



RFP Number: ADSP016-00006328 RFP Due Date: November 15, 2016	RFP Title: NASPO ValuePoint Master Agreement for Mailroom Equipment, Supplies and Maintenance
Lead State Entity: State of Arizona Procurement Office	Offeror: OPEX Corporation
State of Arizona Contact Information: Christopher Lacey; Email: christopher.lacey@azdoa.gov T: 602.542.7600	Offeror Contact Information: OPEX Corporation: Winnie Chow Email: wchow@opex.com T: 856.727.1100, x2202

Document

Attachment A – Capacity of Offeror Questionnaire; OPEX’s Responses

1. Proposed Offering

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

Offeror Response: Yes, OPEX is proposing the OPEX Model 72 extractor to all fifty (50) states, Washington D.C., but excluding 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.

Offeror Response: Below please find the list of all fifty states and Washington D.C. in which OPEX will be able to sell, install, and service the Model 72 extractor product.

- a. Alabama
- b. Alaska
- c. Arizona
- d. Arkansas
- e. California
- f. Colorado
- g. Connecticut
- h. Delaware
- i. District of Columbia
- j. Florida
- k. Georgia
- l. Hawaii
- m. Idaho
- n. Illinois
- o. Indiana

- p. Iowa
- q. Kansas
- r. Kentucky
- s. Louisiana
- t. Maine
- u. Maryland
- v. Massachusetts
- w. Michigan
- x. Minnesota
- y. Mississippi
- z. Missouri
- aa. Montana
- bb. Nebraska
- cc. Nevada
- dd. New Hampshire
- ee. New Jersey
- ff. New Mexico
- gg. New York
- hh. North Carolina
- ii. North Dakota
- jj. Ohio
- kk. Oklahoma
- ll. Oregon
- mm. Pennsylvania
- nn. Rhode Island
- oo. South Carolina
- pp. South Dakota
- qq. Tennessee
- rr. Texas
- ss. Utah
- tt. Vermont
- uu. Virginia
- vv. Washington
- ww. West Virginia
- xx. Wisconsin
- yy. Wyoming

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.

Offeror Response: OPEX has included purchase and maintenance prices for the extractor category only for the OPEX Model 72 extractor. Please refer to the separately provided pricing spreadsheet.

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.

Offeror Response: Please see OPEX's response below.

I. Corporate Overview

A. General Information

OPEX Corporation has been a technological leader in the mailroom since 1973 when the company introduced its first mail extraction system designed to automate the process of opening and processing inbound mail. Since then, OPEX has grown considerably, with offices in the U.S., U.K., France and Germany.

From its humble beginnings, OPEX now boasts a workforce consisting of hundreds of employees. Its Moorestown, New Jersey World Headquarters complex is made up of multiple buildings and more than 250,000 square feet of engineering, manufacturing, warehouse, product assembly and office space.

OPEX is a vertically integrated manufacturing company. OPEX designs, manufactures, assembles, markets and services all of its products. Machine types range from the relatively simple (basic table-top envelope openers) to the complex, including sophisticated document scanners, and fully-automated, high-speed incoming mail sorters and mail extractors.

OPEX mail extractor equipment can be found in these business sectors:

- Government (Federal, State, Local)
- Financial Services
- Insurance
- Healthcare
- Non-profit
- Utilities
- Telecommunications
- Service Bureau
- Retail/Wholesale
- Institutional

OPEX Corporation offers a variety of innovative document processing and imaging solutions. From industry-leading mail extraction and sorting equipment, to outstanding image capture and payment processing hardware platforms, OPEX equipment provides efficient workflows and superior cost savings.

OPEX has successfully developed long-term relationships with our clients because of our ability to deliver a world class product, apply cutting edge technology and provide superior customer service and support.

Our ability to continuously deliver exceptional customer service results directly from our sales and service organizations.

