



Statement of Work

STATE OF ARIZONA

Agency: Arizona Dept. of Administration
State Procurement Office (ADOA/SPO)

Customer: WSCA/NASPO participating entities;
AZ Statewide (State agencies and Cooperative members)

Description: WSCA/NASPO Mailing Equipment, Supplies and Maintenance

1. INTRODUCTION

1.1. Purpose

In accordance with the Arizona Procurement Code, ARS 41-2501 et seq., the State of Arizona, State Procurement Office, intends to establish an at convenience, multi-state, contract for the purchase of Mailing Equipment, Services, and Support, in all applicable volume ranges from ultra low volume through production environment equipment, to include a wide breadth of products to meet the mailing needs of the State of Arizona and any Participating Entities. Proposals must be submitted with the intent to fully support the members of the Western States Contracting Alliance (WSCA) and the National Association of State Procurement Officials (NASPO) Cooperative (as defined below). The selected contractors shall accept purchase orders from and deliver products to approved purchasing entities.

The products and services resulting from the award of these Master Agreements and the following Participating Addendums (PA) will be available to all State entities, Cities, Counties, municipalities, and political subdivisions as defined in the individual PA's on an as needed basis under the same terms and conditions, including pricing, that has been agreed to in the Master Price Agreement(s) (MPA) or Participating Addendums (PA).

1.2. Introduction and Background

The Western States Contracting Alliance (WSCA) is a cooperative group contracting consortium for state government departments, institutions, agencies and political subdivisions (e.g., colleges, school districts, counties, cities, etc.) for the states of Alaska, Arizona, California, Colorado, Hawaii, Idaho, Minnesota, Montana, Nevada, New Mexico, Oregon, South Dakota, Utah, Washington and Wyoming.

NASPO is the National Association of State Chief Procurement Officers that has established a procurement cooperative for state government departments, institutions and political subdivisions (e.g., colleges, school districts, counties, cities, etc.) for the NASPO Member States and territories of the United States.

Under terms of the NASPO Cooperative Memorandum of Agreement, all fifty states and the District of Columbia may participate in this potential contract at their option and in accordance with their statutory requirements and rules.

Obligations under contracts that result from this cooperative procurement are limited to those states and other eligible purchasing entities that execute a Participating Addendum.

The following named states have signed an Intent to Participate form or have requested to be named in this RFP as a potential user of the resulting MPA: Alaska, Arizona, California, Colorado, Connecticut, Delaware, Hawaii, Iowa, Louisiana, Maine, Massachusetts, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New Mexico, North Dakota, Ohio, Oregon, Pennsylvania, South Carolina, South Dakota, Utah, Vermont, Washington, West Virginia, Wisconsin, and Wyoming

The State of Arizona anticipates multiple awards as a result of this solicitation. The State of Arizona will execute a MPA with awarded Offerors on behalf of the State of Arizona and the Participating Entities. Individual Participating Entities will select an MPA contractor or contractors and execute a Participating Addendum (PA) with each contractor individually to establish the authorization for the MPA contractor to provide the products and services per the MPA in that individual state. Individual states are not required to enter into a PA with all or any awarded MPA contractors. Some states may elect to enter a PA with only one MPA contractor; other states may elect to enter into multiple MPA's.

Financial obligations of Participating Entities are limited to the orders placed by the departments or other state agencies and institutions having available funds.

Participating Entities incur no financial obligations on behalf of political subdivisions.

Unless otherwise specified in the solicitation, the resulting MPA's will be permissive.

1.3. Issuing Office



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The State of Arizona, Arizona Department of Administration, State Procurement Office is the issuing office for this document and all subsequent amendments. The solicitation number (ADSP011-00000411) shall be referenced on all proposals, correspondence, and documentation relating to the RFP.

1.4. WSCA/NASPO Master Agreement Administrator

The WSCA/NASPO Master Agreement Administrator designated by WSCA/NASPO and the State of Arizona, State Procurement Office and the Arizona Department of Administration is:

Stacy Ingalls
Arizona Department of Administration
State Procurement Office
100 N. 15th Ave
Ste 201
Phoenix, AZ 85007

Email: stacy.ingalls@azdoa.gov

Phone: (602) 542-9134

1.5. Goals and Objectives

The goal of this solicitation is to sign Master Price Agreements (MPA) with Mailing Equipment Manufacturers who would provide, utilizing their Authorized Dealers/Partners, Mailing Equipment, Services, and Support, to include, but not limited to: Mailing Systems, Scales, Postage Meter Rentals, Openers, Folders, Inserters, Folders/Inserters, Envelope Addressing Systems, Tabbers, Extractors, Trackers, Bursting Equipment, Pressure Sealing, Check Imprinting/Endorsing, Pressure Sealers, Accessories, Mailing Furniture, Design, Training, Equipment maintenance, related software (license and subscription), and Maintenance, as needed, and as defined in this Request for Proposals (RFP).

The MPA resulting from this RFP will be for an initial period of two (2) years (initial term). The MPA may be extended beyond the original MPA period for three (3) twelve month terms at the WSCA Master Agreement Administrator's discretion and upon review of current market condition and contractor's performance.

1.6. Estimated Usage

The estimated usage from the two separate cooperative contracts (Arizona contract #EPS050076-A2, and Massachusetts contract # OFF22) being replaced by this combined cooperative contract are over \$85,000,000 annually. This figure is only an indication of the historical sales and not a guarantee of potential sales under a resultant contract.

2. SCOPE OF WORK

2.1. Scope of Work

Contractor shall provide equipment, services, and support to meet the mailing needs of the customer per the limitations of their award. The applicable product range will include software license and subscriptions, ultra low volume equipment through equipment used in mailing production environments, including postage meter rental, accessories, supplies, and maintenance. All equipment and services offered must meet the approval of the USPS®.

2.2. Administrative Fee

The Contractor shall report price agreement utilization and pay the NASPO administrative fee in accordance with the terms and conditions of the MPA. The NASPO Cooperative Committee has approved the percentage of the NASPO administrative fee. The NASPO administrative fee must be included in the basic offered price under the MPA.



