

Attachment F – Scope of Work Response

(Revised 10.30.2018)

RFP-NP-18-001

Copiers and Managed Print Services

Offeror Name: Sharp Electronics Corporation

PART I

Instructions: Offeror must indicate their understanding/compliance with the following Subsections of the RFP by selecting “Yes” from the drop-down menu. If a Subsection is not applicable to your Proposal, select “N/A” from the drop down menu. If you are not able to comply with a Subsection, select “No” from the drop-down menu. For all “N/A” and “No” responses, you must indicate the reason in the Comments column. In addition, if you select “Yes” and would like to expound on that response you may also do so in the Comments column. Subsections not contained in the table below do NOT alleviate Offeror from complying with the requirements of those Subsections.

Section	Subsection	Select the appropriate response from the drop-down menu	Comments
Solicitation Overview			
Contract Term	1.5.2	Yes	
Pricing	1.10.1	Yes	
	1.10.2	Yes	
	1.10.3	Yes	
	1.10.4	Yes	
	1.10.5	Yes	
	1.10.6	Yes	
	1.10.7	Yes	
	1.10.8	Yes	
	1.10.9	Yes	
	1.10.10	Yes	
	1.10.11	Yes	

	1.10.12	Yes	
	1.10.13	Yes	
	1.10.14	Yes	
	1.10.15	Yes	
RFP Requirements and Information			
Firm Offers	3.13	Yes	
News Releases	3.17	Yes	
Certification of Non-Debarment	3.19	Yes	
Scope of Work			
Overview			
	4.1.2	Yes	
	4.1.3	Yes	
	4.1.4	Yes	
	4.1.5	Yes	
	4.1.6	Yes	
MPS	4.1.7	Yes	
Survivability	4.1.8	Yes	
	4.1.9	Yes	
	4.1.10	Yes	
	4.1.11	Yes	
Dealers	4.3.4	Yes	
	4.3.5	Yes	
	4.3.6	Yes	
Product Offerings			
Device Standards	4.4.3 (a)	Yes	

	4.4.3 (b)	Yes	
	4.4.3 (c)	Yes	
	4.4.3 (d)	Yes	
	4.4.3 (e)	Yes	
	4.4.3 (f)	Yes	
	4.4.3 (g)	Yes	
	4.4.3 (h)	Yes	
	4.4.3 (i)	Yes	
	4.4.3 (j)	Yes	
	Device Exceptions	4.4.4 (a)	Yes
4.4.4 (b)		Yes	
4.4.4 (c)		Yes	
4.4.4 (d)		Yes	
4.4.4 (e)		Yes	
4.4.4 (f)		Yes	
4.4.4 (g)		Yes	
Accessories	4.4.5	Yes	
Software	4.4.6	Yes	
Consumable Supplies	4.4.7 (a)	Yes	
	4.4.7 (b)	Yes	
	4.4.7 (c)	Yes	
	4.4.7 (d)	Yes	
Reman/Refurb Equipment	4.4.8	Yes	
Open Market Items	4.4.9 (a)	Yes	

	4.4.9 (b)	Yes	
	4.4.9 (c)	Yes	
	4.4.9 (d)	Yes	
	4.4.9 (e)	Yes	
Emerging Technologies	4.4.10	Yes	
Service Offerings			
Maintenance Agreements			
Pricing	4.5.2 (a) (i)	Yes	
	4.5.2 (a) (ii)	Yes	
	4.5.2 (a) (iii)	Yes	
	4.5.2 (a) (iv)	Yes	
	4.5.2 (a) (v)	Yes	
	4.5.2 (a) (vi)	Yes	
	4.5.2 (a) (vii)	Yes	
	4.5.2 (a) (viii)	Yes	
	4.5.2 (a) (ix) <i>(11"x17" impressions)</i>	Yes	
	4.5.2 (a) (x)	Yes	
	4.5.2 (a) (xi)	Yes	
	4.5.2 (a) (xii)	Yes	
	4.5.2 (a) (xiii) <i>(Initial Term)</i>	Yes	
	4.5.2 (a) (xiv) <i>(Renewal Term)</i>	Yes	
Blended Rates	4.5.2 (b)	Yes	
Manual Meter Reads	4.5.2 (c)	Yes	
	4.5.2 (d) (i)	Yes	

Customer Owned Equipment	4.5.2 (d) (ii)	Yes	
	4.5.2 (d) (iii)	Yes	
Lease or Rental Equipment	4.5.2 (e) (i)	Yes	
	4.5.2 (e) (ii)	Yes	
	4.5.2 (e) (iii)	Yes	
Legacy Equipment	4.5.2 (f) (i)	Yes	
	4.5.2 (f) (ii)	Yes	
	4.5.2 (f) (iii)	Yes	
	4.5.2 (f) (iv)	Yes	
Service Requirements			
Technicians	4.5.3 (a)	Yes	
Standard Service Levels	4.5.3 (b) (i) (1) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (2) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (3) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (4) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (5) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (6) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (i) (7) <i>(End-User Training)</i>	Yes	
	4.5.3 (b) (ii) <i>(Preventative Maintenance)</i>	Yes	
	4.5.3 (b) (iii) (1) <i>(Equipment Performance)</i>	Yes	
	4.5.3 (b) (iii) (2) <i>(Equipment Performance)</i>	Yes	
	4.5.3 (b) (iii) (3) <i>(Equipment Performance)</i>	Yes	

	4.5.3 (b) (iii) (4) <i>(Equipment Performance)</i>	Yes	
	4.5.3 (b) (iii) (5) <i>(Equipment Performance)</i>	Yes	
	4.5.3 (b) (iv) <i>(Loaner Equipment)</i>	Yes	
	4.5.3 (b) (v) <i>(Repair Parts)</i>	Yes	
	4.5.3 (b) (vi) (1) <i>(Service Zones)</i>	Yes	
	4.5.3 (b) (vi) (2) <i>(Service Zones)</i>	Yes	
	4.5.3 (b) (vi) (3) <i>(Service Zones)</i>	Yes	
Service Logs	4.5.3 (b) (vii)	Yes	
Equipment Relocation	4.5.3 (b) (viii) (1)	Yes	
	4.5.3 (b) (viii) (2)	Yes	
	4.5.3 (b) (viii) (3)	Yes	
	4.5.3 (b) (viii) (4)	Yes	
Meter Read Invoicing	4.5.3 (c) (i)	Yes	
	4.5.3 (c) (ii)	Yes	
	4.5.3 (c) (iii)	Yes	
	4.5.3 (c) (iv)	Yes	
Service Level Calculations	4.5.3 (d)	Yes	
Reporting	4.5.3 (e)	Yes	
Software Subscriptions	4.5.4 (a)	Yes	
	4.5.4 (b)	Yes	
	4.5.4 (c)	Yes	
	4.5.4 (d)	Yes	
	4.5.4 (e)	Yes	

