University of California / OMNIA Partners
Print Goods & Services
Authorized / National Subcontractors (Dealers)

Prime Contractors Name: __RICOH, USA Inc._____

SUBCONTRACTOR(S) NAME	HEADQUARTERS - STREET ADDRESS	HEADQUARTERS - CITY	STATE	ZIP CODE
360 OFFICE SOLUTIONS INC	PO BOX 30598	BILLINGS	MT	59107
3N1 OFFICE PRODUCTS INC	2601 SUMMERHILL RD	TEXARKANA	TX	75503
A & A OFFICE SYSTEMS INC	909 MIDDLE ST	MIDDLETOWN	CT	6457
A & B BUSINESS EQUIPMENT INC RICOH	1600 N A AVE	SIOUX FALLS	SD	57104
A TO Z OFFICE EQUIP & SUPPLY	5824 11TH AVE	BROOKLYN	NY	11219
A Z OFFICE RESOURCE INC	PO BOX 1317	COLUMBIA	TN	38402
AAA BUSINESS SYSTEMS	2715 N DRAKE ST	FAYETTEVILLE	AR	72703
ABS BUSINESS SYSTEMS INC	260 INDUSTRIAL DRIVE EXT	OXFORD	AL	36203
ACCESS SYSTEMS	955 SE OLSON DR	WAUKEE	IA	50263
ACTION BLUEPRINT & SUPPLIES	284 BROAD ST	MANCHESTER	CT	6040
ADAMS REMCO INC	PO BOX 3968	SOUTH BEND	IN	46619
ADAMS REMCO INCORPORATED	3611 SAINT JOHNS BLUFF RD S STE 13	JACKSONVILLE	FL	32224
ADVANCE BUSINESS CONCEPTS INC	3809 SCHNEIDMAN RD	PADUCAH	KY	42003
ADVANCE BUSINESS SYSTEMS INC	10755 YORK RD	COCKEYSVILLE	MD	21030
ADVANCED BUSINESS METHODS	1515 13TH AVE E	WEST FARGO	ND	58078
ADVANCED BUSINESS SYSTEMS	1236 N MONROE ST	TALLAHASSEE	FL	32303
ADVANCED COPIER SOLUTIONS	2754 DOWNHILL DR UNIT E	STEAMBOAT SPRINGS	CO	80487
ADVANCED COPY TECHNOLOGIES INC	20 COMMERCE DR	CROMWELL	CT	6416
ADVANCED IMAGING SOLUTIONS INC	4070 MEGHAN BEELER CT	SOUTH BEND	IN	46628
ADVANCED OFFICE	14370 MYFORD ROAD SUITE 100	IRVINE	CA	92606
ADVANCED OFFICE AUTOMATION INC	1065 N 33RD ST	LINCOLN	NE	68503
ADVANCED OFFICE PRODUCTS	620 ROMERO ST	LAKE CHARLES	LA	70607
ADVANCED OFFICE SOLUTIONS INC	PO BOX 815	SWANSBORO	NC	28584
AF SMITH	614 PROGRESS ST	ELIZABETH	NJ	7201

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AFFORDABLE BUSINESS SYSTEMS INC	8662 OCEAN HWY	DELMAR	MD	21875
ALLIANCE BUSINESS PRODUCTS INC	7 INDUSTRIAL DR S	SMITHFIELD	RI	2917
ALLSTAR INC	720 S MARINE CORPS DR STE 1	TAMUNING	GU	96913
ALPHA LASER AND IMAGING	5815 METRO CENTRE DR	EVANSVILLE	IN	47715
AMERICAN BUSINESS CENTER INC	7677 SOUTH AVE	YOUNGSTOWN	OH	44512
AMERICAN BUSINESS EQUIPMENT	6205 GATEWAY RD	COLUMBUS	GA	31909
AMERICAN BUSINESS EQUIPMENT	1 CONDON WAY STE E	HOPEDALE	MA	1747
AMERICAN BUSINESS SYSTEMS	416 S JEFFERSON AVE	SPRINGFIELD	MO	65806
AMR INC	W260N2790 DEER HAVEN DR	PEWAUKEE	WI	53072
APPALACHIAN OFFICE PRODUCTS	PO BOX 219	MOUNT LOOKOUT	WV	26678
APPLIED IMAGING	5282 EAST PARIS AVE SE	GRAND RAPIDS	MI	49512
ARCHIMEDIA SOLUTIONS GROUP LLC	175 AMHERST ST	NASHUA	NH	3064
ARLOTT DUPLICATOR SUPPLY INC	820 CHARLOTTE ST	UTICA	NY	13501
ASHLEYS BUSINESS SOLUTIONS INC	2020 MCCORMICK DR	TIFTON	GA	31793
ATLANTIC BUSINESS PRODUCTS	134 W 26TH ST	NEW YORK	NY	10001
ATLANTIC TOMORROWS OFFICE	134 W 26TH ST	NEW YORK	NY	10001
AUTOMATED BUSINESS CONCEPTS INC	3401 YOUREE DR	SHREVEPORT	LA	71105
AUTOMATED BUSINESS RESOURCES INC	15 CHATHAM CTR S	SAVANNAH	GA	31405
AUTOMATED OFFICE SYSTEMS	341 W FALLBROOK AVE	FRESNO	CA	93711
AUTOMATED OFFICE SYSTEMS INC	905 ALBEMARLE ST	CHARLOTTESVILLE	VA	22903
AXIOM BUSINESS MACHINES	713 N MAIN ST	JAMESTOWN	NY	14701
BARLOP INC	6508 NW 82ND AVE	MIAMI	FL	33166
BAY AREA COPIER COMPANY INC	2176 BROADWAY AVE	NORTH BEND	OR	97459
BEELER IMPRESSION PRODUCTS	2334 MCCALLIE AVE	CHATTANOOGA	TN	37404
BELLINGHAM BUSINESS MACHINES	205 N COMMERCIAL ST	BELLINGHAM	WA	98225
BEST COPY INC	2605 PLATTE PL	COLORADO SPRINGS	CO	80909
BIESCO	2312 MARTIN LUTHER KING AVE	CALEXICO	CA	92231
BIZDOC INC	840 W RHAPSODY DR	SAN ANTONIO	TX	78216
BRIAN PARISI COPIER SYSTEMS INC	8316 MAIN ST	WILLIAMSVILLE	NY	14221
BUCKMASTER OFFICE SOLUTIONS	1801 TRIBUTE RD	SACRAMENTO	CA	95815
BURTRONICS BUSINESS SYSTEMS	216 S ARROWHEAD AVE	SAN BERNARDINO	CA	92408
BURWOOD BUSINESS MACHINE CO	32401 EDWARD AVE	MADISON HEIGHTS	MI	48071
BUSINESS OUTFITTERS	1414 LOGAN AVE	CHEYENNE	WY	82001

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C & W COPIER SERVICES INC	4553 TECHNOLOGY DR STE 1	WILMINGTON	NC	28405
CA REDING COMPANY INC	4352 N BRAWLEY AVE STE 101	FRESNO	CA	93722
CABOT OFFICE MACHINES INC	219 E MAIN ST	CABOT	AR	72023
CALIFORNIA ALPHA NUMERIC INC	706 15TH ST	MODESTO	CA	95354
CALIFORNIA DIGITAL SYSTEMS	1298 W 9TH ST	UPLAND	CA	91786
CAPITAL BUSINESS SYSTEMS	PO BOX 508	CHEYENNE	WY	82003
CAPITOL DOCUMENT SOLUTIONS	12115 PARKLAWN DR STE L	ROCKVILLE	MD	20852
CARDINAL COPIER SOLUTIONS INC	3410 FAIRFIELD CT	LAFAYETTE	IN	47909
CBS COMPLETE BUSINESS SYSTEMS	52 S HOPE RD STE 3	GOLDEN VALLEY	AZ	86413
CEDAR RAPIDS PHOTOCOPY INC	3050 6TH ST SW	CEDAR RAPIDS	IA	52404
CEI THE DIGITAL OFFICE COMPANY	PO BOX 90635	RALEIGH	NC	27675
CENTRIC BUSINESS SYSTEMS INC	10702 RED RUN BLVD	OWINGS MILLS	MD	21117
CENTURY BUSINESS SYSTEMS INC	415 HOUSTON ST	MANHATTAN	KS	66502
CENTURY BUSINESS TECHNOLOGIES	401 SW 30TH ST	TOPEKA	KS	66611
CLARION OFFICE EQUIPMENT	482 GREENVILLE PIKE	CLARION	PA	16214
CLASSIC BUSINESS PRODUCTS INC	7828 HIGHWAY 182 E	MORGAN CITY	LA	70380
COASTAL COPY LP	849 WARD DR	SANTA BARBARA	CA	93111
COMPLETE BUSINESS SYSTEMS OF COLORADO	5195 MARSHALL ST	ARVADA	CO	80002
COMPLETE OFFICE OF WISCONSIN INC	4716 EXPO DR	MANITOWOC	WI	54220
COMPUTER CONNECTION INC	1912 BROADWAY	SCOTTSBLUFF	NE	69361
CONRAD OFFICE PRODUCTS	1610 W GRANDVIEW BLVD STE A	ERIE	PA	16509
COPIER & SUPPLY COMPANY OF	432 S MAIN ST	ROCK SPRINGS	WY	82901
COPIER PLUS	16830 OAKMONT AVE	GAITHERSBURG	MD	20877
COPIER WORD PROCESSING SUPPLY INC	2040 OHIO AVE	PARKERSBURG	WV	26101
COPIERS ETCETERA INC	15712 MILLCREEK BLVD B11	MILL CREEK	WA	98012
COPIERS PLUS INC	3112 FIRE RD STE C	EGG HARBOR TOWNSHIP	NJ	8234
COPYCARD CONTROL SYSTEMS	111 W 31ST ST STE 100	KANSAS CITY	MO	64108
COPYCARE OF SAN DIEGO INC	2122 AUTO PARK WAY	ESCONDIDO	CA	92029
COPYFAX INC	8475 WESTERN WAY STE 110	JACKSONVILLE	FL	32256
COPYFAX OF GAINESVILLE	605 NW 53RD AVE STE B	GAINESVILLE	FL	32609
COPYNET DIGITAL IMAGING SOLUTIONS	2805 E PLANO PKWY STE 100	PLANO	TX	75074
COPYPRO INC	3103 LANDMARK ST	GREENVILLE	NC	27834
COPYSERV	2401 BONITA DR	DONNA	TX	78537

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CORE BUSINESS TECHNOLOGIES	2224 PAWTUCKET AVE	EAST PROVIDENCE	RI	2914
CORPORATE BUSINESS SYSTEMS	6300 MONONA DR	MADISON	WI	53716
CPC OFFICE TECHNOLOGIES	910 E CERVANTES ST	PENSACOLA	FL	32501
CURRENT OFFICE SOLUTIONS	211 W HIGH ST	BRYAN	OH	43506
DA COM CORP	5317 KNIGHTS OF COLUMBUS DR	SAINT LOUIS	MO	63119
DANVILLE OFFICE EQUIP CO INC	233 W MAIN ST	DANVILLE	KY	40422
DAROSA CORPORATION	PO BOX 1668	OAK BLUFFS	MA	2557
DATA LINE OFFICE SYSTEMS	4019 34TH ST	LUBBOCK	TX	79410
DATAFLOW BUSINESS SYSTEMS	540 WORK ST STE E	SALINAS	CA	93901
DESIGN PRODUCTS CO INC	33 ALUMNI RD	NEWINGTON	CT	6111
DIGITAL CONNECTIONS	112 E 11TH ST	COFFEYVILLE	KS	67337
DIGITAL DOCUMENT SOLUTIONS	PO BOX 450303	LAREDO	TX	78045
DIGITAL IMAGE SOLUTIONS LLC	4355 E AIRPORT DR STE 106	ONTARIO	CA	91761
DIGITAL OFFICE SYSTEMS INC	530 S HYDRAULIC ST	WICHITA	KS	67211
DIRECT IMAGE COPY SYSTEMS INC	1054 BUTLER AVE	NEW CASTLE	PA	16101
DOCUMATION INC	4560 LOCKHILL SELMA RD STE 100	SAN ANTONIO	TX	78249
DOCUMENT TECHNOLOGIES	7309 JEFFERSON ST NE	ALBUQUERQUE	NM	87109
DOCUMENT TECHNOLOGIES	880 AIRPORT RD STE 102	ORMOND BEACH	FL	32174
DOCUSYSTEMS	1372 DIVIDEND LOOP	MYRTLE BEACH	SC	29577
DOCUTEK	114 US HIGHWAY 321 SW	HICKORY	NC	28602
DOING BETTER BUSINESS INC	1549 PLEASANT VALLEY BLVD	ALTOONA	PA	16602
DONNELLON MCCARTHY ENTERPRISES INC	4141 TURRILL ST	CINCINNATI	OH	45223
DONS COPIERS PLUS INC	1502 N BEARD AVE	SHAWNEE	OK	74804
DOWLING DOUGLAS DUPLICATOR CO INC	3406 N MAIN ST	JACKSONVILLE	FL	32206
DUPLICATING CONSULTANTS INC	315 CREEKSIDE DR	AMHERST	NY	14228
DUPLICATING PRODUCTS	150 LOTT CT	WEST COLUMBIA	SC	29169
DUPLICATING PRODUCTS INC	2305 CENTENNIAL DR	GAINESVILLE	GA	30504
DUPLICATING SYSTEMS INC	177 NEWTON BRIDGE RD	ATHENS	GA	30607
DUPLICATOR SALES & SERVICE INC	831 E BROADWAY	LOUISVILLE	KY	40204
DUPLICATOR SALES & SERVICES INC	831 E BROADWAY	LOUISVILLE	KY	40204
EAGLE BUSINESS MACHINES	72 N CENTRAL AVE	ELMSFORD	NY	10523
EAGLE OFFICE CONCEPTS	49271 FOOTHILL RD	NORTH POWDER	OR	97867
EAKES OFFICE SOLUTIONS	PO BOX 2098	GRAND ISLAND	NE	68802

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EL DORADO PRINTING & STATIONERY CO INC	332 S WASHINGTON AVE	EL DORADO	AR	71730
ELECTRO-GRAPHIC PRODUCTS INC	4415 S BERKELEY LAKE RD NW	DULUTH	GA	30096
ELECTRONIC BUSINESS PRODUCTS	PO BOX 926	LATHAM	NY	12110
ELECTRONIC BUSINESS SYSTEMS	12113 INDUSTRIPLEX BLVD	BATON ROUGE	LA	70809
ELECTRONIC OFFICE SYSTEMS INC	330 FAIRFIELD RD	FAIRFIELD	NJ	7004
ELITE BUSINESS SYSTEMS	700 E 41ST ST	SIOUX FALLS	SD	57105
ELITE TECHNOLOGY NEW YORK INC	330 W 38TH ST STE 506	NEW YORK	NY	10018
ELITECOM INC	3232 S SAN PEDRO ST	LOS ANGELES	CA	90011
EMERALD DOCUMENT IMAGING	100 MILBAR BLVD	FARMINGDALE	NY	11735
ENTRE	3975 W CARDINAL DR	BEAUMONT	TX	77705
EO JOHNSON BUSINESS TECHNOLOGIES	8400 STEWART AVE	WAUSAU	WI	54401
EO JOHNSON BUSINESS TECHNOLOGIES	8400 STEWART AVE	WAUSAU	WI	54401
EXCEL BUSINESS SYSTEMS	201 RUTHAR DR STE 10	NEWARK	DE	19711
FAX EXPRESS	1304 BRIELLE AVE UNIT 2	OCEAN	NJ	7712
FISHERS TECHNOLOGY	575 E 42ND ST	BOISE	ID	83714
FLORIDA COPY DATA	775 8TH CT STE 8	VERO BEACH	FL	32962
FORD BUSINESS MACHINES	700 LAUREL DR	CONNELLSVILLE	PA	15425
FRONTIER BUSINESS PRODUCTS	3250 QUENTIN ST UNIT 120	AURORA	CO	80011
FRONTIER BUSINESS PRODUCTS	3250 QUENTIN ST STE 120	AURORA	CO	80011
FTG - ACTION IMAGING GROUP	3970 S EVANS BLVD	TUCSON	AZ	85714
FTG - CALTRONICS BUSINESS SYSTEMS	10491 OLD PLACERVILLE RD STE 150	SACRAMENTO	CA	95827
FTG - CANNON IV LLC	2845 N OMAHA	MESA	AZ	85215
FTG - CELL BUSINESS EQUIPMENT	4 MASON # A	IRVINE	CA	92618
FTG - FLEXPRINT LLC - AZ	2845 N OMAHA	MESA	AZ	85215
FTG - FLEXPRINT LLC - IL	2845 N OMAHA	MESA	AZ	85215
FTG - FLO TECH LLC	545 LONG WHARF DR STE 602	NEW HAVEN	CT	6511
FTG - MARIMON BUSINESS SYSTEMS LLC	7300 GESSNER RD	HOUSTON	TX	77040
FTG - MILLENNIUM BUSINESS SYSTEMS LLC	11085 MONTGOMERY RD	CINCINNATI	OH	45249
FTG - PROCOPY OFFICE SOLUTIONS INC	2845 N OMAHA	MESA	AZ	85215
FTG - SHAMROCK OFFICE SOLUTIONS INC	6908 SIERRA CT STE A	DUBLIN	CA	94568
FTG OF GREATER OHIO	3911 VENICE RD	SANDUSKY	OH	44870
GALAXY OFFICE MACHINES	107 N STATE ST	CARO	MI	48723
GENERAL OFFICE MACHINES CO	4808 ORTIZ CT UNIT B1	BAKERSFIELD	CA	93308

SUBCONTRACTOR(S) NAME	HEADQUARTERS - STREET ADDRESS	HEADQUARTERS - CITY	STATE	ZIP CODE
GIBBS TECHNOLOGY COMPANY INC	12163 PRICHARD FARM RD	MARYLAND HEIGHTS	MO	63043
GMC SOLUTIONS LLC	705 SW B AVE	LAWTON	OK	73501
GORDON FLESCH COMPANY INC	2675 RESEARCH PARK DR	MADISON	WI	53711
GREAT COPIER SERVICE	430 ENSIGN ST	FORT MORGAN	CO	80701
GREAT LAKES BUSINESS SYSTEMS INC	903 WOODMERE AVE	TRAVERSE CITY	MI	49686
GULF COAST OFFICE	10424 PLAZA AMERICANA DR	BATON ROUGE	LA	70816
GULF COAST OFFICE PRODUCTS INC	5801 RIVER OAKS RD S	HARAHAN	LA	70123
GULF COAST OFFICE PRODUCTS INC	5801 RIVER OAKS RD S	HARAHAN	LA	70123
GULF COAST OFFICE PRODUCTS INC	10424 PLAZA AMERICANA DR	BATON ROUGE	LA	70816
H&H BUSINESS SYSTEMS INC	PO BOX 846	VERADALE	WA	99037
HERALD OFFICE SUPPLY INC	PO BOX 1288	DILLON	SC	29536
HGI TECHNOLOGIES	1333 OKEECHOBEE RD STE 1100	WEST PALM BEACH	FL	33401
HUNTER OFFICE SYSTEMS INC	164 APPLEGARTH RD	MONROE TOWNSHIP	NJ	8831
IMAGE IDEAS INC	PO BOX 14108	LAS CRUCES	NM	88013
IMAGE SOLUTIONS LLC	12 NATIONAL AVE	FLETCHER	NC	28732
IMAGE SOLUTIONS LLC	12 NATIONAL AVE	FLETCHER	NC	28732
IMAGE SYSTEMS & BUSINESS SOLUTIONS	1776 COMMERCE DR	ELK GROVE VILLAGE	IL	60007
IMAGENET CONSULTING LLC	913 N BROADWAY AVE	OKLAHOMA CITY	OK	73102
IMAGENET CONSULTING LLC	913 N BROADWAY AVE	OKLAHOMA CITY	OK	73102
IMPACT LA LLC	13875 W BOULTON BLVD	METTAWA	IL	60045
IMPACT NETWORKING LLC	13875 W BOULTON BLVD	METTAWA	IL	60045
INNOVATIVE OFFICE SOLUTIONS INC	3305 E MIRALOMA AVE STE 170	ANAHEIM	CA	92806
INNOVATIVE OFFICE SYSTEMS LLC	816 BENTON RD STE 200	BOSSIER CITY	LA	71111
INNOVATIVE SOFTWARE SOLUTION INC	6316 HIATUS RD BLDG C	TAMARAC	FL	33321
ISLAND PRINTING COMPANY	PO BOX 340	PAGO PAGO	AS	96799
J H OFFICE EQUIPMENT	203 HAGGERTY LN	BOZEMAN	MT	59715
J M TODD COMPANY	12670 MCGREGOR BLVD	FORT MYERS	FL	33919
JAMES B SCHWAB CO INC	223 W MAIN ST	FALCONER	NY	14733
JD YOUNG COMPANY	PO BOX 3368	TULSA	OK	74101
JOHN R HIBBARD CO	2208 N STALLINGS DR	NACOGDOCHES	TX	75964
K & K IMAGE TECHNOLOGY	594 W POTTER RD	WOOD DALE	IL	60191
KELLEY IMAGING SYSTEMS INC	22710 72ND AVE S	KENT	WA	98032
KELLY OFFICE SOLUTIONS	163 S STRATFORD RD	WINSTON SALEM	NC	27103

