



Capacity of Offeror Response Form

STATE OF ARIZONA

Agency: Arizona Department of Administration
State Procurement Office

Customer: NASPO - WSCA participating states;
AZ Statewide (state agencies & cooperative partners)

Description: **Mailing Equipment, Supplies and Maintenance**

1. Proposed Offering

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

Offeror Response (BÖWE BELL + HOWELL): We provide products and services to all fifty States, Washington D.C. and Puerto Rico.

If Contractor is not proposing equipment, supplies and maintenance for all fifty States, Washington D.C. and Puerto Rico, please detail the States, District, and territory you are proposing.

2. Proposed Categories

Contractor shall detail below all categories they are offering. Please see attachment titled Price and Pricing for details of the different categories. The contract shall be awarded by Category.

Offeror Response (BÖWE BELL + HOWELL) Categories Listed Below:

Inserters

Folder Inserters, High Volume

Folder Inserters, Production

Pressure Sealing, Production

Presorting Equipment, Production

Installation – Assembly – Software Integration, Production

3. Contractors Organizational Capacity

Contractor shall describe in general their organizational capacity to support the proposed offering and the Participating Entity's under any subsequent Contract.

3.1. Experience in Industry

3.1.1. Contractor shall describe their experience in the provision of the Products and Services and Support, throughout the Geographic Areas, as required herein. Please provide information regarding your firm's experience in this industry, to include the number of years your firm as been in the business, what has been your firm's US market share in the Mailing Room Equipment industry for the past three years, etc.

Offeror Response (BÖWE BELL + HOWELL): Building on the combined 120 years of industry experience, BÖWE BELL + HOWELL offers its customers the most comprehensive range of products and services in the industry. These solutions are supported by BÖWE BELL + HOWELL's renowned service force of more than 1,300 service engineers and technicians, making it the industry's largest dedicated service organization.

As part of its ongoing commitment to being the premier choice for document processing solutions, BÖWE BELL + HOWELL continues the legacy started by both Böwe Systec and Bell & Howell Company of:

- **Striving to provide the highest levels of customer care.**
- **Developing the most technologically advanced solutions in the industry.**
- **Protecting its customers' investments in hardware and software with a modular, upgradeable design philosophy.**

These are the tenets of BÖWE BELL + HOWELL's business philosophy, which is based on teamwork, professionalism, honesty, integrity and understanding.

BÖWE BELL + HOWELL: A History of Innovation



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1936 - Albert Williams, founder of what would become Bell & Howell, patents and produces the first automated mailing machine in Tatamy, Pa.

1945 - Max Böhler and Ferdinand Weber found Böwe Systec.

1959 - Introduces first BÖWE inserter.

1960 - Bell & Howell opens a factory in Friedberg, Germany, and becomes the first international vendor of mail processing systems.

1971 - Develops the first intelligent inserters by adding reading technology.

1975 - Produces the first station-to-station matching system for the banking industry.

1979 - Acquires Stephens Industry of Lenexa, Kansas, a manufacturer of mail sorting equipment.

1982 - Produces the first inserters to offer computerized weighing, enabling greater postage discounts.

1990 - Produces the first sorter equipped with a multi-line optical character reader.

1997 - Acquires COPE Systems Inc., creators of high-speed inserters that excel at handling jobs with high page counts.

2001 - Introduces an enhanced line of inserters, advanced vision systems for complete document integrity, and job tracking software (JETS).

2002 - Acquires Protechno Card GmbH, a manufacturer of plastic card mailing solutions.

2003 - BÖWE and Bell & Howell merge North American operations, creating BÖWE BELL + HOWELL.

US Market Position

- Industry wide customer base.
- 3,000 plus customers.
- 16,000 plus inserters, sorters and cutters installed.
- 1,000 plus vision systems.
- 500 plus high speed inserting systems.
- Estimated 70% of all mail touched by BBH products.

3.2. Experience with Similar Customers (or specify Government)

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

Offeror Response (BÖWE BELL + HOWELL): Our products are located and serviced in all States throughout the continental United States, Hawaii, Alaska and Puerto Rico, including City, County, State and Federal governmental agencies.

Example I: Internal Revenue Service – we provide products and services for the mailing and processing of IRS communications at their regional support centers.

Example II: State of California – we provide products and services to a variety of California State agencies for both outbound and incoming mail processing. Additionally in several instances, we have collaborated with



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other vendors such as OCE Printing Systems to provide a comprehensive solution for the mail processing operations.