	4.5.4 (f)	Yes	
	4.5.4 (g)	Yes	
Purchase, Lease, and Rental Programs			
	4.6.1	Yes	
	4.6.2	Yes	
	4.6.3	Yes	
Equipment Trade-In	4.6.4	Yes	
Lease and Rental Rates	4.6.5 (a)	Yes	
	4.6.5 (b)	Yes	
	4.6.5 (c)	Yes	
	4.6.5 (d)	Yes	
	4.6.5 (e)	Yes	
	4.6.5 (f)	Yes	
	4.6.5 (h)	Yes	
	4.6.5 (i)	Yes	
Leasing and Rental Overview	4.6.6 (a)	Yes	
	4.6.6 (b)	Yes	
	4.6.6 (c)	Yes	
	4.6.6 (d)	Yes	
	4.6.6 (e)	Yes	
	4.6.6 (f)	Yes	
	4.6.6 (g)	Yes	
	4.6.6 (h)	Yes	
	4.6.6 (i)	Yes	

	4.6.6 (j)	Yes	
	4.6.6 (k)	Yes	
	4.6.6 (l)	Yes	
	4.6.6 (m)	Yes	
Leasing and Rental Options			
FMV Lease	4.6.7 (a) (i)	Yes	
	4.6.7 (a) (ii)	Yes	
Capital Lease	4.6.7 (b) (i)	Yes	
	4.6.7 (b) (ii)	Yes	
Straight Lease	4.6.7 (c) (i)	Yes	
	4.6.7 (c) (ii)	Yes	
Cancellable Rental	4.6.7 (d) (i)	Yes	
	4.6.7 (d) (ii)	Yes	
	4.6.7 (d) (iii)	Yes	
Short-Term Rental	4.6.7 (e) (i)	Yes	
	4.6.7 (e) (ii)	Yes	
Leasing and Rental Terms and Conditions			
Possession and Return of Lease or Rental Equipment	4.6.8 (a) (i)	Yes	
	4.6.8 (a) (ii)	Yes	
	4.6.8 (a) (ii) (1)	Yes	
	4.6.8 (a) (ii) (2)	Yes	
	4.6.8 (a) (ii) (3)	Yes	
	4.6.8 (a) (iii)	Yes	
	4.6.8 (a) (iv)	Yes	

Payment	4.6.8 (b)	Yes	
Buyout to Keep Option	4.6.8 (c)	Yes	
Buyout to Return Option	4.6.8 (d)	Yes	
Equipment Upgrade or Downgrade	4.6.8 (e)	Yes	
Non-appropriation of Funds	4.6.8 (f)	Yes	
Assignment	4.6.8 (g) (i)	Yes	
	4.6.8 (g) (ii)	Yes	
	4.6.8 (g) (iii)	Yes	
Early Termination Charges	4.6.8 (h) (i)	Yes	
	4.6.8 (h) (ii)	Yes	
Default	4.6.8 (i) (i)	Yes	
	4.6.8 (i) (ii)	Yes	
	4.6.8 (i) (iii)	Yes	
	4.6.8 (i) (iv)	Yes	
	4.6.8 (i) (v)	Yes	
Remedies	4.6.8 (j) (i)	Yes	
	4.6.8 (j) (ii) (1)	Yes	
	4.6.8 (j) (ii) (2)	Yes	
	4.6.8 (j) (ii) (3)	Yes	
Customer Service	4.7.2	Yes	
	4.7.3	Yes	
	4.7.4	Yes	

	4.7.5	Yes	
	4.7.6	Yes	
Equipment Demonstration Requirements	4.8.1	Yes	
	4.8.2	Yes	
	4.8.3 (a)	Yes	
	4.8.3 (b)	Yes	
	4.8.3 (c)	Yes	
	4.8.3 (d)	Yes	
	4.8.4	Yes	
Ordering and Invoicing Specifications	4.9.1	Yes	
	4.9.2	Yes	
	4.9.3	Yes	
	4.9.4	Yes	
	4.9.5	Yes	
	4.9.6	Yes	
	4.9.7	Yes	
	4.9.8	Yes	
	4.9.9	Yes	
	4.9.10	Yes	
	4.9.11	Yes	
	4.9.12	Yes	
Delivery Requirements	4.10.1	Yes	
	4.10.2	Yes	
	4.10.3	Yes	

	4.10.4	Yes	
	4.10.5	Yes	
	4.10.6	Yes	
	4.10.7	Yes	
	4.10.8	Yes	
	4.10.9	Yes	
	4.10.10	Yes	
	4.10.11	Yes	
Equipment Installation Requirements	4.11.1	Yes	
	4.11.2	Yes	
	4.11.3	Yes	
	4.11.4	Yes	
	4.11.5	Yes	
	4.11.6	Yes	
	4.11.7	Yes	
Inspection and Acceptance	4.12.1	Yes	
	4.12.2	Yes	
	4.12.3	Yes	
	4.12.4	Yes	
Security Requirements			
Network and Data Security	4.13.1 (a)	Yes	
	4.13.1 (b)	Yes	
	4.13.1 (c)	Yes	
Sensitive Information	4.13.2	Yes	