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KEMPER BUSINESS SYSTEMS	1100 E STRAWBRIDGE AVE	MELBOURNE	FL	32901
KEYSTONE DIGITAL IMAGING INC	200 RACOOSIN DR STE 101-103	ASTON	PA	19014
KNIGHT OFFICE SOLUTIONS	12961 PARK CENTRAL STE 1470	SAN ANTONIO	TX	78216
KNIGHT OFFICE SOLUTIONS	12961 PARK CENTRAL STE 1400	SAN ANTONIO	TX	78216
KOCH OFFICE GROUP	PO BOX 1755	DES MOINES	IA	50306
LAFAYETTE BUSINESS MACHINES	217 HOPE MILLS RD	FAYETTEVILLE	NC	28304
LANDMARK BUSINESS SYSTEMS	1904 W IOLA ST STE 101	BROKEN ARROW	OK	74012
LASER TONE BUSINESS SYSTEMS	1973 BAY RD	MILFORD	DE	19963
LASERCYCLE USA INC	528 S TAYLOR AVE	LOUISVILLE	CO	80027
LEES OFFICE CITY	170 W GRANITE ST	BUTTE	MT	59701
LEVESQUE OFFICE SUPPLY INC	46 ALDRICH DR	CARIBOU	ME	4736
LIBERTY BUSINESS SYSTEMS INC	3431 4TH AVE S	FARGO	ND	58103
LOCKWOOD MOORE INC	754 KUENZLI ST	RENO	NV	89502
MAGEE OFFICE EQUIPMENT INCORPORATED	PO BOX 280	RANDOLPH	VT	5060
MAUCK & COMPANY INC	621 MOOREFIELD PARK DR STE E	RICHMOND	VA	23236
MAX DAVIS ASSOCIATES	1101 NORTHPOINT PKWY STE B	WEST PALM BEACH	FL	33407
MBG OFFICE SYSTEMS	509 HILLCREST INDUSTRIAL BLVD	MACON	GA	31204
MCCLEARY BUSINESS MACHINES	123 CULBERTSON RD	KNOX	PA	16232
MCCRIMONS OFFICE SYSTEMS	9993 100TH PL	LIVE OAK	FL	32060
MCP OF CALIFORNIA INC	300 GRAVES AVE STE E	OXNARD	CA	93030
MERITECH INC	4577 HINCKLEY INDUSTRIAL PKWY	CLEVELAND	OH	44109
METRO SALES INC	1620 E 78TH ST	MINNEAPOLIS	MN	55423
MILNER DOCUMENT PRODUCTS	5125 PEACHTREE INDUSTRIAL BLVD	NORCROSS	GA	30092
MILNER DOCUMENT PRODUCTS	5125 PEACHTREE INDUSTRIAL BLVD	NORCROSS	GA	30092
MILNER DOCUMENT PRODUCTS INC	5125 PEACHTREE INDUSTRIAL BLVD	NORCROSS	GA	30092
MO CAL OFFICE SOLUTIONS	1311 WOODLAND AVE STE 2	MODESTO	CA	95351
MODERN IMAGE SYSTEMS INC	1200 BARROW RD STE 204	LITTLE ROCK	AR	72205
MODERN IMPRESSIONS OF CHARLOTTE	107 CREEK RIDGE RD STE K	GREENSBORO	NC	27406
MODERN OFFICE METHODS	4747 LAKE FOREST DR	CINCINNATI	OH	45242
MOEBIZ	2318 ARMAND CONNECTOR	MONROE	LA	71201
MOUNTAIN WEST BUSINESS SOLUTIONS	PO BOX 702	EVANSTON	WY	82931
MULLER COMMUNICATIONS INC	3030 REEVES ST	DOTHAN	AL	36303
MULTISCOPE DOCUMENT SOLUTIONS INC	300 BURSCA DR STE 307	BRIDGEVILLE	PA	15017

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N & L BUSINESS SYSTEMS INC	430 LONG ST	LIVINGSTON	TN	38570
NATIONAL COPIER EXCHANGE INC	340 W 3RD ST SW	ROME	GA	30165
NBM INC	24 TERRY AVE	BURLINGTON	MA	1803
NEVADA OFFICE MACHINES INC	1855 VASSAR ST	RENO	NV	89502
NORTHCO PRODUCTS INC	1612 NY 7	TROY	NY	12180
NORTHEASTERN OFFICE EQUIPMENT INC	25 BANFI PLZ N	FARMINGDALE	NY	11735
OFFICE BUSINESS SYSTEMS INC	2108-2 GILLIAM LN	TALLAHASSEE	FL	32308
OFFICE CONCEPTS INC	8811 BAER RD.	FORT WAYNE	IN	46809
OFFICE EQUIPMENT CO INC	209 3RD ST SE	CULLMAN	AL	35055
OFFICE PRODUCT SERVICES	2450 CINNABAR LOOP	ANCHORAGE	AK	99507
OFFICE PRODUCTS CENTER	PO BOX 609	WINNER	SD	57580
OFFICE PRODUCTS SERVICES INC	2450 CINNABAR LOOP	ANCHORAGE	AK	99507
OFFICE SOLUTIONS INC	116 N MAIN ST	MEDICINE LODGE	KS	67104
OFFICE SUPPLIES UNLIMITED	3335 LONGVIEW DR	SACRAMENTO	CA	95821
OFFICE SYSTEMS CENTER	2102 N LAURENT ST STE 200	VICTORIA	TX	77901
OFFICE VALUE INC	300 N WILSON AVE	DUNN	NC	28334
OFFICE WORKS LLC	960 S RANGE AVE	COLBY	KS	67701
OFFICE1	720 S 4TH ST	LAS VEGAS	NV	89101
OFFICE1	720 S 4TH ST	LAS VEGAS	NV	89101
OFFICENET	648 N BROAD ST	FREMONT	NE	68025
OFFICEPRO UPSTATE	1200 WOODRUFF RD STE G3	GREENVILLE	SC	29607
OHIO BUSINESS SYSTEMS INC	2309 W DUBLIN GRANVILLE RD	WORTHINGTON	OH	43085
OMNI BUSINESS SOLUTIONS LLC	2850 EISENHOWER AVE STE L400	ALEXANDRIA	VA	22314
OMNI BUSINESS SYSTEMS FAXPLUS INC	2850 EISENHOWER AVE STE L500	ALEXANDRIA	VA	22314
ONE TOUCH OFFICE TECHNOLOGY	370 AMAPOLA AVE STE 106	TORRANCE	CA	90501
ORBIT TECHNOLOGY	100 WEST BROWN ST	IRON MOUNTAIN	MI	49801
OSHKOSH OFFICE SYSTEMS	PO BOX 2586	OSHKOSH	WI	54903
PACIFIC CONNECTEQ INC	18732 CORBY AVE	ARTESIA	CA	90701
PACIFIC OFFICE AUTOMATION	14747 NW GREENBRIER PKWY	BEAVERTON	OR	97006
PATRIOT BLUEPRINTING SYSTEMS	602 RYAN AVE STE T3	WESTVILLE	NJ	8093
PATRIOT GROUP LTD	5000 TERMINAL ST	BELLAIRE	TX	77401
PEAK PERFORMANCE COPIER & SUPP	PO BOX 1968	SILVERTHORNE	CO	80498
PERRY PRO TECH INC	545 W MARKET ST	LIMA	OH	45801

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PETER PAUL OFFICE EQUIPMENT	711 CARR ST	CINCINNATI	OH	45203
PIF TECHNOLOGIES	1370 HOOKSETT RD	HOOKSETT	NH	3106
PLUS INC	1326 LAURENS RD	GREENVILLE	SC	29607
POLACK CORPORATION	1400 KEYSTONE AVE	LANSING	MI	48911
POLLOCK COMPANY	1711 CENTRAL AVE	AUGUSTA	GA	30904
PREFERRED BUSINESS	20 LESLIE CT	WHIPPANY	NJ	7981
PREFERRED OFFICE PRODUCTS INC	PO BOX 1621	FORT SMITH	AR	72902
PRINTERS & STATIONERS INC	113 N COURT ST	FLORENCE	AL	35630
PRISM OFFICE SOLUTIONS	PO BOX 727	ORANGE	CT	6477
PRO BUSINESS SYSTEMS INC	7825 SOUTH AVE	BOARDMAN	OH	44512
PRO SERV BUSINESS SYSTEMS INC	4402 S 40TH ST	SAINT JOSEPH	MO	64503
PROFESSIONAL BUSINESS SYSTEMS	1404 LAMAR AVE	PARIS	TX	75460
PROGRESSIVE BUSINESS SYSTEMS	213 MAIN ST STE B	VAN BUREN	AR	72956
QUALITY OFFICE MACHINES	1455 BRIDGE AVE	NORTHPORT	AL	35476
R K BLACK INC	4000 NW 39TH ST	OKLAHOMA CITY	OK	73112
RAY MORGAN COMPANY	3131 ESPLANADE	CHICO	CA	95973
RAYCO	2199 HIGHWAY 72 E	CORINTH	MS	38834
RDSTEAM.COM	15373 SW 14TH LN	MIAMI	FL	33194
REACH TECHNOLOGIES	4850 GOLDEN PKWY STE B 421	BUFORD	GA	30518
REMCO COPY SERVICE	1814 S WESTERN ST	AMARILLO	TX	79106
REPEAT BUSINESS SYSTEMS INC	4 FRITZ BLVD	ALBANY	NY	12205
REPROGRAPHICS OF NEW ENGLAND	450 WEAVER ST STE 1	WINOOSKI	VT	5404
REPROS INC	409 APPLEGROVE ST NW	NORTH CANTON	OH	44720
RICHARDSON COPY CONCEPTS INC	72 E COVE AVE	WHEELING	WV	26003
RITE TECHNOLOGY INC	1744 INDEPENDENCE BLVD	SARASOTA	FL	34234
RJ YOUNG COMPANY	730A FREELAND STATION ROAD	NASHVILLE	TN	37228
ROCCO & STRAIN	1392 FREY RD	PITTSBURGH	PA	15235
ROCKY MOUNTAIN BUSINESS SYSTEM	11 PLAZA LA PRENSA #7	SANTA FE	NM	87507
ROTHWELL DOCUMENT SOLUTIONS	590 HANNUM AVE	WEST CHESTER	PA	19380
SARA MANA BUSINESS PRODUCTS INC	1618 BARBER RD	SARASOTA	FL	34240
SAULISBURY BUSINESS MACHINES	7632 SOUTHRAIL RD	CHARLESTON	SC	29420
SAULT PRINTING CO INC	314 OSBORN BLVD	SAULT SAINTE MARIE	MI	49783
SBS GUAM INC	PO BOX 12285	TAMUNING	GU	96931

SUBCONTRACTOR(S) NAME	HEADQUARTERS - STREET ADDRESS	HEADQUARTERS - CITY	STATE	ZIP CODE
SCOTT TECHNOLOGY GROUP INC	100 PROFESSIONAL CENTER DR	ROHNERT PARK	CA	94928
SEAMLESS SOLUTIONS	7786 BLANKENSHIP DR	HOUSTON	TX	77055
SEMINOLE OFFICE SOLUTIONS	762 BIG TREE DR	LONGWOOD	FL	32750
SERVICE OFFICE SUPPLY & PRINTING INC	1011 POWELL LN	FLATWOODS	KY	41139
SHENANDOAH VALLEY OFFICE EQUIPMENT INC	PO BOX 878	VERONA	VA	24482
SIMS BUSINESS SYSTEMS INC	124 W JULIE DR	TEMPE	AZ	85283
SISSINES OFFICE SYSTEMS INC	6123 PHILIPS HWY	JACKSONVILLE	FL	32216
SMART TECHNOLOGIES DAYTONA	771 FENTRESS BLVD STE 10	DAYTONA BEACH	FL	32114
SOLUTIONS MANAGEMENT GROUP	2623 W CENTRAL PK AVE	DAVENPORT	IA	52804
SOUTHERN OFFICE MACHINES CO INC	523 LOYAL ST	DANVILLE	VA	24541
SPECTRUM BUSINESS CENTERS	17871 JAMESTOWN LN	HUNTINGTON BEACH	CA	92647
STANDLEY SYSTEMS LLC	PO BOX 460	CHICKASHA	OK	73023
STANS LPS MIDWEST	1375 S EASTWOOD DR	WOODSTOCK	IL	60098
STRATEGIC PRINT SOLUTIONS	1420 STAMY RD	HIAWATHA	IA	52233
STRATIX SYSTEMS	1011 N PARK RD	WYOMISSING	PA	19610
SUPERIOR COPY MACHINES	2001 GRANT AVE	EL PASO	TX	79930
SWIFT OFFICE EQUIPMENT INC	2147 COLLEGE AVE	ELMIRA HEIGHTS	NY	14903
SYSTEL OFFICE AUTOMATION	PO BOX 35910	FAYETTEVILLE	NC	28303
SYSTEMATIC COPIER CORP	432 MACCORKLE AVE SW	SOUTH CHARLESTON	WV	25303
T & I OFFICE EQUIPMENT INC	102 SOUTH MAIN ST	ANNA	IL	62906
TAP BUSINESS SYSTEMS INC	1301 E JACKSON ST	PANA	IL	62557
TECHSTAR AMERICA CORPORATION	5400 FIELDSTONE WAY	JOHNSBURG	IL	60051
TGI OFFICE AUTOMATION	120 3RD ST	BROOKLYN	NY	11231
TGI OFFICE AUTOMATION LLC	120 3RD ST	BROOKLYN	NY	11231
THE BUSINESS CENTRE OF QUINCY	625 HAMPSHIRE	QUINCY	IL	62301
THE COPIER GUYS INC	841 CALIFORNIA AVE	SPARTANBURG	SC	29303
THE GOLDEN RULER INC	800 BROADWAY	HANNIBAL	MO	63401
THE JAMES & LAW COMPANY	217 W MAIN ST	CLARKSBURG	WV	26301
THERMOCOPY OF TENNESSEE INC	3505 SUTHERLAND AVE	KNOXVILLE	TN	37919
TOM DAY BUS MACHINES	2125 STEVENSON DR	SPRINGFIELD	IL	62703
TOPAZ ENGINEERING SUPPLY INC	35 POND PARK RD	HINGHAM	MA	2043
TOPP BUSINESS SOLUTIONS	1110 SAGINAW ST	SCRANTON	PA	18505
TRICENTRAL OFFICE SUPPLY	1101 MAIN ST	HAYS	KS	67601

SUBCONTRACTOR(S) NAME	HEADQUARTERS - STREET ADDRESS	HEADQUARTERS - CITY	STATE	ZIP CODE
TRITEC OFFICE EQUIPMENT INC	323 NEW RD STE 1	PARSIPPANY	NJ	7054
TUI TOTAL SOLUTIONS	2230 HIBISCUS DR	EDGEWATER	FL	32141
UBEO LLC	PO BOX 791070	SAN ANTONIO	TX	78279
UNITED BUSINESS SYSTEMS	316 SENECA ST	BUFFALO	NY	14204
UNITED SUPPLY	21201 OXNARD ST	WOODLAND HILLS	CA	91367
US COPY INC	30 23RD ST BLDG A	KENNER	LA	70062
US GLOBE SERVICE CORPORATION	4 BEATY CT	WARREN	PA	16365
VALLEY IMAGING SOLUTIONS INC	902 E FRY BLVD	SIERRA VISTA	AZ	85635
VALLEY OFFICE SYSTEMS	2050 1ST ST	IDAHO FALLS	ID	83401
VAN AUSDALL AND FARRAR	6430 E 75TH ST	INDIANAPOLIS	IN	46250
VANS BUSINESS MACHINES INC	1100 BAY VIEW RD	PETOSKEY	MI	49770
VET - KENMARK OFFICE SYS INC	340 MAIN ST	MASHPEE	MA	2649
VET - UNITED BUSINESS MACHINES INC	13 DELTA DR	LONDONDERRY	NH	3053
VET - VISUAL EDGE INC	PO BOX 190	HARLAN	IA	51537
VET - ZENO DIGITAL SOLUTIONS LLC	10688 HADDINGTON DRIVE	HOUSTON	TX	77043
WAREHOUSE DIRECT INC	2001 S MOUNT PROSPECT RD	DES PLAINES	IL	60018
WCC BUSINESS SOLUTIONS	11533 US HIGHWAY 19 N	CLEARWATER	FL	33764
WESTERN BUSINESS PRODUCTS	PO BOX 492980	REDDING	CA	96049
WILLIAMS OFFICE EQUIPMENT INC	766 US HIGHWAY 280 E	AMERICUS	GA	31709
WISCONSIN DOCUMENT IMAGING	1850 VELP AVE	GREEN BAY	WI	54303
WIZIX TECHNOLOGY GROUP INC	4312 N SELLAND AVE	FRESNO	CA	93722
WIZIX TECHNOLOGY GROUP INC	2014 TAYLOR RD	ROSEVILLE	CA	95678
WJ OFFICE	PO BOX 3529	BOONE	NC	28607
WOODBURN COMPANY	2815 ROCKEFELLER AVE	EVERETT	WA	98201
WOODHULL LLC	125 COMMERCIAL WAY	SPRINGBORO	OH	45066
XEROGRAPHIC COPIER SERVICE INC	1476 E VALENCIA DR	FULLERTON	CA	92831
YUMA OFFICE EQUIPMENT	340 S MAIN ST	YUMA	AZ	85364
ZENO IMAGING	14320 MIDWAY RD STE 100	FARMERS BRANCH	TX	75244
XEROGRAPHIC COPIER SERVICE INC	1476 E VALENCIA DR	FULLERTON	CA	92831
YUMA OFFICE EQUIPMENT	340 S MAIN ST	YUMA	AZ	85364

Print Goods and Services Proposal

University of California

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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.

RICOH
imagine. change.

Supplier name here:	Ricoh USA, Inc.

Instructions:

(A). Enter your company name in the yellow cell above.

(B). If you have done business with UC in the last 2 Fiscal Years FY 2018 (July 1, 2017 –June 30, 2018) and FY 2019 (July 1, 2018 –June 30, 2019), populate each tab with UC Historical

(C). Tabs

 *FY'18 MFDs
 *FY'18 Laser Printers
 *FY'19 MFDs
 *FY'19 Laser Printers

Note: Please _Do Not_ change any of the exsiting row and column headers.

UC FY 2018 Historical Purchases (MFDs)

July 1, 2017 - June 30, 2018

Multifunction Devices	Monochrome				Total	Color			
	Purchases	Leases	Services	Other (accessories, parts, supplies, etc.)		Purchases	Leases	Services	Other (accessories, parts, supplies, etc.)
UCB					$ 250,458.52				
UCD					$ 100,382.99				
UCI					$ 283,053.47				
UCLA					$ 1,987,755.28				
UCM					$ 5,612.17				
UCR					$ 143,290.90				
UCSB					$ 129,420.20				
UCSC					$ 279,832.37				
UCSD					$ 1,575.56				
UCSF					$ 180,011.13				
UCOP					$ 45,448.84				
LBNL									
UCIMC					$ 443,405.59				
UCDMC					$ 2,560.42				
UCLAMC					$ 708,080.59				
UCSDMC									
UCSFMC					$ 537,647.30				
UC Hastings									

UC FY 2019 Historical Purchases (MFDs)

July 1, 2018 - June 30, 2019

Multifunction Devices	Monochrome				Total	Color			
	Purchases	Leases	Services	Other (accessories, parts, supplies, etc.)		Purchases	Leases	Services	Other (accessories, parts, supplies, etc.)
UCB					$ 210,492.75				
UCD					$ 94,253.73				
UCI					$ 248,199.21				
UCLA					$ 1,693,402.29				
UCM					$ 4,494.65				
UCR					$ 33,077.37				
UCSB					$ 258,078.51				
UCSC					$ 225,423.11				
UCSD					$ 5,941.33				
UCSF					$ 87,651.81				
UCOP					$ 22,037.52				
LBNL									
UCIMC					$ 637,094.11				
UCDMC					$ 10,164.81				
UCLAMC					$ 891,206.53				
UCSDMC									
UCSFMC					$ 162,695.05				
UC Hastings									

UC FY 2018 Historical Purchases (Laser Printers)

July 1, 2017 - June 30, 2018

Laser Printers	Monochrome			Color			
	Purchases	Services	Other (accessories, parts, supplies, etc.)	Purchases	Leases	Services	Other (accessories, parts, supplies, etc.)
UCB							
UCD							
UCI							
UCLA							
UCM							
UCR							
UCSB							
UCSC							
UCSD							
UCSF							
UCOP							
LBNL							
UCIMC							
UCDMC							
UCLAMC							
UCSDMC							
UCSFMC							
UC Hastings							

* No Sales of Ricoh Laser Printers

UC FY 2019 Historical Purchases (Laser Printers)

July 1, 2018 - June 30, 2019

Laser Printers	Monochrome			Color			
	Purchases	Services	Other (accessories, parts, supplies, etc.)	Purchases	Leases	Services	Other (accessories, parts, supplies, etc.)
UCB							
UCD							
UCI							
UCLA							
UCM							
UCR							
UCSB							
UCSC							
UCSD							
UCSF							
UCOP							
LBNL							
UCIMC							
UCDMC							
UCLAMC							
UCSDMC							
UCSFMC							
UC Hastings							

* No Sales of Ricoh Laser Printers

Q 2. ***Describe your customer service support infrastructure, including phone, email, etc. and provide hours of operation. Please describe how you use your customer services support infrastructure to meet or exceed the following: Suppliers must coordinate all service calls through a centralized dispatch desk. All calls must be logged into a service system with a minimum of the following information:**

- **All relevant customer information, location, phone number(s), contact name , caller name.**
- **A unique repair ticket number**
- **Time of call placement from the customer**
- **The customer's reported equipment malfunction or issue**
- **The equipment id number, model and serial number**
- **The equipment status operational status: operational, substandard, or inoperative**
- **Dispatched agent name or id number, dispatched time, location, caller, make, model, serial # and problem. Suppliers must further log the following information upon call completion:**
- **Service technician's report of actual problem and troubleshooting & repair actions conducted including parts replaced or additional parts required on follow-up calls.**
- **Arrival time, End time, Total Repair time, service copies made, final call status i.e.: completed.- closed, open, pending , escalated.**
- **Meter readings upon service completion (i.e. print, scan, color, b/w)**
- **Locations with MFD/Printer Fleet Management programs may require the call completion information be supplied from the vendor's repair technician to designated UC Location customer at the conclusion of the service call.**

Call Response

Our Customer Call Centers are staffed to respond live to customer service inquiries 24 hours per day, seven days per week, including holidays. Field service offices provide customer support from 8 a.m. to 5 p.m., Monday through Friday, excluding recognized holidays. Customer services are available beyond normal business hours on a contracted, guaranteed (for limited geographic areas) and per-call, as-available basis. In addition, we offer customers the ability to place service calls electronically 24x7 on the Web-based MyRicoh 24x7 and by facsimile.

Technical Service and Support

We provide our customers with the best solutions and products in the business, backed by the most flexible, most responsive technical service and support. Ricoh Office Services technicians support a large quantity and wide variety of technology in the field, including millions of printers and MFPs.

First and foremost, we are committed to service levels that ensure maximum uptime and productivity for University of California.

