

TOWN OF NATICK MASSACHUSETTS

TO: Natick Board of Selectmen
Melissa A. Malone, Town Administrator
William D. Chenard, Deputy Town Administrator – Operations

DATE: June 13, 2019

**SUBJECT: CONTRACT AWARD
COPY CENTER FACILITIES MANAGEMENT/MAILING/COURIER SERVICES**

In April 2019, the Administration requested a procurement for copy center management services (under Operational Services Division (OSD) Contract OFF69. Pursuant to the attached, I solicited three (3) written quotes from firms on OFF69, which is a "State Bid List" contract. (Any and all contracts awarded pursuant to an OSD contract shall be deemed to be in compliance with M.G.L. c. 30B.)

The lowest quote received from a responsible and responsible quoting party was submitted by Ricoh, USA (local offices at 1 Federal Street, Boston, MA 02210). Ricoh, USA has submitted a rate of \$11,391.37/month to perform the required services as set forth in the Request for Quotes.

Ricoh USA is the current vendor, and has been performing services, pursuant to OFF69 (and its predecessor agreements) since at least 2003. We needed to periodically conduct a procurement in order to ensure that we were receiving a fair price. The current rate is an increase of 17%, but given that the old rate was flat for over six years, the increase is understandable. We have conducted informal market research and also believe that Ricoh's quote represents a fair price for the services being rendered. The Administration, as I understand, also conducted a cost-benefit analysis that demonstrates that it is more cost effective to contract for these services for the time, rather than to bring this function in-house under the Town's auspices.

The Administration is requesting award of a contract, according to the above terms, as follows:
The term of this contract shall begin on June 24, 2019, and shall last through July 31, 2020, which is the current term of the OSD Contract.

There will be no separate written form of contract, as the Commonwealth has a master contract and has already conducted the procurement in a general sense. The Town will simply issue a purchase order, citing OFF69 and attaching Ricoh USA's quote/proposal. Upon counsel's recommendation, and upon consultation with OSD, the Town's practice has been not to issue a separate contract, as the form has the potential to deviate from the terms of the State's form of contract. The formal writing, from the Town's perspective, will be the purchase order itself.

Funding information: Selectmen/Department Operating Budget (\$11,391.37/month)

MEMORANDUM

To: FILE

From: Bryan R. Le Blanc, Procurement Officer

Re: Procurement Process – Copy Center Management Services – OSD ITS69

Date: May 3, 2019

In April 2019, I received a procurement request for copy center management services, which were to be procured from Operational Services Division Contract OSD ITS69. The Operational Services Division (OSD) awards a variety of statewide contracts that local jurisdictions may use without conducting a separate procurement under Chapter 30B

Under ITS69, the Town solicits at least three quotes and awards one to a responsible and responsive vendor that submits the best value in terms of price.

WRITTEN PURCHASE DESCRIPTION:

Together with Mr. William Chenard, Deputy Town Administrator/Operations, the following scope of services was developed:

A. Scope of Services

Pursuant to Commonwealth of Massachusetts Operational Services Division (OSD) Contract ITS69, the Town seeks quotes from responsible and eligible firms/entities/persons to provide copy center management and associated services for the Town of Natick.

The Successful Quoting Party shall be responsible for several principal categories of work, which shall include, but which shall not be necessarily limited to, the following: (1) copy center management; (2) on-demand printing and mailing; (3) courier and mail management services; and (4) various other tasks. The Successful Quoting Party shall manage all multifunctional devices for convenience and copy center functions and other equipment necessary to provide the listed services.

The copy center duties shall include, but shall not be limited to, the following: management of a database for information/billing by department, furnishing of preventative maintenance, troubleshooting all equipment, and placing service calls as necessary. A volume of approximately 403,415 impressions per quarter is projected to service all staff and administrative employees of Town departments, including the Natick Public Schools. Mail services shall include, but shall not be limited to, accepting, sorting, and delivery. The Successful

Quoting Party shall provide a daily courier service, which shall include a courier van, between Town Hall and other Town agencies.

Two (2) full time employees shall be provided to manage and staff the copy center, for operating hours of 8:00 A.M. to 5:00 P.M., Monday through Friday.

The term of any contract awarded by the Town pursuant to this RFQ shall commence as of the date of award, and shall end on July 31, 2020, so as to coincide with the termination date of ITS69. Notwithstanding any provision of ITS69, the Town reserves the right to terminate the terms of any contract awarded pursuant to its terms for termination, upon thirty (30) days prior written notice to the Contractor. The Town is exempt from payment of prevailing wages, and Quoting Parties should NOT use prevailing wage information in submitting quotes.

(1) COPY CENTER MANAGEMENT

Within the first category, copy center management, the Successful Quoting Party shall run the copy center, which is located in the basement of the Natick Town Hall, 13 East Central Street, Natick, MA 01760. The copy center features two (2) high speed/high volume Ricoh copy machines (currently under separate lease). Unless otherwise instructed, the Successful Quoting Party shall be responsible for operating a Pitney Bowes folder/sorter machine and a mailing machine (currently under separate lease). The Successful Quoting Party shall assist the Town in maintaining the equipment by placing service calls for all Town copiers and ordering supplies for such machines. It shall assist the Procurement Officer in this regard, as he/she will be required to ensure that any and/all such orders comply with applicable federal, state, and local laws, rules, and regulations.

(2) ON DEMAND PRINTING AND MAILING

Within the second category, on demand printing and mailing, the Successful Quoting

Party shall receive requests for large volume copying/printing jobs for all Town Departments, which shall include, without limitation, the Natick Town Clerk's Office, the Natick Finance Department's Office, the Natick Town Treasurer/Collector's Office, the Natick Health Department, the Natick Office of Community Development, the Office of the Natick Board of Selectmen/Town Administrator, the Natick Department of Public Works, the Natick Office of Community Services, the Natick Police Department, the Natick Fire Department, the Morse Institute Library in Natick, and the Natick Public Schools.

The Successful Quoting Party shall print all Finance Committee books in preparation for spring and fall annual and special Town Meetings held in Natick. It shall print and bind other materials, as required by the Town, on a requested basis.

The Successful Quoting Party shall print all water/sewer bills for the Town of Natick. It shall also use the existing mailer/sorters to ensure that such bills are prepared for distribution to water and sewer ratepayers in the Town of Natick.

(3) COURIER AND MAIL MANAGEMENT SERVICES

The Successful Quoting Party shall be responsible for collecting mail at all Town Departments, including the Natick Public Schools, in all buildings specified below. It shall be responsible for collecting mail, upon a schedule that is mutually acceptable to both the Successful Quoting Party and the Town. It shall sort mail received from the United States Postal Service, collate the same, and shall distribute the same, all upon a daily basis from all Town departments, including the Natick Public Schools, at the various locations specified herein.

The Successful Quoting Party shall also collect, receive, and deliver inter-office mail between and among all Town departments, including the Natick Public Schools, at the Town/School buildings specified herein. It shall perform all such tasks on a daily basis.

The Successful Quoting Party shall pick up all mail daily waiting for the Town of Natick at the United States Post Office on Common Street, Natick. It shall deliver mail at the end of the day to the same.

(4) OTHER SERVICES

The Successful Quoting Party shall keep all logs pertaining to its services. It shall arrange service calls for all equipment that it uses (the high speed copiers and mailing equipment). It shall work with the Town Administrator or his/her designee to ensure that services are delivered in an efficient and professional manner.

It shall work with the Natick Procurement Office to order all supplies for the Town and the Natick Public Schools.

It shall also print all letterheads, business cards, and envelopes for all Town of Natick departments, including the Natick Public Schools.

It shall perform all other functions for managed print services as requested by the Town and the Natick Public Schools.

General Expectations for all services:

As a vendor on ITS69, the Successful Quoting Party shall:

- A. Be an organization with local sales, service, and decision-making capabilities.*

- B. Provide rates fixed for the term of the contract. No third party financial institutions shall interfere with the performance of the Successful Quoting Party's duties under any contract awarded pursuant to this Request for Quotes.*
- C. Offer continuous program monitoring and customized reporting to evaluate performance.*
- D. Track output quantities and size of all print jobs.*
- E. Demonstrate an ability to satisfy end users' whole copying needs.*
- F. Provide mail services to include accepting, sorting, and delivery of all internal and external mail.*
- G. Offer courier service daily from Town Hall to other Town agencies. The Successful Quoting Party shall provide insured a commercially-insured van service to satisfy this requirement.*
- H. Provide a total program customized to meet the specific program requirements of the Town of Natick.*

Locations to be Serviced:

Mail delivery and courier service shall be provided at the following locations:

- 1. Natick Town Hall
13 East Central Street
Natick, MA 01760*
- 2. Natick Police Station
20 East Central Street
Natick, MA 01760*
- 3. Natick Fire Station
22 East Central Street
Natick, MA 01760*
- 4. Morse Institute Library
14 East Central Street
Natick, MA 01760*
- 5. Community Senior Center
117 East Central Street
Natick, MA 01760*
- 6. East School/Oak Street Building
90 Oak Street*

Natick, MA 01760

*7. Department of Public Works
75 West Street
Natick, MA 01760*

*8. Cole Recreation Center
179 Boden Lane
Natick, MA 01760*

*9. Natick High School/Natick Preschool
15 West Street
Natick, MA 01760*

*10. Wilson Middle School
22 Rutledge Road
Natick, MA 01760*

*11. Kennedy Middle School
165 Mill Street
Natick, MA 01760*

*12. Lilja Elementary School
41 Bacon Street
Natick, MA 01760*

*13. Johnson Elementary School
99 South Main Street
Natick, MA 01760*

*14. Brown Elementary School
One Jean Burke Drive
Natick, MA 01760*

*15. Bennett-Hemenway Elementary School
22 Evergreen Road
Natick, MA 01760*

*16. Memorial Elementary School
107 Eliot Street
Natick, MA 01760*

*17. NO REGULAR DELIVERY, BUT ON AN AS NEEDED BASIS
Bacon Free Library
58 Eliot Street*

Natick, MA 01760

18. NO REGULAR DELIVERY, BUT ON AN AS NEEDED BASIS

Natick Community Organic Farm

117 Eliot Street

Natick, MA 01760.

B. *Successful Quoting Party's Personnel*

The Successful Quoting Party's personnel shall be adequately trained by the Successful Quoting Party, shall be experienced in the copy center management trade, and shall be of good moral character. All of the Successful Quoting Party's employees assigned shall pass Criminal Offender Record Information (including SAFIS/fingerprint screening for those performing work in a school building) and Sex Offender Record Information Screening.

