



Attachment A

Capacity of Offeror

Solicitation No.: ADSPO16-00006328

Description: NASPO ValuePoint

Mailing Equipment, Supplies and Maintenance

Arizona Department of Administration
State Procurement Office
100 N. 15th Ave, Suite 201
Phoenix, AZ 85007

Capacity of Offeror Questionnaire

1. Proposed Offering

Contractor is proposing equipment, supplies, and maintenance for all fifty States, Washington D.C. and Puerto Rico.

Neopost USA Response: Neopost USA Inc. is proposing equipment, supplies and maintenance for all fifty States, Washington D.C. and Puerto Rico. Please see "Attachment_D_Hasler_Authorized_Dealers_Partners_Sales_and_Service_Providers" and "Attachment_D_Neopost_Authorized_Dealers_Partners_Sales_and_Service_Providers".

If Contractor is not proposing equipment, supplies and maintenance for all fifty States, Washington D.C. and Puerto Rico, please detail the States, District, and territory you are proposing.

Neopost USA Response: N/A

2. Proposed Categories

Contractor shall detail below all categories they are offering. Please see *Attachment C* titled *Pricing* and *Attachment C-1 Pricing Scenarios* for details of the different categories. The contract shall be awarded by Category.

Neopost USA Response: Neopost USA is offering products and pricing for all categories that are detailed within "Attachment_C_rev3_Neopost" and "RFPAttachment_C1_Neopost" with the exception of:

Check Imprinting

Pressure Sealing

Bursting Equipment

Envelope Mail Labeler

Presorting

Software (PC Postage)

Tabbers, Production

Mailing Systems, Production

Letter Folders, High Volume

Inserters, Production

3. Contractors Organizational Capacity

Contractor shall describe in general their organizational capacity to support the proposed offering and the Participating Entity's under any subsequent Contract.

Neopost USA Response: Neopost USA, headquartered in Milford, CT, is the American operating company of the Neopost Group based in France. There are over two hundred Neopost offices across the country. To complement our national coverage we have a network of independent authorized dealers. This is further defined in "Attachment_D_Hasler_Authorized_Dealers_Partners_Sales_and_Service_Providers" and "Attachment_D_Neopost_Authorized_Dealers_Partners_Sales_and_Service_Providers". Neopost solutions enable companies to expertly send and receive digital documents, physical mail and packages helping them to better connect with their customers. Founded in 1924, Neopost has grown to



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become a leading global provider of mailing and shipping solutions as well as digital communications management. We partner with organizations of all sizes in every industry.

Neopost account representatives in local communities are easily accessible by phone, email or in person. Our decentralized, closer-to-the-customer business philosophy empowers local management to make quick decisions when responding to customer concerns.

Our specialized Government Account (NAGA) department is made up of:

- A network of Government Account Managers – there are (2) dedicated Government Account Managers for all geographic territories
- A team of government contract and sales support specialists
- A NAGA Operations group dedicated to NAGA contract customers with regard to issue and problem resolution as well as customer service

3.1. Experience in Industry

3.1.1. Contractor shall describe their experience in the provision of the Products and Services and Support, throughout the Geographic Areas, as required herein. Please provide information regarding your firm's experience in this industry, to include the number of years your firm has been in the business, what has been your firm's US market share in the Mailing Room Equipment industry for the past three years, etc.

Neopost USA Response: See attached document entitled "Attachment_A_Neopost_USA_Corporate_Presentation_Neopost_Q3.1".

Neopost USA Meter Market Share total 18.8%:

Percentages by Segment:

Small 6.3%

Mid 57.6%

High 12.3%

3.2. Experience with Similar Customers (or specify Government)

3.2.1. Contractor shall describe their experience with similar Customers in the provision of the Products, Services, and support throughout the Geographic Areas.

Neopost USA Response: Neopost USA has held the NASPO Contract for mailing equipment for approximately 10 years. Neopost manages contracts for approximately 42 of the 50 states for mailing equipment. This includes the NASPO ValuePoint Contract. Neopost has maintained an excellent reputation for providing quality products and service throughout the United States. We, at Neopost, value our relationship with all of the participating states and continuously work on improving processes and relationships as they pertain to the NASPO contract.

