



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

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.

Versia, Inc. is proposing mailroom furniture, installation/assembly and design services for the following states:

Alabama, Arizona, California, Colorado, Connecticut, Delaware, District of Columbia, Florida, Georgia, Hawaii, Illinois, Kansas, Louisiana, Maine, Maryland, Massachusetts, Minnesota, Mississippi, Missouri, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia and Wisconsin.

Versia is not proposing for Alaska, Arkansas, Idaho, Indiana, Iowa, Kentucky, Michigan, Montana, Wyoming or Puerto Rico as we do not have proper representation at this time.

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.

Mailroom Furniture, Installation/Assembly, and Design services

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.

Versia, Inc., celebrating 20 years, has been in the mailroom furniture industry for over 15 years covering the Southwest USA. With a growing team and aim to be the best, we have specialized in tailoring layouts, systems and equipment for each client's unique organizational need. Our team of 100+ professionals and dealer networks across North America are the recognized leaders and experts in organized workflow, whether the need is for the mailroom, storage room, or copy/fax room. We are committed to provide the excellent product and customer service support needed to fully commit to every client's needs. Our unique mailroom product line provides organization and helps to increase productivity. We have successfully provided a turn-key solution to thousands of satisfied clients from small business to Government to Fortune 500 companies. We are dedicated to Mailroom Professionals and work with them on a daily basis. We are actively involved in our local chapters of Postal Customer Council and Mail Systems Management Assoc.

Sandy Bender, President of Versia, has been chosen as Ernst & Young's Entrepreneur of the Year finalist, the U.S. Women's Chamber of Commerce Entrepreneur of the Year Overall Winner, and has been named by the Business Journal as one of Arizona's Top 50 Woman-Owned Businesses.



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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.

AMD AHL Computers – We designed and installed a comprehensive new 15,000 sf mail center to update the corporate mail and document distribution capabilities of this Silicon Valley chipmaker. Installed in 1997 and still in service today.

APS – The design team from APS first learned about MultiSort through their association with American Express. Knowing how important it is to be efficient and yet have flexible mailroom furniture that allows for the constant change and challenges of a corporate facility, it was key when these areas were remodeled that they purchase product that would last a lifetime and take the abuse in these paper intensive areas. Today, all APS facilities are utilizing MultiSort in their Mailroom, Copy/Fax, and Break Room areas.

Best Buy, Inc. – Designed and installed a new corporate HQ mail, distribution and shipping center along with mail and supply satellites in 54 locations on 20 floors across a 5 building campus. This install was the culmination of a new hub and spoke mail strategy designed to enable this world class electronics distributor to provide a superior level of communications support to its 5000 on site employees and to its 3000 retail distribution outlets across North America.

Chase Bank formerly Bank One – Worked with AECOM Design firm to design/build a new 200,000 sf Operation Center in Phoenix, AZ. The center is a transaction intensive, 24/7 facility requiring maximum durability of the interiors, especially work surfaces. It was determined that MultiSort was very price competitive compared to inflexible site-built mail sorters that was originally specified. Ten years later, the MultiSort product continues to perform to perfection under the intense work environment.

Cisco Systems – Designed and implemented a corporate mail and distribution center for Cisco's 20,000 sf facility in San Jose and designed and implemented a world standard to organize remote mail and copy centers located in 100+ Cisco facilities worldwide. Managed the shipment and install of these freestanding support centers across North America, Europe and Asia. We have been the global mail standard for Cisco since 1997.

Duke University – In response to growth pressures of the medical school and hospitals at Duke, it was determined that the postal facility needed to be relocated off campus to free the existing building for academic and medical space. We engineered a completely new mail services format to optimize the management of letter mail, bulk mail, parcels and related mail stream components throughout the incoming, accountable receiving, sorting and end point distribution to all points on the campus residence, medical and academic facilities. We partnered with Duke mail services to completely reengineer the mail process and real estate support structure to enable efficiency throughout the mail process, designing and prototyping several new equipment formats to enhance ergonomics and cycle efficiency of the mail services staff and processes.

FBI – Phoenix & Tucson. – When the FBI decided to build new facilities, a major component of their operation is the Mailroom. Organization and flexibility along with a Lifetime Warranty were all key factors in choosing Versia/MultiSort for the Mail Operations. Working with their internal design/mail room team, we engineered a completely new mail services format to optimize the management of letter mail, bulk mail, parcels and related mail stream components throughout the incoming, receiving, and sorting process. Everything coming into the building must be x-rayed first so it adds an additional step in the process. By utilizing MultiSort's vast products, a state of the art Mailroom facility has been designed.