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Ultra Low Volume
Mailing Systems, Low Volume
Mailing Systems, Medium Volume
Mailing Systems, High Volume
Mailing Systems, Production
Integrated Postal Scales
Letter Openers, Low Volume
Letter Openers, High Volume
Letter Folders, Low Volume
Letter Folders, High Volume
Inserters
Folders/Inserters, Low, Volume
Folders/Inserters, Medium Volume
Folders/Inserters, High Volume
Folders/Inserters, Production
Envelope Mail Labeler, Low Volume
Envelope Mail Labeler, Medium Volume
Envelope Mail Labeler, High Volume
Envelope Mail Labeler, Production
Envelope Addressing System Ink Jet, Low Volume
Envelope Addressing System Ink Jet, Medium Volume
Envelope Addressing System Ink Jet, High Volume
Envelope Addressing System Ink Jet, Production
Tabbers, Low Volume
Tabbers, Medium Volume
Tabbers, High Volume
Tabbers, Production
Check Imprinting/Endorsing
Pressure Sealing, Production
Bursting Equipment, Production
Pre-sorting Equipment, Production
Extractors
Mail Room Specific Furniture
Accessories
Accessories, Production
Software, License and Subscription
Supplies/Consumables
Supplies/Consumables, Production
Design, Production Only
Assembly, Production Only
Maintenance, Annual and Time & Materials
Legacy Maintenance
Lease/Rental/Finance Options

The State of Arizona reserves the right to at any time during the contract to add additional categories or groups as technology changes so long as the new categories/groups are in line with the intent of the Scope of Work. Any Contractor may submit a fully documented request for a new Category/group. It is at the sole discretion of the MPA Contract Administrator to add a new category or group to the existing MPA.



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2.5. Excluded Items:

PC computers

Printers – Non-special printers. Please see section 2.4.1.1 titled Printers

If a Contractor is called due to non-performance of a system, and the Contractor arrives and determines that the issue is with an excluded item and not their product, they will notify the Purchasing Entity. If the equipment is under a maintenance agreement or in the initial one year warranty time frame, there will be no cost to the Purchasing Entity for the diagnostic call. If the equipment is not under warranty or a maintenance plan the Contractor may charge their hourly contracted

2.6. Products

2.6.1. Products

Contractor(s) shall provide equipment and support to meet the mailing needs of the customer per the extent of their award. The applicable product range will include mailroom-related software license and subscriptions, ultra low volume equipment and all other mail room equipment including mailing production environment equipment and accessories. The equipment, support, accessories and options as contained in specific product manufacturer's established catalog/price lists are placed into groups specified within this solicitation. All equipment, and support offered must meet the approval of the USPS®. Any awarded contractor(s) shall also include information on all environmental features of each item, including but not limited to: energy efficiency modes and their operation, double sided copying operations and double sided default programming, the extent to which any supplies and other packaging may qualify for recycling, remanufacturing, and will provide the environmental and economic benefits of these features.

- 2.6.1.1. Printers – the only printers allowed for purchase through this solicitation are special printers whose sole use is tied to mail room equipment. If a regular printer (e.g. an HP Printer) is able to be utilized in the same fashion, and function as the printer available from the Contractor, then the printer from the Contractor is not allowed. Allowable printers may be purchased with a mail room equipment system or as a product replacement from a purchase from this or a previous contract.
- 2.6.1.2. Furniture – Furniture is being awarded within each category as well as being classified as an independent category. The furniture that is applicable to the independent furniture category is furniture that is specific to mail rooms but not specific to the mail equipment category. E.g. Case work, or mobile mail cart etc. The furniture section within each category is relevant to furniture that would be compatible with the mailroom equipment with which they are compatible.
- 2.6.1.3. Accessories – (Regular and Production) All accessories shall be relevant to the functioning of a mail room. If there is any concern over a specific item being included in this category, said items will be submitted to the MPA Contract Administrator for a decision. The MPA Contract Administrator's decision is the final determination as to whether an item is included in the Scope of any resultant contract.

2.6.2. Remanufactured Equipment

A Contractor may offer Remanufactured or Refurbished Equipment that is certified by the Manufacturer. All Remanufactured or Refurbished Equipment will be clearly labeled as Remanufactured equipment. Pricing will be based on a quote and on an Individual Case Bases (ICB). All quotes for Remanufactured equipment will also provide the fixed annual maintenance rate for years 2-5. Remanufactured equipment shall come with a 1 year all inclusive warranty and the Offeror shall be able to provide maintenance for years 2-5 that includes all service, labor, software maintenance, and parts. If for any reason a Contractor is not able to provide maintenance (including parts), the Contractor(s) will provide, entirely at their expense, a replacement piece of equipment and/or software that has the equal or greater performance and functionality along with the maintenance for the equipment for the duration of the original five (5) year maintenance period (including maintenance on the replacement equipment) at no additional charge. All other requirements of the contract continue to apply.

2.6.3. Delivery

Shipping is to be FOB destination, inside to the contiguous 48 states, Washington DC and point of exportation for Alaska, Hawaii, Puerto Rico, etc. for shipments outside the 48 contiguous states. The point of exportation location must be agreed to, in writing, by the vendor and the Participating Entity. At that point, shipping terms, charges and conditions should be negotiated with the end-user. These Participating Entities must be notified in advance of any possible shipping charges and mutually agreed to in writing before any purchase is allowed.



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The Contractor(s) shall furnish equipment within twenty (20) business days after receipt of order, or a delivery time mutually agreed upon, in writing, between the Participating Entity and the Contractor. The Contractor shall notify the Participating Entity in advance of delivery of equipment so that the Participating Entity can make necessary arrangements. Delivery of start-up supplies shall be made upon or before delivery of equipment. Delivery shall be made in accordance with instructions (time and quantities ordered) from the Participating Entity as detailed on the Order. All deliveries shall reference in the paperwork the Purchase Order number, the items ordered, the relevant Contract numbers, and shall include the items ordered, the pricing and any special instruction that may have been included in the Order. If there is a discrepancy between the purchase order and what is listed on the contract, it is the Contractor's obligation to seek clarification from the Participating Entity.

All deliveries and installation work shall be performed during regular working hours, defined as 7:00 A.M. to 6:00 P.M. Monday through Friday. Changes may be granted with written approval of the Participating Entity. Any delivery required to be performed outside regular working hours or on Saturdays, Sundays or legal holidays, as may be reasonably required consistent with contractual obligations, and if agreeable to both the Contractor and the Participating Entity, shall be agreed to in writing by both parties utilizing the appropriate contracted rate. Any additional expense must be agreed to in writing by both parties before the delivery and installation takes place.