We dedicate a team of certified service technicians to University of California, assigning both a primary and back-up technician to each machine placed. The service team assumes total accountability for servicing the account, with each technician taking a proactive role in maintaining and repairing equipment. Our customer service technicians (CSTs) effectively function

independently, using all resources available to provide maximum equipment uptime with a minimum number of service calls.

We have implemented a number of programs to empower CSTs to effect the most immediate and efficient repair for the client. To formulate a response plan that enables the service professional to begin work immediately after arriving at the University of California site, Ricoh CSTs utilize a variety of tools and resources such as interactive technical support databases, machine service history with up-to-date technical information (via @Remote), web-based self-service options, pre-arrival telephone calls with the end user, and predictive maintenance information to head off potential future service incidents.

We provide incentives for our CSTs to keep contracted equipment operational as long as possible and to produce the greatest number of impressions between equipment failures.

Our goal is to send the right technician at the right time with the right training, parts and skills to service the equipment in the most efficient manner possible. Ricoh's Oracle Field Service Cloud (OFSC) is designed to match those qualities within the response radius of the customer.

Ricoh will provide the described on-site service support during routine business hours, as well as after-hours service in select metro and select nonmetropolitan areas for an additional fee. Ricoh's extensive dealer network is also available for support, adding more than 7,000 trained technicians across the country to the Ricoh service network.

Service Request and Routing System

In the event of equipment failure, @Remote enabled devices can automatically create a service request, or University of California places a service request using either a web-based service request portal, MyRicoh, or a toll-free telephone number.

Ricoh utilizes the latest technology in service request routing, Oracle Field Service Cloud (OFSC). OFSC connects directly with our network to facilitate service call placement, routing and closure. CSTs are equipped with OFSC loaded on their smart phone devices. OFSC provides fast, convenient access to parts and inventory databases, service histories, equipment schematics and more. It further enhances communication and collaboration at the point of service and, ultimately, it enables us to resolve equipment service and connectivity support requests more quickly, efficiently and effectively.

Oracle automatically passes each service request to an assigned, manufacturer-trained technician, including the customer's name, address, telephone number and problem description. The service request is assigned a unique identification number to ensure total tracking and full reporting status at all times. At this point, the CST follows a formal service response process to complete the requested service.

Responding to a Service Request

After determining the part(s) required to complete the repair, our CSTs first check their car stock, which is replenished twice weekly and includes the most commonly required equipment parts based on historical usage. If the part is in the car stock, the technician completes the repair and closes the call via their handheld device.

If the part is not in the car stock, the CST has the ability to check parts availability within his or her team of technicians. If the part is not in the team's inventory, the CST initiates an Incomplete Order Process through the OFSC application. Oracle responds to the CST and initiates a Pick Ticket,

noting part(s) availability at one of our Shared Distribution Centers (SDCs). If the part is available at the SDC, warehouse staff members pull the part and stage it for delivery to the CST.

If the part is unavailable, the SDC orders it directly from the vendor, based on the priority defined by the technician in consultation with the customer (i.e., overnight for down equipment, second-day or regular ground transportation for less-urgent orders). The vendor ships the order to the defined ship-to location. A CST may also request that our car stock analyst (CSA) query other SDCs for parts availability.

When the part arrives, the CST installs it and ensures proper operation of the machine. If the repairs are then complete, the CST closes out the service call in OFSC.

Q 5. ***Describe your company's capability to offer trade-ins for the purchased equipment and upgrades for leased equipment, placed at UC by your company and/or your competitors. Please include your company's terms and conditions for offering trade-ins and upgrades.**

Ricoh can offer upgrades and trade-ins for purchased and leased equipment placed by Ricoh and/or our competitors. This is done on a case by case basis depending on model, volumes, age/condition of equipment and overall service history.

RICOH OMNIA NATIONAL SERVICE LEVEL AGREEMENT (SLA)

1.1   Purpose
The purpose of this model Service Level Agreement (SLA) is to provide the Agency and Contractor with objectives and service level commitments for failure to perform. Agencies and/or Entities may negotiate their own Service Level Agreement (SLA), or utilize the Ricoh Model SLA. This SLA does not implicate or involve lease related invoicing, rather it solely involves equipment performance and maintenance standards.

1.2   Buyer Service Level Agreement
Ricoh agrees to maintain the following service levels:

Performance Criteria	Target Level
Average Uptime	95%
Average On-Site Response Time within Major Metro Area	4 Hours
Average On-Site Response Time outside Major Metro Area	8 Hours

These service levels will be measured on a quarterly basis for the fleet.

1.3   Service Requirements

a) **Technicians.** All technicians are factory trained and certified to service the Devices.

b) **Standard Service Levels.**
   i)   **End-User Training**
      1)   Initial and continuous user training is offered by Ricoh through web-based, on-line training videos, knowledge base, and product brochures.

      2)   Ricoh may offer additional on-site, one-hour training sessions for a fee. Additional charges for travel and per diem, if applicable, must be disclosed to the Purchasing Entity prior to Order placement.

      3)   Ricoh may provide on-site or off-site operational training to designated Purchasing Entity personnel, until the personnel are able to operate the Equipment independently. Pricing for operational training shall be fee-based. Additional charges for travel and per diem, if applicable, must be disclosed to the Purchasing Entity prior to Order placement.

   ii)   **Preventative Maintenance.** Ricoh performs all Preventative Maintenance Services, called Total Quality Call, on every service call. This is formalized process eliminates service calls, improves up time, and increases machine productivity. Ricoh shall not be required to perform Preventative Maintenance on desktop Devices.

   iii) **Equipment Performance**
      1)   Equipment Downtime shall be computed from the time Ricoh is notified of Equipment failure until the time in which the Equipment is fully operational.

      2)   Equipment Downtime due to lack of consumable Supplies is not acceptable.

      3)   Ricoh shall provide that the fleet of Devices for each Purchasing Entity will be operational at least 95% of the time, during Normal Business Hours.

      4)   Ricoh shall provide daily communication to the Purchasing Entity regarding

inoperable Equipment, including updates regarding resolution timeframe, and any parts, Accessories, or Devices on back-order.

iv) Repair Parts

1) Ricoh shall make repair parts available for a minimum of five (5) years after the Purchasing Entity's Acceptance of any Device.

2) All Device components, spare parts, application software, and ancillary Equipment that is supplied under any resulting Master Agreement, conforms to Ricoh's specifications.

3) Ricoh shall be responsible for ensuring that any repair parts are operable and installed in accordance with Ricoh specifications.

4) Repair parts may be new, reconditioned, reprocessed or recovered.

v) Service Zones

1) Ricoh service technicians will meet a four (4) business hour fleet average response time for all Customer service calls located within Metro Market Areas.

2) And an eight (8) business hour fleet average response time for all Customer service calls located outside Metro Market Areas.

vi) Service Logs

1) Ricoh shall maintain a Service log which describes the maintenance and repair Services provided for each Device.

2) A no-cost copy of Service logs/reports must be provided to the Purchasing Entity or Participating State or Entity, within five (5) Business Days of the request.

vii) Equipment Relocation

1) Equipment relocation Services include dismantling, packing, transporting, and re-installing Equipment.

2) Ricoh may charge for this Service based on the following table:

Relocation Zone	Distance from original placement of Device	Charge
1	Within the same building	No Charge Allowed*
2	Up to 50 miles from building in which Device was originally placed	*Flat Fee*: <25 CPM =$300, 25 thru 59 CPM = $350, 60 thru 89 CPM = $400, 90+ CPM $450
3	More than 50 miles from building in which Device was originally placed	*Flat Fee* + Per mile fee (per mile fees beyond the flat fee are $.75 per mile despite size of unit)

*Ricoh may charge Purchasing Entities a mutually agreed upon price for special rigging in the event a Purchasing Entity's demographics require such rigging for Zone 1 relocations. The price shall be agreed upon in writing by Ricoh and Purchasing Entity prior to any Equipment relocation in Zone 1.

3) Ricoh may not charge for any fees incurred due to fuel or tolls.

4) Moves must be performed within thirty (30) calendar days of the Purchasing Entity request. Request may be verbal or written but Ricoh must confirm the request in writing and provide a date that the move will occur. Written confirmation must be sent to the Purchasing Entity within three (3) Business Days of request. In the event there will be a delay in these Services, Ricoh shall communicate with Purchasing Entity and agree on a mutually beneficial timeframe.

c) Meter Read Invoicing

i) As part of its Services, Ricoh may, at its discretion and dependent upon device capabilities, provide remote meter reading and equipment monitoring services using its @Remote solution. This will allow Ricoh to generate accurate invoices.

ii) If @Remote is not selected by the Customer, Customer shall be responsible and agrees to provide Ricoh true and accurate meter readings monthly and in any reasonable manner requested by Ricoh.

iii) If accurate meter readings are not provided, Ricoh reserves the right to estimate the meter readings from previous meter readings. Invoices that are generated without receiving the proper meter read information from the Purchasing Entity will not be considered inaccurate.

iv) The Purchasing Entity shall provide written notice of any such alleged invoicing issue, and Ricoh will be allowed a thirty (30) day cure period to address any such issue. During the thirty (30) day cure period, the Purchasing Entity will not be assessed any late fees for failure to submit payment by the invoice due date.

d) Service Level Calculations

At the discretion of the Agency, Ricoh shall produce reports that can be measured against the required SLA components.

e) Reporting. Ricoh shall provide periodic reporting to all Purchasing Entities upon request. The reports shall be provided on a quarterly basis.

i) The report shall include the following:

1) Up-time percentage (%) per fleet of devices

2) Number of service calls placed

3) Response Time per device

4) Dates that preventative maintenance was performed, if applicable

5) Estimated end of useful life per device, based on current usage.

ii) The report may include, but not be limited to, the following:

1) Location of devices

2) Click usage per device

3) EPEAT certification level of each device.

f) Replacement of Equipment. Should a unit of Equipment or an accessory not be able to be maintained in conformance with manufacturer's specifications, Ricoh shall, at its own expense, replace such Equipment with another unit of the same product designation as that Equipment and Ricoh shall bear all installation, transportation, removal and rigging charges in connection with the installation of such replacement unit; provided, however that (a) the replacement unit may be a reconditioned or otherwise used unit rather than a new unit; and

(b) if a replacement unit of the same product designation as the unit of Equipment it replaces is not available, the replacement unit may be a product of substantially similar or greater capabilities.

Ricoh Service Level Agreements for MFDs

Description	Commitment	

1. Service/Guarantee
  a) Total uptime (MFDs)
 	
  b) MFD warranty (parts & labor)
	a)	96% (not more than 8 hours of downtime per month based on the total number of working hours per month, measured as a quarterly average)

	b)	90 days - Total customer satisfaction guarantee

2. Response/Repair Time –MFDs
  a) Response time
 	
  b) Response times to areas beyond 20 miles from major UC Locations
	a)	4 business hours with 1 business hour acknowledging call back from technician or dispatch – starting from time of call placement, measured as a quarterly average.

	b)	8 hours or upon mutually agreed time with field office or location administrators, measured as a quarterly average.

3.Delivery/Installation
  a) Delivery (new equipment)
 	
  b) Delivery (replacement parts)
 	
  c) Delivery (supplies)
 	
  d) Installation
	a)	10 business days from vendor receipt of order; delivery between 8am and 12noon (Pacific), with one hour pre-delivery call, unless otherwise arranged

	b)	Within 8 business hours from vendor receipt of order
	c)	Within 2 business days from vendor receipt of order
	d)	Installation upon delivery, unless otherwise arranged
4. Setup	Within 4 business hours of delivery, unless otherwise arranged.	
5. Training Initial Customer training and IT support	Unlimited user training on features, functionality, and initial IT support as available through Ricoh's on-line how-to videos, knowledge base, and product manuals, at no charge.	

6. Customer Service
  a) 800 Number
  b) Return customer calls
	a)
	b)
		At no cost
		Within 1 business hour

The successful Bidder will credit individual UC Locations for availability of individual MFDs (uptime) of less than 100% as follows:

Uptime Percentage	Credit (Off quarterly maintenance charge)
100% - 96.0%	0
95.9% - 95.0%	1%
94.9% - 94.0%	2%
93.9% - 93.0%	4%
92.9% - 92.0%	6%
91.9% - 91.0%	8%
90.9% - 90.0%	10%
89.9% - 89.0%	12%
88.9% - 88.0%	14%
87.9% - 87.0%	16%
86.9% - 86.0%	18%
85.9% - 85.0%	20%

84.9% - 84.0%	22%
83.9% - 82.0%	24%
82.9% - 82.0%	26%
81.9% - 81.0%	28%
81.9% - 80.0%	30%
Less than 80.0%	100%

For purposes of computing the effective performance level, accumulated hours of failure downtime for any quarter will be adjusted to the nearest whole or half-hour.

Credits to be calculated based on prorated share of maintenance charge to be calculated and prorated on a per equipment/unit basis. If maintenance charges are not part of the charge per impression (based on agreement with individual location), the discount shall be applied against the per-impression rate (black and white, and color impressions).

Uptime is defined as the number of hours that each MFD is available and in good working order during Principle Period of Maintenance coverage as follows:

$$\text{Uptime Percentage} = \frac{\text{PPM - FT}}{\text{PPM}} \times 100$$

PPM - Principle Period of Maintenance (8:00am - 5:00pm, Monday through Friday, except holidays)

FT   - Failure Time

For purpose of calculation, Failure Time is defined as any time during the Principle Period of Maintenance when a MFD is incapable of using any its features and functions, due to a failure of the machine mechanically or electronically. This Failure Time will be tracked and reported by Supplier.

The successful Bidder will credit individual UC Locations for late delivery of MFDs as follows:

Delivery Schedule (Business Days)	Credit
10 days	0%
11 days	1.0%
12 days	2.0%
13 days	3.0%
14 days	4.0%
15 days	5.0%
16 days	6.0%
17 days	7.0%
18 days	8.0%
19 days	9.0%
20 days	10.0%
More than 20 days	15.0%

Credits to be calculated based on the UC Net purchase price and/or monthly lease charge to be calculated on a per equipment unit basis.

Ricoh Service Level Agreements for Laser Printers

Description	Commitment
1. **Service/Guarantee** a) Total uptime - Laser Printers b) Printer warranty (parts & labor)	a) 96% (not more than 8 hours of downtime per month based on the total number of working hours per month, measured as a quarterly average) b) Standard 1 year or more
2. **Response/Repair Time – Laser Printers** Response time	Within 2 business days
4. **Delivery/Installation** a) Delivery (new equipment) b) Delivery (replacement parts) c) Delivery (supplies) d) Installation (optional)	a) 10 business days b) Within 2 business days c) Within 2 business days d) If requested, within 2 business days of delivery, unless otherwise arranged.
5. **Customer Service** a) 800 Number b) Return customer calls	a) At no cost b) Within 1 business hour

Q 8. ***Describe how your company will track the service performance, and what type of documentation will be provided to verify your performance for the service categories listed in the above questions 12 and 13.**

MyRicoh.com

We offer an online MyRicoh Customer Resource Center that is currently serving over 150,000 customers and 500,000 users and handling over 100,000 requests per month. The center, which is available via the Internet (https://www.myricoh.com/OA_HTML/ibeCAcdLogin.jsp), provides a user-friendly web environment that will allow customers to manage their service needs, as follows:
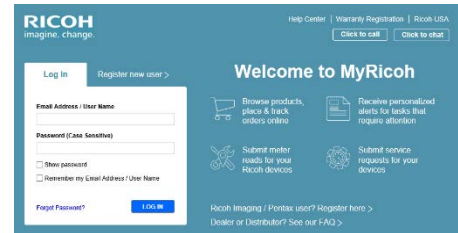
- **Submit and Manage Service Requests**
  - ❖ Place and track service requests
  - ❖ View its service history for the past 12 months
  - ❖ Escalate a request
  - ❖ Send a message to a technician regarding an open service request
  - ❖ Label each piece of equipment with a "Personal Tag" for easy identification
  - ❖ Use MyRicoh Mobile app to easily submit service requests from a smartphone

- **Submit Meter Readings**
  - ❖ Receive regularly scheduled reminders
  - ❖ Designate a primary meter contact
  - ❖ Assign a fleet administrator

- **Order Supplies**
  - ❖ Place and track orders for equipment supplies
  - ❖ Submit a return request for incorrect/damaged items
  - ❖ Receive free shipping and handling for ground-shipped orders (in accordance with the terms and conditions of the Ricoh contract)

- **Use Live Chat Feature**
  - ❖ Connect live to our Technical Support Team, who can answer any questions regarding device operation

Equipment Reports

Contracts can be negotiated to include standard equipment reporting. Reporting periods are in monthly increments, giving us the ability to produce monthly, quarterly or semiannual reports. These reports are produced after month-end processing and after our personnel have validated all customer information. In addition, Ricoh has the ability to run ad hoc reporting as required for customer meetings or to research an issue.

Available reports may include:

- **Equipment Performance Reports**
  - ❖ Equipment Performance Detail
  - ❖ Model Performance Summary
  - ❖ Location Performance Summary

- ❖ Area Performance Summary
- ❖ Performance Exception Reports
- ▪ **Equipment Inventory Reports**
  - ❖ Install Base Detail
  - ❖ Install Base Summary
  - ❖ New Installations

During contract negotiations, we will work with UC to define the specific reports to be provided.

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.

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:

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

Survey Methodology

Ricoh measures customer satisfaction and customer loyalty on an ongoing basis. Surveys are targeted by type of account (customer segment) and within the account by decision-makers and users. Surveys are deployed on various intervals such as annual, quarterly, monthly and transactional. In addition to measuring customer satisfaction, Ricoh uses a Customer Loyalty Index (CLI) to track loyalty by customer segments. CLI is based on three questions:

- Satisfaction
- Recommend
- Repurchase

Customers are considered loyal when they rate us 8 or 9 (on a 9-point scale) for all three questions. In 2015, Ricoh began using a Customer Experience Index (CXI) to gain further insight into overall customer satisfaction and loyalty. CXI is also based on three questions:

- Achieving Goals
- Easy to Do Business With
- Enjoyable to Do Business With

Forrester Research has found there is a strong correlation between a customer experience and overall customer loyalty. As surveys are completed, results are shared in real time with account owners in our CRM tool. Additionally, through the use of our survey management tool, we are able to provide real-time reporting and analysis of results with various business leaders and employees.

We have various triggers set up that allow us to direct a survey to our Customer Relations Team and other groups within Ricoh when a customer survey shows the need for immediate attention. Furthermore, our survey data analysis is used to identify areas of opportunity for additional Voice of Customer activities (i.e., focus groups, feedback loops) and to drive small, medium and enterprise-level process improvement initiatives across the organization.

Q 9.   ***Proposer must provide appropriate resources to ensure efficient and effective management, administration, and implementation of the MFD and/or Laser Printer contract Monday – Friday, 8:00am-5:00pm (Pacific), including, but not limited to:***

- **Coordinate contract implementation, including designating associated Project Manager**
- **Account management for on-going contract monitoring, maintenance and communication**
- **Account Representative(s) dedicated to UC Locations**
- **To insure customer service satisfaction, Supplier is required to call customer 3 days after equipment installation and training. Customer shall be defined as a designated user for that location. For UC Locations with MFD/Printer Fleet Management Programs, Customer shall be defined as the designated contacts for those Programs.**
- **On-site sales representation on a regular basis to increase sales activity, assist in resolving problems, demonstrate new products, provide unlimited training and other customer services as required for the efficient operation of the program.**
- **Coordinate all the order/installation process, inquiries regarding order status, and pricing concerns.**
- **Regular contact and/or meetings (frequency to be determined by each location, though no less than quarterly) between Supplier's account manager and UC Purchasing and/or MFD/Printer Fleet Management Program at each location to discuss issue resolution, performance activities and all related issues.**
- **Maintain a customer service satisfaction level of 98% or better as evidenced by the results of regular customer survey's conducted by supplier.**
- **A designated contact for billing/invoicing questions and issues.**

Describe how your company will provide each of the above. If Proposer has an existing higher education major account program, please describe.

Ricoh's footprint within the UC system is formidable and not only in the number of Ricoh devices, as illustrated below, but in the total number of Ricoh Direct employees that support the UC network. Ricoh is one of the few providers of print devices that continues to support a manufacturer direct organization throughout the entire State of California. With over 300+ Direct Ricoh employees that provide support to the University of California System campus locations below, we are able to comply with all requests in Question 9.

Property	Ricoh Devices	Ricoh Direct or Dealer	Years of Service
UC Davis Health	387 Ricoh MFDS	Ricoh Direct	Client Since 2015
UC Davis Campus	287 Ricoh MFDS	Ray Morgan Dealer	Client Since 2015
UCSF Health	677 Ricoh MFDS	Ricoh Direct	Client Since 2004
UCSF School of Medicine	98 Ricoh MFDS	Ricoh Direct	Client Since 2003
UCSF Children's Hospital of Oakland	253 Ricoh MFDS	Ricoh Direct	Client Since 2004
UC Berkeley	157 Ricoh MFDS	Ricoh Direct	Client Since 2004
UC Santa Cruz	205 Ricoh MFDS	Ricoh Direct	Client Since 2005
UC Riverside	214 Ricoh MFDS	Ricoh Dealer	Client Since 2003
UC Irvine Campus	165 Ricoh MFDs	Ricoh Direct	Client Since 2006
UC Irvine Health	320 Ricoh MFDs	Ricoh Direct	Client Since 1996

Property	Ricoh Devices	Ricoh Direct or Dealer	Years of Service
UCLA Campus	1,100 Ricoh MFDs	Ricoh Direct	Client Since 1997
UCLA Health	409 Ricoh MFDs	Ricoh Direct	Client Since 1999
UC Santa Barbara	158 Ricoh MFDs	Ricoh Direct	Client Since 1995

Our extensive experience provides Ricoh a deep understanding of the unique challenges higher education faces. Ricoh understands the importance of having in-depth knowledge of the culture, academic and healthcare environments, technology platforms and common challenges in higher education to be a relevant business partner. We have a team of dedicated resources with higher education expertise, including: Solutions Consultants, Strategic Production Print Specialists, Business Analysts, Solution Design Resources, Director of Enterprise Design, Vertical Implementation Manager.

