

ATTACHMENT A – Capacity Versia, Inc. dba Versia Storage Systems

1. Proposed Offering

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

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.

Versia, Inc. is proposing mailroom furniture, installation/assembly and design services for the following states:

Alabama, Arizona, California, Colorado, Connecticut, Delaware, District of Columbia, Florida, Georgia, Illinois, Kansas, Louisiana, Maine, Maryland, Massachusetts, Minnesota, Mississippi, Missouri, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia and Wisconsin.

Versia is not proposing for Alaska, Arkansas, Hawaii, Idaho, Indiana, Iowa, Kentucky, Michigan, Montana, Wyoming or Puerto Rico as we do not have proper representation at this time.

2. Proposed Categories

Contractor shall detail below all categories they are offering. Please see attachment titled Price and Pricing for details of the different categories. The contract shall be awarded by Category.

Mailroom Furniture, Installation/Assembly, and Design services

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.

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 as 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.

Versia, Inc., celebrating 25 years, has been in the mailroom furniture industry for over 20 years covering the Southwest USA. With a growing team and aim to be the best, we have specialized in tailoring layouts, systems and equipment for each client's unique organizational need. Our team of 100+ professionals and dealer networks across North America are the recognized leaders and experts in organized workflow, whether the need is for the mailroom, storage room, or copy/fax room. We are committed to provide the excellent product and customer service support needed to fully commit to every client's needs. Our unique mailroom product line provides organization and helps to increase productivity. We have successfully provided a turn-key solution to thousands of satisfied clients from small business to Government to Fortune 500 companies. We are dedicated to Mailroom Professionals and work with them on a daily basis.

Sandy Bender, President of Versia, has been chosen as Ernst & Young's Entrepreneur of the Year finalist, the U.S. Women's Chamber of Commerce Entrepreneur of the Year Overall Winner, and has been named by the Business Journal as one of Arizona's Top 50 Woman-Owned Businesses.

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.

AMD AHL Computers – We designed and installed a comprehensive new 15,000 sf mail center to update the corporate mail and document distribution capabilities of this Silicon Valley chipmaker. Installed in 1997 and still in service today.

APS – The design team from APS first learned about MultiSort through their association with American Express. Knowing how important it is to be efficient and yet have flexible mailroom furniture that allows for the constant change and challenges of a corporate facility, it was key when these areas were remodeled that they purchase product that would last a lifetime and take the abuse in these paper intensive areas. Today, all APS facilities are utilizing MultiSort in their Mailroom, Copy/Fax, and Break Room areas.

Best Buy, Inc. – Designed and installed a new corporate HQ mail, distribution and shipping center along with mail and supply satellites in 54 locations on 20 floors across a 5 building campus. This install was the culmination of a new hub and spoke mail strategy designed to enable this world class electronics distributor to provide a superior level of communications support to its 5000 on site employees and to its 3000 retail distribution outlets across North America.

Chase Bank formerly Bank One – Worked with AECOM Design firm to design/build a new 200,000 sf Operation Center in Phoenix, AZ. The center is a transaction intensive, 24/7 facility requiring maximum durability of the interiors, especially work surfaces. It was determined that MultiSort was very price competitive compared to inflexible site-built mail sorters that was originally specified. Ten years later, the MultiSort product continues to perform to perfection under the intense work environment.

Cisco Systems – Designed and implemented a corporate mail and distribution center for Cisco's 20,000 sf facility in San Jose and designed and implemented a world standard to organize remote mail and copy centers located in 100+ Cisco facilities worldwide. Managed the shipment and install of these freestanding support centers across North America, Europe and Asia. We have been the global mail standard for Cisco since 1997.

Duke University – In response to growth pressures of the medical school and hospitals at Duke, it was determined that the postal facility needed to be relocated off campus to free the existing building for academic and medical space. We engineered a completely new mail services format to optimize the management of letter mail, bulk mail, parcels and related mail stream components throughout the incoming, accountable receiving, sorting and end point distribution to all points on the campus residence, medical and academic facilities. We partnered with Duke mail services to completely reengineer the mail process and real estate support structure to enable efficiency throughout the mail process, designing and prototyping several new equipment formats to enhance ergonomics and cycle efficiency of the mail services staff and processes.

