

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint
Mailing Equipment, Supplies and Maintenance

Question 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.

About RISO

RISO, Inc., headquartered in Burlington, Massachusetts, is a wholly owned subsidiary of RISO Kagaku Corporation, Japan's leading manufacturer and distributor of high-speed inkjet printers and digital duplicators.

RISO means "ideal."

RISO strives to create fundamentally unique new technologies in paper-based communication through an approach that emphasizes **productivity, cost containment, and versatility**. Every product RISO manufactures delivers these benefits in a balance that offers the ideal solution to our customers.

Some RISO History

Since RISO Kagaku Corporation was founded in Tokyo in 1946, our company has thrived on creativity. RISO has repeatedly developed the world's best solutions to a variety of specialized sectors in document printing and duplicating. RISO is rapidly building our market share in digital inkjet printing solutions for business. RISO products are now sold in over 150 countries.

RISO, Inc. has been the US distributor of RISO Products since 1986. With **more than 30 years of experience** in the US print industry, RISO provides **effective print solutions** for government offices, schools, churches, hospitals and other healthcare organizations, commercial print shops, non-profit groups, and other businesses.

RISO's ComColor printers offer **fast, affordable, environmentally friendly digital color** at speeds of up to 150 pages per minute. Within the government and education segments, RISO has an installed base of almost 1000 ComColor units. RISO's ComColor printers are often viewed as part of the 70+ppm color MFP's and laser printers segment, and occupy 0.9% of that segment in North America.

RISO People – The Key to Customer Satisfaction

RISO employees are committed to giving our customers the best possible experience.

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint Mailing Equipment, Supplies and Maintenance

Customer Satisfaction: We want RISO products to contribute to our customers' success. We will do what we say we will do, when we say we will do it. If there is an issue, we will take ownership and will ensure that we achieve a satisfactory resolution.

Integrity: We will act with honesty and with the highest degree of integrity. Our decisions and actions will always reflect ethical practices and will be in the best interests of the company and our customers.

Responsiveness: We will act with a sense of urgency. We will respond to our customers' needs promptly and honor our commitments. Our style will always be to listen carefully as we determine a best course of action.

Quality Service: We will support our customers before, during, and after the sale. Our service personnel will be certified to maintain and repair RISO products. Our technicians receive intensive, hands-on training and pass mandatory certification exams. We are dedicated to providing prompt and effective service.

As a subsidiary of the manufacturer, RISO has direct access to additional layers of support, expertise, and product innovation. You can depend on RISO to deliver a positive experience to NASPO Participating Entities.

Question 3.2.1

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

For the last ten years, RISO has worked with high-volume statement printers as well as mail fulfillment customers. RISO's products provide the efficiency and cost containment required to ensure maximum output for these companies. With nationwide sales and service support as well as an in-house team of workflow specialists, these customers rely on RISO as an integral part of their mailing solutions.

In addition to using RISO products for mailing applications, many large school districts and government agencies rely on RISO for their other printing needs, including: Boston Public Schools, New York Department of Education, Knox County Schools, Chicago Public Schools, Shelby County Schools, Sacramento City Schools, and the Commonwealth of Massachusetts.

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint
Mailing Equipment, Supplies and Maintenance

Question 3.3.1

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

RISO, Inc. provides products and service nationwide through multi-channel sales program and a comprehensive technical support team.

Sales

RISO's sales force includes personnel who sell products directly to customers as well as those who support the sales efforts of RISO dealers and resellers.

Direct Sales:

RISO's branch operation, based out of its corporate headquarters in Burlington, MA, employs 3 sales representatives who focus on Massachusetts, New Hampshire, Connecticut, and Rhode Island.

In addition, RISO has a product specialist dedicated to sales of RISO inkjet products. The product specialist works throughout the US to make sales directly and, in particular, to identify large sales opportunities.

RISO's Major Account department focuses on sales of inkjet products to customers with specialized applications and high volume print requirements, including high-volume mail accounts.