OPEX's Sales Organization is responsible for selling OPEX products or services through direct contact with clients. Members of the OPEX sales force, Account Executives, are assigned sales territories by geographic segments. These OPEX Account Executives, use a consultative and collaborative selling approach to assist prospects in understanding their current operational processes, business improvement opportunities, investment requirements and the expected benefits which include financial Return on Investments and Payback. Each Account Executives receives extensive professional sales training and OPEX product training.

Along with this extensive training, ongoing sales coaching, decision analytics training and vertical market briefings are key components in a continuous improvement program.

OPEX's National Service Organization is the largest and most comprehensive service organization in the industry. All technicians are OPEX employees, not subcontractors. They have undergone rigorous training in the field and in the classroom, and receive ongoing product education on a routine basis. Knowledge, support and a dedication to customer satisfaction makes OPEX service the best in the industry.

B. Corporate Principles

In 1993, the OPEX Management Team set out to determine what core principles had helped foster the company's tremendous success. The culmination of this effort is today known around OPEX simply as, "The Nine Corporate Principles."

These Principles are more than just words that decorate office walls and company coffee mugs; they form the basis for how OPEX conducts its business, both on an individual employee level as well as organizationally. These Nine Corporate Principles are reproduced below:

WE AT OPEX CORPORATION SHALL ALWAYS STRIVE TO:

- **ONE:** Conduct all business in a fair and honest manner.
- **TWO:** Listen, and be responsive, to customers' needs.
- **THREE:** Recognize the value of the individual.
- **FOUR:** Maintain conservative financial management which will dictate growth.
- **FIVE:** Move ahead continually and deliberately to assure the ongoing survival of the company.
- **SIX:** Exercise freedom from tradition and convention if a better method can be devised.
- **SEVEN:** Focus business expansion only in related fields.
- **EIGHT:** Minimize layers of management in order to maximize employee empowerment.
- **NINE:** Eliminate the "It's not my job" attitude.

C. Organizational Structure

Although OPEX is itself organized as a single corporate entity, separate business units have been formed to efficiently serve customers throughout the world. The OPEX Incoming and Scanning division focuses on incoming mail processing and scanning equipment in the North American marketplace. This division also includes the OMATION product line of letter openers and joggers. The OPEX International division offers the complete OPEX product line to countries outside of North America.

As noted above, OPEX maintains several facilities worldwide:

World Headquarters:

305 Commerce Drive
Moorestown, New Jersey 08057-4234 USA
Phone: 856.727.1100
Main Fax: 856.727.1955
URL: <http://www.opex.com>

OPEX International:

OPEX -- France
Les Fjords – Batiment Vega
19, avenue de Norvege
ZA de Courtaboeuf
91140 Villebon-sur-Yvette
Phone: +33 01 60 92 40 40

OPEX – U.K.
29/32 Queensbrook
Bolton Technology Exchange
Spa Road
Bolton, England BL1 4AY
Phone: +44 0120.438.8838
Fax: +44 0120.452.1432

OPEX -- Germany
Max Blank Ring 39
65205 Wiesbaden-Delkenheim
Germany
Phone : +49 6227.381.116
Fax: +49 6227.381.200

OPEX Corporation offers a variety of innovative document processing and imaging solutions. From industry-leading mail extraction and sorting equipment, to outstanding image capture and payment processing hardware platforms, OPEX equipment provides efficient workflows and superior cost savings.

OPEX has successfully developed long-term relationships with our clients because of our ability to deliver a world class product, apply cutting edge technology and provide superior customer service and support.

Our ability to continuously deliver exceptional customer service results directly from our sales and service organizations.

OPEX's Sales Organization is responsible for selling OPEX products or services through direct contact with clients. Members of the OPEX sales force, Account Executives, are assigned sales territories by geographic segments. These OPEX Account Executives, use a consultative and collaborative selling approach to assist prospects in understanding their current operational processes, business improvement opportunities, investment requirements and the expected benefits which include financial Return on Investments and Payback. Each Account Executives receives extensive professional sales training and OPEX product training. Along with this extensive training, ongoing sales coaching, decision analytics training and vertical market briefings are key components in a continuous improvement program.

