RICOH

Response to
WSCA- State of Arizona

WSCA Software Value-Added Reseller RFP Solicitation ADSPO11-00000358

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Ricoh Americas Corporation

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Web Links to additional Ricoh Information:

www.ricoh-usa.com
www.ricoh.com
Ricoh Professional Services
Ricoh Network/IT Services
Ricoh Annual Reports

1 Executive Summary

Ricoh currently holds state contracts in over 30 states as well as two WSCA contracts - (a) Multifunction Copiers & Related Software (b) PC / Printer Contract. Last year the Ricoh Government Account Division generated over $450M in total revenue. We have repeatedly demonstrated an ability to effectively manage both statewide & multi-state price agreements. These include the States of Arizona, Colorado, Florida, Idaho, Maryland, Commonwealth of Massachusetts, Minnesota, Mississippi, Arizona, New Mexico, Rhode Island, New York, Ohio, South Carolina, Texas, Vermont, Arizona and Washington to name a few.

Ricoh maintains a comprehensive sales and service support network across the country and we trust you will conclude that Ricoh's proposal contains the best value to support the State of Arizona and The Western States Contracting Alliance (WSCA) RFP requirements. We are confident that this proposal demonstrates our ability to manage WSCA's diverse needs with consistency and uniformity that is demanded nationwide.

The quality and quantity of our premier distribution partners are unmatched by any other manufacturer. Our sales and service teams are among the finest in the country and all have proven to be highly capable of delivering the highest in contract service and end user satisfaction. We recognize the value of long term solid relationships with State procurement officials and the importance of delivering exemplary contract performance.

The Ricoh approach is a structured program designed to capitalize on the combined strengths of our Partners that are located throughout the country. By focusing the efforts of our key personnel (as shown below) and our Premier Partners on the unique needs of your Participating State Offices and the local Political subdivisions, Ricoh will be able to deliver many value added benefits as part of our continued efforts.

2 Ricoh Key Personnel

VICE PRESIDENT, BUSINESS DEVELOPMENT

Vince Roma is the Vice President of Ricoh US Business Development. His organization is responsible for Ricoh Americas pricing programs, financing/leasing programs, commercial and government channel bid responses and contract maintenance, program field communications and development of collateral materials for the commercial and government channels.

DIRECTOR, GOVERNMENT ACCOUNTS

Steve Bissey is the National Director of Government Sales, responsible for the activities of the Government Account Managers geographically located across the United States. Steve has been employed by Ricoh for 30 years and has spent the majority of his career in the State and Local business channel. For the last decade, he has managed the corporate field personnel responsible for the Federal, State & Local and public sector programs and customers.

Primary Account Representative-Project Manager WSCA Contract Manager

Bart Lemmon, National WSCA Contract Manager will be the key liaison between the State and Ricoh. Bart's management role will include overseeing the overall WSCA contract of our distribution community of Ricoh Family Group sales and service providers and the contract performance standards as set by Ricoh and the State of Arizona. Ultimately he is responsible to ensure that the contract runs smoothly and that all commitments relating to the contract are exceeded.

Bart brings an outstanding resume of experience, enthusiasm and customer service skills to the State of Arizona. Directly responsible for training dealers, motivating staff, as well as working closely with each State procurement office in order to determine the best way to meet their needs and fulfill our contract obligations. Provide clients with both ongoing and monthly data reporting, designed to highlight Ricoh accomplishments and to pinpoint areas in need of special attention. Directly manages both existing Ricoh / WSCA contracts and all States that have executed a Participating Amendment with the MFP or Printer contract which includes AK, ID, MT, CA, NM, NV, UT, MN, MI, CO, KY, RI, VT, & HI to name a few.

Participating States Government Contracts Manager

Lori Toth, Ricoh's Senior Government Account Manager will be the key contact person for the State of Delaware, State of Kansas, State of Maryland, State of Missouri, State of Ohio and Commonwealth of PA in relation to the State of Arizona/WSCA Contract. Lori's management role will include overseeing our distribution community of sales and service providers and the contract performance standards as set by Ricoh and the State of Arizona. Ultimately she is responsible to ensure that the contract runs smoothly and that all commitments relating to the contract are exceeded in her assigned states.

Participating States Government Contracts Manager

Michael Pallotta, Executive Government Accounts Manager - Manage(s) 8 eastern states overseeing Ricoh's government accounts program. Mike's management role will include overseeing our distribution community of sales and service providers and the contract performance standards as set by Ricoh and the State of Arizona. Ultimately he is responsible to ensure that the contract runs smoothly and that all commitments relating to the contract are exceeded in his assigned states. Currently manages state contracts in MA, NJ, NY.

Participating States Government Contracts Manager

Steve Nordheim, Ricoh's Executive Government Account Manager for the States of Virginia, North Carolina, Tennessee, Kentucky, West Virginia, Arkansas, and Oklahoma is the key liaison between these State Governments and Ricoh. Steve's management role will include overseeing our distribution community of sales and service providers and the contract performance standards as set by Ricoh and the State of Arizona. Ultimately he is responsible to ensure that the contract runs smoothly and that all commitments relating to the contract are exceeded in his assigned states.

Participating States Government Contracts Manager

Mark Williamson, Senior Government Account Manager working in an 8 state territory. Mark directly manages all distribution for government business in the State of Iowa, State of North Dakota, State of South Dakota, State of Nebraska, and State of Illinois, State of Wisconsin, State of Indiana, State of Michigan.

Participating States Government Contracts Manager

Jay Milner, Ricoh's Senior Government Account Manager for the Southeastern United States, will be the key liaison between the seven (7) States of Alabama, Florida, Georgia, Louisiana, Mississippi, South Carolina and Texas and Ricoh Americas Corporation. Jay's management role will include overseeing our distribution community of sales and service providers and the contract performance standards as set by Ricoh and the State of Arizona. Ultimately he is responsible to ensure that the contract runs smoothly and that all commitments relating to the contract are exceeded in his assigned states.

Participating States Government Contracts Manager

Leon Townsend, Ricoh's Executive Government Account Manager for the States of California and Hawaii, is the key liaison between these State Governments and Ricoh. Leon's management role will include overseeing our distribution community of sales and service providers and the contract performance standards as set by Ricoh and the State of Arizona. Ultimately he is responsible to ensure that the contract runs smoothly and that all commitments relating to the contract are exceeded in his assigned states.

Ricoh Contracts Manager, Government Accounts

Helen Kueck is the Contracts Manager for Ricoh Americas Corporation. In this position, Helen oversees the contract administration for all Ricoh Major Accounts and manages all National and Government contracts. Helen's group will coordinate the overall contract management of The Western States Contracting Alliance (WSCA) account. Helen has over 20 years experience at Ricoh and has developed a broad knowledge of contract management.

3 Responses to Offeror Questionnaire & Qualifications

1. Provide an overview of the organization, including its structure, number and location of offices. Include an organizational chart to show the lines of responsibility at the highest levels. Provide a short history of your organization. Include number of years in business, industry awards, and corporate trade affiliations (publisher certifications are addressed in #2). This solicitation is for the products and services offered by a Software Value-Added Reseller (SVAR (Yes/No)). Is your organization a SVAR? If not, please describe the nature of your business (e.g., LAR)

   Ricoh Response: Ricoh Americas Corporation (RAC), established 49 years ago on December 13, 1962, is a subsidiary of Ricoh Americas Holdings, Inc., which is wholly owned by Ricoh Company, Ltd., a publicly traded, $21 billion leading global provider of document services technology founded in 1936 with over 108,500 employees worldwide. Ricoh Americas Corporation currently has 27,000+ US employees. Ricoh is a manufacturer and distributor of office equipment and associated supplies, services and software solutions. Please see attachments for question 1.