Data Breach	4.13.3	Yes	
Authentication and Access	4.13.4 (a)	Yes	
	4.13.4 (b)	Yes	
	4.13.4 (c)	Yes	
	4.13.4 (d)	Yes	
Hard Drive Removal	4.13.5 (a)	Yes	
	4.13.5 (b)	Yes	
	4.13.5 (c)	Yes	
	4.13.5 (d)	Yes	
	4.13.5 (e)	Yes	
	4.13.5 (f)	Yes	
Warranty Requirements			
	4.14.1	Yes	
	4.14.2	Yes	
	4.14.3	Yes	
	4.14.4	Yes	
	4.14.5	Yes	
	4.14.6	Yes	
	4.14.7	Yes	
	4.14.8	Yes	
	4.14.9	Yes	
	4.14.10	Yes	
Lemon Clause	4.14.11 (a)	Yes	
	4.14.11 (b)	Yes	

	4.14.11 (c)	Yes	
	4.14.11 (d)	Yes	
	4.14.11 (e)	Yes	
	4.14.11 (f)	Yes	

Attachment F – Scope of Work Response

RFP-NP-18-001

Copiers and Managed Print Services

Offeror Name: Sharp Electronics Corporation

PART II

Instructions: Offeror must provide a detailed response to each of the questions (and their sub-questions) listed below. Responses will not be limited to a certain number of pages. Samples of reports or other documents requested need to be included in Section 7 of your hardcopy Proposal packet, and in Folder 7 of your electronic submission, and must be cross-referenced so that the response and the corresponding document can be easily located in your hardcopy Proposal packet.

1) Per **Subsection 4.3** of the RFP:

a) Describe your process for selecting Dealers to provide Products and Services under a resulting Master Agreement.

Sharp's authorized dealers and branches are contractually bound by the Sharp National Account Program (SNAP) Representative Agreement under which they act on behalf of Sharp following Sharp's guidelines for providing products and services to our National Account customers.

Sharp has established a process to ensure reliable delivery, quality service and consistent support for all NASPO ValuePoint Purchasing Entities. Dealer technicians are required to undergo the same thorough product training that SEC employees receive. Sharp dealers and branches are equally committed to providing a high level of service to include meeting the four hour response time for service requests, and our commitment to keep devices functioning above 96% of their capability.

The SNAP Representative Agreement requires each dealer to abide by the following:

- Be fully trained and certified on all products they are servicing
- Carry adequate parts and supplies in order to support national accounts
- Provide Sharp provision of warranty and service
- Meet Sharp's stringent service response times
- Provide loaners for emergency situations
- Provide trial equipment on a timely basis upon request
- Pull equipment from dealer inventory when needed
- Provide Sharp with signed installation reports within one week of the date of installation
- A Sharp Dealer or Branch can lose the ability to service all SNAP customers for non-compliance of the Sharp National Account Program (SNAP) Representative Agreement

By contract, Sharp Authorized Dealers and Sharp Direct Branched (SBS) are assigned specific sales and marketing territories, usually by county within a State. These assigned territories are generally the criteria that determines which dealer/branch is assigned a specific location of the account. However, the selection can be based on customer choice and/or recommendation by the Government & Major Account Manager (GMAM). The GMAM will identify the needs of the customer and office environment to determine the service provider best suited to accommodate those needs.

Sharp Authorized Dealer and Branch Locations



- b)** Describe how your organization will on-board your Dealers and handle issues of poor performance.

All authorized Sharp dealers and branch locations have the ability to support and offer the NASPO ValuePoint Contract, therefore, they will receive introductory training and ongoing education as outlined in Section 1 (e) and (f).

In regard to issues of poor performance, the GMAM will get involved to fully understand the issue. Sharp will request the servicing dealer have the opportunity to cure and rectify the situation and GMAMs will work with the dealer or branch to address all issues; unless the customer requests a change in the service provider. In that case, the customer will be reassigned to another Sharp Dealer or Branch.

- c) How will you ensure that your Authorized Dealers will offer the correct contract pricing to Purchasing Entities, and that the contract is being utilized correctly?

Communication of the NASPO contract and the benefits it provides to Sharp Dealers, Branches and NASPO ValuePoint Purchasing Entities is critical to the success of the contract. As an approved Vendor of the NASPO ValuePoint contract for the past 6+ years, Sharp has developed a multi-level approach to educating our internal salesforce, 400+ authorized Dealers and Sharp Branch locations.

This program includes:

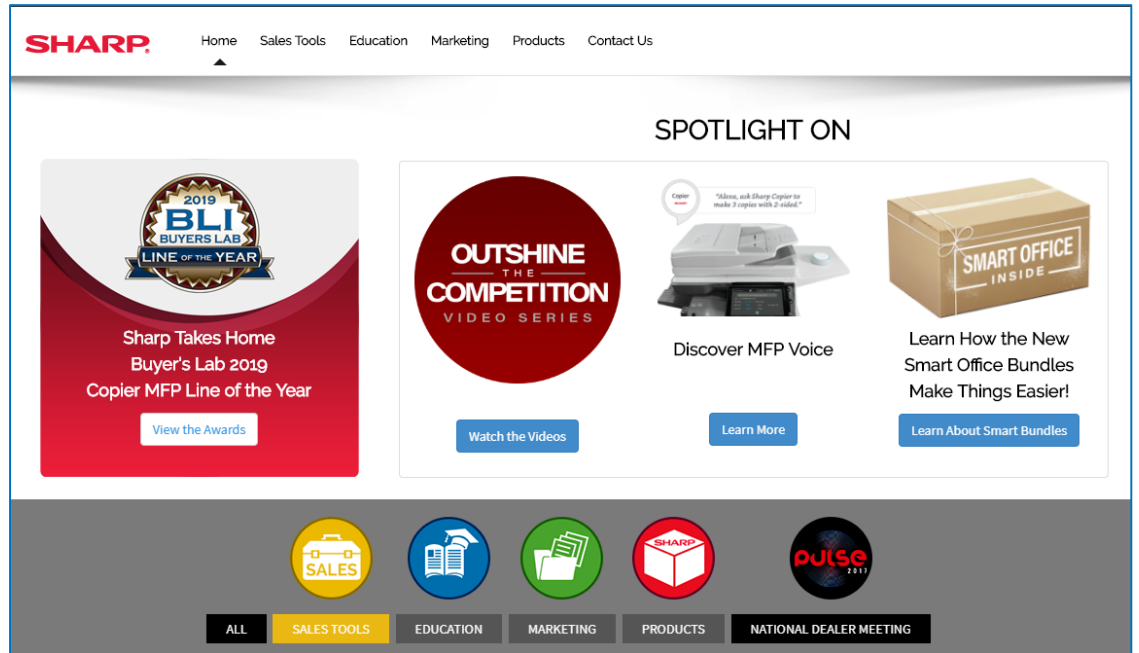
- Focused training for the Sharp Government & Major Account Manager (GMAMs) who are responsible for the contract in their designated territories
- All Sharp GMAMs are required to meet with the Dealer and Branch locations in their assigned territories to review the contract, pricing and benefits and opportunities it represents
- Dealer Sales Personnel are directed to become familiar with Sharp’s NASPO ValuePoint website (www.sharpgov.com/naspo) where the most current information and terms of the contract can be found.