The Successful Quoting Party shall provide the Town with the following information:

- 1. Name, business address, telephone, and cell phone numbers of the president and foreman.*
- 2. Name, address, and telephone number of all employees assigned to the Town of Natick's buildings. The Successful Quoting Party will update this list whenever there is a change in personnel.*

The Successful Quoting Party shall provide services as an independent contractor with the Town of Natick, and the Successful Quoting Party and its employees shall not be entitled to receive any benefits of employment with the Town of Natick, including, without limitation, salary, overtime, vacation pay, holiday pay, health insurance, life insurance, pension, or deferred compensation.

While on duty, the Successful Quoting Party's personnel shall wear insignia identifying themselves as employees of the Successful Quoting Party. Such insignia shall be provided at the Successful Quoting Party's sole cost and expense.

The Successful Bidder shall furnish two (2) full time employees to perform the above services. It shall schedule employees from 8:00 A.M. local time to 5:00 P.M., local time, Monday through Friday, for every day Town Hall is open. The Successful Quoting Party shall observe the holidays listed below and shall not be compensated or otherwise paid for the following holidays:

*New Year's Day
Martin Luther King Day
Presidents' Day
Patriots' Day
Memorial Day
Independence Day*

*Labor Day
Columbus Day
Veterans' Day
Thanksgiving Day
Friday after Thanksgiving Day
Christmas.*

C. Scheduling Work

- 1. The Successful Quoting Party shall schedule work to include routines specified by the Town of Natick.*
- 2. The Successful Quoting Party shall alter scheduling per the Natick Town Administrator or his/her designee without additional cost.*
- 3. The Successful Quoting Party shall instruct all of its employees to use the "sign in/out" sheet daily within the Town of Natick. Nothing associated with such a sign in/out sheet shall be evidence of an intent by the Town of Natick to employ such individuals.*

D. Method of Operation

- 1. The Successful Quoting Party shall perform according to the latest industry methods in Eastern Massachusetts. It shall comply with all federal, state, and local laws, rules, and regulations. It shall furnish the Town with any and all insurance maintained, as required, under ITS69. It shall add the Town of Natick, as required, as an additional insured on any/all commercial general liability, automobile liability, and excess/umbrella liability insurance maintained by the Successful Quoting Party.*
- 2. All of the Successful Quoting Party's personnel shall enter and leave by an assigned entrance.*
- 3. The Successful Quoting Party shall notify in writing the Town Administrator or his/her designee within twenty-four (24) hours of any occurrence or conditions within the building that interfere with the full performance of the Contract.*
- 4. Any and all problems and /or complaints of a minor nature or similar isolated incidences shall be handled directly between the Successful Quoting Party and the Town.*
- 5. All meetings or inspections required or desired between the Successful Quoting Party and the Town Administrator or his/her designee shall take place between the hours of 8:00 A.M. - 4:00 P.M., Monday through Friday.*
- 6. A list of emergency numbers shall be maintained at by Town Hall*

and by the Successful Quoting Party. This list shall include all of the Successful Quoting Party's personnel.

SOLICITED FIRMS:

On April 25, 2019, I used the Request for Quotes and its purchase description to solicit three (3) entities for written quotes. Firms solicited for written quotes, at the emails shown below, were:

1. Ricoh USA, Inc. Michael Pallotta, mike-pallotta@ricoh-usa.com
5 Dedrick Place
West Caldwell, NJ 07006

2. Xerox Yvonne Hickey, yvonne.hickey@xerox.com
201 Merritt Pkwy #7
Norwalk, CT 06851

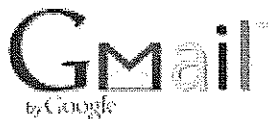
3. NWN Corp. Constantine Leotsakos, CLEotsakos@nwnit.com
271 Waverley Oaks Rd #302
Waltham, MA 02452

Quotes were ultimately due no later than 11:00 A.M. local time on May 3, 2019.

**DATED WRITTEN QUOTES RECEIVED/PARTIES SUBMITTING
QUOTES/AMOUNT OF EACH QUOTATION:**

1. On May 2, 2019, Ricoh USA, Inc., at the above address, and at a local address of One Federal Street, Boston, MA 02210, submitted a quote of \$11,391.37 per month to provide the required services.

Neither Xerox, nor NWN, above, submitted a quote to the Procurement Office (as received by the above due date/time).



Bryan Leblanc <bleblanc@natickma.org>

Ricoh Response / RFQ Town of Natick Copy Center Management Services

1 message

Tracey Gagner <tracey.gagner@ricoh-usa.com>

Thu, May 2, 2019 at 2:05 PM

To: "bleblanc@natickma.org" <bleblanc@natickma.org>

Cc: Linda Knell <linda.knell@ricoh-usa.com>, Michael Pallotta <mike.pallotta@ricoh-usa.com>, Christopher Yeomans <christopher.yeomans@ricoh-usa.com>, Kevin LeClair <kevin.leclair@ricoh-usa.com>

Good morning Bryan --

On behalf of your Ricoh team, thank you for the opportunity to respond to the RFQ for Procurement of Copy Center Management Services.

The Ricoh on-site team has walked in unison with the Town of Natick for almost two decades.

We are grateful that we have been able to provide the Town of Natick with these services for 16 years. Based on the information at hand we have prepared a proposal that will assist you in achieving your goals and continuing our long term business partnership.

Thank you for your business and partnership over the years! We appreciate your time and look forward to continuing our relationship with the Town of Natick.

Enjoy your day!

Tracey Priester Gagner

Sr. Enterprise Services Specialist

RICOH USA, INC.

603-986-0298

Tracey.Gagner@ricoh-usa.com

www.ricoh-usa.com

If you are looking to digitally transform your office...

watch how we help our clients transform.

<https://www.youtube.com/watch?v=JMuV0nOjITU&feature=youtu.be>

RICOH
imagine. change.

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 **RFQ Town of Natick 4.30.19.pdf**
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Town of Natick
Natick, Massachusetts

Request for Quote

*Copy Center
Management Services*



RICOH
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Town of Natick

Request for Quote

Copy Center Management Services

Reservation of Rights—In response to your request, we have reviewed and are responding to the terms and conditions in your RFP or invitation. Based on our review of the information provided by you, we are confident that contracts acceptable to us may be reached promptly following any award. Specifically, we recognize your right to negotiate and approve the terms and conditions of any contract following award and respectfully reserve the same right. We acknowledge that all contract terms and conditions must be mutually agreed upon by both of us. Our proposal represents our commitment with respect to pricing, equipment specifications and our proposed solution. Following bid award, we contemplate that we will both negotiate and sign, in the exercise of good faith, customary definitive agreement(s) to govern our relationship, and provide reasonable assurances of our authority to enter into such agreements. In an effort to expedite the finalization of our agreements, we have noted the following topics for our discussion, which are either not addressed in your request or for which we request further clarification:

- To the extent that you lease any equipment, customary terms and conditions related to equipment financing, subject to customary non-appropriation rights;
- Mutually acceptable terms related to the measurement and calculation of service levels, including customary terms related to reporting requirements and remedies;
- Standard industry service termination and default, rights and remedies, including reasonable written notice requirements and cure periods;
- Risk of loss and insurance requirements during possession of provided equipment;
- Assignment rights subject to prior credit approval;
- Standard industry warranties for service and support and the transfer of applicable manufacturer product warranties, as well as customary limitations of implied warranties;
- Mutual indemnification for third party claims arising from acts of misconduct in connection with the performance of services; and
- Mutual liability protections for consequential and similar damages;

As is customary for transactions of this type, any acknowledgements made by each of us are qualified by the right to negotiate mutually acceptable terms. Our proposal is based upon the information provided by you, and the assumptions made by us in preparing our response. Any changes to information or assumptions may, if material, require modification. Upon award, we will be pleased to work with you to promptly finalize mutually acceptable contract terms and, if applicable, provide copies of appropriate contract forms for that purpose.

Proprietary and Confidential Statement—The enclosed materials are proprietary to Ricoh, and Ricoh reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to Ricoh and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of Ricoh. These materials summarize a proposed equipment and/or services solution. They are intended for informational purposes only to assist you in your evaluation of Ricoh as a potential business partner. These materials do not represent an offer or a binding agreement.

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Ricoh USA, Inc.
1 Federal Street
Boston, MA 02110

May 3, 2019

Procurement Officer
Natick Department of Public Works Building
Second Floor
75 West Floor
Natick, MA 01760

Subject: Request for Quotes, Copy Center Management Services

On behalf of your Ricoh team, thank you for the opportunity to respond to the RFQ for Procurement of Copy Center Management Services.

As you know, Ricoh and the Town of Natick have enjoyed a long term business relationship that began back in 2003. Since that time Ricoh has managed and maintained the Copy Center Management Services on site positions with our dedicated team of professionals with no interruptions in service during our 16 years of being on site. Above and beyond that, we have provided these services with a staff turnover of zero.

The Ricoh on-site team has walked in unison with the Town of Natick for almost two decades. Our on -site staff know the routes, the schools, the town agencies, the teachers and the administrators. We have our insured Ricoh van in place and we understand the town's process for these services to a tee.

We are grateful that we have been able to provide the Town of Natick with these services for 16 years.

Based on the information at hand we have prepared a proposal that will assist you in achieving your goals and continuing our long term business partnership.

Thank you for your business and partnership over the years!

We appreciate your time and look forward to continuing our relationship with the Town of Natick.

Linda Knell
Area Operations Manager
781- 727-0383
Linda.knell@ricoh-usa.com

Tracey Gagner
Enterprise Services Specialist
603-986-0298
Tracey.Gagner@ricoh-usa.com

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EXECUTIVE SUMMARY

TOWN OF NATICK GOALS AND OBJECTIVES

Through its April 17, 2019, Request for Quote, Town of Natick seeks a supplier to provide Copy Center Management Services. As stated in the RFQ, Town of Natick's objectives are to:

- Provide copy center management and associated services
- Courier & mail management services
- On demand printing & mailing services
- Other services

THE RICOH SOLUTION

Ricoh USA, Inc. (Ricoh), has carefully reviewed the requirements of the RFQ and all information provided by Town of Natick throughout the RFQ process. This proposal is the result of our analysis of that information and defines our approach to the requested services. We are confident that the Ricoh advantage will be clearly evident.



EXISTING PARTNERSHIP WITH TOWN OF NATICK

As you know, Ricoh and the Town of Natick have enjoyed a long term business relationship that began back in 2003. Since that time Ricoh has managed and maintained the Copy Center Management Services on site positions with our dedicated team of professionals with no interruptions in service during our 16 years of being on site. Above and beyond that, we have provided these services with a staff turnover of zero.

