

Attachment F TECHNICAL RESPONSE WORKSHEET RFP-NP-23-001

Offeror Name: SHARP ELECTRONICS CORPORATION

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	
Master Agreement Deliverables			
Primary Product and Service Offerings			
II.A.1 Group Categories	Group A through Group F	YES	No submission for Group E
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	N/A	No submission for Group E
	3.5	YES	
	3.6	YES	
	3.7	YES	
	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	No submission for Digital Duplicators
	4.4	N/A	No submission for Group E
II.A.5 Accessories	5.1 through 5.3	YES	
II.A.6	6.1	YES	

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



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Remanufactured and Refurbished Equipment	6.2	YES	
	6.3	YES	
	6.4	YES	
	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 <i>Software Subscriptions</i>	YES	
II.A.8 Group H – Consumable Supplies	8.1	N/A	No submission for Group E
	8.2	YES	
	8.3	YES	
	8.4	YES	
II.A.9 Service Offerings	9.1.a through 9.1.i <i>Group I – Managed Print Services</i>	YES	
II.A.9 (9.2) Maintenance Agreements	9.2.a <i>Pricing</i>	YES	
	9.2.b <i>Initial Term</i>	YES	
	9.2.c <i>Renewal Term</i>	YES	
	9.2.d <i>Blended Rates</i>	YES	
	9.2.e <i>Manual Meter Reads</i>	YES	
	9.2.f <i>Customer Owned Devices</i>	YES	
	9.2.g <i>Lease or Rental Devices</i>	YES	
	9.2.h	YES	

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	Legacy Devices		
Ancillary Product and Service Offerings			
II.B.1 Sub-Group Categories	1.1 Sub-Group G1 – Software Related Services	YES	
	1.2 Sub-Group C1 – Standalone Production Devices	YES	
	1.3 Sub-Group C2 – Industrial Print Equipment	YES	
	1.4 Sub-Group D1 – Specialty Printer	YES	
II.B.2	Sub-Group Category Discounts		
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	

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	7.	YES	
	8.	YES	
	9.	YES	
	10.	YES	
	11.	YES	
	12.	YES	
	13.	YES	
	14.	YES	
III.E Leasing and Rental Options	1.1 and 1.2 <i>FMV Lease</i>	YES	
	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>	YES	
	5.1 through 5.3 <i>Short-Term Rental</i>	YES	
III.F Leasing and Rental Terms and Conditions	1.1 through 1.4 <i>Possession and Return of Lease and Rental Devices</i>	YES	
	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	

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Contractor Responsibilities and Tasks			
Service Requirements			
IV.A.1.	Technicians	YES	
IV.A.2 Standard Service Levels	2.1.a. through 2.1.h <i>End-User Training</i>	YES	
	2.2 <i>Preventative Maintenance</i>	YES	
	2.3.a through 2.3.c <i>Device Performance</i>	YES	
	2.4.a through 2.4.c <i>Loaner Device</i>	YES	
	2.5.a through 2.5.d <i>Repair Parts</i>	YES	
	2.6.a through 2.6.c <i>Service Zones</i>	YES	
	2.7a. and 2.7.b <i>Service Logs</i>	YES	
	2.8.a through 2.8.d <i>Device Relocation</i>	YES	
IV.A.3 Meter Read Invoicing	3.1 through 3.4	YES	
IV.A.4 Reporting	4.1.a and 4.1.b <i>Service Level Calculations</i>	YES	
	4.2.a and 4.2.b <i>Periodic Reporting</i>	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	

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	5.	YES	
	6.	YES	
	7.1 and 7.2	YES	
IV.D Device Demonstration Requirements	1.	YES	
	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	YES	
	12. <i>Substitutions</i>	YES	
IV.F Delivery Requirements	1.	YES	
	2.	YES	
	3.	YES	
	4.	YES	
	5.	YES	
	6.	YES	
	7.	YES	
	8.	YES	
	9.	YES	

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	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	

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	8.1 through 8.3	YES	
	9.	YES	
	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	
IV.K	Contractor Notices	YES	

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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.

Sharp allows all Authorized Dealers in good standing to participate in an awarded Master Agreement. However, in order to participate in an awarded Master Agreement, a Sharp Authorized Dealer must sign Sharp's NASPO ValuePoint Agreement which outlines the requirements and terms and conditions of the contract.

In addition to the specifics outlined in the Master Agreement, Sharp's Authorized Dealers are contractually bound by the Sharp National Account Program (SNAP) Representative Agreement. This established process ensures reliable delivery, quality service and consistent support for all NASPO ValuePoint Purchasing Entities. Dealer technicians are required to undergo the same thorough product training that SEC employees receive.

The SNAP Representative Agreement requires each dealer to abide by the following:

- Be fully trained and certified on all products they are servicing
- Carry adequate parts and supplies in order to support national accounts
- Provide Sharp provision of warranty and service
- Meet Sharp's stringent service response times
- Provide loaners for emergency situations
- Provide trial equipment on a timely basis upon request
- Pull equipment from dealer inventory when needed
- Provide Sharp with signed installation reports within one week of the date of installation

Sharp Dealer participation in an awarded Master Agreement can be revoked for non-compliance with the contract.

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

Upon notification of award, Sharp has a defined process for the deployment of a new contract. In the case of NASPO ValuePoint, Dealer engagement and onboarding is specific to the awarded State. For example, if a PA is signed in California, all Sharp Authorized Dealers within the state may work with Sharp to support the contract. However, participation is not automatic and does require that the Dealer sign a Sharp NASPO Dealer Agreement. This document outlines all Dealer responsibilities related directly to the awarded contract.

Upon receipt of a signed NASPO ValuePoint Dealer Agreement, the Sharp Government Marketing Team provides the Dealer contract specific marketing materials (see below) and works with the appropriate Government and Major Account Manager (GMAM) to schedule a Dealer training session.

NASPO ValuePoint Contract Launch Materials

- NASPO Master Agreement
- State Participating Addendum
- Sharp Contract Overview (specific to State)
- Sharp Price Catalog (specific to State)

The scheduled training session includes a review of the materials noted above, as well as a review of Sharp's online resources, including Sharp Success Center (Dealer Resource site), Sharp's customized NASPO customer site, and the NASPO ValuePoint site. As well, the terms of the State's Participating Addendum are reviewed, including awarded categories, reporting requirements, finance options and requirements, and all other aspects specific to the state's PA.

Sharp also takes several steps to ensure reliable delivery, quality service and consistent support for all NASPO ValuePoint Purchasing Entities. Dealer technicians are required to undergo the same thorough product training that SEC employees receive. Sharp Dealers are committed to providing a high level of service to include meeting the four-hour response time for service requests, and our commitment to keep devices functioning above 95% of their capability.

Sharp's authorized Dealers are contractually bound by the Sharp National Account Program (SNAP) Representative Agreement under which they act on behalf of Sharp following Sharp's guidelines for providing products and services as required and defined in an awarded contract.

Requirements of the SNAP Representative Agreement include the following:

- Be fully trained and certified on all products they are servicing
- Carry adequate parts and supplies in order to support national accounts
- Provide Sharp provision of warranty and service
- Meet Sharp's stringent service response times
- Provide loaners for emergency situations (if required in awarded contract)
- Provide trial equipment on a timely basis upon request (if required in awarded contract)
- Pull equipment from Dealer inventory when needed

Eligibility to participate in the NASPO ValuePoint contract can be revoked if a Dealer fails to comply with the terms and conditions of the award or for non-compliance with the SNAP Representative Agreement

- 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?

As an approved Vendor of the NASPO ValuePoint contract for the past 12+ years, Sharp has developed a multi-level approach to educating our internal salesforce, 350+ authorized Dealers, as well as our direct sales operation, Sharp Business Systems (SBS).

Upon award, the Sharp Government Marketing Team provides focused training for the Sharp Government & Major Account Manager (GMAMs) who are responsible for the PAs in their designated territories. As outlined above, all Sharp GMAMs are required to meet with the Dealer and Branch locations in their assigned territories to review the contract, terms, pricing and benefits and opportunities it represents.

Dealer Sales Personnel are directed to become familiar with Sharp's NASPO ValuePoint website (<https://contract.sharpamericas.com/naspo>) which provides the most current pricing, contract terms and conditions, as well as links to the Master Agreement.

Finally, Sharp's Government Marketing Team works closely with the GMAMs to ensure that Sharp's Dealer sales force, as well as Sharp Branch locations, maintain an understanding of Sharp's contracts. All contract pricing updates are distributed immediately and posted to both our customized site (referenced above), as well as our online Dealer training site (Sharp Success Center) which is designed to provide continued 24/7 access to resources, innovative tools, ongoing training and technical support needed to exceed Sharp's customer service reputation.

