

4.4 TECHNICAL REQUIREMENTS – Versia, Inc.

4.4.1 Offeror Profile

Legal Name: Versia, Inc. dba Versia Storage Systems

Primary Business Address: 10645 N. Tatum Blvd., Ste 200-683, Phoenix, AZ 85028

Ownership Structure: Sub chapter S Corp

Employee size: 2

Website: www.versiastorage.com

Sales Contact Information: Sandy Bender, sandy@versiastorage.com

Client Retention Rate during past 3 years: 100%

Brief history of company:

Versia, Inc. dba Versia Storage Systems, began in 1991 helping companies optimize space and improve organization. We specialize in tailoring layouts, systems and equipment to each company's unique organizational needs, from small business to Fortune 500 corporations. Organization is fundamental to every successful business, and the dedicated specialists at Versia open the door to your company's untapped efficiency with expert design and consulting. Our ability to provide CAD, superior products and professional installations results in a turn-key operation that not only solves your needs today, but anticipates those needs for the future. We are the leading provider of modular millwork/casework, high density mobile and stationary shelving in Arizona, and celebrating over 20 years in the mailroom furniture industry.

Sandy Bender, President and Founder, started her business from scratch by knocking on doors. She has been an active community business leader and has been recognized as one of Arizona's Top 50 Woman-Owned Companies by the Phoenix Business Journal, Ernst & Young's Entrepreneur of the Year finalist, as well as the U.S. Woman's Chamber of Commerce - Arizona Entrepreneur of the Year and Innovation Award winner.

Company growth during past 3 years: Considering the economic conditions of the past 3 years with GDP growth rates at historically low rates between 1.3 – 3.3%, our sales for the past 3 years have held consistent with our industry averages.

4.4.2 Customer Service

Hours of operation: 9am – 5pm Arizona, Monday - Friday

Problem identification and resolution: Problems must be brought to our attention from the customer, and once identified, a remedy is quickly created and resolved to the customer's satisfaction.

Account management: Sandy Bender will be the first person to reach in regards to accounts, and if need be, she will assign the next level of coordination to accounts. We provide a toll free 800# and email addresses for easy contact.

Response to customer complaints/service issues: 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.

Assess customer satisfaction: 100% is always the only goal

Quality assurance measures: Through our manufacturer, they provide the highest quality mailroom furniture products in the marketplace today. Our innovative design and lifetime warranty are key to the ever-changing mailroom furniture market.

4.4.3 Technology

Online system for Purchasing Entities to use: Since our furniture is a custom product, ordering online is not feasible. Customers will need to contact Sandy, via phone or email, and request a consultation, of which she will design a solution along with pricing.

Ability and process to support a decentralized system of orders: Simply emailing Sandy for a consultation will start the process, and then Sandy will defer to wide dealer network if needed.

4.4.4 Data Security

Measure taken to protect sensitive customer information: We do not have access to customer's sensitive information.

4.4.5 Promotion of the NASPO ValuePoint Master Agreement

Versia has had the mailing equipment, supplies and maintenance contract for the past 5 years. We will continue to promote the master agreement through our dealer networks, local/state/national trade shows, our website, and each state participating addenda. The products we provide are specialized mailroom furniture and accessories, which is a unique niche in the mailroom environment.

For the past 5 years, we have not missed a deadline for usage reports and have submitted the usage reports in a timely manner. Going forward if awarded another contract, this practice will not change and we will continue to submit the usage reports as required.