The Ricoh on site team has walked in unison with the Town of Natick for almost two decades. Our on-site staff know the routes, the schools, the town agencies the teachers and the administrators. We have our insured Ricoh van in place and we understand the town's process for these services to a tee.

We are grateful that we have been able to provide the Town of Natick with these services for 16 years.

Ricoh also provides the Town of Natick with it's fleet of Multi-functional devices / copiers/ printers.

Based on the information at hand we have prepared a proposal that will assist you in achieving your goals and continuing our long term business partnership.

Thank you for your business and partnership over the years!

OUR APPROACH. OUR VISION.

Ricoh believes that the key to transforming the way Town of Natick works starts with harnessing the collective imagination of people. This idea, paired with our award-winning technology and services, is how we are breathing new life into established forms of knowledge-sharing—helping Town of Natick move beyond paper and beyond the office, so its employees can collaborate like never before. Services-led, technology-enabled and people-driven, Ricoh is committed to helping Town of Natick leverage the powerful information and knowledge that already exists throughout its organization—often untamed, untapped and buried—to create the future it wants.

PROPOSAL HIGHLIGHTS

Our proposed solution includes the following components:

- Two (2) full time employees to manage and staff the copy center, for operating hours of 8:00 A.M. to 5:00 P.M., Monday through Friday
- Copy center management
- Fleet supply ordering
- Manage all multifunctional devices for convenience and copy center functions
- On demand printing & mailing
- Management of a database for information/billing by department
- Furnishing of preventative maintenance
- Troubleshooting all equipment, and placing service calls as necessary
- Mail services to include, but not be limited to, accepting, sorting, and delivery
- Courier & mail management including courier van

PROPOSAL TERM

As requested, Ricoh's proposed pricing is valid for 90 calendar days from the date of its submittal to Town of Natick.

OUR COMMITMENT TO THE RFQ PROCESS

Ricoh understands that Town of Natick intends to select its supplier as quickly as possible following careful consideration. We also understand that proposals often raise as many questions as they answer. The success of our consultative approach is based on our commitment to match the most appropriate and cost-effective solution to your specific business needs. Therefore, we look forward to the opportunity to address any questions you may have and to present our solution.

RICOH MANAGED SERVICES

MANAGED SERVICES WITH RICOH

Ricoh is uniquely positioned to meet the needs of the Town of Natick through its world-class managed services methodology, Ricoh Service ExcellenceSM (RSE), which packages our document expertise, innovative technology, best practices and world-class service into five key areas:

Customer Analysis & Solutions: Building a customized blueprint for success by identifying and translating customer needs into customized solutions

Implementation Process: Making the blueprint a reality through systematic planning and management of the transition process

Operations and Best Practices: Delivering excellence every day, by building on and documenting processes based on nationally validated standards

All-Star Employee SystemsSM: Empowering employees to excel and deliver world-class service by consistently developing and motivating employees

Customer Strategy & Communication: Maintaining a current and effective document strategy through alignment with evolving customer business strategies

Backfill Policy

Ricoh uses its pools of dedicated field support representatives (FSRs) to provide backfill in the event of absence. The Ricoh site manager/supervisor and Area Operations Manager ensures that the FSR team is familiar with all site operations and customer requirements. Members of the FSR team are rotated into customer site locations on a regular basis to ensure that they remain up-to-date on all site equipment, processes and systems.

Customer Excellence

Ricoh's Customer Excellence (Corporate Process Improvement) group focuses on improving the overall customer experience and acting as the "voice of the customer". It identifies customer needs and values, provides customer insight for Ricoh business leaders and builds a Customer First culture. We achieve customer excellence through customer studies, complaint management, customer retention projects and employee education, focused on delivering an exceptional customer experience.

TOWN OF NATICK SCOPE OF SERVICES

*To facilitate your review of our response, we have inserted the text from the Town of Natick RFQ that requires a response in light **blue**, and Ricoh responses primarily in black (with **dark blue** tables).*

I. INTRODUCTION

The Town of Natick, Natick Town Hall, 13 East Central Street, Natick, MA 01760 (“the Town”), solicits quotes for Copy Center Management and Associated Services in Natick. For a full description of the scope of services, please refer to Section II (A) of the Request for Quotes (“RFQ”).

Each Quoting Party’s quote marked “Quote for Copy Center Management and Associated Services,” will be received until **11:00 A.M. local time, May 3, 2019**, and will be received at this address:

Procurement Office
Natick Department of Public Works Building
Second Floor
75 West Street
Natick, MA 01760.

Each Quoting Party’s name, address and contact phone number shall be clearly visible from the outside of each sealed envelope. The clock in Procurement Office shall be considered official. No Quotes received after the date and time specified in the previous paragraph shall be accepted. No faxed Quotes shall be accepted. Conditional Quotes will not be accepted. If the Procurement Office is closed due to weather or other emergency, the deadline for receipt of Quotes shall be extended until 11:00 A.M. local time on the next business day that the Procurement Office is open.

Quotes may also be received by email at bleblanc@natickma.org.

Each Quote shall be submitted in accordance with the Submission Requirements in order to be considered for award. Any Quote submitted shall be binding for sixty (60) days subsequent to the time of the opening of Quotes.

The Town **will not** reimburse Quoting parties for any costs incurred in preparing Quotes in response to this RFQ. Submission of a Quote shall be conclusive evidence that the Quoting Party has examined this RFQ and is familiar with terms of this RFQ and all provisions of the contract included with this RFQ. Upon finding any omissions or discrepancy in this RFQ, each Quoting Party shall notify the Town immediately so that any necessary addenda may be issued. Failure of a Quoting Party to investigate completely the RFQ and/or to be thoroughly familiar with this RFQ shall in no way relieve any such Quoting Party from any obligation with respect to the Quote. By submission of a Quote, the Quoting Party further indicates acceptance of all terms and conditions of this RFQ.

II. BACKGROUND

A. Scope of Services

Pursuant to Commonwealth of Massachusetts Operational Services Division (OSD) Contract ITS69, the Town seeks quotes from responsible and eligible firms/entities/persons to provide copy center management and associated services for the Town of Natick.

The Successful Quoting Party shall be responsible for several principal categories of work, which shall include, but which shall not be necessarily limited to, the following: (1) copy center management; (2) on-demand printing and mailing; (3) courier and mail management services; and (4) various other tasks. The Successful Quoting Party shall manage all multifunctional devices for convenience and copy center functions and other equipment necessary to provide the listed services.

The copy center duties shall include, but shall not be limited to, the following: management of a database for information/billing by department, furnishing of preventative maintenance, troubleshooting all equipment, and placing service calls as necessary. A volume of approximately 403,415 impressions per quarter is projected to service all staff and administrative employees of Town departments, including the Natick Public Schools. Mail services shall include, but shall not be limited to, accepting, sorting, and delivery. The Successful Quoting Party shall provide a daily courier service, which shall include a courier van, between Town Hall and other Town agencies.

Two (2) full time employees shall be provided to manage and staff the copy center, for operating hours of 8:00 A.M. to 5:00 P.M., Monday through Friday.

The term of any contract awarded by the Town pursuant to this RFQ shall commence as of the date of award, and shall end on July 31, 2020, so as to coincide with the termination date of ITS69. Notwithstanding any provision of ITS69, the Town reserves the right to terminate the terms of any contract awarded pursuant to its terms for termination, upon thirty (30) days prior written notice to the Contractor. The Town is exempt from payment of prevailing wages, and Quoting Parties should NOT use prevailing wage information in submitting quotes.

(1) COPY CENTER MANAGEMENT

Within the first category, copy center management, the Successful Quoting Party shall run the copy center, which is located in the basement of the Natick Town Hall, 13 East Central Street, Natick, MA 01760. The copy center features two (2) high speed/high volume Ricoh copy machines (currently under separate lease). Unless otherwise instructed, the Successful Quoting Party shall be responsible for operating a Pitney Bowes folder/sorter machine and a mailing machine (currently

under separate lease). The Successful Quoting Party shall assist the Town in maintaining the equipment by placing service calls for all Town copiers and ordering supplies for such machines. It shall assist the Procurement Officer in this regard, as he/she will be required to ensure that any and/all such orders comply with applicable federal, state, and local laws, rules, and regulations.

(2) ON DEMAND PRINTING AND MAILING

Within the second category, on demand printing and mailing, the Successful Quoting Party shall receive requests for large volume copying/printing jobs for all Town Departments, which shall include, without limitation, the Natick Town Clerk's Office, the Natick Finance Department's Office, the Natick Town Treasurer/Collector's Office, the Natick Health Department, the Natick Office of Community Development, the Office of the Natick Board of Selectmen/Town Administrator, the Natick Department of Public Works, the Natick Office of Community Services, the Natick Police Department, the Natick Fire Department, the Morse Institute Library in Natick, and the Natick Public Schools.

The Successful Quoting Party shall print all Finance Committee books in preparation for spring and fall annual and special Town Meetings held in Natick. It shall print and bind other materials, as required by the Town, on a requested basis.

The Successful Quoting Party shall print all water/sewer bills for the Town of Natick. It shall also use the existing mailer/sorters to ensure that such bills are prepared for distribution to water and sewer ratepayers in the Town of Natick.

(3) COURIER AND MAIL MANAGEMENT SERVICES

The Successful Quoting Party shall be responsible for collecting mail at all Town Departments, including the Natick Public Schools, in all buildings specified below. It shall be responsible for collecting mail, upon a schedule that is mutually acceptable to both the Successful Quoting Party and the Town. It shall sort mail received from the United States Postal Service, collate the same, and shall distribute the same, all upon a daily basis from all Town departments, including the Natick Public Schools, at the various locations specified herein.

The Successful Quoting Party shall also collect, receive, and deliver inter-office mail between and among all Town departments, including the Natick Public Schools, at the Town/School buildings specified herein. It shall perform all such tasks on a daily basis.

The Successful Quoting Party shall pick up all mail daily waiting for the Town of Natick at the United States Post Office on Common Street, Natick. It shall deliver mail at the end of the day to the same.

(4) OTHER SERVICES

The Successful Quoting Party shall keep all logs pertaining to its services. It shall arrange service calls for all equipment that it uses (the high speed copiers and mailing equipment). It shall work with the Town Administrator or his/her designee to ensure that services are delivered in an efficient and professional manner.

It shall work with the Natick Procurement Office to order all supplies for the Town and the Natick Public Schools.

It shall also print all letterheads, business cards, and envelopes for all Town of Natick departments, including the Natick Public Schools.

It shall perform all other functions for managed print services as requested by the Town and the Natick Public Schools.