Sharp Customized NASPO ValuePoint Site



- To ensure Sharp’s Dealer sales force, as well as Sharp Branch locations, maintain a high level of product knowledge and expertise, Sharp provides an online site (Sharp-PC) designed to provide continued 24/7 access to resources, innovative tools, ongoing training and technical support needed to exceed Sharp’s customer service reputation.

Sharp Internal Training and Sales Site



- d) In the event a Dealer becomes non-compliant with the contract and refuses to provide Products or Services to a customer, describe how your organization will handle this issue and the measures that will be put in place to ensure it doesn't happen again.

As stated above in 1) (b), if a Dealer or Branch becomes non-compliant or refuses to provide products or services to a customer, the customer will be reassigned to another Sharp Dealer or Branch. In addition, a Sharp Dealer or Branch can lose the ability to service other SNAP customers in the future.

- e) What type of training do you provide to your Dealers, and how will you ensure that new staff is properly trained in the nuances of each Participating Addendum? Provide a sample training plan or information sheet that you will give to your Dealers.

The NASPO Contract roll-out schedule within each state will be led by the GMAM assigned to that State. A sample training plan is included in the Technical Proposal.

The training plan will:

- Ensure new Dealer and Branch staff are trained on all facets of the NASPO ValuePoint Contract, as well as the specific State's Participating Addendum
- Sharp GMAMs work closely with Dealers and Branches within their territory to identify new hires
- Regular sales meetings are scheduled to educate new and current Dealer and Branch sales staff regarding any updates to the contract, product introductions, pricing changes and any other related issues
- Sharp GMAMs work closely with the Participating Entity and the Dealer/Branch sales staff to ensure contract compliance

- Sharp will create marketing plan packages customized to each Participating Addendum to ensure Dealers and Branches have the information necessary to effectively utilize the NASPO contracts. This information will be available to dealers and branches on Sharp’s dedicated intranet website: www.sharp-pc.com.
 - All pricing catalogs are posted on Sharp’s dedicated NASPO site: www.sharpgov.com/naspo
- f) How does your organization plan to provide continuing education for your Dealers to ensure that they are kept up-to date on Master Agreement and Participating Addenda modifications and/or amendments?

Communication of any changes or modifications to the Master Agreement and Participating Addendum is critical to the success of the contract. As holders of the contract for the past 6+ years, Sharp has developed a multi-level approach to educating our internal salesforce, 400+ authorized Dealers and Sharp Branch locations. This includes focused training for the Sharp Government & Major Account Managers (GMAM) who are responsible for the success of this contract in their designated State territories.

All Sharp GMAMs are required to regularly meet with the Sharp Dealers and SBS locations in their assigned territories. When meeting with Sharp Dealers and Branch sales reps, GMAMs will discuss any modifications to the Master Agreement and Participating Addendum. In addition, Dealer sales personnel are directed to Sharp’s NASPO ValuePoint website (www.sharpgov.com/naspo) for current pricing information and terms of the contracts.

Sharp’s intranet (www.Sharp-PC.com) contains NASPO ValuePoint contract information that provides our Dealer and Branch sales personnel with a plethora of information regarding the contract, including Master Agreement and Participating Addendum information.

- g) Describe your process for updating your Dealer channel whenever your Price Lists are updated and approved by the Lead State.

Once the price lists are approved by the lead state, Sharp will create pricing catalogs for each state and provide the updated catalog to the appropriate GMAM for distribution to Dealer and Branch personnel. These catalogs will also be posted to Sharp’s NASPO ValuePoint website: www.sharpgov.com/naspo, as well as Sharp’s intranet for sales rep access. In addition, Sharp has the ability to send out an “email blast” to all sales reps within each state. This capability enables us to inform all registered users of any announcements related to the contract, including but not limited to equipment updates, promotional pricing programs (if applicable) and any other pertinent contract information.

2) Per **Subsection 4.5.2(f)** of the RFP:

- a) Describe your process for determining Useful Life on a Device, with the understanding that it is not always based on passage of time alone.

Sharp determines Useful Life of a Device by analyzing several factors including average monthly volume levels, right-sizing based on customer requirements and anticipated usage, as well as whether the device was used in accordance with factory specifications.

- Do you factor in down-time, parts replacement, and number of Service Calls etc.?

Yes, factors such as down-time, availability of replacements parts and the number service calls are factored into the calculation of the Useful Life of the device.

b) Describe your ability to perform maintenance on Legacy Equipment.

- Are you able to provide service on customer owned Equipment that was acquired from another Manufacturer? If so, how?

Sharp does not provide service on customer owned equipment that was acquired from another manufacturer. However, some Sharp Authorized Dealers and Branch locations are trained to service multiple product lines. The ability to provide service for another manufacturer's equipment is determined at the local level.

- Are your Technicians cross-trained in multiple Manufacturer Devices?

Many Sharp authorized dealers and branch locations offer other brands in addition to Sharp as part of their normal market offerings. The ability to provide service for non-Sharp products is determined at the local level.

c) How will you ensure that your Dealers are adhering to the time-frame and pricing requirements as outlined in 4.5.2(f) (iii) and (iv)?

In accordance with 4.5.2(f) (iii) and (iv), Sharp Dealers and Branches will agree that pricing for devices that have been installed at the Participating Entity for less than five (5) years shall not exceed the new Master Agreement pricing. Additionally, Sharp Dealers shall not exceed 107% of the Service & Supply pricing in the new Master Agreement for years 5 through 7, and 110% for years 8 and beyond.