- 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.

If a Dealer becomes non-compliant and refuses to provide Products or Services to a customer, Sharp reserves the right to assign the customer to another Sharp Dealer or Branch in the same territory. Best efforts will be made to educate the Dealer and ensure that they fully understand their responsibilities via the Sharp NASPO ValuePoint Dealer Agreement, but if they refuse to comply, the Dealer could lose the ability to service other Sharp National Account customers in the future.

- 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.

The NASPO Contract roll-out schedule within each state is led by the GMAM assigned to that State. The training plan objective is to ensure new Dealer and Branch staff are trained on all facets of the NASPO ValuePoint Contract, as well as the specific State's Participating Addendum. The Training Plan is customized to reflect the language and parameters as defined in the specific State's Participating Addendum.

Training Plan:

- Sharp GMAMs work closely with Dealers and Branches within their territory to launch initial contract award

- Regular sales meetings are scheduled to educate new and current Dealer and Branch sales staff regarding any updates to the contract, product introductions, pricing changes and any other related issues
- Sharp GMAMs work closely with the Participating Entity and the Dealer/Branch sales staff to ensure contract compliance
- Sharp will create marketing plan packages customized to each Participating Addenda to ensure that our Dealers and Branches have the information necessary to effectively utilize the NASPO contracts. This information will be available to Dealers and Branches on Sharp's dedicated Dealer training website, Sharp Success Center
- All pricing catalogs are posted on Sharp's dedicated NASPO site:
<https://contract.sharpamericas.com/naspo>

In addition, a monthly Dealer "new hire" report is distributed internally which provides the GMAM notification that a new individual has joined the Dealership and may require training.

A sample training plan is included in the Folder 2 Technical Proposal.

- 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?

Continuing education is primarily managed by Sharp's Government Marketing Team. Training materials including Customer Benefits, Dealer Benefits and Contract Overview flyers provide Dealers with a general first level introduction. More in-depth and detailed training is accomplished via scheduled webinars and training sessions. All materials are placed on Sharp's Dealer training site, The Success Center. Recorded webinars can be accessed 24/7.

- 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.

Once price lists are approved by the lead state, Sharp will create pricing catalogs for each awarded state. Contract updates regarding pricing, product or terms are relayed via email to the appropriate GMAM. He/She is responsible for communicating directly to the participating Dealers and SBS personnel within their territory. Updates are posted on Sharp's Dealer training portal, the Sharp Success Center. These catalogs will also be posted to Sharp's NASPO ValuePoint website:
<https://contract.sharpamericas.com/naspo>.

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.

Sharp determines Useful Life of a Device by analyzing several factors including average monthly volume levels, right-sizing based on customer requirements and anticipated usage, as well as whether the device was used in accordance with factory specifications.

- i) Do you factor in down-time, parts replacement, and number of Service Calls etc.?

Yes, factors such as down-time, availability of replacements parts and the number of service calls are factored into the calculation of the Useful Life of the device.

- 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?

Sharp does not generally provide service on customer owned equipment that was acquired from another manufacturer. However, some Sharp Authorized Dealer and Branch locations are trained to service multiple product lines. The ability to provide service for another manufacturer's equipment is determined at the local level.

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

Many Sharp authorized Dealers and Branch locations offer other brands in addition to Sharp as part of their normal market offerings. The ability to provide service for non-Sharp products is determined at the local level.

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.

Sharp's methodology in developing new client performance standards generally takes into consideration the following:

- Equipment make and model
- Configuration
- Anticipated monthly volume
- Total number of units
- Number of customer locations
- Distance from nearest Sharp authorized service provider
- Any unusual requirements presented by the customer

Generated reports provide data which can be analyzed to closely monitor and measure performance of all installed equipment.

Available Reports:

- Management Reporting- Accurate up-to-date information detailing equipment location, usage, performance and overall costs.
- Purchase History Reports- details information on Sharp equipment acquired by each customer location for a specific purchase order. Includes machine model and servicing Dealer.
- Copier Usage Reports- Analyzes copier usage within a given timeframe for both current and previous billing periods as recorded by Sharp. Includes model number, serial number, and servicing Dealer.

- Service History Reports- provides data for the incidence of service calls including date and time of call, problem descriptions and technician resolution.
- Equipment Service Timing Reports- reports the details of all service calls as provided by the local servicing Dealer. Includes Dealer response to a service call with up time percentage over a given time period.
- Inventory Reports- provides history of equipment ordered for a specific client. The report includes site location, model number, serial number and installation date.
- Fleet Report - listing of all machines the customer has in its fleet. It will provide serial number, model, address, install date and servicing Dealer.
- Supply History Report - a list of all supply calls for a specific time period. This will provide model, serial number, address, contact information and order description.
- Meter History Report - a list of historical meters either by machine or fleet.

- 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.

Samples of Sharp's standard reports can be found in Folder 2 - Technical Response.

- i) Can customers obtain this reporting information online? If so, how do they access it? Is a log-in required?

Reporting information can be accessed online via:

- Customized Dealer software application
- Branch customer portals
- MICAS Dealer dashboard tool (if configured)

- ii) Can the information be exported?

The ability to export this information is dependent on the specific application.

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

Ad-hoc reports are available upon request through Sharp's National Maintenance Program or local servicing office.

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

MICAS proactive method

- 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.

A copy of Sharp's standard SLA is included in Folder 2 - Technical Response. This agreement adheres to the requirements outlined in Section IV-A Attachment B Scope of Work.

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

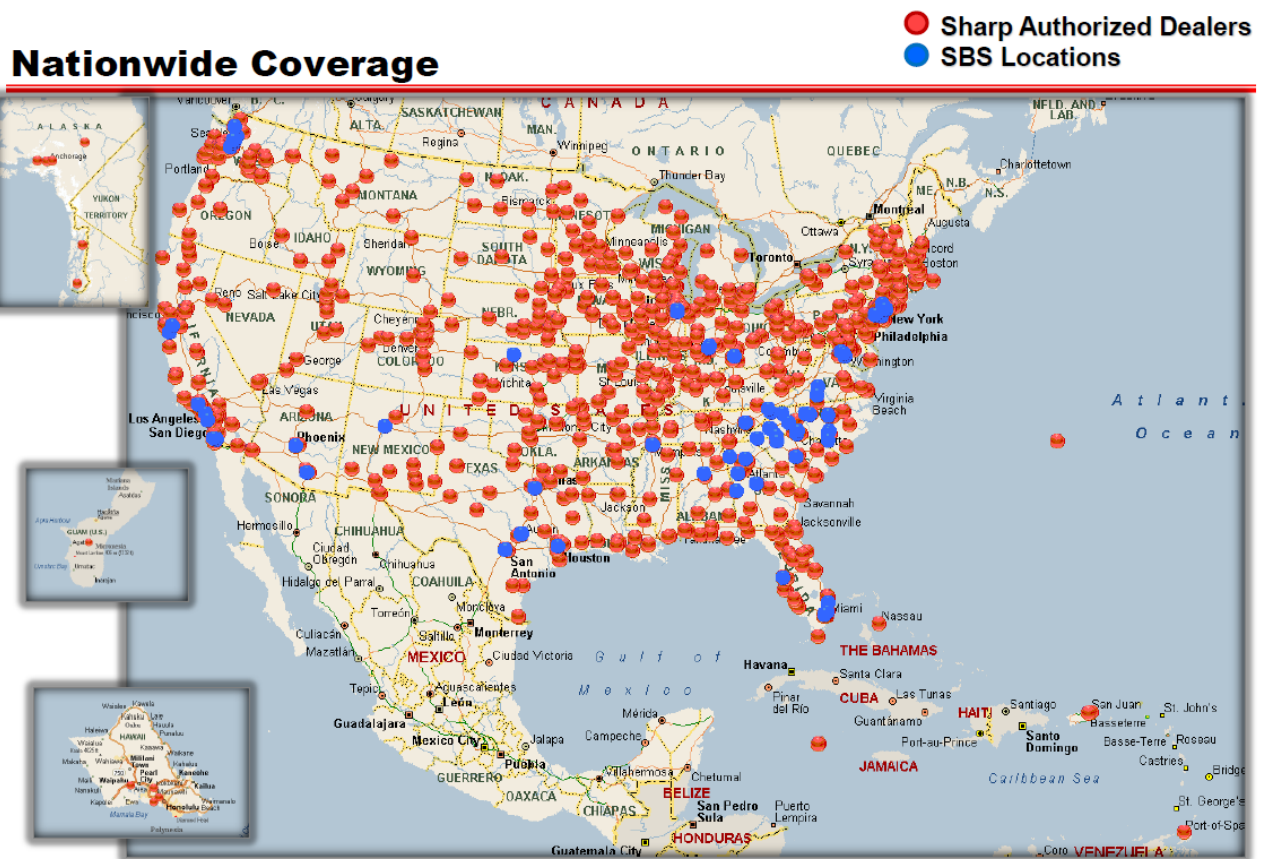
Unless otherwise specified in a Participating Addendum, Sharp shall adhere to the following Service Call Response Times based on the distance that Sharp's nearest Service Base Location is from the Purchasing Entity:

Service Zone	Definition	Response Time
Urban	Within 60 miles	4 - 6 Hours
Rural	60 – 120 miles	1 - 2 Business Days
Remote	120+ miles, or only accessible by plane or by boat	4 - 5 Business Days

Note, the required response time as defined by NASPO is stated above, however, Sharp makes best efforts to have the technician or dispatcher contact the requestor to confirm call receipt and provide an estimated time of arrival within 1 hour of receipt of call. Furthermore, Sharp's response time goal is set at a quarterly 4 business hour average for urban locations, 8-business hours for rural locations, and 48 business hours for remote locations. This standard actually exceeds the requirements as defined by NASPO ValuePoint.