   Ricoh through our Professional Services group is considered a SVAR and holds reseller agreements for multiple publishers as defined in our response.

   In addition, Ricoh is able to offer the State of Arizona and WSCA PEs financing options besides straight purchase, such as Lease and Loan. Each of these options will require credit approvals and agreement to certain T&Cs.

2. Using Excel file 'Questionnaire–Qualifications, RepPublishers', please advise of the publisher accounts for which you are an authorized reseller. Using this same Attachment, advise of those publishers for which you are not an authorized reseller, and briefly explain why you are not a reseller for those publishers. A contract requirement states that the Contractor must agree that there are no software publishers with whom they would refuse to do business if the Software Publisher is willing to do business with them. Please affirm that you agree with this requirement or state your objection and provide an explanation for requesting a modification of this requirement, providing names of publishers your organization would not represent and the reasons why. Provide written proof of your reseller status (certifications) with individual publishers as attachments to your response.

   Ricoh Response: See attached Excel File, 'Questionnaire – Qualifications, Represented Publishers.

   Ricoh will agree that if a Software Publisher is willing to do business with Ricoh that we will negotiate in good faith to enter into a reseller agreement if terms and conditions are agreeable to both parties.

3. Describe the company's experience and expertise providing the following services.

   a. License Management

   Ricoh Response:

   Licensing Desk
   Ricoh, through its Professional Services Licensing Desk, has been managing software licenses for all of our partners for close to 5 years. Ricoh provides solutions built on a combination of specialized software products, supplied by a variety of vendors each with its own product codes, maintenance terms and pricing structures. The Ricoh Professional Services Licensing Desk is an internal software support service for Ricoh Professional Services and general line sales teams to help ensure the accuracy and completeness of all Ricoh Document Solution Portfolio software

orders. The Licensing Desk is staffed by licensing specialists who work with our software vendor partners to ensure all orders are complete and correct before being processed by Ricoh Purchasing so that our customers receive the right software for the solution being implemented.

The Software Order Process – After the Ricoh rep, working with Professional Services, has received a request for software and designed a solution they contact the relevant software vendors to configure the right products for their customers' needs. The software vendors will then send a quote, based on the configurations, to the PS Licensing Desk. The Licensing Desk leads the process with the vendors and PS reps to fine-tune quote details such as product codes and maintenance details if necessary, and then creates an internal Ricoh quote that matches contract pricing, complete with Oracle and OMD codes, installation instructions and other order information. The PS rep then forwards the quote to the customer and once an order is received forwards the PO to the customer Ricoh Order Coordinator for staging and final action by Ricoh Purchasing. Detailed ordering steps are available, by software vendor, in the Sales Order guides, which can be found on the Licensing Desk Launch Pad.

Tracking Support Agreements – The Professional Services Licensing Desk ensures that the appropriate level of Ricoh Professional Services Client Support is included in every solution sale and tracks Customer Support Agreement details, such as CSA#, serial numbers and start and end dates so that support staff have all the details they need to offer efficient service to our customers.

Support Contract Renewal – Timely support contract renewal contributes to revenue and has a positive impact on customer satisfaction. The Licensing Desk manages the support contract renewal process, using daily and monthly reports to generate maintenance and support renewal notification letters and quotes to all Professional Services software customers.

b. Account Management (assume 'accounts' as equivalent to a state contract, and to a using municipality)

Ricoh Response: Ricoh has been supplying software and services to our customers in the government and commercial space for many years. Our local Area personnel are well trained to meet the needs of our customers and in making the best recommendations to meet business needs. With a Ricoh Sales Executive and Solution Consultant dedicated to each account, in addition to local and national resources, Ricoh is uniquely positioned to work with a PE and publisher to maximize the Entity's value under this contract. Each Sales Executive in the local Area is highly qualified to work with existing government contracts to assist the PE in understanding and maximizing the value of the contract and its product offerings. The Solution Consultant is knowledgeable in all product offerings and will work with the PE to determine the right product solution based on business requirements and specific needs

c. Training

Ricoh Response: Ricoh is continually recognized nationally as a leader for their internal training programs for their employees (see Attachment). We take that same philosophy and culture and pass that on to our customers in the training programs that we provide. Ricoh offers online WebEx sessions, onsite training sessions and also vendor provided online tutorials. Ricoh's training options are customizable to each customer's individual culture and requirements. Any combination of online or onsite sessions – canned or customized – can be arranged with the PE to ensure that their system provides the best user-acceptance and the best return on investment. This customized training is on an as needed basis at an hourly rate (see Offeror Pricing).

d. Software Consultation

Ricoh Response: Through the Ricoh Professional Services Solution Consultants, we are able to provide the highest level of consulting services available. Each of our Solution Consultants is experienced in consulting skills and analysis to determine business requirements and needs that allow them to craft solutions to improve efficiencies and lower costs where appropriate through the software and services offered on the contract. These trained Solution Consultants will work with the PE and the individual agencies, departments and groups to help maximize the contract and help deliver not only the right software solution, but also services to make sure that the implementation and training is designed to meet the needs of the organization. Every Solution Consultant has access to local Analysts and publisher partners to assist in choosing the right software solution or combination of software solutions to meet the workflow process requirements. Our Solution Consultants are also available to provide consulting and design services on an ad hoc basis for special projects on an hourly rate basis (see attached Offeror Pricing).

e. Other (Specify)

Ricoh Response:

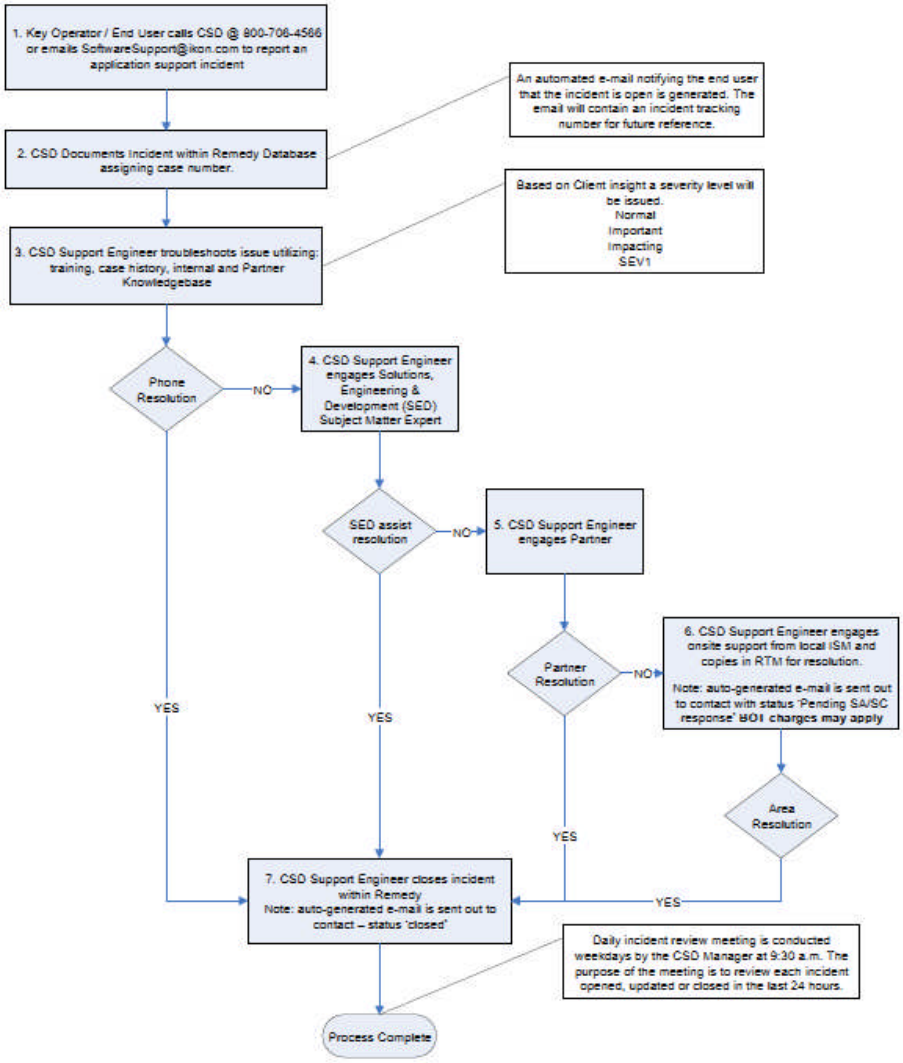
Ricoh CLIENT SUPPORT DESK (CSD)

