

Section 4: NASPO ValuePoint Master Agreement Statement of Compliance

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

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

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

[Neopost Response: Neopost has read and understands.](#)

4.1.a Insurance

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

[Neopost Response: Neopost can meet the insurance coverage as described Section 7.M. Regarding 7.M.1.5, Neopost advises that we cannot guarantee prior notice of cancellation will be provided to the State within a 30 day period. Upon receipt of notice, Neopost will notify state within 10 working days.](#)

4.1.b NASPO ValuePoint Administrative Fee and Reporting Requirements

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

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

[Neopost Response: Kathie Ruggiero is the person responsible for the NASPO Sales reporting.](#)

4.1.c NASPO ValuePoint eMarket Center

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

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

[Neopost Response.](#) Neopost has already established a catalog on the eMarket Center in compliance with NASPO and SciQuest. Neopost has a hosted catalog for the NASPO contract.

4.2 Lead State Terms and Conditions.

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

[Neopost Response:](#) Neopost has read and understands.

4.3 Participating State Terms and Conditions.

As a courtesy to Offerors, some Participating State Specific Terms and Conditions are provided in Attachments to this solicitation. These are for informational purposes only and will be negotiated with individual Participating States after award of the Master Agreement. Each State reserves the right to negotiate additional terms and conditions in its Participating Addendums.

Offerors shall submit a statement that they understand they may be required to negotiate these additional terms and conditions when executing a Participating Addendum.

[Neopost Response:](#) Neopost has read and understands.

4.4. Technical Requirements

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

4.4.1 Offeror Profile

Provide the following information specific to your company:

- a. Your company's full legal name.

Neopost USA Inc.

- b. Primary business address.

478 Wheelers Farms Rd., Milford, CT 06461

- c. Describe your company ownership structure.

Neopost USA Inc, a corporation duly formed under the laws of Delaware USA on 12/29/76, is a direct, wholly-owned subsidiary of Mailroom Holding Inc. who in turn is wholly owned by Neopost S.A.

- d. Employee size (number of employees)

Approximately 1,448

- e. Website.

www.neopostusa.com

- f. Sales contact information.

Larry Waters

Neopost Government Account Manager

281-216-4596

Email: L.waters@neopost.com

- g. Your client retention rate during the past 3 years.

Our client retention rate consistently exceeds 70% when customers have the opportunity to cancel, renew or upgrade their expiring contract.

- h. A brief history of your company and the year it was founded.

Neopost has been in the business since 1924. Neopost has a long history in the provision of the Products and Services and Support of the Mailing Room Equipment Industry. During its 90+ year history, Neopost has delivered innovative mailing solutions, including the first electronic postage meter, the first folder/inserters with automated setting adjustments and its renowned digital ink jet mailing systems. We have a direct presence in 31 countries and our products and services are sold in more than 90 countries.

- i. Describe your company's growth during the past three years.

Over the years we have proved that we can innovate in this global changing market and our company has seen growth through continuous product innovation and process improvements. Neopost has grown to become a leading global provider of mailing and shipping solutions as well as digital communications management. We focus our products, services and solutions on the entire mail flow process including data creation of the documents (electronic or paper), finished mail, tracking, expense management and logistic/shipping solutions that help our customers control expenses, manage their customer communications, gain efficiencies, reduce operating costs and

increase revenues. Our fastest growing product segments improve many business-critical processes that occur outside of the traditional mail center. Neopost has therefore chosen to invest in new activities related to Communication & Shipping Solutions, which combine Digital Communication (Customer Communication Management and Data Quality) and Shipping Solutions.

The share of sales from digital communication and logistics solutions in total Group sales has tripled in four years, from 8% in 2011 to over 23% in 2015. We are targeting a share of 35% in three or four year's time.

4.4.2 Customer Service

- a.** What are your hours of operation and when are key account people available to us?

Customer Service agents are available Monday to Friday, 7:00am - 6:00pm CST. Customer Service can be reached at 1-800-NEOPOST (1-800-636-7678).