Additionally, repair or replacement of parts and/or Devices shall occur within four (4) Business Days of Sharp arriving at Purchasing Entity's location.

Sharp Electronics Corporation maintains an extensive network of Channel partners who are required to maintain equipment service training standards and support Sharp's Performance Guarantee. Authorized Dealer locations primary, secondary and tertiary markets throughout the US. Those offices are shown on the map below titled "Sharp Locations". Please note that all Dealer office locations may not be shown. In some cases, only their headquarters location might appear on the map.



3/13/23

SHARP

In addition, Sharp maintains a dedicated Service Team with territorial responsibilities covering all 50 states, Puerto Rico and the Virgin Islands. Factory Service staff are organized into (2) Zones – East and West. Field personnel work directly with Sharp's Servicing Dealers on training and other service related issues. Sharp System Integration Engineers and Sharp Regional Service Specialists have extensive experience in their field and there are clear qualifications for the position.

e) How does your organization measure Technician performance?

Sharp service technicians are evaluated quarterly based on the standards determined by their local service supervisor. Sharp requires that all service technicians receive training and obtain certification of proficiency when new models are introduced.

To encourage that all technicians maintain a high level of service proficiency, Sharp conducts National Technician Competitions which recognize excellence.

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

Technician performance is evaluated based on the following criteria:

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- Average Response Time
- First Call “Fix Rate”
- Ability to fix a machine on the initial call/visit
- Customer Satisfaction

Multiple calls within a 30-day period would be escalated to a supervisor.

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

End user training occurs in several different time periods and formats.

Hands-on Training

Initial training will be conducted at the time of equipment installation and may be followed by a formal training plan upon request. The purpose of the initial training is to focus on basic functions including how to load toner, clear misfeeds and some of the important features of the installed model. The goal is to ensure the employees within the office have full use of the new equipment to not interrupt the office’s daily activities.

After the initial training, the Dealer or Branch will set up a mutually agreed upon time to provide more in-depth training. Sharp recommends that each area or division designate one or several individuals, depending on the size of the office, as Key Operators because Key Operators are provided more in-depth training on the inner workings of the device. The Key Operator training covers document processes, such as finishing, scanning and other options, instruction on how to maintain the unit, such as clearing paper jams and adding toner, as well as training on how to place service calls and collect meter reads.

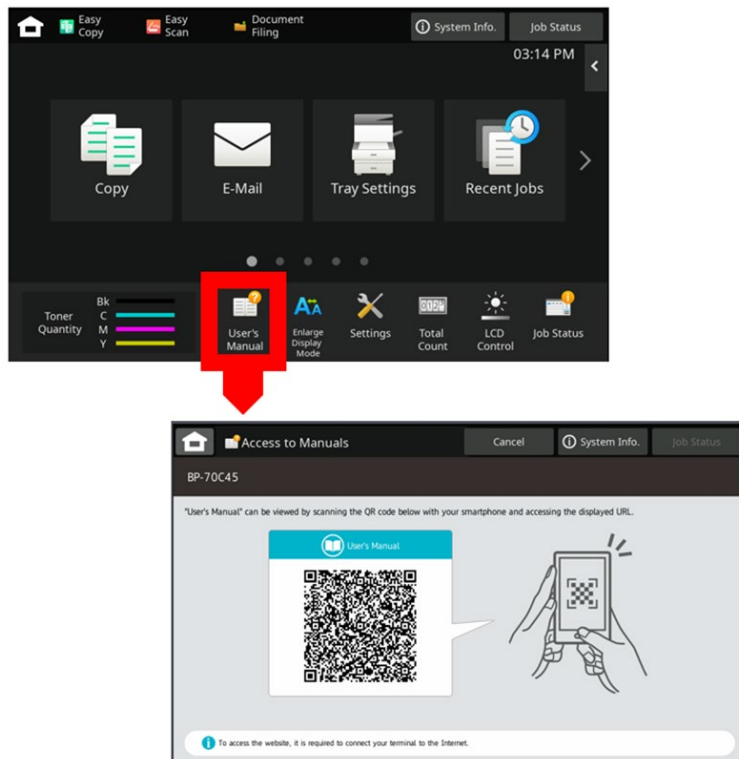
There are instances where advanced or specialized training may be requested by a client. In such cases, these types of training may be chargeable.

Control Panel

Sharp’s tablet-style touch-screen display offers image preview feature with flick, tap and slide navigation. The display on all Sharp MFPs contains a downloadable user manual. The user interface can be customized with one-touch access to the functions, files or applications that are most important to the end-customer. The experience can be fully personalized from the simple to the more complex. It allows you to add custom backgrounds and icons, change the display language, manage your document workflow efficiently and more securely, help eliminate redundant tasks, and seamlessly integrate your workflows.

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Web Based Training

Customized for the NASPO ValuePoint Contract, the My Sharp website includes the Sharp products on the NASPO ValuePoint Contract. My Sharp is a customized site that enables users to go online to view end user demonstrations on products on contract and to refresh operator training. This is provided at no additional charge. The site is available to every user 24 hours a day to assist in the operation of the installed devices.

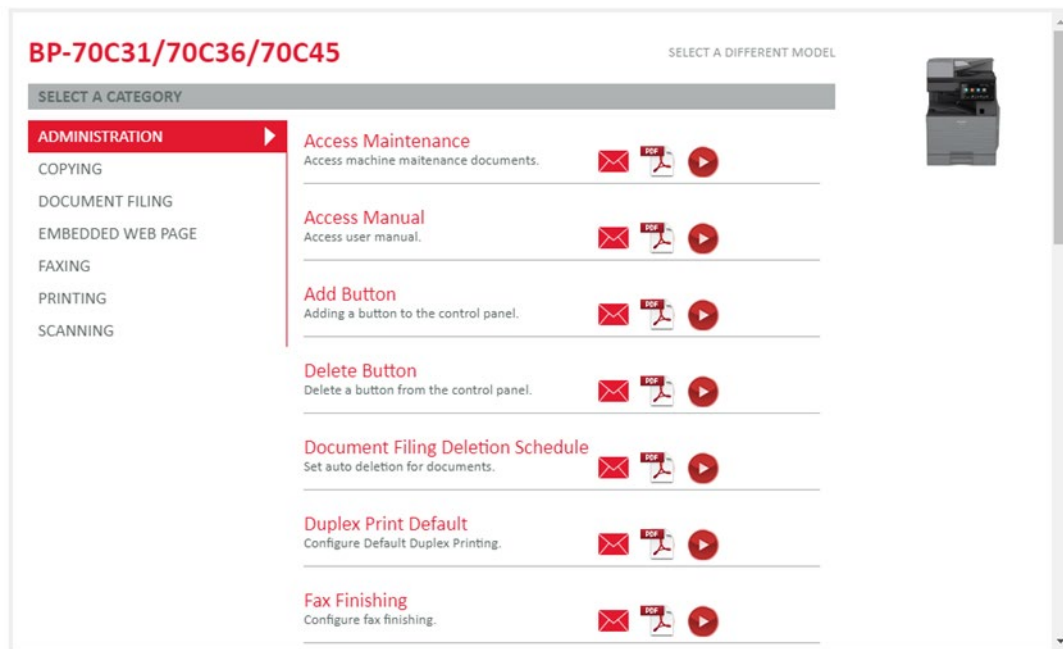
My Sharp features helpful demonstrations on how to use the scan, copy, print and fax capabilities of the installed Sharp office products, related software solutions and the replacement of supplies for those products. The material available covers a broad range of product features, from basic fundamentals such as "Changing Paper" to more advanced features such as "Email Destination Management". Demonstrations are immediately available for viewing as a flash file, with or without audio.