The Contractor shall be responsible for the delivery of equipment in first class condition at the point of assembly, and in accordance with good commercial practices. The Contractor shall also be responsible for the removing of all debris associated with the purchase from the premises.

- Packing for shipment shall be provided to adequately protect the product and ensure safe shipment.
- Shipping cases shall be marked to indicate the name of the Contractor/Manufacturer's name and address of receiving Participating Entity, Purchase Order number, and Contract number (both the MPA number and the Participating Entities number).

Equipment provided shall be strictly in accordance with the equipment contained in the Contractors award, Participating Entities are authorized to order and the Contractor is authorized to ship, only those items approved and awarded under a resultant contract. If a review of orders placed by any Participating Entity reveals that items other than those awarded in the applicable Master Agreement, and not eliminated in the PA negotiation process have been ordered and delivered, the Participating Entity can take any contract remedy steps necessary to have the items returned to the Contractor(s), regardless of the time lapsed between the date of delivery and discovery of the violation. Full credit shall be required. Violation may result in administrative actions including, but not be limited to termination of the Participating Addendum or the Master Agreement.

2.6.4. Training & Support Services

Upon delivery and installation of specified equipment, the Contractor shall provide training to personnel designated by the Participating Entity. Operational Training must be provided to the designated personnel within a Participating Entity until the personnel are able to operate the equipment independently. The amount of training is determined by the complexity of the equipment purchased, rented or leased by the Participating Entity. All product and system training shall be included in the price and there shall be no additional charge for training. ~~Contractor shall provide additional training at the Participating Entity's request throughout the life of the equipment at no additional charge. All training will be performed on the Participating Entity's site. Site required training will only be at no additional charge only if the equipment is either under warranty or an active maintenance plan.~~

BBH Comment: BBH will provide the following training provisions:

One session of introductory operator training is provided free of charge for up to four operators for each inserting or sorting system installed. This training covers the operation, use, configuration, and normal daily operator maintenance of the system, as well as applicable health and safety issues.

The training will occur during normal business hours, and is customarily scheduled at least 45 days in advance. All training will be conducted at the customer site. Supplementary operator training sessions



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may be scheduled will be charged at \$1675.00 per day for normal business hours, and is scheduled in advance.

The Contractor must agree to maintain a toll-free technical support telephone line. The telephone line shall be accessible to Participating Entity personnel who need to obtain competent technical assistance regarding the installation or operation of the Contractors equipment. The toll-free support line shall be available during regular working hours, defined as 7:00 A.M. to 6:00 P.M. Monday through Friday.

2.6.5. Instruction Manuals

Instruction manuals shall be included for each piece of equipment that is either purchased or rented. The instruction manual shall contain, but not be limited to:

- A section defining the capabilities of the equipment (specifications).
- A general section describing the technical operation of the equipment.
- A section describing the installation and use criteria of the equipment.
- A section on the primary points of contacts for sales, training, and maintenance/service.

All manuals and instruction shall be in the English language.

2.6.6. Technology Advancements

The State acknowledges that the Mailing Equipment industry and its suppliers are changing rapidly and as such desires to establish manufacturer-based contracts rather than product-specific point-in-time technology requirements, allowing flexibility to accommodate open-standards -based products and new technologies.

2.6.7. Software purchases or subscriptions

Purchase order shall be deemed to reference a manufacturer's most recent release model or version of the product at the time of the order, unless the Participating Entity specifically requests in writing a different model or version and the contractor is willing to provide such model or version. All Software Terms and Conditions will be negotiated and agreed to by either the end user or the Participating Entity as defined in the PA.

2.6.8. Products

Below is a list of Products included in this solicitation. It is however the intent to award by groups/categories.

- Postage Meter, Rental
- Ultra Low Volume
- Mailing Systems, Low Volume
- Mailing Systems, Medium Volume
- Mailing Systems, High Volume
- Mailing Systems, Production
- Integrated Postal Scales
- Letter Openers, Low Volume
- Letter Openers, High Volume
- Letter Folders, Low Volume
- Letter Folders, High Volume
- Inserters
- Folders/Inserters, Low, Volume
- Folders/Inserters, Medium Volume
- Folders/Inserters, High Volume
- Folders/Inserters, Production
- Envelope Mail Labeler, Low Volume
- Envelope Mail Labeler, Medium Volume
- Envelope Mail Labeler, High Volume
- Envelope Mail Labeler, Production



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- Envelope Addressing System Ink Jet, Low Volume
- Envelope Addressing System Ink Jet, Medium Volume
- Envelope Addressing System Ink Jet, High Volume
- Envelope Addressing System Ink Jet, Production
- Tabbers, Low Volume
- Tabbers, Medium Volume
- Tabbers, High Volume
- Tabbers, Production
- Check Imprinting/Endorsing
- Pressure Sealing, Production
- Bursting Equipment, Production
- Pre-sorting Equipment, Production
- Extractors
- Mail Room Specific Furniture
- Accessories
- Accessories, Production
- Software, License and Subscription
- Supplies/Consumables
- Supplies/Consumables, Production

2.6.9 Equipment Performance. In the event that any equipment, actively covered by a Resident Maintenance contract, is inoperable due to equipment failure, through no fault or negligence of the Participating Entity, and the total number of hours of downtime exceeds five percent (5%) of the total productive use of time for three consecutive calendar months, the Participating Entity reserves the right to require the Contractor to replace the equipment or terminate the maintenance contract the order with no termination or removal charges being assessed to the Participating Entity. The Participating Entity will notify the contractor in writing of the deficiency. After such notice, the Contractor must remove and replace the defective product(s) within ten (10) business days, at no cost to the Participating Entity. Failure to respond in good faith may result in termination of the contract. The effectiveness level for any equipment is computed by the following formula: subtract the total number of downtime hours, through no fault or negligence of the Participating Entity divided by the total productive time in the month. The total productive time shall be computed by multiplying 8 hours per day by the number of business days in the month. (weekend, furlough, and State Holidays excluded). It is understood and accepted that equipment failure may not be attributed to the use of recycled paper and/or recycled/remanufactured supplies, as long as those products meet the specifications set by the USPS S and the equipment manufacturer. The following shall not constitute downtime hours:

- Regularly scheduled Preventive Maintenance Inspections
- Operator Setup
- Material problems resulting from storage outside of manufacturer requirements
- Damage to the equipment by misuse or abuse
- Changes in incoming power beyond published specifications or power outages
- Maintenance required as a result of equipment operated outside of normal business hours.