3.3. Management Structure

3.3.1. Contractor shall describe their management structure in support of the Products and Services, throughout the entire proposed Geographic Area.



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[Neopost USA Response: Please see
"Attachment_A_Management_Organziational_Structure_Neopost_Q3.3.1"](#).



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3.4. Key Personnel

3.4.1. Contractor shall assign specific individuals to key positions in support of the Contract. Contractor shall provide brief bios of key personnel including their training, experience and performance in supporting similar Customers as anticipated under any resulting Contracts. Contractor shall list all such Key Personnel in the applicable Contract Attachment titled *Attachment B* titled Neopost USA Response: Form – Key Personnel.

Neopost USA Response: See attached document entitled: "Attachment_B_Key_Personnel_Neopost_Q3.4.1_of_Attachment_A".

3.5. Cost Containment

3.5.1. Contractor shall describe your firm's cost containment history over the past five years including a description of cost savings programs and the associated quantitative savings/efficiency realized the Percentage price increase per product line for the past three years, and the date and percentage of all anticipated price increases to the MSRP price for calendar years 2021-2022.

Neopost USA Response: In the past three years, Neopost USA has had price increases of less than three percent on average. Increases that have taken place have been implemented during the month of February each year to coincide with the start of the company's fiscal year.

During the past two years, all product lines have experienced three percent increases except mailing machines where pricing has been flat for existing products during that time.

Increases for the 2016 calendar year have taken place already. For 2017 any increases that will take place will occur in February and are anticipated to be along the same lines as the past three years.

3.6 References

3.6.2 Contractor shall list three (3) References for which your firm provided services of similar size and scope as required by the solicitation within the past three (3) years. All Information shall be accurate and easily verifiable. Complete *Attachment G* titled References.

Neopost USA Response: See attached document entitled: "Attachment_G_Neopost_References_AttachmentA_Neopost_Q3.6.2".

4. Authorized Dealers/Partners/Sales and Service Provider Relationships

4.1. Contractor must include in their response a list of Authorized Dealers/Partners authorized to represent them per the Terms and Conditions of this RFP by state (Authorized Dealers/Partners/Sales and Service Provider



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Response Form). It is the manufacturer's responsibility to ensure complete coverage of service throughout all States they are proposing. Invoices and payments will be addressed within the individual PA's. Some Participating Entities may require all invoices and billing go through the Contract and some Participating Entities may require invoices and payment to go through the Authorized Dealers/Partners/Sales and Service Provider. Please verify that either invoicing/billing option is available.

Please provide your response in the Response Form *Attachment D* titled

Authorized Dealers/Partners/Sales and Service Provider Response Form.

Neopost USA Response: See attached document entitled: "Attachment D_Hasler Authorized Dealers Partners Sales and Service Providers" and "Attachment D_Neopost Authorized Dealers Partners Sales and Service Providers".

- 4.2. The Contractor shall be fully responsible for meeting all of the Terms and Conditions of any contract /MPA/PA resulting from this RFP. The Contractor will have full responsibility for their Authorized Dealers/Partners/Sales and Service Provider performance. Contractor will be responsible for any training and education of authorized resellers to ensure contract.

Please respond that you read, understand and will comply.

Neopost USA Response: Neopost has read, understands and will comply with this section.

- 4.3. Contractor shall notify the MPA Contract Administrator and the affected PA Procurement Officer of any authorized reseller changes, additions and deletions throughout the term of the Contract as they occur. The MPA Contract Administrator and the affected PA Procurement Officer will have the right to deny approval of any authorized reseller additions and/or substitutions.

Response would be that you read, understand and will comply, or to take exception

Neopost USA Response: Neopost has read, understands and will comply with this section.

- 4.4. Describe what your firm requires from potential dealers to become an "Authorized Dealer" and define specifically how your firm currently measures an authorized dealer's performance, including the following:

- 4.4.1. Dealer commitment including product marketing, sales staff, sales volume, and service after the sale.

Neopost USA Response: Neopost USA does background checks on the principle owners of the dealership, runs a credit check on the dealership and requires dealership to sign a Neopost USA Dealer Agreement. Once all this has been preformed, Neopost USA and the Dealership enter into a partnership.