OPEX's National Service Organization is the largest and most comprehensive service organization in the industry. All technicians are OPEX employees, not subcontractors. They have undergone rigorous training in the field and in the classroom, and receive ongoing product education on a routine basis. Knowledge, support and a dedication to customer satisfaction makes OPEX service the best in the industry.

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.

Offeror Response: The following is a list of OPEX customers throughout the United States that have purchased OPEX's line of extractors and on-call maintenance services for their OPEX Model 72 products. Please feel free to contact the below listed OPEX customers regarding the quality of products and services that we have always consistently provided to our customers.

(A) Tax Collector for Polk County (Florida)

Office of Joe G. Tedder, Tax Collector for Polk County
430 E. Main Street, Bartow FL 33830
Tommy Wickham - Business Systems Analyst, Information Technologies
T: (863) 534.4719; Email: TommyWickham@polktaxes.com

(B) United Concordia Dental

4401 Deer Path Road, Harrisburg PA 17110
Customer Support Operations / Dental Electronic Services
Andy Danton - Associate Business Analyst
(717) 260-6802

(C) TransUnion

1510 Chester Pike, Crum Lynne PA 19022
Ian Kenny, Manager – Imaging Services
T: (610) 546-4729; Email: ikenny@transunion.com

- (D) **Kentucky Cabinet for Health and Family Services**
Document Processing Section
1025 Capital Center Dr. Suite 101, Frankfort KY 40601
Jackie Ayres – Supervisor, Centralized Mailroom Branch
T: (502) 564-0105 ext. 2796; Email: Jackie.Ayres@ky.gov
- (E) **Iowa Department of Revenue**
Hoover State Office Building
1305 E. Walnut, 3rd floor, Des Moines IA 50319
Rich Knapp
T: (515) 281-5162; Email: rich.knapp@iowa.gov
- (F) **Marshfield Clinic**
1000 N Oak Avenue, Marshfield, WI 54449
Debbie Kadolph - Manager, Patient Financial Services
T: (715) 389-0702; Email: Kadolph.debra@marshfieldclinic.org
- (G) **City and County of San Francisco – Department of Elections**
1 Dr. Carlton B. Goodlett Place – Room 48, San Francisco CA 94102-4635
Sandro “Shane” Burgos
T: (415) 554-6991; Email: sandro.burgos@sfgov.org
- (H) **Grays Harbor Public Utility District**
2720 Sumner Avenue, Aberdeen WA 98520-0109
Amanda Ashby
T: (360) 538-6251; Email: aashby@ghpud.org
- (I) **Riverside County Registrar of Voters**
2724 Gateway Drive, Riverside, CA 92507
Art Tinoco
T: (951) 486-7310; Email: atinoco@co.riverside.ca.us
- (J) **City of San Diego - Public Utilities Department**
9125 Topaz Way, San Diego, CA 92123
Jemar E. Macaraeg - Financial and Information Technology Division - IS Section
T: (858) 292-6356; Email: JMacaraeg@sandiego.gov
- (K) **Department of Public Utilities – Cleveland Water**
Keith Cromer, Administrative Manager
1201 Lakeside Avenue
Cleveland, OH 44114
(216) 664-2444 Ext. 5424
- (L) **North Carolina Department of Revenue**
501 N Wilmington Street, Raleigh, NC 27640
Gale Turlington
T: 919 754-2216; Email: Gale.turlington@ncdor.gov

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.

Offeror Response: Please see OPEX's response below.

OPEX Corporation Organizational Chart

Although OPEX Corporation is made up of the Incoming and Scanning Division and the International Division, it is a "flat" organization by the nature of the internal structure. As such, OPEX does not maintain an organizational chart in the traditional sense of that term.