Replacement of Unsatisfactory Equipment. The Contractor shall grant a credit to the Participating Entity for any equipment, that is currently in the warranty period, or on a maintenance plan, which fails to perform at an effectiveness level of ninety five percent (95%) during any month, or equipment out of service for more than three consecutive days. The credit shall be the equivalent to the percentage of down time below ninety five percent (95%) experienced in the month. Regarding Production equipment, the Contractor may elect to replace an individual



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component or section that is causing the issue. If this doesn't resolve the issue with the equipment the Participating Entity shall notify the Contractor in writing, which will act as a cure letter allowing fifteen (15) to have resolution plan in place. ~~During the warranty period, unsatisfactory equipment performance requires an even exchange of equipment of equal or greater performance at no additional cost is required. After warranty period, the credit value shall be either the amount paid at the time of purchase or the dollar amount paid multiplied by the number of lease payments made at the time of the identified poor performance.~~ If equipment, and software, is not functional within 60 days of delivery, the Purchasing Entity may return for full refund or cancel any rental or lease agreement with no fees or charges of any kind due.

BBH comment: As originally drafted, BBH would be liable to credit or replace a machine for downtime even though the maintenance requirements listed in section 2.7.1 include an 8 hour on-site response time. Therefore the 5% threshold may be exceeded in one monthly service call. BBH will guarantee a 95% uptime provided the agreement with the participating agency is for Resident Services (on-site response).

2.7. Services

In addition to the services directly associated with the receipt of product under this Scope, the Contractor(s) will provide services related to the selection, purchase and management of distributed software. These services include, but are not limited to:

Assembly, Production Equipment Only

Software Installation/Integration

Design, Production Equipment Only

Maintenance, Annual and Time and Material

Legacy maintenance

Lease/Rental Finance Options

2.7.1. Maintenance on Equipment

The Contractor must have the resources, distribution capabilities, inventory of parts, consumable supplies, and staff to meet the requirements of a resultant contract. Contractor's Authorized Dealers/Partners shall maintain at a minimum enough spare parts and basic components to ensure downtime, for the purpose of ordering basic components, is kept extremely minimal. Maintenance pricing shall include all maintenance including, but not limited to, all parts, labor and time, and preventative maintenance services at the levels specified for each piece of equipment that is offered. The Contractor must offer a full service maintenance contract for all equipment placed. However, the Participating Entity shall have the option of not entering into a maintenance/service contract on purchased equipment, but choose to utilize the Time and Materials option. On-site service shall be available on both an immediate need service call basis, and as needed for preventive maintenance. Preventive, scheduled maintenance must be based on the specific needs of the individual equipment as determined by the Manufacturer and must include, but is not limited to, cleaning, lubrication, necessary adjustments, and replacement of unserviceable parts. Maintenance on any equipment purchased under this solicitation shall be available for five years.

2.7.1.1. Trade In/Buy Back

Contractor shall provide a Trade in /Buy Back program to help ensure Participating Entity has the best options to meet their needs. This program is required; however, it is at the sole option of the Participating Entity to utilize this program. Please provide the details of your Trade In/Buy Back program in your response.

2.7.1.2. Annual Maintenance agreements

All annual maintenance plans shall meet the follow requirements:

- 2 hour response time to all written or oral notices of a service requirement due to an equipment breakdown.
- A service technician, if required, shall be on site with in 24 hours.
- Replacement parts shall be received within 24 hours.
- Any and all technical support is included.



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- All return service calls and onsite responses shall be made during Participating Entity business hours (7:00AM – 6:00PM) unless otherwise, mutually agreed to in writing beforehand by the Contractor and the Participating Entity. The contractor shall charge a rate not to exceed their Time and Materials- outside business hours, weekends, and holidays rate as proposed in the Price and Pricing spreadsheet for the applicable category. For example; If a Participating Entity need an installation for production equipment to begin at 5:00 AM, The installation should take a total of six hours the Participating Entity and Contractor would agree to in writing before any work has begun to pay a rate not exceeding the one supplied in the Price and Pricing spreadsheet for Time and Materials outside of business hours for the hours for production equipment for the hours of 5:00 am to 7:00 AM and then regular hourly rates for the work from 7:00 AM to 11:00 AM. If the installation only took a total of five hours the Contractor shall only charge for the actual hours worked. If additional time is needed there shall be a mutually agreed upon amount, in writing, before the additional work is performed.
 - All parts that require maintenance by a service technician are to be included and considered part of the yearly service maintenance plan, filed/defective parts shall be replaced at no additional charge to the Participating Entity.
 - Routine consumable supplies shall be billed separately from service maintenance payments.
 - If the equipment includes licensed software, the Contractor shall provide software support.
 - All payments for maintenance service shall be invoiced by and made to the Contractor.
- Any Purchasing Entities that require 4 hour on –site response time as well as a 24hr/7 days per week maintenance agreement will be negotiated during the PA process.

2.7.1.3. Loaner Equipment

~~If at any time a repair, no matter the origin, will keep any equipment inoperable for a total time exceeding two business days, the Contractor shall offer loaner equipment of equal or greater value and functionality to be in place until the inoperable equipment is in full operation at no cost to the participating entity, this may include piece parts or sub-assemblies, so long as no functionality is lost. Pertaining to Production equipment, the Contractor may offer, in lieu of loaner equipment, to provide production or alternative services during the period of repair. This shall be mutually agreed to in writing beforehand.~~

BBH comment: Production Mail inserting and sorting equipment is made-to-order and typically customized for a customer's individual application. BBH is committed to the uptime and performance of the Participating Entity's equipment and will make every effort to repair inoperable equipment in a timely manner. The remedies outlined in 2.6.9 of the Statement of Work remain.

2.7.2. Legacy maintenance

The Contractor shall provide maintenance on legacy devices already sold to a Participating Entity. Pricing will be provided on an Individual Case Basis (ICB), through a quote process.