FDIC – Designed and installed new facilities for the FDIC's recent move to its new multi-story facility in Kansas City. Developed new equipment formats enabling the financial regulatory giant to move into digital mail formats to affect electronic distribution of critical documents across the FDIC enterprise. Designed and installed new equipment layouts for all 19 floors and the central mail services center in the new HQ facility occupied in February 2011.



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Google – We designed Google’s original mail and distribution facilities in concert with their mail services staff to enable the technology giant to provide efficient mail receipt and distribution across its San Jose campuses, and eventually around the world as Google continued to grow exponentially. When Google maxed out its then current real estate / floor space, they came back and asked us to innovate a new standard to enable them to triple the density of their mail distribution format to match the tripling of employees per square foot they would undertake, while eliminating all mail rooms across their facilities. They presented us the ultimate challenge in that they wanted to eliminate all floor space then occupied by mail satellites, and triple the number of employee mailboxes across their company! We innovated a completely new standard that allowed Google to achieve the triple density distribution capability by upgrading all of their existing mail stations and placing them in previously unused stairwell space in all buildings. No stations were obsoleted and Google discovered the true modular and sustainable benefits of MultiSort.

PeopleSoft – Developed a mail / copy room standard for PeopleSoft that was adapted across their Pleasanton, CA headquarters and eventually spread across the company world-wide facilities infrastructure. PeopleSoft wanted a standard that was free standing as they continuously moved these facilities and needed to develop a way to add flexibility to their interiors that not only improved mail distribution and copy efficiency, but one that would also eliminate the need to constantly tear out and rebuild millwork they had previously used for these interiors. We innovated a standard to fit PeopleSoft’s exact needs and one that allowed them to reconfigure and relocate these mail copy rooms in hours (instead of weeks) with zero demolition required and virtually zero down time for their staff...and no negative impacts on the environment. They discovered that they could save time, money and the environment with a flexible MultiSort system, and dramatically improve the flexibility and efficiency of their hard copy communications structure.

PetSmart - Designed and implemented a corporate mail and distribution center for PetSmart’s 100,000 sf HQ facility in Phoenix, AZ. Designed and implemented a world standard to organize remote mail and copy centers located in 800+ PetSmart facilities worldwide.

Securian Financial – Developed a kiosk concept to enable Securian to upgrade mail and document management / production centers on 24 floors in 2 buildings of their St Paul, MN headquarters. Worked closely with the company to implement a phased installation over a 24-month period as they accomplished a rolling upfit for the two HQ towers. Also designed and installed a new corporate mail center in conjunction with a robotics car system to remotely service all 24 floors on the corporate campus, saving labor and enhancing distribution efficiency and security for the insurance services giant.

Tempe Police Headquarters & Substation – The project team set out to create a world class facility and they were introduced to Versia/MultiSort and quickly discovered the exceptional flexibility, durability and ‘Green’ properties of the MultiSort Modular Millwork System. The modular structural frame that allows for components to be readily added and changed as future needs evolve was key since these areas typically do not change once a new system is installed. MultiSort Sorters were used in the Mail Processing areas along with copy/fax, Patrol Work Areas and Supplies creating organization and accountability. Each facility is 60,000 + sf.

UnitedHealth Group – Developed a standards program to enable this health management organization to better organize mail, distribution, print, digital scanning and corporate fulfillment across 150 plus facilities across the USA. The company is affected by an inordinately high churn rate for its real estate as it regularly enters and exits contracts with major corporations and governments across the USA to process their health claims, Medicare, Medicaid and related health services needs for these clients. Most contracts run 1 – 3 years, so United is constantly closing and opening service centers as they win and lose contracts on a nationwide basis. MultiSort developed a completely free standing, structural furniture system for their mail and document management needs so they can readily adapt to their changing process and real estate needs as quickly as they evolve by continually relocating, reconfiguring and reusing their MultiSort assets as needed. United reduced their mail furniture budgets by over 75% after the first 5 years and still has these flexible assets productively deployed across their national business foot print, achieving unimagined efficiencies and savings in a critically important aspect of their day-to-day operations.

University of Phoenix/Apollo Group – Versia Storage Systems worked with University of Phoenix/Apollo Group Design team as they were selecting ‘standards’ for all their furniture/mailrooms, etc. MultiSort was



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introduced to them for the flexibility, durability, green aspect and Lifetime Warranty features. Having varying campus locations, a 'Satellite Station for Mail' was chosen. Managing mail is an important function on a campus and must be flexible to meet the every changing needs. MultiSort Sorters and Satellite Stations are being used in their facilities across the country.