As referenced in 1) (c), the SNAP Representative Agreement requires adherence to all contract pricing requirements. A Sharp Dealer or Branch can lose the ability to service all SNAP customers for non-compliance of the Sharp National Account Program Representative Agreement.

Any dealer, branch location or service provider who has agreed to and signed the SNAP Representative Agreement must abide by the following:

- Be fully trained and certified on all products they are servicing
- Carry adequate parts and supplies in order to support national accounts
- Provide Sharp provision of warranty and service
- Meet Sharp's stringent service response times

3) Per **Subsection 4.5.3** of the RFP:

- a) Describe the methodology used to develop your organizations performance standards and the processes and tools used to monitor and measure performance against those standards.

Sharp's methodology in developing new client performance standards generally takes into consideration the following:

- Equipment make and model
- Configuration
- Anticipated monthly volume
- Total number of units
- Number of customer locations
- Distance from nearest Sharp authorized service provider
- Any unusual requirements presented by the customer.

Sharp, utilizing a number of reports which can be generated as requested or at scheduled intervals, can closely monitor and measure performance of all installed equipment.

Available Reports:

- **Management Reporting**
Accurate up-to-date information detailing equipment location, usage, performance and overall costs
- **Purchase History Reports**
Details information on Sharp equipment acquired by each customer location for a specific purchase order. Includes machine model and servicing Dealer.
- **Copier Usage Reports**
Analyzes copier usage within a given timeframe for both current and previous billing periods as recorded by Sharp. Includes model number, serial number, and servicing Dealer.
- **Service History Reports**
Provides data for the incidence of service calls including date and time of call, problem descriptions and technician resolution
- **Equipment Service Timing Reports**
Reports the details of all service calls as provided by the local servicing Dealer. Includes Dealer response to a service call with up time and downtime over a given time period.
- **Inventory Reports**
Provides history of equipment ordered for a specific client. The report includes site location, model number, serial number and installation date
- **Fleet Report**
Listing of all machines the customer has in its fleet. It will provide serial number, model, address, install date and servicing dealer
- **Supply History Report**
A list of all supply calls for a specific time period. This will provide model, serial number, address, contact information and order description
- **Meter History Report**
A list of historical meters either by machine or fleet

- b)** Provide a sample report which contains the following data: Uptime percentage (%) per fleet of Devices, number of Service Calls placed, Response Time per Device, dates that Preventative Maintenance was performed, hours of end-user training performed, and estimated end of Useful Life per Device based on current usage.

Samples of Sharp's reports can be found in Section 7: Technical Response Exhibits.

- Can customers obtain this reporting information online? If so, how do they access it? Is a log-in required?

Reporting information can be accessed online via:

- Customized dealer software application
- Branch customer portals
- MICAS Dealer dashboard tool (future availability)

- Can the information be exported?

The ability to export this information is dependent on the specific application.

- Can customers obtain their own Ad-hoc reports?

Ad-hoc reports are available upon request through Sharp's National Maintenance Program or local servicing office.

- What additional tools or features does your reporting system offer?

Sharp's cloud-based Machine Intelligence Call Assistance Service (MICAS) is designed to help us manage an agency's MFPs. This service application and real-time monitoring system is used to collect and report information on device status, usage counts, supply levels, errors and alerts and provides a library of support resources to assist field service technicians. The MICAS Agent automatically collects real-time data using SNMP and transmits updates to the MICAS server using HTTP web services. The MICAS Agent also provides device information, troubleshooting and an end-user dashboard. MICAS utilizes request signing for web service calls. Sharp service teams can use the MICAS service to monitor and maintain both Sharp and OEM devices.

This unique technology enables our service technicians to view a wide range of service related data using a laptop or iPad® mobile digital device.

[MICAS Agent Screen](#)



- c) Provide a copy of your organization’s standard SLA. This SLA must, at a minimum, adhere to the requirements outlined in Subsection 4.5.3(b).

A copy of Sharp’s standard SLA is included in Section 7: Technical Response Exhibits. This agreement adheres to the requirements outlined in 4.5.3 (b).

- d) Describe your organization’s ability to meet or exceed the Service Response Times as outlined in Subsection 4.5.3(b)(vi).

Unless otherwise specified in a Participating Addendum, Sharp shall adhere to the following Service Call Response Times based on the distance that Sharp’s nearest Service Base Location is from the Purchasing Entity:

Service Zone	Definition	Response Time
Urban	Within 60 miles	4 - 6 Hours
Rural	60 – 120 miles	1 - 2 Business Days
Remote	120+ miles, or only accessible by plane or by boat	4 - 5 Business Days

Repair or replacement of parts and/or Devices shall occur within four (4) Business Days of Sharp arriving at Purchasing Entity’s location, with the following exception:

If Sharp is drop-shipping a new Device to replace a defective Device, then Purchasing Entity will receive the new Device within three (3) Business Days. Sharp may charge different rates according to the Service Zone.

Sharp Electronics Corporation maintains an extensive network of Channel partners who are required to maintain equipment service training standards and support Sharp's Performance Guarantee (see attached copy titled "Three Year Performance Guarantee") that include locations in primary, secondary and tertiary markets throughout the US. Those offices are shown on the attached map titled "Sharp Locations". Please note that all dealer office locations may not be shown. In some cases, only their headquarters location might appear on the map.

In addition, Sharp maintains a dedicated Service Team with territorial responsibilities covering all 50 states, Puerto Rico and the Virgin Islands. Factory Service staff are organized into (2) Zones – East and West. Field personnel work directly with Sharp's Servicing Dealers on training and other service related issues. Sharp System Integration Engineers and Sharp Regional Service Specialists have extensive experience in their field and there are clear qualifications for the position.

e) How does your organization measure Technician performance?

Sharp service technicians are evaluated quarterly based on the standards determined by their local service supervisor. Sharp requires that all service technicians receive training and obtain certification of proficiency when new models are introduced.

To encourage all technicians maintain a high level of service proficiency, Sharp conducts National Technician Competitions which recognize excellence.

- Are they evaluated based on the number of Service Calls completed, or the amount of time at a Service Call?

