software, and services is crucial to our overall approach to the market,” said Shinichi Yoshida, executive vice president and general manager, Business Information Communications Group, Canon U.S.A “We are honored to achieve this ranking from such an esteemed technology market research firm and look forward to continuing to develop strategic partnerships and provide consulting services that are dedicated to working directly with global, regional and local customers to design and develop a program that consistently meets their organizational needs.”

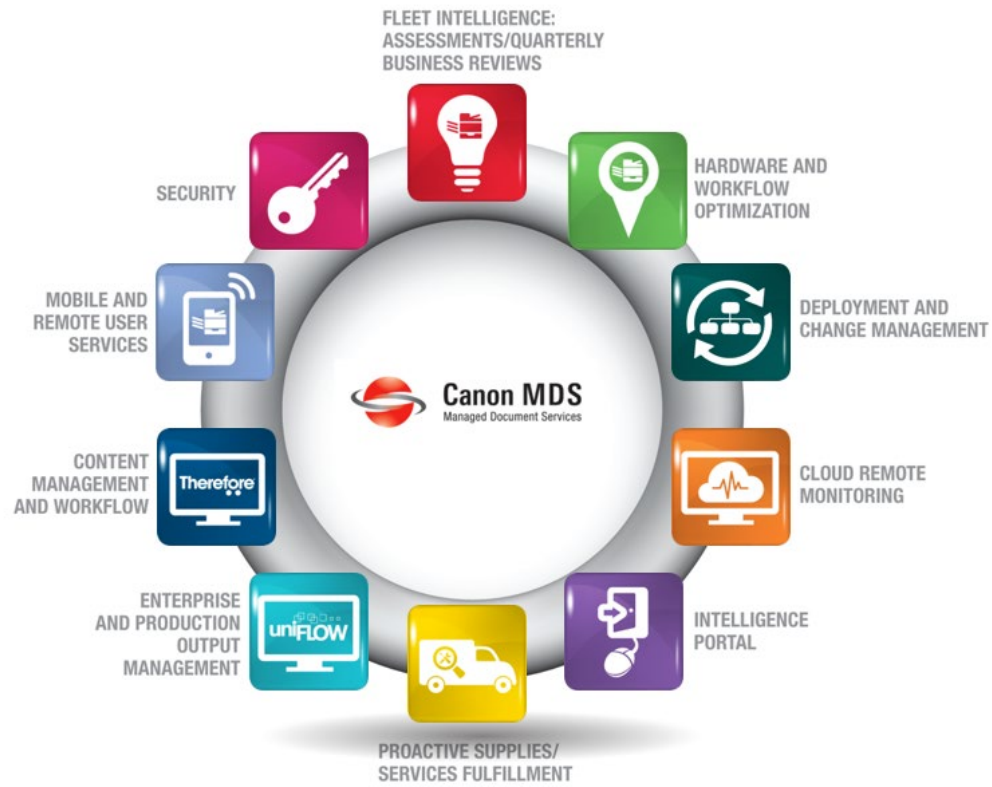
Canon’s approach to move beyond the basic MPS strategy to our MDS Methodology has solidified us as a true innovator in the space.

- b) Describe in detail, what your organization’s free initial assessment consists of. How do you identify what the needs of the customer are so that you can provide a preliminary estimated cost savings and make recommendations on how to improve fleet efficiency?

Canon’s global Five-Step approach and methodology to MDS provides a single source of accountability at each stage of a managed services engagement, including optimization analysis, design, implementation, service and support, and continuous re-evaluation for business process improvements.



Canon MDS is a unified offering for total output and document solutions management. It consists of complete program customization within your desired time frame, specific to your unique business needs. From the printed page to the electronic document, Canon provides a portfolio of custom services to help you achieve your business goals for cost reduction, improved serviceability, support, and document accessibility.



FLEET INTELLIGENCE: ASSESSMENTS:

- How are documents in your business being created today?
- What are you printing?
- How much are you printing?
- Who's printing and to which devices?

The Canon MDS tools give Service Providers the capability to study their entire fleet to identify emerging patterns and recommend changes that could be made to increase efficiency.



HOW IT WORKS

The Canon MDS Support Team is able to assist with the installation of remote monitoring software at your office site and with key members of your team. Based on this information, a Discovery Assessment Report is generated to help you make decisions about workflow efficiency and cost reduction. This process helps identify:

- Current costs of printing
- Which devices are expensive to operate and/or represent a security concern
- Potential areas of improvement for document security and storage
- Quantifiable user feedback on print access and job priority
- Which devices are incapable of reporting toner levels and service alerts

HARDWARE AND WORKFLOW OPTIMIZATION

Based on your unique needs, a hardware and software solutions plan is developed to:

- Achieve your workflow goals

- Reduce inefficiencies
- Address over and underutilized devices
- Reduce print, service, and supply costs
- Increase document accessibility and security for in-office and remote/mobile employees



HOW IT WORKS

Using the results of the discovery assessment as a guide, the Canon MDS team will develop your custom workflow plan. This could include any of the following action items:

- A just-in-time (JIT) supplies and service program
- A device replacement/upgrade strategy to address inefficient or unreliable devices
- Swipe/proximity card access to allow for secure “walk-up” printing to any Canon MFP device
- Workflow strategy for document tracking (e.g., easier departmental purchase order tracking for the finance team)

DEPLOYMENT AND CHANGE MANAGEMENT

Implementation of your MDS plan is a time of transition. During this stage, users may experience changes to:

- Where and how they print
- How they access and manage documents
- How they order and receive supplies
- How devices are serviced

The Canon MDS team has developed several unique software programs and support solutions to ease this transition and get your team on track quickly.