US House of Representatives – Worked with Pitney Bowes to design and implement a new, consolidated mail facility to serve the US House of Representatives and their staffs. MultiSort innovated mobile bulk sorting equipment to allow expedited inbound of mail volumes received daily by house members and also implemented newly designed ergonomic sorting configurations for efficient mail processing in the transaction intensive environment. This facility was redesigned and relocated by MultiSort and Pitney after the anthrax attacks on our nation and relocated to a remote, secure facility outside the nation's capitol. It continues in service today allowing efficient and dependable daily mail services support to our nation's elected officials and their staff members.

Walt Disney World – Worked with WED (Walter E. Disney) marketing services to upgrade organization, pick and fulfillment capability of their client fulfillment function. This entailed designing and installation of a mobile, high-density mail system to allow easy management and picking of the thousands of marketing brochures, pamphlets, kits and related inventory items Disney must pick and distribute to travel companies and groups seeking to learn about the Disney events, destinations cruises and related entertainment products and services the company offers clients worldwide. Compressed floor space by over 50%, doubled inventory capacity and revolutionized the process efficiency for same day fulfillment of time critical marketing services (1999 – 2000).

Wells Fargo – MultiSort and Modular Millwork has been a standard product for all of Wells Fargo's Operations Centers, Headquarters, Various Satellite Offices throughout the State of AZ and California for over 14years. The Lifetime Warranty, flexibility, and Green aspects are all key components in areas that are typically a 24/7 operation.

MultiSort is designed to enable unprecedented efficiency and flexibility of mail and document processing and is manufactured to last a lifetime in heavy use mail environments all the while enabling an unmatched level of ergonomic support to safeguard employee wellness and workflow productivity.

ACCEL
ADOLPH COORS, INC.
ADIDAS MFG.
ADOBE
AECOM DESIGN
AHI HEALTHCARE
ALEXANDRIA HOSPITAL
ALLTEL INFORMATION SERVICES
ALTERA
AMDAHL COMPUTERS
AMERICAN EXPRESS
AMGEN
AMSOUTH BANK
ANDERSON GENERAL HOSPITAL
APOLLO, INC.
ARIZONA DEPT OF CORRECTIONS
ARIZONA DIAMONDBACKS
ARIZONA PUBLIC SERVICE
ARIZONA STATE UNIVERSITY
ASCEND COMMUNICATIONS
ATLAS & PEARLEMAN, P.A.
AT&T
AVIS RENT-A-CAR
BANK OF AMERICA
BANKERS TRUST

Dallas, Texas
Golden, Colorado
Greenville, South Carolina
San Jose, California
Phoenix, Arizona
Irvine, California
Alexandria, Virginia
Norcross, Georgia
San Jose, California
Mountain View, California
Phoenix, Arizona
Oxnard, California
Birmingham, Alabama
Anderson, South Carolina
Phoenix, Arizona
Phoenix, Arizona
Phoenix, Arizona
Phoenix, Arizona
Alameda, California
Fort Lauderdale, FL
Orange County, CA
Virginia Beach, Virginia
Nationally
Totowa, New Jersey



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BBT BANK
BECTON DICKINSON
BELLSOUTH
BERTLES MEN PRESS
BEST BUY, INC.
BLUE CROSS BLUE SHIELD
BMW MANUFACTURING
BRISTOL MYERS CO.
CALIFORNIA STATE UNIVERSITY
CS FIRST BOSTON
CARDSERVICE OF MAYRLAND
CARGILL INC./NUTRINA FOOD
CASTROL
CATERPILLAR FINANCIAL
CHASE BANK
CHASE MANHATTAN BANK
CHUBB INSURANCE GROUP
CISCO SYSTEMS
CITY OF AVONDALE, AZ
CITY OF SURPRISE, AZ
CITY OF TEMPE, AZ
COCA COLA
COLD STONE CREAMERY
COMMERCE ONE
COMPASS BANK
COSMOS BROADCASTING
CVS CAREMARK
DEL WEBB
DUKE ENERGY
DUKE UNIVERSITY
EMTECH
EUCLID PUBLIC LIBRARY
FACEBOOK
FAMILY DOLLAR STORES
FEDERAL AVIATION ADMIN.
FBI
FIRST FEDERAL SAVINGS & LOAN
FORD MOTOR CREDIT
FRANKLIN TEMPLETON FUNDS
FRITZ COMPANIES
GMAC
GOOGLE
HEWITT & ASSOCIATES
HGA ARCHITECTS
HOLOPAK, INC.
HOME DEPOT
IBM
IKON OFFICE SOLUTIONS
INKTOMI
INTEGER ADVERTISING
IRWIN HOME EQUITY
JANUS FUNDS
JOHNSON BANK
KAISER HEALTHCARE
KAISER PERMANENTE
KANA COMMUNICATIONS
KEYSTONE STATE LIFE INSURANCE
KLA TENCOR

