



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.

Contractor is proposing mailroom furniture for all 50 states, D.C. and Puerto Rico

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

Offeror Response

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

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 has 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 15 years covering the Southwest USA.

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.

PetSmart Headquarters mailroom, Apollo, Inc. in Phoenix and Southern CA, Wells Fargo Operations Center and Headquarters in AZ, Well Fargo Home Mortgage in Southern CA, City of Surprise Administration, APS Headquarters in AZ, and FBI Headquarters.

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.

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.



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**

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.

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.](#)

- 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.](#)

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

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

[Not adding new dealers at this time.](#)

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

[Not adding new dealers at this time.](#)

- 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.

[Not adding new dealers at this time.](#)

- 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



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**

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.

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.

If there is an issue, we handle it immediately.

- 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.**

- 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:

- 6.5.1. Low Volume equipment

Not Applicable

- 6.5.2. Medium Volume equipment

Not Applicable

- 6.5.3. Production

Not Applicable

- 6.5.4. Accessories

Not Applicable

- 6.5.5. Furniture



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**

4 weeks ARO

6.5.6. Supplies

Not Applicable

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

Not Applicable

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.

None

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.

Yes, all steel is recycled along with laminates. Our systems are easy to reconfigure, relocate and reuse which is the very essence of sustainability. The mail sorters are 33% post-consumer recycled, 100% recyclable polystyrene.

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

Sandy Bender, President, Jennifer Lewis, Director of Operations, Carrie Ereth, Director of Business Development and Reuben Lopez, Installation Manager

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

The manufacturer has received the seal from the USGBC

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.

No

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.

We accept

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.



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**

Not Applicable

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.

Versia, Inc. has read, understands and complies.

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.

Versia, Inc. has read, understands and complies.

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:

Not Applicable

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

Not Applicable

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.

Not Applicable

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

Not Applicable



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**

c. Procedures to notify contractor of pickup.

Not Applicable

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.

Not Applicable

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.

Not Applicable

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.

Not Applicable

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.