Example III: Most recently, absentee voting or “vote by mail” has become a high priority for governmental agencies in an effort to both provide the ability for a greater number of voters to participate in the electoral process while also reducing the costs associated with the operation of actual polling locations. The State of Oregon, Secretary of State’s office awarded Bowe Bell + Howell a contract for five counties to automate VBM.

3.3. Management Structure

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

Offeror Response (BÖWE BELL + HOWELL):



Note: Hawaii and Alaska are part of the Western Region. Puerto Rico is part of the Eastern Region.

BÖWE BELL + HOWELL is separated into three regions in North America aligning sales and service support. Each region is supported by two Executive Directors, one for sales and one for service. Bowe Bell + Howell provides additional management focus and consistency for the government sector through the National Sales Director for Government Accounts.

The Directors report to their respective Vice Presidents who report to the Chief Operations Officer of the company.

There are numerous additional management roles and responsibilities for the many disciplines of the business that touch sales, service and manufacturing.

3.4. Key Personnel

3.4.1. Contractor shall assign specific individuals to key positions in support of the Contract. Contractor shall provide brief bios of key personnel including their training, experience and performance in supporting similar Customers as anticipated under any resulting Contracts. Contractor shall list all such Key Personnel in the applicable Contract Attachment titled Offeror Response Form –Key Personnel.

3.5. Cost Containment



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- 3.5.1. Contractor shall describe your firm's cost containment history over the past five years including a description of cost savings programs and the associated quantitative savings/efficiency realized the Percentage price increase per product line for the past three years, and the date and percentage of all anticipated price increases to the MSRP price for calendar years 2011-12.

Offeror Response (BÖWE BELL + HOWELL): Operational and manufacturing costs are constantly under review to appropriately manage our business and the associated costs for product and services.

Field Inventory Management of Parts: Both usage and inventory are managed closely to keep costs at reasonable levels without sacrificing parts availability for our customer base.

Manufacturing: Parts and components utilized in the manufacturing of our products are closely monitored for quality and cost. We solicit pricing from multiple vendors, who are pre-qualified for quality control and documented process to assure that pricing is competitive.

Internally BÖWE BELL + HOWELL teams consistently work to review processes and designs of our products for improvements and cost reductions.

Transportation: Costs for shipping our products is another area we closely monitor. Pricing for these services is frequently benchmarked to assure that we are receiving competitive rates for quality services.

There have been no general price increases in our product line over the past three years and we are not currently expecting any increase for calendar years 2011 and 2012. However, operational costs are aligned with the general economy and if there should be unforeseen significant changes we would notify the administration team of NASPO – WSCA as required within the contract guidelines.

Due to the competitive advantages gained through these and other initiatives, Bowe Bell + Howell considers the specifics to be confidential and does not disclose actual cost savings.

4. Authorized Dealers/Partners/Sales and Service Provider Relationships

Offeror Response (BÖWE BELL + HOWELL): We provide products and services directly for all items contained within this response to the geographic areas identified (see Item 1 - Proposed Offering).

- 4.1. Contractor must include in their response a list of Authorized Dealers/Partners authorized to represent them per the Terms and Conditions of this RFP by state (Authorized Dealers/Partners/Sales and Service Provider Response Form). It is the manufacturer's responsibility to ensure complete coverage of service throughout all States they are proposing. Invoices and payments will be addressed within the individual PA's. Some Participating Entities may require all invoices and billing go through the Contract and some Participating Entities may require invoices and payment to go through the Authorized Dealers/Partners/Sales and Service Provider. Please verify that either invoicing/billing option is available.

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

- 4.2. The Contractor shall be fully responsible for meeting all of the Terms and Conditions of any contract /MPA/PA resulting from this RFP. The Contractor will have full responsibility for their Authorized Dealers/Partners/Sales and Service Provider performance. Contractor will be responsible for any training and education of authorized resellers to ensure contract.

Please respond that you read, understand and will comply.

Offeror Response (BÖWE BELL + HOWELL): We have read the statement/requirement and as we do not utilize a dealer network, this item is not applicable.

- 4.3. Contractor shall notify the MPA Contract Administrator and the affected PA Procurement Officer of any authorized reseller changes, additions and deletions throughout the term of the Contract as they occur. The MPA Contract Administrator and the affected PA Procurement Officer will have the right to deny approval of any authorized reseller additions and/or substitutions.

Response would be that you read, understand and will comply, or to take exception

Offeror Response (BÖWE BELL + HOWELL): We have read the statement/requirement and as we do not utilize a dealer network, this item is not applicable.