FBI – Phoenix & Tucson. – When the FBI decided to build new facilities, a major component of their operation is the Mailroom. Organization and flexibility along with a Lifetime Warranty were all key factors in choosing Versia/MultiSort for the Mail Operations. Working with their internal design/mail room team, we engineered a completely new mail services format to optimize the management of letter mail, bulk mail, parcels and related mail stream components throughout the incoming, receiving, and sorting process. Everything coming into the building must be x-rayed first so it adds an additional step in the process. By utilizing MultiSort's vast products, a state of the art Mailroom facility has been designed.

FDIC – Designed and installed new facilities for the FDIC's recent move to its new multi-story facility in Kansas City. Developed new equipment formats enabling the financial regulatory giant to move into digital mail formats to affect electronic distribution of critical documents across the FDIC enterprise. Designed and installed new equipment layouts for all 19 floors and the central mail services center in the new HQ facility occupied in February 2011.

Google – We designed Google's original mail and distribution facilities in concert with their mail services staff to enable the technology giant to provide efficient mail receipt and distribution across its San Jose campuses, and eventually around the world as Google continued to grow exponentially. When Google maxed out its then current real estate / floor space, they came back and asked us to innovate a new standard to enable them to triple the density of their mail distribution format to match the tripling of employees per square foot they would undertake, while eliminating all mail rooms across their facilities. They presented

us the ultimate challenge in that they wanted to eliminate all floor space then occupied by mail satellites, and triple the number of employee mailboxes across their company! We innovated a completely new standard that allowed Google to achieve the triple density distribution capability by upgrading all of their existing mail stations and placing them in previously unused stairwell space in all buildings. No stations were obsoleted and Google discovered the true modular and sustainable benefits of MultiSort.

PeopleSoft – Developed a mail / copy room standard for PeopleSoft that was adapted across their Pleasanton, CA headquarters and eventually spread across the company world-wide facilities infrastructure. PeopleSoft wanted a standard that was free standing as they continuously moved these facilities and needed to develop a way to add flexibility to their interiors that not only improved mail distribution and copy efficiency, but one that would also eliminate the need to constantly tear out and rebuild millwork they had previously used for these interiors. We innovated a standard to fit PeopleSoft's exact needs and one that allowed them to reconfigure and relocate these mail copy rooms in hours (instead of weeks) with zero demolition required and virtually zero down time for their staff...and no negative impacts on the environment. They discovered that they could save time, money and the environment with a flexible MultiSort system, and dramatically improve the flexibility and efficiency of their hard copy communications structure.

PetSmart - Designed and implemented a corporate mail and distribution center for PetSmart's 100,000 sf HQ facility in Phoenix, AZ. Designed and implemented a world standard to organize remote mail and copy centers located in 800+ PetSmart facilities worldwide.

Securian Financial – Developed a kiosk concept to enable Securian to upgrade mail and document management / production centers on 24 floors in 2 buildings of their St Paul, MN headquarters. Worked closely with the company to implement a phased installation over a 24-month period as they accomplished a rolling upfit for the two HQ towers. Also designed and installed a new corporate mail center in conjunction with a robotics car system to remotely service all 24 floors on the corporate campus, saving labor and enhancing distribution efficiency and security for the insurance services giant.

Tempe Police Headquarters & Substation – The project team set out to create a world class facility and they were introduced to Versia/MultiSort and quickly discovered the exceptional flexibility, durability and 'Green' properties of the MultiSort Modular Millwork System. The modular structural frame that allows for components to be readily added and changed as future needs evolve was key since these areas typically do not change once a new system is installed. MultiSort Sorters were used in the Mail Processing areas along with copy/fax, Patrol Work Areas and Supplies creating organization and accountability. Each facility is 60,000 + sf.