Technician performance is generally evaluated based on several criteria:

- CPD: Calls per Day
- CB: Call backs: a second call placed within 8 days of the original Call - this is calculated based on the % call backs vs. number of calls
- Hold for Parts – if the technician does not have the part required to repair the device, the service call is put on hold until the part is ordered and the technician returns to fix the issue with the equipment - this is calculated based on the % of Hold for Part designations vs. total number of calls

f) Describe your end-user training process for Equipment. How do you allocate resources to conduct the training?

End user training is provided in several different time periods and formats:

First, initial training will be conducted at the time of equipment installation and will be followed by a formal training plan. The purpose of the initial training is to ensure that the offices where the installation occurs can have full usage of the new equipment immediately upon delivery so as to not interrupt the office's mission.

The purpose of the initial "Key Features" Training is to focus on some very basic operations including how to load toner, clear misfeeds and some of the important functions of the particular model. Users also will be trained on how to request service, through paging technicians. The goal is to ensure the employees within the offices have full use of the new equipment so as to not interrupt the office's daily activities.

After the initial training, the dealer or branch will set up a mutually agreed upon time to provide a more in depth training. Sharp recommends that each area or division designate an individual as the Key Operator because a Key Operator is provided more in-depth training on

the inner workings of the device. The Key Operator is trained to load toner, clear misfeeds and add paper. They will also be trained on how to request emergency service. This training could take at least an hour (more time if necessary) so as to allow everyone to have a chance to have “hands on” experience during the training class.

Special Training Requests

Sharp understands that training is ongoing in that employees are promoted or leave creating the need for continued training. Sharp will provide the training of new employees, special requests and follow-up training on an as needed basis as long as the device is installed. Sharp will take the necessary time to educate the new employees or provide re-fresh training of current employees throughout the life of the contract.

Web Based Training

Customized for the NASPO ValuePoint Contract, the My Sharp website reflects the Sharp products on the NASPO ValuePoint Contract. My Sharp is a customized program that enables users to go online to view end user demonstrations on products on contract and to re-fresh operator training. This is provided at NO ADDITIONAL CHARGE. The site will be available to every user 24 hours a day to assist in the operation of the installed devices.

My Sharp features helpful demonstrations on how to use the scan, copy, print and fax capabilities of the installed Sharp office products, related software solutions and the replacement of supplies for those products. Demonstrations are immediately available for viewing as a flash file, with or without audio. Users can also view, print or email a PDF version of the demonstration directly from the site. Small file sizes provide quick and easy access for viewing and downloading.

My Sharp demonstrations cover a broad range of product features, from basic fundamentals such as “Changing Paper” to more advanced features such as “Email Destination Management”.

In addition, Sharp’s tablet-style touch-screen display offers image preview feature with flick, tap and slide navigation. The display on all Sharp MFPs contains a downloadable user manual. The user interface can be customized with one-touch access to the functions, files or applications that are most important to the end-customer. The experience can be fully personalized from the simple to the more complex. It allows you to add custom backgrounds

and icons, change the display language, manage your document workflow efficiently and more securely, help eliminate redundant tasks, and seamlessly integrate your workflows.

Sample Customized MFP Touch Screens



For a college campus office:

Set up a simple screen for walk-up teachers and administrators to retrieve courseware or initiate large print runs with ease



Change the Language:

Walk-up users can easily choose from 24 different display languages with just a few key strokes.

Installation Completion

Sharp's Technical Staff, Government Account Manager, and the installing Dealer representative will complete a final walk through of the installations (all locations) to ensure that all equipment is installed and fully operational. They will be available to answer any additional questions regarding the equipment or if there is a need for additional training. In addition, Sharp will provide Technical support to your Systems Administrator to ensure a smooth and seamless installation to the network.

- How long are your training sessions?

Generally, initial training sessions are 1 hour in length. Additional training sessions can be scheduled, as needed, depending on the device requirements of the office and the options available on the equipment.

- g)** Describe how your organization provides proactive Preventative Maintenance to address technical issues before they become operational problems.

Preventative maintenance procedures are performed early if responding to a service call request. This is to reduce down-time disruption.

In addition, Sharp provides proactive maintenance measures via Sharp's Machine Intelligence Call Assistance System (MICAS) which is a Sharp developed cloud-based device management program that reports real-time device status and a library of support tools to assist technicians in the field. Some of the features include real-time product diagnostics, advanced toner forecasting, dashboards, customer and fleet reports and the ability to update firmware remotely.

MICAS Dashboard Alerts

PRODUCT/MODEL	MANUFACTURER	SERIAL	LOCATION	ALERTS	TONER LEVEL				PAGE COUNT	
					C	M	Y	K	MONO	COLOR
MX-2615N	Sharp	25091488	1W-3 Near McElligot		40%	100%	95%	65%	19,362	57,156
MX-3050N	Sharp	65061848	GF-15	● Toner Low (cyan) ● Update Firmware	22%	44%	92%	90%	10,805	96,069
MX-3070N	Sharp	65084147		● Update Firmware	99%	98%	97%	98%	250	323
MX-3070N	Sharp	55099930	Training room B	● Update Firmware	49%	50%	50%	63%	4,680	8,957
MX-3070N	Sharp	55102210		● Update Firmware	61%	57%	53%	70%	3,237	6,661
MX-3070N	Sharp	55122179		● Update Firmware	33%	43%	34%	92%	5,543	16,739
MX-3070N	Sharp	65073078	GF-12	● Load paper 8.5x11 ● Update Firmware	68%	67%	54%	42%	23,463	70,997
MX-3070N	Sharp	55101840		● Update Firmware	92%	91%	91%	94%	764	1,373
MX-3115N	Sharp	25087709		● Update Firmware	100%	100%	50%	50%	118,661	105,061
MX-3140N	Sharp	25100339	1E-5 SBS Corp	● Load paper 8.5x11 ● Toner Low (black) ● Toner Low (yellow) ● Update Firmware	75%	45%	10%	25%	15,815	81,291
MX-3550N	Sharp	65085799	HR/Payroll	● Load paper 8.5x11 ● Toner Low (black)	58%	28%	86%	20%	26,931	82,833

- What type of Preventative Maintenance is done at the time of a Service Call?