- 4.4. Describe what your firm requires from potential dealers to become an "Authorized Dealer" and define specifically how your firm currently measures an authorized dealer's performance, including the following:

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



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Offeror Response (BÖWE BELL + HOWELL): We have read the statement/requirement and as we do not utilize a dealer network, this item is not applicable.

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

Offeror Response (BÖWE BELL + HOWELL): We have read the statement/requirement and as we do not utilize a dealer network, this item is not applicable.

4.4.3. If a Participating Entity files a complaint about an authorized dealer due to customer service issues, lack of inventory, poor design service, late deliveries, incorrect billing practices, or other performance issues, describe how the Authorized Dealers/Partners/Sales and Service Provider is assisted by the Contractor in improving their performance, the Contractor's corrective action process, and the Contractor's process for removing the Authorized Dealers/Partners/Sales and Service Provider from the Authorized Dealers/Partners/Sales and Service Provider list if they fail to meet the requirements, including the criteria that would warrant a removal or replacement of an Authorized Dealers/Partners/Sales and Service Provider.

Offeror Response (BÖWE BELL + HOWELL): We have read the statement/requirement and as we do not utilize a dealer network, this item is not applicable.

4.4.4. Provide a list of all your Authorized Dealers/Partners by State, in a document including the following Information.

4.4.4.1. State

4.4.4.2. Authorized Dealers/Partners/Sales and Service Provider Name

4.4.4.3. Authorized Dealers/Partners/Sales and Service Provider Address

4.4.4.4. Single Point of Contact

4.4.4.5. Title

4.4.4.6. Phone Number

4.4.4.7. Fax Number

4.4.4.8. Email address

4.4.4.9. Web address (if applicable)

4.4.4.10. Geographic area of coverage in each state for each dealer

4.4.4.11. Product lines each dealer is authorized to market

Offeror Response – Provide response in document titled: Offer Response Form – Authorized Dealers/Partners/Sales and Service Provider List.

(BÖWE BELL + HOWELL): We have read the statement/requirement and as we do not utilize a dealer network, this item is not applicable.

5. Good Standing

5.1. The Contractor and Authorized Dealers/Partner must be in good standing with trade associations, certification boards, or other regulatory agencies. Disclosure of any alleged issues, investigations, and/or citations is required. Provide information regarding on-going or past bankruptcies or reorganizations within the last five (5) years with your proposal submission. The MPA Contract Administrator reserves the right to request more information or to take further action based on information received.

Offeror Response (BÖWE BELL + HOWELL): Please refer to the "CONFIDENTIAL FINANCIAL INFORMATION" that has been uploaded into the Procure.AZ.gov system as part of the RFP response.

6. Customer Service

6.1. Describe in detail the process that your firm utilizes to track and respond to issues and concerns from both the Authorized Dealers and the end user.

Offeror Response (BÖWE BELL + HOWELL): We do not utilize a dealer network; therefore, all issues and concerns are managed and tracked directly by the local, regional and national government teams as required.

Item 6.6 describes our detailed escalation plan.



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Additionally, BÖWE BELL + HOWELL utilizes a team of Project Managers, primarily for large implementations, that are also available in the rare instance that an issue requires more than the local team's involvement. Please see attachment - Customer Focused Project Management.

- 6.2. The Contracted Supplier or Authorized Dealer must have one lead representative for each Participating Addendum. Contact information shall be kept current.

Offeror Response – Provide response in document titled: Offer Response Form – Authorized Dealers/Partners/Sales and Service Provider List.

- 6.3. Customer Service Representative will respond to all inquiries within one business day.
Response would be that you read, understand and will comply, or to take exception

Offeror Response (BÖWE BELL + HOWELL): We have read, understand and will comply.

- 6.4. Customer Service Representative(s) must be available by phone or email, at a minimum, from 7:00 AM – 6:00 PM Monday through Friday for the applicable time zones.

Response would be that you read, understand and will comply, or to take exception

Offeror Response (BÖWE BELL + HOWELL): We have read, understand and comply. Our service support team is available 7 x 24 x 365.

- 6.5. Describe the standard lead time for the following order types and describe what situations could increase or decrease the lead times for each order type:

- 6.5.1. Low Volume equipment

Offeror Response (BÖWE BELL + HOWELL): Not applicable for this category.

- 6.5.2. Medium Volume equipment

Offeror Response (BÖWE BELL + HOWELL): Not applicable for this category.