HOW IT WORKS

The Canon MDS team will identify key stakeholders within the organization to champion the project internally. Steps include:

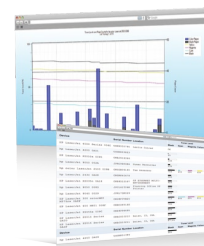
- Announcements made via a series of e-mails as well as program posters throughout the office
- User training on new devices and workflow processes
- Ongoing monitoring and reinforcement to identify potential roadblocks during deployment



CLOUD REMOTE MONITORING

With the Canon cloud remote monitoring system, your operational tasks can be tracked, managed, and hosted securely in the cloud:

- Meter reading can be automatically tracked and transmitted for billing.
- Supplies management is sent to the cloud, enabling users to view and track supply status.
- Break/fix service alerts can be issued and tracked via the cloud.
- Changes to device configuration, user settings, and updates to firmware and other software can be administered through the cloud.



HOW IT WORKS

Intelligent Monitoring of your fleet remotely via one centralized system—and in real-time—will allow you to focus on your core business activities, knowing that the management of your fleet is streamlined.

With Canon cloud remote monitoring, service and management teams identify, down to the device, the following for Canon and non-Canon devices:

- Fleet meter usage for accurate billing
- Supplies levels for JIT toner delivery
- Service alerts
- The uptime percentage of a machine

INTELLIGENCE PORTAL

Identifying key printing and document trends is difficult. As compared to last year, how much more or less—are you printing now?

- Are you migrating pages away from single-function printers?
- Are you scanning more as your workflow changes?

There's no shortage of information about a printing fleet, but too often this information isn't easily accessible.

HOW IT WORKS

Turn device data into actionable business intelligence with Canon's Intelligence Portal. This offers customized print fleet information and trends at your disposal in clear, concise reports. Types of reporting include:

- Meter read (page volume)
- Tracking supply levels
- Device uptime statistics and errors (both Canon and many non-Canon devices)
- Usage data by device, user, and file type (PDF, MS Word, MS Excel, etc.)



PROACTIVE SUPPLIES AND SERVICE FULTILLMENT

The Canon MDS team can manage your output devices using a JIT supplies and service method, which will determine the precise date a device will require supply replacement.

- Remote triage of a device and technician dispatch, only if
- Predictive, directed delivery of replacement supplies, before the device runs out
- Supplies ship, nationwide, to arrive directly at the location in need via special supply routing labels



HOW IT WORKS

With the Canon MDS JIT service and supply program:

- Supplies are sent to the correct department or device when toner is low.
- The need for users to order supplies and manage inventory is eliminated.
- Devices can also be assigned to individuals and/or departments with the ability to monitor output.



ENTERPRISE AND PRODUCTION OUTPUT MANAGEMENT

You require options when it comes to printing documents across your fleet. Such options include:

- "Follow me" printing to any device
- Universal driver across your fleet, regardless of brand
- Granular and detailed usage data
- Routing color print jobs to black-and-white devices
- Routing larger print jobs to high-volume or in-house, production-level devices

With uniFLOW, you can set rules for printing based on corporate or departmental objectives, thereby sending print jobs to those devices best suited for each application.

HOW IT WORKS

uniFLOW software allows your company to implement printing intelligence and rules to help users better manage their printing.

- “Follow me” printing allows users to release and pick up print jobs from any device throughout the office.
- Jobs are sent to the most suitable devices and actively tracked by departments and users.
- Get detailed usage reporting (Overall, Color/Black and White, Application, etc.) by fleet, department, and user



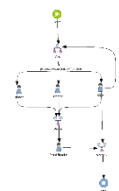
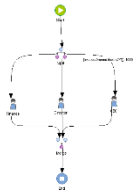
CONTENT MANAGEMENT AND WORKFLOW

How much time is lost in your organization due to employees searching for information and documents? If and when that information is found, how much of it is outdated or entirely wrong?

With Therefore™, Canons premier, exclusive information management, workflow, and business analytics platform, organizations can manage content and design procedures around document creation, workflow security, access, and storage.

HOW IT WORKS

Using Therefore™, the Canon MDS team will design and implement a document/content management plan in phases. This plan can include process development for the following:



- Document creation
- Document review
- Document approval
- Document storage (both on-site and remotely, using a cloud-based, off-site system)
- Secured document access

MOBILE AND REMOTE USER SERVICES

Does your organization have employees within the office who need to print from mobile devices, such as tablets and/or smartphones?

HOW IT WORKS

Mobile office workers are those in the central office environment who have a mobile workspace and need document access and printing capabilities from their tablet, smartphone, or laptop.

- Canon MDS mobile device tools help locate mobile-friendly devices within an office.
- Cloud-based and peer-to-peer mobile solutions are available, depending on requirements.
- Integration with swipe/proximity cards help make printing secure and accessible for users.



SECURITY

Is your information protected?