Sharp's Preventive Maintenance (PM) program is based on the specific need of the individual machines installed as determined by Sharp. The PM calls include, but are not limited to, routine cleaning, lubrication, necessary adjustments, and replacement of unserviceable parts. Preventive/Scheduled maintenance will be performed in accordance with Sharp's recommendation. In addition to Sharp's preventive maintenance policy, every emergency call includes a preventive maintenance check as follows:

- Complete Operations Check of the copier and its accessories
- Inspect the copier system to ensure all retrofits are installed
- Repair or replace any part that might be worn
- Review any questions with the key operator and train, if necessary
- Check all connected units to ensure all operating systems are functioning

- h) Describe your process for communicating with customers regarding inoperable Equipment, including updates for resolution timeframe, and any parts, Accessories, or Devices that are on back-order.

The service technician is responsible for communicating with the customer all issues regarding the inoperable equipment via the phone; letting them know if the service call has been completed or if additional parts are needed with an ETA for those parts and a timetable for completing the service call.

- 4) Per **Subsection 4.5.4** of the RFP, how do you ensure that software patches and updates are communicated to the customer?

The design of Sharp's equipment minimized the need for software patches and updates because of our proprietary chip based operating system (not Windows or LINUX). However, as part of the normal preventative maintenance by the Sharp service provider, software/firmware updates are installed as required.

- 5) Per Subsection 4.7 of the RFP:

- a) Describe how your organization responds to customer complaints. Identify your escalation process and the personnel that will handle these issues.

Each regional GMAM is responsible for working with the service provider to resolve any customer concerns. If a service issue arises that requires Sharp's dedicated service team's expertise, the GMAM will arrange for direct corporate assistance. Should further escalation be warranted, Director of Government Sales West, Matt Euston and Director of Government Sales, East, Jeff Alexander, will be contacted. These individuals will employ the resources necessary to resolve the issue.

- b) Describe how you assess customer satisfaction. Do you send out user surveys, call customers directly, or schedule routine on-site visits?

Sharp GMAMs work closely with the dealer network to ensure customer satisfaction through periodic customer visits, emails, phone calls or postal service. Dealers or branches may call key operators to confirm customer satisfaction following a service visit. Additionally, Sharp can generate a customer satisfaction surveys that can be emailed to the customer, upon installation of the equipment. This data provides Sharp the ability to continually monitor the customer experience and level of satisfaction.

Sharp also performs quarterly business reviews with our National Account customers, such as NASPO ValuePoint Participating Entities, to analyze data comparing the initial goals and objectives of the original installation plan.

Topics covered may include, but are not limited to, Summary of

- Spend Data [Equipment for Quarter, Service YTD, Service/Professional services not covered under contract];
- Prior Quarter Highlights [Review of site visits/customer meetings, Successes, Challenges, Review of previous quarter initiatives and results]
- Future Quarter Goals [Overall game plan for upcoming quarter, New initiatives created]
- Website Update (if applicable) [Update on usage, Content review, Utilization, Improvements] In addition, data regarding Key Performance Indicators will be provided.

- c) What are your quality assurance measures and how are they handled in your organization?

Sharp specifies the quality levels it provides to customers, thus ensuring that all employees in product planning, design, production, sales and post-sales aim for the same targets in their ongoing pursuit of quality improvement. Sharp's quality measures are implemented at multiple levels. First, products are inspected at the factory during production. Second, products are

inspected when received on-shore. Thirdly, products are inspected again when received and assembled by the dealer or branch location. And, finally, products are tested for full functionality when delivered to the customer location.

Sharp manufacturing companies have obtained ISO certification of quality management. They have also adopted the Sharp Corporation Standards for proprietary quality assurance standards and conduct various assurance activities in each stage of the product production process; from planning, design and manufacture to testing/evaluation and marketing.

6) Per Subsection 4.9 of the RFP:

a) Describe the ordering process, including steps to expedite Orders.

Based on the intent of this RFP, two (2) ordering processes are proposed. The first ordering process entails orders processed directly by Sharp through our National Account Program. A dedicated order processor would receive and process all orders at Sharp's Montvale headquarters.

The NASPO ValuePoint Customer Service Team members are highly experienced and knowledgeable of the NASPO ValuePoint contracts. They are fully dedicated to providing exceptional service and resolving any concerns or issues regarding the contract.

Responsibilities of the NASPO ValuePoint Customer Service Manager will include, and not be limited to:

Order Processing

- End to end accountability for all aspects of the NJPA order flow, from order entry to product shipping
- NASPO ValuePoint order maintenance and prompt resolution of exceptions
- Inventory Control and Management
- Tracking inventory flow for NASPO ValuePoint member agency orders to ensure they are fulfilled quickly and completely
- Manage adjustments to NASPO ValuePoint orders, including re-ships, to expedite the installation process

Order Staging

- Large NASPO ValuePoint orders or orders with multiple locations/dealers are assigned a team who is accountable for a smooth order to install process
- All NASPO ValuePoint orders are tracked on asset level detail also capturing historical status dates
- All aspects of each NASPO ValuePoint order are monitored from order entry to install (or funding) status, to ensure accurate and timely resolution
- Coordination with inventory and logistics to meet the Participating Entity's shipping and/or installing instructions
- Coordination and communications with Sharp authorized Dealer(s) or Branch(es) on status changes and follow-up on install process for the Participating Entity
- Resolve changes to original Participating Entity order, including customer modifications, re-ships, damages, upgrades and downgrades

- Provide update reports on the current status, challenges or results to Sharp management, Dealers, Branches and Participating Entities.

The second ordering process scenario is based upon Sharp authorized Dealers or Branch locations placing orders on behalf of the Participating Entity. Dealers or Branches would place orders using Sharp's Tech Data portal which has been specifically designed for Sharp and our product offering. Sharp will require that the dealers provide copies of the Participating Entity's purchase orders in order to maintain audit capability. In this scenario the invoice would be generated directly by the Dealer or Branch location. This business model will be employed only as permitted per each state's Participating Addendum.

All NASPO ValuePoint orders are classified as National Account Orders as part of SNAP. All SNAP orders receive priority order processing and priority status, as it relates to inventory allocation.

- b)** Describe your organization's process for resolving disputed invoices, including escalation procedures.

If orders are processed directly by Sharp, all invoices will include the Sharp Customer Service Representative's name, phone number and email address. If an issue arises with an invoice, the Purchasing Entity can reach out to their Sharp CSR, and the CSR will be able to assist in resolving the issue. If the Purchasing Entity would like to escalate the issue, the CSR will contact the appropriate GMAM and engage headquarter management.