The Contractor must have the resources, distribution capabilities, inventory of parts, consumable supplies and staff to meet the requirements of any resultant contract. Legacy maintenance pricing shall include all maintenance including, but not limited to, all parts, labor and time at the levels specified for each piece of equipment that has previously been purchased from the Manufacturer. However, the Participating Entity shall have the option of not entering into a maintenance/service contract on purchased equipment, but choose to utilize the Time and Materials option. On-site service is to be available on both an immediate need service call basis, and as needed for preventive maintenance. Preventive, scheduled maintenance must be based on the specific needs of the individual equipment as determined by the OEM and must include, but is not limited to, cleaning, lubrication, necessary adjustments, and replacement of unserviceable parts. Maintenance shall be available for equipment that is up to 10 years old from date of purchase.

2.7.3. Design

Design layout services, if required by a Participating Entity, must be provided at no cost by the Contractor, with the exception of Production environment equipment. For Production environment equipment, the Contractor may only charge the contracted hourly rate. The total number of hours required for design layout services must be agreed to in writing before any design services are initiated. The Contractor shall only charge for actual hours worked.

2.7.4. Installation/Integration



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All equipment prices shall include freight, delivery and installation, with the exception of integrating software installations For Production environment equipment. where, the Contractor may charge the contracted hourly rate.. The total number of hours needed shall be agreed to, in writing, before any Installation or, Integration services may be initiated. The Contractor shall only charge for actual hours worked. Installation is not necessary for all items (e.g. a small letter opener that only requires being plugged in to work, however any equipment that does require installation, it is included in the price with the exception of Production equipment.

Additionally if a Contractor needs to utilize special Rigging (e.g. a crane) where the Purchasing end user does not have an elevator accessible for moving the equipment, they may charge the hourly Installation /Integration rate. However all "rigging" charges shall be mutually agreed to, in writing, before work begins.

Contractor shall affix a label or a decal to the equipment at the time of installation showing warranty period by dates, and the name, address, and telephone number of the Contractor responsible for warranty service of the equipment.

The Contractor shall, prior to delivery, survey and review the particular installation location to ensure the existing proposed location meets the manufacturer's established installation criteria. If special installation is required, the Contractor and Participating Entity shall agree in writing, to the total cost of the special installation based on the hourly rates provided within the MPA. Should the proposed installation location not meet established installation criteria, the Contractor and the ordering Participating Entity will attempt to locate an alternate mutually agreeable location for the equipment.

All equipment identified as EnergyStar compliant shall be delivered and installed with the Energy Star or similar power management features enabled.

2.7.5. Software and Software Maintenance

Software purchases shall be for the manufacturer's most recent release model or version of the product at the time of the order, unless the Participating Entity specifically requests in writing a different model or version and the Contractor is willing to provide such model or version.

Maintenance shall be available for all software license purchased/Software maintenance shall include all software updates, patches and new releases/versions and shall be available to all Participating Entities. It is the Contractor's responsibility to communicate all updates, patches, and new releases/version to all end users. No additional fee shall be charged for installation of the same; however integration of software will be paid for by the hourly rate and agreed to in writing by both parties ahead of time. The Contractor shall be responsible for Postage Scale licensing.

2.7.6. Equipment Leasing

Individual s and Participating Entities may enter into lease agreements for the products covered in the contracts resulting from the RFP, if they have the legal authority to enter into these types of agreements without going through a competitive process. Responders who wish to participate in lease agreements with these individual states/entities must submit copies of all of their lease agreements with their response to this RFP. The lease agreements will not be reviewed or evaluated as part of the RFP evaluation process defined in this RFP. The agreements will simply be made available to any state or entity who wishes to negotiate a lease agreement with a Contractor. Any additional Terms and Conditions submitted that are specifically for Equipment Leasing will not become part of the MPA, but the negotiated Lease T&C's will be made part of the PA.

2.7.7. Equipment Rental

Individual Participating States and Participating Entities may enter in to rental agreements for the products covered in the contracts resulting from the RFP, if they have the legal authority to enter into these types of agreements without going through a competitive process. Responders who wish to participate in rental agreements with these individual states/entities must submit copies of all of their pertinent rental agreements with their responses to this RFP. No additional Terms and Conditions shall apply to any rental agreements. The rental agreements will not be reviewed or evaluated as part of the evaluation process defined in this RFP. The agreements will simply be made available to any state or entity who wishes to negotiate a rental agreement with a Contractor. . Any additional Terms and Conditions submitted that are specifically for Equipment Rental will not become part of the MPA, but the negotiated Lease T&C's will be made part of the PA.



Statement of Work

STATE OF ARIZONA

Agency: Arizona Dept. of Administration
State Procurement Office (ADO/SPO)

Customer: WSCA/NASPO participating entities;
AZ Statewide (State agencies and Cooperative members)

Description: WSCA/NASPO Mailing Equipment, Supplies and Maintenance

2.7.8. Develop and Maintain Website. For each Participating Entity, the Contractor shall develop and support a website specific to that Participating Entity, with content approved by the Contract Procurement Officer and/or State Procurement Officer as appropriate. This web site information shall be available through the Internet without the use of additional software or licenses. Website should be user friendly to allow for quick and easy access and use. Contractor should provide web-based training regarding use of website at no additional cost, and online, email, or telephone help should be available to assist during the Participating Entity's standard working hours. Website must be available 24 x 7, except for scheduled maintenance and be ADA compliant. No costs or expenses associated with providing this information shall be charged to the Participating Entity. Universal Resource Locator (URL) for the website must be supplied to the Participating Entity and the MPA Contract Administrator within 60 days of the execution of a PA. The website shall include contract information, product information/catalog, and other pertinent information as may be reasonably requested by Participating Entity.

2.7.8.1. Contract and General Information. The website will provide contract information to include, at a minimum: the contract number(s) (MPA and PA); the Contractor's contact names and titles, including primary contact and contacts to whom incidents should be escalated; areas of responsibility for each contact name as well as their phone numbers and email addresses; Complete information for all Authorized Dealers/Partner for the geographical area of the Purchasing Entity to include contact names and titles, phone numbers, email addresses and a copy of the escalation plan for the Purchasing Entity; information on use of website; quote and ordering information; and any relevant notifications concerning the equipment, supplies and support available under any resultant contract.

2.7.8.2. Online Catalog. The website shall provide contract and ordering information to include, at a minimum: product names, product MSRP pricing, and product descriptions (photos optional or links to access product literature optional), and the contracted discount rate applicable to the product. Non-authorized products or groups of products shall either not be viewable on the website or shall be clearly marked as excluded products. Regardless of the number and types of links to the Contractor's electronic catalog, the Contractor shall ensure that all eligible agencies purchasing from one PA are able to access one, and only one, version of the product catalog.