Without proper document controls, it's not uncommon for sensitive documents to be left uncollected around a printer, leaving data exposed for all to see. An integrated document security plan should consider:

- Securing access to sensitive documents
- Tracking document editions
- Monitoring the use of files
- Overall network security

HOW IT WORKS



The Canon MDS team will develop a solution to secure your information at the device, on the document, and through your network.

- Fleet can be enabled for secure printing using swipe/proximity cards to release jobs in their print queue at the device.
- Document keywords (data) can be flagged to identify who accessed them, when, and where.
- Rights Management, overwriting, and Encryption solutions are offered.

Attached you will find a Security White Paper with additional information

FLEET INTELLIGENCE: QUARTERLY BUSINESS REVIEWS

To stay on top of your changing document needs, the Canon MDS tools will execute quarterly business reviews. These can focus on information in various areas that can lead to such questions as:

- Do volume increases in one department warrant a device placement evaluation? Should devices be reallocated to better-suited areas within the office?
- Are some devices being over-or underutilized?
- Is there a new workflow that has changed the level of output users require?



HOW IT WORKS

Through a thorough analysis of your printing and document patterns within any given period, the Canon MDS team will detect trends regarding a specific device or department, such as:

- Changes in page volumes
- Changes in supply shipments
- Changes in service errors and calls

Your Canon MDS specialist is able to pinpoint the issues quickly and propose a solution to address a potential problem *before* it escalates.

c) Describe how you calculate realistic cost savings for implementation of MPS.

Using Canon's suite of Assessment Tools along or even alongside other third party tools, Canon not only looks at the print output, but where the output is coming from, what kinds of devices are shouldering the majority of the printing, what departments need what features, etc.

Working with the customer and setting appropriate expectations, we set up a strategy that works with our customers print strategies, document strategies, and security strategies. We help them either promote more appropriate printing strategies, which they can monitor, which allows users the ability to decide if they are going to work with the new printing strategies, or we help companies enforce printing strategies which allows us to make a much more accurate cost savings estimate. Ultimately, it is a customer decision that enables Canon to make an estimate, or a more realistic cost savings based on printing strategies.

These costs can be related to output costs based on the type of device being printed to, re-routing print jobs based on volume, enforcing black and white and/or duplex based on user, department, or even program, and so much more.

There are other soft costs related to the Canon MDS program such as automated supplies management, which allows IT Departments to focus on their real jobs as opposed to having to order toner. We also enable cloud remote monitoring which allows administrators to see all of their devices, potential errors, toner levels, trends, etc.

d) Describe your organization's implementation strategy. The strategy should contain your approach to training, communication plans, and how continuous improvement and program management are collaboratively addressed.

Most importantly, we help customers through deployment and change management. In terms of its importance in the overall success of your strategy, transitioning from your current document environment to your future state is often underestimated. During this phase, users will likely experience changes to where and how they print, how they order and receive supplies, how devices are serviced, and how they access and manage documents. While these changes will be positive for your organization, users often resist change before they embrace it. Understanding how to use new hardware and access information differently will take time. The Canon MDS team has developed several unique software programs and support solutions to ease this transition and get your team on track quickly. Canon leverages cloud-based tools to help keep your transition plan on track and accessible to you and your staff. These tools can also help automate the task of configuring devices for rapid deployment.

Before any new hardware is installed or document workflow is implemented, the Canon MDS team will identify key stakeholders within the organization to champion the project internally. Communication is key to assisting employees with transition. The Canon team can help prepare your staff with clear communication strategies, including announcements via e-mail and placing posters throughout the office. Users are trained on how to use any new devices as well as the new document workflow processes. New hardware is deployed and users are monitored on an ongoing basis. The Canon MDS team can then quickly identify any potential roadblocks during deployment and help ensure that issues are solved by either additional training or making adjustments to the plan. The entire change management process is directed and supported by the Canon MDS team and is based on the unique needs of your business.

**Request for Proposals for
Multi-Function Devices and Related Software, Services and Cloud Solutions**

Issued by the **State of Colorado**
Solicitation Number: RFP-NP-23-001



- e) Describe your training approach to ensure that customers are well versed in how to maximize your Managed Print Services approach. You should include the types of training available (targeted, web-based, on-site, one-on-one etc.) in your response.

The Web-based training course is always available from Canon e-Support site which. One of the training courses covers installing, configuring, using, and supporting our cloud tools. For more details, Managed Print Services provided by Canon has cloud-based service tools that collect, summarize, and send regular reports on data, through an Internet connection, of usage and the operating status of customer's imageRUNNER devices.

<https://www.support.cusa.canon.com/e2/shared/login.jsp>

- f) How does your organization remain competitive in the managed print industry to improve efficiencies? How do those efficiencies transfer to your customers?

Canon has a very strong position in the market having a suite of solutions that are exclusive to Canon as well as many relationships with the top software partners across our industry. Our partnerships with top software partners go far beyond our ability to resell their products. Our suite of holistic Canon solutions also integrates directly with many of the leading providers our customers may already have in place, allowing them to leverage investments they have already made in those software(s) as well as their Canon products, software(s), and services.

Canon's methodology, products, and services go far beyond a US-based customer. We have the same methodologies for our Managed Document Services program on a global level enabling Canon's reach to assist our customers on a local level as well as a global level. Our customers have the same availability to the experts at every level of the process, making sure that all of the proper design changes are made at each location, which may differ, providing the best solutions and services to our customers regardless of location around the world.