However, if there are problems or concerns regarding the equipment, and if these concerns require escalation within OPEX, the following "chain of responsibility" can be followed:

Incoming and Scanning Division

Account Executive → National Sales Manager → National Sales Director → President of Incoming and Scanning Division

Service Technician → Regional Service Manager → National Service Manager → Director of Field Services → President of Incoming and Scanning Division

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 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 2021-22.

Offeror Response: OPEX has included the purchase price of the Model 72 extractor under the pricing sheet, commencing from the effective date of the Master Agreement and will be held firm in accordance to the terms of the Master Agreement. Please note OPEX's purchase prices for our products are held firm for a period of one (1) year or twelve (12) months. We only increase our purchase prices once per calendar year which occurs on January 1st of each calendar year. During the past three (3) calendar years, the typical annual purchase price increase ranges anywhere from three percent (3%) to five percent (5%) per year, based on our previous year's rates. The formula for calculating the annual purchase price increase is based on a multitude of factors such as cost of purchasing raw materials (i.e., metal), labor, fuel, and etc. OPEX builds our products in our World Headquarters located in Moorestown, NJ, USA. Currently, it is difficult to ascertain what OPEX's anticipated price increase to the Model 72 MSRP price for calendar years 2021 and 2022. Assuming the increase in the cost of purchasing raw materials (i.e., metal), labor, and fuel are similar to the increases during the past twelve (12) months (October 2015 through October 2016), then we hope to continue a similar price increase range anywhere from three percent (3%) to five percent (5%) per year, based on our previous year's (2020/2021) rates.

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.

Offeror Response: OPEX has completed *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.

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

Offeror Response: OPEX has a dedicated sales department that sells equipment throughout the United States for which all are direct employees of OPEX. OPEX's sales departments consists of account executives and national sales managers whom all are managed by Mr. Dann Worrell, OPEX's Director of Sales. As such, OPEX does not use dealers and/or partners to sell the extractors. Based on State of Arizona's response to OPEX's question #22 as listed on IPRO, State of Arizona has stated we do not need to complete Attachment D – the Authorized Dealer/Partner, Sales and Service Provider Form for the reasons set forth above.

- 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.

Offeror Response: OPEX does not have a dealer/partners program for the proposed OPEX Model 72 extractor product. Please take note that OPEX has a comprehensive sales and service coverage programs in all fifty states plus Washington DC which consists of OPEX representatives that are employed directly by OPEX. As such, OPEX does not use dealers and/or partners to sell and/or service the extractors. Based on State of Arizona's response to OPEX's question #22 as listed on IPRO, State of Arizona has stated we do not need to complete Attachment D – the Authorized Dealer/Partner, Sales and Service Provider Form for the reasons set forth above.

- 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

Offeror Response: This is not applicable to OPEX. Please see OPEX's response under 4.2 above.

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.

Offeror Response: This is not applicable to OPEX. Please see OPEX's response under 4.2 above.

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

Offeror Response: This is not applicable to OPEX. Please see OPEX's response under 4.2 above.

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.

Offeror Response: This is not applicable to OPEX. Please see OPEX's response under 4.2 above. Additionally, OPEX has listed the name of the OPEX representative that oversees the billing process under Attachment B, titled "Key Personnel."

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.

Offeror Response: This is not applicable to OPEX. Please see OPEX's response under 4.2 above.

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.

Offeror Response: OPEX is in good standing with trade associations, certification boards or other regulatory agencies and has not had any bankruptcy proceedings and/or reorganization.

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.

Offeror Response: The following is OPEX's Service Escalation Procedure for handling service related issues for the OPEX Model 72 extractor. For OPEX's sales related issues, please refer to our response under 3.3 above.

OPEX's Escalation Procedure

Either the Customer or the OPEX Field Service Technician may declare a "**Down**" machine status:

- A machine is **Down** when in the Customer's judgment the machine is not operating to its specifications and the Customer relinquishes use of the machine to the Field Service Technician for repair or adjustment.
- A machine is **Down** when the Field Service Technician has the machine for repair or adjustment.