General Expectations for all services:

As a vendor on ITS69, the Successful Quoting Party shall:

- A. Be an organization with local sales, service, and decision-making capabilities.
- B. Provide rates fixed for the term of the contract. No third party financial institutions shall interfere with the performance of the Successful Quoting Party's duties under any contract awarded pursuant to this Request for Quotes.
- C. Offer continuous program monitoring and customized reporting to evaluate performance.
- D. Track output quantities and size of all print jobs.
- E. Demonstrate an ability to satisfy end users' whole copying needs.
- F. Provide mail services to include accepting, sorting, and delivery of all internal and external mail.
- G. Offer courier service daily from Town Hall to other Town agencies. The Successful Quoting Party shall provide insured a commercially-insured van service to satisfy this requirement.
- H. Provide a total program customized to meet the specific program requirements of the Town of Natick.

Locations to be Serviced:

Mail delivery and courier service shall be provided at the following locations:

1. Natick Town Hall
13 East Central Street

Natick, MA 01760

2. Natick Police Station

20 East Central Street

Natick, MA 01760

3. Natick Fire Station

22 East Central Street

Natick, MA 01760

4. Morse Institute Library

14 East Central Street

Natick, MA 01760

5. Community Senior Center

117 East Central Street

Natick, MA 01760

6. East School/Oak Street Building

90 Oak Street

Natick, MA 01760

7. Department of Public Works

75 West Street

Natick, MA 01760

8. Cole Recreation Center

179 Boden Lane

Natick, MA 01760

9. Natick High School/Natick Preschool

15 West Street

Natick, MA 01760

10. Wilson Middle School

22 Rutledge Road

Natick, MA 01760

11. Kennedy Middle School

165 Mill Street

Natick, MA 01760

12. Lilja Elementary School

41 Bacon Street

Natick, MA 01760

13. Johnson Elementary School

99 South Main Street

Natick, MA 01760

14. Brown Elementary School

One Jean Burke Drive

Natick, MA 01760

15. Bennett-Hemenway Elementary School

22 Evergreen Road

Natick, MA 01760

16. Memorial Elementary School

107 Eliot Street

Natick, MA 01760

17. NO REGULAR DELIVERY, BUT ON AN AS NEEDED BASIS

Bacon Free Library

58 Eliot Street

Natick, MA 01760

18. NO REGULAR DELIVERY, BUT ON AN AS NEEDED BASIS

Natick Community Organic Farm

117 Eliot Street

Natick, MA 01760

B. Successful Quoting Party's Personnel

The Successful Quoting Party's personnel shall be adequately trained by the Successful Quoting Party, shall be experienced in the copy center management trade, and shall be of good moral character. All of the Successful Quoting Party's employees assigned shall pass Criminal Offender Record Information (including SAFIS/fingerprint screening for those performing work in a school building) and Sex Offender Record Information Screening.

The Successful Quoting Party shall provide the Town with the following information:

1. Name, business address, telephone, and cell phone numbers of the president and foreman.
2. Name, address, and telephone number of all employees assigned to the Town of Natick's buildings. The Successful Quoting Party will update this list whenever there is a change in personnel.

The Successful Quoting Party shall provide services as an independent contractor with the Town of Natick, and the Successful Quoting Party and its employees shall not be entitled to receive any benefits of employment with the Town of Natick, including, without limitation, salary, overtime, vacation pay, holiday pay, health insurance, life insurance, pension, or deferred compensation.

While on duty, the Successful Quoting Party's personnel shall wear insignia identifying themselves as employees of the Successful Quoting Party. Such insignia shall be provided at the Successful Quoting Party's sole cost and expense.

The Successful Bidder shall furnish two (2) full time employees to perform the above services. It shall schedule employees from 8:00 A.M. local time to 5:00 P.M., local time, Monday through Friday, for every day Town Hall is open. The Successful Quoting Party shall observe the holidays listed below and shall not be compensated or otherwise paid for the following holidays:

New Year's Day

Labor Day

Martin Luther King Day	Columbus Day
Presidents' Day	Veterans' Day
Patriots' Day	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas

C. Scheduling Work

1. The Successful Quoting Party shall schedule work to include routines specified by the Town of Natick.
2. The Successful Quoting Party shall alter scheduling per the Natick Town Administrator or his/her designee without additional cost.
3. The Successful Quoting Party shall instruct all of its employees to use the "sign in/out" sheet daily within the Town of Natick. Nothing associated with such a sign in/out sheet shall be evidence of an intent by the Town of Natick to employ such individuals.

D. Method of Operation

1. The Successful Quoting Party shall perform according to the latest industry methods in Eastern Massachusetts. It shall comply with all federal, state, and local laws, rules, and regulations. It shall furnish the Town with any and all insurance maintained, as required, under ITS69. It shall add the Town of Natick, as required, as an additional insured on any/all commercial general liability, automobile liability, and excess/umbrella liability insurance maintained by the Successful Quoting Party.
2. All of the Successful Quoting Party's personnel shall enter and leave by an assigned entrance.
3. The Successful Quoting Party shall notify in writing the Town Administrator or his/her designee within twenty-four (24) hours of any occurrence or conditions within the building that interfere with the full performance of the Contract.
4. Any and all problems and /or complaints of a minor nature or similar isolated incidences shall be handled directly between the Successful Quoting Party and the Town.

5. All meetings or inspections required or desired between the Successful Quoting Party and the Town Administrator or his/her designee shall take place between the hours of 8:00 A.M. - 4:00 P.M., Monday through Friday.
6. A list of emergency numbers shall be maintained at by Town Hall and by the Successful Quoting Party. This list shall include all of the Successful Quoting Party's personnel.

III. COMPLIANCE WITH LAWS

The Successful Quoting Party shall comply with all provisions of Federal, Massachusetts and Town of Natick law applicable to its work including, without limitation, statutes, by-laws, rules, regulations, orders and directives, as amended, and including, without limitation, the Williams-Steiger Occupational Safety and Health Act, as amended, and related regulations, as amended, in effect throughout the term of this Lease and any extension or renewal thereof. Without limitation, the Successful Quoting Party shall comply with the applicable provisions of Chapter 149, Section 26 to 27D of the Massachusetts General Laws (M.G.L.), as amended, and with all applicable minimum prevailing wage rates as determined by the Massachusetts Commissioner of Labor and Industries. Any Contract shall be considered to include in their entirety all terms respecting workers' compensation insurance and other terms required to be included in it by Chapter 152 of the Massachusetts General Laws, as amended, and any other laws, as though such terms were set forth in their entirety herein.

IV. INSURANCE

The Successful Quoting Party shall keep in force throughout the term of the Contract and any extension or renewal thereof the amount of insurance mandated by ITS69, which is a part of this RFQ and is incorporated herein by reference. Without limitation of other requirements of this RFQ, no Contract shall be entered into by the parties unless the Successful Quoting Party complies with all applicable insurance requirements, including, without limitation, the requirement to submit endorsements or riders which include the required language concerning notice of cancellation or amendment of any and all insurance policies required under the Contract, and which include the required language mandating that the Town shall be named as an additional insured on the required policies of commercial general liability insurance, automobile liability insurance, and excess liability insurance, umbrella form.

V. INDEMNIFICATION

The Successful Quoting Party shall assume the indemnification responsibilities described in the Contract which is a part of this RFQ and is incorporated herein by reference.

VI. INDEPENDENT CONTRACTOR STATUS

The Successful Quoting Party shall provide services as an independent contractor with the Town, and not as an employee of the Town, and the Successful Quoting Party and its employees shall not be entitled to receive any benefits of employment with the Town of Natick, including without limitation salary, overtime, vacation pay, holiday pay, health insurance, life insurance, pension or deferred compensation.

VII. CRIMINAL BACKGROUND SCREENING

For each employee of the Successful Quoting Party who is performing services under any Contract awarded by the Town of Natick, the Successful Quoting Party shall, subject to its confidentiality and privacy obligations owing to its employees and third parties, provide a written confirmation to the Town that such employee passed the Successful Quoting Party's pre-employment criminal background screen. In the event that any employee refuses to permit the Successful Quoting Party to provide such information to the Town, the Successful Quoting Party shall not assign such employee to perform services for the Town, and such employee shall not be authorized to perform services for the Town. The Town shall be permitted to keep such information in its files.

VIII. USE OF ALCOHOL AND CONTROLLED AND/OR MOOD ALTERING SUBSTANCES PROHIBITED

The use of alcoholic beverages, narcotics, and controlled and/or mood altering substances, except for current valid, legal prescriptions, by any officer, employee, agent, or representative of the Successful Quoting Party is prohibited on Town of Natick property which is the subject matter of this RFQ and during all hours of work under any contract with the Town. If any officer, employee, agent, or representative of the Successful Quoting Party violates the foregoing provision, the Town of Natick shall have the right to order that such officer, employee, agent, or representative of the Successful Quoting Party shall not be permitted to return to work under any contract with the Town. Under such circumstances, the Successful Quoting Party shall promptly remove the subject officer, employee, agent, or representative from the job site and shall not permit the subject officer, employee, agent, or representative to perform further work in conjunction with any contract with the Town.

IX. NO SMOKING/USE OF TOBACCO PRODUCTS

Pursuant to M.G.L. c. 270, §22, the Commonwealth of Massachusetts Smoke-free Workplace Law, the Successful Quoting Party, its officers, employees, agents, and representatives are prohibited from smoking tobacco products, or any non-tobacco products designed to be combusted or inhaled, in any public building.

TOWN OF NATICK**QUOTE FORM**

The undersigned Quoting Party hereby submits a quote for the procurement of Copy Center Management and Associated Services in Natick.

The undersigned Quoting Party acknowledges addenda numbered 1,2,3,4, III, IV, V, VI, VII, VIII, IX (list all addenda, i.e., 1, 2, 3, etc.)

Printed Name of Quoting Party:

Ricoh USA, Inc.

Address:

1 Federal Street Boston, MA 02110

Total lump sum fee: \$11,391.37 Eleven thousand, three hundred ninety one dollars and thirty seven cents per month (Write out in both words and numbers.)

The undersigned certifies, under penalties of perjury, that this Quote has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.

Pursuant to Massachusetts General Laws (M.G.L.) c. 62C, §49A, I certify under the penalties of perjury that the Quoting Party named below has complied with all laws of the Commonwealth of Massachusetts pertaining to the payment of taxes, to the reporting of employees and contractors, and to the withholding and remitting of child support.