Performance Measurement - Minimum Sales Volumes/Quotas

Dealers shall be required to achieve the minimum sales goals for its Territory ("Minimum Sales Quotas"). The initial Dealer's Minimum Sales Quotas are set. Neopost reserves the right at its sole discretion to change the Minimum Sales Quotas after the expiration of the period. Any such further quota will become binding upon Dealer upon receipt of written notice from Neopost USA which specifies the new quota requirements. Failure by Dealer to meet the Minimum Sales Quotas, shall constitute a material breach of the Agreement and shall entitle Neopost USA to terminate the Agreement

Service after the Sale

Dealer shall provide, at its own expense, all installation, user training, warranty service, maintenance, upkeep and replacement service for Products (collectively, "Service") to all authorized users of the Products within its Territory. Dealer shall maintain directly, or through one or more independent contractors approved by Neopost USA in writing, a staff of trained personnel sufficient to provide Service. Dealer shall provide Service at normal rates of charge to such persons who are located in its Territory but are not customers of Dealer as Neopost USA may from time to time reasonably designate.



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- (a) Dealer must provide Service to Government entities, national accounts and split sales located within its Territory.
- (b) Dealer shall maintain or cause to be maintained such stocks of repair parts, components, accessories, tools, test equipment and supplies necessary to provide Service.
- (c) Dealer shall not charge Neopost USA for any such Services, except as expressly agreed upon in writing by Neopost USA.
- (d) Neopost USA shall have the right to inspect Dealer's facilities and books and records and to visit installation sites to ensure Dealer's compliance with its Service obligations and other obligations under this Agreement.
- (e) Service shall be performed in accordance with Neopost USA Policies, and failure to comply with such shall constitute a material breach of this Agreement, and be grounds for termination of the Agreement. Following termination of this Agreement, Neopost USA agrees to negotiate in good faith with Dealer about entering a Neopost USA Service Agreement for the purpose of servicing, maintaining, and supporting those existing end-users that Dealer established while an authorized Neopost USA Dealer.

Standards of Neopost Dealer Conduct

- (1) Sales Staff - Dealer shall use its best efforts to establish, maintain, and increase the sale of Products and the leasing of postage meters in its Territory by all usual and ethical means, including advertising, personal solicitation, and distribution of promotional materials. Dealer shall maintain a trained staff sufficient to support its efforts. Dealer shall not engage in any activity which would in any way diminish or detract from the sales potential of Products or their attractiveness to potential buyers or users thereof.
- (2) Product Marketing - Dealer shall only market the Products under the names, trademarks and model designations as specified from time to time by Neopost USA. Dealer agrees not to cause or permit the removal, obliteration or alteration of any patent numbers, trade names or marks, notices, decals, name plates or serial numbers affixed to Products.
- (3) Dealer shall comply with all applicable laws, rules and regulations and cooperate with Neopost USA in the implementation of such procedures as may be required by laws relating to the Products. Dealer shall maintain in effect all licenses, permits and authorization from all governmental agencies necessary to the performance of its obligations hereunder.
- (4) Dealer shall not make any false or misleading statement to customers or potential customers and shall not engage in any conduct or practice which injures or may injure the reputation or goodwill of Neopost USA, any Neopost USA affiliate, or any other Neopost USA Dealer. Dealer acknowledges the value of the Neopost USA name and good will to both Neopost USA and its Dealers. Actions by Dealer of an immoral, unethical, or criminal nature that may harm the Neopost USA brand shall be a material breach of the Agreement, and grounds for termination of the Agreement.
- (5) Dealer shall submit all advertising and/or advertising literature relating to Products to Neopost USA for its approval prior to use, and shall not use any advertising and/or advertising literature that Neopost USA does not approve.

4.4.2. Dealer contract support including contract administration and administrative/financial assistance.

Neopost USA Response: Dealer Compliance with Neopost Administrative Policies.

- (a) Dealer shall at all times comply with Neopost USA Policies, as established from time to time by Neopost USA for its Dealers in the United States. Neopost USA shall publish its Policies on its website, and Dealer shall be bound by all changes to such Policies as of the



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date such changes post on the Neopost USA website. Dealer has the obligation to familiarize itself with and to periodically review the Policies on the website. In the event of a discrepancy between the terms of the Policies as they appear on the Neopost USA website, and any terms provided separately to Dealer, the terms of the website shall control.