- g) What is your experience with driving and communicating Change Management?

In terms of its importance in the overall success of your strategy, transitioning from your current document environment to your future state is often underestimated. During this phase, users will likely experience changes to where and how they print, how they order and receive supplies, how devices are serviced, and how they access and manage documents. While these changes will be positive for your organization, users often resist change before they embrace it. Understanding how to use new hardware and access information differently will take time. The Canon MDS team has developed several unique software programs and support solutions to ease this

transition and get your team on track quickly. Canon leverages cloud-based tools to help keep your transition plan on track and accessible to you and your staff. These tools can also help automate the task of configuring devices for rapid deployment.

We have attached a document which provides additional detail on this.

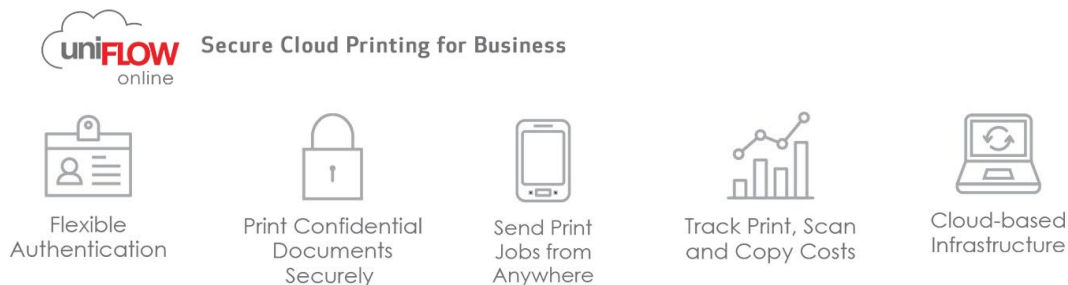
h) Describe your ability to provide and support asset lifecycle management.

Lifecycle management is a fundamental building block of our program. Because of our extensive use of analytics from the inception of our engagement, our program starts with understanding not just how many pages a device has printed but what type of output is it printing and how has the device performed over its lifetime (how many errors, how much downtime, proper consumables yield...etc.). We then use this information to determine if the device is being utilized properly. If the device is better used in a different area or department, when will the device be past its useful life and target the device for retirement finally what device would be the best replacement based on performance needs including changes in the user's usage patterns and needs during the monitored period.

i) Describe your ability to support cloud technology for print job management.



uniFLOW Online is a secure cloud-based printing solution for small- and medium-sized businesses, designed to help reduce overall printing costs, increase document security, and manage entire print environments. It is the solution that will help save costs, increase security and productivity, and enable central control of all copying and printing.



- **Flexible Authentication**
 - Device security is preserved as a user has to be physically at a machine to authenticate before accessing the machine functions, or their personal secure print queue. To release print jobs, users simply swipe their company proximity card or enter a PIN code on the screen of the Canon imageRUNNER ADVANCE.
- **Print Confidential Documents Securely**
 - With uniFLOW Online, users are able to print confidential documents securely. All print jobs stay in a user's personal secure print queue until the user authenticates at an imageRUNNER ADVANCE system, and releases them. Print jobs follow users from device to device allowing the

release of print jobs at an imageRUNNER ADVANCE of their choice. Users can also alter finishing options directly at the imageRUNNER ADVANCE before printing.

- **Send Print Jobs from Anywhere**
 - Regardless of location, users can use their smartphones or tablets to print documents securely. All submitted jobs appear in a user's secure print queue and are accounted for, charged, and managed correctly.
- **Track Print, Scan, and Copy Costs**
 - uniFLOW Online allows administrators to track their organization's print, copy, fax, and scan costs enabling the allocation of costs to a user or department. The uniFLOW Online dashboard displays information regarding the organization's environmental impact, e.g. pages printed, number of trees used, greenhouse gases emitted, water wastage, and solid impact. In addition, different reports can be created to give detailed user, device, and sampling summaries.
- **Cloud-Based Infrastructure**
 - Using uniFLOW Online's innovative technology, there is no requirement for a local server. Secure jobs, and related information, are stored locally on the client's Windows® PC, or a supporting Canon imageRUNNER ADVANCE. Print jobs can also be released even when there is no connection available to uniFLOW Online.
- **Powerful Feature Set**
 - Cloud services can transform how today's businesses work, optimizing processes while reducing capital spending. And, cloud computing allows businesses to reassess how their products are designed and manufactured, and review how their customers purchase products, and how processes and markets work. uniFLOW Online can provide the answer to today's challenges for organizations to reduce IT overheads, improve productivity, and enhance security by offering a cloud-based secure print solution.

uniFLOW Online has been developed from the ground-up to leverage the benefits of the Microsoft® Azure™ cloud platform, providing superior enterprise platform security, scalability, and resilience for small- to medium-size businesses.

