



RISO, Inc.

Attachment A

Capacity of Offeror

Solicitation No.: ADSP016-00006328

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

Provide a response to each item below, using attachments where necessary. Each narrative item response should demonstrate ability to satisfy the Statement of Work. Limit response to experience directly relevant to this solicitation. The narrative shall include a response to all elements state or referred to in each item. All information contained in the proposal shall be current and factual. Failure to provide complete and accurate responses to the following items may have a negative impact on the evaluation of the Offer.

Instructions:

- a. All materials must be in electronic format that can be received in ProcureAZ (<https://procure.az.gov>), the State of Arizona's electronic procurement system.
- b. Responses should be comprehensive, but concise, addressing specifics with minimal extraneous information.
- c. Response to all questions, even if you answer is "Not Applicable".
- d. Label your response "ATTACHMENT A_Capacity_*companyname*" and state the question number being addressed.
- e. Additional attached information shall indicate the item number and heading being referenced as it appears below.
- f. The above additional attached information should also include a header labeled, "ATTACHMENT A_Capacity_*companyname_name of additional information*"

1. Proposed Offering

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

No.

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.

RISO is proposing equipment, supplies, and maintenance for the fifty States and Washington DC (i.e., everything except Puerto Rico).

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.



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See Attachments C & C-1 included in submission for Envelope Addressing System, Ink Jet, Low Volume and Envelope Addressing System, Ink Jet, Medium Volume, & Relocation 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.

See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"

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.

See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"

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.

See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"

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. Attachment B completed.

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.

RISO product pricing has not changed dramatically during the past five years (+/1.5%). Pricing is reviewed annually in light of production costs, demand, and market conditions. Pricing in 2021-22 is expected to increase by no more than the US inflation rate during the 2017-2022 period (subject to intervening conditions beyond the control of RISO).

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. Attachment G completed.

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](#). See corresponding question # 4.1 in file: "ATTACHMENT A_CAPACITY_RISO Inc" for additional information.

- 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. [RISO, Inc. has read and understands this section 4.2 and will comply with its requirements](#)

- 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 [Exception taken: See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc" and file "EXCEPTIONS AND CLARIFICATIONS_RISO Inc"](#)

- 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.
 - [See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"](#)
 - 4.4.2. Dealer contract support including contract administration and administrative/financial assistance.
 - [See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"](#)
 - 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.
 - [See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"](#)
 - 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



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Offeror Response –Provide response in document titled: Offer Response Form – Authorized Dealers/Partners/Sales and Service Provider List. See attached file: "Offer Response Form – Authorized Dealers_Partners_Sales and Service Provider List - RISO Inc"

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.

See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"

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.

See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"

- 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 See attached file: "Offer Response Form – Authorized Dealers_Partners_Sales and Service Provider List - RISO Inc".

- 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 **Exception taken: See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc" and file "EXCEPTIONS AND CLARIFICATIONS_RISO Inc"**
- 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 timezones.

Response would be that you read, understand and will comply, or to take exception **Exception taken: See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc" and file "EXCEPTIONS AND CLARIFICATIONS_RISO Inc"**

- 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

Equipment generally ships within 5 days of order receipt. Unusually large quantity, credit issues, or testing/workflow requirements may increase lead time.

- 6.5.2. Medium Volume equipment

Equipment generally ships within 5 days of order receipt. Unusually large quantity, credit issues, or testing/workflow requirements may increase lead time

- 6.5.3. Production

Not applicable

- 6.5.4. Accessories

Accessories generally ship within 5 days of order receipt. Unusually large quantity, credit issues, or testing/workflow requirements may increase lead time

- 6.5.5. Furniture

Not applicable



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6.5.6. Supplies

Supplies generally ship within 5 days of order receipt. Unusually large order or credit issues, may increase lead time.

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

See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"

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.

RISO, Inc. has not been involved in any legal proceedings, lawsuits, or governmental regulatory actions, or any contractual demands for assurance regarding the provision of RISO products to customers during the last five years. RISO's sole legal proceedings during the past five years involved a former RISO dealer which defrauded RISO out of significant sums of money. This dealer made claims against RISO in an effort to subvert RISO's attempts to enforce policies and to avoid detection of misappropriated funds. The dealer's claims were dismissed by the court in 2013 and the RISO's claims against the dealer settled in 2015.

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.

See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"

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

Matt Carl, Director Technical Operations is the individual designated to support RISO, Inc.'s commitment to sustainability.

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

See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"

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.

No.

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.



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RISO, Inc. agrees, if awarded a contract pursuant to this RFP, it will maintain the programs as described in RISO's response to the RFP for the term of the Agreement and all renewals/extensions thereof (if any).

- 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.

See corresponding question # in file: "ATTACHMENT A_CAPACITY_RISO Inc"