NOTE: A machine undergoing scheduled system maintenance is not considered **Down**.

- There are two methods for which equipment in a **Down** state is reported and escalated.
 - 1) Upon a **Down** condition of a machine, the Field Service Technician at the Customer's site is to evaluate the cause of the failure. If the Field Service Technician estimates that the problem may not be repaired for a prolonged time period, the Field Service Technician will call Supplier's Technical Support Department ("Technical Support") to report that information. A Level 1 Technical Support Representative will be assigned to the problem and it will be entered in the Supplier's automated electronic Help Desk system and tracked to a resolution.
 - 2) When a Customer places a service call for a **Down** machine to Technical Support, an escalation clock is started. If the Field Service Technician does not report that the particular problem has been resolved within 2 hours from the time the Field Service Technician is contractually obligated to arrive at the Customer's site, the call will automatically escalate and a Level 1 Technical Support Representative will be assigned. At that time, the Level 1 Technical Support Representative will enter the problem in the automated electronic Help Desk system and will contact the Field Service Technician and inquire as to what assistance is needed.
 - The Field Service Technician must continually update the Customer contact as to:
 - Status of the repair
 - Immediate plans for the repair
 - Contingency plans for the repair (fallback)
 - Estimated time to completion of the repair

While a call is active with Technical Support and in the Help Desk system, it will follow Supplier's established internal escalation.

- If a machine remains in a **Down** state for a period of 8 hours, the call is automatically escalated to a Level 2 Technical Support Representative (product expert). The Level 2 Technical Support Representative will consult with and assist the Level 1 Technical Service Representative.
- If the problem has not been resolved for a second 8 hour period, the call will be automatically escalated to Level 3, at which time the Lead Technical Support Representative and the Manager of Technical Support are notified and will strategize and coordinate all necessary steps to resolve the problem.

NOTE: These are automated electronic internal escalations and include all pertinent information and the plan of action as it is developed and critical steps of the plan which have been completed.

- During the machine **Down** condition, Technical Support personnel must do the following:
 - ◆ The assigned Level 1 Technical Support Representative must keep an up to date activity log in the Help Desk system regarding the problem and all of the steps that have been taken to the present time.
 - ◆ Update the Field Service Technician with all pertinent internal actions and escalations as well as emergency part shipment information, as required.
 - ◆ As necessary, consult with or engage the Design Engineering Staff to review the failure information and machine status, review the repair plans and review the contingency plan.
 - ◆ As necessary, consult with the Vice Presidents of Manufacturing and Engineering from a design perspective.

While a call is active with Technical Support and in the Help Desk system, all activity that is logged is visible to Regional Service Managers, National Service Managers and higher level OPEX management.

Upon resolution of the failure, the Field Service Technician must contact the assigned Level 1 Technical Support Representative and (i) explain the eventual solution in detail and that information is documented in the Help Desk database for future reference regarding a similar problem, and (ii) report that the machine status can be recorded as "Up."

Upon resolution, a member of OPEX's management team will contact Customer to ensure Customer's satisfaction with the results.

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.

Offeror Response: OPEX does not have a dealer/partners program for the proposed OPEX Model 72 extractor product. Please take note that OPEX has a comprehensive sales and service coverage programs in all fifty states plus Washington DC which consists of OPEX representatives that are employed directly by OPEX. As such, OPEX does not use dealers and/or partners to sell and/or service the extractors. Based on State of Arizona's response to OPEX's question #22 as listed on IPRO, State of Arizona has stated we do not need to complete Attachment D – the Authorized Dealer/Partner, Sales and Service Provider Form for the reasons set forth above. Upon request, OPEX can provide the names of the Account Executive and/or Regional Service Manager that oversees the applicable sales and service territory.

- 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

Offeror Response: Yes, OPEX acknowledges and agrees to this Section 6.3, subject to OPEX's response under Section 6.4 below.