- **One single print queue.** The uniFLOW Universal Driver provides a single print queue that users can print their jobs to, regardless of the printer model being used. Print jobs are encrypted and compressed as they are sent directly from the client's PC to the printer.
- **Local processing of print jobs.** It's an innovation in enterprise printing. Installed directly on the PC, the uniFLOW SmartClient processes the user's print jobs and keeps them safe until they are released.
- **Control device authentication.** Universal Login Manager is installed directly on the Canon imageRUNNER ADVANCE, and communicates directly with uniFLOW Online and the uniFLOW SmartClient. It controls the device authentication process and shows the list of print jobs available to the user.
- **Innovative cloud platform.** Using uniFLOW Online's innovative technology, there is no requirement for a local server. All configuration and management of the system take place in the cloud, providing administrators with online reporting tools and dashboards.

FedRAMP Authorized- Cloud-based Managed Print Service



In addition, Canon U.S.A., Inc. is proud to be one of only two vendors that has received FedRAMP authorization for a cloud based PS service. An efficient platform for printer fleet management, Canon Office Cloud leverages the advantages of the FedRAMP-authorized Microsoft® Azure® Cloud platform. Subscribers can benefit from two services, used either alone or in combination. Canon Office Cloud can help State agencies move their print management systems to the cloud securely, efficiently, and effectively.

OUTPUT AND SCAN MANAGEMENT

Powered by the award-winning uniFLOW Online, Canon Office Cloud's output and scan management service is designed to help keep printed documents out of the wrong hands with secured print, reduce overall printing costs, and improve office productivity.

SECURE AUDITING AND FLEET MANAGEMENT

Integrating the powerful solutions of Netaphor SiteAudit™, the service offers advanced auditing and fleet management capabilities. From a convenient dashboard, proactively monitor asset costs and device problems, usage, contracts, locations, and configurations. Device discovery enables users to track asset inventories, device use, automatic supply replenishment, and fleet health. Using a brand-agnostic approach, Canon Office Cloud's SiteAudit service supports both Canon and non-Canon devices to provide insights and data, regardless of printer type.

Including Canon Office Cloud as part of your cloud-transition strategy can help free up resources, secure documents and support a zero trust strategy.

j) Describe your remote device monitoring services.

i) Do you obtain meter reads automatically?

Yes, see 12.j.ii below

ii) Do you have an automated toner replenishment program?

Managing the day-to-day needs of your diverse printing fleet can be a full-time job. Who's best to manage this task: your internal IT resources or an outside firm that specializes in office printing? Canon's MDS monitoring solution will automate many functions that have typically required multiple systems or manual processes, such as:

- Meter read collection

- Supply-level management
- Break/fix service alerts
- Device uptime statistics and error reporting (both Canon and many non-Canon devices)
- Usage data by device, user, and file type (MS Word, MS Excel, PDF, etc.)

With the Canon MDS team monitoring your fleet remotely and in real-time, you can focus on your core business initiatives, knowing that your fleet is being proactively managed.

Efficiently managing your printing assets is a cornerstone of the Canon MDS program. Whether your printing devices are Canon models or those from other manufacturers, the Canon team is equipped to service and supply many major brands of output devices. Canon can manage many of them with just-in-time (JIT)* supplies and services using remote monitoring software to continuously monitor and determine when the device will require supply replenishment. If a device breaks down, whether it be a Canon or other-branded model, the help desk team can remotely triage the problem and dispatch a technician to make needed repairs.

Supply management is predictive, with toner arriving at your door before you even know it's running out. Supplies ship nationwide to arrive directly at the specific location in need via special supply routing labels.

Who's best to manage the day-to-day supply and service of your hardware fleet: your internal resources using manual processes or Canon's MDS team of dedicated professionals using automated, predictive services?

- k) Describe how your proposed technology will guarantee security solutions such as: intrusion detection, user authentication, protecting content integrity, and pull printing.

Just as with the HIPAA HITECH OMNIBUS Final Rules, GDPR, and many other regulations, there are some things that cannot be guaranteed. Any vendor stating their solutions are HIPAA Compliant or GDPR Compliant should be able to provide you with a certification, which is going to be difficult as no organization certifies any solution as HIPAA or GDPR Compliant, just as an example.

What Canon can do, is help organizations mitigate risks to the extent practicable regarding the rules set forth by many of these local, state, and federal regulations.

With uniFLOW as an example:



- **Prevent Unauthorized Use of the Device**
uniFLOW Online enables administrators to restrict printer access to authorized users only. This helps prevent any breach of data and misuse, as the device functionalities are unavailable to unauthorized visitors or employees. At the same time, administrators will have an overview of user print and copy behavior, which helps facilitate better control.

- **Increase Document Security**
Protecting information is key to any data loss prevention policy. Should sensitive information, such as contracts or staff payroll, find its way outside an organization, its reputation and brand image are likely to be damaged and could incur heavy fines. Using a single driver, uniFLOW Online enables users to print confidential documents securely, using any connected Canon imageRUNNER ADVANCE system.
- **Improve Office Productivity**
uniFLOW Online enables employees to print from mobile devices, giving greater flexibility in office workflows, and secure print jobs can also be modified on demand before being released, saving valuable time.
- **Gain Control over Costs**
The volume of printing that occurs in an office can be surprising. One of the best ways to cut down unnecessary costs is to ensure users print only what they need. uniFLOW Online's serverless print management solution helps administrators take complete control of printing and copying activities. It can highlight expenditures by users/departments, and pinpoint areas where costs can be scaled down. Thanks to its unique technology, immediate financial benefits can be realized by the elimination of local print servers and the reduction of the burden on IT departments.
- **Reduce the Impact on the Environment**
uniFLOW Online can help to reduce environmental impact and support sustainability initiatives by optimizing printing procedures and improving internal processes that rely heavily on paper. This solution prevents unnecessary paper waste, as users can only print what they need, and finishing options can be changed at an imageRUNNER ADVANCE system before printing, saving reprinting and false output. And, uniFLOW Online can help reduce the power consumption of the print infrastructure by eliminating 'Always On' print servers across an entire organization.