The Ricoh Professional Services Client Support Desk is a support service for Ricoh Document Solution Portfolio software products. The Client Support Desk is staffed by certified software specialists backed by the Ricoh Solutions Engineering and Development team and vendor second level support. The Client Support Desk provides a single point of contact to solve customer issues on selected components of their Ricoh Document Solutions Portfolio solution. This saves customers the inconvenience of calling many different vendors for support on different parts of their system.

The Ricoh Client Support Desk employs an Incident Management Process built on Information Technology Service Management (ITSM) best practices. Support Desk response follows the Service Level Agreement guidelines described in the customer's Statement of Work and call flow process. Every incident is assigned a severity level and every case is reviewed first thing every business day at the Client Support Desk incident management meeting. Should any equipment or application not be restored to full service within nine hours, the issue is escalated to the Manager responsible. If an incident is not resolved within an additional nine hours the Director of Service Management or Manager of Professional Services is engaged.

The Client Support Desk provides toll-free technical phone support and assistance for application software issues. In the event that the customer wishes to have a Systems Analyst personally visit their facility to resolve an issue, re-install the application software, or re-train users, standard applicable Professional Services labor rates apply. Onsite support contracts can be sold at the Area level.

The mechanism for selling a Ricoh Professional Services Client Support contract is the Telephone Support Agreement is. Wherever possible, support will automatically be included with software orders, and depending on the software customers may see up to three separate line items on their invoice: one for software; one for maintenance, which includes upgrades, patches and fixes from the vendor, and one for support, which includes help setting up and using the solutions.



~~7~~. 4. Clients

a. Provide information on your current government client list. In addition, explain the services you provide to each client and how long you have been working with each one.

Ricoh Response: Ricoh has many government contracts, in over 30 states and Federal, ranging from Copier contracts to Software and Services contracts. We have enjoyed a high success rate of deploying Ricoh products to numerous government agencies over the past 25 years. Services provided include, hardware, software, application development, training, design and consulting services, along with network connectivity and infrastructure design/implementation. Examples of government contracts that Ricoh currently hold are:

Ricoh GSA – Federal contract for hardware, software and services, 2 years
AZ State Copier Contract – Ricoh MFPs contract, 5 years
WSCA Nevada Copier Contract – Ricoh MFPs and software contract, 2 years
WSCA Minnesota Printer Contract – Ricoh printers, 18 months

b. List government contracts you have gained over the past three years and provide an explanation of why your company was chosen.

Ricoh Response: Ricoh currently holds state contracts in over 30 states. The list of contracts we have gained over the past three years includes those listed above. We won all of those contracts based on value of the products being offered, depth of the product offering, stability of the organization and, of course, price.

c. List government contracts you have lost or resigned over the past three years and provide an explanation of why your company lost or resigned these accounts.

Ricoh Response: Ricoh holds many government contracts that are required to be rebid at the end of term, usually successfully. Ricoh recently lost the State of Florida copier contract. Our bid was deemed non-responsive due to certain elements within our response that were deemed incomplete in our bid submission.

d. If you have no government clients, note this in your response and answer questions A, B, and C based on non-government clients.

Ricoh Response: N/A

e. Provide the agency/company name, contact name, email address and telephone number for three client references. Providing this information shall constitute your permission for the Procurement Officer to contact the clients to discuss your work and your working relationship with them.

Ricoh Response:

State of Minnesota, Sue Kahle, susan.kahle@state.mn.us, 651-201-2434

State of Nevada, Keli Hardcastle, khardcastle@purchasing.state.nv.us, 775-684-0187

State of Oregon, Pam Johnson, pam.johnson@state.or.us, 503-378-4731

Arizona Department of Health Services - Office of Vital Records
Deborah Heemstra - Business and Finance Manager
602-364-1261, Deborah.Heemstra@azdhs.gov

Arizona Department of Revenue - Unclaimed Property Section
Lucinda Kellison - Claims & Location Manager
602-716-6069, lkellison@azdor.gov

Arizona Department of Administration - Risk Management
Dan Layman - Director of IT
email: Dan.Layman@azdoa.gov

5. Accuracy in Quotes and Billings; Audits. Pricing for software in this contract is largely based on pre-order, firm quotes, which in turn are based on a contract rate multiplied by your cost from publishers. Such quotes may be automatically provided online, or may – as a result of SVAR's negotiation with the publisher for reduced cost – be less than a price that would be automatically calculated.
   a. Describe your system and controls to ensure your actual costs to obtain the product are used as a basis for the quotes and resultant invoices.

Ricoh Response: After the Ricoh rep, working with Professional Services, has received a request from the PE for software and has determined the correct software solution they contact the relevant software vendors to configure the right products for their customers' needs. The software vendors will then send a quote, based on the configurations and pre-negotiated reseller pricing, to the PS Licensing Desk. The Licensing Desk leads the process with the

Solution Consultant to fine-tune quote details for the particular contract pricing such as product codes and maintenance details if necessary, and then creates an internal Ricoh quote complete with Oracle and OMD codes, installation instructions and other order information. Once the customer has approved the quote and issued a PO to Ricoh, the PS rep then forwards the quote with any other vendor documentation to the Ricoh Order Coordinator for staging and final action by Ricoh Purchasing.

b. Provide a sample invoice (of a product sold under a similar pricing model).

Ricoh Response: See Attachment for Sample Invoice – NOTE: invoices will match up to POs that are issued by the PE

c. Describe your cost accounting system for tracking employee hours on an hourly service rate invoice, and provide a sample hourly-rate invoice.

Ricoh Response:
A T&M engagement will provide the customer with a work breakdown and estimate of the time required to complete the project, but actual time will be billed as incurred on a monthly basis. The Ricoh PS Service Order is a special purpose document designed for use in very specific situations where post-installation / post-implementation services are required. These can include post-installation follow-up training, technical support, and/or on-site service. To ensure accurate billing, the Services / Deliverable description section must provide enough detail about the work performed to allow the EAD (Event Administration Desk) to code the work and provide the customer an accurate and complete description of the work performed.

BillableServiceOrders
• SA/SSA emails customer signed Service Order (SO) to ISM for signature. The ISM should verify the following on the SO has been completed:

- Customer Information is completed
- Billing Information is completed
- Proper PS Tasks are selected for the work.. (Connectivity, Training, Support, Reinstallation Software)
- Hours/hourly rate are present for EACH PS TASK, if there are multiple used.
- ISM/Customer Signatures are present
- EAD submits SO paperwork for invoicing to customer

See Attachment for Sample Invoice – NOTE: invoices will match up to POs that are issued by the PE

d. Describe how you audit your billings for accuracy. Explain how you would work with a Participating Entity (PE) who is conducting an audit of their purchases through you. ~~e cost Provide information on your current government client list. In addition, explain the services you provide to each client and how long you have been working with each one.~~

Ricoh Response: Ricoh currently measures billing accuracy in two main areas. The first applies to initial contract setup accuracy, where our current error rate is 2.6% (we have been under 3% for the past five consecutive quarters). The second measurement of billing accuracy is our credit/rebill rate, which is currently 6.3%.