- 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

Offeror Response: Yes, OPEX acknowledges and agrees to this requirement. To call for service, OPEX has a toll-free telephone line available 24/7 that customers can use to request service response. That number is (800) OPEX-288. The toll-free number line is staff by representatives who are direct OPEX employees. For customers who have purchased an annual on-call maintenance service contract, OPEX will dispatch a service technician to the customer's equipment site and he/she will exert all reasonable efforts to arrive at the site within four (4) hours from the time we receive the call, during the standard on-call contracted coverage hours of 7 AM – 3 PM, site local time, Monday through Friday, excluding OPEX holidays.

- 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

- 6.5.2. Medium Volume equipment

Offeror Response: This category is not applicable to OPEX.

- 6.5.3. Production

Offeror Response: This category is not applicable to OPEX.

- 6.5.4. Accessories

Offeror Response: This category is not applicable to OPEX.

- 6.5.5. Furniture

Offeror Response: This category is not applicable to OPEX.

- 6.5.6. Supplies

Offeror Response: OPEX's standard lead time for delivery consumable items (printer paper and ink toner cartridge) for the Model 72 extractor is typically 3-5 business days from the date we receive the written purchase order from the Purchasing Entity.

- 6.5.7 Extractor Category

Offeror Response: Per State of Arizona's written response to OPEX's question #30 as provided on IPRO, since there is no specific category under Subsection 6.5.7 for the extractor category, State of Arizona stated that we can add this category to Subsection 6.5.

The current delivery timeframe for the extractor category is 90 to 120 calendar days following receipt of a firm purchase order. OPEX does not inventory any of our products, including the OPEX Model 72 extractor and we build our products at our World Headquarters located in Moorestown, NJ pursuant to the receipt of a firm purchase order. As such, the delivery timeframe may be shorter or longer depending on OPEX's then current production schedule. However, the average delivery timeframe for the extractor is 90 calendar days following receipt of a firm purchase order.

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

Offeror Response: This Subsection is not applicable to OPEX because we are the original equipment manufacturer and the exclusive service provider for the OPEX Model 72 extractor product. Please refer to our responses under Section 4.2 and Section 6.1 above.

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.

Offeror Response: OPEX has not been involved in any legal proceedings, lawsuits, or governmental regulatory actions and any contractual demands for assurance regarding the provision of similar services pending or occurring the last five (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.

Offeror Response: In addition to the implementation of OPEX's paper, plastic and can recycling program in 2010, OPEX announced our plans in January of 2011 to install over 9,000 solar panels at its two facilities during the spring of 2011, resulting in one of the largest solar panel projects for a privately held company in the state of New Jersey.

OPEX believes in being good stewards of the environment, and making business decisions that will protect and enhance the quality of the environment for current and future generations. Based on our conviction, OPEX put plans in place, and now acquires, 100% of the energy required for our Moorestown, New Jersey headquarters, manufacturing, and production facilities from solar energy.

For nearly 40 years, OPEX has manufactured products for its customers that increase productivity and efficiency in the workplace in order to drive down costs. This past spring, OPEX flipped the switch on a sustainability project that significantly increases our efficiency while also substantially reducing our overall draw on the electric grid. Acting on the desire to be good stewards of the environment and our resources, OPEX put plans in place to acquire 100% of the energy required for its Moorestown, New Jersey headquarters, manufacturing, and production facilities from solar energy. We selected H2 Contracting, LLC, of Marlton, New Jersey to assist us in this endeavor based upon their experience and willingness to

partner with us on a project of this magnitude. This effort culminated in a 2.77 megawatt solar power installation consisting of more than 8,000 solar panels covering the roofs of two buildings and two parking pavilions on the campus of the OPEX World Headquarters, along with a full solar field array.

With this solar solution in place, OPEX is one step closer to achieving its goal of being a net-zero consumer of electrical power from traditional sources. While the investment in this technology is not insignificant, the returns on this investment – from utility bill savings to preservation of the environment – make it a worthwhile and prudent use of OPEX capital.