Support for Dealer/Reseller Sales:

RISO understands the importance of supporting the sales efforts of our authorized dealers & resellers. To that end, RISO employs 23 regional sales representatives who are dedicated to supporting the dealers/resellers within their assigned area. This support may include training, product information, raising awareness about sales vehicles (such as a NASPO contract), informing them about RISO marketing programs designed to assist sales efforts, and much more.

Through the efforts of these regional representatives, RISO is able to enhance the sales opportunities for our dealers and resellers throughout the US.

Dealer network or other distribution methods:

With more than 150 independent dealers and three nationwide resellers in the US, RISO's ability to provide products and services to NASPO Participating Entities is undeniable. With RISO's mix of small, local dealers and a national presence, RISO's

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint
Mailing Equipment, Supplies and Maintenance

dealers and resellers develop longstanding relationships with RISO customers and strive to anticipate and fulfill each customer's needs. Many of RISO's dealers & resellers employ RISO product specialists dedicated to selling RISO products, and all authorized dealers & resellers receive sales support directly from RISO. RISO estimates that its dealers & resellers employ a combined-total of more than 600 sales representatives who sell RISO products.

Service force.

RISO employs 5 technicians who provide service for the Boston branch customers in New England, an additional certified technician in Northern California, and one in Southern Florida who directly service RISO customers in those areas. In addition, RISO has a technical hotline, and a staff of 6 certified technicians who provide nationwide support, with a primary focus on major account customers/large installations.

All of RISO's dealers and resellers must have a sufficient number of RISO-trained and certified technicians to service their installed base of RISO products.

RISO's dealer & reseller network in the US has a total of more than 725 inkjet-certified technicians! Bell and Howell, who provides service in both the US & Canada currently has a certified technical staff of 24 technicians and will train additional members of their technical staff as needed. Pitney Bowes provides nationwide service with an Inkjet certified Technical staff of 316 Technicians. RISO's authorized dealers in the United States employ 393 Inkjet Certified Technicians.

And this number is continually INCREASING with training classes offered by RISO nearly every week of the year.

All RISO-certified technicians have access to RISO's technical hotline as needed, and RISO's technical managers offer additional support in the event an issue requires escalation.

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint Mailing Equipment, Supplies and Maintenance

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

Attachment D provided.

Subcontractor Proposed Responsibilities: RISO's authorized dealers/resellers may provide sales, administration, and service support under the Contract including:

- Product demonstrations, site evaluations and other pre-sale activities
- Order processing and fulfillment
- Delivery, installation, & operator training
- Preventative maintenance and repair service
- Invoicing/billing (where permitted by the Participating Entity)

Invoices and billing may be directed through RISO or through the authorized dealer/reseller locations, as required by a Participating Entity (and as set forth in the applicable Participating Addendum).

Question 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.

RISO, Inc. has read and understands the requirement that RISO maintain a current listing of authorized resellers that reflects all changes, additions, deletions within the authorized reseller/dealer network. RISO will maintain current information on its website and is willing to provide periodic updates to the MPA Contract Administrator and PA Procurement Officer upon request and/or in the event of significant changes. The MPA Contract Administrator and affected PA Procurement Officer may deny approval of any authorized reseller additions and/or substitutions by notifying RISO in writing of such denial.

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint Mailing Equipment, Supplies and Maintenance

Question 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: (See also sections 4.4.1 – 4.4.3 below)

General Requirements

Each prospective dealer must be recommended by a RISO sales manager after that manager has visited their offices and met the dealership’s executives. The dealer must then provide to RISO:

- General contact information
- Background/historical information
- Financial statements
- A proposed business plan for promoting RISO products
- Technical and sales staffing information
- Geographic area in which they desire RISO authorization
- Current markets served
- Other information pertinent to the applicant, market area, etc.

This application package is reviewed and a decision made by RISO’s executive management team whether to accept the prospect as a new dealer.

An approved dealer becomes an authorized dealer after executing RISO’s standard dealer agreement.