The Quoting Party has not given, offered, or agreed to give any gift, contribution, or offer of employment as an inducement for, or in connection with, the award of a Contract pursuant to

this RFQ. No consultant to, or subcontractor for, the Quoting Party has given, offered, or agreed to give any gift, contribution, or offer of employment to the Quoting Party, or to any other person, corporation, or entity as an inducement for, or in connection with, the award to the consultant or subcontractor of a Contract by the Quoting Party. No person, corporation, or other entity, other than a bona fide full time employee of the Quoting Party has been retained or hired to solicit for or in any way assist the Quoting Party in obtaining a Contract pursuant to this RFQ upon an agreement or understanding that such person, corporation or entity be paid a fee or other compensation contingent upon the award of a Contract to the Quoting Party. The Quoting Party understands that the Massachusetts Conflict of Interest Law, Chapter 268A of the Massachusetts General Laws (M.G.L.), applies to the Quoting Party and its officers, employees, agents, subcontractors, and affiliated entities with respect to the transaction outlined in the Request for Quotes. The Quoting Party understands that the Quoting Party and its officers, employees, agents, subcontractors, and affiliated entities, shall not participate in any activity which constitutes a violation of the Massachusetts Conflict of Interest Law or which creates an appearance of a violation of the Massachusetts Conflict of Interest Law.

The Quoting Party hereby certifies that it is in compliance with and shall remain in compliance with Massachusetts General Laws (M.G.L.) Chapter 151B and shall not discriminate on any prohibited basis outlined therein. The Quoting Party also hereby certifies that it shall comply with any and all applicable Supplier Diversity Office (SDO) thresholds that have been established in conjunction with this Request for Quotes.

The Quoting Party hereby certifies that it is presently not debarred, suspended, or otherwise prohibited from practice by any federal, state, or local agency, and that, should any proceeding arise in which it is debarred, suspended, or otherwise prohibited from practice by any federal, state, or local agency, the Quoting Party shall inform the Town of Natick within one (1) business day of such debarment, suspension, or prohibition from practice.

The Town intends to award one (1) contract, if at all, to the responsible and responsive Party providing the lowest overall quote to provide the services enumerated in this RFQ.



Authorized Signature

John Turcins

Printed Name

Managing Director, VP Sales

Printed Title

May 1, 2019

Date

Full Legal Name: John Turcins

Officers of Corporation and Addresses

Joji Tokunaga - President and CEO

Sven Adler - SVP, CFO and Treasurer

William LaSalle - SVP, General Counsel and Secretary

Yuji Kikuta – Assistant Treasurer

Jessica Cicali – Assistant Secretary

State of Incorporation: Ohio

Principal Place of Business _____

70 Valley Stream Parkway

Malvern, PA 19355

Tel. 610-296-8000

Qualified in Massachusetts Yes X No _____

Principal Place of Business in MA 1 Federal Street Boston, MA 02110

ATTACHMENT
FORM OF CONTRACT – P.O. ITS69

(SEE ATTACHED DOCUMENT.)

APPENDIX _RICOH SERVICE EXCELLENCE

RICOH SERVICE EXCELLENCESM – THE FIRST STEP IN A BROADER METHODOLOGY

Ricoh Service Excellence is an award-winning service methodology that is key to our success. It drives the quality, performance and delivery of each and every one of our on-site engagements. It is designed to improve the total customer experience by focusing on the customer, enhancing performance, fostering bilateral communication, and ultimately driving proactive innovation.

Ricoh Service Excellence is recognized as a leading methodology for "Improving the Customer Experience" by the Information Technology Services Marketing Association (ITSMA).

FIVE FUNDAMENTAL AREAS OF FOCUS

- 1. Customer Analysis and Solutions:**
Building a customized blueprint for success



- 2. Implementation Process:**
Making that blueprint a reality



- 3. Operations and Best Practices:**
Delivering excellence every day



- 4. All Star Employee Systems:**
Empowering employees to excel



- 5. Customer Strategy and Communication:**
Maintaining a current and effective document strategy

A FLEXIBLE AND MODULAR APPROACH

The areas of analysis included in this document reference multiple levels of effort that allow our clients to choose service deliverables that are consistent with their business initiatives. Each module includes a "core study area", with additional options for more in-depth, fee-based discovery and analysis. This flexible approach to our assessment services insures the proper level of analysis to support your business decisions.

Monthly Operations Review

The Monthly Operations Review (MOR) tracks and reports site activity and supports the Quarterly Strategy Meeting (QSM) and Annual Executive Strategy (AES). It summarizes the production and service statistics of our performance including key performance indicators defined during the Annual Customer Strategy Review, key issues and action plans to resolve these issues and financial elements such as invoice review and cost-cutting measures. We will present this report to the designated Wellesley College contact during regularly scheduled monthly management meetings.

The MOR includes the following key components:

- Executive Summary
- Commitment Action Document—an ongoing management tool which provides a rolling 12-month documentation of all issues directly affecting the customer, how each item is brought to closure, who is involved and the timeline involved

Charts and graphs illustrating performance statistics, such as (but not limited to):

- Key performance indicators
- Cost savings
- Copy Center and convenience copier volume
- Copy / Print volume
- Copy job requests
- Rush copy jobs
- Total service clicks
- Total waste clicks
- Percent of jobs delivered on time
- Percent of jobs delivered accurately
- Postage cost
- Inbound / Outbound USPS mail volume
- Inbound / Outbound accountable mail volume
- Express mail cost
- Incoming / Outgoing fax volume
- A list of items tracked and reported

We can customize the MOR with additional metrics, depending upon the services and/or products provided.

Customer Satisfaction and Loyalty

Customer satisfaction is a critical component of Ricoh's Customer First culture. Our ongoing effort to improve customer satisfaction includes listening to and analyzing customer feedback. Recently, our Technology Services team received the NorthFace ScoreBoard Award ^(SM) from Omega Management Group Corp. for customer satisfaction. This annual award recognizes organizations that achieve excellence in customer satisfaction and loyalty—as rated solely by their own customers—and “not only offer exemplary service to their customers but also center their existence on a deep commitment to exceeding customer expectations.”

Ricoh's award is based on the Voice of the Customer satisfaction ratings for our Technology Services function, which includes our call center, MyRicoH self-service site and our field service technicians. Omega's methodology measures customer satisfaction and loyalty levels on a 5-point scale (or equivalent) at least four times during the year in such categories as technical support, field service, customer service and account management. Award recipients achieve a 4.0 or above out of a possible 5.0 or equivalent.

Customer loyalty means more than just customer satisfaction—it is not just about how well we have pleased our customers in the past, but about how we can understand our customers' stated requirements and implicit needs to ensure that we continually provide increased value in the future.

Ricoh strives to create a culture in which our customers' input is a key part of our decision-making. This input is leveraged to support sound decisions and help us to develop innovative, high-value products and services. In quality terms, the discipline of customer loyalty is embodied in our Customer First Program, which gathers and analyzes data from various customer “Listening Posts.” Through this data, we gain insights that help us craft long-term strategies and identify any short-term issues. Our objective is to understand our competitive position, both in terms of risk and in terms of advantage, allowing Ricoh to continuously improve its customer solutions and services.

Customer Satisfaction Surveys

To evaluate the quality of our products, services and support, and to measure our performance against established standards, Ricoh distributes various satisfaction surveys to its customers. These surveys are provided on a periodic basis—transactional, quarterly or annually.

Through our ongoing effort to improve customer satisfaction, we survey a sample of our customers each quarter to measure customer loyalty and overall satisfaction. The survey is conducted by our Customer Excellence team, which is part of our Corporate Process Improvement organization. Results of the quarterly study are shared with executive and field management teams to drive overall process improvement and address individual customer concerns. A loyalty index is measured and tracked based on questions related to overall satisfaction, willingness to recommend and willingness to repurchase. Sample survey questions include the following:

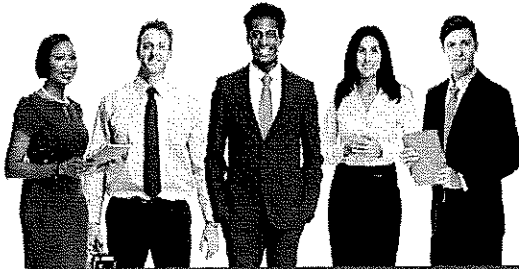
RICOH								
Thinking about all your experiences with Ricoh and using the 1 to 9 scale where 1 equals "extremely dissatisfied", 5 equals "satisfied" and 9 equals "extremely satisfied", how satisfied are you with Ricoh?								
Extremely Dissatisfied	2	3	4	Satisfied	6	7	8	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you were in the market to purchase or lease a printer, copier, MFP or network solution, how likely would you be to repurchase from Ricoh? Please use a scale of 1 to 9 scale where 1 equals "definitely would not", 5 equals "might or might not" and 9 equals "definitely would"								
Definitely Would Not	2	3	4	Might or Might Not	6	7	8	Definitely Would
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to recommend Ricoh to a business colleague?								
Definitely Would Not	2	3	4	Might or Might Not	6	7	8	Definitely Would
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quarterly Customer Loyalty Study

Each quarter, a customer loyalty study is deployed to a random sample of Ricoh accounts. Contacts for the survey are sourced from our CRM tool, with a focus on decision-makers. This brief survey is used to gauge our customer loyalty over time, measure functional satisfaction and drive improvements at the enterprise level and address account-specific concerns. Customers who need immediate attention based on survey responses are contacted by Customer Excellence. Survey results are also uploaded in real time to our CRM tool. Survey results are shared with various business leaders, and results are reported by customer segment, industry and geography. Survey questions include:

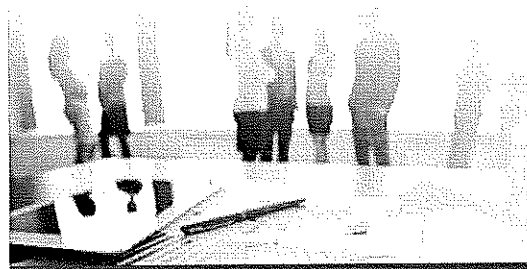
- Customer Loyalty
- Customer Experience
- Company Perceptions
- Functional Satisfaction
- Open Ended

Ricoh Services Value



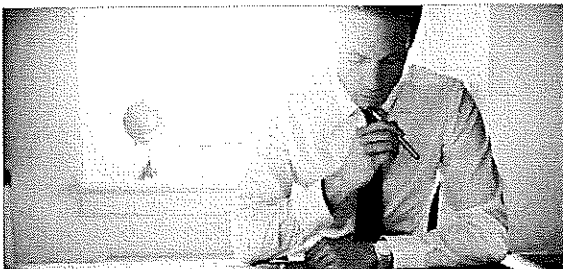
Consulting

Through our consultative approach and lean analytical insight, we will assess your current challenges and provide your organization with opportunities to maximize operational efficiency. Our team can help you navigate through today's ever-changing competitive landscape and help you improve processes, develop and implement mobile & paperless strategies, meet compliance requirements and ensure success through change management.