Q 10. ***Proposers must provide the following technical support to UC Locations. Describe how your company will provide each:**

- **Initial installation and configuration of MFD hardware and software for network connectivity and full functionality of the MFD to UC Locations and their IT resources, as needed and/or requested.**

- **Onsite equipment electrical and mechanical troubleshooting and repairs.**

- **Dedicated technical support staff with a working knowledge of all aspects of network functionality across all platforms, including:**
    - ❖ **Hardware installation (network cards, cabling, etc)**
    - ❖ **LDAP**
    - ❖ **Network administration (equipment, software installation/configuration, printer driver installation/configuration/characteristics and security settings as needed and requested.)**
    - ❖ **Advice and assistance with user-settable options in display menus and submenus**
    - ❖ **Support for MFDs or Laser Printer issues with respect to 3rd party vendor software and hardware**
    - ❖ **Full maintenance services for Laser Printers, including repair parts, software and firmware updates and labor**

Equipment Delivery, Installation, Support, and Training

Our delivery, installation and training strategy for implementation illustrates the ability to provide specified equipment, manage successful transitions and provide necessary training to ensure that users understand the equipment functionality. This strategy covers three distinct elements:

- **Installation Preparation and Logistics**
  After contract award and before equipment installation, the transition team confirms the following:
    - ❖ Machine configurations and quantities
    - ❖ Exact locations and key contacts
    - ❖ Customer training requirements

  Before implementation, all our employees who are involved in the project attend two meetings that include detailed expectations, a mock run-through and testing. A third meeting includes a designated customer staff member to ensure compliance with all specifications.

  After reviewing the preinstallation data and confirming the general requirements, the team establishes an installation schedule. The transition team coordinates, with other vendors, the pickup of any existing on-site equipment that will not be used.

  During this process, we address the following considerations:
    - ❖ Establish the number of Ricoh personnel needed and dates
    - ❖ Arrange transportation for Ricoh personnel
    - ❖ Obtain security passes or arrange for escorts, if needed
    - ❖ Determine hours of operation
    - ❖ Establish staging areas and production line procedures by machine configuration
    - ❖ Confirm that extra parts and units are available, if needed

- ❖ Meet daily or weekly with all personnel involved in the setup to review information and progress
- ❖ Complete a network assurance/site survey document

The transition team then meets with the account team to review logistics and address the following topics:

- ❖ Review preinstallation data
- ❖ Visit the warehouse to ensure that all requirements have been satisfied
- ❖ Confirm personnel commitments for the entire installation period and schedule additional personnel, if necessary
- ❖ Confirm transportation of equipment to customer location(s)

We then meet with UC to review the following issues:

- ❖ Delivery schedule
- ❖ List of all machine locations to ensure proper environment, voltage and space requirements for all models
- ❖ Delivery location accessibility to determine whether stairs, hallways or stairwell widths are adequate

- ▪ **Staging/Configuring/Delivery**
  Staging and setup takes place at a Ricoh Shared Distribution Center to minimize disruption to UC operations. Organization of the equipment by models and accessories allows a quick visual inspection to ensure proper condition and identify any shipping damage. After the equipment passes this initial quality check, it is staged for delivery according to the project plan.

  We schedule equipment delivery based on location, current equipment removal requirements (if necessary) and departmental considerations.

Technical Service and Support

We provide our customers with the best solutions and products in the business, backed by the most flexible, most responsive technical service and support. Ricoh Office Services technicians support a large quantity and wide variety of technology in the field, including millions of printers and MFPs.

First and foremost, we are committed to service levels that ensure maximum uptime and productivity for UC.

We dedicate a team of certified service technicians to UC, assigning both a primary and back-up technician to each machine placed. The service team assumes total accountability for servicing the account, with each technician taking a proactive role in maintaining and repairing equipment. Our customer service technicians (CSTs) effectively function independently, using all resources available to provide maximum equipment uptime with a minimum number of service calls.

We have implemented a number of programs to empower CSTs to effect the most immediate and efficient repair for the client. To formulate a response plan that enables the service professional to begin work immediately after arriving at the UC site, Ricoh CSTs utilize a variety of tools and resources such as interactive technical support databases, machine service history with up-to-date technical information (via @Remote), web-based self-service options, pre-arrival telephone calls with the end user, and predictive maintenance information to head off potential future service incidents.

We provide incentives for our CSTs to keep contracted equipment operational as long as possible and to produce the greatest number of impressions between equipment failures.

Our goal is to send the right technician at the right time with the right training, parts and skills to service the equipment in the most efficient manner possible. Ricoh's Oracle Field Service Cloud (OFSC) is designed to match those qualities within the response radius of the customer.

Ricoh will provide the described on-site service support during routine business hours, as well as after-hours service in select metro and select nonmetropolitan areas for an additional fee. Ricoh's extensive dealer network is also available for support, adding more than 7,000 trained technicians across the country to the Ricoh service network.

Service Request and Routing System

In the event of equipment failure, @Remote enabled devices can automatically create a service request, or UC places a service request using either a web-based service request portal, MyRicoh, or a toll-free telephone number.

Ricoh utilizes the latest technology in service request routing, Oracle Field Service Cloud (OFSC). OFSC connects directly with our network to facilitate service call placement, routing and closure. CSTs are equipped with OFSC loaded on their smart phone devices. OFSC provides fast, convenient access to parts and inventory databases, service histories, equipment schematics and more. It further enhances communication and collaboration at the point of service and, ultimately, it enables us to resolve equipment service and connectivity support requests more quickly, efficiently, and effectively.

Oracle automatically passes each service request to an assigned, manufacturer-trained technician, including the customer's name, address, telephone number and problem description. The service request is assigned a unique identification number to ensure total tracking and full reporting status at all times. At this point, the CST follows a formal service response process to complete the requested service.

Responding to a Service Request

After determining the part(s) required to complete the repair, our CSTs first check their car stock, which is replenished twice weekly and includes the most commonly required equipment parts based on historical usage. If the part is in the car stock, the technician completes the repair and closes the call via their handheld device.

If the part is not in the car stock, the CST has the ability to check parts availability within his or her team of technicians. If the part is not in the team's inventory, the CST initiates an Incomplete Order Process through the OFSC application. Oracle responds to the CST and initiates a Pick Ticket, noting part(s) availability at one of our Shared Distribution Centers (SDCs). If the part is available at the SDC, warehouse staff members pull the part and stage it for delivery to the CST.

If the part is unavailable, the SDC orders it directly from the vendor, based on the priority defined by the technician in consultation with the customer (i.e., overnight for down equipment, second-day or regular ground transportation for less-urgent orders). The vendor ships the order to the defined ship-to location. A CST may also request that our car stock analyst (CSA) query other SDCs for parts availability.

When the part arrives, the CST installs it and ensures proper operation of the machine. If the repairs are then complete, the CST closes out the service call in OFSC.

Total Quality Call Procedure

Our CSTs apply the following national Total Quality Call (TQC) procedure, which requires them to service the entire machine during all customer-initiated service calls—not just the area of the machine causing the immediate problem. TQC is an extremely effective method of increasing equipment performance, by ensuring full functionality on every service request.

MFD Training

We provide several levels of training, depending on the type of equipment and approach established with our customer.

End-user/Key Operator Training Included with Purchase

Ricoh offers our customers short on-line training options through our How-to Videos and Knowledge Base, which are available 24/7.

Ricoh launched a series of "How-to" videos to increase customer satisfaction and provide the more modern services our customers desire. Ricoh's services training organization has been hard at work developing these videos to provide customers with quick and easy, multimedia instruction for their Ricoh products. Designed to bring the product operation manual to life, How-to videos are available via the following link: http://www.tsrc.ricoh-usa.com/public/how-to-videos/ricoh/.

For casual users, as well as the technical professionals in IT and the Help Desk, the Ricoh Knowledge Base offers access to an instructional reference database for specific devices. This site lists relevant help topics and how-to documents for each Ricoh product, including instructions and photographs. It also encourages users to provide feedback on their search experience, thus helping us to improve this tool and our channels for knowledge transfer to our customers. The Ricoh Knowledge Base is available via this link: https://ricoh-kb-en.custhelp.com/app/home/region/us/brand/ricoh.

Product manuals are provided in PDF format and driver downloads for all products are available on the Ricoh-usa.com website on the Support and Downloads page via this link: https://www.ricoh-usa.com/en/support-and-download. End-users may search by typing in the product name or clicking the dropdown menus.

Ricoh Offers Fee-Based Onsite or Customized Training

End-user/key operator training usually addresses the common features, functions and benefits of the equipment and accessories used by the local employees. We generally allot up to one (1) hour for standard fleet/convenience copier training, and up to two (2) hours for administrator/key operator training. In addition, Ricoh provides multiple levels of print shop non-production training.

If end-users/key operators/administrators require additional forms of training, we can also provide the following training methods:

- Individual (one-on-one, hands-on training)
- Train-the-trainer
- Classroom training for groups/departments of end-users (7 to 10 end users)
- Auditorium training for large group through screen shots/device panel projection
- Virtual training when applicable
- Printed customer-specific Quick Reference Guides
- Help Desk training/documentation (hardware/embedded solutions)

Types of Training Offered

- Individual (One-on-one, Hands-on Training)
- Train the Trainer
- Classroom Training for Groups/Departments of End Users (7 to 10)
- Auditorium Training for Large Group Through Screen Shots/Device Panel Projection
- Virtual Training

Q 12. ***UC Locations require the same discount for repair parts and supplies for the MFD and Laser Printer models on the awarded contract throughout the agreement and its extensions, or as long as parts and supplies are available for those models, whichever is longer. Define the length of time your company produces or makes available repair parts and supplies available beyond the final year of installation of a device, and acknowledge maintaining the same discount. You will be asked to provide discounted parts pricing in the Price sheets.**

Ricoh guarantees parts support for Ricoh manufactured equipment for a period of up to five years from its discontinuance by Ricoh.

Q 14. ***Please describe your company's capability to provide on-site customer training at no additional cost to UC. Include the following:**

- **Initial training at the installed device location on all walkup and network features (following installation)**
- **Follow-up training**
- **On-going training (existing and new users) In addition, please list your other training capabilities.**

After contract execution, our account team will initiate the activities that will ensure the successful installation of equipment and training of personnel. Training occurs at the time of deployment or time agreed upon between University of California and the Ricoh End User Training team. Overall, Ricoh views training as a joint investment to ensure that your devices operate properly and that the potential for follow-up service calls is minimized. Our training is evaluated and modified based on customer feedback.

Our intent is to create a cohesive and cooperative process that works best for all parties. Since many service calls occur during the early period of a deployment from the result of end-user misunderstanding, we believe that a high level of quality training is important to ensure maximum uptime. Moreover, we find that customized training ensures that you experience the optimal return-on-investment and productivity gains.

To begin, our training team is introduced to the key contacts at your site. After the delivery schedule is defined, this team communicates with the main contact at each individual location to arrange a convenient time to provide training.

Equipment Training Programs

We provide several levels of training, depending on the type of equipment and approach established with our customer.

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- Auditorium training for large group through screen shots/device panel projection
- Virtual training when applicable
- Printed customer-specific Quick Reference Guides
- Help Desk training/documentation (hardware/embedded solutions)

For training to be effective, it needs to take place at a location where the device is present and the area surrounding the device can accommodate a group of up to 10 people. For particularly large groups it may be necessary to schedule multiple sessions or—in an unstructured environment—a trainer may have to block off a period of time during which he or she is available at the site to provide varying degrees of training. If required, we are willing to set up and schedule training for groups of users in a classroom environment, using a device commonly used. In this event, we recommend that the group be somewhere between 7 to 10 end-users, as smaller or larger groups can reduce the effectiveness of the training (i.e., a small number of end-users may delay the completion of the overall training, and groups that exceed 10 end-users often do not allow each to receive the individual attention he or she may require).

To effectively migrate print volume from high cost devices to the MFD equipment fleet, it is critical to educate end-users on how simple and cost-effective the MFD devices are to use. Through effective training, users perform their print jobs on the lowest cost and most efficient digital copiers. After they are familiar with this simple procedure, end-users continue to use this approach on an ongoing basis.

To aid end-users after the training session, we provide an on-line manual for every device for reference purposes. In addition, we offer How-to videos and 24-hour toll-free end-user technical support for everyday minor troubleshooting. Customer-specific Quick Reference Guides or posters can also be created for a fee.

Ricoh's Professional Certified Training Specialist (Dedicated Training Staff)

Ricoh employs a dedicated, comprehensive staff of Technology Applications Specialists (TAS), and each TAS embodies first-rate communication skills and an extreme breadth and depth of knowledge on all aspects of the products and software they support.

Technology Applications Specialists must complete a rigorous process of attaining their CompTIA CTT+ (Certified Technical Trainer) certification as a job requirement. They attend extensive Ricoh training to become certified on products and solutions we support within our portfolio. Many team members hold additional industry certifications, such as vCTT+, A+, Net+, CDIA+, IT Fundamentals and EFI Fiery Professional.

Types of Training Offered

Individual (One-on-one, Hands-on Training)

Individual training is delivered face to face with an end user. The TAS and/or technology services (TS) employee provides hands-on training at the device. This type of training provides end users with the ability to see how a device functions and gives them the opportunity to perform these functions themselves. The training would be set up at the device and scheduled for up to one (1) hour. The functions that are included in this training are agreed upon between Ricoh and University of California.

Train the Trainer

Train the trainer sessions are scheduled with a select individual or group of individuals. Groups should include five or fewer individuals in each session. For groups of more than five, it may be necessary to schedule multiple sessions. The train-the-trainer option enables the customer to develop select individual(s) to effectively train other end users on the functions of the device(s). This allows the customer the ability to train current employees and new hires as needed. The training would be set up at the device and scheduled for up to one (1) hour. The functions that are included in this training are agreed upon between Ricoh and University of California.

Classroom Training for Groups/Departments of End Users (7 to 10)

Group device trainings are held right in front of the device and consist of 7 to 10 end users. For particularly large groups, it may be necessary to schedule multiple sessions or—in an unstructured environment—a trainer may have to block off time period during which he or she is available at the site to provide varying degrees of training. If required, we are willing to set up and schedule training for groups of users in a central location or department.

In this event, we recommend that the group include somewhere between 7 to 10 end users, as smaller or larger groups can reduce the effectiveness of the training (i.e., a small number of end users may delay the completion of overall training, and groups that exceed 10 end users often do not allow each to receive the individual attention he or she may require).

The training is scheduled for up to one (1) hour. The functions that are included in this training are agreed upon between Ricoh and University of California. Allow 15 minutes between training sessions and additional time based on geography for the TAS and/or TS employee to arrive at additional training locations. A sign-up sheet can be provided to track which end user(s) attended the training.

Auditorium Training for Large Group Through Screen Shots/Device Panel Projection

Ricoh provides training to large or small groups. This training is provided to groups of 10 or more. The TAS and/or TS employee provides the training in an auditorium or meeting room setting. The delivery method can be through presentation screen shots or use of a camera to project the panel of the device(s).

The functions that are included in this training are agreed upon between Ricoh and University of California. The customer will communicate the scheduled times for the training to their employees for this type of training. The training sessions are up to one (1) hour. Allow 15 minutes between training sessions. A sign-up sheet can be provided to track which end user(s) attended the training.

Virtual Training

Ricoh provides this training to large and small groups. The training is provided to groups of 10 or more. The TAS and/or TS employee can provide the training sessions through a virtual option (i.e., Skype, WebEx or join.me). The delivery method can be through presentation screen shots or use of a camera to project the panel of the device(s).

The functions that are included in this training are agreed upon between Ricoh and University of California. The customer will communicate the scheduled times for the training to their employees for this type of training. The training sessions are up to one (1) hour. Allow 15 minutes between training sessions.

Quick Reference Guides/Posters and Additional Documentation

Ricoh provides the customer with online guides and documentation at no additional charge. Ricoh can also provide basic customized Quick Reference Guides to University of California. The guides are based on the functions discussed with the customer in the initial training meeting. Ricoh will electronically send the guide to the customer for printing and is willing to provide printed guides along with more advanced documentation if needed. A reasonable fee would apply based on the number of documents needed and hours spent in creation/preparation of the customized material.

Please see a sample Quick Reference Guide below.
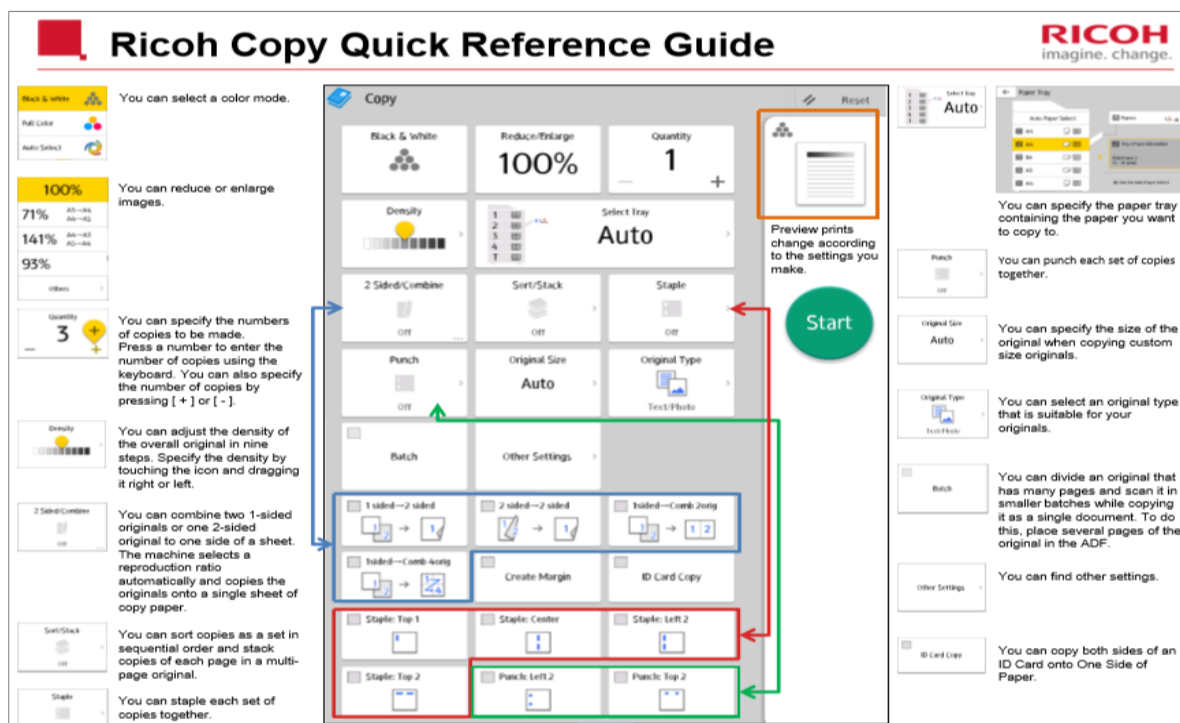
Help Desk Training/Documentation (Hardware/Embedded Print Embedded Solutions)

Ricoh's Technology Applications Specialist (TAS) team can provide Level 1 Help Desk training to the University of California internal Help Desk staff. The training can be delivered to the employees through on-site or virtual training. The TAS team will work with University of California to develop a training plan that will provide the customer's help desk staff with troubleshooting/resolution for

routine issues (e.g., clearing paper jams, clearing common error codes) with hardware and managed print embedded software supported by our technology services staff.

The TAS can provide customized step-by-step guides and documentation along with training around Ricoh's customer accessible knowledge base to University of California.

If we determine additional requirements during our Discovery process, pricing would require adjustment.

MFD Training Offering Functions/Features

The following features are demonstrated only if they are included equipment features and the customer has expressed interest in having end-users and/or key operators trained.

Administrators complete an additional one (1) hour training session of key operator training after completing the end-user training. This training is provided after equipment installation. During this training we provide more detailed maintenance and simple trouble-shooting information (e.g., changing toner), than we cover during the end-user training. After training, each key operator will understand all the facets of the product, including the paper paths and the paper feed locations, specialty features, all maintenance items and all pertinent information required when placing service calls.

The graphic below provides a summary of the topics covered during a training session.

End User / Key Operator Training		
On Site Pretraining Check	**Copy**	**Fax**
☐ Checklist ☐ Ricoh Required Settings	☐ Original Settings	☐ Programming Quick Dials
☐ Environment ☐ Device Clearance	☐ Sort, Stack, and Rotate Sort (Explain the Difference)	☐ Destinations
☐ Toner ☐ Return Toner	☐ Finishing Options	☐ Entering a Destination
☐ Op Panel	☐ Staple & Punch	☐ Entering Multiple Destinations
☐ Screen Configuration	☐ Fold (If Applicable)	☐ Faxing Double-Sided Documents
☐ Near Field Communication (Optional)	☐ Reduce & Enlarge (If Applicable)	☐ Cancelling a Transmission
Introduction and Overview	☐ Duplex Copy	☐ Previewing the Fax
☐ Reference Material (User Manual & CD)	☐ New Job (When Another Job is Running)	☐ Viewing Fax Transmission Status (TX)
☐ Identification of Key Components	☐ Color Mode	☐ Viewing Faxes Received (RX)
☐ Toner Collection ☐ Toner Replacement	☐ Auto Color	☐ LAN Fax (Optional)
☐ Automatic Document Feeder	☐ Full Color	☐ Driver Installation
☐ Bypass Tray ☐ Paper Drawers	☐ Margin Adjust	☐ Function
☐ Folding Unit (Optional)	☐ Erase Color (Demo Erase Function)	☐ On Hook
☐ Finisher (Optional)	☐ Edit (Demo Image Repeat and Combine)	**Scan**
☐ Staple Replacement	☐ Book/Spread (Demo Copying from a Book)	☐ Scan to Email
☐ Misfeed Removal	☐ Copy Programming	☐ Entering Email Destinations
☐ Service Sticker	☐ Create a New Program	☐ Scan to Folder
☐ Misfeed Removal	☐ Using a Saved Program	☐ Scan to URL
Control Panel Overview	**Document Server**	☐ Send Settings
☐ Touch Screen Configuration	☐ Benefits: Storing Forms/Frequently Used Documents	☐ Changing the File Type (TIFF, JPEG, or PDF)
☐ Modes	☐ Scan To (Store Document)	☐ Scanning a Double-Sided Document
☐ Copy ☐ Document Server	☐ Print To (Store Document)	☐ Sender Name
☐ Fax ☐ Scan ☐ Print	☐ Delete a Document	☐ Naming the File
☐ Apps ☐ Sample Key	☐ File Management (i.e. Change Document Name	☐ Sending with a Subject or Text
☐ Home Key ☐ Interrupt Key	☐ Secure Folders / Documents with Passwords	☐ Batch Scanning
☐ Reset Key ☐ Simplified Display	☐ Create Personal Folders	☐ Encrypting Scan with a Password
☐ Stop Key ☐ Always Current Technology	☐ Print Form/Document	☐ Scan Preview
☐ Check Status		☐ OCR (If Applicable)
☐ Machine Status ☐ Toner Levels		
☐ Paper Mismatch Error		

End User/Key Operator Training Continued	
Print	
☐ Print Driver Download and Installation	☐ Cancel or Reset Print Job
☐ Print Driver Features	☐ Job Operation and Job Advancement (If Applicable)
☐ Creating Presets	☐ Print From/Scan To Memory Storage Device
☐ Set Printer Preferences (i.e. Default to BW)	☐ USB
☐ Send Lock/Hold Job	☐ SD Card
☐ Retrieve Lock/Hold Job	☐ Safe Removal of Storage Device
☐ Send (Print) to Document Server	☐ NFC Overview

Ricoh Offers Fee Based Ongoing Training

Ultimately, it is in the best interest of both parties to take training very seriously. Users gain maximum benefit from the solution provided with as limited a learning curve as possible. Understanding the implementation and operation of each product results in fewer service calls and maximizes the MFD's uptime.