Question 4.4.1

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

RISO’s authorized dealers and resellers make a contractual commitment to use best efforts to diligently market the sale of RISO products in their assigned geographical area. This commitment also includes requirements to maintain sufficient numbers of trained sales and technical staff to provide quality service to end-users of RISO products.

RISO assigns each dealer/reseller a purchase volume target based on market index numbers and evaluates the success of each dealer/reseller against the target. In addition, RISO maintains regular contact with its dealers/resellers in order to ensure that sales and technical staff remain proficient and receive appropriate support from RISO.

RISO’s dealers/resellers are required to have sufficient numbers of trained sales and service personnel to provide a top-quality experience to end-users (and prospective end-users) of RISO products. RISO assigns sales targets based on

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint Mailing Equipment, Supplies and Maintenance

market index data for the geographical area to which the dealer/reseller is assigned. RISO evaluates performance based on target achievement and indicators of customer satisfaction.

Question 4.4.2

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

Authorized dealers commit to providing sales and service support for RISO's major accounts and purchasing contracts. Dealers understand that they must abide by the terms of any contract for which they provide products and/or service. If a contract requires RISO to handle all order administration and billing/collections, then RISO retains those responsibilities, but may assign a dealer for sales/service support under that contract.

If a contract permits the selling dealer to accept and fulfill customer orders and directly bill and collect payment from the customer, RISO dealers often handle these contract administration tasks. For each such sale, however, the authorized dealer must accurately report the sale to RISO for periodic reporting and contract fee calculation purposes.

Question 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.

RISO, Inc. will take prompt remedial steps if it receives a complaint from a Participating Entity related to contract performance. In general, RISO would first obtain details from the Participating Entity concerning the issues. RISO's Direct Action program (see Item 6.1 below) takes the lead with respect to resolving any concerns. Direct Action notifies the RISO sales support representative assigned to the dealer/reseller and conveys the complaint information. The sales representative will contact the dealer/reseller to discuss the concern and develop an action plan to resolve the issue to the satisfaction of the Participating Entity.

In the event that the Participating Entity's concerns about the dealer/reseller are such that resolution requires reassignment to an alternate dealer/reseller, RISO will work with the Participating Entity and the dealers/resellers to ensure a smooth transition for the affected Purchasing Entities. Although RISO does not anticipate

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint Mailing Equipment, Supplies and Maintenance

any such issues, RISO's dealers and resellers are aware that RISO may change the designated sales/service provider(s) should it determine that it is necessary or desirable to do so.

Question 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.

RISO, Inc. is a corporation in good standing. RISO is not now, and never has been suspended, debarred, or similarly disqualified from participation in any purchasing contract. To the best of RISO's knowledge, none of RISO's authorized dealers is currently suspended, debarred, or similarly disqualified from participation in any purchasing contract, and each RISO authorized dealer/reseller is under contractual obligation to notify RISO immediately if any incident of suspension, debarment, or similar disqualification arises.

Neither RISO, Inc. nor its parent company RISO Kagaku Corporation, has ever petitioned for bankruptcy protection or reorganization.

Question 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.

RISO's **Direct Action** program provides both authorized dealers/resellers and end user customers with a valuable support tool.

The Direct Action Program is a customer's direct link to RISO managers. Through Direct Action, any question or situation, in any venue, that in the customer's opinion, has not reached a conclusion, is escalated to the next level, so that a mutually agreeable or appropriate outcome is achieved.

After completing the Direct Action Form (downloadable from RISO's website – us.riso.com), including a description of the question or concern, simply submit the form via email, fax, or mail. Once received, Technical Administration will log and assign a number to the Direct Action file. The processed file will then be reviewed by the Director of Technical Services and Support. The Director will decide the

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint Mailing Equipment, Supplies and Maintenance

course of action and assign appropriate personnel to resolve the situation. A Direct Action File may only be closed by the Director or the Director's designated representative.