In addition, we measure first-call response rate (or those issues that are resolved while the customer is on the telephone with a Ricoh employee). We currently resolve 72% of our billing issues during the initial call. Of the remaining issues, 55% are closed within five days. Our average resolution time is eight days.

After receiving prior written request from the Customer, and no more frequently than once a year during the term of the agreement, we will provide copies of such documentation as may be reasonably necessary for the Customer to confirm its payment obligations under this agreement. For such purposes, we will assist the Customer in connection with its efforts to verify the completeness and accuracy of our invoices to the extent reasonably practicable. In no event, however, will Ricoh Americas Corporation be obligated to disclose any confidential information not directly pertaining to the agreement with the Customer, including, without limitation, any information that could constitute "material nonpublic information," as such term is defined by the Securities Exchange Commission.

6. Provide Key Personnel Information for this contract as a whole, and, as feasible, for any States who indicated their Intent to Participate, including brief biographies. Explain how the redundancy of account management will cover vacations, illness or resignations.

Ricoh Response: Ricoh has levels of redundancy built into our account management program for our WSCA contracts. We establish Primary, Secondary, and Other contacts for account management purposes but also lower level contacts to heighten our contract performance. Below is an outline of key personnel which includes brief bios and a description of responsibilities.

PRIMARY CONTACT

Bart Lemmon, Ricoh's National WSCA Contract Manager will be the key liaison between the State of Arizona and Ricoh. Ricoh presently manages two WSCA contracts and over 30 individual state contracts and thus we are adept and experienced at manages customers of this size and nature.

Bart's management role will include overseeing our distribution community and the contract performance standards as set by Ricoh, the State of Arizona, and the Participating States. Ultimately he is responsible to ensure that the contract runs smoothly and that all commitments relating to the contract are exceeded. Specific issues such as requests for new services; coordinating routine or remedial service; order status, and maintenance of the price schedule and web-site will fall under Bart's domain.

Bart brings an outstanding resume of experience, enthusiasm and customer service skills.

SECONDARY CONTACT

Steve Bissey, Director of Government Contracts, will act as the second contact. Steve is a 30-year veteran in the office product industry & presently manages the entire country for Ricoh. Steve has exceptional organizational skills, capable of prioritizing, multi tasking, streamlining and simplifying tasks, as well as being pro-active.

OTHER CONTACTS PROVIDING SUPPORT

Vince Roma is the Vice President of Ricoh US Government Accounts. Vince oversees the Government Sales Division & has authority for the overall direction of the Government Sales Division.

Helen Wideman is the Contracts Manager for Ricoh US. Helen's group will coordinate overall contract management of the State of Utah account. Helen is part of the Ricoh US Headquarters Major Account Team.

ACCOUNT EXECUTIVES

These individuals are local sales representatives within each branch throughout the various states who work in conjunction with Bart to ensure a high level of customer satisfaction.

CUSTOMER SERVICE SUPPORT MANAGERS

Each branch servicing this WSCA agreement has Customer Service Managers who manage their respective personnel and who, in turn are responsible for all aspects of this contract relating to the area of field satisfaction support.

7. Provide information which demonstrates your organization's financial stability, such as independent audited financial statements from the last three (3) years. The State may request additional information pertaining to your financial stability as deemed necessary. Proposals which do not include sufficient information regarding the organization's financial stability may be negatively impacted.

   Ricoh Response: Please see the following links to obtain Ricoh Company Ltd. annual reports for the last three years. These Annual Reports have also been included in the attachments with this bid, for your convenience.

   Ricoh 2010 Annual Report

   Ricoh 2009 Annual Report

   Ricoh 2008 Annual Report

8. Provide information on any subcontractors you propose to use on this contract, including approximate percentage of work directed to subcontractor, proposed work that subcontractor will perform, subcontractors' Minority or Woman-Owned Business status, resumes of their key personnel, etc.

   Ricoh Response: N/A

4 Responses to Offeror Questionnaire - Methodology

1. Assume you recently received a contract as the sole Software Value-Added Reseller in a State (serving that State and its cooperative partners). Further assume: the State has multiple state agencies and multiple municipalities using that State's contract; the State and cooperative partners have separate volume license agreements and existing perpetual licenses; the State has an existing contract with a personal computer (hardware) provider which provides equipment already loaded with basic distributed software products.
   - DESCRIBE the actions you would take to establish yourself as that State's SVAR, with the central procurement office, and with individual using entities (e.g., a state agency and a coop partner such as a city).
   - DESCRIBE how those actions may be modified if your contract were the first SVAR contract for that State.
   - DESCRIBE your outreach to State and Cooperative Partner users.

   Ricoh Response: As the SVAR in a State, Ricoh would work to communicate immediately with the State agencies and cooperative partners through contract informational flyers and contract booklets. We will utilize our local Sales Executives to make sure that this information is delivered to each agency and identified cooperative partners. Ricoh will also set up contract open house sessions at the State agency offices and/or procurement to help announce the contract award. We would continue these type of initiatives as needed to, making sure that awareness of the award and Ricoh is achieved.

   If Ricoh is the first SVAR contract awarded in a State, the initiatives would be the same with the exception of conducting training programs on a regular basis on how to utilize the contract as well as education on the use of the contract website.

   Ricoh would also participate in State sponsored vendor shows to help educate and reach agency and cooperative partners. We would assist the State procurement office in announcing the new contract through the State intranet website. Education of our own Sales Executives on the contract will also aide in reaching out to cooperative partners throughout the State via email, phone and in person visits to cooperative partner offices.

2. Contractor is required to provide a website for each participating state. Describe the website you would establish for a State and that website's functionalities or special features. You can supplement this response with illustrative page shots (no more than 10) from one of your existing websites. Please address, at a minimum:
   - Home page appearance and information
   - On line tutorials
   - Product catalog (include searchable fields, which products you would include, how VLA information is provided)
   - Links
   - Downloadable standard reports, if any. Include how information is controlled and sorted (e.g., how can Tempe, AZ obtain only their information, how can Procurement Officer of contract obtain a purchasing profile for users and volume in State).
   - How website is monitored, kept current and accurate

   Ricoh Response:

   WEBSITES

   Ricoh presently manages two WSCA contracts and maintains an existing website for each agreement. The websites effectively communicate the contract features and their application