Users can also view, print or email a PDF version of the demonstration directly from the site. Small file sizes provide quick and easy access for viewing and downloading.

Benefits

- User friendly demonstrations on how to use your equipment and technology. You will automatically receive demonstration updates on new functions as they are released.
- Access MySharp online anytime, anywhere.
- Train new employees on office products quickly and effectively.

- Product features are grouped by category such as Printing, Copying, Faxing, Scanning, Software and Supplies.



MFP Voice (This is an optional feature available on request.)

Just when you think that you know how Sharp copiers can support an organization and their employees, Sharp offers a new capability. There is a new helpful and useful way of interacting with a Sharp MFP to get your work done. Regardless of your familiarity with how a Sharp MFP operates, you can control the copier using the power of natural language. With just the power of your voice, you can simply ask a Sharp copier to make a copy or scan a document. With Alexa Skills Blueprint, Alexa skills and responses can be created in minutes.

Training Posters

Training posters are also available upon request or can be downloaded to assist users to perform basic functions.



i) How long are your training sessions?

Generally, Key Operator training sessions are one hour in length. Additional training sessions can be scheduled, as needed, depending on the device requirements of the office and the options available on the equipment.

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

Often preventative maintenance procedures are performed early if responding to a service call request. This is to reduce down-time disruption for the agency.

In addition, Sharp provides proactive maintenance measures via Sharp's Machine Intelligence Call Assistance System (MICAS) which is a Sharp developed cloud-based device management program that reports real-time device status and a library of support tools to assist technicians in the field. Some of the features include real-time product diagnostics, advanced toner forecasting, dashboards, customer and fleet reports and the ability to update firmware remotely.

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

Preventive Maintenance calls include, but are not limited to routine cleaning, lubrication, necessary adjustments, and replacement of unserviceable parts. Preventive/Scheduled maintenance shall be performed in accordance with Sharp's recommendation.

In addition to Sharp's preventive maintenance policy, every emergency call includes a preventive maintenance check as follows:

- Complete Operations Check of the copier and its accessories
- Inspect the copier system to ensure all retrofits are installed
- Repair or replace any part that might be worn
- Review any questions with the key operator and train, if necessary
- Check all connected units to ensure all operating systems are functioning

The servicing Dealer or local Branch will schedule regular preventive maintenance service calls in advance.

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

Sharp will schedule preventive maintenance with the Key Operator at a time convenient with the location to not disrupt any operation at peak hours. Preventive Maintenance is truly that (preventative) to Sharp - and our servicing Dealers take pride in assuming a proactive position as it relates to service. It is common place for a service technician to conduct preventative maintenance measures on other machines while onsite or nearby at another site. This is covered under the service contract at no additional cost to the Purchasing Entity.

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.

The service technician is responsible for communicating all issues regarding the inoperable equipment directly with the customer. Generally, communication is managed via a phone call, but may be via email

if preferred. The servicing technician provides information regarding service call completion or if additional parts are needed with an ETA for those parts and a timetable for completing the service call.

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

The design of Sharp's equipment minimizes the need for software patches and updates because of our proprietary chip-based operating system. As part of the normal preventative maintenance as provided by the Sharp Dealer or SBS technician, software/firmware updates may be installed as required. Additionally, depending on the customer's preferences, most proposed MFPs can be set up to automatically update the firmware of the device. The update can be set on a daily basis at a specified time to eliminate disruption during the workday.

5) Customer Service:

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

A multi-tiered approach to account management enables Sharp to provide an excellent problem resolution process and response time. Customer support generally starts with the Government Major Account Manager (GMAM). However, in the case of NASPO ValuePoint, Sharp has elected to provide responsibility at an escalated level. Matt Euston, Director of Government and Major Accounts, is responsible for all problem resolution. As the "quarterback" for the account, Matt will work closely with management and the Sharp Customer Support Team to ensure that issues are resolved quickly and efficiently.

If escalation of a complaint is warranted, either Sales Management or Service Management is engaged depending upon the nature of the situation. In the case of a Sales related situation, John Sheehan, Senior VP of Sales would be contacted for resolution.

If the complaint required service escalation, the following process is employed:

Service Call & Escalation Process:

Although, service is generally customized and managed locally by the authorized Sharp Dealer or SBS locations, a typical service timeline/escalation process for Dealer service calls is shown below:

- 0 hour - Customer initiates service call
- < 1 hour - Technician contacts customer to provide an ETA
- 2 – 4 hours - Technician on-site within response target

On-Site - Escalation Process Begins

- **1.5 – 2.5 hours:**
 - If Technician is on-site 1.5 – 2.5 hours, has completed a total call and the problem is not resolved, Technician will contact team members
 - Technician will utilize support resources: Sharp Helpdesk#: MySharp Online Support
 - Service Technician will follow-up to determine what further actions will need to be performed.
- **If unable to resolve within 3 hours:**

- Technician will notify Field Service Manager or Branch Manager and request Service Specialist on-site support.
- If parts are needed, the following process must be followed:
 - Contact Manager to locate parts and arrange for pick-up (Check all available resources in the region)
 - Check Availability of non-inventory resources machine nearby
 - Check availability and have part shipped overnight to the nearest Branch
- **4 - 6 hours** - Service Technician on-site support
 - Service Technician will utilize all available resources to resolve problem (i.e. other specialists, Manufacturer, etc.)
- **8 hours** - If after 8 hours and the problem is not resolved:
 - Service Technician requests Manufacturer on-site support,
 - Field Service Manager and or Customer request will determine if service loaner is necessary,
 - Field Service Manager informs Account Manager of machine status.
- **8 hours** - Service Loaner Process begins
 - 8 -12 hours - Field Service Manager will request a loaner to be delivered to the customer site
- **1 - 2 days** - Service loaner delivered to customer and customer machine is delivered to nearest service location to troubleshoot.
- **2 - 5 days** - Manufacturer on-site to troubleshoot (Escalate to Director of Service if Manufacturer time frame is unacceptable).
- **5 – 10 days** – Machine repaired and delivered back to the customer

Sharp believes the Service and Maintenance process, as well as, the escalation steps described above will address the majority of situations which may occur with NASPO ValuePoint installations.

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

Sharp GMAMs work closely with the Dealer network and SBS to ensure customer satisfaction through periodic customer visits, emails, phone calls or postal service. Dealers or Branches may call key operators to confirm customer satisfaction following a service visit. Additionally, Sharp can generate a customer satisfaction survey that can be emailed to the customer, upon installation of the equipment. This data provides Sharp the ability to continually monitor the customer experience and level of satisfaction.

In addition, Sharp performs quarterly business reviews with our National Account customers, such as NASPO ValuePoint Participating Entities, to analyze data comparing the initial goals and objectives of the original installation plan.

Topics covered may include, but are not limited to:

- 1) Spend Data [Equipment for Quarter, Service YTD, Service/Professional services not covered under contract]

- 2) Prior Quarter Highlights [Review of site visits/customer meetings, Successes, Challenges, Review of previous quarter initiatives and results]
- 3) Future Quarter Goals [Overall game plan for upcoming quarter, New initiatives created]
- 4) Website Update (if applicable) [Update on usage, Content review, Utilization, Improvements]

In addition, data regarding Key Performance Indicators will be provided.

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

Sharp specifies the quality levels it provides to customers, thus ensuring that all employees in product planning, design, production, sales and post-sales aim for the same targets in their ongoing pursuit of quality improvement. Sharp's quality measures are implemented at multiple levels. First, products are inspected at the factory during production. Second, products are inspected when received on-shore. Thirdly, products are inspected again when received and assembled by the Dealer or Branch location. And, finally, products are tested for full functionality when delivered to the customer location.

Sharp manufacturing companies have obtained ISO 9001 certification of quality management. They have also adopted the Sharp Corporation Standards for proprietary quality assurance standards and conduct various assurance activities in each stage of the product production process; from planning, design and manufacture to testing/evaluation and marketing.

6) Ordering Process:

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

Based on the intent of this RFP, two (2) ordering processes are proposed. The first ordering process entails orders processed directly by Sharp through our National Account Program. A dedicated order processor would receive and process all orders at Sharp's Montvale headquarters.

The NASPO ValuePoint Customer Service Team members are highly experienced and knowledgeable of the NASPO ValuePoint contracts. They are fully dedicated to providing exceptional service and resolving any concerns or issues regarding the contract.