We recognize that events can occur that make additional training necessary (e.g., some staff members are unavailable for initial training; key operator changes when a device is relocated; staff requires additional training on specific features). We therefore can provide additional training on an as-needed basis throughout the term of the contract to maintain qualified key operators.

Ricoh requires a reasonable charge in the event additional on-site end user training or on-site key operator training is necessary. For large-scale deployments or fleet refreshing, we provide a customized Statement of Work (SOW), which includes the training plan and any associated costs. Customized training guides are also available on request for an additional fee.

Q 15. ***Quarterly report of population of MFDs and Laser Printers reports including, but not limited to the following data:**

- **UC Location**
- **UC department**
- **UC purchase order number**
- **Name, phone and email for department placing the purchase order**
- **Equipment serial number**
- **Name and Model of product(s) and/or service(s) Purchased**
- **Quantity purchased**
- **Price paid, per unit and total**
- **Method of acquisition (lease, purchase, etc.)**
- **Sustainable product purchases**

Monthly reports:

- **Response time**
- **Repair time**
- **Uptime**
- **Total service calls**
- **Delivery time**
- **Installation time**
- **Open leases, remaining terms, etc.**

Please indicate your acceptance and describe your quality control procedure you have in place to ensure reports are accurate. If you do not comply with explanation, describe.

Ricoh accepts and can provide UC all of the reports mentioned above, most of this reporting is automated with the devices emailing Ricoh their service codes, meter reads and other important statistical data for reporting purposes. This data is aggregated in Ricoh's ERP for each customer with the calls being placed or online tickets being generated by end users, real time data from technician mobile units and other financial information from the purchase orders or lease documents. With this data being automated, there is very little opportunity for the data to be in error due to data entry or data interpretation.

Below is an example of some of the automated reporting data that is available to all UC customers:

PARTY NAME	ADDRESS	ITEM MODEL	MANUFACTURER SERIAL NUMBER	EQUIP INSTALL DATE	ALL CALLS	RESPONSE CALLS	AVG CUST RESPONSE TIME	UPTIME %	AVERAGE MONTHLY COPY VOLUME	LAST METER READ	LAST METER READ DATE
UNIVERSITY OF CALIFORNIA SANTA BARBARA	3326 PHELPS HALL	MPC4504EX	C738M740631	10/03/2018	2	2	1.80	99.6%	1,799	34,146	4/5/2020
UCSB RESIDENTIAL SERVICES	565 MESA RD	IMC6000	3149RB00963	01/22/2020	2	1	1.91	99.7%	3,034	7,578	4/5/2020
UNIVERSITY OF CALIFORNIA SANTA BARBARA	4326 MARINE SCIENCE INSTITUTE BLDG	MPC307	C509P602165	07/16/2019	1	1	2.46	99.7%	390	3,108	4/5/2020

Effective Date	Contract End Date	Final Invoice Due Date	Type	Ter,	Remaining Months	Model	Serial	City	Mo Lease	Contract Balance
8/1/2018	7/31/2023	7/1/2023	FMV	60	38	MP402SPF	C86236695	SAN PEDRO	51.77	2200.26
8/1/2018	7/31/2023	7/1/2023	FMV	60	38	MP402SPF	C86236696	BURBANK	51.77	2200.26
8/1/2018	7/31/2023	7/1/2023	FMV	60	38	SP4520DN	C86237008	MISSION HILLS	19.33	796.54
8/1/2018	7/31/2023	7/1/2023	FMV	60	38	MP402SPF	C86236697	TARZANA	51.77	2200.26
3/1/2019	2/28/2023	2/1/2023	FMV	48	33	MPC307	C86253997	Santa Monica	66.04	2638.32
3/1/2019	2/28/2023	2/1/2023	FMV	48	33	MP4055SP	C86254483	Santa Monica	215.35	8368.55
3/1/2019	2/28/2023	2/1/2023	FMV	48	33	MP501SPF	C86254431	Santa Monica	45.64	1856.12
3/1/2019	2/28/2023	2/1/2023	FMV	48	33	MP501SPF	C86254518	Santa Monica	55.69	2187.77

Ricoh offers many ad-hoc reports upon request at no additional charge.Ricoh offer several utilities to enhance reporting such as SLNX and SLNX Enterprise; Trac and FM Audit and other real time tracking and reporting tools. Some of these are at addition cost but it is a great way to always have your arms around volumes, cost, and utilization. The more information you have the better decisions can be made.

Ricoh Aficio MP C4501 (CD67890)

Toner	Current Level	Last Replaced	Pages since	Projected replacement
Black	20%	10/1/2015	1234	10/29/2015
Cyan	70%	10/1/2015	456	11/17/2015
Magenta	30%	8/13/2015	2345	11/25/2015
Yellow	80%	9/27/2015	890	1/25/2016

e in Years	% of Fleet	Printers
5	51%	375
5.9	7%	53
7.9	4%	27
8.9	13%	97
9.9	9%	69
10.9	1%	10
11.9	8%	62
12.9	1%	9
13.9	3%	22
14.9	1%	6
15.2	0.50%	4

1.0   Scope of National Cooperative Contract

Capitalized terms not otherwise defined herein shall have the meanings given to them in the Master Agreement or in the Administration Agreement between Supplier and OMNIA Partners.

1.1   Requirement

The University of California (hereinafter defined and referred to as "Principal Procurement Agency"), on behalf of itself and the National Intergovernmental Purchasing Alliance Company, a Delaware corporation d/b/a OMNIA Partners, Public Sector ("**OMNIA Partners**"), is requesting proposals for Print Goods and Services. The intent of this Request for Proposal is any contract between Principal Procurement Agency and Supplier resulting from this Request for Proposal ("**Master Agreement**") be made available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("**Public Agencies**"), through OMNIA Partners' cooperative purchasing program. The Principal Procurement Agency has executed a Principal Procurement Agency Certificate with OMNIA Partners, an example of which is included as Exhibit D, and has agreed to pursue the Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners as a Participating Public Agency in OMNIA Partners' cooperative purchasing program. Registration with OMNIA Partners as a Participating Public Agency is accomplished by Public Agencies entering into a Master Intergovernmental Cooperative Purchasing Agreement, an example of which is attached as Exhibit C, and by using the Master Agreement, any such Participating Public Agency agrees that it is registered with OMNIA Partners, whether pursuant to the terms of the Master Intergovernmental Purchasing Cooperative Agreement or as otherwise agreed to. The terms and pricing established in the resulting Master Agreement between the Supplier and the Principal Procurement Agency will be the same as that available to Participating Public Agencies through OMNIA Partners.

All transactions, purchase orders, invoices, payments etc., will occur directly between the Supplier and each Participating Public Agency individually, and neither OMNIA Partners, any Principal Procurement Agency nor any Participating Public Agency, including their respective agents, directors, employees or representatives, shall be liable to Supplier for any acts, liabilities, damages, etc., incurred by any other Participating Public Agency. Supplier is responsible for knowing the tax laws in each state.

This Exhibit A defines the expectations for qualifying Suppliers based on OMNIA Partners' requirements to market the resulting Master Agreement nationally to Public Agencies. Each section in this Exhibit A refers to the capabilities, requirements, obligations, and prohibitions of competing Suppliers on a national level in order to serve Participating Public Agencies through OMNIA Partners.

These requirements are incorporated into and are considered an integral part of this RFP. OMNIA Partners reserves the right to determine whether or not to make the Master Agreement awarded by the Principal Procurement Agency available to Participating Public Agencies, in its sole and absolute discretion, and any party submitting a response to this RFP acknowledges that any award

by the Principal Procurement Agency does not obligate OMNIA Partners to make the Master Agreement available to Participating Procurement Agencies.

1.2   Marketing, Sales and Administrative Support

During the term of the Master Agreement OMNIA Partners intends to provide marketing, sales, partnership development and administrative support for Supplier pursuant to this section that directly promotes the Supplier's products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis.

OMNIA Partners will assign the Supplier a Director of Partner Development who will serve as the main point of contact for the Supplier and will be responsible for managing the overall relationship between the Supplier and OMNIA Partners. The Director of Partner Development will work with the Supplier to develop a comprehensive strategy to promote the Master Agreement and will connect the Supplier with appropriate stakeholders within OMNIA Partners including, Sales, Marketing, Contracting, Training, Operations & Support.

The OMNIA Partners marketing team will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through channels that may include:

A. Marketing collateral (print, electronic, email, presentations)

B. Website

C. Trade shows/conferences/meetings

D. Advertising

E. Social Media

The OMNIA Partners sales teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through initiatives that may include:

A. Individual sales calls

B. Joint sales calls

C. Communications/customer service

D. Training sessions for Public Agency teams

E. Training sessions for Supplier teams

The OMNIA Partners contracting teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through:

A. Serving as the subject matter expert for questions regarding joint powers authority and state statutes and regulations for cooperative purchasing

B. Training sessions for Public Agency teams

C. Training sessions for Supplier teams

D. Regular business reviews to monitor program success

E. General contract administration

Suppliers are required to pay an administrative fee of three percent (3%) of the greater of the Contract Sales under the Master Agreement and Guaranteed Contract Sales under this Request for Proposal. Supplier will be required to execute the OMNIA Partners Administration Agreement (Exhibit B).

1.3 Estimated Volume

The dollar volume purchased under the Master Agreement is estimated to be approximately $50 million annually. While no minimum volume is guaranteed to Supplier, the estimated annual volume is projected based on the current annual volumes among the Principal Procurement Agency, other Participating Public Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through OMNIA Partners, and volume growth into other Public Agencies through a coordinated marketing approach between Supplier and OMNIA Partners.

1.4 Award Basis

The basis of any contract award resulting from this RFP made by Principal Procurement Agency will, at OMNIA Partners option, be the basis of award on a national level through OMNIA Partners. If multiple Suppliers are awarded by Principal Procurement Agency under the Master Agreement, those same Suppliers will be required to extend the Master Agreement to Participating Public Agencies through OMNIA Partners. Utilization of the Master Agreement by Participating Public Agencies will be at the discretion of the individual Participating Public Agency. Certain terms of the Master Agreement specifically applicable to the Principal Procurement Agency (e.g. governing law) are subject to modification for each Participating Public Agency as Supplier, such Participating Public Agency and OMNIA Partners shall agree without being in conflict with the Master Agreement. Participating Agencies may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement (i.e. invoice requirements, order requirements, specialized delivery, diversity requirements such as minority and woman owned businesses, historically underutilized business, governing law, etc.). It shall be the responsibility of the Supplier to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the Participating Agency. It shall further be the responsibility of the Supplier to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of the Master Agreement and adjust wage rates accordingly. Any supplemental agreement developed as a result of the Master Agreement is exclusively between the Participating Agency and the Supplier (Contract Sales are reported to OMNIA Partners).

All purchase orders issued and accepted by the Supplier may survive expiration or termination of the Master Agreement. Participating Agencies' purchase orders may exceed the term of the Master Agreement if the purchase order is issued prior to the expiration of the Master Agreement. Supplier is responsible for reporting all sales and paying the applicable administrative fee for sales that use the Master Agreement as the basis for the purchase order, even though Master Agreement may have expired.

1.5 Objectives of Cooperative Program

This RFP is intended to achieve the following objectives regarding availability through OMNIA Partners' cooperative program:

A. Provide a comprehensive competitively solicited and awarded national agreement offering the Products covered by this solicitation to Participating Public Agencies;

B. Establish the Master Agreement as the Supplier's primary go to market strategy to Public Agencies nationwide;

C. Achieve cost savings for Supplier and Public Agencies through a single solicitation process that will reduce the Supplier's need to respond to multiple solicitations and Public Agencies need to conduct their own solicitation process;

D. Combine the aggregate purchasing volumes of Participating Public Agencies to achieve cost effective pricing.

2.0 REPRESENTATIONS AND COVENANTS

As a condition to Supplier entering into the Master Agreement, which would be available to all Public Agencies, Supplier must make certain representations, warranties and covenants to both the Principal Procurement Agency and OMNIA Partners designed to ensure the success of the Master Agreement for all Participating Public Agencies as well as the Supplier.

2.1 Corporate Commitment

Supplier commits that (1) the Master Agreement has received all necessary corporate authorizations and support of the Supplier's executive management, (2) the Master Agreement is Supplier's primary "go to market" strategy for Public Agencies, (3) the Master Agreement will be promoted to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the Master Agreement, and (4) that the Supplier has read and agrees to the terms and conditions of the Administration Agreement with OMNIA Partners and will execute such agreement concurrent with and as a condition of its execution of the Master Agreement with the Principal Procurement Agency. Supplier will identify an executive corporate sponsor and a separate national account manager within the RFP response that will be responsible for the overall management of the Master Agreement.

Ricoh agrees that this will be one of our primary offering's available through OMNIA Partners Public Sector and one of our "go to market" strategies for Public agencies.

2.2   Pricing Commitment

Supplier commits the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to Public Agencies nationwide and further commits that if a Participating Public Agency is eligible for lower pricing through a national, state, regional or local or cooperative contract, the Supplier will match such lower pricing to that Participating Public Agency under the Master Agreement.

Ricoh commits that our not to exceed pricing is comparable to our lowest available national contract pricing for public sector, with the understanding various market conditions, service level agreements, terms and conditions, service level agreements and other contract specific language may impact the pricing when comparing contracts.

2.3   Sales Commitment

Supplier commits to aggressively market the Master Agreement as its go to market strategy in this defined sector and that its sales force will be trained, engaged and committed to offering the Master Agreement to Public Agencies through OMNIA Partners nationwide. Supplier commits that all Master Agreement sales will be accurately and timely reported to OMNIA Partners in accordance with the OMNIA Partners Administration Agreement. Supplier also commits its sales force will be compensated, including sales incentives, for sales to Public Agencies under the Master Agreement in a consistent or better manner compared to sales to Public Agencies if the Supplier were not awarded the Master Agreement.

Ricoh agrees to market this Agreement as one of our go to market strategies, as evidenced through our long-term partnership with OMNIA (legacy U.S. Communities).

3.0   SUPPLIER RESPONSE

Supplier must supply the following information in order for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.

3.1   Company

   A. Brief history and description of Supplier.

   Ricoh USA, Inc., headquartered in Exton, PA, is a subsidiary of Ricoh Company, Ltd. of Tokyo, Japan. Ricoh Company is a Fortune Global 500 company with fiscal year 2019 sales in excess of $18 billion. Ricoh USA (RUS) markets and distributes Ricoh products and services in North America and Canada. Supporting the marketing and sales for its services and full line of digital office solutions, Ricoh utilizes a nationwide network of more than 380 independent dealers as well as more than 200 Ricoh Direct Sales Offices.

Ricoh maintains tight contractual and quality controls over all the dealers that service its Ricoh Major and Global Accounts. Ricoh Authorized Sales and Service Locations are staffed by Ricoh factory-trained technicians, ensuring not only rapid service response, but also technical expertise in preventive, remedial and emergency service of all Ricoh products. To ensure prompt attention to our customers' service requirements, Ricoh mandates that - in all major market areas - response time shall average less than 4 hours. In general, Ricoh's standard response time is based on customer proximity to a Ricoh Authorized Sales and Service location.

Number of years in business:
Ricoh Company, Ltd was established in Tokyo, Japan in 1936, almost 85 years ago. It established an entity to market its products in the Americas over fifty years ago in 1962, and renamed its American entity "Ricoh USA, Inc. in April, 2017.

Number of years involved with MFDs:
Ricoh entered the market of providing business-focused products with its line of photosensitive paper in 1934. From that time on, it engineered and brought to market devices that are the source of the functions now provided by multi-function devices, including 1955 – Diaxzo-type photopaper copiers; 1965 – Electronic copiers;1971 – Office computers ; 1974 – Digital facsimiles; and 1982 – Digital Copiers. In 1987 Ricoh pioneered the multifunctional digital copier for the office with the IMAGIO 320. Thus, even by the most conservative definition, Ricoh has been 'involved with MFDs' for more than two decades.

Total number of employees:
With a global workforce of over 95,000, the Ricoh Group consists of 235 companies and operates in Europe, the Americas, Asia Pacific, China and Japan.

Number of MFD employees dedicated to service/repair of MFDs:
Ricoh employs more than 25,000 MFD technicians worldwide. Every Ricoh technician is factory-trained and certified on the equipment they service/repair. The more-than-380 independent dealers employ many thousand more factory-trained technicians.

B. Total number and location of sales persons employed by Supplier.
Ricoh has a direct sales force consisting of 4k+ employees over 200 locations covering all 50 States in the United States. In addition to our direct presence, we have one of the strongest Dealer Partner channels in the industry consisting of 380 authorized resellers. All of which will be actively marketing this program.

C. Number and location of support centers (if applicable) and location of corporate office.
Access to our 200 Ricoh direct locations and 380 authorized Ricoh resellers promoting this program can be found at the following link - https://www.ricoh-usa.com/en/officelocator

D. Annual sales for the three previous fiscal years.
https://www.ricoh.com/IR/financial_data/financial_result/

E. Submit FEIN and Dunn & Bradstreet report.
Please See Attachments (FEIN / D&B reports)

F. Describe any green or environmental initiatives or policies.
Ultimately, our goal is to help build a society in which the impact on its environment is

maintained at a level that never exceeds the Earth's self-recovery capabilities. To make this happen, more than merely implementing environmental conservation activities is necessary; society needs to formulate clear-cut long-term visions and goals that will guide the specific actions required.

At Ricoh, we have set environmental goals for 2030 and 2050 as milestones toward the final goal. We also determine Environmental Action Plans every three years and promote sustainable environmental management. In order to contribute to the future of the global environment and society, the Ricoh Group will make efforts with focus on long-term vision and clear goals.

G. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program.

The mission of our supplier diversity initiative is to continually seek and expand partnerships with minority-owned, small, small-disadvantaged, women-owned, veteran-owned, disabled-owned and HUB Zone small businesses. We believe that as a result of these mutually beneficial relationships, Ricoh will be able to exceed our customers' expectations, add value to our products and services, meet our business goals and provide economic benefits to the communities in which we do business.

We have numerous diverse partners across the country we utilize for these programs. Since this pricing we have presented is a "Cost Not to Exceed," there are no increases when engaging these partners above contract pricing.

Ricoh's Diversity and Social Responsibility Council ranked in top 20 of diversity programs across the U.S. (https://tinyurl.com/y9gf6asc)

H. Describe any historically underutilized business certifications supplier holds and the certifying agency. This may include business enterprises such as minority and women owned, small or disadvantaged, disable veterans, etc.

These vary by region and can be provided upon additional request from our diversity partners.

I. Describe how supplier differentiates itself from its competitors.

Ricoh has dedicated Client Executives whose account assignments are Higher Education Institutions. Ricoh has positioned itself as a strategic partner with many universities and colleges, providing expertise and a product and services portfolio to meet the needs of those clients. This is an established vertical within Ricoh where we offer customized hardware, software and solutions to support Higher Ed initiatives.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

Ricoh has a national presence in the U.S. and, accordingly, the company has contracts in place with numerous customers and vendors. Ricoh does have contract disputes from time to time with customers and/or vendors which occur in the ordinary course of business and which can lead to litigation. Any such litigation is likewise ordinary in the course of our business and not expected to have any material effect on our ability to deliver the proposed services.

K. Felony Conviction Notice: Indicate if the supplier

    a. is a publicly held corporation and this reporting requirement is not applicable;

    b. is not owned or operated by anyone who has been convicted of a felony; or

    c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.

    None, to the best of our knowledge.

L. Describe any debarment or suspension actions taken against supplier

    None, to the best of our knowledge

3.2 Distribution, Logistics

A. Describe the full line of products and services offered by supplier.

In addition to our MFD products, printers, software and AV products being offered in this RFP, Ricoh is also recognized as a global leader in helping empower workplace technology

EMPOWERING DIGITAL WORKPLACES

In 2017, the Ricoh group created a new brand promise for our customers: "EMPOWERING DIGITAL WORKPLACES." Empowering Digital Workplaces means connecting people to information faster and more conveniently to improve communication and creativity. This is based on the Ricoh "San-Ai Spirit" - The Spirit of Three Loves: Love your neighbor, Love your country, Love your work - which the company has followed since it was established in 1936.

At Ricoh we are constantly thinking about people and how to help them work more creatively for a more satisfying life. The first copy machine transformed the workplace by helping people to transmit information accurately and quickly without the time-wasting and life-sapping tedium of endlessly reproducing business documents.