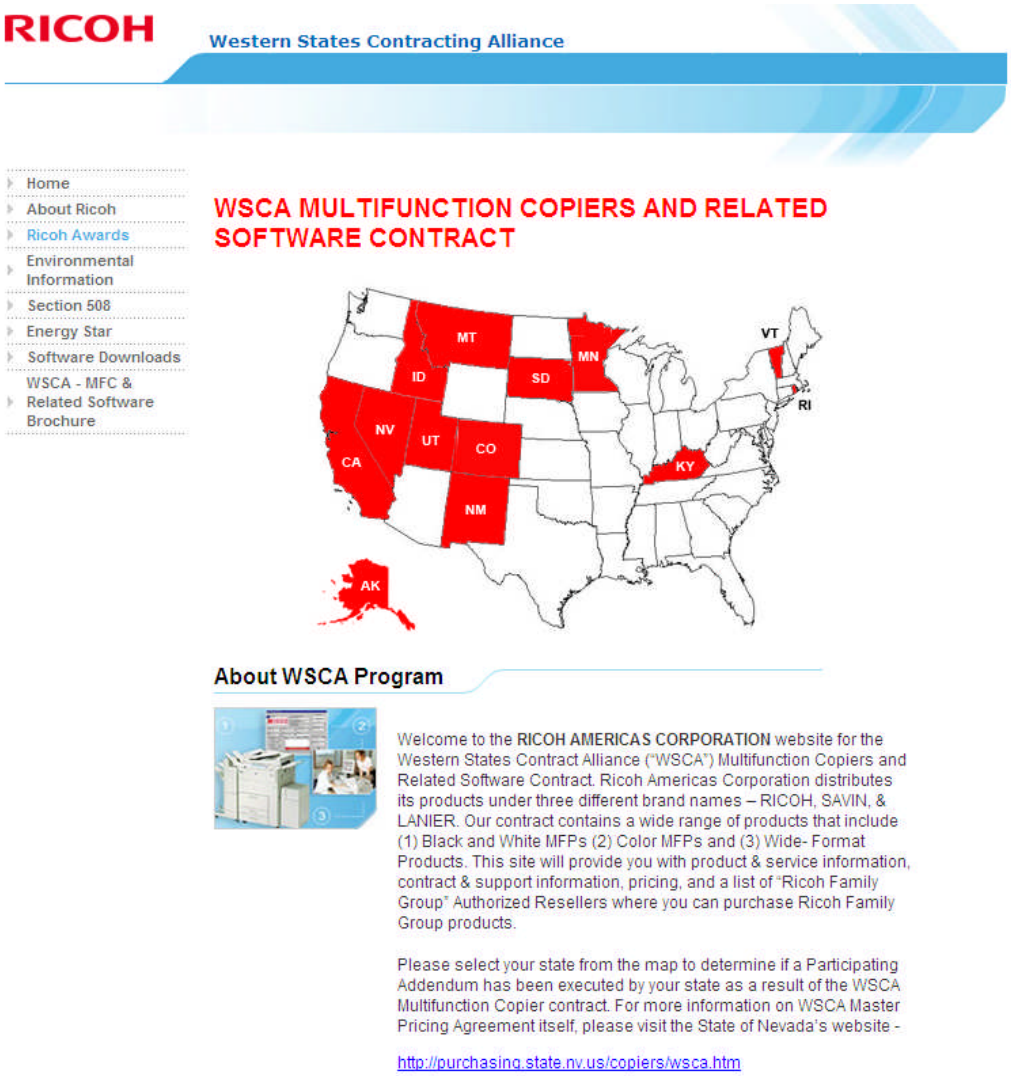
within a state resulting in less confusion for users and un-necessary involvement by State purchasing. The purpose of the website is to provide procuring agencies guidance, and assistance with service options, order placement information, contact information for order tracking & reporting issues. Websites are monitored and kept current with changes in our pricing schedule. To date we have had no reports of website accuracy.

The website can provide links to online training and documentation on the software offered through the contract.

The Websites are broken into two parts (a) "Main Home Page", which communicates general contract information and service options & (b) "State Specific Content", which outlines state specific information such scope of contract, qualified users, pricing, required documentation, ordering & contact information.

As an example, please visit the website constructed for the State of Nevada MFP & Related Software contract located at - www.ricoh-usa.com/rmap/wsca.

I. MAIN HOME PAGE –



I. About the WSCA Program - This portion of the site will provide a description about the scope of services provided, contract & support information, pricing, and a list of "Ricoh Family Group" Authorized Resellers where acquisition of the services main be attained. It will also direct users to a map whereby a list of participating states will be highlighted. This will help determine if a Participating Addendum has been executed by a given state. Additionally, this will link to the State of Arizona (managing state) website for further information.

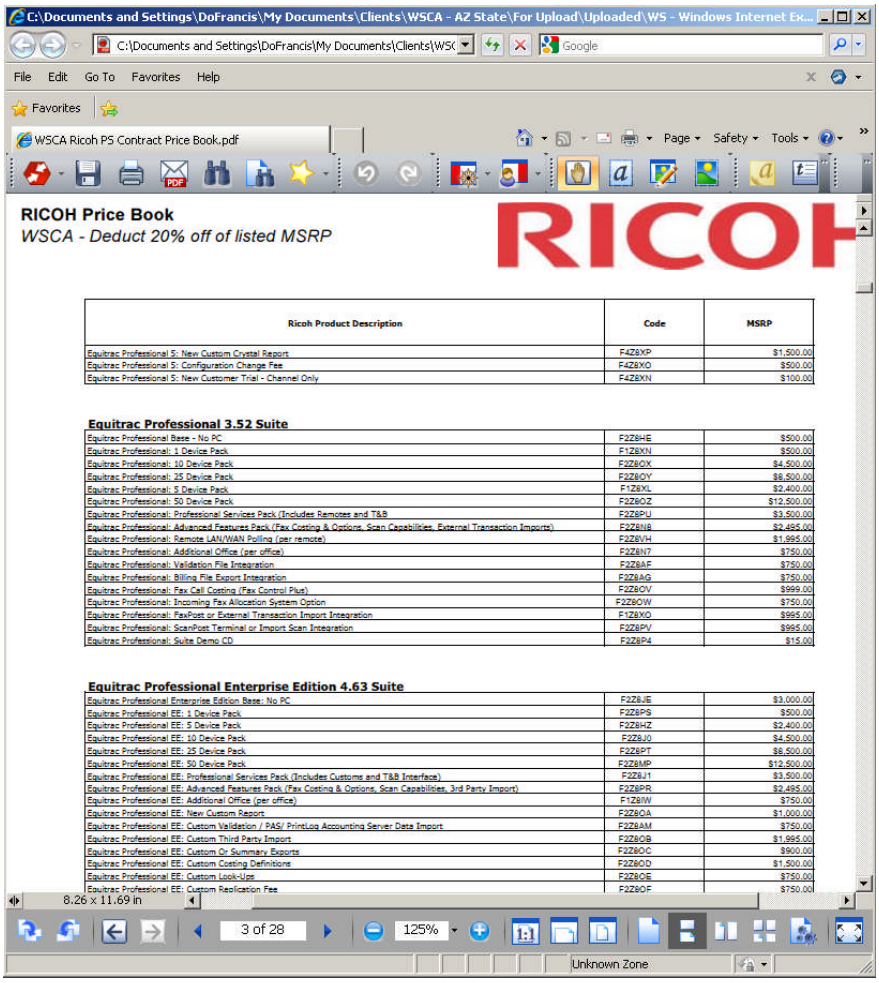
II. Participation in the WSCA program – This area will direct users to the WSCA website (www.aboutwsca.org) and will state "If your State has executed a Participating Addendum (PA), and you are listed as an eligible agency or user under the PA, then you are able to participate in the WSCA contract."

III. Contract Information – This section will provide specific information on the Master Pricing Schedule, current list of services, definition of terms, payment options, and any other contract specific information.

II. STATE SPECIFIC CONTENT

IV. ABOUT THE WSCA PROGRAM: This section provides a description outlining the scope of users and will be taken from the definition as outlined in the Participating Amendment (PA). Also, this will identify any other any special details that may be specific to a given State.

V. PRICING & PRODUCTS: Pricing & Product Schedules are customized to reflect (a) the Master Pricing Schedule plus the imposed State fee & (b) will contain only those services as approved.