Industry Expertise

With the ability to leverage our main areas of expertise and intellectual property, we can help you solve your business challenges through people, processes and technology. The digital shift is transforming the way people work, and businesses have to move fast to keep up. We help align with these changes with our industry experts, as they understand the challenges and dynamics of your industry.



Enterprise Account Operations

This team serves as an operational single point of contact for US & Global operations. These experts focus on strategically aligning services, managing process operations, assisting in realizing contractual obligations and changing business needs for continuous service improvement.



Service Excellence

Ricoh Service Excellence was built from our customer's perspective and is a methodology that drives the quality, performance and delivery of every one of our Managed Service engagements. It is a blueprint on how we deliver excellent service to you and it tells us how to improve and advance our services, at different stages of the customer relationship.



Ricoh USA, Inc. 70 Valley Stream Parkway, Malvern PA 19355 | 1-800-63-RICOH

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Bryan Leblanc <bleblanc@natickma.org>

Request for Quotes/ Copy Center Management Services/ Operational Services Division OSD CONTRACT ITS69

5 messages

Bryan Leblanc <bleblanc@natickma.org>

Wed, Apr 24, 2019 at 4:44 PM

To: Bryan Leblanc <bleblanc@natickma.org>, "Bill Chenard," <chenard@natickma.org>

Bcc: mike.pallotta@ricoh-usa.com, CLeotsakos@nwnit.com, yvonne.hickey@xerox.com

Good afternoon.

Please see the attached request for quotes. We look forward to receiving your quote on or before May 3, 2019, at 11:00 A.M. Thank you for your interest!!!

Very truly yours,

Bryan Le Blanc

--

Bryan R. Le Blanc
Procurement Officer
Town of Natick
75 West Street
Natick, MA 01760
bleblanc@natickma.org
(508)-647-6438



Copy Center RFQ 042419.pdf
532K**Bryan Leblanc** <bleblanc@natickma.org>

Wed, Apr 24, 2019 at 4:45 PM

To: "Bill Chenard," <chenard@natickma.org>

Bill: Dave said that the Farm and the Bacon Library use courier, but only on demand. No regular delivery occurs.

-Bryan

BCC were:
mike.pallotta@ricoh-usa.com,
CLeotsakos@nwnit.com,
yvonne.hickey@xerox.com

----- Forwarded message -----

From: **Bryan Leblanc** <bleblanc@natickma.org>

Date: Wed, Apr 24, 2019 at 4:44 PM

Subject: Request for Quotes/ Copy Center Management Services/ Operational Services Division OSD CONTRACT ITS69

To: Bryan Leblanc <bleblanc@natickma.org>, Bill Chenard, <chenard@natickma.org>

Good afternoon.

Please see the attached request for quotes. We look forward to receiving your quote on or before May 3, 2019, at 11:00 A.M. Thank you for your interest!!!

Very truly yours,

Bryan Le Blanc

--
Bryan R. Le Blanc
Procurement Officer
Town of Natick
75 West Street
Natick, MA 01760
bleblanc@natickma.org
(508)-647-6438

--
Bryan R. Le Blanc
Procurement Officer
Town of Natick
75 West Street
Natick, MA 01760
bleblanc@natickma.org
(508)-647-6438

 **Copy Center RFQ 042419.pdf**
532K

chenard <chenard@natickma.org>
To: Bryan Leblanc <bleblanc@natickma.org>

Wed, Apr 24, 2019 at 7:11 PM

Bryan,
Section I second paragraph has double "marked". Looks good other than that.
Bill

Sent from my Sprint Samsung Galaxy S8+.

----- Original message -----

From: Bryan Leblanc <bleblanc@natickma.org>
Date: 4/24/19 4:45 PM (GMT-05:00)
To: "Bill Chenard," <chenard@natickma.org>
Subject: Fwd: Request for Quotes/ Copy Center Management Services/ Operational Services Division OSD CONTRACT ITS69

Bill: Dave said that the Farm and the Bacon Library use courier, but only on demand. No regular delivery occurs.

-Bryan

BCC were:
mike.pallotta@ricoh-usa.com,
CLEotsakos@nwnit.com,
yvonne.hickey@xerox.com

----- Forwarded message -----

From: **Bryan Leblanc** <bleblanc@natickma.org>
Date: Wed, Apr 24, 2019 at 4:44 PM
Subject: Request for Quotes/ Copy Center Management Services/ Operational Services Division OSD CONTRACT ITS69
To: Bryan Leblanc <bleblanc@natickma.org>, Bill Chenard, <chenard@natickma.org>

Good afternoon.

Please see the attached request for quotes. We look forward to receiving your quote on or before May 3, 2019, at 11:00 A.M. Thank you for your interest!!!

Very truly yours,

Bryan Le Blanc

--

Bryan R. Le Blanc
Procurement Officer
Town of Natick
75 West Street
Natick, MA 01760
bleblanc@natickma.org
(508)-647-6438

--

Bryan R. Le Blanc
Procurement Officer
Town of Natick
75 West Street
Natick, MA 01760
bleblanc@natickma.org
(508)-647-6438

Bryan Leblanc <bleblanc@natickma.org>

Thu, Apr 25, 2019 at 4:09 AM

To: "Bill Chenard," <chenard@natickma.org>, Bryan Leblanc <bleblanc@natickma.org>

Bcc: mike.pallotta@ricoh-usa.com, CLeotsakos@nwnit.com, yvonne.hickey@xerox.com

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--

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75 West Street
Natick, MA 01760
bleblanc@natickma.org

- (508)-647-6438

2 attachments**ITS69 Request for Quotes 041719.docx**

40K

**ITS69 PO 041819.pdf**

90K

Bryan Leblanc <bleblanc@natickma.org>
To: chenard <chenard@natickma.org>

Thu, Apr 25, 2019 at 4:09 AM

Thanks!

On Wed, Apr 24, 2019 at 7:11 PM chenard <chenard@natickma.org> wrote:

Bryan,
Section I second paragraph has double "marked". Looks good other than that.
Bill

Sent from my Sprint Samsung Galaxy S8+.

----- Original message -----

From: Bryan Leblanc <bleblanc@natickma.org>

Date: 4/24/19 4:45 PM (GMT-05:00)

To: "Bill Chenard," <chenard@natickma.org>

Subject: Fwd: Request for Quotes/ Copy Center Management Services/ Operational Services Division OSD CONTRACT ITS69

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CLeotsakos@nwnit.com,

yvonne.hickey@xerox.com

----- Forwarded message -----

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Date: Wed, Apr 24, 2019 at 4:44 PM

Subject: Request for Quotes/ Copy Center Management Services/ Operational Services Division OSD CONTRACT ITS69

To: Bryan Leblanc <bleblanc@natickma.org>, Bill Chenard, <chenard@natickma.org>

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Very truly yours,

Bryan Le Blanc

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Procurement Officer
Town of Natick
75 West Street

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bleblanc@natickma.org
(508)-647-6438

--

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(508)-647-6438

**Town of Natick
Natick, Massachusetts**

Request for Quotes

for

the Procurement of Copy Center Management Services

**QUOTES DUE:
May 3, 2019, 11:00 A.M. LOCAL TIME**

Late Quotes Will Be Rejected

DELIVER COMPLETED QUOTES TO:

Procurement Officer
Natick Department of Public Works Building
Second Floor
75 West Street
Natick, MA 01760.

I. INTRODUCTION

The Town of Natick, Natick Town Hall, 13 East Central Street, Natick, MA 01760 (“the Town”), solicits quotes for Copy Center Management and Associated Services in Natick. For a full description of the scope of services, please refer to Section II (A) of the Request for Quotes (“RFQ”).

Each Quoting Party’s quote marked “Quote for Copy Center Management and Associated Services,” will be received until **11:00 A.M. local time, May 3, 2019**, and will be received at this address:

Procurement Office
Natick Department of Public Works Building
Second Floor
75 West Street
Natick, MA 01760.

Each Quoting Party’s name, address and contact phone number shall be clearly visible from the outside of each sealed envelope. The clock in Procurement Office shall be considered official. No Quotes received after the date and time specified in the previous paragraph shall be accepted. No faxed Quotes shall be accepted. Conditional Quotes will not be accepted. If the Procurement Office is closed due to weather or other emergency, the deadline for receipt of Quotes shall be extended until 11:00 A.M. local time on the next business day that the Procurement Office is open.

Quotes may also be received by email at bleblanc@natickma.org.

Each Quote shall be submitted in accordance with the Submission Requirements in order to be considered for award. Any Quote submitted shall be binding for sixty (60) days subsequent to the time of the opening of Quotes.

The Town **will not** reimburse Quoting parties for any costs incurred in preparing Quotes in response to this RFQ. Submission of a Quote shall be conclusive evidence that the Quoting Party has examined this RFQ and is familiar with terms of this RFQ and all provisions of the contract included with this RFQ. Upon finding any omissions or discrepancy in this RFQ, each Quoting Party shall notify the Town immediately so that any necessary addenda may be issued. Failure of a Quoting Party to investigate completely the RFQ and/or to be thoroughly familiar with this RFQ shall in no way relieve any such Quoting Party from any obligation with respect to the Quote. By submission of a Quote, the Quoting Party further indicates acceptance of all terms and conditions of this RFQ.

II. BACKGROUND

A. Scope of Services

Pursuant to Commonwealth of Massachusetts Operational Services Division (OSD) Contract ITS69, the Town seeks quotes from responsible and eligible firms/entities/persons to provide copy center management and associated services for the Town of Natick.

The Successful Quoting Party shall be responsible for several principal categories of work, which shall include, but which shall not be necessarily limited to, the following: (1) copy center management; (2) on-demand printing and mailing; (3) courier and mail management services; and (4) various other tasks. The Successful Quoting Party shall manage all multifunctional devices for convenience and copy center functions and other equipment necessary to provide the listed services.

The copy center duties shall include, but shall not be limited to, the following: management of a database for information/billing by department, furnishing of preventative maintenance, troubleshooting all equipment, and placing service calls as necessary. A volume of approximately 403,415 impressions per quarter is projected to service all staff and administrative employees of Town departments, including the Natick Public Schools. Mail services shall include, but shall not be limited to, accepting, sorting, and delivery. The Successful Quoting Party shall provide a daily courier service, which shall include a courier van, between Town Hall and other Town agencies.

Two (2) full time employees shall be provided to manage and staff the copy center, for operating hours of 8:00 A.M. to 5:00 P.M., Monday through Friday.