(b) Dealer shall at all times comply with all U.S. Postal service policies.

(c) Failure of Dealer to comply with Neopost USA or Postal policies constitutes a material breach of the Agreement, and is grounds for termination.

- 4.4.3.1 If a Participating Entity files a complaint about an authorized dealer due to customer service issues, lack of inventory, poor design service, late deliveries, incorrect billing practices, or other performance issues, describe how the Authorized Dealers/Partners/Sales and Service Provider is assisted by the Contractor in improving their performance, the Contractor's corrective action process, and the Contractor's process for removing the Authorized Dealers/Partners/Sales and Service Provider from the Authorized Dealers/Partners/Sales and Service Provider list if they fail to meet the requirements, including the criteria that would warrant a removal or replacement of an Authorized Dealers/Partners/Sales and Service Provider.

Neopost USA Response: Corrective Action Process – Dealer in Default. Dealer shall be deemed to be in default under the Agreement and Neopost USA may at its option terminate the Agreement and all rights granted herein effective immediately upon the receipt by Dealer of notice to that effect and without prior opportunity to cure the default (except as otherwise expressly provided below) if:

- Dealer shall be or become insolvent;
- Dealer shall be dissolved or liquidated, or if a petition in bankruptcy is filed against Dealer, or if a liquidator, trustee in bankruptcy, custodian, receiver, or receiver and manager is appointed for Dealer, or if Dealer makes an assignment for the benefit of its creditors or commits any act for or in bankruptcy, or if Dealer is subjected to any levy, attachment, garnishment, execution or any other similar process which is not vacated or removed within ten days by payment or bonding;
- There is any direct or indirect change of ownership of Dealer or active management of Dealer without the prior written consent of Neopost USA or Dealer otherwise breaches
- Any other agreement between Dealer and Neopost USA (or any company affiliated or associated with Neopost USA) is terminated due to default by Dealer;
- Dealer fails to pay any undisputed amount owing to Neopost USA (or any company associated or affiliated with Neopost USA) when due under this Agreement or otherwise and fails to cure same within fifteen (15) days following written notice from Neopost USA;
- Dealer submits to Neopost USA or any other person any false or fraudulent claim for reimbursement, refund, credit, rebate, allowance, discount, bonus or other payment, or engages in any other dishonest or misleading practice;
- Dealer fails to function in the ordinary course of business;
- Dealer fails to meet any of its Minimum Sales Quotas, and fails to cure that default prior to the end of the quarter immediately following the default notice;
- Dealer violates the provisions of Territory;
- Dealer engages in the sale of parts, supplies or consumables that are not Approved; or



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- **Dealer breaches any other provision of this Agreement or any other agreement between Dealer and Neopost USA (or any company associated or affiliated with Neopost USA) and fails to cure same within fifteen (15) days following written notice from Neopost USA.**

4.4.4 Provide a list of all your Authorized Dealers/Partners by State, in a document including the following Information.

4.4.4.1 State

4.4.4.2 Authorized Dealers/Partners/Sales and Service Provider Name

4.4.4.3 Authorized Dealers/Partners/Sales and Service Provider Address

4.4.4.4 Single Point of Contact

4.4.4.5 Title

4.4.4.6 Phone Number

4.4.4.7 Fax Number

4.4.4.8 Email address

4.4.4.9 Web address (if applicable)

4.4.4.10 Geographic area of coverage in each state for each dealer

4.4.4.11 Product lines each dealer is authorized to market

Neopost USA Response: See attached document entitled: Please see “Attachment_D_Hasler_Authorized_Dealers_Partners_Sales_and_Service_Providers” and “Attachment_D_Neopost_Authorized_Dealers_Partners_Sales_and_Service_Providers”.

5 Good Standing

5.1 The Contractor and Authorized Dealers/Partner must be in good standing with trade associations, certification boards, or other regulatory agencies. Disclosure of any alleged issues, investigations, and/or citations is required. Provide information regarding on-going or past bankruptcies or reorganizations within the last five(5) years with your proposal submission. The MPA Contract Administrator reserves the right to request more information or to take further action based on information received.