RICOH Price Book

WSCA - Deduct 20% off of listed MSRP

Ricoh Product Description	Code	MSRP
Equitrac Professional 5: New Custom Crystal Report	F4Z8XP	$1,500.00
Equitrac Professional 5: Configuration Change Fee	F4Z8XO	$500.00
Equitrac Professional 5: New Customer Trial - Channel Only	F4Z8XN	$100.00

Equitrac Professional 3.52 Suite

Equitrac Professional Base - No PC	F2Z8HE	$500.00
Equitrac Professional: 1 Device Pack	F1Z8XN	$500.00
Equitrac Professional: 10 Device Pack	F2Z8OX	$4,500.00
Equitrac Professional: 25 Device Pack	F2Z8OY	$8,500.00
Equitrac Professional: 5 Device Pack	F1Z8XL	$2,400.00
Equitrac Professional: 50 Device Pack	F2Z8OZ	$12,500.00
Equitrac Professional: Professional Services Pack (Includes Remotes and T&B	F2Z8PU	$3,500.00
Equitrac Professional: Advanced Features Pack (Fax Costing & Options, Scan Capabilities, External Transaction Imports)	F2Z8NB	$2,495.00
Equitrac Professional: Remote LAN/WAN Polling (per remote)	F2Z8VH	$1,995.00
Equitrac Professional: Additional Office (per office)	F2Z8N7	$750.00
Equitrac Professional: Validation File Integration	F2Z8AF	$750.00
Equitrac Professional: Billing File Export Integration	F2Z8AG	$750.00
Equitrac Professional: Fax Call Costing (Fax Control Plus)	F2Z8OV	$999.00
Equitrac Professional: Incoming Fax Allocation System Option	F2Z8OW	$750.00
Equitrac Professional: FaxPost or External Transaction Import Integration	F1Z8XO	$995.00
Equitrac Professional: ScanPost Terminal or Import Scan Integration	F2Z8PV	$995.00
Equitrac Professional: Suite Demo CD	F2Z8P4	$15.00

Equitrac Professional Enterprise Edition 4.63 Suite

Equitrac Professional Enterprise Edition Base: No PC	F2Z8JE	$3,000.00
Equitrac Professional EE: 1 Device Pack	F2Z8PS	$500.00
Equitrac Professional EE: 5 Device Pack	F2Z8HZ	$2,400.00
Equitrac Professional EE: 10 Device Pack	F2Z8J0	$4,500.00
Equitrac Professional EE: 25 Device Pack	F2Z8PT	$8,500.00
Equitrac Professional EE: 50 Device Pack	F2Z8MP	$12,500.00
Equitrac Professional EE: Professional Services Pack (Includes Customs and T&B Interface)	F2Z8J1	$3,500.00
Equitrac Professional EE: Advanced Features Pack (Fax Costing & Options, Scan Capabilities, 3rd Party Import)	F2Z8PR	$2,495.00
Equitrac Professional EE: Additional Office (per office)	F1Z8W	$750.00
Equitrac Professional EE: New Custom Report	F2Z8OA	$1,000.00
Equitrac Professional EE: Custom Validation / PAS/ PrintLog Accounting Server Data Import	F2Z8AM	$750.00
Equitrac Professional EE: Custom Third Party Import	F2Z8OB	$1,995.00
Equitrac Professional EE: Custom Or Summary Exports	F2Z8OC	$900.00
Equitrac Professional EE: Custom Costing Definitions	F2Z8OD	$1,500.00
Equitrac Professional EE: Custom Look-Ups	F2Z8OE	$750.00
Equitrac Professional EE: Custom Replication Fee	F2Z8OF	$750.00

VI. SERVICES: Will identify the scope of services as approved in the PA. Links to the Ricoh Portal will be confined to relevant services.

VII. CUSTOMER SERVICE POINTS OF CONTACT**:** Will provide contact information and a list to our Direct Operation & Sub-contracting dealer personnel.

VIII. STATE PROCUREMENT WEBSITE LINK: Most States prefer some reference to their state procurement website. This will appear as a Link on the Ricoh website if desired by a participating state.

IX. ORDERING INFORMATION: Basic ordering information will be provided here. This section should include the language outlined in the PA itself. Language will read as follows -

All orders should contain the following (1) Mandatory Language "PO is subject to WSCA Contract #_____" (2) Your Name, Address, Contact, & Phone-Number (3) Purchase order amount, itemized list of products, desired services, & any special instructions to be performed. .

Please channel your PO through one of our authorized resellers so they are able to arrange and coordinate for proper ordering and delivery of the requested services. .

Orders can be made out to either (a) Ricoh AMERICAS or (b) to an AUTHORIZED reseller.

For Ricoh Americas Orders:

Address Purchase Orders to:	***Purchases Remit Payment to:***
Ricoh Americas Corporation *c/o Local Dealer* *5 Dedrick Place* *West Caldwell NJ 07006-6304*	*Ricoh Americas* *Box 100345* *Pasedena, CA 91189-0345*

For Authorized Reseller Orders:

Simply issue the PO to the Reseller including the information above. The Authorized reseller will perform the desired service and invoice directly. Payments will be made in accordance with the WSCA contract. Invoices will contain references to the appropriate purchase order(s).

X. CONTACT INFORMATION

WSCA PROGRAM MANAGER:
Name: Bart Lemmon
Address: 5 Dedrick Place, West Caldwell, NJ 07006
Telephone: 425-255-0730
Fax: 425-228-2115
E-mail: Bart.lemmon@ricoh-usa.com

FOR LOCAL SUPPORT & QUESTIONS PLEASE CONTACT
Name: Local Contact
Address:
Telephone:
Fax:
E-mail:

XI. FAQ'S ABOUT Ricoh's WSCA PROGRAM: Here is where we address re-occurring questions & the corresponding answers. Typically each market place will produce 5-6 commonly asked questions. The State procurement office will provide input to this section as well.

3. Describe your method for tracking software licenses and ensuring that Participating Entities (PE) receive timely notifications of renewals or are advised of volume agreements opportunities or vulnerabilities, etc. Please address, at a minimum:
   - The standard sort-able data fields you establish for these records

Ricoh Response: Ricoh tracks licenses through our GEMSTAR system (MS SharePoint backend) ; 32 data points including but not limited to customer name, address, ship date, activation date, partner product , Vendor part number, license key, etc.

- The information you track on behalf of Participating Entities.

  Ricoh Response: The tracking is stated above and would be the same 32 data points.

- How reminders of significant dates or volume plateaus are triggered and how your organization, as a partner with a PE, works with the PE to ensure no deadlines are missed or opportunities unexplored.

  Ricoh Response: The PS Licensing Desk will send a letter of notification to the PE 60 days in advance of support expiration date and what you will have access to when you renew the support (updates, patches, new version upgrades and telephone support). Along with this letter you will get a renewal form that will provide description and details of the support and if applicable will include serial numbers. Once the notification goes out to the PE a Renewal Specialist will contact the PE to see if they have questions about the renewal and they can go into further detail of the renewal program. Upon acceptance of this support we ask the PE to sign the form and send it back to the Licensing Desk or if you would like to have a PO referenced please send that with the form. If the PE is tax exempt we ask that you send a tax certificate with the form so we invoice accurately. Upon receipt the Licensing Desk will archive the form and accompanying documents and will keep them on electronic file for 7 years should the PE need the documents in the future. We will process the renewal with the appropriate vendor and invoice the PE upon confirmation from the vendor to Ricoh.

4. Describe standard reports which you can generate for a PE (other than downloadable reports addressed earlier) and provide sample reports as examples. Describe and provide examples of Optional Reports which you could provide and provide pricing in the Offeror – Pricing attachment.