Winston-Salem, NC
Palo Alto, California
Atlanta, Georgia
Martinsburg, Virginia
Minneapolis, MN
Nationally
Greer, South Carolina
Skillman, New Jersey
Turlock, California
New York, New York
Columbia, Maryland
Smithton, Missouri
Union, New Jersey
Nashville, Tennessee
Phoenix, Arizona
Tampa, Florida
Los Angeles, California
Nationally
Avondale, Arizona
Surprise, Arizona
Tempe, Arizona
Charlotte, North Carolina
Scottsdale, Arizona
San Jose, California
Phoenix, Arizona
Greenville, South Carolina
Phoenix, Arizona
Phoenix, Arizona
Charlotte, North Carolina
Chapel Hill, North Carolina
Research Triangle Park, NC
Euclid, Ohio
Palo Alto, California
Charlotte, North Carolina
Kansas City, Missouri
Phoenix and Tucson, Arizona
Wooster, Ohio
Nationally
San Mateo, California
San Francisco, California
Philadelphia, Pennsylvania
Mountain View, California
Chicago, Illinois
Minneapolis, MN
Columbia, South Carolina
Atlanta, Georgia
Palo Alto, California
Greenville, South Carolina
Santa Clara, California
Boulder, Colorado
San Ramon, California
Denver, Colorado
Phoenix, Arizona
San Diego, California
Oakland, California
Redwood City, California
Philadelphia, Pennsylvania
San Jose, California



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KOENIG & STREY
KPMG
KRISPY KREME
LIBERTY INSURANCE CORP.
LIFELOCK
LINCOLN LIFE
LUCENT TECHNOLOGIES
MARSH & MCLENNAN
MCLEOD MEDICAL CENTER
MERRILL LYNCH
METRO TRANSIT AUTHORITY
MICROSOFT
MILLIMAN & ROBERTSON
MORGAN-STANLEY
MORRISON-FORRESTER
MULHERAN & ASSOCIATES
NALLE CLINIC
NANTAHALA POWER
NATIONWIDE INSURANCE
NETSCAPE
NJ INSTITUTE OF TECHNOLOGY
NEW YORK TIMES
NORAND CORPORATION
NORM THOMPSON
NORTEL NETWORKS
NORTHERN ILLINOIS UNIVERSITY
NORTHERN TRUST BANK
NORTHWESTERN HOSPITAL
OFFICE DEPOT
OPPENHEIMER FUNDS
ORBITZ
ORION CAPITOL COMPANIES
OXFORD UNIVERSITY PRESS
PA STATE CREDIT UNION
PANASONIC
PARADE MAGAZINE
PBMS US CAPITOL MAIL COMPLEX
PEOPLESOFT
PETSMART
PFIZER PHARMACEUTICALS
PHOENIX SUNS
PORTAL SOFTWARE
POWERTELL
PRINCESS CRUISE LINES
PROVIDENT LIFE
PRUDENTIAL INSURANCE
PUBLIC SERVICE COMMISSION
PULTE HOMES
PYA MONARCH
RAYMOND JAMES
RED DEVELOPMENT
REPUBLIC SERVICES
RESPONSE NET
RHEA & KAISER ADVERTISING
ROXBURY PRESS
SAFEWAY STORES
SALT RIVER PROJECT
SECURITY CAPITAL GROUP