UnitedHealth Group – Developed a standards program to enable this health management organization to better organize mail, distribution, print, digital scanning and corporate fulfillment across 150 plus facilities across the USA. The company is affected by an inordinately high churn rate for its real estate as it regularly enters and exits contracts with major corporations and governments across the USA to process their health claims, Medicare, Medicaid and related health services needs for these clients. Most contracts run 1 – 3 years, so United is constantly closing and opening service centers as they win and lose contracts on a nationwide basis. MultiSort developed a completely free standing, structural furniture system for their mail and document management needs so they can readily adapt to their changing process and real estate needs as quickly as they evolve by continually relocating, reconfiguring and reusing their MultiSort assets as needed. United reduced their mail furniture budgets by over 75% after the first 5 years and still has these flexible assets productively deployed across their national business foot print, achieving unimagined efficiencies and savings in a critically important aspect of their day-to-day operations.

University of Phoenix/Apollo Group – Versia Storage Systems worked with University of Phoenix/Apollo Group Design team as they were selecting 'standards' for all their furniture/mailrooms, etc. MultiSort was introduced to them for the flexibility, durability, green

aspect and Lifetime Warranty features. Having varying campus locations, a 'Satellite Station for Mail' was chosen. Managing mail is an important function on a campus and must be flexible to meet the every changing needs. MultiSort Sorters and Satellite Stations are being used in their facilities across the country.

US House of Representatives – Worked with Pitney Bowes to design and implement a new, consolidated mail facility to serve the US House of Representatives and their staffs. MultiSort innovated mobile bulk sorting equipment to allow expedited inbounding of mail volumes received daily by house members and also implemented newly designed ergonomic sorting configurations for efficient mail processing in the transaction intensive environment. This facility was redesigned and relocated by MultiSort and Pitney after the anthrax attacks on our nation and relocated to a remote, secure facility outside the nation's capitol. It continues in service today allowing efficient and dependable daily mail services support to our nation's elected officials and their staff members.

Walt Disney World – Worked with WED (Walter E. Disney) marketing services to upgrade organization, pick and fulfillment capability of their client fulfillment function. This entailed designing and installation of a mobile, high-density mail system to allow easy management and picking of the thousands of marketing brochures, pamphlets, kits and related inventory items Disney must pick and distribute to travel companies and groups seeking to learn about the Disney events, destinations cruises and related entertainment products and services the company offers clients worldwide. Compressed floor space by over 50%, doubled inventory capacity and revolutionized the process efficiency for same day fulfillment of time critical marketing services (1999 – 2000).

Wells Fargo – MultiSort and Modular Millwork has been a standard product for all of Wells Fargo's Operations Centers, Headquarters, Various Satellite Offices throughout the State of AZ and California for over 14years. The Lifetime Warranty, flexibility , and Green aspects are all key components in areas that are typically a 24/7 operation.

MultiSort is designed to enable unprecedented efficiency and flexibility of mail and document processing and is manufactured to last a lifetime in heavy use mail environments all the while enabling an unmatched level of ergonomic support to safeguard employee wellness and workflow productivity.

ACCEL	Dallas, Texas
ADOLPH COORS, INC.	Golden, Colorado
ADIDAS MFG.	Greenville, South Carolina
ADOBE	San Jose, California
AECOM DESIGN	Phoenix, Arizona
AHI HEALTHCARE	Irvine, California
ALEXANDRIA HOSPITAL	Alexandria, Virginia
ALLTEL INFORMATION SERVICES	Norcross, Georgia
ALTERA	San Jose, California
AMDAHL COMPUTERS	Mountain View, California
AMERICAN EXPRESS	Phoenix, Arizona
AMGEN	Oxnard, California
AMSOUTH BANK	Birmingham, Alabama