- 6.5.3. Production

Offeror Response (BÖWE BELL + HOWELL): Lead time is generally 90 days from receipt of order and receipt/confirmation of the technical/application requirements.

Lead times can be shortened or lengthened based upon current inventories and backlogs.

- 6.5.4. Accessories

Offeror Response (BÖWE BELL + HOWELL): Not applicable for this category.

- 6.5.5. Furniture

Offeror Response (BÖWE BELL + HOWELL): Not applicable for this category.

- 6.5.6. Supplies

Offeror Response (BÖWE BELL + HOWELL): Consumable supplies, used in our equipment, is carried in inventory at all times and ships upon receipt of an approved order.



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

Offeror Response (BÖWE BELL + HOWELL): Not applicable. Please refer Bowe Bell + Howell Service Escalation Plan which has been uploaded into the Procure.AZ.gov response.

4.5 Legal and Regulatory Actions

6.6.1. Contractors shall fully disclose their involvement in any legal proceedings, lawsuits or governmental regulatory actions and any contractual demands for assurance regarding their provision of similar services, pending or occurring in the last five (5) years. We are only looking for information that can be legally obtained.

Offeror Response (BÖWE BELL + HOWELL): As noted in BBH's response to Section 5.1, BBH is in the process of restructuring (please see CONFIDENTIAL FINANCIAL INFORMATION as attached in BBH's RFP response).

During the past 5 years, BBH has been involved in various legal proceedings incidental to its business. BBH Management believes that the outcome of such proceedings has not had, and will not have a material adverse effect upon its operations. BBH considers specific information regarding litigation confidential and BBH's policy is not to disclose such information for purposes of customer transactions.

7. Environmental

7.1. While some participating states may have environmental initiatives, others do not, as such, States with environmental concerns and initiatives will address these issues through the Participating Addendum process.

7.2. Has your firm made a public commitment to environmental sustainability? If so, provide details for the following

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

Offeror Response (BÖWE BELL + HOWELL): Our Corporate Quality Policy Manual defines the safety and environmental standards, production process compliancy to environment and external agency standards, and our stated goal of always striving for continual improvement.

Please the attachment: Our Commitment to the Environment Annual Report.

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

Offeror Response (BÖWE BELL + HOWELL): All disciplines of our business are committed to the environment and its sustainability. Each group's management team is responsible for meeting the corporate and ISO 14002:2004 and reporting to the Executive Management Team at Bowe Bell + Howell.

Any additional information can be obtained from:

Mike Maselli
Vice President, Marketing and Product Management
3791 S. Alston Ave
Durham, NC 27713
Direct: (919) 767-7624
Fax: (919) 767-6622
www.bowebellhowell.com

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



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Offeror Response (BÖWE BELL + HOWELL): We manage our operations in an eco-efficient manner by applying an Environmental Management System in compliance with ISO 14002:2004. This system supports us in identifying and controlling the environmental impact of our activities, processes and services throughout the entire supply chain.

Please see the attachment: Our Commitment to the Environment Annual Report

- 7.3. Has your firm had any breaches of environmental, health, or safety standards within the past 12 months? This includes fires, explosions, industrial accidents, hazardous releases, or other health and safety incidents at any of the firm's facilities. If so, provide details (including but not limited to date of event, quantitative extent of damage, environmental effects, and corrective action plan and success rate) of all breaches.

Offeror Response (BÖWE BELL + HOWELL): We have had no breaches.

- 7.4. Confirm your acceptance to maintain for the term of this Agreement, and all renewals/extension thereof, programs as described in the response to the RFP.

Offeror Response (BÖWE BELL + HOWELL): We acknowledge and agree.

- 7.5. Buyback/Trade in – Contractor shall describe the buyback/recycling program offered by your firm. Please detail the formula used to determine the value of the used equipment and all other facets of the program.

Offeror Response (BÖWE BELL + HOWELL): The solutions provided within this response have life expectancies that typically span a minimum of 7 to 10 years. Because of the useful life of BÖWE BELL + HOWELL products, we remanufacture systems and sell them back into the commercial market. This is clearly the optimum recycling program.

For equipment that cannot be remanufactured, it is disposed of it at a local recycler after removal of parts that may be reconditioned for reuse.

Bowe Bell + Howell offers trade-in and buy-back programs in conjunction with sales activity. Value is determined from the age, type and condition of the equipment after consideration of the potential resale of the product in the reconditioned market. Trade-in values are quoted on a case-by-case basis.