Responsibilities of the NASPO ValuePoint Customer Service Manager will include, and not be limited to:

Order Processing

- End to end accountability for all aspects of the NASPO ValuePoint order flow, from order entry to product shipping
- NASPO ValuePoint order maintenance and prompt resolution of exceptions
- Inventory Control and Management
- Tracking inventory flow for NASPO ValuePoint member agency orders to ensure they are fulfilled quickly and completely
- Manage adjustments to NASPO ValuePoint orders, including re-ships, to expedite the installation process

Order Staging

- Large NASPO ValuePoint orders or orders with multiple locations/Dealers are assigned a team who is accountable for a smooth order to install process

- All NASPO ValuePoint orders are tracked on asset level detail also capturing historical status dates
- All aspects of each NASPO ValuePoint order are monitored from order entry to install (or funding) status, to ensure accurate and timely resolution
- Coordination with inventory and logistics to meet the Participating Entity's shipping and/or installing instructions
- Coordination and communications with Sharp authorized Dealer(s) or Branch(es) on status changes and follow-up on install process for the Participating Entity
- Resolve changes to original Participating Entity order, including customer modifications, re-ships, damages, upgrades and downgrades
- Provide update reports on the current status, challenges or results to Sharp management, Dealers, Branches and Participating Entities.

The second ordering process scenario has Sharp authorized Dealers or Branch locations placing orders on behalf of the Participating Entity. Dealers or Branches would place orders using Sharp's Tech Data portal which has been specifically designed for Sharp and our product offering. Sharp will require that the Dealers provide copies of the Participating Entity's purchase orders in order to maintain audit capability.

Sharp's third party logistics business model, through Tech Data, enables Sharp to provide delivery of product in a most efficient manner. Sharp leverages the strength of Tech Data who has built a reputation as a leader in the distribution channel for more than 35 years by focusing on service, cost savings and continuous development. Tech Data's state-of-the-art logistics centers are strategically located to enable next-day service to most major metropolitan areas and because of their volume of business, their carrier partners provide our Dealers with the latest outbound pull times possible. This service guarantees timely order processing and delivery of equipment.

All NASPO ValuePoint orders are classified as National Account Orders as part of SNAP. All SNAP orders receive priority order processing and priority status, as it relates to inventory allocation.

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

If orders are processed through SNAP, all invoices will include the Sharp Representative's name, phone number and email address. If an issue arises with an invoice, the Purchasing Entity can reach out to their representative, and the representative will be able to resolve the issue. If the Purchasing Entity would like to escalate the issue, their representative can advise them accordingly.

If orders are processed by the Dealer or Branch, the Participating Entity can work directly with the Dealer to resolve invoice disputes. If a situation requires escalation the territory GMAM, will get involved to bring about a proper resolution.

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

When an invoicing error is identified or an overpayment is received, a credit is issued and posted to the customer account. So long as there is no outstanding AR on their account, a refund is issued. In the event

of a return, once the equipment is received back into our warehouse, a credit is issued to the customer account.

- 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.

Sharp plans for 60 days on hand of inventory across all models, with an additional 30 days enroute from overseas factories. Sharp has redundant manufacturing for key hardware to reduce the reliance on a single source location. Sharp has an extensive list of ocean carriers to ensure a continuous flow of inventory even during capacity constraints at origin ports. Domestically Sharp has an efficient supply chain process to ensure product moves from port to customer expeditiously.

7) Organizational Security:

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

Sharp's Data Breach Plan can be found in Folder 2- Technical Response.

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

Sharp's ISO/IEC 27001:2013 certification specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system within the context of the organization. As part of this certification Sharp adheres to the NIST SP 800-53, Revision 4 standards. As of today, Sharp has no products listed in the NIST National Vulnerability Database.

Sharp's Data Breach plan includes the following provisions regarding breach detection, notification, and response time.

Detection:

In the event of a potential breach, the Sharp Breach Notification Team will investigate the incident. In determining whether notification is required, the Breach Notification Team will consult with other members of the organization, including contractors and consultants to determine whether Sharp has a duty to notify individuals about the breach. Sharp will document its analysis leading to its conclusion.

Notification:

If the Breach Notification Team determines that Sharp must provide notification of the incident, the Team will prepare an appropriate notification plan.

Response Time:

Sharp must provide affected individual without reasonable delay but no later than 60 days after the date Sharp discovers the breach or should have discovered the breach if it had exercised appropriate diligence.

- 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?
Sharp has not had a data breach during the specified time period.

8) Hard Drive Protocols:

- a) Describe, in detail, the protocols that are followed for hard drive sanitation and removal.
Sharp's End-Of-Lease feature is standard on all proposed Sharp MFPs. This feature ensures that all data is overwritten before returning, or relinquishing control of the MFP. After the erasing process is completed, the MFP will be rebooted automatically and a completion report can be printed. This process includes the erasure of all user data, address books and settings, returning them to original factory defaults.

In the instance the customer's location requires the hard drive, Sharp will provide the customer the hard drive. A replacement hard drive will be installed at an additional cost.

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

Dealers and Branches that have signed the SNAP Representative Agreement must adhere to the terms and conditions of the contracts that they service.

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

Hard drive removal is not easily performed on Sharp Devices. In the event a technician is able to fully disassemble the Device and extract the hard drive; this would not constitute a data breach because the hard drive is protected with AES-256 bit encryption.

Typically, 256-bit encryption is used for data in transit, or data traveling over a network or Internet connection. However, it is also implemented for sensitive and important data such as financial, military or government-owned data. The U.S. government requires that all sensitive and important data be encrypted using 192- or 256-bit encryption method. Sharp meets or exceeds this security requirement.

9) Warranties:

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

Sharp's Three Year Performance Guarantee applies to all products procured and billed through our National Account Program, but is not applicable to equipment that has been damaged by accident or misuse, including improper voltage. If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the Three Year Performance Guarantee will no longer be valid. Sharp Electronics provides our National Account customers, such as NASPO ValuePoint, our Sharp Three Year Performance Guarantee which begins at the date of installation. The equipment purchased by the Participating Entity must be maintained under a full Service Maintenance Agreement offered through the awarded contract with a Sharp Authorized Dealer or SBS Branch and operated using only genuine Sharp supplies and parts.

This Three Year Performance Guarantee is provided as an assurance that Sharp Products and the Sharp Authorized Dealer network are committed to NASPO ValuePoint's total satisfaction.



- 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 outlined above in Section 9) a), the Sharp Three Year Performance Guarantee was established to ensure complete customer satisfaction. If a Sharp product procured and billed through the National Account Program is deemed by the Dealer or Branch service technician as un-repairable, it will be replaced with a like for like model, at no cost to the customer.

However, since the launch of the National Account Program fifteen (15) years ago, very few cases have been processed and the devices that have been replaced vary in model. Ultimately, it is Sharp's intent to satisfy the customer and ensure that their needs are met and the device is fully operational.

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.

As part of Sharp's Super Green Strategy, Sharp provides our customers a recycling option for Sharp Copiers which have reached their end of life. All Sharp Copiers, with authorizing documentation, can be shipped to one of three regional Sharp recycling centers. Sharp will be responsible for all disposition and Zero-Waste-to-Landfill recycling costs associated with the disposition of Sharp equipment.

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

Sharp does not offer a used cartridge allowance.

c) Describe your toner cartridge recycling program.

Sharp's Toner Recycling Program is FREE to all users and covers all consumables, including toner cartridges, bottles, toner collection containers and drum units. As part of our commitment to preserving the environment and reducing landfill waste, Sharp Electronics partnered with a Zero Waste to Landfill Recycler for recycling all Sharp consumables.

We encourage our customers to recycle in bulk by providing all collection and shipping materials, as well as all shipping and recycling costs, for the return of all used Sharp toner cartridges and consumables. Upon registration, customers will receive a Recycling Kit that contains 3 pre-addressed collection/shipping cartons. The carton can be conveniently placed in the customer's mail room or near the copier for easy collection and shipment of up to 10 used cartridges. Since the program's inception, each month over 4 tons of used toner cartridges have been prevented from ending up in a landfill. For more information on our recycling program, please visit www.sharppusa.com/recycle

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.)?

Sharp toner does not contain any "smart chips," computer codes or any other design element that would disable the equipment or impair it in any way. Sharp's latest MFPs offer a unique feature to ensure the toner is depleted in the cartridge prior to being replaced called Toner Lock. The Toner Lock feature locks each toner cartridge in place until it is completely empty. This not only ensures the toner has been thoroughly depleted but it also makes changing toner cartridges a snap. The toner that is empty will be pushed slightly out of the MFP making it easy to identify the cartridge to replace.

Additionally Sharp offers a toner estimation tool through MICAS. This feature takes the customers actual usage of toner and notifies the Dealer when to ship a new toner cartridge. This powerful feature can help ensure customers never run out of toner again.