The first fax machine enabled the transmission of information to extend beyond mere hand-to-hand delivery to cross cities, countries, and the world in seconds and connect people everywhere.
These breakthroughs were the birth of what we now call "office automation". This evolved from simple document creation, duplication, and delivery to changing the entire workflow with copying, printing, information communication, storage and search, and an endless series of workplace innovations.
As times changed, technology advanced. But there are still many problems to be solved around workers, society and social interaction. Ricoh will provide more solutions with "EMPOWERING DIGITAL WORKPLACES

B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

Ricoh USA, Inc. markets and distributes Ricoh products and services in North, Central and South America. Supporting the marketing and sales for its services and full line of digital office solutions, Ricoh utilizes a nationwide Dealer network of more than 380 independent dealers as well as more than 200 Ricoh Direct Sales Offices. A complete list is provided here - https://www.ricoh-usa.com/en/officelocator

  Ricoh maintains tight contractual and quality controls over all the dealers that service its Ricoh Major and Global Accounts. Ricoh Authorized Sales and Service Locations are staffed by Ricoh factory-

trained technicians, ensuring not only rapid service response, but also technical expertise in preventive, remedial and emergency service of all Ricoh products. To ensure <u>prompt</u> attention to our customers' service requirements, Ricoh mandates that - in all major market areas - response time shall average less than 4 hours. In general, Ricoh's standard response time is based on customer proximity to a Ricoh Authorized Sales and Service location.

C. Describe how Participating Agencies are ensure they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

As one of Ricoh's primary "go to market" strategies for local government, this contract will continue to be available to all of our Direct and Dealer partners. Through our Ricoh Direct channel, we have an automated pricing/contract tool (Oracle) that mirrors the most recent price book to ensure pricing compliance. A similar process is in place with our Dealer channel partners.

D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

Please see link below for list of authorized Ricoh channel providers and locations.

https://www.ricoh-usa.com/en/officelocator

E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

Warehouse and Distribution

As part of its centralized supply chain Initiatives, Ricoh has developed a logistical footprint within sourced warehouses in the U.S. We have over 300,000 square feet dedicated to the warehousing of our parts inventories within our primary warehouse in Nashville, TN, and a secondary warehouse in Bloomington, CA, which supports the West Coast, Canada and South America. These facilities are equipped with a warehouse management system (WMS) and state-of-the-art automation and are virtually paperless operations that target increased productivity and performance. On average, our warehouses ship 350,000 lines per month.

Our distribution channel is designed to support over 3,800 technicians, with automated vehicle stock replenishment for highly used parts. Additionally, our technicians have access to the Oracle Field Service Cloud (OFSC) application on their smart phone devices. This application enables them to enter orders up to 5 pm local time for additional parts, which can be shipped for next-day delivery.

Our logistical partner for small packages is United Parcel Service (UPS), with which we have established schedules that allow several package pickups throughout the day. This partnership ensures that we meet our commitment to ship same day any order entered before the 5 pm local time, for delivery anywhere in the U.S. next day. Using UPS allows us to meet all required service commitments, depending on the customer-selected class of service.

Our distribution operations also have established KPIs. These KPIs are driven by productivity metrics, including employee performance (e.g., lines shipped per employee, lines picked up per employee) and operational performance (e.g., same-day shipment, error ratio per lines shipped).

Ricoh USA currently operates a distribution infrastructure composed of five Regional Fulfillment Centers (RFCs). Each RFC includes a distribution center and a configuration center, where equipment is staged for delivery to our customers, one of which is in Tustin, CA.

3.3   Marketing and Sales

A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:

i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days

ii. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days

Ricoh is uniquely qualified to prepare our national sales force to promote the Master Agreement in a qualified and compliant manner. Ricoh has had great success with our existing OMNIA Partners (legacy U.S. Communities) contract(s) dating back to 2003. The State and Local Government Team consisting of nine individuals are responsible for promoting and distributing information to 3,000+ Ricoh field sales representatives. In addition to internal communications to educate these Ricoh employed sales professionals, we have the network and external communication mechanisms in place to educate the staff of our 380+ authorized independent Dealers.

Upon award, Ricoh will prepare launch guides, training documents and scripts. Trainings will be scheduled and conducted for the Government Account Managers and the Dealer and Direct division managers. WebEx trainings will take place for the field reps on or before the start date of the new award. These trainings will be overviews of the new Master Agreement, including a comparison to the current agreement. In person, field sales trainings will be scheduled over the first 180 days on-site throughout the country. These will be in-depth sessions of contract details and compliancy, as well as a go-to-market strategy.

WebEx trainings will be recorded and added to our internal sales intranet for on-demand viewing. We will add brief, on-demand training modules on the different aspects of this contract that will allow reps to re-acquaint themselves where necessary.

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

i. Creation and distribution of a co-branded press release to trade publications

ii. Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days

iii. Design, publication and distribution of co-branded marketing materials within first 90 days

iv. Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement

v. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.

vi. Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement

vii. Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.)

viii. Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:

- OMNIA Partners standard logo;

- Copy of original Request for Proposal;

- Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;

- Summary of Products and pricing;

- Marketing Materials

- Electronic link to OMNIA Partners' website including the online registration page;

- A dedicated toll-free number and email address for OMNIA Partners

Similar to our response in Part A, Ricoh will position this program as one of our Strategic and "Go To Market" strategies to help Participating Public Agencies avoid cumbersome Bid/RFP solicitations.

C. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

At the request of the customer and the discretion of Ricoh, we will transition Public Agency customer accounts to the Master Agreement with OMNIA Partners. Ricoh currently holds an OMNIA Partners (legacy U.S. Communities) contract as well as a NASPO Value Point Master Agreement (in certain States). This contract agreement will be one of our primary go to market agreements for local government agencies.

D. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well. Ricoh acknowledges and agrees.

E. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency

ii. Best government pricing

iii. No cost to participate

iv. Non-exclusive

Ricoh commits that our not to exceed pricing is comparable to our lowest available national contract pricing for public sector, with the understanding various market conditions, service level agreements, terms and conditions, service level agreements and other contract specific language may impact the pricing when comparing contracts.

Ricoh does agree to all other conditions in Section E.

F. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

i. Key features of Master Agreement

ii. Working knowledge of the solicitation process

iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners

iv. Knowledge of benefits of the use of cooperative contracts

Confirmed

G. Provide the name, title, email and phone number for the person(s), who will be responsible for:

i. Executive Support
Scott Dabice / VP Pricing & Strategic Markets / Scott.Dabice@ricoh-usa.com
Steve Bissey / Director – State & Local Gov / Steve.Bissey@ricoh-usa.com

ii. Marketing
Dan Quigley / Channel Marketing / Dan.Quigley@ricoh-usa.com

iii. Sales
Mike Stowell / National Contract Manager / Mike.Stowell@ricoh-usa.com
Lori Toth / SLG Area Manager / Lori.Toth@ricoh-usa.com
Bill Finke / SLG Area Manager / Bill.Finke@ricoh-usa.com
Travis Massman / SLA Area Manager / Travis.Massman@ricoh-usa.com
Todd Marron / SLG Area Manager / Todd.Marron@ricoh-usa.com
Mark Williamson / SLG Area Manager / Mark.Williamson@ricoh-usa.com
Mike Pallotta / SLG Area Manager / Mike.Pallotta@ricoh-usa.com
Roger Hosler / SLG Area Manager / Roger.Hosler@ricoh-usa.com

iv. Sales Support
Mike Stowell / National Contract Manager / Mike.Stowell@ricoh-usa.com

v. Financial Reporting
Jennifer Carillo / Sr. Reporting & Rebate Analyst / Jennifer.Carillo@ricoh-usa.com

vi. Accounts Payable
Jennifer Carillo / Sr. Reporting & Rebate Analyst / Jennifer.Carillo@ricoh-usa.com

vii. Contracts
Mike Stowell / National Contract Manager / Mike.Stowell@ricoh-usa.com

H. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.
Ricoh's Direct sales force is led by Peter Stuart who is the VP of Direct Channel Sales. Supporting and leading our Ricoh Dealer Channel is Jim Corriddi, VP of Dealer Channel Sales.

I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.
This will be a very rapid transition as the current team who supports our Ricoh agreement with OMNIA Partners has already been working together with the Regional Managers and VP's in their field assignments. This current relationship should help in expediting the time it takes to have this specific contract implemented to participating public agencies.

J. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.
Ricoh has been working with government agencies at all levels for decades. We are the provider for numerous contracts for City, County and State Governments around the country.

Ricoh has been the supplier of MFD's, MPS and other related services under the OMNIA Partners (legacy U.S. Communities) program since 2003. In that time, we have increased our national sales to become one of the largest OMNIA suppliers. Ricoh has the technology, corporate infrastructure, elite partnerships and distribution to provide these solutions as well as managing an overall national program.

Ricoh infrastructure starts with a team of 9 tenured government managers, including Mike Stowell, the OMNIA Partners National Contract Manager and liaison. This team works with all distribution points to provide expertise in the local government and K-12 marketplace. These

individuals ensure an understanding on how to work with public procurement officials and help ensure contract compliance.

K. State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.
Our Top 10 Public agency customers, fiscal year revenues and key contacts are located in the OMNIA Connect portal.

L. Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Given Ricoh's commitment to participate in large cooperative / GPO contracts, we have a very sophisticated system that helps support order management through all Direct and Dealer distribution channels.

M.   If the Supplier wants to guarantee sales, provide the Contract Sales (as defined in Section 10 of the National Intergovernmental Purchasing Alliance Company Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

$0.00 in year one
$0.00 in year two
$0.00 in year three

To the extent Supplier guarantees minimum Contract Sales, the administration fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales. Historically, Ricoh has typically generated consistent revenue in annual sales through our current relationship with the University of California system and with our current OMNIA Partners agreement. Our goal in responding to this RFP is to grow this business within the University as well as nationally. However, due to the nature of its "non-mandatory" requirement within the UC system, and the uncertainty with many higher education campuses temporarily closing doors due to the pandemic, Ricoh respectfully declines to make a minimum guarantee.

N. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for

Products covered under the Master Agreement.

  i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).

  ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.

  iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).

  iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.

Detail Supplier's strategies under these options when responding to a solicitation.

Ricoh agrees to these conditions so long as the public agency is requesting a GPO contract vehicle through which to provide these goods and services. If the customer wants to utilize their own contract terms and conditions and does not want to recognize a current OMNIA contract, and/or solicits their own RFP in lieu of referencing a competitively solicited Master agreement, then Ricoh will not be obligated to report sales to OMNIA Partners.

Ricoh's strategy within the University of California System and per the RFP requirements states current discounts/pricing must be the same for current contract holders. Ricoh has agreed to honor the current UC System pricing for the UC system, but will not offer the UC discounts nationwide. Please see pricing proposed for National OMNIA Partners program.

FEDERAL CERTIFICATIONS
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

TO WHOM IT MAY CONCERN:

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

DEFINITIONS

Contract means a legal instrument by which a non–Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non–Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

Contractor means an entity that receives a contract as defined in Contract.

Cooperative agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non–Federal entity that, consistent with 31 U.S.C. 6302–6305:
　　(a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non–Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;
　　(b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non–Federal entity in carrying out the activity contemplated by the Federal award.
　　(c) The term does not include:
　　　　(1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or
　　　　(2) An agreement that provides only:
　　　　　　(i) Direct United States Government cash assistance to an individual;
　　　　　　(ii) A subsidy;
　　　　　　(iii) A loan;
　　　　　　(iv) A loan guarantee; or
　　　　　　(v) Insurance.

Federal awarding agency means the Federal agency that provides a Federal award directly to a non–Federal entity

Federal award has the meaning, depending on the context, in either paragraph (a) or (b) of this section:
　　(a)(1) The Federal financial assistance that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or
　　　　(2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.
　　(b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.
　　(c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).
　　(d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

Non–Federal entity means a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Nonprofit organization means any corporation, trust, association, cooperative, or other organization, not including IHEs, that:
　　(a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;
　　(b) Is not organized primarily for profit; and

(c) Uses net proceeds to maintain, improve, or expand the operations of the organization.

Obligations means, when used in connection with a non–Federal entity's utilization of funds under a Federal award, orders placed for property and services, contracts and subawards made, and similar transactions during a given period that require payment by the non–Federal entity during the same or a future period.

Pass-through entity means a non–Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

Recipient means a non–Federal entity that receives a Federal award directly from a Federal awarding agency to carry out an activity under a Federal program. The term recipient does not include subrecipients.

Simplified acquisition threshold means the dollar amount below which a non–Federal entity may purchase property or services using small purchase methods. Non–Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. 1908. As of the publication of this part, the simplified acquisition threshold is $150,000, but this threshold is periodically adjusted for inflation. (Also see definition of § 200.67 Micro-purchase.)

Subaward means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subrecipient means a non–Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Termination means the ending of a Federal award, in whole or in part at any time prior to the planned end of period of performance.

The following certifications and provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at $150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does offeror agree? YES _____Initials of Authorized Representative of offeror

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of $10,000)

Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to immediately terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract.

Does offeror agree?   YES _____Initials of Authorized Representative of

offeror

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does offeror agree to abide by the above?   YES _____ Initials of Authorized Representative of offeror

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non - Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions.

Does offeror agree? YES _____ Initials of Authorized Representative of offeror

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

Does offeror agree? YES _____ Initials of Authorized Representative of offeror

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small

Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does offeror agree? YES _____ Initials of Authorized Representative of offeror

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA)

Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does offeror agree? YES _____ Initials of Authorized Representative of offeror

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the Executive Office of the President Office of Management and Budget (OMB) guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency.

Does offeror agree? YES _____ Initials of Authorized Representative of offeror

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

(1)   No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2)   If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall

EXHIBIT F - FEDERAL FUNDS CERTIFICATIONS

complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

(3)   The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding $100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Does offeror agree? YES _____Initials of Authorized Representative of offeror

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RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does offeror agree? YES _____Initials of Authorized Representative of offeror

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does offeror agree? YES _____Initials of Authorized Representative of offeror

---

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

Does offeror agree? YES _____Initials of Authorized Representative of offeror

---

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents.

Does offeror agree? YES _____Initials of Authorized Representative of offeror

---

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does offeror agree? YES _____Initials of Authorized Representative of offeror

---

Offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

Offeror's Name:

_____

Address, City, State, and Zip Code:

_____

OMNIA PARTNERS EXHIBITS
EXHIBIT F - FEDERAL FUNDS CERTIFICATIONS

Phone Number:_____ Fax Number:

_____

Printed Name and Title of Authorized
  Representative:_____

Email Address:

_____

Signature of Authorized Representative: _____Date: _____

NEW JERSEY BUSINESS COMPLIANCE

Suppliers intending to do business in the State of New Jersey must comply with policies and procedures required under New Jersey statues. All offerors submitting proposals must complete the following forms specific to the State of New Jersey. Completed forms should be submitted with the offeror's response to the RFP. Failure to complete the New Jersey packet will impact OMNIA Partners's ability to promote the Master Agreement in the State of New Jersey.

DOC #1   Ownership Disclosure Form

DOC #2   Non-Collusion Affidavit

DOC #3   Affirmative Action Affidavit

DOC #4   Political Contribution Disclosure Form

DOC #5   Stockholder Disclosure Certification

DOC #6   Certification of Non-Involvement in Prohibited Activities in Iran

DOC #7   New Jersey Business Registration Certificate

New Jersey suppliers are required to comply with the following New Jersey statutes when applicable:

- all anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;

- Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;

- Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and

- Bid and Performance Security, as required by the applicable municipal or state statutes.

DOC #1

OWNERSHIP DISCLOSURE FORM
(N.J.S. 52:25-24.2)

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the offeror shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: _____

Street: _____

City, State, Zip Code: _____

Complete as appropriate:

I _____, certify that I am the sole owner of _____, that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.

<center>

OR:
</center>

I _____, a partner in_____, do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.

<center>

OR:
</center>

I _____, an authorized representative of _____, a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

_____   _____
Date   *Authorized Signature and Title*

Requirements for National Cooperative Contract

DOC #2

NON-COLLUSION AFFIDAVIT

Company Name: _____

Street: _____

City, State, Zip Code: _____

State of _____

County of _____

I, _____ *of the* _____
             Name   *City*

in the County of _____, *State of* _____
    of full age, being duly sworn according to law on my oath depose and say that:

I am the _____*of the firm of* _____
                       Title   *Company Name*

the Offeror making the Proposal for the goods, services or public work specified under the attached proposal, and that I executed the said proposal with full authority to do so; that said Offeror has not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal, and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that relies upon the truth of the statements contained in said proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services or public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

_____   _____
Company Name   *Authorized Signature & Title*

Subscribed and sworn before me

this _____ day of _____, 20____

_____
Notary Public of _____
My commission expires _____, 20____

OMNIA PARTNERS EXHIBITS
EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE

DOC #3

AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)

Company Name: _____

Street: _____

City, State, Zip Code: _____

Proposal Certification:

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)
  Vendors must submit with proposal:

1. A photo copy of their Federal Letter of Affirmative Action Plan Approval

   OR

2. A photo copy of their Certificate of Employee Information Report
   OR

3. A complete Affirmative Action Employee Information Report (AA302) _____

Public Work – Over $50,000 Total Project Cost:

A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form
   AA201-A upon receipt from the

B. Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

_____   _____
            Date   *Authorized Signature and Title*

Requirements for National Cooperative Contract

DOC #3, continued   **P.L. 1995, c. 127 (N.J.A.C. 17:27)**
                              MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE
CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of it testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

_____
Signature of Procurement Agent

Requirements for National Cooperative Contract

DOC #4   **C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**
Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to <u>N.J.S.A.</u> 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of $17,500 that are **not awarded** pursuant to a "fair and open" process (<u>N.J.S.A.</u> 19:44A-20.7).

2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.

3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.

4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.

   a. The Division has prepared model disclosure forms for each county. They can be downloaded from the "County PCD Forms" link on the Pay-to-Play web site at http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12. They will be updated from time-to-time as necessary.
   b. A public agency using these forms **should edit them to properly reflect the correct legislative district**(s). As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
   c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
   d. The form may be used "as-is", subject to edits as described herein.
   e. The "Contractor Instructions" sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
   f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.

5. It is recommended that the contractor also complete a "Stockholder Disclosure Certification." This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

Doc #4, continued   **C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**
Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee[*]
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
  - of the public entity awarding the contract
  - of that county in which that public entity is located
  - of another public entity within that county
  - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed $300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:
- individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

[*] N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."

Requirements for National Cooperative Contract

OMNIA PARTNERS EXHIBITS
EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM
Required Pursuant to N.J.S.A. 19:44A-20.26

**This form or its permitted facsimile must be submitted to the local unit
no later than 10 days prior to the award of the contract.**

Part I – Vendor Information

Vendor Name:			
Address:			
City:		State:	Zip:

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

_____   _____   _____
Signature   Printed Name   Title

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than $300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

☐ Check here if disclosure is provided in electronic form

Contributor Name	Recipient Name	Date	Dollar Amount
			$

☐ Check here if the information is continued on subsequent page(s)

Requirements for National Cooperative Contract

OMNIA PARTNERS EXHIBITS
EXHIBIT G- NEW JERSEY BUSINESS COMPLIANCE

List of Agencies with Elected Officials Required for Political Contribution Disclosure
<u>N.J.S.A.</u> 19:44A-20.26

County Name:
State: Governor, and Legislative Leadership Committees
Legislative District #s:
     State Senator and two members of the General Assembly per district.

County:
     Freeholders   County Clerk   Sheriff
     {County Executive}   Surrogate

Municipalities (Mayor and members of governing body, regardless of title):

> **USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A COUNTY-BASED, CUSTOMIZABLE FORM.**

DOC #5

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

☐ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

☐ I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

☐ Partnership   ☐ Corporation   ☐ Sole Proprietorship

☐ Limited Partnership   ☐ Limited Liability Corporation   ☐ Limited Liability Partnership

☐ Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this ___ day of _____, 2__.	_____ (Affiant)
(Notary Public)	_____ (Print name & title of affiant)
My Commission expires:	(Corporate Seal)

Requirements for National Cooperative Contract

DOC #6

Certification of Non-Involvement in Prohibited Activities in Iran

Pursuant to N.J.S.A. 52:32-58, Offerors must certify that neither the Offeror, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32 – 56(e) (3)), is listed on the Department of the Treasury's List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32 – 56(f).

Offerors wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:
http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure_investmentact.pdf.

Offerors should submit the above form completed with their proposal.

DOC #7

NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A. 52:32-44)

Offerors wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Offeror from offering products or services in New Jersey through any resulting contract.

http://www.state.nj.us/treasury/revenue/forms/njreg.pdf

Q 2. ***Please describe your company's capability of providing full service to all UC Locations. Describe your distribution model, including the size and location of your company's distribution facilities, warehouses, and retail network, including any partner/VARs as listed in question 1. Include the number of MFD-certified technicians within a 30-mile radius of each location, ratio of service technicians for MFDs and Laser printers, certification process and training, and average field technician tenure?**

How Ricoh's Shipping Policies / Supply Chain Distribution Infrastructure Support Customer Needs

Ricoh USA operates an extensive and robust supply chain distribution infrastructure consisting of five Regional Fulfillment Centers (RFCs) in five states; 53 smaller distribution transfer centers located in 33 states (to include Alaska and Hawaii); two repair parts distribution centers in TN and CA; and three bulk supply distribution centers in GA and CA to support timely client expectations for superior support in today's demanding market place.

Each RFC includes a distribution center and a configuration center where equipment is prepared to meet custom client needs and staged for delivery to our customers. A list of our existing Ricoh RFCs follows:

- Tustin, CA—equipment and supplies (national distribution center)
- Arlington, TX—equipment only
- Bolingbrook, IL—equipment and supplies
- Lawrenceville, GA—equipment and supplies
- Bethlehem, PA—equipment only

Each RFC is supported by numerous distribution transfer centers (18 transfer centers in 15 states) where "final mile—white glove" deliveries are performed (10 end-mile carriers). Ricoh has a private fleet of approximately 100 private fleet trucks approximately 100 employee drivers that provide timely and professional white-glove delivery and pickup services to meet client expectations for service. Ricoh's private fleet assets are further supported by regional partner core carriers that provide critical over-flow services to ensure all Ricoh client deliveries and/or pickups are performed in a timely manner.

Ricoh reviews order demands and cross-levels inventories between RFCs daily to ensure inventory shortfalls in one RFC are offset by the timely transfer of inventory assets from another RFC to meet critical client order demands.

Ricoh provides a host of dynamic supply chain solutions to support client supply chain needs and timely delivery expectations. Ricoh's Supply Chain solutions range from providing temporary loaner equipment to meet short term operational needs to managing client inventories of replacement equipment in our RFCs to ensure timely and dynamic distribution of equipment.