ANDERSON GENERAL HOSPITAL	Anderson, South Carolina
APOLLO, INC.	Phoenix, Arizona
ARIZONA DEPT OF CORRECTIONS	Phoenix, Arizona
ARIZONA DIAMONDBACKS	Phoenix, Arizona
ARIZONA PUBLIC SERVICE	Phoenix, Arizona
ARIZONA STATE UNIVERSITY	Phoenix, Arizona
ASCEND COMMUNICATIONS	Alameda, California
ATLAS & PEARLEMAN, P.A.	Fort Lauderdale, FL
AT&T	Orange County, CA
AVIS RENT-A-CAR	Virginia Beach, Virginia
BANK OF AMERICA	Nationally
BANKERS TRUST	Totowa, New Jersey
BBT BANK	Winston-Salem, NC
BECTON DICKINSON	Palo Alto, California
BELLSOUTH	Atlanta, Georgia
BERTLESMEN PRESS	Martinsburg, Virginia
BEST BUY, INC.	Minneapolis, MN
BLUE CROSS BLUE SHIELD	Nationally
BMW MANUFACTURING	Greer, South Carolina
BRISTOL MYERS CO.	Skillman, New Jersey
CALIFORNIA STATE UNIVERSITY	Turlock, California
CS FIRST BOSTON	New York, New York
CARDSERVICE OF MAYRLAND	Columbia, Maryland
CARGILL INC./NUTRINA FOOD	Smithton, Missouri
CASTROL	Union, New Jersey
CATERPILLAR FINANCIAL	Nashville, Tennessee
CHASE BANK	Phoenix, Arizona
CHASE MANHATTAN BANK	Tampa, Florida
CHUBB INSURANCE GROUP	Los Angeles, California
CISCO SYSTEMS	Nationally
CITY OF AVONDALE, AZ	Avondale, Arizona
CITY OF SURPRISE, AZ	Surprise, Arizona
CITY OF TEMPE, AZ	Tempe, Arizona
COCA COLA	Charlotte, North Carolina

COLD STONE CREAMERY	Scottsdale, Arizona
COMMERCE ONE	San Jose, California
COMPASS BANK	Phoenix, Arizona
COSMOS BROADCASTING	Greenville, South Carolina
CVS CAREMARK	Phoenix, Arizona
DEL WEBB	Phoenix, Arizona
DUKE ENERGY	Charlotte, North Carolina
DUKE UNIVERSITY	Chapel Hill, North Carolina
EMTECH	Research Triangle Park, NC
EUCLID PUBLIC LIBRARY	Euclid, Ohio
FACEBOOK	Palo Alto, California
FAMILY DOLLAR STORES	Charlotte, North Carolina
FEDERAL AVIATION ADMIN.	Kansas City, Missouri
FBI	Phoenix and Tucson, Arizona
FIRST FEDERAL SAVINGS & LOAN	Wooster, Ohio
FORD MOTOR CREDIT	Nationally
FRANKLIN TEMPLETON FUNDS	San Mateo, California
FRITZ COMPANIES	San Francisco, California
GMAC	Philadelphia, Pennsylvania
GOOGLE	Mountain View, California
HEWITT & ASSOCIATES	Chicago, Illinois
HGA ARCHITECTS	Minneapolis, MN
HOLOPAK, INC.	Columbia, South Carolina
HOME DEPOT	Atlanta, Georgia
IBM	Palo Alto, California
IKON OFFICE SOLUTIONS	Greenville, South Carolina
INKTOMI	Santa Clara, California
INTEGER ADVERTISING	Boulder, Colorado
IRWIN HOME EQUITY	San Ramon, California
JANUS FUNDS	Denver, Colorado
JOHNSON BANK	Phoenix, Arizona
KAISER HEALTHCARE	San Diego, California
KAISER PERMANENTE	Oakland, California
KANA COMMUNICATIONS	Redwood City, California