Neopost USA Response: Neopost USA is not aware of any issues, investigations or citations that are likely to have an impact on its ability to perform pursuant to this contract. Neopost USA Inc. was known as Neopost Inc. until February 1, 2009. In November, 2009, Neopost conducted a corporate reorganization. The reorganization involved the consolidation of several of Neopost USA's subsidiaries and affiliates, including the merger of Hasler, Inc. into Neopost USA.

6 Customer Service

6.1 Describe in detail the process that your firm utilizes to track and respond to issues and concerns from both the Authorized Dealers and the end user.

Neopost USA Response: See attached document entitled “Attachment_A_Special_Issue_Resolution_NASPO_Neopost_Q6.1”.

6.2 The Contracted Supplier or Authorized Dealer must have one lead representative for each Participating Addendum. Contact information shall be kept current.

Neopost USA Response: See attached document entitled: “Attachment_D_Hasler_Authorized_Dealers_Partners_Sales_and_Service_Providers” and “Attachment_D_Neopost_Authorized_Dealers_Partners_Sales_and_Service_Providers”.

6.3 Customer Service Representative will respond to all inquiries within one business day.



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Response would be that you read, understand and will comply, or to take exception

Neopost USA Response: Neopost has read, understands and will comply with this section.

6.4 Customer Service Representative(s) must be available by phone or email, at a minimum, from 7:00 AM – 6:00 PM Monday through Friday for the applicable time zones.

Response would be that you read, understand and will comply, or to take exception

Neopost USA Response: Neopost has read, understands and will comply with this section.

6.5 Describe the standard lead time for the following order types and describe what situations could increase or decrease the lead times for each order type:

6.5.1 Low Volume equipment

- **Low Volume Mailing Machines-** 10-15 Business Days
- **Low Volume Letter Openers-** 10-15 Business Days
- **Low Volume Folders-** 10-15 Business Days
- **Low Volume Inserters-** 10-15 Business Days
- **Low Volume Address Printers-** 10-15 Business Days
- **Low Volume Tabbers-** 10-15 Business Days

6.5.2 Medium Volume equipment

- **Medium Volume Mailing Machines-** 10-15 Business Days
- **Medium Volume Letter Openers-** 20-25 Business Days
- **Medium Volume Folders-** 10-15 Business Days
- **Medium Volume Inserters-** 15-20 Business Days
- **Medium Volume Address Printers-** 10-15 Business Days
- **Medium Volume Tabbers-** 15-20 Business Days

6.5.3 Production

- **Production Volume Folder/Inserters-** 35-45 Business Days
- **Production Volume Address Printers-** 15-20 Business Days
- **Production Volume Folders-** 10-15 Business Days
- **Production Volume Mail Machines-** 10-15 Business Days
- **High Volume Mailing Machines-** 10-15 Business Days
- **High Volume Letter Openers-** 20-25 Business Days
- **High Volume Folders-** 10-15 Business Days
- **High Volume Inserters-** 15-20 Business Days
- **High Volume Address Printers-** 10-15 Business Days
- **High Volume Tabbers-** 15-20 Business Days

6.5.4 Accessories

- **Low Volume Mailing Machines Accessories-** 10-15 Business Days
- **Low Volume Letter Openers Accessories -** 10-15 Business Days
- **Low Volume Folders Accessories-** 10-15 Business Days
- **Low Volume Inserters Accessories-** 10-15 Business Days
- **Low Volume Address Printers Accessories-** 10-15 Business Days
- **Low Volume Tabbers Accessories -** 10-15 Business Days
- **Medium Volume Mailing Machines Accessories-** 10-15 Business Days



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- **Medium Volume Letter Openers Accessories- 20-25 Business Days**
- **Medium Volume Folders Accessories - 10-15 Business Days**
- **Medium Volume Inserters Accessories - 15-20 Business Days**
- **Medium Volume Address Printers Accessories- 10-15 Business Days**
- **Medium Volume Tabbers Accessories - 15-20 Business Days**
- **Production Volume Mailing Machines Accessories- 15-20 Business Days**
- **Production Volume Letter Openers Accessories- 20-25 Business Days**
- **Production Volume Folders Accessories - 20-25 Business Days**
- **Production Volume Inserters Accessories - 35-45 Business Days**
- **Production Volume Address Printer Accessories- 15-20 Business Days**
- **Production Volume Tabbers Accessories - 15-20 Business Days**