RISO also provides the following support, used primarily by dealers/resellers as they provide service to their customers:

- * Technical Assistance Call Center (TACC) – this center provides remote technical and operational product support Monday – Friday 8:30 am – 5:00 pm (EST).
- * Field Support Specialists – RISO's Field Support Specialists are seasoned RISO professionals with the technical and applications expertise to provide site support if needed by RISO authorized and certified support locations and their staff.
- * Professional Service Specialists – RISO's Professional Service Specialists are the product hardware, software and connectivity professionals for RISO's products. When required, these Specialists provide on-site technical support to RISO authorized and certified support locations and their staff.

Question 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: RISO's customer service representatives will respond to all inquiries within one business day of receipt. RISO-authorized dealers and resellers may have varied response times, however, those that participate in a NASPO contract will be advised of the requirement to respond within one business day.

Question 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: RISO's corporate service dispatch and technical specialists are available by phone 8:30am - 5:00pm Eastern, M-F, except holidays. Service requests may also be submitted after hours via email or voice mail (for response on the next business day).

RISO's authorized dealers and resellers maintain similar service department hours within their local time zone (e.g. the hours for a dealer in Chicago would be on Central time). All participating dealers and resellers will be advised of the requirements applicable to the NASPO contract, if RISO is granted an award.

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint
Mailing Equipment, Supplies and Maintenance

Question 6.6

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

Sales Support for Dealers/Resellers

RISO understands the importance of supporting the sales efforts of our authorized dealers & resellers. To that end, RISO employs 23 regional sales representatives who are dedicated to supporting the dealers/resellers within their assigned area. This support may include training, product information, raising awareness about sales vehicles (such as a NASPO contract), informing them about RISO marketing programs designed to assist sales efforts, and much more.

Through the efforts of these regional representatives, RISO is able to enhance the sales opportunities for our dealers and resellers throughout the US.

Technical Support for Dealers/Resellers

All of RISO's dealers and resellers must have a sufficient number of RISO-trained and certified technicians to service their installed base of RISO products.

RISO's dealer & reseller network in the United States has a total of more than 700 inkjet-certified technicians!

All RISO-certified technicians have access to RISO's technical hotline as needed for remote support. Through the hotline, RISO can provide guidance to a technician who needs information while at a customer site, consultation before a site visit, and much more.

RISO's technical managers provide additional assistance for complex issues and when a support request warrants escalation.

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint Mailing Equipment, Supplies and Maintenance

Question 7.2

Has your firm made a public commitment to environmental sustainability? If so, provide details for the following: (See questions 7.2.1 and 7.2.3 below for additional information.)

RISO's parent company, Riso Kagaku Corporation, has made a global commitment to environmental sustainability and established an environmental charter applicable to each of its subsidiaries, including RISO, Inc., and is as follows:

RISO Environmental Protection Principles

- 1. Development of environment-friendly products**
When developing and designing products, we create and execute development policies that reduce total environmental burden by considering the influence that respective product life stages have on the environment in the manufacturing, logistics, use, recycling and disposal phases.
- 2. Resource and energy saving**
We investigate the influence exerted on the environment by our business activities and try to save resources and energy to reduce environmental burdens.
- 3. Local environmental protection**
We observe local environmental regulations and investigate possible risks of contamination to prevent such occurrence in the case of an emergency, such as leakage.
- 4. Global arrangement**
We also consider our influence on overseas local communities and environments when operating or exporting products, and we try to respond to the requests of local communities as faithfully as possible.
- 5. Continual improvement**
We maintain a dynamic organization and system to establish environmental objectives and targets and always work to improve such systems.
- 6. Environmental education and information disclosure**
We educate our employees and carry out publicity activities appropriately, in accordance with the "RISO Environmental Charter" and the principles detailed above, to help employees deepen their insight on environmental issues. We also disclose information on environmental issues without hesitation and work on further reducing environmental burdens in cooperation with other community members.