2.7.8.3. Product Searching Capability. At a minimum, the online catalog should be searchable by product name, product number, and description.

2.7.9. Customer Service and Representation

2.7.9.1. Dedicated Representation and Timely Response. Contractor shall provide a dedicated representative for each Participating Entity. Such representative will develop a relationship with the Participating Entity. The Contractor shall submit a list of all Authorized Dealers/Partners by State. The list shall include the name of the dealer, the contact name, title, phone number, physical address, and email address. The Participating Entity shall have sole discretion as to which of the Authorized Dealers/Partner they choose to utilize. The Contractor will provide an individual for quote assistance, equipment, services and support recommendations, track and report on renewal deadlines, and serve as a contact point for the Procurement Officer. Contractor and Authorized Dealers must commit to returning phone calls or responding to emails within two business days.

2.7.9.2. Problem Escalation. Contractor must provide an incident escalation path for each Participating Entity, providing on that Participating Entity's website, the name, contact information, and role of individuals to whom problems should be escalated if the problems are not resolved by primary contact with both the Contractor and Authorize Dealer/Partner.

2.7.9.3. Contract Reviews. The Contractor shall schedule bi-annual meeting with MPA Contract Administrator to review usage and discuss any issues that are occurring. The Contractor shall meet more often if the MPA Contract Administrator deems necessary. The Contractor shall conduct a customer satisfaction survey and detailed issues encountered during the previous six month term. The Contractor shall be prepared to discuss overall effectiveness of contract, total sales, potential cost savings opportunities when could be passed through to the Participating Entities. In a renewal year, the annual review will take place prior to contract extensions. It is the Contractors responsibility to schedule meetings. The Contractor shall schedule meeting with the PA Contract Administrator as well as any staff the PA Contract Administrator deems appropriate.



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2.7.10. Price Quote, General. Pricing shall be submitted in the MPA as a discount off of MSRP list price, with the following exceptions: Maintenance shall be priced based on a Time and Material basis (hourly rate), Design (For Production Equipment only), and Installation (Production Equipment only) services shall be provided on an hourly rate basis. The Annual Maintenance pricing shall be developed in accordance with a submitted pricing formula. Individual PA's may use the MPA pricing as a base and may negotiate an adjusted rate. Any negotiated PA rates, exclusive of taxes or any individual state's administrative fee, shall not exceed the MPA rates. As requested by Purchasing Entity, for example on a high volume single order, Contractor may negotiate to reduce cost for the Participating Entity. Firm individual order quotes shall be provided to Purchasing Entity prior to order submittal. All quotes, no matter if for purchase, rental or lease, shall contain enough detail including pricing formulas so as to easily confirm pricing on quote against the pricing contain within the contract.

2.7.10.1.1. Telephone or Email Quote Support. Contractor/Authorized Dealer shall accept requests for quotes by telephone, fax, and email. Contractor /Authorized Dealer shall provide and maintain a toll-free number for Purchasing Entity to use. Contractor shall provide an email address for receipt of requests for price quotes. The Contractor must provide written quotes by fax, email or online as requested by the Participating Entity.

2.7.10.2. Timely Quotes. Contractor/Authorized Dealer agrees to provide quotes in a timely fashion. Expected response should be within 24 hours but no more than three business days, after receiving all of the pertinent information.

2.7.10.3. Guaranteed 30 Day Quote. Contractor is required to honor all quotes for 30 calendar days.

2.7.10.4. Sales Promotion. The Contractor may conduct sales promotions involving specific products or groups of products for specified time periods. The request should include: the product or product groups, the promotional price as compared to the standard price for the product or product groups, and the start and end dates of the sales promotion. The Contractor shall keep an archive of all Sales Promotions with the applicable dates of the Sales Promotion for the entire time records are required to be kept with this contract. The archive should include: the product or product groups, the promotional price as compared to the standard price for the product or product groups, and the start and end dates of the sales promotion.

2.7.10.5. Extra-contractual Products and Services Prohibited. Any attempt to use a Quote Request and/or any response thereto, to represent any products and/or services not specifically awarded and cited in the Contract as being included in the Contract is a violation of the Contract and the Arizona Procurement Code. Any such action is subject to the legal and contractual remedies available to the MPA Contract Administrator, inclusive of but not limited to Contract termination for default, suspension and/or debarment of the Contractor.

2.8. Line Item Specifications

Postage Meter Rental

- Digital postage meter must have display that provides date, piece-count, postage used, and postage unused.
- Must be refillable by phone that may be placed on a master account.
- Must imprint postage from \$0.01 to \$99.99.
- No administrative fees for postage meter refills
- Available to renew annually
- No penalties for early rental termination

Mailing Systems, Ultra Low Volume

- Digital or IBI Operation to conform with USPS Postal Bulletin #22131
- Manual Feed
- Must meter, date envelopes
- Handles standard mail envelopes from 3" x 5" to 9" x 12"
- Interfaces with postage scales



Statement of Work

STATE OF ARIZONA

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Description: **WSCA/NASPO Mailing Equipment, Supplies and Maintenance**

- Must include locking key or security feature
- Must imprint postage from \$0.01 to \$99.99
- Must have replaceable ink cartridge
- Must have tape system for oversize packages (specify wet or dry tape – wet is preferred)

Mailing Equipment, Mailing Systems, Low Volume

- Digital or IBI Operation to conform with all USPS® requirements
- Minimum feed speed of 30 pieces/minute
- Must meter, date, and seal envelopes
- Handles standard mail envelopes from 3" x 5" to 9" x 12"
- Interfaces with postage scales
- Must include locking key or security feature
- Must imprint postage from \$0.01 to \$99.99
- Must have replaceable ink cartridge
- Must have tape system for oversize packages

Mailing Equipment, Mailing Systems, Medium Volume,

- Digital or IBI Operation to conform with USPS® requirements
- Minimum feed speed of 110 pieces/minute
- Must meter, date, and seal envelopes
- Handles standard mail and large envelopes up to 3/8" thick and 7-1/2" wide
- Interfaces with postage scales up to 100 lbs
- Includes tape dispenser for oversize packages
- Must imprint postage from \$0.01 to \$99.99
- Must include locking key or security feature
- Must have replaceable ink cartridge
- To include water reservoir with water level indicator
- Must have sealed and non-sealed modes