You can also call your local account team during standard business hours.

- b.** Describe how problem identification and resolution will be handled.

The Local Neopost Channel Partner location would be the first point of contact. We empower our distribution channel partners to proactively resolve local customer issues.

If one of our channel partners cannot resolve a customer issue locally, they have a direct connection to the NAGA (National and Government Accounts) Admin Team. A NAGA Admin team member will take on the open issue and see it through to satisfactory resolution.

Case management documentation and reporting is used throughout the process to effectively document, track, report and close out all open issues to the highest customer satisfaction levels.

NAGA Admin team members are empowered to make decisions and resolve customer issues. They are evaluated upon very specific problem resolution and customer service SLA's and handles exclusively Neopost's largest and most complex NAGA customers.

If the NAGA Admin team member cannot resolve the open issue in a timely manner because of extraordinary circumstances there is an executive leadership escalation and priority process including the Manager, NAGA Administration, NAGA SRG Operations Manager, the VP of NAGA and the VP of Operations & Customer Service.

Together these items are prioritized and afforded the highest visibility for immediate resolution and customer communication.

- c. How will you service our account? Describe the system you will use to manage our account.

Neopost USA deploys and utilizes a fully integrated service management system which records and monitors all service related activities and visits relating to our customers. This environment produces the requests for technicians to attend a breakdown visit and assigns the correct technician based upon skill sets, geography, and availability and spares stock.

Our system allows us to measure and record all aspects of the service teams, either within a location or nationally across many sites. The results are used to monitor a branch's attainment of goals. National levels of services are reviewed at executive levels each month. Deviations or decreases in performance are reviewed with the local service team, the local General Manager and the departmental staff to offer corrective actions and plans to prevent future occurrences should they arise.

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

All of Neopost utilizes a Customer Relationship Management (CRM) tool in order to track and respond to issues and concerns from our Channel Partners as well as the end user of our products. The CRM tool is helpful for us in managing our cases and allows us to track outstanding issues in real time which, in turn, allows for accountability within the organization. The CRM functionality, called Case Management, allows customer-facing and customer-supporting teams across Neopost and MailFinance (our leasing company) to more effectively collaborate cross-functionally to deliver better, faster and more accurate service to our customers and partners.

Neopost USA Inc. provides a toll free hotline, help desk and centralized troubleshooting, as well as a link on the Neopost USA website.

- e. How do you assess customer satisfaction?

Neopost USA employs a dynamic customer satisfaction survey process, where customers with recent service are randomly contacted directly each month and their experiences with Neopost are recorded. This, again, is measured and recorded each month for senior management to review and focuses on how we delivered our services from the customer's perspective.

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

Neopost uses the finest materials and automated processes available to ensure that your equipment meets the highest of standards. All Neopost systems receive extensive quality assurance checks throughout the

manufacturing cycle. Neopost systems also go through a rigorous testing process to ensure the equipment meets our high standards of performance. Neopost has met all the requirements to become ISO 9001 and ISO 14001 certified.

Neopost is committed to exceed customer expectations and stands behind all the mailing and shipping solutions we manufacture and distribute with our Customer Satisfaction Guarantee. Neopost strives to deliver products that provide our valued customers with dependable performance throughout the time of ownership.

4.4.3. Technology

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

MyNeopost is Neopost USA's customer portal, accessible anytime from anywhere to manage your Neopost Account. Through this portal you can

- Order supplies
- View real-time postage balances
- View and export postage spending activity
- View, print and pay Neopost, NeoFunds[®] and MailFinance invoices
- View product operating guides and tutorial videos
- Track USPS[®] shipments and Certified Mail[™]*
- View and export postage spending by department and postal class*
- Access online subscription services for shipping and multi-channel document delivery

Phone – 203-301-3400

Email – government@neopost.com

Online – myNeopost.com - For ordering Supplies

e-Market Center - Supply and Equipment Purchases

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

The servicing Neopost Channel Partner will place the orders following the guideline requirements provided in this RFP. Neopost will provide our Channel Partners with a NASPO 2016 Playbook and Synopsis which will outline the guidelines for ordering equipment using this contract.