Established on August 28, 1998
Revised on April 1, 2007
President & C.E.O.
Akira Hayama

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint
Mailing Equipment, Supplies and Maintenance

Question 7.2.1

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

RISO considers the environment throughout entire product lifecycles, from procurement, design, development, and production to use, reuse, recycling, and disposal. Riso Kagaku Corporation prepares an annual "Sustainability Report" to provide updated information about these environmental efforts. The Sustainability Report is verified by an independent third party to ensure accuracy. The 2015 Report is available here:

<http://www.riso.co.jp/english/company/eco/report/book2015/ SWF Window.html>

Additionally, Riso Kagaku provides a summary of environmental accounting that includes such measurements as:

- Global warming prevention measures
- Environmental communication
- Conservation and recycling
- Green spaces

The Accounting Report is available at:

<http://www.riso.co.jp/english/company/eco/performance/account.html>

Question 7.2.3

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

RISO KAGAKU CORPORATION, the parent company of RISO, Inc., acquired integrated certification of **ISO 14001**, the international standard of environmental management, covering all its domestic facilities on December 21, 2006. In September 2008, with the aim of improving the efficiency of integrated administration of its QMS and EMS, RISO Kagaku moved the schedule for an ISO 14001 inspection forward by one year and accordingly underwent QMS and EMS inspections at the same time. Both **QMS and EMS certifications** were renewed, effective through December 17, 2017.

EPEAT Registration:

RISO's FW Series ComColor printers are registered at the EPEAT Silver level.

Energy Star:

All of RISO's inkjet printers and digital duplicators are Energy Star certified.

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint Mailing Equipment, Supplies and Maintenance

Question 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.

Product Take-back Service

Many U.S. states have implemented laws that call for the environmentally friendly disposal/recycling of electronic products, some of which include provisions for imaging equipment such as multi-functional products, printers, faxes, digital duplicators, and scanners. Regulations vary from state-to-state and these regulations are targeting consumer, desktop, and household equipment. RISO's EPEAT registered products are not consumer products and do not meet the various state qualifications for recycling this class of equipment. They are institutional and floor standing products, requiring a separate recycling program that is offered by RISO, Inc.

In keeping with RISO's long-standing philosophy of "green" practices and ecological responsibility with regards to our product, we offer a nationwide take-back service for RISO's EPEAT registered products. If recycling is not available in a particular area, our program provides a convenient disposal solution for our environmentally conscious customers that want to responsibly recycle their RISO product at the end of its life cycle.

RISO, Inc.'s Recycling Program for the Products Registered with EPEAT

[Metech Recycling](#), a Certified e-Stewards® electronics recycler in Worcester, MA has entered into an agreement with RISO, Inc. to process RISO devices. While shipping arrangements and expenses are the customer's responsibility, RISO assumes the responsibility and cost for processing upon arrival to the Metech Recycling facility.

For those customers that would like to recycle RISO's EPEAT registered products, the following procedure applies:

- The customer must fill out the [recycling program form](#) and provide their name, address, model(s), serial number(s), etc. to receive a recycled materials Lot Number and a ship-to address.
- The customer is responsible for the cost to ship the unit(s) and must include the lot number information on the bill of lading to RISO's recycling center, Metech.

ATTACHMENT A

RISO, Inc.
Capacity of Offeror

Solicitation No.: ADSP016-00006328

NASPO ValuePoint Mailing Equipment, Supplies and Maintenance

- Customer must make their own transportation and payment arrangements with the carrier of their choice. "Freight Collect" shipments will NOT be accepted.
- RISO, Inc. will absorb the de-manufacturing cost to have RISO equipment recycled when properly returned and received by RISO's designated recycling center.
- In the event that the customer is unfamiliar with sourcing trucking firms, as a courtesy RISO, Inc. has provided information on a nationwide carrier that anyone can use to return their end-of-life equipment.

Provision for Take-Back and End of life management for cartridges and containers (Consumable cartridges):

Customers can generally use local recycling options for RISO supply cartridges and containers, in order to help minimize CO2 emissions.

When local recycling is not available, RISO offers a Take-Back program through Metech Recycling for the RISO cartridges and containers used in RISO's EPEAT-registered products. While shipping arrangements and expenses are the customer's responsibility, RISO assumes the responsibility and cost for processing upon arrival to the Metech Recycling facility.