Northbrook, Illinois
Los Angeles, California
Greensboro, North Carolina
Greenville, South Carolina
Phoenix, Arizona
Hartford, Connecticut
Wayne, Pennsylvania
Chicago, IL; New York, NY
Florence, South Carolina
Various Locations
Houston, Texas
Mountain View, California
Dallas, Texas
Various Locations
Palo Alto, California
Minneapolis, Minnesota
Charlotte, North Carolina
Franklin, North Carolina
Columbus, Ohio
San Jose, California
Princeton, New Jersey
Miami, Florida
Cedar Rapids, Iowa
Charlottesville, WV
Irving, Texas
DeKalb, Illinois
Phoenix, Arizona
Chicago, Illinois
Miami, Florida
New York, New York
Chicago, Illinois
Farmington, Connecticut
Raleigh, North Carolina
Harrisburg, Pennsylvania
Secaucus, New Jersey
Hollywood, California
Columbia Hills, MD
Nationally
Phoenix, Arizona
New York, New York
Phoenix, Arizona
Palo Alto, California
Atlanta, Georgia
Los Angeles, California
Columbia, South Carolina
Various Locations
Madison, Wisconsin
Phoenix, Arizona
Greenville, South Carolina
Tampa, Florida
Phoenix, Arizona
Phoenix, Arizona
Holliston, Massachusetts
Chicago, Illinois
Sweet Springs, Missouri
Phoenix, Arizona
Phoenix, Arizona
El Paso, Texas



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SHEA HOMES
SIERRA PACIFIC COLLEGE
SILICON GRAPHICS
SHAREHOLDER COMMUNICATIONS
SKYWALKER RANCH (G. Lucas Films)
SONY COMPUTER
SOUTHEASTERN FREIGHT
SPARTANBURG REGIONAL MEDICAL
STANDARD REGISTER
STANFORD UNIVERSITY
STATE FARM INSURANCE
STATE OF UTAH
SUN COAST FEDERAL CREDIT UNION
SUN MICRO SYSTEMS
TESORO PETROLEUM
THE HARTFORD INSURANCE GROUP
THE PENTAGON
THERMA-WAVE
3M CORPORATION
TOTAL SYSTEMS
TOYOTA MOTOR CREDIT
TRIWEST HEALTHCARE
UPS (United Parcel Service)
US ATTORNEY'S OFFICE
US POSTAL SERVICE
ULTRA-TEC STEPPER
UNITED CAROLINA BANK
UNITED HEALTHCARE
UNITED INSURANCE GROUP
UNIVERSITY OF DENVER
UNIVERSITY OF PHOENIX
UNIVERSITY OF WISCONSIN
UNOCAL
USF&G
VA MEDICAL CENTER
VIGNETTE SOFTWARE
VIRGINIA TECH.
WACHOVIA CORPORATION
WALKER PROPERTIES
WALT DISNEY ENTERPRISES
WALT DISNEYWORLD
WELLS FARGO BANK
WELLS FARGO HOME MORTGAGE
WESTERN SURETY COMPANY
WILSON ART INTERNATIONAL
WILSON SONSINI, P.A.
WINCHESTER MEDICAL CENTER
WL GORE & ASSOCIATES
WW GRAINGER
YAHOO, INC.

Phoenix, Arizona
Sacramento, California
Mountain View, California
New York, New York
Marin, CA
San Jose, California
Various Locations
Spartanburg, South Carolina
Dayton, Ohio
Palo Alto, California
Various Locations
Salt Lake City, Utah
Tampa, Florida
Santa Clara, California
San Antonio, Texas
Nationally
Alexandria, Virginia
Freemont, California
Minneapolis, MN
Columbus, Georgia
Nationally
Phoenix, Arizona
Nationally
Chicago, Illinois
Nashville, Tennessee
San Jose, California
Raleigh, North Carolina
Nationally
Chicago, Illinois
Denver, Colorado
Various Locations
Madison, Wisconsin
Houston, Texas
Denver, Colorado
Gainesville, Florida
Austin, Texas
Blacksburg, Virginia
Charlotte, North Carolina
Winston-Salem, NC
Anaheim, California
Orlando, Florida
Phoenix, AZ, Raleigh, NC, So. CA
Phoenix, Arizona
Sioux Falls, South Dakota
Temple, Texas
Palo Alto, California
Winchester, Virginia
Phoenix and Flagstaff, Arizona
Chicago, Illinois
San Jose, California

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.

Versia's organizational chart includes the President, Director of Operations, Director of Business Development, Sales Team, Customer Service, Installation Department and Accounting Department. Our team of 100+ professionals and dealer networks across the U.S. provide the excellent product and customer service support



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needed to fully commit to every client's needs. We have an 800# phone and fax in place for dealer and/or end user assistance. Versia has been providing quality mailroom solutions for over 15 years and is involved with Mailroom Professionals on a daily basis. Our goals are to consult and provide the correct solution and products that will last a lifetime.