KEYSTONE STATE LIFE INSURANCE	Philadelphia, Pennsylvania
KLA TENCOR	San Jose, California
KOENIG & STREY	Northbrook, Illinois
KPMG	Los Angeles, California
KRISPY KREME	Greensboro, North Carolina
LIBERTY INSURANCE CORP.	Greenville, South Carolina
LIFELOCK	Phoenix, Arizona
LINCOLN LIFE	Hartford, Connecticut
LUCENT TECHNOLOGIES	Wayne, Pennsylvania
MARSH & MCLENNAN	Chicago, IL; New York, NY
MCLEOD MEDICAL CENTER	Florence, South Carolina
MERRILL LYNCH	Various Locations
METRO TRANSIT AUTHORITY	Houston, Texas
MICROSOFT	Mountain View, California
MILLIMAN & ROBERTSON	Dallas, Texas
MORGAN-STANLEY	Various Locations
MORRISON-FORRESTER	Palo Alto, California
MULHERAN & ASSOCIATES	Minneapolis, Minnesota
NALLE CLINIC	Charlotte, North Carolina
NANTAHALA POWER	Franklin, North Carolina
NATIONWIDE INSURANCE	Columbus, Ohio
NETSCAPE	San Jose, California
NJ INSTITUTE OF TECHNOLOGY	Princeton, New Jersey
NEW YORK TIMES	Miami, Florida
NORAND CORPORATION	Cedar Rapids, Iowa
NORM THOMPSON	Charlottesville, WV
NORTEL NETWORKS	Irving, Texas
NORTHERN ILLINOIS UNIVERSITY	Dekalb, Illinois
NORTHERN TRUST BANK	Phoenix, Arizona
NORTHWESTERN HOSPITAL	Chicago, Illinois
OFFICE DEPOT	Miami, Florida
OPPENHEIMER FUNDS	New York, New York
ORBITZ	Chicago, Illinois
ORION CAPITOL COMPANIES	Farmington, Connecticut

OXFORD UNIVERSITY PRESS	Raleigh, North Carolina
PA STATE CREDIT UNION	Harrisburg, Pennsylvania
PANASONIC	Secaucus, New Jersey
PARADE MAGAZINE	Hollywood, California
PBMS US CAPITOL MAIL COMPLEX	Columbia Hills, MD
PEOPLESOFT	Nationally
PETSMART	Phoenix, Arizona
PFIZER PHARMACEUTICALS	New York, New York
PHOENIX SUNS	Phoenix, Arizona
PORTAL SOFTWARE	Palo Alto, California
POWERTELL	Atlanta, Georgia
PRINCESS CRUISE LINES	Los Angeles, California
PROVIDENT LIFE	Columbia, South Carolina
PRUDENTIAL INSURANCE	Various Locations
PUBLIC SERVICE COMMISSION	Madison, Wisconsin
PULTE HOMES	Phoenix, Arizona
PYA MONARCH	Greenville, South Carolina
RAYMOND JAMES	Tampa, Florida
RED DEVELOPMENT	Phoenix, Arizona
REPUBLIC SERVICES	Phoenix, Arizona
RESPONSE NET	Holliston, Massachusetts
RHEA & KAISER ADVERTISING	Chicago, Illinois
ROXBURY PRESS	Sweet Springs, Missouri
SAFEWAY STORES	Phoenix, Arizona
SALT RIVER PROJECT	Phoenix, Arizona
SECURITY CAPITAL GROUP	El Paso, Texas
SHEA HOMES	Phoenix, Arizona
SIERRA PACIFIC COLLEGE	Sacramento, California
SILICON GRAPHICS	Mountain View, California
SHAREHOLDER COMMUNICATIONS	New York, New York
SKYWALKER RANCH (G. Lucas Films)	Marin, CA
SONY COMPUTER	San Jose, California
SOUTHEASTERN FREIGHT	Various Locations
SPARTANBURG REGIONAL MEDICAL	Spartanburg, South Carolina