The order is received by the Neopost USA order entry team who do a quality assurance review to validate all necessary contract requirements under this RFP are met.

After validation, the order is processed and sent to Neopost Distribution for shipment of equipment.

Neopost has been processing NASPO contract orders for 10 years using this method. Neopost Channel Partners are very familiar with the NASPO contract and the order process.

4.4.4. Data Security

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

Neopost USA conducts business ethically, legally and with integrity. All employees are required to sign confidentiality information agreements. Access to our facilities is restricted through the use of appropriate controls, including physical barriers and identification badges, while access to electronic information is controlled by various role based securities and authentication methods. In addition, Neopost employees are required to take yearly instruction on HIPAA/HITECH requirements.

4.4.6 Promotion of the NASPO ValuePoint Master Agreement

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

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

Neopost has developed a Master list of all participating states on the current NASPO contract. We have contact information for the state contract stakeholders. We developed this list for the 90 day extension of the current contract. We wanted to ensure that we had all extensions complete and that we notified the state about the upcoming contract. Once the contract has been awarded we will notify each state and provide them with the new Participating Addendum (PA). We will begin the process of negotiating the new terms and conditions. We are prepared to have them all completed as soon as possible. Neopost has ten years of experience in promoting the NASPO contract. It is in the best interest of Neopost to have one Master Agreement as opposed to individual state contracts. Neopost has a track record of promoting the contract to new states with the support of the NASPO team.

- b. Knowing that state procurement officials (CPO) must permit use of the Master Agreement in their state, how will you integrate the CPO's permission into your plan for promoting the agreement?

Neopost has prepared a Master listing of all current PA states with contract stake holder information and CPO's. Once the award has been made Neopost will contact the CPO. We will attempt to setup appointments for face-to-face meetings to discuss the exciting new contract and the benefits. We have been very successful in the past marketing of the contract to CPO's. We will begin our negotiations with the terms and conditions for each individual state. We have established a system for administrating the contract with our legal team from our past experience. It will be very important to finalize the terms with each state in a timely manner.

- c. Public entities are sensitive to “scope” issues, that is, whether performance is within the intended scope of the solicitation as awarded. In the context of your method of promoting agreements of this nature, how would you clarify any questions regarding the scope the agreement with respect to any potential order?

We have worked on large opportunities in the past that required answers to legal questions that have come up mainly regarding software. Our first step would be to work with the state’s CPO to find out if there are any concerns about the requirement and if it falls into the scope of the new contract. If we are not able to reach an agreement in regard to the scope of the work required we would then contact our NASPO representative in AZ for any questions that we are not able to address.

- d. How will your company manage due dates for administrative fee payments and usage reports?

Neopost has a dedicated employee whose responsibility is to do the monthly/quarterly sales reports. A report is extracted the first week of each month of all orders sold the previous month. Sales orders are reviewed by state to validate if it was a NASPO sale. NASPO sales are placed on a master spreadsheet for reporting of sales to NASPO. The master NASPO Sales Report is verified for accuracy by the NASPO Administrator before sending to NASPO.

Then a separate report is created for each NASPO state using their required template. The monthly/quarterly reports are then posted on the state webpage or emailed to the contracting officer per the requirements of the individual state PA.

Checks are requested for the administrative fee once the individual state reports have been completed.

- e. Through its Cooperative Development Coordinators and Education & Outreach team, NASPO ValuePoint assists Lead States by engaging vendors in strategies aimed at promoting master agreements. What opportunities and/or challenges do you see in working with NASPO ValuePoint staff in this way?

Neopost has a strong relationship with the NASPO ValuePoint staff. We will continue with our quarterly business review meetings with the lead state of Arizona to help promote the new contract. Also, we will continue to meet with the NASPO ValuePoint team upon request. We are excited about marketing the new contract to the CPO’s of each state.