ADDITIONAL BENEFITS

With the addition of the solar parking pavilions came covered parking for employees at both buildings. These coveted spots provide protection from the hot sun, rain, and snow. The benefits do not stop there, however. Each of the parking pavilions is equipped with a charging station for those employees who drive an electric vehicle. A number of employees recharge their batteries during the workday, thanks to the sun... and OPEX.

PROJECT SUMMARY

Location: Moorestown, NJ

Completed: April, 2012

Installation Type: Parking Pavilion Structures, Field Array, and Rooftop Systems

System Size: 2.77 MW

PV Surface Area: 82,000 sq ft

Number of Panels: 8,372

PROJECT FACTS AND FIGURES:

- 8,372: Total solar panels
- 2: GE® electric vehicle charging stations
- 2,772,249: Annual kWh produced
- 2,648: Number of panels installed on 835 roof racking system
- 1,488: Number of panels installed on 305 roof racking system
- 3,040: Number of panels in the solar field
- 608: Number of panels on 835 parking pavilions
- 588 Number of panels on 305 parking pavilions
- 4: Number of football fields panels could cover
- 250,000: Square footage powered by energy created
- 259: Homes that can be powered each year
- 3,620,557: Pounds of CO2 emissions reduced annually
- 1,702: Barrels of oil not consumed each year
- 6,810,584: Pounds of coal not burned annually
- 184,318: Gallons of gasoline saved from consumption

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

Offeror Response: Please direct all questions and/or inquiries regarding OPEX's 9,000 solar panel project to Mr. David Andrews, OPEX's Facilities Manager and he can be reached at 856.727.1100 or via e-mail at dandrews@opex.com. Mr. Andrews will then subsequently relay your questions and/or inquiries to the appropriate OPEX representative.

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

Offeror Response: OPEX has not obtained any environmental third party certification.

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.

Offeror Response: OPEX had one (1) workplace incident which occurred on or about October 29, 2015 at OPEX's facility located in Moorestown, NJ. An employee had the tip of his thumb amputated while operating a vertical milling machine in OPEX's Woodshop Department. Following OSHA's investigation of this incident, this matter was resolved with the issuance of two (2) serious and six (6) other than serious citations, which are available for review on the OSHA website. OPEX has completed all corrective actions requested by OSHA.

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.

Offeror Response: OPEX will agree to maintain the sale and service obligations as provided in this response for the OPEX Model 72 extractor product, subject to the prices as provided in this response.

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.

Offeror Response: OPEX agrees to offer a trade-in credit of our legacy OPEX Model 72, 51 and/or Model 50 extractor products under a one-for-one trade-in basis and the trade in credit is contingent on the end user purchasing one (1) new OPEX Model 72 extractor. The current 2016 and 2017 trade-in credit, per unit is \$1,200.00 for the OPEX Model 72 extractor, \$200.00 for the OPEX Model 51 extractor and \$100.00 for the OPEX Model 50 extractor. The trade-in credit of the legacy Model 72, Model 50 and/or Model 51 extractor products will be applied as a credit toward the purchase price of a new OPEX Model 72 product. The trade-in credit for the OPEX Model 72, Model 50 and Model 51 will be subject to change on January 1, 2018.

Immediately upon delivery of the newly purchased OPEX Model 72 extractor, OPEX will de-install, disassemble and remove the legacy OPEX Model 72, Model 50 and/or Model 51 extractor at no additional cost to the end user. In the event the removal of the legacy OPEX product cannot occurred at the same time as the installation of a newly purchased OPEX Model 72 extractor, then we will exert all reasonable efforts to remove the legacy OPEX product within thirty (30) calendar days or at a date that is mutually acceptable to both OPEX and the end user. OPEX will bring its own materials to package the legacy OPEX product(s) as part of the de-installation process.

For reference, OPEX publicly announced the release of the Model 50 extractor product in March of 1990, and the Model 51 extractor product in August of 1997. Currently, the Model 72 is in the seventh generation of OPEX's line of extractor products.