STANDARD REGISTER	Dayton, Ohio
STANFORD UNIVERSITY	Palo Alto, California
STATE FARM INSURANCE	Various Locations
STATE OF UTAH	Salt Lake City, Utah
SUN COAST FEDERAL CREDIT UNION	Tampa, Florida
SUN MICRO SYSTEMS	Santa Clara, California
TESORO PETROLEUM	San Antonio, Texas
THE HARTFORD INSURANCE GROUP	Nationally
THE PENTAGON	Alexandria, Virginia
THERMA-WAVE	Freemont, California
3M CORPORATION	Minneapolis, MN
TOTAL SYSTEMS	Columbus, Georgia
TOYOTA MOTOR CREDIT	Nationally
TRIWEST HEALTHCARE	Phoenix, Arizona
UPS (United Parcel Service)	Nationally
US ATTORNEY'S OFFICE	Chicago, Illinois
US POSTAL SERVICE	Nashville, Tennessee
ULTRA-TEC STEPPER	San Jose, California
UNITED CAROLINA BANK	Raleigh, North Carolina
UNITED HEALTHCARE	Nationally
UNITED INSURANCE GROUP	Chicago, Illinois
UNIVERISTY OF DENVER	Denver, Colorado
UNIVERSITY OF PHOENIX	Various Locations
UNIVERSITY OF WISCONSIN	Madison, Wisconsin
UNOCAL	Houston, Texas
USF&G	Denver, Colorado
VA MEDICAL CENTER	Gainesville, Florida
VIGNETTE SOFTWARE	Austin, Texas
VIRGINIA TECH.	Blacksburg, Virginia
WACHOVIA CORPORATION	Charlotte, North Carolina
WALKER PROPERTIES	Winston-Salem, NC
WALT DISNEY ENTERPRISES	Anaheim, California
WALT DISNEYWORLD	Orlando, Florida
WELLS FARGO BANK	Phoenix, AZ, Raleigh, NC, So. CA

WELLS FARGO HOME MORTGAGE	Phoenix, Arizona
WESTERN SURETY COMPANY	Sioux Falls, South Dakota
WILSON ART INTERNATIONAL	Temple, Texas
WILSON SONSINI, P.A.	Palo Alto, California
WINCHESTER MEDICAL CENTER	Winchester, Virginia
WL GORE & ASSOCIATES	Phoenix and Flagstaff, Arizona
WW GRAINGER	Chicago, Illinois
YAHOO, INC.	San Jose, California

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.

Versia's organizational chart includes the President, Director of Operations, Director of Business Development, Sales Team, Customer Service, Installation Department and Accounting Department. Our team of 100+ professionals and dealer networks across the U.S. provide the excellent product and customer service support needed to fully commit to every client's needs. We have an 800# phone in place for dealer and/or end user assistance. Versia has been providing quality mailroom solutions for over 20 years and is involved with Mailroom Professionals on a daily basis. Our goals are to consult and provide the correct solution and products that will last a lifetime.

On-going training is provided by Versia and the manufacturer to keep the Dealer Network updated on new trends, solutions and design. We have a draw-to-price software program available to the dealer network as well. A specification guide will be available in print and pdf format for the dealer network and NASPO members.

There is a co-op marketing program provided between Versia, the Dealer Network and the manufacturer dedicated to the NASPO members. There will also be a dedicated web site created for the participating Dealers and NASPO members.

We are in a unique industry with a departmentalized focus which promotes and develops a turn-key organized solution to assure client productivity. Each and every team member is dedicated to solving the client's unique needs, successful installations, and therefore, satisfied customers.

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 **Offeror Response Form – Key Personnel.**

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.

Versia has held the line on cost increases in the past few years by being carefully focused on operation efficiency and avoiding unnecessary costs at all opportunities. We have not had a general price increase for the past 3 years. However, it is likely inevitable there will be a slight price increase in the coming calendar year due to the general level of inflation, rising energy costs and commodity pricing.

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**.

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 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.

In order for the Contractor (Versia, Inc.) to provide contract pricing and comply with required documentation on a quarterly basis, all invoices and payments must go through Versia.

Please provide your response in the Response Form titled *Attachment D* titled **Authorized Dealers/Partners/Sales and Service Provider Response Form**.

- 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. **Versia, Inc. has read, understands and complies, and will meet the terms and conditions of the RFP.**

- 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 **Versia, Inc. has read, understands and complies, and will notify MPA Contract Administrator and affected PA Procurement Officer of any changes throughout the terms of the contract.**

- 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:

Dealers are required to undergo training for a minimum 3 days at the factory. They are trained in the basics of mailroom design, space analysis, product specification and installation. As a condition of appointment as an authorized dealer, the dealership must install an in-house showroom of applicable mailroom products and maintain end user samples for demonstration and user evaluation. Master dealers are further trained on process and workflow design and certified as AIA CES dealers who are then qualified to train architects and facilities professionals in the proper use and specification of appropriate mailroom products.