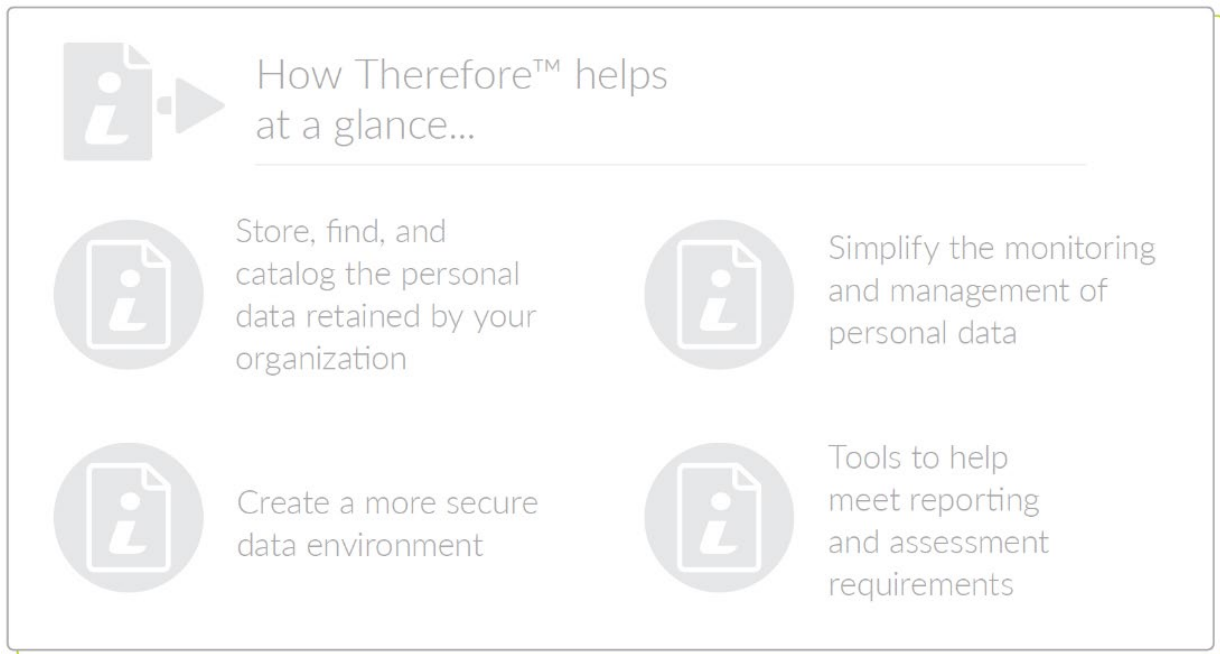
With Therefore as an example:

The GDPR is a complex regulation that requires significant effort and investment in data security and protection by any affected entity.

Therefore Corporation strives to help you achieve compliance with the GDPR by offering an information management solution that allows you to store, find, and catalog the personal data retained by your organization and create a more secure data environment. Furthermore, Therefore™ offers resources that simplify the monitoring and management of the personal data you retain within the system and provides tools to help you meet the GDPR's reporting and assessment requirements.

However, based on the broad scope and nature of the GDPR, it is important to recognize that GDPR compliance goes beyond software. Compliance is the result of a combination of sound data protection policies, procedures, training, and reporting. Therefore™ can help your organization achieve these results, and thus GDPR compliance, by providing tools that make it easier for you to discover, manage, secure, and report on the personal data your organization retains.

A correctly configured, maintained, and administered Therefore™ system helps you to securely handle personal information and provide more protection against data breaches when combined with proper organizational procedures, training, and operations.



- l) How do you handle network and data security issues? What measures do you take to protect sensitive customer information?

Please refer to the Therefore Security White Paper and the uniFLOW GDPR brochure for more security details.

- m) Please describe how you will monitor and manage print devices to include:

- i) Network access.
- ii) Fleet configuration and utilization.
- iii) Management of customer owned or legacy equipment, including parts, labor, supplies, and moves.
- iv) On-going assessments, which shall include, but not be limited to: continuous process improvement, device utilization, fleet performance, cost saving opportunities, green spend, consumables spend, break/fix, and service level standards.

With the Canons remote monitoring solutions, your operational tasks can be tracked, managed, and hosted securely in the cloud:

- Meter reading can be automatically tracked and transmitted for billing.
- Supplies management is sent to the cloud, enabling users to view and track supply status.
- Break/fix service alerts can be issued and tracked via the cloud.
- Changes to device configuration, user settings, and updates to firmware and other software can be administered through the cloud.

Intelligent Monitoring of your fleet remotely via one centralized system—and in real-time—will

allow you to focus on your core business activities, knowing that the management of your fleet is streamlined.