On-going training is provided by Versia and the manufacturer to keep the Dealer Network updated on new trends, solutions and design. We have a new draw-to-price software program available to the dealer network as well. A specification guide will be available in print and pdf format for the dealer network and NASPO-WSCA members.

There is a co-op marketing program provided between Versia, the Dealer Network and the manufacturer dedicated to the NASPO-WSCA members. There will also be a dedicated web site created for the participating Dealers and NASPO-WSCA members.

We are in a unique industry with a departmentalized focus which promotes and develops a turn-key organized solution to assure client productivity. Each and every team member is dedicated to solving the client's unique needs, successful installations, and therefore, satisfied customers.

3.4. Key Personnel

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

3.5. Cost Containment

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

Versia has held the line on cost increases in the past few years by being carefully focused on operation efficiency and avoiding unnecessary costs at all opportunities. We have not had a general price increase for the past 3 years and we do not currently have any planned increases in the near future. However, it is likely inevitable there will be a slight price increase in the coming calendar year due to the general level of inflation, rising energy costs and commodity pricing.

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

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

In order for the Contractor (Versia, Inc.) to provide contract pricing and comply with required documentation on a quarterly basis, all invoices and payments must go through Versia.

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. **Versia, Inc. has read, understands and complies, and will meet the terms and conditions of the RFP.**



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- 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 **Versia, Inc. has read, understands and complies, and will notify MPA Contract Administrator and affected PA Procurement Officer of any changes throughout the terms of the contract.**

- 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:

Dealers are required to undergo training for a minimum 3 days at the factory. They are trained in the basics of mailroom design, space analysis, product specification and installation. As a condition of appointment as an authorized dealer, the dealership must install an in-house showroom of applicable mailroom products and maintain end user samples for demonstration and user evaluation. Master dealers are further trained on process and workflow design and certified as AIA CES dealers who are then qualified to train architects and facilities professionals in the proper use and specification of appropriate mailroom products.

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

Performance monitoring and compliance is accomplished via ongoing field visits with the dealer by factory personnel who continuously support and train the local dealers. Factory personnel ensure the dealership and its representatives stay abreast of the latest products and innovations relevant to the market and user needs and ensure the dealer showrooms and samples are of the highest quality and applicability for user needs. The factory and dealer personnel are required to engage in local client visits on a regular basis to ensure clients are using the product properly and realizing the benefit of the purchased equipment.

The factory and dealer reps also provide ongoing training and support to the local users during the field support visits to the user community.

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

The factory assumes the responsibility to provide the dealer with an ongoing list of applications and users of mailroom products in their respective territories. They also provide detailed training and insight into the specific products relevant for the various users and application needs. Dealers are responsible to formulate a viable market activity plan to demonstrate they are actively developing and supporting their local territories to offer the products to the applicable users.

The manufacturer provides qualified leads developed through ongoing trade show participation, direct marketing programs, website traffic and related marketing activities to the dealers who are then responsible for providing timely and effective follow up to the local inquirers. All dealers are required to provide a written follow up report to the manufacturer on the lead support activity under taken to ensure the local clients are effectively serviced.

The manufacturer also provides ongoing market training and support to the dealers via personal visits and in-house training, on line "GoToMeeting" seminars, newsletters, technical publications and related market support activity and collateral to ensure the dealers are capable of providing timely and relevant support for local users.

The dealers receive financial assistance from the manufacturer in the form of cooperative marketing programs, free marketing collateral, showroom coops, field samples and complimentary CAD drawings and design assistance by the manufacturer's customer support team. The manufacturer provides a level of financial assistance to the dealer that is unparalleled in the mailroom industry.

- 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.



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Complaints are investigated and remediated jointly by the manufacturer and dealer to ensure a timely and effective resolution. They jointly engage the end user to assess and objectively understand the nature of the complaint and develop an action plan to remediate complaints in the shortest feasible time line.

If a performance deficiency is related to a specific dealer action or inaction, the dealer is properly notified in writing and given 30 days to correct the deficiency. If needed, the factory will provide assistance or additional training as may be required to assist the dealer in overcoming the deficiency (i.e. – additional installer training, dealer technical assistance, etc.).

If the dealer is unwilling, or unable (with the manufacturer's support and assistance) to correct the deficiency or prevent the recurrence of the complaint(s), they are then given 30 day notice of cancellation of dealership and the manufacturer will find a suitable dealer replacement to recruit and train for the territory.

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.

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.