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

Sharp does not recommend the use of third party or remanufactured supplies or ink/ink cartridges. As described below use of these supply will void the included 3 year Performance Guarantee.

In addition to our standard product warranty, Sharp Electronics will offer the Purchasing Entity the Sharp Three-Year Performance Guarantee. This additional coverage is an extended guarantee of device performance we provide to our Major Account Partners and National Contracts. Sharp customers never need to worry about the performance and operation of Sharp product acquired from Sharp through the active contract. If a MFP is not performing within the machine's design specifications and cannot be repaired by the Authorized Sharp Dealer and Sharp Service Technician, Sharp will replace the equipment with a like model with comparable features ... FREE. The 3-Year Performance Guarantee begins at the

date of installation. All equipment must be maintained under the full-Service Maintenance Agreement offered through the contract with a Sharp Authorized Dealer, and operated using only GENUINE Sharp supplies and parts. This guarantee applies to all products procured through and billed under the NASPO ValuePoint agreement and is not applicable to equipment that has been damaged by accident or misuse, including improper voltage. If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the 3-Year Performance Guarantee will no longer be valid. This 3-Year Performance Guarantee is provided for your assurance that Sharp Products, the Sharp Authorized Dealer network, and the Sharp Alliance are committed to your total satisfaction.

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.

Sharp Dealers and Branches have been providing Managed Print Service solutions since 2007. Key personnel are members of Managed Print Services Association, CompTIA and/or Business Technology Association to learn and share best practices as it relates to MPS.

- 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?

During a Current State Assessment, Sharp captures detailed information about the inventory of equipment, print and copy volumes, costs, workflows and the end-user's needs, together with an analysis of the supplier base, support operation and security requirements. This will be accomplished by silently monitoring printing for at least 20 - 30 business/calendar days to derive quantitative data on user/device volumes, job demographics, device utilization and associated costs.

Sharp will also conduct qualitative discovery by interviewing the end-users and/or decision makers at the sites on how the devices are being used, do the current devices meet their specific needs, and about any specific applications that require the specific device in question. Other data requested from the appropriate departments may include: floor plans, supply costs, current leases, install dates, supply and service contracts, etc. All devices discovered are labeled on floor plans. Device information obtained during on-site visits include: Device type, make, model, serial number, specifications, location, manufactured date, page count, and other information that may be deemed necessary in determining appropriate functionality

During the initial assessment, Sharp will capture all devices regardless of manufacturer or network capabilities in order to create an optimization strategy based on industry best practices and consolidation methodology.

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

Once the data has been collected through Sharp's initial assessment, an analysis can be completed to

provide a complete Total Cost of Ownership (TCO) for the current hardware state. This allows us to remodel the fleet to create an optimized future hardware state which will help to:

- Reduce cost
- Create greater efficiency
- Deliver the key functionality requirements

Sharp looks for and incorporates improvements that will not only maximize productivity and a company's competitive edge, but will result in both hard and soft cost savings to help address a company's technology initiatives.

Sharp utilizes a variety of methods to identify these areas including:

- Gartner Group Round Table Results
- Results from customer surveys
- Feedback from client, end users, and customer personnel interacting with program managers
- Data from management reports
- Benchmarking from similar enterprises
- Knowledge and expertise with emerging technologies and best practices

Sharp will utilize all available resources to access organizational changes and present recommended improvements to help reduce costs. All proposed improvements and potential improvements may be discussed at monthly or quarterly account review meetings.

- 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.

Communication and setting of expectations of both parties, including end-users, is critical for a successful implementation.

The Sharp Government and Major Account Team consists of eleven (11) account managers who will be the primary contact for all NASPO MPS installations within their territories. In addition, Sharp utilizes Authorized Dealers, Certified Channel Resellers, Sharp Direct Branches and their Authorized Agents for marketing, supply, installation, training and service support of MPS installations. Accordingly, each Dealer, Branch or agent will assign appropriate personnel to each implementation.

A successful installation will require support from the agency IT Staff for any IT testing, customization and configuration required prior to roll-out of any new equipment. This will be determined and coordinated during pre-installation meetings. Additionally, the customer will need to communicate to the end-users changes occurring during installation and give clear expectations. An agreed upon communication plan needs to be collaboratively developed and followed. All changes and change requests are logged and documented for reference.

A Sharp representative will have a role in the implementation team and will also be a part of the customer's operational team and will help to manage the transition and communication between the two teams.

Sharp's MPS philosophy includes an on-going assessment for continuous improvement through quarterly reviews. Through assessments and analysis, Sharp will review and measure end user satisfaction and volume trends. Quarterly action plans and objectives for both Sharp and the customer assure continued improvement with accountable results. Depending on usage and growth, Sharp may adjust the fleet base. Through on-going assessments Sharp will also evaluate workflow and make recommendations to help address other workflow processes or technology initiatives. For example, there could potentially be solutions that provide soft costs to give time back to end-users for core job functions.

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.

Sharp will provide installation schedules, communication messaging, training and activity reports to help support the change management activities.

Sharp offers initial training at the time of equipment installation. The purpose of the initial training is to ensure the location where the installation occurs can have full usage of the new equipment immediately upon delivery so as to not interrupt the customer's workflow.

Hands-on Training

Initial training will be conducted at the time of equipment installation and may be followed by a formal training plan upon request. The purpose of the initial training is to focus on basic functions including how to load toner, clear misfeeds and some of the important features of the installed model. The goal is to ensure the employees within the office have full use of the new equipment to not interrupt the office's daily activities.

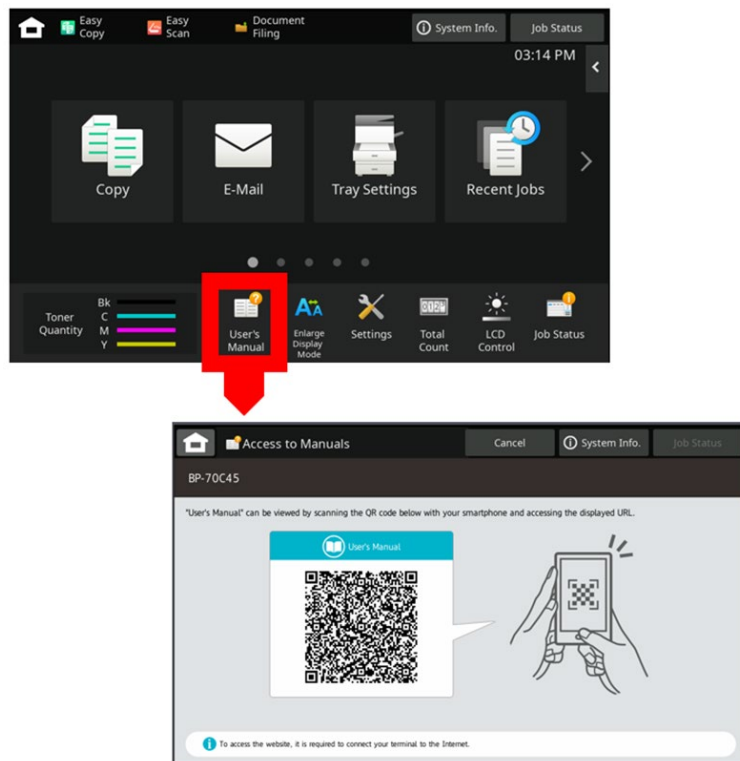
After the initial training, the Dealer or Branch will set up a mutually agreed upon time to provide more in-depth training. Sharp recommends that each area or division designate one or several individuals, depending on the size of the office, as Key Operators because Key Operators are provided more in-depth training on the inner workings of the device. The Key Operator training covers document processes, such as finishing, scanning and other options, instruction on how to maintain the unit, such as clearing paper jams and adding toner, as well as training on how to place service calls and collect meter reads.

Sharp's Technical Staff, Government and Major Account Manager, and the installing Sharp representative will complete a final walk through of the installations to ensure that all equipment is installed and fully operational. They will be available to answer any additional questions regarding the equipment or if there is a need for additional training. In addition, Sharp will provide Technical support to your Systems Administrator to ensure a smooth and seamless installation to the network.

Control Panel

Sharp's tablet-style touch-screen display offers image preview feature with flick, tap and slide navigation. The display on all Sharp MFPs contains a downloadable user manual. The user interface can be customized with one-touch access to the functions, files or applications that are most important to the end-customer. The experience can be fully personalized from the simple to the more complex. It allows you to add custom

backgrounds and icons, change the display language, manage your document workflow efficiently and more securely, help eliminate redundant tasks, and seamlessly integrate your workflows.