With Canons remote monitoring solutions, service and management teams identify, down to the the device, the following for Canon and non-Canon devices:

- Fleet meter usage for accurate billing
- Supplies levels for JIT toner delivery
- Service alerts
- The uptime percentage of a machine

13) Promotion of the NASPO ValuePoint Master Agreement

a) Describe your company's experience working with contracting cooperatives.

Canon has extensive experience working with contracting cooperatives and the resultant agreements. Canon has partnered closely with NASPO participating in Supplier Industry Meetings, Annual Reviews, responding to RFIs, and attending the NASPO Exchange every year, to ensure NASPO contract portfolios continuously improve through the exchange of new ideas, mutual feedback, and discussions on the latest technologies. Under our current #140595 Master Agreement, we have negotiated and signed 29 state Participating Addenda – more than any other supplier for the Copiers & Managed Print Services Category. Canon has had NASPO/WSCA contracts for over 11 years.

While NASPO has been Canon's most favored contracting cooperative, we have also held cooperative contracts with PEPPM, Texas DIR, E&I, Vizient and Premier. Our subsidiaries have held National IPA, US Communities, and OMNIA contracts as well.

b) Describe how you intend to market your Master Agreement.

Canon has a comprehensive marketing strategy that effectively communicates the value of our NASPO Master Agreement from multiple angles with a different approach designed for diverse targets.

At the ground level, our authorized dealers are critical to our success, and we need to guarantee that they have the proper education to utilize the program, and the motivation to want to use the program. Generating interest and participation through our more than 300 authorized dealers ensures that we have feet on the street talking about NASPO ValuePoint to Purchasing Entities, and their individual decision makers.

At a higher level, Canon continuously works to increase state participation, expand product group usage, and has increased efforts to sign PAs with political subdivisions in states that do not participate at the statewide level. All of these things promote increased contract usage and subsequent revenue growth as can be seen by Canon's progress year to year and contract to contract with rising sales numbers.

We prepare various marketing materials, training tools and have several support groups and resources, many of which our customers and authorized dealers can easily get access to. Some of these include:

- [NASPO Brochures and Flyers](#) – These provide a thorough introduction of our NASPO Master Agreement, the product lines we provide and highlighting the benefits and unique value proposition of our NASPO Master Agreement.
- [Press Release](#) - We have well-crafted press release for NASPO Master Agreement that helps build awareness of NASPO, provokes interest by potential purchasing entities and our authorized dealers, increases credibility of both NASPO and Canon brand.
- [Detailed Training Package](#) - Upon award Canon will send out to all our authorized dealers a detailed package for their review. This package includes a comprehensive contract overview, a detailed dealer compliance documentation, Service Level Agreements and details on the financial benefits of participating under the NASPO Master Agreement and subsequent Participating Addenda.
- [In-person Training by Canon TSEs](#) - Each Canon dealer is assigned a Technical Sales Executive (TSE) who is their primary link to Canon for product and sales support. The TSE assists with ongoing training and new hire training as well as providing transactional level support in identifying customers' product needs configurations and contract pricing.
- [Recorded Training Webinars](#) – For Canon's Master Agreement, and all subsequent PAs, we provide customized webinars for our support groups and dealers. Our recorded webinars include individual sessions on How to Sell to NASPO Customers, How to Administer Orders, Reporting Requirements and Important Service Tips and Requirements to name just a few. These webinars are available to Canon support staff and participating dealers on a dedicated dealer web portal to allow for use with new employees and as a refresher for the organization to maximize the contract.
- [Canon Contract Support Organization \(CSO\)](#) - Canon has a dedicated Contract Support Organization (CSO) to assist with any additional questions, contract specific clarifications and unique sales opportunities. The Canon CSO is well versed in all aspects of the contract and the processes associated with supporting business operations to ensure our dealers have everything needed to provide customers with a Best In Class Experience.
- [Dedicated Canon NASPO Website](#) - Canon hosts a public NASPO website for each individual participating state. These sites are primarily for customers, however many dealers use them as well due to their quick, efficient design and mobile friendliness. On the website, dealers and potential purchasing entities can find product and price lists, contact information for order placement, service concerns (warranty and maintenance, problem reporting, and billing concerns), sales representatives, links to member state specific websites and more.
- [Canon Partner Portal](#) – Canon's Partner Portal is a dedicated dealer web portal with a wealth of Canon information and resources as well as NASPO specific content customized for each state. Canon dealers can easily find contract related materials such as contract profiles, ordering instructions, training presentations and videos, reporting templates, etc.

c) Describe how you intend to encourage usage of your Master Agreement by Purchasing Entities.

We believe this starts with adoption of the Master Agreement at the statewide level. Through NASPO's tremendous efforts, and Canon's persistence in signing more state PAs than any other Supplier under this or any previous Master Agreement, this signals to Purchasing Entities that the NASPO contract is widely accepted and trusted for a reason. For this reason, in many states it becomes a mandatory contract, or it's simply one of the only options. In those cases, very little encouragement is needed. When customers have other contract vehicles, or are considering doing their own bid / contract, we can simply point to the many advantages of using a NASPO Master Agreement.