The term of any contract awarded by the Town pursuant to this RFQ shall commence as of the date of award, and shall end on July 31, 2020, so as to coincide with the termination date of ITS69. Notwithstanding any provision of ITS69, the Town reserves the right to terminate the terms of any contract awarded pursuant to its terms for termination, upon thirty (30) days prior written notice to the Contractor. The Town is exempt from payment of prevailing wages, and Quoting Parties should NOT use prevailing wage information in submitting quotes.

(1) COPY CENTER MANAGEMENT

Within the first category, copy center management, the Successful Quoting Party shall run the copy center, which is located in the basement of the Natick Town Hall, 13 East Central Street, Natick, MA 01760. The copy center features two (2) high speed/high volume Ricoh copy machines (currently under separate lease). Unless otherwise instructed, the Successful Quoting Party shall be responsible for operating a Pitney Bowes folder/sorter machine and a mailing machine (currently under separate lease). The Successful Quoting Party shall assist the Town in maintaining the equipment by placing service calls for all Town copiers and ordering supplies for such machines. It shall assist the Procurement Officer in this regard, as he/she will be required to ensure that any and/all such orders comply with applicable federal, state, and local laws, rules, and regulations.

(2) ON DEMAND PRINTING AND MAILING

Within the second category, on demand printing and mailing, the Successful Quoting Party shall receive requests for large volume copying/printing jobs for all Town Departments, which shall include, without limitation, the Natick Town Clerk's Office, the Natick Finance Department's Office, the Natick Town Treasurer/Collector's Office, the Natick Health Department, the Natick Office of Community Development, the Office of the Natick Board of Selectmen/Town Administrator, the Natick Department of Public Works, the Natick Office of Community Services, the Natick Police Department, the Natick Fire Department, the Morse Institute Library in Natick, and the Natick Public Schools.

The Successful Quoting Party shall print all Finance Committee books in preparation for spring and fall annual and special Town Meetings held in Natick. It shall print and bind other materials, as required by the Town, on a requested basis.

The Successful Quoting Party shall print all water/sewer bills for the Town of Natick. It shall also use the existing mailer/sorters to ensure that such bills are prepared for distribution to water and sewer ratepayers in the Town of Natick.

(3) COURIER AND MAIL MANAGEMENT SERVICES

The Successful Quoting Party shall be responsible for collecting mail at all Town Departments, including the Natick Public Schools, in all buildings specified below. It shall be responsible for collecting mail, upon a schedule that is mutually acceptable to both the Successful Quoting Party and the Town. It shall sort mail received from the United States Postal Service, collate the same, and shall distribute the same, all upon a daily basis from all Town departments, including the Natick Public Schools, at the various locations specified herein.

The Successful Quoting Party shall also collect, receive, and deliver inter-office mail between and among all Town departments, including the Natick Public Schools, at the Town/School buildings specified herein. It shall perform all such tasks on a daily basis.

The Successful Quoting Party shall pick up all mail daily waiting for the Town of Natick at the United States Post Office on Common Street, Natick. It shall deliver mail at the end of the day to the same.

(4) OTHER SERVICES

The Successful Quoting Party shall keep all logs pertaining to its services. It shall arrange service calls for all equipment that it uses (the high speed copiers and mailing equipment). It shall work with the Town Administrator or his/her designee to ensure that services are delivered in an efficient and professional manner.

It shall work with the Natick Procurement Office to order all supplies for the Town and the Natick Public Schools.

It shall also print all letterheads, business cards, and envelopes for all Town of Natick departments, including the Natick Public Schools.

It shall perform all other functions for managed print services as requested by the Town and the Natick Public Schools.

General Expectations for all services:

As a vendor on ITS69, the Successful Quoting Party shall:

- A. Be an organization with local sales, service, and decision-making capabilities.
- B. Provide rates fixed for the term of the contract. No third party financial institutions shall interfere with the performance of the Successful Quoting Party's duties under any contract awarded pursuant to this Request for Quotes.
- C. Offer continuous program monitoring and customized reporting to evaluate performance.
- D. Track output quantities and size of all print jobs.
- E. Demonstrate an ability to satisfy end users' whole copying needs.
- F. Provide mail services to include accepting, sorting, and delivery of all internal and external mail.

- G. Offer courier service daily from Town Hall to other Town agencies. The Successful Quoting Party shall provide insured a commercially-insured van service to satisfy this requirement.
- H. Provide a total program customized to meet the specific program requirements of the Town of Natick.

Locations to be Serviced:

Mail delivery and courier service shall be provided at the following locations:

- 1. Natick Town Hall
13 East Central Street
Natick, MA 01760
- 2. Natick Police Station
20 East Central Street
Natick, MA 01760
- 3. Natick Fire Station
22 East Central Street
Natick, MA 01760
- 4. Morse Institute Library
14 East Central Street
Natick, MA 01760
- 5. Community Senior Center
117 East Central Street
Natick, MA 01760
- 6. East School/Oak Street Building
90 Oak Street
Natick, MA 01760
- 7. Department of Public Works
75 West Street
Natick, MA 01760
- 8. Cole Recreation Center
179 Boden Lane

Natick, MA 01760

9. Natick High School/Natick Preschool

15 West Street

Natick, MA 01760

10. Wilson Middle School

22 Rutledge Road

Natick, MA 01760

11. Kennedy Middle School

165 Mill Street

Natick, MA 01760

12. Lilja Elementary School

41 Bacon Street

Natick, MA 01760

13. Johnson Elementary School

99 South Main Street

Natick, MA 01760

14. Brown Elementary School

One Jean Burke Drive

Natick, MA 01760

15. Bennett-Hemenway Elementary School

22 Evergreen Road

Natick, MA 01760

16. Memorial Elementary School

107 Eliot Street

Natick, MA 01760

17. NO REGULAR DELIVERY, BUT ON AN AS NEEDED BASIS

Bacon Free Library

58 Eliot Street

Natick, MA 01760

18. NO REGULAR DELIVERY, BUT ON AN AS NEEDED BASIS

Natick Community Organic Farm
117 Eliot Street
Natick, MA 01760.

B. Successful Quoting Party's Personnel

The Successful Quoting Party's personnel shall be adequately trained by the Successful Quoting Party, shall be experienced in the copy center management trade, and shall be of good moral character. All of the Successful Quoting Party's employees assigned shall pass Criminal Offender Record Information (including SAFIS/fingerprint screening for those performing work in a school building) and Sex Offender Record Information Screening.

The Successful Quoting Party shall provide the Town with the following information:

1. Name, business address, telephone, and cell phone numbers of the president and foreman.
2. Name, address, and telephone number of all employees assigned to the Town of Natick's buildings. The Successful Quoting Party will update this list whenever there is a change in personnel.

The Successful Quoting Party shall provide services as an independent contractor with the Town of Natick, and the Successful Quoting Party and its employees shall not be entitled to receive any benefits of employment with the Town of Natick, including, without limitation, salary, overtime, vacation pay, holiday pay, health insurance, life insurance, pension, or deferred compensation.

While on duty, the Successful Quoting Party's personnel shall wear insignia identifying themselves as employees of the Successful Quoting Party. Such insignia shall be provided at the Successful Quoting Party's sole cost and expense.

The Successful Bidder shall furnish two (2) full time employees to perform the above services. It shall schedule employees from 8:00 A.M. local time to 5:00 P.M., local time, Monday through Friday, for every day Town Hall is open. The Successful Quoting Party shall observe the holidays listed below and shall not be compensated or otherwise paid for the following holidays:

New Year's Day	Labor Day
Martin Luther King Day	Columbus Day
Presidents' Day	Veterans' Day

Patriots' Day
Memorial Day
Independence Day

Thanksgiving Day
Friday after Thanksgiving Day
Christmas.

C. Scheduling Work

1. The Successful Quoting Party shall schedule work to include routines specified by the Town of Natick.
2. The Successful Quoting Party shall alter scheduling per the Natick Town Administrator or his/her designee without additional cost.
3. The Successful Quoting Party shall instruct all of its employees to use the "sign in/out" sheet daily within the Town of Natick. Nothing associated with such a sign in/out sheet shall be evidence of an intent by the Town of Natick to employ such individuals.

D. Method of Operation

1. The Successful Quoting Party shall perform according to the latest industry methods in Eastern Massachusetts. It shall comply with all federal, state, and local laws, rules, and regulations. It shall furnish the Town with any and all insurance maintained, as required, under ITS69. It shall add the Town of Natick, as required, as an additional insured on any/all commercial general liability, automobile liability, and excess/umbrella liability insurance maintained by the Successful Quoting Party.
2. All of the Successful Quoting Party's personnel shall enter and leave by an assigned entrance.
3. The Successful Quoting Party shall notify in writing the Town Administrator or his/her designee within twenty-four (24) hours of any occurrence or conditions within the building that interfere with the full performance of the Contract.
4. Any and all problems and /or complaints of a minor nature or similar isolated incidences shall be handled directly between the Successful Quoting Party and the Town.
5. All meetings or inspections required or desired between the Successful Quoting Party and the Town Administrator or his/her designee shall take place between the hours of 8:00 A.M. - 4:00 P.M., Monday through Friday.
6. A list of emergency numbers shall be maintained at by Town Hall

and by the Successful Quoting Party. This list shall include all of the Successful Quoting Party's personnel.

III. COMPLIANCE WITH LAWS

The Successful Quoting Party shall comply with all provisions of Federal, Massachusetts and Town of Natick law applicable to its work including, without limitation, statutes, by-laws, rules, regulations, orders and directives, as amended, and including, without limitation, the Williams-Steiger Occupational Safety and Health Act, as amended, and related regulations, as amended, in effect throughout the term of this Lease and any extension or renewal thereof. Without limitation, the Successful Quoting Party shall comply with the applicable provisions of Chapter 149, Section 26 to 27D of the Massachusetts General Laws (M.G.L.), as amended, and with all applicable minimum prevailing wage rates as determined by the Massachusetts Commissioner of Labor and Industries. Any Contract shall be considered to include in their entirety all terms respecting workers' compensation insurance and other terms required to be included in it by Chapter 152 of the Massachusetts General Laws, as amended, and any other laws, as though such terms were set forth in their entirety herein.

IV. INSURANCE

The Successful Quoting Party shall keep in force throughout the term of the Contract and any extension or renewal thereof the amount of insurance mandated by ITS69, which is a part of this RFQ and is incorporated herein by reference. Without limitation of other requirements of this RFQ, no Contract shall be entered into by the parties unless the Successful Quoting Party complies with all applicable insurance requirements, including, without limitation, the requirement to submit endorsements or riders which include the required language concerning notice of cancellation or amendment of any and all insurance policies required under the Contract, and which include the required language mandating that the Town shall be named as an additional insured on the required policies of commercial general liability insurance, automobile liability insurance, and excess liability insurance, umbrella form.