Finally, Ricoh has an extension equipment relocation process to manage the relocation or transfer of client equipment either within the same building or between different geographic locations. Ricoh's Customer Interaction Team (CIT) operates staffs in GA and AZ to meet the client regional time zone demands for support.

Ricoh's extensive, industry leading Supply Chain infrastructure and processes provide our clients with a full range of professional and customer-focused solutions to meet their needs in an ever changing and demanding marketplace environment. Ricoh takes pride in knowing it is an industry leader in providing consummate Supply Chain solutions for our customers.

Technician Certification and Tenure

The average tenure of a Ricoh technician exceeds 18 years, and our retention rate for these professionals is over 90%. Ricoh's Technology Services consists of multiple job roles. Each requires the technician to be certified to maintain his or her current role. The certifications include a combination of internal and external options reflective of the work the technicians currently perform.

Ricoh Technology Services technicians are fully trained and factory-certified to repair equipment they support. Along with product/solution-specific training required to support their customer base, technical employees have industry certifications such as CompTIA and Microsoft certifications numbering in the thousands. Additionally, Ricoh technicians are certified by Sonicwall, Cisco, Linux, StorageCraft and EFI and hold numerous other vendor-specific certifications. Ricoh strongly recommends CompTIA A+, Net+ and Security+, and this initiative has resulted in our large base of CompTIA certified employees. CompTIA and Microsoft training and certifications are available options for each technical job category to meet job role expectations.

Ricoh Technology Services understands the value of industry certifications and encourages and supports our technicians' efforts to add this training to their skillset. In total, our technicians average approximately 100 hours of technical training per year.

Certified Technicians Near UC Locations

Attached please find the number of Ricoh and Dealer Partner certified technicians located within a 30-mile radius of UC cities.

UCOP Direct and
Dealer 30 Miles 6.3.2

The requested ratio of service technicians for MFDs and Laser printers is confidential, however, rest assure Ricoh is sufficiently staffed and trained to support UC at agreed-upon levels.

CITY	# RICOH DIRECT TECHS	# DEALER TECHS
AGOURA HILLS	32	
ALHAMBRA	89	
AMERICAN CANYON	29	
ANAHEIM	87	
ANTIOCH	35	
ARCADIA	88	
ATWATER	2	
BENICIA	44	
BERKELEY	55	9
BEVERLY HILLS	74	
BRISBANE	44	
BURBANK	70	
CALABASAS	34	
CALISTOGA	4	
CAMARILLO	10	
CARSON	89	
CHINO HILLS	77	
COSTA MESA	70	
CULVER CITY	78	
DAVIS	20	8
DUBLIN	55	
EL CAJON	25	
EL MONTE	90	
EL SEGUNDO	82	
EMERYVILLE	50	
ENCINO	56	
FOLSOM	16	
FOUNTAIN VALLEY	81	
FRESNO	9	
FULLERTON	88	
GLENDALE	80	
GLENDORA	72	
GOLETA	0	
HAYWARD	58	
HEMET	7	
HOLLISTER	1	
IRVINE	68	
IRWINDALE	91	
KENWOOD	8	
LA MESA	25	
LAFAYETTE	57	
LAGUNA HILLS	46	
LAKE ARROWHEAD	8	6
LIVERMORE	34	
LONG BEACH	83	

LOS ANGELES	68	
MALIBU	49	
MANHATTAN BEACH	81	
MARINA DEL REY	63	
MERCED	0	
MOORPARK	18	
MORAGA	58	
NAPA	22	
NEWHALL	31	
NEWPORT BEACH	66	
NORTHRIDGE	38	
NORWALK	90	
OAKLAND	54	
OAKLEY	30	
ORANGE	83	7
OXNARD	10	
PALO ALTO	37	
PANORAMA CITY	51	
PARLIER	0	4
PASADENA	86	
PINOLE	50	
PLAYA DEL REY	70	
PLEASANT HILL	60	
POMONA	73	
PORTER RANCH	33	
REDONDO BEACH	83	
REDWOOD CITY	46	
REEDLEY	8	
REPRESA	17	
RICHMOND	48	
RIVERSIDE	16	
ROHNERT PARK	5	
ROLLING HILLS ESTATES	81	
ROSEMEAD	90	
SACRAMENTO	18	8
SALINAS	0	2
SAN BERNARDINO	13	
SAN DIEGO	27	
SAN FRANCISCO	42	9
SAN JOSE	21	
SAN LUIS OBISPO	0	3
SAN MARCOS	22	
SAN MATEO	42	
SANTA ANA	81	
SANTA BARBARA	0	
SANTA CLARA	26	
SANTA CLARITA	21	

SANTA CRUZ	11	
SANTA MONICA	64	
SANTA PAULA	10	
SCOTTS VALLEY	12	
SIMI VALLEY	25	
SOUTH SAN FRANCISCO	42	
SPRING VALLEY	23	
STANFORD	41	
STOCKTON	17	
SYLMAR	44	
THOUSAND OAKS	19	
TORRANCE	79	
TURLOCK	7	
TUSTIN	75	
VALENCIA	20	
VALLEJO	41	
VAN NUYS	57	
VENTURA	9	
WALNUT CREEK	0	9
WEST COVINA	92	
WEST HILLS	31	
WEST SACRAMENTO	0	8
WESTLAKE VILLAGE	18	
WHITTIER	95	
WOODLAND	16	8
WOODLAND HILLS	40	
YORBA LINDA	85	
YOUNTVILLE	16	

Q 3. ***Will your company's employees who are responsible for providing Goods and Services to your customers conform to the following: Wear proper Uniform, Carry Badges with Picture ID, have passed background security checks, are bonded and insured? Please describe.**

Ricoh Dress Code/Identification

All Ricoh service technicians who provide necessary on-site services will be easily identified by their professional business attire with clear Ricoh corporate logos on their dress shirts. All Ricoh service technicians will also have visible Ricoh identification badges with their picture ID.

Employee Background Check Policy

Ricoh strives to provide a safe working environment for its employees and customers, take appropriate steps to protect company assets, and make hiring decisions based on a comprehensive set of job-related criteria. To this end, Ricoh applies a pre-employment background check process that permits the company to obtain background information on each candidate who receives a bona fide offer for employment. The cost of the background check is borne by Ricoh.

Our standard background check for new hires includes:

- Social security trace
- National criminal search (including national sex offender registry)
- County criminal search
- Prior employer screening
- OFAC, Prohibited Parties
- Highest level of education (exempt only)
- Motor vehicle record (driving roles only)

References are not part of the standard process, but our recruiter may decide to do them on a case-by-case basis. We do not run credit checks on individuals to be employed by Ricoh. At all times, Ricoh implements its policy in compliance with the federal Fair Credit Reporting Act (FCRA) and applicable state or local laws.

Policy Provisions

Each applicant completes an application. Those who receive offers are required to complete and submit a form authorizing Ricoh to obtain a background check report from an outside consumer reporting agency. Any candidate who refuses to provide this information and/or the necessary authorization is not considered for employment.

All candidates for employment must successfully complete the background screenings prior to their first day of employment. In the event that a candidate does not meet the requirements, they are notified and are given the opportunity to challenge or correct the information in compliance with the Fair Credit Reporting Act (FCRA).

In the event of a criminal conviction, Ricoh carefully considers all relevant circumstances, including, but not limited to, the date of the conviction, a history of repeat offenses, the presence and level of violence and other critical concerns. We do not consider convictions that have been expunged, pardoned or sealed from an applicant's record. In addition, arrests not resulting in conviction are not a basis for denying employment.

If the decision to withhold an employment offer is based on a negative background check, we again notify the applicant of the decision.

Ricoh may perform background checks on current employees in conjunction with promotion or transfer, or when it is otherwise deemed appropriate, to determine if the employment relationship should be continued.

An applicant may be refused employment, and a current employee may have employment terminated, if we determine that the applicant or employee falsified any information on the employment application. This policy applies regardless of whether the information obtained as a result of the background check, or otherwise, would have been a sufficient reason to deny or discontinue employment; any falsification is unacceptable.

Confidentiality

All information, including notification letters and results from outside consumer reporting agencies are kept confidential and are not used for any improper purpose. Such information is disclosed only to those who have a need to know or in accordance with applicable federal, state and local laws.

Employee Bonding

Ricoh does not typically bond employees. A more practical approach for a company of Ricoh's size is a crime insurance policy covering third parties for loss arising from employee dishonesty. This is a much more flexible method of theft coverage, as opposed to generating a bond for every customer contract. We can provide a Certificate of Crime Insurance on request.

University of California

Ricoh Acct. Management Team

RICOH
imagine. change.

Ricoh Partner Executive - **Renaud Rodrigue; 25 years with Ricoh; 10 years supporting UC**

UC North Client Executive – **Kathleen Carr; 30 years with Ricoh, 10 years supporting UC**

UC South Client Executive – **Art Johnson; 20 years with Ricoh; 10 years supporting UC**

UC San Francisco & UC Davis Health
Kim Coles - Technology Specialist
15 yrs Ricoh; 25 yrs in Industry; Ricoh Certified

UCLA Campus & Health
Kevin Holian – Technology Specialist
36 yrs Ricoh; 36 yrs in Industry; Ricoh Certified

UC Santa Barbara
Andrea Volpe - Account Manager
8 yrs Ricoh; 8 yrs in industry; Ricoh Certified

UC Irvine Campus
Elizabeth Boncal – Account Manager
11 Mo. Ricoh; 20 yrs in industry; Ricoh Certified

UC Berkley
Matt Clement – Account Manager
24 yrs Ricoh; 24 yrs in industry; Ricoh Certified

UC Irvine Health
Susan Woolf – Account Manager
5 yrs Ricoh; 28 yrs in industry; Ricoh Certified

UC Santa Cruz
Vahik Safarian - Account Manager
6 yrs Ricoh; 15 yrs in industry; Ricoh Certified

UC Riverside
Elizabeth Boncal – Account Manager
11 Mo. Ricoh; 20 yrs in industry; Ricoh Certified

UC Merced
Craig Graham - Account Manager
16 yrs Ricoh; 17 yrs in industry; Ricoh Certified

UC San Diego
Natalia Getman – Account Manager
11 Mo. Ricoh; 20 yrs in industry; Ricoh Certified

UC Davis
Ray Morgan – Authorized Ricoh Dealer
20 yrs Ricoh; 5 yrs with UCD; Ricoh Certified

Account Managers and Technology Specialists are responsible for Ricoh's on-going customer service delivery to each UC School. This includes account maintenance, new quotes, deliveries, service response, quarterly reporting, and customer engagement. They are the single point of contact for Ricoh's portfolio as well as service delivery. Any issues or opportunities can be escalated to the Partner Executive, Client Executive, or any of Ricoh's executive leadership, branch leadership or service team at any time.

*Explain how your company proposes to resolve any complaints, issues or challenges. Please detail your company's problem resolution and escalation process for customer complaints and concerns.

Customer Service Escalation Procedures

Nothing is more important to us than consistent delivery of exceptional customer service. To build on and improve existing service levels, we have implemented a training program that focuses on the commitment to excellence in customer service. Within this program, all of our professionals are required to complete two five-hour modules: *Setting the Customer Service Foundation* and *The Pride Model*. The first module focuses on strategy, culture and values, and deals with setting, meeting and exceeding expectations. The second module focuses on partnership, responsiveness, integrity, differentiation and empowerment.

This program is only one example of our many customer-service-focused activities. An unrivaled focus on excellent customer service differentiates us from our primary competitors. The commitment to excellence starts at the top of the organization and permeates throughout.

General Customer Service Support Escalation Procedures

At any time, University of California may obtain customer service support from each of our representatives starting at the local service level and extending to the corporate level. Service representatives at the local level are assigned a high degree of autonomy to resolve customer needs as expeditiously as possible. Our local, regional and corporate personnel are available at any time to assist in resolving customer service issues.

Project-specific account management is responsible for service quality control. Working with University of California, we will develop customized procedures that reflect specific business requirements. These procedures will define the processes to be followed to achieve specific quality standards. This approach illustrates the type of quality processes inherent throughout our company.

We take the following general steps to correct any customer-reported instances of compromised service:

- Meet with local staff responsible for service delivery
- Discuss the problem
- Determine a solution that is appropriate and acceptable to University of California
- Formulate an action plan to avoid a recurrence
- Document the occurrence and resolution
- Include the core information in the next scheduled account performance review with our staff and University of California team members

Issue-specific Escalation Procedures

To ensure that University of California receives the highest quality of customer service, we have established escalation procedures that can be implemented depending on the nature of the specific service issue.

Equipment Service Resource Escalation

If University of California is not satisfied with the level of equipment service support provided by the assigned customer service technician (CST), the following escalation procedure can be applied.

Vice President,
Technology
Services

Region
Technology
Services
Director

Region Field
Operations
Manager

Area
Technology
Services
Director

Field
Technology
Services
Manager

Local Field
Technician,
Technology
Services
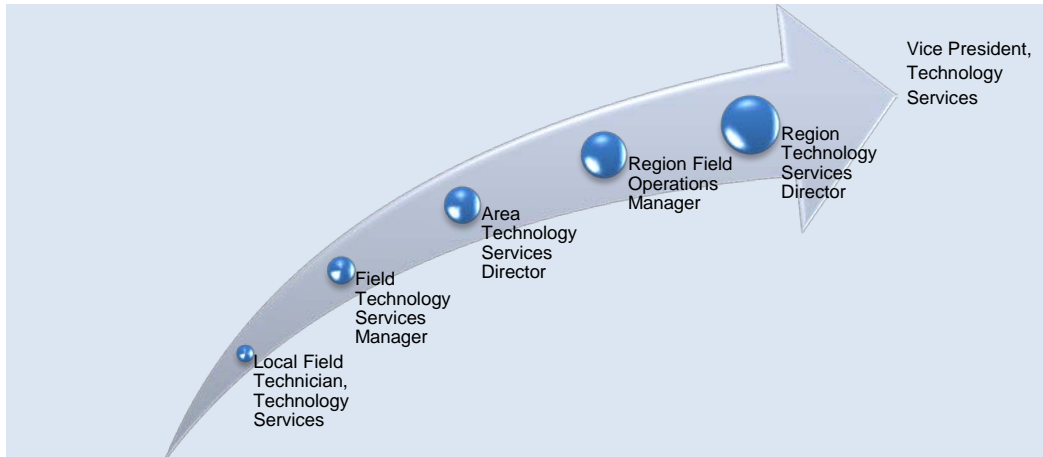
We will finalize specific contact information (e.g., names, phone numbers, e mail addresses) and communicate it to University of California after contract award and before implementation.

At any time, a customer may obtain customer service support from Ricoh representatives starting at the local service level and extending to the corporate level. Service representatives at the local level are assigned a high degree of autonomy to resolve customer needs as expeditiously as possible. Ricoh local, region, area and corporate personnel are also available at any time for resolution of customer service needs. Project-specific account management is responsible for service quality control. We work with each customer to develop customized procedures that reflect their specific requirements. These procedures define the processes necessary to meet quality standards. Standards defined within the procedures represent the type of quality processes inherent throughout Ricoh.

Ricoh takes the following general steps to correct any customer-reported instances of compromised service:

- Meet with local staff responsible for service delivery.
- Discuss the problem.
- Determine a solution that is appropriate and acceptable to the customer.
- Formulate an action plan to avoid a recurrence. Document the occurrence and resolution.

Include the core information in the next scheduled account performance review with Ricoh staff and customer team members.

Q 9. ***Describe your order placement process. Provide all your ordering methods, order tracking, search options, order history, etc.**

With approximately 200 nationwide locations, including five distribution/warehouse locations with in-house configuration shops, we can provide expedient product delivery in virtually any city across the U.S.

Description of a Typical Equipment Order

Throughout our engagement we will consult with University of California to identify specific business requirements and determine appropriate equipment configurations. We will incorporate these configurations into an equipment schedule as part of the agreed contracting vehicle. Our team and University of California may also identify acceptable alternative equipment choices during this process; these will be included on the equipment schedule, if required. During the life of the contract, authorized University of California representatives will be able to place equipment orders using any of the following methods:

- One centralized 800 number (for nationwide customers)
- One local number to designated Ricoh account representative Facsimile/e-mail ordering

The average process timeframe from order entry to manufacturer shipment is 15 business days (excluding remote areas and select dealer supported areas). We can fulfill most immediate needs from our network of warehouses. In back-order situations, we will work with University of California to determine the best course of action.

After an order is received through the agreed means, we will place the equipment order(s). Once equipment is available to be configured, contact will be made with University of California to schedule delivery. Equipment will arrive on the agreed-upon delivery date. Equipment is typically installed within 1 business day after delivery. After final installation and setup, we will provide the necessary user training.

If applicable, we ensure timely delivery and installation for remote locations and certain types of legacy equipment by partnering with third-party dealers and vendors. We hold third-party vendors to the same requirements that we must meet under the contract with the customer. In that case, we assume responsibility for agreed performance and customer service standards so that any transactions with third-party dealers will be transparent to University of California.

Our dedicated team responsible for all reporting, billing and consolidation of invoices, based on University of California parameters and requirements, will process and review all equipment orders related to the account.

Equipment Order Process Flow Diagram

The following flow diagram illustrates the typical order process for equipment.

```
┌─────────────────────────────────┐        ┌──────────────────────────────┐
│ Establishment of Contract       │ ┄┄┄┄┄┄ │ Availability of equipment     │
│ Agreement (Terms &              │        │ verified with equipment       │
│ Conditions / Equipment          │        │ manufacturer to mitigate      │
│ Schedule finalized)             │        │ back orders                   │
└─────────────────────────────────┘        └──────────────────────────────┘
                │
                ▼
┌─────────────────────────────────┐
│ Consultation with Client to     │
│ determine specific              │
│ equipment needs                 │
└─────────────────────────────────┘
                │
                ▼
┌─────────────────────────────────┐        ┌──────────────────────────────┐
│ Authorized Client               │ ┄┄┄┄┄┄ │ Via 1-800 Number             │
│ Representative places           │        │ Via Local Number             │
│ equipment order                 │        │ Via Facsimile / Email        │
└─────────────────────────────────┘        │ Via Web (if available)       │
                │                           └──────────────────────────────┘
                ▼
┌─────────────────────────────────┐        ┌──────────────────────────────┐
│ Account Representative           │ ┄┄┄┄┄┄ │ Entered into database for    │
│ processes equipment order       │        │ tracking, reporting and       │
└─────────────────────────────────┘        │ invoicing                     │
                │                           └──────────────────────────────┘
                ▼
┌──────────────────────┐  No  ┌─────────────────────────────────┐
│ Alternate equipment   │ ◄─── │ Equipment Available?            │
│ determined with Client │      └─────────────────────────────────┘
│ (IAW with equipment   │                   │ Yes
│ schedule)             │                   ▼
└──────────────────────┘      ┌─────────────────────────────────┐
                              │ Delivery arranged with Client   │
                              └─────────────────────────────────┘
                                           │
                                           ▼
┌──────────────────────┐      ┌─────────────────────────────────┐
│ Confirmation to Client │ ◄─── │ Equipment Procured             │
└──────────────────────┘      └─────────────────────────────────┘
                                           │
                                           ▼
                              ┌─────────────────────────────────┐
                              │ Setup/staging/testing –         │
                              │ equipment configured to         │
                              │ customer requirements           │
                              └─────────────────────────────────┘
                                           │
                                           ▼
┌─────────────────────────────────┐        ┌──────────────────────────────┐
│ Delivery/Installation at Client  │ ┄┄┄┄┄┄ │ Confirmation of installation │
│ site                            │        │ for tracking, reporting and   │
└─────────────────────────────────┘        │ invoicing                     │
                │                           └──────────────────────────────┘
                ▼
┌─────────────────────────────────┐
│ Provision of applicable          │
│ end-user training               │
└─────────────────────────────────┘
```

Order Processing

This contract will be formally held by Ricoh. As such all authorized sales locations are able to secure an order from a contract customer (within their authorized county) and will route that purchase order directly to Ricoh.

Standard Orders

- Ricoh Customer submits all orders to the Ricoh direct or dealer Sales Representative
- Ricoh Sales Representative reviews all order lines and prepares Internal Ricoh Order Entry Document
  - ❖ Internal Order Entry Document and Ricoh order documents submitted to Ricoh Administration for processing (within 24 hours of receipt)
  - ❖ Order Management Log updated to reflect Installation Location, Ricoh Customer Contact and Order Submission Date
- Ricoh Administration/Order Processing Center confirms Order Number and scheduled shipment date (within 48 hours)
  - ❖ Order Management Log updated
  - ❖ Any backorders are noted with estimated shipment date
- All equipment ships from Ricoh Distribution Centers directly to designated Ricoh Authorized Dealer/Branch for preinstallation setup (within 7-10 business days from receipt, excluding national backorders)

- ❖ Customer Relationship Manager (CRM) contacts Ricoh Authorized Dealer/Branch to confirm receipt and scheduled installation date
- Equipment is installed at Ricoh State Contract Customer Site.
    - ❖ Installation confirmed by signature on Delivery & Acceptance form
    - ❖ Training performed either at time of installation or scheduled for an appropriate time
    - ❖ Order Management Log updated to reflect confirmed installation and training
- CRM verifies billing and service information in Oracle Order Management System to confirm successful completion of order.

Emergency Orders

- Ricoh Customer submits emergency orders via e-mail to the Ricoh Sales Representative, including noting "Rush Shipment Requested – Delivery required by <DATE>".
- Ricoh Sales Representative prepares internal Order Entry Document and submits to Ricoh Administration.
- Ricoh Administration/Order Processing Center prioritizes order for processing
- Equipment shipped via expedited freight from a Ricoh Distribution Center.
- Upon shipment, CRM notifies designated Ricoh Authorized Dealer/Branch of Rush Shipment and confirms availability from installer for requested installation date.
    - ❖ Notification of Ricoh estimated installation date provided to Ricoh Customer within 48 hours of receipt of emergency order.
- Installation is confirmed in the manner detailed for Standard Orders.