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8. State of California Environmental Language

8.1. Toxics in Packaging

All packages offered during the life of the contract shall be in full compliance with all requirements of the Toxics in Packaging Prevention Act. See <http://www.dtsc.ca.gov/ToxicsInPackaging/index.cfm> for detail. Upon request by the State, the awarded supplier shall provide a Certificate of Compliance.

Offeror Response (BÖWE BELL + HOWELL): We are aware of the requirement as it exists at the State of California and are compliant with the requirement as applicable.

8.2. Packaging Materials

Contractors utilize biodegradable shall comply with ASTM 6400-00 Standard and/or compostable packaging materials shall meet ASTM Standard Specifications for Compostable Plastics D 6400-04.

Contractors utilize paper products for labeling, packaging, or catalogs etc., are to be processed chlorine free (PCF). And or Contractors offer paper and wood products (i.e. labeling, packaging, catalogs or wood pallets) are to be produced from a company participating in a forest stewardship program where the forest is managed to conserve biological diversity, natural resources and maintain a thriving ecosystem.

Packaging materials are to contain post consumer recycle content (PCRC) when feasible to meet State Agency Buy Recycled Campaign (SABRC). See <http://www.calrecycle.ca.gov/BuyRecycled/StateAgency/Requires.htm> for detail.

Offeror Response (BÖWE BELL + HOWELL): We are aware of the requirement as it exists at the State of California and are compliant with the requirement as applicable.

8.3. End-of-Life Management

Contractor shall offer a "Take-Back" program. The Take-Back Program shall be for office equipment purchased under this contract and any other state-owned office equipment that have reached the end of their useful life during this contract period.

Take-Back Program minimum requirements:

The take-back program shall be offered at no cost to the State and include all costs for transportation, labor for pickup etc.

Office equipment collection shall be within 30 calendar days of an agency's written notification.

A report listing the number of office equipment recycled/refurbished per month by each individual agency shall be sent semi-annually to the State Contract Administrator.

Contractors shall submit a detailed written Take-Back Program plan, addressing the following items at a minimum:

Offeror Response (BÖWE BELL + HOWELL): Due to the useful life of the products offered, there is no reasonable expectation that any products provided under this contract would apply to a "Take-Back Program".

Additionally, should a component of a product be determined "end of life" as defined by the industry standard "Life Cycle Process", replacement components are most often offered that further extends the products useful life.

It is not uncommon to find BÖWE BELL + HOWELL products that are over 30 years old and still in production use.

Please refer to Item 7.5 for additional information.



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8.3.1. Collection – How the contractor will collect the office equipment.

Offeror Response (BÖWE BELL + HOWELL): Should any pre-existing system be provided as a trade-in (refer to item 7.50, BÖWE BELL + HOWELL will arrange to collect that equipment at our cost during normal business hours.

8.3.2. Packaging and Shipping Instruction – shall include Packaging and shipping instructions and but not limit to the following:

a. Contractor shall provide packaging material.

Offeror Response (BÖWE BELL + HOWELL): Packaging material as required will be provided.

b. Shipping papers, address and return labels etc.

Offeror Response (BÖWE BELL + HOWELL): Shipping documentation as required will be provided.

c. Procedures to notify contractor of pickup.

Offeror Response (BÖWE BELL + HOWELL): Procedures and contacts will be provided locally for each eligible transaction.

8.3.3. Authorized Person(s) and/or Company – Identify the person(s) and/or company authorized to pickup, transport and accept office equipment. Contact information phone number and address should also be provided.

Offeror Response (BÖWE BELL + HOWELL): Procedures and contacts will be provided locally for each eligible transaction.

8.3.4. Waste Management – Describe waste management plan including end-of-life disposal method(s). If employing recycling/refurbishing options, contractors shall include the name, address contact name and phone number of the recycling/refurbishing facility.

Offeror Response (BÖWE BELL + HOWELL): For refurbishing, trade-in and recycling of end of life components, procedures and contacts will be provided locally for each eligible transaction.

When recycling systems we work with local businesses. This is the most environmental-friendly approach as it eliminates the transportation requirement for our type of products (which typically require over the road trucking). This is one of BÖWE BELL + HOWELL's "Green Initiatives".

8.3.5. Recycle Facility and/or Business Name and Address – Identify name, address, contact name and phone number of the facility performing destruction services.

Offeror Response (BÖWE BELL + HOWELL): Please refer to item 8.3.4.

Note: the State of California reserves the right to choose whether the contractor's proposed solution to this requirement will be utilized by the State of California.

Note: BÖWE BELL + HOWELL has historically been compliant with the applicable environmental initiatives of the State of California.