Mailing Systems, High Volume,

- Digital or IBI Operation to conform with USPS® requirements
- Minimum feed speed of 200 pieces/minute
- Must meter, date, and seal envelopes
- Handles standard mail and large envelopes from 3"x 5" to 13" x 13"
- Interfaces with postage scales up to 100lbs
- Includes Tape Dispenser for oversize packages
- Must imprint postage from \$0.01 to \$99.99
- Must include locking key or security feature
- Must have replaceable ink cartridge
- To include water reservoir with water level indicator
- Must have sealed and non-sealed modes

Mailing System, Production

- Digital or IBI Operation to conform with USPS® requirements
- Minimum feed speed of 1000+ pieces/minute



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Description: **WSCA/NASPO Mailing Equipment, Supplies and Maintenance**

- Must meter, date, and seal envelopes
- Handles standard mail and large envelopes from 3" x 5" to 13" x 13"
- Interfaces with postage scales up to 100 lbs.
- Includes Tape Dispenser for oversize packages
- Must imprint postage from \$0.01 to \$99.99
- Must include locking key or security feature
- Must have replaceable ink cartridge
- To include water reservoir with water level indicator
- Must have sealed and non-sealed modes

Integrated Postal Scales

- Capable of Interfacing with Postage Meter. (Identify Meter(s))
- Includes variety of rates including: Standard, First Class, Priority Mail, Certified Mail, Return Receipt Registered, C.O.D., Insured, Registered, Bulk Rates, etc.
- Includes keyboard graphics, operator prompts and menu selections.
- Special Carrier Rates.
- Capable of weighing to a 32nd of an oz., displaying in increments of 0.5 oz.
- Must electronically set postage meter by the touch of one button
- Must include postal rate changes at no additional cost throughout the lease or maintenance contract

Letter Openers, Low Volume

- Includes Feeder and Stacker, Variable Trim Control
- Processing speed up to 25,000 pieces per hour Minimum.
- Self-Sharpening trim blade adjusts to allow for narrow or wide cut.
- Includes Tray that collects opened envelopes and trimmings.

Letter Openers, High Volume

- Includes Feeder and Stacker, Variable Trim Control
- Processing speed over 25,000 pieces per hour Minimum.
- Self-Sharpening trim blade adjusts to allow for narrow or wide cut.
- Includes Tray that collects opened envelopes and trimmings.

Letter Folders, Low Volume

- Automatic
- Folds up to 15,000 sheets per hour minimum.
- Completes Standard or Custom folds.
- Handles at a minimum paper from 3-1/8" x 4" x 9-1/2" x 14".

Letter Folders, High Volume

- Automatic
- Folds more than 25,000 sheets per hour minimum.
- Completes Standard or Custom folds.
- Handles at a minimum paper from 3-1/8" x 4" x 9-1/2" x 14".



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Description: **WSCA/NASPO Mailing Equipment, Supplies and Maintenance**

- Able to process Multiple Folds

Inserters

- Processes up to 5,500 sheets per hour minimum.
- Feeds, collates, folds, and, inserts material into envelopes.
- Jobs can be pre-programmed.

Folder/Inserters, Low volume

- Automatic
- Completes Standard or Custom folds.
- Handles paper from 3-1/8" x 4" x 9-1/2" x 14".
- Processes up to 1,500 sheets per hour minimum.
- Feeds, collates, folds, and, inserts material into envelopes.
- Jobs can be pre-programmed.

Folders/Inserters, Medium Volume

- Automatic
- Completes Standard or Custom folds.
- Handles paper from 3-1/8" x 4" x 9-1/2" x 14".
- Processes up from 1501 – 4,999 sheets per hour minimum.
- Feeds, collates, folds, and, inserts material into envelopes.
- Jobs can be pre-programmed.

Folders/Inserters, High Volume

- Automatic
- Completes Standard or Custom folds.
- Handles paper from 3-1/8" x 4" x 9-1/2" x 14".
- Processes up to 5,000 – 9,999 sheets per hour minimum.
- Feeds, collates, folds, and, inserts material into envelopes.
- Jobs can be pre-programmed.

Folders/Inserters, Production

- Automatic
- Completes Standard or Custom folds.
- Handles paper from 3-1/8" x 4" x 9-1/2" x 14".
- Processes over 10,000 sheets per hour minimum.
- Feeds, collates, folds, and, inserts material into envelopes.
- Jobs can be pre-programmed.

Envelope Mail Labeler, Low Volume

- Label Speed: up to 5,000 # 10 envelopes per hour.
- Applies permanent (peel off) labels ranging in size from 1" to 4" high and maximum backing strip of 6".
- Adjustable label positioning from side-to-side and top-to-bottom of document.
- Motor driven take-up reel for label backing and control for adjusting for different types of labels and backing



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Description: **WSCA/NASPO Mailing Equipment, Supplies and Maintenance**

- Includes digital counter.

Envelope Mail Labeler, Medium Volume

- Label Speed: up to 10,000 # 10 envelopes per hour. (Do we need if we only have one group)
- Applies permanent (peel off) labels ranging in size from 1" to 4" high and maximum backing strip of 6".
- Adjustable label positioning from side-to-side and top-to-bottom of document.
- Motor driven take-up reel for label backing and control for adjusting for different types of labels and backing
- Includes digital counter

Envelope Mail Labeler, High Volume

- Label Speed: up to 15,000 # 10 envelopes per hour. (Do we need if we only have one group)
- Applies permanent (peel off) labels ranging in size from 1" to 4" high and maximum backing strip of 6".
- Adjustable label positioning from side-to-side and top-to-bottom of document.
- Motor driven take-up reel for label backing and control for adjusting for different types of labels and backing
- Includes digital counter

Envelope Mail Labeler, Production

- Label Speed: up to 25,000 # 10 envelopes per hour. (Do we need if we only have one group)
- Applies permanent (peel off) labels ranging in size from 1" to 4" high and maximum backing strip of 6".
- Adjustable label positioning from side-to-side and top-to-bottom of document.
- Motor driven take-up reel for label backing and control for adjusting for different types of labels and backing
- Includes digital counter

Envelope Addressing System, Ink Jet, Low Volume

- Label Speed: up to 2,500 # 10 envelopes per hour.
- Applies address information directly to envelopes.
- Adjustable printing positioning from side-to-side and top-to-bottom of document.
- Adjustable print resolution
- Scalable fonts
- Interface with Windows based software
- Includes digital counter.