   Ricoh Response: Standard reports that can be provided include spreadsheets showing Current Software Licenses by Software Publisher and by Agency and also a report detailing Installed Software with Version Information and Maintenance Renewal dates. Through our GEMSTAR system, we can export reports detailing an install base with ship dates, activation dates and license keys upon written request.

   Optional reports can be designed based on specific agency or cooperative partner needs for information relative to the software installed or to interact with an existing database. Ricoh can provide customized reports utilizing SQL, Oracle or other databases. Ricoh Solution Consultants and/or Analysts can sit down with the agency or cooperative partner staff to gather report requirements and assist in designing a customized report. Customized reports can be created on an as needed basis using the pricing shown in the Offeror Pricing based on an hourly rate.

5 Explain your method of ensuring a PE will receive and can provide proof of licenses. Include in your response:

- Describe how you provide a Proof of License certificate to a buyer. Also, provide sample(s) of a Proof of License such as you would provide.

  Ricoh Response: Delivery and Acceptance (D&A) will be required from PE to sign upon receipt of each license key delivered either via email or physical depending on product

distribution assignment and sent back to Software Distribution Center for processing and archiving along with the archival of the license key on file

- Explain your method of retaining back-up copies of Proofs of License; and how, and how quickly, you could provide duplicate copies as needed.

  Ricoh Response: The D&A is archived with the license key information on each record in GEMSTAR

- Describe how you partner with a PE to demonstrate accuracy of licensing information to a publisher (e.g., True Up).

  Ricoh Response: Through reports generated from the GEMSTAR database, Ricoh will work with the PE and provide detailed reporting of licensing as issued by the publisher and accepted by the PE.

Media Distribution Center

The Professional Services Media distribution Center (MDC) is a centralized distribution facility for all PS related software, staffed by subject matter experts and that provides a single point of contact for the Ricoh sales force.

The mission of the MDC is to reduce PS order lead times and reduce software write-offs caused by lost software, re-licensing and damage during shipping. The MDC has also been successful in increasing renewal processing rates and software registration rates through the implementation of innovative processes with specific partners.

The MDC uses a SharePoint reporting tool to track all PS software sold, including customer information, shipment information, registration information, product keys, Oracle sales order numbers and Ricoh Purchase order numbers. The product key visibility helps make delivery and installation more efficient by providing estimated delivery times for customers, Analysts and Solution Consultants, allowing them to coordinate installations and plan a week or more in advance for installation. License keys, support contract information and download instructions are delivered via email to the customer. The SharePoint database also allows Ricoh to provide back-up copies of license keys if required same day if notified before Noon of the same business day. The install base reports mentioned above can be used to reconcile all license keys associated with a specific PE.

An MDC download center has also been added to SharePoint so that Solution Analysts working at customer sites can install software directly from SharePoint over the Ricoh VPN connection. The system alert MPS, ISM and SAs that downloads are available for customers and reduces the need to send large files between the customer and SA, reducing email traffic and saving time.

The MDC has also enhanced the end-user “out of box” experience by greeting new customers with an Ricoh Professional Services Welcome Booklet that includes information on Ricoh, including support, Professional and Managed Services options and our Ricoh partnership.

6. Describe how you work with a PE and publisher to maximize the Entity’s value in obtaining products and services under this contract. Description is to address, but is not limited to, the following:
   - Working with a PE and a publisher to assist the Entity in best managing their volume or enterprise license agreements.
   - Working with a State and publisher to maximize the leverage created by the total sales volume from a State and its cooperative partners to ensure best value to all PE’s.

- Working with a publisher to maximize the leverage created by the total sales volume overall resulting from this contract.
- Working with a PE and publisher to obtain the best quote on a high volume purchase.
- If, and how, you use historical purchase information to provide targeted assistance to a PE.
- Assuming a software configuration is not within the knowledge or authority of your organization, describe how you could assist a PE in finding a solution (i.e., helping PE obtain needed configuration assistance from the publisher or designee.) Explain how you would 'price out' such assistance.
- Explain the training you could provide (other than online tutorials) to assist PE's in using this contract and obtaining best value from it.

Ricoh Response: With a Ricoh Consultant dedicated to each account, in addition to local and national resources, Ricoh is uniquely positioned to work with a PE and publisher to maximize the Entity's value under this contract. Ricoh's national Professional Services Licensing Desk has the sole responsibility of managing each customer's licensing, support and renewals, sometimes comprising many different publishers. Clients are notified well in advance when renewals are due, and a clear statement defining their licensing and renewal terms is provided. The client's local Ricoh Solution Consultant is available to review each contract in detail and advise whether renewal or reconfiguration will be most cost effective. With this infrastructure in place, Ricoh is suited to best manage the contract-users volume or enterprise license agreements.

Because of Ricoh's size and reach as an organization, our relationship with each publisher is solid and strategically positioned to provide the most cost-effective options for your PEs. Ricoh is almost invariably the most prolific distributor of any of our publisher's goods. Therefore, we can leverage these relationships and the overall volume generated by all our customers nationwide to provide compelling cost savings to this contract's PEs. We also leverage our long history with publishers and PEs, taking company and publisher statistics on historical information to provide specific advice and best practices to a PE looking for a targeted solution.

Ricoh's analysts are the top in their field and each area has gifted resources with thorough knowledge of each of our software solutions. It is extremely rare for a customer requirement to fall outside the skill of Ricoh's vast pool of resources. However, in such an event, Ricoh would leverage vendor and partner resources to assist the PE in finding a solution.

Finally, we will have our local Sales Executives meet with the PE to guide them through the contract process and train them on the use of the contract website. It is the responsibility of the local Sales Executive to provide this training to make sure that everyone at the PE offices understands the contract and what is available to them and how to procure the software listed.

7. This contract has a maximum life of five (5) years, the technology field is a fast evolving one, and the potential volume under this contract is beyond any single entity contract.
   - How would you improve the value of this partnership, over time, during the life of the contract?

Ricoh Response: Working with the Managing State and with the individual States has proven to be key in improving and maintaining the value of the partnership when performing a WSCA contract.

If awarded, Ricoh will act quickly to (a) sign State Participating Amendments (b) set up the necessary website communicating the essential inner workings of our contract (c) publish and distribute "State by State" Field Implementation guides.

Participating Amendments (PA) – Managing two other WSCA contracts has taught us the value of thoughtfully negotiating and securing as many PA's as possible. Of course, the PA's will outline

the scope of user and provide direction on substantive contract performance issues. Our implementation plan begins with the PA.

Website – The next vital step is customizing a WSCA website which will communicate all essential contract functions to the marketplace. Please see the section submitted in response to the website requirements.

Field Implementation Guides – The individual State Field Implementation Guides will outline (a) Contract term & usage (b) Services offered (c) Pricing & Promotion guidelines (d) Acquisition Methods (e) Billing & Order Processing requirements (f) Service parameters (g) and other contract requirements as set forth in the PA. These guides serve a valuable tool as they provide direction to the field regarding all essential functions of the contract.

- We require the successful contractor(s) to retain publisher certification levels, to improve upon them, to work to reduce their costs to obtain publisher products, etc. Explain your processes to meet these requirements.

Ricoh Response: All reseller agreements with our partners are regularly inspected and reviewed. As new software versions are released, training is rolled out to all Analysts and Solution Consultants to insure that they are certified on the new version. Ricoh is continually working with our partners to maximize our buying power based on volumes sold and demand from our customers for specific products. Within the Ricoh Professional Services group the Solution Engineering and Delivery group is tasked with understanding the partner specific technology and the business forces that drive that technology. The SED partners with vendors to help steer the development of new releases to meet the evolving business needs of our customers. This insures that our customers have the latest software technology to meet their ever changing business needs and requirements.