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

Performance monitoring and compliance is accomplished via ongoing field visits with the dealer by factory personnel who continuously support and train the local dealers. Factory personnel ensure the dealership and its representatives stay abreast of the latest products and innovations relevant to the market and user needs and ensure the dealer showrooms and samples are of the highest quality and applicability for user needs. The factory and dealer personnel are required to engage in local client visits on a regular basis to ensure clients are using the product properly and realizing the benefit of the purchased equipment.

The factory and dealer reps also provide ongoing training and support to the local users during the field support visits to the user community.

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

The factory assumes the responsibility to provide the dealer with an ongoing list of applications and users of mailroom products in their respective territories. They also provide detailed training and insight into the specific products relevant for the various users and application needs. Dealers are responsible to formulate a viable market activity plan to demonstrate they are actively developing and supporting their local territories to offer the products to the applicable users.

The manufacturer provides qualified leads developed through ongoing trade show participation, direct marketing programs, website traffic and related marketing activities to the dealers who are then responsible for providing timely and effective follow up to the local inquirers. All dealers are required to provide a written follow up report to the manufacturer on the lead support activity under taken to ensure the local clients are effectively serviced.

The manufacturer also provides ongoing market training and support to the dealers via personal visits and in-house training, on line “GoToMeeting” seminars, newsletters, technical publications and related market support activity and collateral to ensure the dealers are capable of providing timely and relevant support for local users.

The dealers receive financial assistance from the manufacturer in the form of cooperative marketing programs, free marketing collateral, showroom coops, field samples and complimentary CAD drawings and design assistance by the manufacturer’s customer support team. The manufacturer provides a level of financial assistance to the dealer that is unparalleled in the mailroom industry.

- 4.4.3. 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.

Complaints are investigated and remediated jointly by the manufacturer and dealer to ensure a timely and effective resolution. They jointly engage the end user to assess and objectively understand the nature of the complaint and develop an action plan to remediate complaints in the shortest feasible time line.

If a performance deficiency is related to a specific dealer action or inaction, the dealer is properly notified in writing and given 30 days to correct the deficiency. If needed, the factory will provide assistance or additional training as may be required to assist the dealer in overcoming the deficiency (i.e. – additional installer training, dealer technical assistance, etc.).

If the dealer is unwilling, or unable (with the manufacturer’s support and assistance) to correct the deficiency or prevent the recurrence of the complaint(s), they are then given 30 day notice of cancellation of dealership and the manufacturer will find a suitable dealer replacement to recruit and train for the territory.

- 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

Offeror Response –Provide response in document titled: Offer Response Form – Authorized Dealers/Partners/Sales and Service Provider List.

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.

Versia, Inc. is in good standing with the various trade associations, certification boards and other regulatory agencies, such as Women’s Business Enterprise Council-West, Phoenix Postal Customer Council, and required licensing agencies. Versia has never had citations, alleged issues or investigations in any of the 25 years in business. Versia does not have any bankruptcies or reorganizations, past or on-going.

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.

The initial phone call will be to the local dealer representative. The situation will be analyzed and the proper actions taken. If for some reason the result is not satisfactory, all customer service issues / complaints are escalated to the Customer Service Manager (CSM) at the factory for immediate assessment and action. The CSM will define the appropriate response and engage the dealer principal, local representative and end user to ensure an effective and satisfactory response to the complaint is provided. The CSM has direct access to the Operations Director and President at the manufacturer to involve their assistance and support if needed to bring the proper attention and resources to affect maximum timeliness and effectiveness of response to any complaints that arise from the dealers or end users. Standard response time for complaint response is a maximum 8 business hours with a goal of effectively addressing any such complaints in a maximum 5 business days.

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

Offeror Response –Provide response in document titled: Offer Response Form – Authorized Dealers/Partners/Sales and Service Provider List.

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

Response would be that you read, understand and will comply, or to take exception **Versia, Inc. has read, understands and complies and the customer service representative will respond to all inquires within one business day.**

- 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 **Versia, Inc. has read, understands and complies.**

- 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:

Please note that the manufacturer advises adding a minimum 1 week lead time for transit and installation of product in addition to the shipment times below.