V. INDEMNIFICATION

The Successful Quoting Party shall assume the indemnification responsibilities described in the Contract which is a part of this RFQ and is incorporated herein by reference.

VI. INDEPENDENT CONTRACTOR STATUS

The Successful Quoting Party shall provide services as an independent contractor with the Town, and not as an employee of the Town, and the Successful Quoting Party and its employees shall not be entitled to receive any benefits of employment with the Town of Natick, including without limitation salary, overtime, vacation pay, holiday pay, health insurance, life insurance, pension or deferred compensation.

VII. CRIMINAL BACKGROUND SCREENING

For each employee of the Successful Quoting Party who is performing services under any

Contract awarded by the Town of Natick, the Successful Quoting Party shall, subject to its confidentiality and privacy obligations owing to its employees and third parties, provide a written confirmation to the Town that such employee passed the Successful Quoting Party's pre-employment criminal background screen. In the event that any employee refuses to permit the Successful Quoting Party to provide such information to the Town, the Successful Quoting Party shall not assign such employee to perform services for the Town, and such employee shall not be authorized to perform services for the Town. The Town shall be permitted to keep such information in its files.

VIII. USE OF ALCOHOL AND CONTROLLED AND/OR MOOD ALTERING SUBSTANCES PROHIBITED

The use of alcoholic beverages, narcotics, and controlled and/or mood altering substances, except for current valid, legal prescriptions, by any officer, employee, agent, or representative of the Successful Quoting Party is prohibited on Town of Natick property which is the subject matter of this RFQ and during all hours of work under any contract with the Town. If any officer, employee, agent, or representative of the Successful Quoting Party violates the foregoing provision, the Town of Natick shall have the right to order that such officer, employee, agent, or representative of the Successful Quoting Party shall not be permitted to return to work under any contract with the Town. Under such circumstances, the Successful Quoting Party shall promptly remove the subject officer, employee, agent, or representative from the job site and shall not permit the subject officer, employee, agent, or representative to perform further work in conjunction with any contract with the Town.

IX. NO SMOKING/USE OF TOBACCO PRODUCTS

Pursuant to M.G.L. c. 270, §22, the Commonwealth of Massachusetts Smokefree Workplace Law, the Successful Quoting Party, its officers, employees, agents, and representatives are prohibited from smoking tobacco products, or any non-tobacco products designed to be combusted or inhaled, in any public building.

**TOWN OF NATICK
QUOTE FORM**

The undersigned Quoting Party hereby submits a quote for the procurement of Copy Center Management and Associated Services in Natick.

The undersigned Quoting Party acknowledges addenda numbered _____ (list all addenda, i.e., 1, 2, 3, etc.)

Printed Name of Quoting Party:

Address: _____

Total lump sum fee: _____ dollars and _____ cents per month (Write out in both words and numbers.)

The undersigned certifies, under penalties of perjury, that this Quote has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.

Pursuant to Massachusetts General Laws (M.G.L.) c. 62C, §49A, I certify under the penalties of perjury that the Quoting Party named below has complied with all laws of the Commonwealth of Massachusetts pertaining to the payment of taxes, to the reporting of employees and contractors, and to the withholding and remitting of child support.

The Quoting Party has not given, offered, or agreed to give any gift, contribution, or offer of employment as an inducement for, or in connection with, the award of a Contract pursuant to this RFQ. No consultant to, or subcontractor for, the Quoting Party has given, offered, or agreed to give any gift, contribution, or offer of employment to the Quoting Party, or to any other person, corporation, or entity as an inducement for, or in connection with, the award to the consultant or subcontractor of a Contract by the Quoting Party. No person, corporation, or other entity, other than a bona fide full time employee of

the Quoting Party has been retained or hired to solicit for or in any way assist the Quoting Party in obtaining a Contract pursuant to this RFQ upon an agreement or understanding that such person, corporation or entity be paid a fee or other compensation contingent upon the award of a Contract to the Quoting Party. The Quoting Party understands that the Massachusetts Conflict of Interest Law, Chapter 268A of the Massachusetts General Laws (M.G.L.), applies to the Quoting Party and its officers, employees, agents, subcontractors, and affiliated entities with respect to the transaction outlined in the Request for Quotes. The Quoting Party understands that the Quoting Party and its officers, employees, agents, subcontractors, and affiliated entities, shall not participate in any activity which constitutes a violation of the Massachusetts Conflict of Interest Law or which creates an appearance of a violation of the Massachusetts Conflict of Interest Law.

The Quoting Party hereby certifies that it is in compliance with and shall remain in compliance with Massachusetts General Laws (M.G.L.) Chapter 151B and shall not discriminate on any prohibited basis outlined therein. The Quoting Party also hereby certifies that it shall comply with any and all applicable Supplier Diversity Office (SDO) thresholds that have been established in conjunction with this Request for Quotes.

The Quoting Party hereby certifies that it is presently not debarred, suspended, or otherwise prohibited from practice by any federal, state, or local agency, and that, should any proceeding arise in which it is debarred, suspended, or otherwise prohibited from practice by any federal, state, or local agency, the Quoting Party shall inform the Town of Natick within one (1) business day of such debarment, suspension, or prohibition from practice.

The Town intends to award one (1) contract, if at all, to the responsible and responsive Party providing the lowest overall quote to provide the services enumerated in this RFQ.

Authorized Signature

Printed Name

Printed Title

Date

Full Legal Name _____

Officers of Corporation and Addresses

State of Incorporation _____

Principal Place of Business _____

Tel. _____

Qualified in Massachusetts **Yes** _____ **No** _____

Principal Place of Business in MA _____

ATTACHMENT
FORM OF CONTRACT – P.O. ITS69
(SEE ATTACHED DOCUMENT.)



Master Blanket Purchase Order PO-18-1080-OSD03-SRC01-12299

Header Information

Purchase Order Number:	PO-18-1080-OSD03-SRC01-12299	Release Number:	0	Short Description:	ITS69 - Managed Print Services - SOLICITATION ENABLED
Status:	3PS - Sent	Purchaser:	Ashish Patel	Receipt Method:	Quantity
Fiscal Year:	2018	PO Type:	Blanket	Minor Status:	
Organization:	Operational Services Division	Location:	SRC01 - Sourcing Group 1	Type Code:	Statewide Contract
Department:	OSD03 - OSD - Strategic Sourcing	Entered Date:	12/12/2017 11:09:36 AM	Control Code:	
Alternate ID:		Retainage %:	0.00%	Discount %:	0.00%
Days ARO:	0	Release Type:	Standard Release	Pcard Enabled:	No
Print Dest Detail:	If Different	Tax Rate:		Actual Cost:	\$0.00
Catalog ID:					
Contact Instructions:	Ashish Patel, Strategic Sourcing Services Lead Address: 1 Ashburton Place, RM-1017, Boston, MA 02108 Phone: 617-720-3190 ashish.s.patel@state.ma.us				
Special Instructions:	Use this MBPO to obtain quotes.				
Agency Attachments:	ITS69_Exhibit1_ECF_Rev_V1_0~1.doc Request for Response ITS69_Managed Print Services_v1_4~1.docx ITS69_KonicaMinolta_Documents.zip ITS69_NWNCorporation_Documents.zip ITS69_Ricoh_USA_Documents_6_18_18 ITS69_XEROX_Documents.zip ITS69_Toshiba_Business_Solutions_Documents~1.zip				
Vendor Attachments:					

Primary Vendor Information & PO Terms

Vendor:	99000000 - Conversion Vendor One Ashburton Place Room 1017 Boston, MA 02108 Email: commbuys@massmail.state.ma.us Phone: 6177203300	Payment Terms:	Shipping Method:
		Shipping Terms:	Freight Terms:

PO

Acknowledgements:	Document	Notifications	Acknowledged Date/Time
	Purchase Order	Emailed to commbuys@massmail.state.ma.us at 12/13/2017 09:45:35 AM	
	Change Order 1	Emailed to commbuys@massmail.state.ma.us at 12/18/2017 08:48:33 AM	
	Change Order 2	Emailed to commbuys@massmail.state.ma.us at 04/25/2018 11:56:51 AM	
	Change Order 3	Emailed to commbuys@massmail.state.ma.us at 04/25/2018 12:03:05 PM	
	Change Order 4	Emailed to commbuys@massmail.state.ma.us at 05/02/2018 03:15:45 PM	
	Change Order 5	Emailed to commbuys@massmail.state.ma.us at 05/04/2018 09:46:56 AM	
	Change Order 6	Emailed to commbuys@massmail.state.ma.us at 06/18/2018 02:03:49 PM	08/22/2018 03:53:39 PM
	Change Order 7	Emailed to commbuys@massmail.state.ma.us at 09/20/2018 01:48:51 PM	
	Change Order 8	Emailed to commbuys@massmail.state.ma.us at 11/20/2018 03:26:04 PM	
	Change Order 9	Emailed to commbuys@massmail.state.ma.us at 11/20/2018 03:26:10 PM	12/07/2018 09:11:12 AM

Master Blanket/Contract Vendor Distributor List

Vendor ID	Vendor Name	Preferred Delivery Method	Vendor Distributor Status
00009580	Ricoh USA, Inc.	Email	Active
00022227	NWN Corporation	Email	Active
00023711	Toshiba America Business Solutions, Inc.	Email	Active
219690	Xerox Corporation	Email	Active
223551	Konica Minolta Business Solutions USA, Inc.	Email	Active
99000000	Conversion Vendor		Active

Master Blanket/Contract Controls

Master Blanket/Contract Begin Date: 11/30/2017 **Master Blanket/Contract End Date:** 07/31/2020
Cooperative Purchasing Allowed: Yes

Organization	Department	Dollar Limit	Dollars Spent to Date	Minimum Order Amount
ALL ORG - Organization Umbrella Master Control	AGY - Agency Umbrella Master Control	\$0.00	\$0.00	\$0.00

Item Information

Print Sequence # 1.0, Item # 1: Managed Print Services. This MBPO is for soliciting quotes from ITS69 Vendors. 3PS
 Buyers must place their Purchase Orders/Release Requisitions through the -
 selected vendor's unique ITS69 MBPO. Sent

UNSPSC Code: 81-11-18
 System and system component administration services
81-11-18-00
 System and system component administration services
81-11-18-00-0000
 System and system component administration services

Receipt Method	Qty	Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
Quantity	1.0	\$0.00	EA - Each	0.00	\$0.00		\$0.00	\$0.00
Manufacturer:			Brand:			Model:		
Make:			Packaging:					

Exit

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