Envelope Addressing System, Ink Jet, Medium Volume

- Label Speed: up to 5,000 # 10 envelopes per hour.
- Applies address information directly to envelopes.
- Adjustable printing positioning from side-to-side and top-to-bottom of document.
- Adjustable print resolution
- Interface with Windows based software
- Includes digital counter.

Envelope Addressing System, Ink Jet, High Volume

- Label Speed: up to 24,999 # 10 envelopes per hour.
- Applies address information directly to envelopes.
- Adjustable printing positioning from side-to-side and top-to-bottom of document.
- Adjustable print resolution
- Multiple print heads
- Movable print heads
- Print USPS Bar Codes



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Description: **WSCA/NASPO Mailing Equipment, Supplies and Maintenance**

- Scalable fonts
- Interface with Windows based software
- Includes digital counter.

Envelope Addressing System, Ink Jet, Production

- Label Speed: over 25,000 # 10 envelopes per hour.
- Applies address information directly to envelopes.
- Adjustable printing positioning from side-to-side and top-to-bottom of document.
- Adjustable print resolution
- Multiple print heads
- Movable print heads
- Scalable fonts
- Print USPS Bar Codes
- Interface with Windows based software
- Includes digital counter.

Tabbers, Low Volume

- Complies with all USPS® regulations
- Single-tab speeds up to 15,000/Hr
- Multiple tabbing options (paper, clear translucent with or without perforation etc.)
- Easy Programming and Set up
- Automatic size adjusting (accepts various tab sizes)
- Accepts various types and sizes of media

Tabbers, Medium Volume

- Complies with all USPS® regulations
- Single-tab speeds from 15,001 - 22,000/Hr
- Multiple tabbing options (paper, clear translucent with or without perforation etc.)
- Easy Programming and Set up
- Automatic size adjusting (accepts various tab sizes)
- Accepts various types and sizes of media

Tabbers, High Volume

- Complies with all USPS® regulations
- Single-tab speeds greater than 22,001/Hr – 50,000/Hr
- Multiple tabbing options (paper, clear translucent with or without perforation etc.)
- Easy Programming and Set up
- Accepts various types and sizes of media

Tabbers, Production

- Complies with all USPS® regulations
- Single-tab speeds greater than 50,000/Hr
- Multiple tabbing options (paper, clear translucent with or without perforation etc.)
- Easy Programming and Set up
- Accepts various types and sizes of media
-

Check Imprinting/Endorsing



Statement of Work

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Description: WSCA/NASPO Mailing Equipment, Supplies and Maintenance

- Minimum monthly volume of 25,000
- Utilize both cut sheet and continuous style documents
- Able to provide a variety of options with regards to signatures, date stamps, seals and logos on various locations on the document
- Counters that can be reset and non-reset for audit purposes
- Offers both tri-color and ultraviolet ink roll options

Pressure Sealing, Production

- Creates a single piece mailer from a full range of stock or custom forms
- Creates a single piece mailer with a continuous seal formed to assure security and confidentiality
- Must be able to detect when "double documents" are processed
- Must be able to detect document jams during production
- Shall have emergency shut off/safety device

Bursting Equipment, Production

- Able to burst cut sheet
- Able to burst at the perforation
- Stack sequentially and continuous multipart documents
- Burst at the horizontal perforations
- Burst various locations of perforations

Pre-sorting Equipment, Production

- Minimum monthly volume of 100,000
- Ability to sort various sizes of envelopes, flats and packages
- Multiple Station
- Various rates of speed
- Ability to process the entire range of USPS

Extractors

- Processes up to 3000 pieces per hour.
- One, Two, or, Three Sided Opening.
- Includes counting and monitoring system that counts pieces processed.
- Capable of processing various sizes of intermixed mail up to and including #11 envelopes, heights to 5-1/4".

Mailing Furniture (specific to a category)

- Mailroom furniture shall be appropriate for the mailroom category being it is being offered in.
- Mailroom work tables, pedestals, bins etc. must be constructed of wood, steel or plastic bases with steel, laminate or wood tops that can support the daily use and weight of mailroom product and equipment.
- Only furniture specifically related to the category/group of equipment may be purchased under this category

Mailing Furniture (general)

- Mailroom furniture shall not be specific to a piece of equipment or a category/group
- Mailroom free standing mail sorter tables, case works, mail carts etc. must be constructed of wood, steel or plastic bases with steel, laminate or wood tops that can support the dialing use and weight of mailroom activity.



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Accessories

- Mailroom accessories must be appropriate for a mailroom operation.
- All accessories related to equipment configurations must be identified in the equipment catalogs with the associated percentage % discount(s) off the manufacturer's suggested retail price.

Accessories, Production

- Mailroom accessories must be appropriate for a production mailroom operation.
- All accessories related to production equipment configurations must be identified on the equipment catalogs with the associated percentage % discount(s) off the manufacturer's suggested retail price.

Software, License and Subscription

- Mail room related software license that are utilized within the mailing equipment (e.g. tracking software or accounting software) as well as subscription software where access to a mailing solution is purchases on either a monthly or annual basis.
- Software not proprietary and not utilized in the mailing equipment process is not allowed.
- All updates, and installations will be performed by the Contracted Supplier

Supplies /Consumables

- All Supplies/Consumables needed to operate the mailing devise or equipment.
- Regular paper is not included in this category
- Labels for addressing and other mail room purposes are included.

Supplies/Consumables, Production

- All Supplies/Consumables needed to operate the production mailing devise or equipment.
- Regular Paper is not included in this category.
- Labels for addressing and other production mail room purposes are included

Design, Production Only

- Billable only for Production equipment.
- Total hours with total fee will be agreed to in writing from both parties before any work will begin.
- All other Design work is included in the cost of the mailing equipment.

Assembly, Production Only

- Billable only for Production equipment.
- Total hours with total fee will be agreed to in writing from both parties before any work will begin.
- All other Installation work is included in the cost of the mailing equipment.



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Description: WSCA/NASPO Mailing Equipment, Supplies and
Maintenance