Web Based Training

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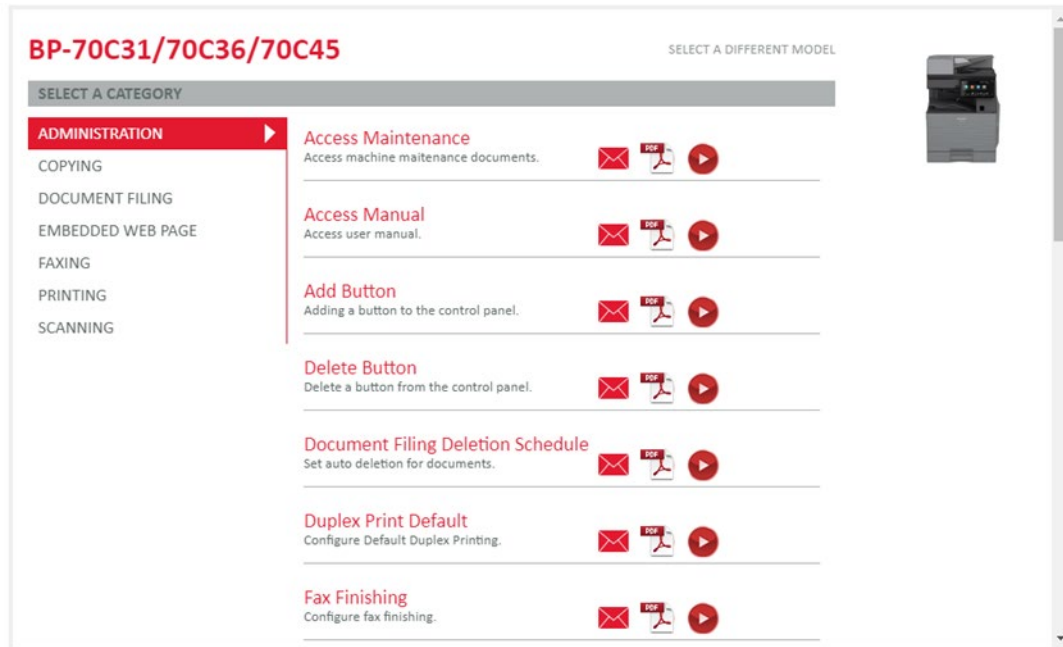
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Training Posters

Training posters are also available upon request or can be downloaded to assist users to perform basic functions.



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

Sharp Electronics is recognized as a leader in technology and as a result we can leverage the strength of Sharp Labs of America in developing our own software. Examples include Sharp developed solutions such as MICAS and Sharp Remote Device Manager (SRDM), to provide better metrics to manage customer printer fleets, insure higher-up time and more accurate billing.

MICAS and SRDM

Sharp has a strategic partnership with Tech Data, Clover, Kodak Alaris and Lexmark. Tech Data, Sharp's 3rd Party Logistics Model, allows Sharp to provide delivery of product in a most efficient manner. Sharp leverages the strength of Tech Data who has built a reputation as a leader in the distribution channel for more than 35 years by focusing on service, cost savings and continuous development. Tech Data's state-of-the-art logistics centers are strategically located to enable next-day service to most major metropolitan areas and because of their volume of business, their carrier partners provide our Dealers with the latest outbound pull times possible.

Sharp also works closely with Clover to ensure that we are competitive with compatible toner cartridges for non-Sharp legacy A4 printers and are notified when new toner cartridges are available for newer higher printer models. Additionally, we monitor orders to ensure that high yield cartridges are being shipped for these competitive A4 printers.

Quarterly Business Reviews are critical to ensure that efficiencies and continuous improvements are being transferred to the customer. During the Quarterly Business Review (QBR), we provide Key Performance Indicators (KPIs) for cost savings and service responsiveness to collectively drive continuous improvement, meet your evolving needs and ensure we are moving the established technology roadmap forward. We actively seek to make recommendations to increase efficiency and reduce costs by reviewing trends from the gathered data over time.

The format of these reports and the data to be included can be customized and will be discussed upon award to ensure all relevant information can be captured and accurately defined. Examples of reports, data and topics that we typically review:

- Print Policy Initiatives
- Cost Savings Goals
- Service Statistics
- Industry trends
- Workflow Enhancements
- Best Practice Sharing
- Over/Under Utilized Devices and Trends
- Security Compliance
- Billing Needs
- Sustainability Strategies
- Productivity of the electronic document.

Identifying the highest volume users to create ways that help reduce paper output is critical. Additionally, we work to identify ways to use scanning and (EDM) document management software to reduce output production and help keep the document electronic whenever feasible.

Some strategies that we recommend exploring and implementing through our Print Management Software include:

- Remind users via popup to print duplex
- Route large jobs to dedicated high – volume printers
- Discourage users from printing emails
- Discourage printing web pages in color
- Show a dialog displaying environmental impact statistics about their job, such as, the amount of carbon dioxide equivalent greenhouse gases produced
- Prompt the user to confirm large jobs before printing
- Automatically route large jobs to more efficient high-volume printers
- Least-cost routing - suggesting a more cost-effective printer.
- And much more...

Sharp will pursue new technologies throughout the contract term to reduce output and maximize the productivity of the electronic document. We can work with the highest volume users to create ways that help reduce paper output. We will try and use scanning and (EDM) document management software to reduce output production and help keep the document electronic whenever feasible.

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

Our experience has taught us the importance of a well thought out implementation plan prior to delivery, installation, and training, as well as post-delivery support methodology. Below are our suggestions on how we can best work to ensure the transition to new office technology is as seamless as possible. To gain the maximum benefit and cause as little disruption as possible during the transition process we suggest communicating in advance to all the people involved what changes will be occurring, why the changes are occurring and explain the anticipated benefits for the people involved.

Working with you we can:

- Draft a letter/email/bulletin-board notice to communicate in advance, what, why, when, who, how and benefits of the program.
- Customize notices based on the audience; Users, IT staff, Procurement staff, Accounts Payables staff, Key Operators, etc.
- Be sensitive to not only the organizational objectives but also the perceptions and feelings of employees.
- Provide support to employees as they deal with the change and provide them a mechanism through which to provide their opinions and suggestions.
- Prior to a large-scale implementation of the new program, we can deliver systems to selected training sites and conduct pre-installation training on selected systems.
- Provide pre-scheduled, initial on-site training and also conduct supplementary training classes as needed for no additional charge.

- Provide access to MySharp, a customized, web-based training resource. Users will be able to access a wide variety of machine demonstrations and instructions for commonly used features.

Once the delivery and installation of your new fleet is complete and Sharp has done the first round of training, with your permission, Sharp will complete a post installation survey of all or selected departments to isolate any trouble spots or people in need of additional instruction.

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

Sharp looks for and incorporates improvements that will not only maximize productivity and a company's competitive edge but will result in both hard and soft cost savings.

Sharp utilizes a variety of methods to analyzing life cycle efficiency:

- Gartner Group Round Table Results
- Buyers Laboratory Inc. (BLI) Data
- Results from customer surveys
- Data from management reports
- Benchmarking from similar enterprises
- Knowledge and expertise with emerging technologies and best practices

Sharp will utilize all available resources to access organizational changes and present recommended improvements to customer contacts. All improvements and potential improvements are discussed at monthly or quarterly account review meetings.

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

Sharp fully integrates with cloud-based Print Management solutions such as Microsoft Universal Print, Papercut, Printer Logic, and many others.

j) Describe your remote device monitoring services.

i) Do you obtain meter reads automatically?

The meter reading process can be automated through electronics mean via Sharp's MICAS technology. MICAS (Machine Intelligence Call Assistance System) is a cloud-based, real-time device management application that uses Sharp's Remote Email Diagnostics (R.E.D.) to collect device data and alerts. Sharp authorized Dealers can use the MICAS service to help monitor and track the status of devices, making device management hands-free. This service tool helps generate automated meter data, real-time service alerts and advanced device monitoring tools. Service providers can also include remote service capabilities and support other OEM devices via the MICAS Agent which is a locally installed software at the Purchasing Entities agencies' location.

ii) Do you have an automated toner replenishment program?

With the aid of MICAS a servicing Dealer can estimate exactly when a toner cartridge will need to be replaced. This allows the servicing Dealer to send out toner cartridges when they are needed, reducing the wasted space of a toner closet in each location.

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

User Authentication:

For convenience, Sharp offers PIN Printing, at no cost. This simple method applies a 5 to 8 digit passcode (PIN) to a print job that must be entered at the device prior to printing at the MFP. The name of the sender and the name of the file are visible in the Print Queue. Both of these attributes can be masked, if desired.