6.5.5 Furniture

- **Furniture- 30 Business Days**

6.5.6 Supplies

- **Supplies- 3-5 Business days**

6.6 Describe in detail the escalation plan between the Authorized Dealer and Manufacturer.

Neopost USA Response: In conjunction with utilizing the process outlined in section 6.1 where Neopost USA utilizes a CRM tool for case management (ACE CRM) for tracking and accountability, Neopost has developed an escalation task force that holds weekly conference calls with our authorized dealers and branches. A representative from every key department within Neopost is mandated to be in attendance. This team has set SLAs that need to be met. The SLA is that 95% of all cases need to be closed within established time frames and are measured weekly.

In addition to the above, the attached flow chart shows our escalation plan for service issues. See attached document entitled: "Attachment_A_Service_Escalation_Authorized_Dealers_Neopost_Q6.6".

4.5 Legal and Regulatory Actions

4.5.1. Contractors shall fully disclose their involvement in any legal proceedings, lawsuits or governmental regulatory actions and any contractual demands for assurance regarding their provision of similar services, pending or occurring in the last five (5) years. We are only looking for information that can be legally obtained.

Neopost USA Response: Neopost USA is a party to lawsuits and other commercial disputes in the normal course of our business. There have been no judgments or regulatory actions over the relevant time period that have resulted in a material adverse impact on our business, financial position, or result of operations.

7 Environmental

7.1 While some participating states may have environmental initiatives, others do not, as such, States with environmental concerns and initiatives will address these issues through the Participating Addendum process.

Neopost USA Response: Please see attachment entitled "Attachment_A_Circular_Economy_Neopost_Q7.1".



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7.2 Has your firm made a public commitment to environmental sustainability? If so, provide details for the following

7.2.1 Description of the measurements that are employed and how they are reported.

Neopost USA Response: ISO 14001- See attached "Attachment_A_ISO_14001_Certification_Neopost_Q7.2.1" Neopost North America" and ISO 9001- See Attached "Attachment_A_ISO_9001_Certification_Neopost_Q7.2.1".

As an environmentally and socially responsible organization, we:

- **Follow our Environmental Management System**
- **Comply with legal and regulatory requirements**
- **Strive for continual improvement**
- **Strive to reduce negative environmental effects**
- **Provide the necessary knowledge and resources**

7.2.2 Name(s) and title(s) of staff that are specifically dedicated to the firms' public commitment to sustainability.

**Neopost USA Response: Philippe Boulanger, Group Environmental Officer
Janet Pagini, USA Facilities Manager**

7.2.3 List all environmental third party certification programs that your firm has achieved and the level of compliance.

Neopost USA Response: ISO 14001- See attachment entitled "Attachment_A_ISO_14001_Certification_Neopost_Q7.2.1"

7.3 Has your firm had any breaches of environmental, health, or safety standards within the past 12 months? This includes fires, explosions, industrial accidents, hazardous releases, or other health and safety incidents at any of the firm's facilities. If so, provide details (including but not limited to date of event, quantitative extent of damage, environmental effects, and corrective action plan and success rate) of all breaches.

Neopost USA Response: No, Neopost USA has not had any breaches of environmental health or safety standards within the past 12 months.

7.4 Confirm your acceptance to maintain for the term of this Agreement, and all renewals/extension thereof, programs as described in the response to the RFP.

Neopost USA Response: Neopost USA confirms and will maintain for the term of this agreement, and all renewal/extension thereof, programs as described in the response to this RFP.

7.5 Buyback/Trade in – Contractor shall describe the buyback/recycling program offered by your firm. Please detail the formula used to determine the value of the used equipment and all other facets of the program.

Neopost USA Response: Please see the attachment entitled "Attachment_A_Neopost_USA_Equipment_Take_Back_Plan_Neopost_Q7.5".