- 1) By utilizing a NASPO Master Agreement, customers who were looking to do their own bid / contract can save massive amounts of time, money, & energy. Studies show that based on the complexity of the RFP, agencies can end up spending tens of thousands of dollars in their staff's time preparing a solicitation and analyzing it. At a time when many procurement groups are short staffed and their time is at a premium, it's becoming more and more popular for them to look to adopt more efficient buying methods like cooperative procurement. And when it comes to cooperative procurement, NASPO is the clear choice being the largest cooperative for SLG, the most credible, and the fastest growing.
- 2) As the most credible cooperative for SLG, customers can take comfort in the fact that the solicitation was done very thoroughly and takes into consideration many aspects that are often disregarded or forgotten about in other bids / contracts. Through NASPO's approach on sourcing with input from several state procurement officers and the supplier industry professionals, each NASPO contract is comprehensive. Customers can trust that everything has been pre-competed and pre-negotiated to provide them with a dependable option for starting their procurement.
- 3) As the NASPO portfolio for Copiers & MPS expands, the scope of products and services available is unmatched. Even so, great care has been taken to ensure the proper considerations have been made for including these items. Alternatively, we have seen other cooperatives that accept any and all products and nothing is done to ensure the proper parameters exist. These cooperatives lack the validation necessary to create a mutually beneficial contract vehicle and are prone to abuse or misuse, ultimately eroding customers' trust. NASPO has carefully expanded this program to provide more options for customers, while still maintaining the necessary controls that public procurement professionals need before they can utilize cooperative procurement options.
- 4) Lastly, and certainly not least, Canon offers its most competitive pricing through our NASPO Master Agreement. The options we offer are tailored to meet purchasing entities' specific needs and requirements, and also take into consideration their budgetary constraints and cost-saving objectives. At the same time, we empower our authorized dealers with an array of financial incentives that are designed to motivate them to sell through the NASPO Master Agreement. With these incentives, we aim to ensure that our dealers remain engaged in promoting our products and services, thereby strengthening our brand presence through our NASPO Master Agreement. By leveraging our extensive market knowledge, expertise, and strategic partnerships, we are able to provide exceptional value and cost-effectiveness, while ensuring that our pricing remains transparent, flexible, and easily accessible to all interested parties.

In addition to selling customers on NASPO through the advantages listed above, Canon's marketing efforts in general are continuously focused on spreading the reach of Canon products through the use of NASPO.

- Through Canon's marketing group and specifically the vertical marketing team, we provide a comprehensive suite of resources to encourage dealer usage and customer adoption. We provide a range of brochures, flyers, and other marketing collateral that outlines the unique features, benefits, and advantages of the Canon NASPO contract. Through these resources, we aim to not only educate purchasing entities about the various products and services that we offer, but also empower them to make informed decisions that align with their specific needs, budgetary constraints, and long-term goals.
 - Attending relevant shows and conferences such as CAPPO, NASPO Exchange, NIGP, NAEP etc. we connect with a diverse range of stakeholders, including procurement officers, government officials, and other key decision-makers from different states. Through our presence at these shows and conferences, we showcase the unique features and advantages of our NASPO Master Agreement, and demonstrate how it can help purchasing entities achieve their procurement goals with greater ease and efficiency. We also engage with potential purchasing entities directly, answer their questions, and address any concerns or issues they may have, thereby building stronger relationships and trust. And we stay up-to-date with the latest trends, developments, and best practices in the procurement industry, and adapt and improve our contract offering to better meet the evolving needs of the purchasing entities.
 - Canon continues to promote NASPO to the states that do not currently participate under our NASPO Master Agreement. Through extensive discussion, we are expecting the State of New Jersey to adopt the NASPO Master Agreement this year. We are also actively pursuing a statewide participating addendum with the State of Arizona, and discussed the possibility with a handful of other states during the NASPO Exchange with some very positive responses. For states that do not have a statewide PA, we've launched a program to sign PAs at the political subdivision level and we've had great success piloting this in Ohio. We are now in the process of expanding this program to Kansas, South Carolina, Indiana, Michigan and Illinois.
- d) Describe your approach to negotiation of Participating Addenda. Describe the extent to which you provide Participating Entities flexibility in incorporating entity-specific language into their Participating Addenda (e.g., do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to simultaneous negotiation of multiple Participating Addenda?)

We feel it's incredibly important to communicate openly and with full transparency when negotiating a new PA. Each negotiation sets the stage for the relationship to follow, and we work hard to foster partnerships rather than start out with a contentious situation. We do not require entities to provide specific statutory citations, however it can be very helpful to explain what is negotiable and what is not. We fully expect all entities to include their specific language, however we do our best to work with them in reducing this if possible, when it's something that is already covered in the Master Agreement for example. Often, a large portion of the PA negotiation revolves around items that are already covered in the Master the same way, or with slight differences. In either case, we work with all entities to create a document that works with the Master Agreement, rather than one that muddies the water with conflicting terms and complicated logic going through multiple documents and the order of precedence

to determine what should be a simple issue. Again this is where we feel transparency is key. By discussing needs and motivations for our changes / requests, it's often much simpler to find a mutual understanding, and develop a document that makes sense and that works for both parties.

Canon has the resources to negotiate multiple PAs simultaneously and fully expects this to be the case if we are fortunate enough to receive an award. In addition to a few new state team resources over the past year, we've recently combined our state and federal teams under one manager in an effort to increase overall agility. We've already begun cross training and expect to have multiple people up to speed on our state team operations in the coming months. Similarly, the legal team supporting our state contracts has expanded and we have multiple people who are very well versed in the PA negotiation process already.