If orders are processed by the Dealer or Branch, the Participating Entity can work directly with the dealer to resolve invoice disputes. If a situation requires escalation, Craig Pulver, or the territory GMAM, will get involved to bring about a proper resolution.

- c)** Describe your organization's process for issuing refunds or credits to customers due to invoicing errors, over-payments and Product returns.

In the event of over-payment or a credit has been issued for equipment return, the customer can put that credit/over payment towards any open invoices on their account. If no invoices are open, a refund can be issued.

7) Per Subsection 4.13.3 of the RFP:

- a)** Provide a copy of your organization's Data Breach plan.

Please see Sharp's Data Breach Plan Section 7: Technical Response Exhibits.

- b)** Describe, in detail, how it adheres to the NIST standards outlined in Exhibit E (NIST Computer Security Incident Handling Guide). Your response must include your policies regarding breach detection, notification, and response time.

Sharp's ISO/IEC 27001:2013 certification specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system within the context of the organization. As part of this certification Sharp adheres to the

NIST SP 800-53, Revision 4 standards. As of today, Sharp has no products listed in the NIST National Vulnerability Database.

Sharp's Data Breach plan includes the following provisions regarding breach detection, notification, and response time.

Detection:

In the event of a potential breach, the Sharp Breach Notification Team will investigate the incident. In determining whether notification is required, the Breach Notification Team will consult with other members of the organization, including contractors and consultants deemed reasonably necessary to determine whether Sharp has a duty to notify individuals about the breach. Sharp will document its analysis leading to its conclusion.

Notification:

If the Breach Notification Team determines that Sharp must provide notification of the incident, the Team will prepare an appropriate notification plan.

Response Time:

Sharp must provide affected individuals without reasonable delay but no later than 60 days after the date Sharp discovers the breach or should have discovered the breach if it had exercised appropriate diligence.

8) Per Subsection 4.13.5 of the RFP:

- a) Describe, in detail, the protocols that are followed for hard drive sanitation and removal.**

Sharp's End-Of-Lease feature is standard on all proposed Sharp MFPs. This feature ensures that all data is overwritten before returning or relinquishing control of the MFP. After the erasing process is completed, the MFP will be rebooted automatically and a completion report can be printed. This process includes the erasure of all user data, address books and settings, returning them to original factory defaults.

In the instance the customer's location requires the hard drive, Sharp will provide the customer the hard drive. A replacement hard drive will be installed at an additional cost.

- b) How will your organization ensure that their Authorized Dealers conform to these requirements?**

Dealers and Branches that have signed the SNAP Representative Agreement must adhere to the terms and conditions of the contracts that they service.

- c) What is your process for ensuring that other Manufacturers don't remove hard drives in your Equipment?**

Hard drive removal is not easily performed on Sharp Devices. In the event a technician is able to fully disassemble the Device and extract the hard drive; this would not constitute a data breach because the hard drive is protected with AES-256 bit encryption.

Typically, 256-bit encryption is used for data in transit, or data traveling over a network or Internet connection. However, it is also implemented for sensitive and important data such as financial, military or government-owned data. The U.S. government requires that all sensitive and important data be encrypted using 192- or 256-bit encryption method. Sharp meets or exceeds this security requirement.

9) Per **Subsection 4.14** of the RFP:

a) Describe any additional warranties you offer on your Products.

Sharp's Three Year Performance Guarantee applies to all products procured and billed through our National Account Program, but is not applicable to equipment that has been damaged by accident or misuse, including improper voltage. If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the Three Year Performance Guarantee will no longer be valid. Sharp Electronics provides our National Account customers, such as NASPO ValuePoint, our Sharp Three Year Performance Guarantee which begins at the date of installation. The equipment purchased by the Participating Entity must be maintained under a full Service Maintenance Agreement offered through the awarded contract with a Sharp Authorized Dealer or SBS branch and operated using only genuine Sharp supplies and parts.

This Three Year Performance Guarantee is provided as an assurance that Sharp Products and the Sharp Authorized Dealer network are committed to NASPO ValuePoint's total satisfaction.



The graphic features the Sharp logo at the top, followed by the text "3 YEAR PERFORMANCE GUARANTEE" in large, bold letters. Below this is an image of several Sharp multi-functional copiers. At the bottom, there are four bullet points, each with a red checkmark icon, detailing the guarantee's terms and conditions.

- Acquire Sharp MFP with confidence and peace of mind!**
The performance and operation of any Sharp Multi-Functional Copier acquired referencing a Sharp awarded contract is guaranteed for 3 years from the date of installation.
- Guaranteed to perform... or else**
If your Multi-Functional Copier is not performing within the machine's design applications and cannot be repaired by the Authorized Sharp Dealer and Sharp Service Technician, Sharp will replace your equipment with a like model with comparable features... FREE.
- Well maintained with genuine parts and supplies**
The 3-Year Performance Guarantee begins at the date of installation. All equipment must be maintained under a full Service Maintenance Agreement with a Sharp Authorized Dealer and operated using only genuine Sharp supplies and parts. Guarantee is not applicable to equipment that has been damaged by accident or misuse, including improper voltage.
If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the 3-Year Performance Guarantee will no longer be valid.
- Customer Assurance**
The 3-Year Performance Guarantee is provided for your assurance that Sharp Products, the Sharp Authorized Dealer network, and the Sharp National & Government Account Division are committed to your total satisfaction.

- b)** Have you ever encountered a situation in which a customer exercised the Lemon Clause? If so, please describe the situation in detail, and include the type(s) of Devices this affected and your resolution in ensuring customer satisfaction.

As outlined above in Section 9) (a) the Sharp Three Year Performance Guarantee was established to ensure complete customer satisfaction. If a Sharp product procured and billed through the National Account program is deemed by the dealer or branch service technician as un-repairable, it will be replaced with a like for like model, at no cost to the customer.

However, since the launch of the National Account Program fifteen (15) years ago, very few cases have been processed and the devices that have been replaced vary in model. Ultimately, it is Sharp's intent to satisfy the customer and ensure that their needs are met and the device is fully operational.