6.5.1. Low Volume equipment

6 weeks ARO (After Receipt of Order)

6.5.2. Medium Volume equipment

4 to 6 weeks ARO

6.5.3. Production

4 to 6 weeks ARO

6.5.4. Accessories

(Non Manufactured) 5 Business Days, (Manufactured) 4 weeks ARO

6.5.5. Furniture

4 to 6 Weeks ARO for Standard Product, 6 to 8 weeks for Non-Standard Product

6.5.6. Supplies

(Shelf stock) 5 business days ARO

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

All dealers have direct access to and accountability from the President of the manufacturer. Our policy is simple – problems are solutions waiting to be identified and customer service and satisfaction is our collective business goal. The manufacturer and dealer maintain an open, ongoing dialog and continually assess and support one another to ensure they jointly understand and provide exceptional customer service and satisfaction.

A “Lifetime Warranty” underscores and compels our dedication to providing long-term value and satisfaction to our customers. Our track record evidences our mutual success in maintaining this customer-centric business cooperation between the dealer and manufacturer.

4.5 Legal and Regulatory Actions

6.6.1. 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.

Versia, Inc. has never had any involvement in any legal proceedings, lawsuits, governmental regulatory actions, or contractual demands of similar services, or otherwise, pending or in the previous 5 years.

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.

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.

Our systems are easy to reconfigure, relocate and reuse which is the very essence of sustainability. The mail sorters are made of 33% post-consumer recycled content, 100% recyclable polystyrene, the wood panels are 100% recycled (90% PI, 10% PC), steel components are approximately 50% recycled, and the metal painting process is environmentally sound powder-coating. Energy efficient plastics manufacturing uses geothermal source to cool machinery and heat plant, avoiding consumption of natural gas or fossil fuels. The manufacturer is a recipient of the prestigious Blue Angel Environmental Certification for recycled content use and environmental stewardship.

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

Sandy Bender, President

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

The manufacturer is a member of the following certification and industry programs:

USGBC (US Green Building Council), AIA – American Institute of Architects, Blue Angel – Blue Angel Certification for our plastics manufacturing facilities, Greenguard Certification for our resin and bactericidal surfacing Suppliers (Forbo and Trespa), NSF (National Sanitation Foundation) NSF certification for our stainless products, and ANSI (American National Standards Institute), BIFMA (Business and Institutional Furniture Manufacturer's Association) and ETL compliances maintained for all relevant components and hardware accessories of mailroom furniture provided.

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.

Versia, Inc. 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.

Versia, Inc. will maintain for the term of this Agreement, and all renewals/extensions thereof, programs as described in the response to the 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.

Clients use mailroom furniture for a lifetime and there is no current demand or justification for a buy back program (the manufacturer has offered this program in the past but with zero participants). The product is warranted to last a lifetime and provide continuous, active use and value for clients in mailrooms and a host of related “workroom” applications which are ever-present with the client’s facilities and operation. They simply continue to use, re-use and redeploy our product across their enterprises, continuing to find useful lives for their product.

If a component or accessory is damaged or wears out in normal use, the client simply replaces the inexpensive component or accessory and puts the product back into productive daily operation.

When clients do have the rare need to dispose of or discontinue using their MultiSort mailroom furniture and products (due to departmental consolidation, closing, etc.) the manufacturer engages the client with ANEW, a non-profit California agency dedicated to the useful redeployment (as opposed to recycling) of furniture assets to needy charitable organizations (schools, homeless shelters, job and skill development and retraining agencies, emergency agencies, etc.). ANEW will arrange for the timely, environmentally and socially redeeming redirection of the products into productive purposes for needy clients who do not otherwise possess the needed financial resources to avail themselves of the desired assets (see www.anewfoundation.org).

ANEW will calculate the useful life value of the donation and ensure the donor receives the applicable charitable contribution receipt for their asset donation where applicable and desired.

The manufacturer also maintains an active in-house recycling program to ensure any surplus inventory or returned goods are responsibly donated to deserving agencies who are providing ongoing value to their communities (most donations go to local K-12 public schools and the Habitat for Humanity). This is an ongoing program the manufacturer established in 2005 and supports annually.