Serverless Print Release:

To add more convenience with security, select Sharp MFPs can be designated as a print server, and have the job released on another supported machine that is on the same network. Users can simply walk up to the most convenient printer and securely release their print jobs. It is a standard feature on select MFPs and up to five client machines can be connected for this function.

Secure Printing:

In addition, Sharp provides authenticated printing which ensures that if proprietary information is included in a print job, it can be tracked back to the user. When user authentication is enabled, all print jobs are authenticated and only validated print jobs are accepted on the device. In addition, with the Sharp document systems, users can send print jobs and store them on the MFP's hard disk drive, which can then be securely released using a PIN number or via user authentication. It also helps minimize waste from jobs abandoned at the printer.

Sharp has the ability to offer a variety of secure print options which allow NASPO Purchasing Entities to take control and manage printers, copiers and multi-function devices. These options can be implemented as cloud based or server based applications. Some of the capabilities include:

- a) Printer errors: Notify when a printer enters an error state for a selected period of time.
- b) Low Toner warnings: Notify when a printer runs low on toner (for supported printers).
- c) Application errors: Notify if a software or application error is detected. This option will allow administrators to proactively act on errors raised in the Application Log section.
- d) License errors: Notify on important license events such as exceeding the licensed user limit.

Intrusion Detection:

Network security is the fundamental process to protect organizations' network and resources from improper use, intrusions, denial-of-service (DoS) attacks and unauthorized access and modification. Sharp MFPs help IT administrators and security officers design comprehensive security environments to ensure only authorized parties and protocols are allowed to access their network with Sharp MFPs and printers.

- Network communication protection via TLS
- SHA-2 certificate
- Wireless LAN communication protection
- Secure protocols such as Kerberos, IPv6, and SMBv3
- IP address and MAC address filtering
- Port management
- Disable/enable features and functions
- SNMPv3 communication
- Device certificates
- IEEE802.1X™ authentication

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

Sharp will work with the customer to ensure optimal threat mitigation at the MFP and printer data points and recommend review of the following:

Access Control & Password Management

Implement secure user access control (Active Directory® or LDAP user authentication)

Ensure that users are assigned to properly configured authority groups

Disable unused device functions

Limit users who have administrator's rights

Apply more complex administrator password rules

Network & Communication

Close unused ports and disable unneeded network services and protocols

Use IP and MAC address filtering to limit MFP access to only necessary PCs

Enable the TLS protocol to secure all communications

Enable S/MIME, POP3 and SMTP authentication if possible

Change the MFP's SNMP community name from its default "public"

Do not "publish" an MFP's IP address outside your organization's firewall

Ensure Wifi and mobile security are properly configured

Data Encryption & Overwrite

- Install a Data Security Kit (DSK) or configure built-in data security features for data protection (in transition and at rest). Data Overwrite Up to 10 times (programmable).
- Device Intrusion Security ensures only authorized entities are permitted to access the device over the network.
- Trusted Platform Module (TPM) utilizes cryptographic keys to authenticate and validate the system hardware during bootup (included with Data Security Kit).i
- Application Whitelisting detects access attempts to the machine file system and denies access if the source data is not on the whitelist.
- Firmware Attack Prevention and Self-Recovery can help identify malicious intrusions and restore the machine's firmware to its original state.
- Document Security prevents unauthorized access to printed documents.

- Email Security features enhance data privacy capability with the Email Connect feature, which establishes a direct connection for Exchange servers or Gmail.
- Mobile and Wireless Security provides optimal security for mobile users to connect with the corporate network via the MFPs and printers.
- Audit Trail job log features provide comprehensive auditing of all user activities and device events.
- Fax Security provides a logical separation between the fax telephone line and LAN.
- Data Security at End-of-Lease ensures that all confidential data is overwritten before the device leaves the facility.

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.**

Sharp will provide an analysis summary and recommend an optimization strategy based upon a print assessment and vulnerability evaluation. The proposed solution may include the removal and re-deployment of devices, modifications of standards, upgrades to the print environment and device lifecycle management. Sharp's recommended optimization strategy will include optimal fleet configuration and utilization based on the gathered data and end user surveys.

Sharp's strategic partnership with Clover provides our Dealer and Branch locations with a means to provide supply and service support for non-Sharp legacy printers.

As part of on-going assessments, Sharp will evaluate workflow and make recommendations to help address workflow processes or technology initiatives. Reviews can include metric reporting on moves, additions and changes. Sharp will also review and measure end user satisfaction and volume trends and make recommendations for asset reallocation. Sharp will also discuss a customer's technology initiatives and see how Sharp can help to facilitate or assist with these initiatives with other Sharp technology offering and integration.

Topics covered may include, but are not limited to:

Spend Data [Equipment for Quarter, Service YTD, Service/Professional services not covered under contract]

Prior Quarter Highlights [Review of site visits/customer meetings, Successes, Challenges, Review of previous quarter initiatives and results]

Future Quarter Goals [Overall game plan for upcoming quarter, New initiatives created]

In addition, data regarding Key Performance Indicators will be provided.

13) Promotion of the NASPO ValuePoint Master Agreement

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

Sharp's contract team has a combined experience of more than 50 years working with and managing contracting cooperatives. Sharp has participated in several contracts for more than 20 years. In addition to being listed on the current NASPO agreement, #140603, we also are participating in the following multi-state contracts PEPPM, Sourcewell and Equalis. We also participate in many state and local contracts including State of Arizona, State of New York and Texas DIR

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

Sharp will actively promote the Contract to both our national Dealer network, as well as to all current and potential customers. Sharp's marketing strategy includes educating our Dealer network and customers on the benefits of NASPO contract. This effort is multi-tiered and includes a customized web link accessible via Sharp's intranet, customized brochures and flyers, Dealer training materials and by the participation in NASPO recommended national and regional trade shows. Sharp can (will) design and create co-branded banners for Dealers to display at trade shows and meetings.

Sharp will participate in cooperation with NASPO in national and regional trade shows to promote this contract. Examples of these shows includes: NAEP (National Institute of Educational Procurement), I-ASBO (International Association of School Business Officials), NIGP (National Institute of Government Purchasing), NPI (National Purchasing Institute), other NASPO recommended trade shows will be actively considered, as well. On a regional basis, Sharp will encourage our Dealers to participate in state and/or regional government and education tradeshow to represent Sharp and promote our relationship with NASPO.

Sharp will invite NASPO management to actively participate in Sharp's state and national Dealer meetings. State meetings are held regionally, include local representation by Sharp Dealerships and are scheduled throughout the calendar year. Sharp's National Dealer Meeting is held annually and gives NASPO management access to Sharp's network of 350+ Dealers, as well as a visible presence as a preferred business partner.

Sharp will provide incentives for using the NASPO contract to Dealer sales people through our Ultimate Rewards program. This program is a versatile, online sales and merchandise program designed to reward Sharp Dealer, CCR and SBS sales reps and Sharp Dealer, CCR and SBS sales managers for selling Sharp products through the NASPO contract. All Sharp Dealer sales reps and sales managers are encouraged to improve their level of sales and technical competency by completing the Sharp Academy online training program - the best in-depth and up-to-date education on Sharp products, software and solutions. The Ultimate Rewards point values earned are directly related to the Sharp Academy level of training completed. This business model encourages our Dealer sales reps to continuously train and maintain a high level of industry and product knowledge.

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

Sharp's marketing strategy includes educating our Dealer network and customers on the benefits of an awarded NASPO contract. This effort is multi-tiered and includes a customized web link for each state accessible via Sharp's intranet, customized brochures and flyers, Dealer training materials and by the participation in NASPO recommended national and regional trade shows. Sharp can (will) design and create co-branded banners for Dealers to display at trade shows and meetings.

By participating in NASPO in national and regional trade shows such as NAEP (National Institute of Educational Procurement), I-ASBO (International Association of School Business Officials), NIGP (National Institute of Government Purchasing), NPI (National Purchasing Institute), Sharp will have the ability to directly interact with Purchasing Entities. This direct contact enables Sharp to discuss the benefits of the NASPO ValuePoint contract, and educate potential Purchasing Entities on the benefits and advantages of utilizing and purchasing through the Master Agreement. Sharp currently has presentations, whitepapers and infographics which are used for promoting contract purchasing.

- 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?)

As a current NASPO Vendor, Sharp is familiar with and understands the requirements associated with negotiating multiple Participating Addenda (PA). Sharp currently has 23 NASPO PAs for the current Master Agreement. Sharp has assigned a dedicated resource for managing and negotiating the Master and Participating Agreements and will devote other resources as needed during the negotiations. A National Team of Government and Major Account Managers also provides local support for each participating state.

Sharp is confident we have the resources and team needed to meet the demands of the NASPO contract and the multiple state Participating Addenda.