- How would you partner with the Procurement Officer and Participating States to adapt to changes and keep the contract viable?

Ricoh Response: Individual Meetings and ongoing account reviews with the Participating states are key to keeping the contract viable. Also, once all back up material is finalized, we will schedule individual marketplace meetings with our sales people in the field. The sales representatives will then begin promotion of the contract to their customers and thus the implementation of the contract will be fully underway. Our experience working with WSCA contracts has shown us that this is the best way in which to implement WSCA agreements.

- As this is a contract which is expected to be used by many states, there is potential for a level of value and partnership – considering market information, volume, extended relationships with publishers, shared standards, etc. – beyond that provided by a single State or PE contract. What extra services or value do you feel you could provide given this expanded user and volume base?

Ricoh Response: As we alluded to, we currently have two WSCA contracts, MFP Contract managed by Nevada and PC/Printer Contract managed by Minnesota. Because we have established many PA's already with other WSCA contracts, we are able to provide goods and services beyond those offered through this contract. Ricoh currently has a strong customer base performing service on existing copiers and a printer, having an additional WSCA contract vehicle selling software allows end user to standardize on their vendor relationships which is an additional benefit.

8. What performance measures would you establish to ensure yourself and users of this contract that you are, at a minimum, meeting the requirements of this contract, providing cost-savings solutions, and realizing a high level of customer satisfaction. Describe your methods of defining and tracking your performance against specific measurable objectives. Provide copies of any reports you may have developed that communicate your performance levels to customers.

Ricoh Response: Ricoh Sales Executives conduct Quarterly Business Reviews (QBR) with our customers to provide information on performance over the past quarter related to new software licenses issued, any services provided and on-going consulting in process. The reviews also allow the Sales Executives to go over the contract terms and educate the agency or cooperative partners on new software that may have been added to the contract during the past quarter. The QBR allows the agency or cooperative partner's key staff who attend the QBR the ability to ask questions about the contract request further information or training and discuss upcoming needs and requirements. Through these QBRs Ricoh is establishing baseline performance and measuring that performance based on feedback received during the QBR.

Ricoh also tracks monthly sales for each Sales Executive and Solution Consultant by customer. We are also conducting monthly RAP sessions with each Sales Executive and Solution Consultant on their activities related to customers and specific contracts. This allows us to evaluate the performance of these individuals that are key to the relationship with the agencies and cooperative partners.

Ricoh also uses surveys to evaluate our performance with customers that are sent out on a regular basis to the agency and cooperative partner key staff. The number of times the survey is sent out and the specific questions asked can be negotiated once an award is received.

9. We have requested information about optional reports (Question #4), about functions you could serve to assist in more complicated configurations (Question #6), and in providing extra value possible given the potential magnitude of this solicitation (Question #7). Please use this item as an opportunity to describe other value-added services you can provide that were not specifically required in this solicitation, but are consistent with its intent. Please advise the cost for the services you describe in the Offeror – Pricing attachment, or advise if they are included at no additional cost.

Ricoh Response: Ricoh is not only a reseller of the largest portfolio of document and workflow technology in the country, but is a full service implementer of our entire product list as well. Our proposed solution will bring the following service components to the Contract's PEs:

- Unparalleled technical leadership for software solution planning, coordinating and overseeing activities from our consultants
- Experienced implementation, operation, administration and configuration of our software platforms
- Expertise and guidance to business units regarding software operations from our team of Analysts
- Skilled and focused end user and administrative training

With Ricoh you will receive the knowledge base, talent and power of one of the world's largest organizations (Ricoh), with the care and personal attention from a locally-managed teams devoted to customers across the state and nation buying off this contract. No other vendor matches the breadth of Ricoh's solutions portfolio, or the size and tenure of our Professional Services organization.

In order for Contract PEs to attain the best value from their software investment, requirements must fully be understood by a qualified and experience implementer and executed by according

to industry best practices. To ensure this, Ricoh follows a strict "methodology framework" for project execution. Through a formal series of Discovery, Design, Implementation and training, with customer checkpoints and approvals at every juncture, we assure the proper implementation plan is carried out for each organizations needs.

Under Consulting Assistance, we will provide Contract PEs with the following services:

- Discovery & Business process consulting services. This crucial step in the process includes needs analysis with the customer to define business requirements and establish the solution scope. This ensures that the right products are identified for procurement and the necessary implementation plan is established for project success.
- Design services. Following Discovery, Ricoh will provide a formal written technical and functional system design document for review and approval by the customer. This ensures that all requirements have been captured and that the solution is understood by both parties, that the software components are appropriate to the need and clearly defined, that costs are firmly established and that the implementation plan meets the customer's approval.

Clients often have individualized needs for Custom Reporting through their software solutions. These requirements are driven by government regulations, compliance requirements, and the need to provide statistics to constituents. Ricoh's software portfolio comes replete with many canned reports and other audit tools appropriate to the specific module. When a customer's needs go beyond standard reporting, we can be engaged to create customized reports to fulfill the agency's needs and obligations. These services include:

- Database development. SQL, Oracle or other database scripting for process automation including reporting. These services can draw directly from internal or external databases inherent to the particular software system, or to completely external data sources requiring integration, unidirectional or bidirectional communication.
- Report development. Rather than simply providing raw data, Ricoh can provide structured reporting for specific customer requirements.
- Report distribution. Most reports need to be produced and distributed in some manner. Traditionally this involved printing out multiple copies and delivering them by hand or mail to the recipient. Ricoh can help Contract PEs to distribute reports and other communication more efficiently through email, workflow systems, hyperlinks, or on demand printing. These initiatives save time, paper, resources and ultimately lower costs and improve efficiency.

Other Optional Services

Ricoh offers a vast range of Technology and Managed Services. Since many of our software products deal with document management and document imaging, we are often called upon to provide imaging and back-file conversion services for our customers wanting to expedite the process of rolling out digital document and content management systems.
These services can be provided onsite or offsite depending on the customer's wishes and requirements, and the service can include equipment rental to absolve the customer from buying expensive imaging equipment.

- Implementation services. Ricoh will conduct installation, configuration and testing services per the approved Design and according to the mutually agreed Statement of Work. This ensures that the software purchased is installed and integrated by a qualified, certified personnel, and alleviates support issues caused by improper installation.
- Training services. Training is key to user acceptance of a new software system, and without user acceptance the solution will fail to be cost-effective for the organization. Ricoh provides customized and easy-to-follow user documentation specific to the workflow needs so that users can focus on their jobs and productivity. With both online and onsite training options, Ricoh can tailor the software solution's roll out to the individual organizational or departmental culture and needs.

- Production rollout services. Once training and User Acceptance Testing (UAT) is complete, the system is ready to roll out into full production, and the PE can start realizing the value of their investment. Ricoh provides assistance, troubleshooting, retraining, and issue management during this crucial time so that the roll out is as smooth as possible, and that any issues not identified during UAT are addressed as quickly as possible.
- Support services. When the solution is stable and in full production, Ricoh products are covered by software support contracts – usually renewable annually – and we will provide on call, break fix or other technical ad hoc support at negotiated service levels.
- Project management ties all tasks together providing change management, scheduling of resources and a single-point of contact for the customer.
- IT Services. Ricoh can provide IT Services support to help IT departments troubleshoot and diagnose specific network issues that may cause software applications to not perform or run improperly. These could be related to bandwidth issues, conflicts with other software, performance related to workstation or server processor capabilities. Ricoh has certified network engineers locally and at the national level to assist if needed.