Versia, Inc. is in good standing with the various trade associations, certification boards and other regulatory agencies, such as Women's Business Enterprise Council-West, Phoenix Postal Customer Council, Mail Systems Management Association and required licensing agencies. Versia has never had citations, alleged issues or investigations in any of the 20 years in business. Versia does not have any bankruptcies or reorganizations, past or on-going.

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.

The initial phone call will be to the local dealer representative. The situation will be analyzed and the proper actions taken. If for some reason the result is not satisfactory, all customer service issues / complaints are escalated to the Customer Service Manager (CSM) at the factory for immediate assessment and action. The CSM will define the appropriate response and engage the dealer principal, local representative and end user to ensure an effective and satisfactory response to the complaint is provided. The CSM has direct access to the Operations Director and President at the manufacturer to involve their assistance and support if needed to bring the proper attention and resources to affect maximum timeliness and effectiveness of response to any complaints that arise



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from the dealers or end users. Standard response time for complaint response is a maximum 8 business hours with a goal of effectively addressing any such complaints in a maximum 5 business days.

- 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 **Versia, Inc. has read, understands and complies and the customer service representative will respond to all inquires within one business day.**

- 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 **Versia, Inc. has read, understands and complies.**

- 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:
Please note that the manufacturer advises adding a minimum 1 week lead time for transit and installation of product in addition to the shipment times below.

- 6.5.1. Low Volume equipment

6 weeks ARO (After Receipt of Order)

- 6.5.2. Medium Volume equipment

4 to 6 weeks ARO

- 6.5.3. Production

4 to 6 weeks ARO

- 6.5.4. Accessories

(Non Manufactured) 5 Business Days, (Manufactured) 4 weeks ARO

- 6.5.5. Furniture

4 to 6 Weeks ARO for Standard Product, 6 to 8 weeks for Non-Standard Product

- 6.5.6. Supplies

(Shelf stock) 5 business days ARO

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

All dealers have direct access to and accountability from the President of the manufacturer. Our policy is simple – problems are solutions waiting to be identified and customer service and satisfaction is our collective business goal. The manufacturer and dealer maintain an open, ongoing dialog and continually assess and support one another to ensure they jointly understand and provide exceptional customer service and satisfaction.



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A "Lifetime Warranty" underscores and compels our dedication to providing long-term value and satisfaction to our customers. Our track record evidences our mutual success in maintaining this customer-centric business cooperation between the dealer and manufacturer.

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.

Versia, Inc. has never had any involvement in any legal proceedings, lawsuits, governmental regulatory actions, or contractual demands of similar services, or otherwise, pending or in the previous 5 years.

7. Environmental

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

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

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

Our systems are easy to reconfigure, relocate and reuse which is the very essence of sustainability. The mail sorters are made of 33% post-consumer recycled content, 100% recyclable polystyrene, the wood panels are 100% recycled (90% PI, 10% PC), steel components are approximately 50% recycled, and the metal painting process is environmentally sound powder-coating. Energy efficient plastics manufacturing uses geo-thermal source to cool machinery and heat plant, avoiding consumption of natural gas or fossil fuels. The manufacturer is a recipient of the prestigious Blue Angel Environmental Certification for recycled content use and environmental stewardship.

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

Sandy Bender, President

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

The manufacturer is a member of the following certification and industry programs:

USGBC (US Green Building Council), AIA – American Institute of Architects, Blue Angel – Blue Angel Certification for our plastics manufacturing facilities, Greenguard Certification for our resin and bactericidal surfacing Suppliers (Forbo and Trespa), NSF (National Sanitation Foundation) NSF certification for our stainless products, and ANSI (American National Standards Institute), BIFMA (Business and Institutional Furniture Manufacturer's Association) and ETL compliances maintained for all relevant components and hardware accessories of mailroom furniture provided.

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.

Versia, Inc. has not had any breaches of environmental, health or safety standards within the past 12 months.

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.



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Versia, Inc. will maintain for the term of this Agreement, and all renewals/extensions thereof, programs as described in the response to the RFP.

- 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.

Clients use mailroom furniture for a lifetime and there is no current demand or justification for a buy back program (the manufacturer has offered this program in the past but with zero participants). The product is warranted to last a lifetime and provide continuous, active use and value for clients in mailrooms and a host of related “workroom” applications which are ever-present with the client’s facilities and operation. They simply continue to use, re-use and redeploy our product across their enterprises, continuing to find useful lives for their product.

If a component or accessory is damaged or wears out in normal use, the client simply replaces the inexpensive component or accessory and puts the product back into productive daily operation.

When clients do have the rare need to dispose of or discontinue using their MultiSort mailroom furniture and products (due to departmental consolidation, closing, etc.) the manufacturer engages the client with ANEW, a non-profit California agency dedicated to the useful redeployment (as opposed to recycling) of furniture assets to needy charitable organizations (schools, homeless shelters, job and skill development and retraining agencies, emergency agencies, etc.). ANEW will arrange for the timely, environmentally and socially redeeming redirection of the products into productive purposes for needy clients who do not otherwise possess the needed financial resources to avail themselves of the desired assets (see www.anewfoundation.org).

ANEW will calculate the useful life value of the donation and ensure the donor receives the applicable charitable contribution receipt for their asset donation where applicable and desired.

The manufacturer also maintains an active in-house recycling program to ensure any surplus inventory or returned goods are responsibly donated to deserving agencies who are providing ongoing value to their communities (most donations go to local K-12 public schools and the Habitat for Humanity). This is an ongoing program the manufacturer established in 2005 and supports annually.

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.

The manufacturer uses 100% recycled corrugated packaging content and is readily able to provide supporting documentation as necessary. The manufacturer is actively supportive of and involved with LEED projects where such documentation is provided.

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.

Packaging materials used meet or exceed ASTM – 6400 – 00 and ASTM Standard Specs for Compostable Plastics D 6400 – 04. All plastics used in the packaging operations are 100% polystyrene stretch wrap which is an inert, recyclable material with zero PVC content. Polystyrene has an EPS assigned recycle value of 6, the highest value available for recyclable plastics.



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Paper labeling materials are of post-consumer recycled content, bio-degradable with no adverse environmental impacts.

Wood products (pallets) are 100% bio-degradable, recycled wood and are directed to the proper wood waste recycler upon achievement of end-of-useful life status.

The manufacturer uses returnable steel containers for delivery of raw materials and product components from its primary supplier (steel products).

All packing materials contain maximum PCRC as available from local suppliers and industry sources.

All packing materials and raw material inputs are sourced as locally as possible to minimize fossil fuels required for in-bound transportation of needed inputs for product manufacturing and shipment to the end users.

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:

When clients do have the rare need to dispose of or discontinue using their MultiSort mailroom furniture and products (due to departmental consolidation, closing, etc.) the manufacturer engages the client with ANEW, a non-profit California agency dedicated to the useful redeployment (as opposed to recycling) of furniture assets to needy charitable organizations (schools, homeless shelters, job and skill development and retraining agencies, emergency agencies, etc.). ANEW will arrange for the timely, environmentally and socially redeeming redirection of the products into productive purposes for needy clients who do not otherwise possess the needed financial resources to avail themselves of the desired assets (see www.anewfoundation.org).

ANEW will calculate the useful life value of the donation and ensure the donor receives the applicable charitable contribution receipt for their asset donation where applicable and desired.

Manufacturer is a founding member of ANEW and an active supporter of the agency to proactively provide responsible End-Of-Life options for clients needing such disposal and redeployment of mailroom furniture and products.

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

Where applicable, product collection and reclamation is accomplished through the manufacturer's regularly scheduled house carriers who provide transportation and reclamation support nationwide for the manufacturer and dealers.

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.

Where applicable, product collection and reclamation is accomplished through the manufacturers regularly scheduled house carriers who provide packaging material.



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- b. Shipping papers, address and return labels etc.

Where applicable, product collection and reclamation is accomplished through the manufacturers regularly scheduled house carriers who provide shipping papers.

- c. Procedures to notify contractor of pickup.

Where applicable, the first point of contact will be to Versia, either via phone, fax or email, who then in turn will notify the local dealer on record.

- 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.

All pick-ups and reclamation will be managed and coordinated by contacting Jennifer Lewis at Versia for program administration. Versia's phone is 800-966-8720, fax is 800-889-3453, and our address is 5739 N. 7th St., Phoenix, AZ 85014.

- 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.

Steel is redirected to the appropriate local or regional steel recycling agency for reclamation and reuse and to avoid landfill disposal.

Plastics are directed to the local or regional plastics recycler as appropriate for responsible recycling and reintroduction into the proper manufacturing uses.

Wood products are 100% bio-degradable with zero added UF and are directed to the appropriate local agencies for responsible disposal and / or recycling as appropriate per each situation.

- 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.

This varies based on the locale and prevailing jurisdiction of each user installation nationwide. Versia is responsible to ensure the proper facilities are contracted and used as appropriate in concert with the local dealership.

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.