Supply Order Process and Turnaround Time

Supply Order Placement

Customers may order supplies (e.g., toner, paper, staples), using the 1 of the 3 supply order options:

- Web-based ordering—Ricoh customers can use MyRicoh.com (described below) to order supplies and equipment, enter meter reads and request service
- A toll-free telephone number to a dedicated supply representative available 7 AM—8 PM, Monday through Friday
- Fax and e-mail ordering

Supply Order Turnaround Time

Typically, supply orders placed before 2 pm local time ship the same day via regular ground service with an expectation of delivery in 3–5 business days. Emergency, next-day shipping is available to most areas for an additional fee.

MyRicoh.com

MyRicoh.com is a web-based fleet management tool that increases efficiencies and saves customers time. Each customer has their own MyRicoh.com website which includes personalized and contract-specific information accessible 24/7.

Access to MyRicoh.com is password-protected and all transactions are secured to ensure customer privacy. MyRicoh.com also allows customers to control which members of their organization can access the site—as well as what they can view when they login—by assigning

roles based upon buying authority, approval management, meter collection responsibilities or service requests.

The following shows the MyRicoh.com features available now as well as the features that are coming soon:

AVAILABLE NOW

HELP CENTER & FAQ `Enhanced`
They're here! Simple answers to the most common customer questions. The Help Center and FAQ feature is already online and available for customers. Plus, keep an eye out for the Global Knowledge Base, coming soon!

CLICK-TO-CHAT `Enhanced`
Converse with a Ricoh representative online. This tool also uses a computer program that customers can interact with via MyRicoh anytime, including off-business hours. In addition, customers can click-to-call, as well as use the chat feature to receive technical support for online devices.

FORMS LIBRARY `New`
This solution allows customers to download a selection of forms, starting with blank and pre-filled Ricoh W9's. In the future, customers will also be able to upload and fill out forms online.

CUSTOMER CONTRACT SUMMARY `New`
Customers can access a brief summary of service contract details, including: duration, coverage, pricing, related equipment, and more! To make it even easier, customers can also request a copy of their service contract using the online chat feature.

COMING SOON

SUPPLY RETURNS `Enhanced`
Customers can initiate supply order returns for chargeable, as well as Ricoh inclusive and third party supplies within 60 days without Ricoh intervention, and track the Return Material Authorization (RMA) via the MyRicoh portal.

INVOICE MANAGEMENT `New`
This set of enhancements enables customers to have complete control of their invoice execution, including:

- **View and Pay** – Customers can easily access, view, download, and pay their invoices in a single online session.
- **Invoice Preferences** – Go paperless! Customers can select to receive invoices online.
- **Invoice Updates and Corrections** – Customers can make non-financially impacting updates to their invoice, such as Purchase Order (PO), account code or department, and then generate an updated copy of their invoice. Customers can also place an invoice on dispute and apply credit balances to unpaid invoices.

PURCHASE ORDER (PO) MANAGEMENT `New`
This feature provides the option to receive renewal notices by email, and review PO status.

EQUIPMENT RELOCATION QUOTING TOOL `New`
This tool will streamline and shorten the relocation request process by allowing customers to manage relocation quote requests, including scheduling, acceptance, and tracking.

MyRicoh.com is an interactive Web portal that enables our customers to conduct virtually all service, support and supply related transactions quickly and efficiently, 24 hours a day, in a secure

and private online environment. With MyRicoh.com, your staff can complete administrative tasks according to a flexible, customized schedule, with maximum convenience.

MyRicoh.com is fully integrated with our back-end systems for invoicing, meter collection, and service dispatch. It allows us to automate many transactions and serve your account with unprecedented efficiency and accuracy. And it provides an immediate email response, so you can be sure your request was received and is in the pipeline. Highlights of MyRicoh.com include:

- Supplies Replenishment—Order pre-configured equipment and supplies according to contract pricing.
- Service request tracking—Place and track the status of service calls, and review the service history of any device in your enterprise (by serial number).
- Meter Collection—Submit meter readings for automatic processing and a dramatic improvement in the accuracy and timeliness of meter billing.

How much does MyRicoh.com cost and what does it include?

MyRicoh.com is offered free of charge to University of California contract users.

MyRicoh.com gives customers a secure, one-stop site for:
- 24 hour unlimited access to your account information
- Supply orders
- Service requests
- Meter readings

What are the primary benefits for registering with MyRicoh.com?

- Real-time account status
- Multiple password protected accounts accessible anywhere in the world via the Internet
- 24 x 7 access to contracted account shopping and browsing

How do I register to use?

Register online at www.MyRicoh.com.com to gain access.

Q 15. ***How do you track and what type of documentation will be provided to verify your performance for the service categories listed above in Question 14?**

The performance of each of our service technicians is measured monthly, using a variety of metrics that focus on specific performance indicators related to customer satisfaction, productivity and technical competencies. These performance indicators include, but are not limited to, response time, equipment reliability, parts inventory management and customer satisfaction survey scores. Our field service managers apply a combination of information gained from field travel visits with the technician, customer feedback, service-call evaluations and objective service performance statistics to assess the quality of each technician's work. Performance results are communicated to each technician monthly, and a formal performance appraisal takes place annually.

MyRicoh.com is available to customers 24/7, and provides a user-friendly, online self-service portal where our customers can manage their account and view documentations pertaining to service performance in real-time.

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:

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

Survey Methodology

Ricoh measures customer satisfaction and customer loyalty on an ongoing basis. Surveys are targeted by type of account (customer segment) and within the account by decision-makers and users. Surveys are deployed on various intervals such as annual, quarterly, monthly and transactional. In addition to measuring customer satisfaction, Ricoh uses a Customer Loyalty Index (CLI) to track loyalty by customer segments. CLI is based on three questions:

- Satisfaction
- Recommend
- Repurchase

Customers are considered loyal when they rate us 8 or 9 (on a 9-point scale) for all three questions. In 2015, Ricoh began using a Customer Experience Index (CXI) to gain further insight into overall customer satisfaction and loyalty. CXI is also based on three questions:

- Achieving Goals
- Easy to Do Business With
- Enjoyable to Do Business With

Forrester Research has found there is a strong correlation between a customer experience and overall customer loyalty. As surveys are completed, results are shared in real time with account owners in our CRM tool. Additionally, through the use of our survey management tool, we are able to provide real-time reporting and analysis of results with various business leaders and employees.

We have various triggers set up that allow us to direct a survey to our Customer Relations Team and other groups within Ricoh when a customer survey shows the need for immediate attention. Furthermore, our survey data analysis is used to identify areas of opportunity for additional Voice of Customer activities (i.e., focus groups, feedback loops) and to drive small, medium and enterprise-level process improvement initiatives across the organization.

COMMITMENT ACTION DOCUMENT

CLIENT NAME: <insert client name here>
PROJECT NAME: <insert project name here>
PROJECT MANAGER: <insert project manager's name here>

PRIORITY	
High	0
Medium	0
Low	0

STATUS	
Open	0
Closed	0
Hold	0

TARGET DATE LEGEND	
	Target Date Past Due
	Target Date Approaching Within 7 Days
	No Date Set
	Work In Progress - On Schedule

ITEM#	OPEN DATE	TARGET DATE	PRIORITY	STATUS	ACTION DESCRIPTION / IMPACT	TASK OWNER	CLOSE DATE	RESOLUTION / UPDATE
					INSERT ROWS ABOVE THIS TO KEEP FORMULAS IN PLACE			

Q 17. ***Describe your plan for quality management and process for continuous improvement of the program for the specified Goods and Services.**

Process Improvement

At Ricoh, we are committed to providing excellence to improve the quality of living. This mission statement reflects Ricoh's core purpose and focus—it is a statement of why we do what we do. We provide excellence to our customers through innovative products, solutions and services that deliver new value and exceed customer expectations. We improve the quality of living through solutions that enhance the interface of people and technology, as well as the interface of people and the environment.

In support of this commitment to quality, Ricoh has an established Process Improvement Team. The team consists of resources skilled in various process improvement methodologies and tools— including Six Sigma—which provides a framework for improvement efforts. Their objective is to lead continuous improvement throughout the organization by identifying and designing strategic improvement initiatives that cross all areas of our business. In addition to this team, other process improvement resources are aligned to support strategic functional areas of the business. Process improvement at Ricoh focuses on two key fundamentals closest to the customer: the "Voice of the Customer" and data-based decisions.

Ricoh's process improvement commitment consists of the following four key platforms, working together to improve the experience for both internal and external customers.

Fact-based Management

Using both Six Sigma and Ricoh's Fact-based Management methodology, our Process Improvement Team applies a proven approach to analyze the cause and effect of issues, and quantifies how changes can contribute to improving our business processes. After these experts understand current processes and investigate actual incidents or experiences to determine what actually happened, they are able to identify improvements that collectively solve the problem.

Process Reengineering

Process Reengineering is responsible for designing and implementing new cross-functional strategic improvement initiatives, by coordinating with existing process teams and subject matter experts throughout our business. Projects include large scale, complex processes that cross several

functions. Projects are both customer- and business-focused—driven by critical customer and business needs.

Education and Governance

The Education and Governance team is focused on providing a consistent method, framework of tools and training for all areas of process improvement within Ricoh. This team supports both enterprise and functional process improvement teams to ensure that projects proceed according to a defined lifecycle and that each project delivers the expected results. This team also organizes executive reviews and provides summary reporting to functional executives and senior leadership.

Customer Excellence

Customer Excellence's role within process improvement is to identify customer needs and values, provide customer insight to our business leaders and build a Customer First culture. These objectives are achieved through customer studies, complaint management, customer retention projects and employee education focused on our customer's experience.

Q 20. ***What is your company's business strategy regarding the following: 1. How often do you introduce new MFDs and Laser Printers? 2. Length of time of Parts and supplies availability for the discontinued models of MFDs and Laser Printers? 3. If your company does not manufacture equipment, how often do you replace your manufacturers and why? 4. Does your company carry in stock all common parts for quick access by your service personnel? 5. Where are your parts depot locations? How quickly do you get parts to your field technicians?**

1. Every 12—24 months

2. Ricoh guarantees parts support for Ricoh manufactured equipment for a period of up to five years from its discontinuance by Ricoh.

3. N/A

4. Our Supply Chain Management service parts organization continually focuses all initiatives on providing improved customer service for our technicians and customers. The timely and efficient repair and maintenance of contracted equipment depends on the availability of a comprehensive parts supply and an efficient distribution model. Our goal is to provide maximum uptime and productivity to our customers and effective support to our network of Ricoh technicians.

   Parts Inventory: Planning and Control

   Our Parts Inventory Planning & Control team's goal is to balance a readily available supply of parts to meet customer service-level requirements, while maintaining asset control. The majority of our parts inventory is planned in the SPC Japan REXUS system and our locally procured parts inventory is planned using the Servigistics Planning system. It is the role of the parts purchasing team to review key performance indicators (KPIs) and leverage experience and expertise to identify shortfalls stemming from these systems and adjust the planning systems accordingly. We plan for parts using a forecasted monthly average volume in conjunction with calculated safety stock and lead-time uplift (C-Stock). Our parts inventories are replenished weekly with variable lead times based on source and availability.

   Our Inventory Planning & Control initiatives include processes targeted to improve customer service. Inventory control activities are designed to improve our ability to have the right part in the right place at the right time to meet customer needs. This oversight includes managing over $100 million in parts inventories that are stored in two primary distribution centers and approximately 3,800 technician vehicle-stocking locations.

   Our parts management directives are to monitor our monthly inventory performance and achieve goals based on KPIs. These KPIs include achieving targeted fill rates, inventory months on hand, inventory health, and shrinkage and obsolescence goals. The Parts Inventory Planning and Control team is also responsible for maintaining relationships with our suppliers and is another area used to drive improvements in our overall performance.

   ### Parts Logistics: Warehouse and Distribution

   As part of its centralized supply chain Initiatives, Ricoh has developed a logistical footprint within sourced warehouses in the U.S. We have over 300,000 square feet dedicated to the warehousing of our parts inventories within our primary warehouse in Nashville, TN, and a secondary warehouse in Bloomington, CA, which supports the West Coast, Canada and South America. These facilities are equipped with a warehouse management system

(WMS) and state-of-the-art automation and are virtually paperless operations that target increased productivity and performance. On average, our warehouses ship 350,000 lines per month.

Our distribution channel is designed to support over 3,800 technicians, with automated vehicle stock replenishment for highly used parts. Additionally, our technicians have access to the Oracle Field Service Cloud (OFSC) application on their smart phone devices. This application enables them to enter orders up to 5 pm local time for additional parts, which can be shipped for next-day delivery.

Our logistical partner for small packages is United Parcel Service (UPS), with which we have established schedules that allow several package pickups throughout the day. This partnership ensures that we meet our commitment to ship same day any order entered before the 5 pm local time, for delivery anywhere in the U.S. next day. Using UPS allows us to meet all required service commitments, depending on the customer-selected class of service.

Our distribution operations also have established KPIs. These KPIs are driven by productivity metrics, including employee performance (e.g., lines shipped per employee, lines picked up per employee) and operational performance (e.g., same-day shipment, error ratio per lines shipped).

5. Ricoh USA currently operates a distribution infrastructure composed of five Regional Fulfillment Centers (RFCs). Each RFC includes a distribution center and a configuration center, where equipment is staged for delivery to our customers, one of which is in Tustin, CA.

- Tustin, CA (Ricoh – National Distribution Center (NDC)) - equipment and supplies. Hours: 7am - 5pm PST

Our service technicians receive parts to replenish their vehicle inventory twice weekly, and they base their inventory on typical needs of their designated customers. This inventory provides approximately 85% of the parts needed to repair customer units. A technician may obtain parts that are not in inventory from either a local co-worker, a regional or national warehouse (via overnight delivery), which occurs less than 1% of the time.

Q 21. ***Please describe in detail your company's delivery and installation capabilities, including fulfillment process from UC purchase order submission to delivery.**

Ricoh USA operates an extensive and robust supply chain distribution infrastructure consisting of five Regional Fulfillment Centers (RFCs) in five states; 53 smaller distribution transfer centers located in 33 states (to include Alaska and Hawaii); two repair parts distribution centers in TN and CA; and three bulk supply distribution centers in GA and CA to support timely client expectations for superior support in today's demanding market place.

Each RFC includes a distribution center and a configuration center where equipment is prepared to meet custom client needs and staged for delivery to our customers. A list of our existing Ricoh's RFCs follows:

- **Tustin, CA—equipment and supplies (national distribution center)**
- Arlington, TX—equipment only
- Bolingbrook, IL—equipment and supplies
- Lawrenceville, GA—equipment and supplies
- Bethlehem, PA—equipment only

Each RFC is supported by numerous distribution transfer centers (18 transfer centers in 15 states) where "final mile—white glove" deliveries are performed (10 end-mile carriers). Ricoh has a private fleet of approximately 100 private fleet trucks approximately 100 employee drivers that provide timely and professional white-glove delivery and pickup services to meet client expectations for service. Ricoh's private fleet assets are further supported by regional partner core carriers that provide critical over-flow services to ensure all Ricoh client deliveries and/or pickups are performed in a timely manner.

Ricoh reviews order demands and cross-levels inventories between RFCs daily to ensure inventory shortfalls in one RFC are offset by the timely transfer of inventory assets from another RFC to meet critical client order demands.

Ricoh provides a host of dynamic supply chain solutions to support client supply chain needs and timely delivery expectations. Ricoh's Supply Chain solutions range from providing temporary loaner equipment to meet short term operational needs to managing client inventories of replacement equipment in our RFCs to ensure timely and dynamic distribution of equipment.

Finally, Ricoh has an extension equipment relocation process to manage the relocation or transfer of client equipment either within the same building or between different geographic locations. Ricoh's Customer Interaction Team (CIT) operates staffs in GA and AZ to meet the client regional time zone demands for support.

Ricoh's extensive, industry leading Supply Chain infrastructure and processes provide our clients with a full range of professional and customer-focused solutions to meet their needs in an ever changing and demanding market place environment. Ricoh takes pride in knowing it is an industry leader in providing consummate Supply Chain solutions for our customers.

EXECUTIVE OVERVIEW

RICOH HIGHER EDUCATION

We are one of the largest document management solutions providers in the world and are one of the most trusted and experienced higher education partners in the industry. When you choose to work with us, you're getting a business partner who understands your challenges and can bring in a dedicated team of experts that can work as an extension of your university administration and provide true collaboration, flexibility and scalability – the expertise required – exactly when it is needed. This approach gives you outside expertise and full strategic control.

Due to the unique requirements of higher education, Ricoh has created a strategic focus specifically to support the higher education market in the U.S. The following are key facts about Ricoh's Higher Education program and organization.

HIGHER ED EXPERIENCE	Ricoh has been solving our customers' problems with creative and innovative ideas for more than 75 years. In this new world of work, we continue to innovate and enhance the student, faculty, and administrative experience. We leverage our expertise and the processes refined in service to **over 2,000 Higher Education clients**. We build optimal solutions for colleges and universities with unique challenges in servicing an ever changing environment and student population. These solutions are all designed to make information work for colleges and universities across the country.
SERVICE DELIVERY	Ricoh understands the importance of having in-depth knowledge of the culture, academic environment, technology platforms and common challenges in higher education to be a relevant business partner. We have a team of resources with higher education expertise. Our experience allows us to establish consistent service delivery across all geographic regions by sharing best practices with our field sales professionals, solution design consultants, implementation and project management services and field operations.

AREAS OF EXPERTISE FOR HIGHER EDUCATION

Ricoh is the ideal partner for a college or university since across our areas of expertise we have improved experiences for students, faculty and/or administrative staff at other colleges and universities across the U.S. In working with the higher education industry, we have determined the key business areas that our customers consistently identify as needing our support: Consulting Services, Campus Mail, Campus Print,

- **Consulting Services**
- **Campus Mail / Packages**
- **Campus Print**
- **Student Lifecycle**
- **Campus Technologies**
- **Campus IT Services**
- **Business Workflows**
- **Teaching & Learning Technologies**
- **Environmental Sustainability**

CUSTOMER EXPERIENCE & CONTINUOUS IMPROVEMENT

RICOH SERVICE EXCELLENCE

Ricoh has been a trusted partner with the University of California System campuses for almost 20 years. Throughout this time we have helped build strategies that address each campuses objectives, departmental needs and provide expertise to ensure maximum efficiency with minimum organizational disruption. A comprehensive solution can then be built, that not only applies innovative technology, but also leverages world-class service, including provider expertise and proven best practices. Ricoh has trademarked this process, called Ricoh Service Excellence [SM] to ensure consistent delivery. This proprietary methodology focuses on five fundamental areas: Customer Analysis and Solutions, Implementation Process, Operations and Best Practices, All-Star Employee Systems, and Customer Strategy and Communication. The composition of each area is illustrated in the following diagram.

- **Customer Analysis and Solutions:** We capture your needs and translate them into innovative solutions using industry leading technology and measured service levels
- **Implementation Process:** We design and manage the implementation process
- **Operations and Best Practices:** We leverage nationally validated operations and best practices for higher education
- **All-Star Employee Systems™**: We consistently develop and motivate employees to deliver world-class service
- **Customer Strategy and Communication:** We regularly update your document strategy to maintain alignment with your objectives

The methodology is unique in how we:

- Translate institutional needs into cost-justified solutions using innovative technology and measurable service levels
- Design and manage the implementation process
- Build on nationally validated standards and best practices for higher education
- Consistently develop and motivate employees to deliver world-class service
- Consult to ensure alignment with your overall Strategic Plan

So, what are the key benefits to you?

- **Customized Solution:** We build a strategy customized to higher education, your needs and your requirements
- **Easily Measured Results:** We give you full visibility to our real-time metrics to drive peak performance
- **World-Class Customer Service:** We recruit customer-centric and dedicated site professionals
- **Strategic Partnership:** We are focused on adapting to your changing institutional objectives, industry practices and new technologies

Anajet, Inc. to merge into Ricoh Printing Systems America, Inc. on June 1, 2020

Anajet, Inc. officially becomes direct-to-garment printing division of Ricoh Printing Systems America, Inc. Customer support, products, and services to remain the same.

TUSTIN, CA, May 1, 2020 – Ricoh Printing Systems America, Inc. ("RPSA"), a Delaware-incorporated company announces that on April 30, 2020, its Board of Directors has resolved to merge its wholly-owned subsidiary Anajet, Inc., a California-incorporated company, in an absorption-type of merger (the "Merger"), effective as of June 1, 2020 as follows.

1. Purpose of the Merger

As Ricoh Company, Ltd. (RCL) has been conducting a reorganization of the North America DTG business, RCL has decided on the Merger to pursue greater efficiency in management of subsidiaries. The Merger allows for more efficient synergies among Ricoh divisions, reduced overhead, and more streamlined work processes through consolidation of the division's management team.

2. Summary of the Merger

(1) Timeline

Merger resolution by the Board of Directors — April 30, 2020

Date of the Merger agreement — April 30, 2020

Date of the Merger (the effective date) — June 1, 2020 (planned)

(2) Merger method

Short-form merger of the parent company, RPSA, absorbing its wholly-owned subsidiary, Anajet, pursuant to Delaware Corporation Code § 253. Anajet, Inc. will be dissolved as of the merger date.

(3) Allotment of shares and other assets upon the Merger

Not applicable

(4) Treatment of stock acquisition rights and bonds with stock acquisition rights of the merged companies

Not applicable

3. Outline of the Companies Subject to the Merger

	Surviving Company	Dissolving Company
(1) Trade name	Ricoh Printing Systems America, Inc.	Anajet, Inc.
(2) Address	2390 Ward Ave, Simi Valley, CA 93065	1100 Valencia Ave, Tustin, CA 92780
(3) Name and title of representative	Hiroyuki Kajiyama, CEO	Karl Tipre, CEO
(4) Founded	April 1, 2004	November 16, 2015
(5) Fiscal year-end	March 31	March 31

4. Situation After the Merger

RPSA's trade name, address, name and title of representative, nature of business, share capital and fiscal year-end will remain unchanged after the Merger.

5. Future Outlook & Impact on Customers

As the Merger involves a merger of RPSA's wholly-owned subsidiary, the impact of the Merger on RPSA's consolidated financial results will be minor. All products, services, warranties, company contact information, and business hours remain the same, with Anajet's full Technical Support and Customer Care teams available to provide regular services. A list of Frequently Asked Questions designed to address customer concerns is available: https://anajet.com/merger.

Contact

Brad Fletcher

Ricoh Printing Systems America, Inc.

Brad.fletcher@rpsa.ricoh.com

For product related inquiries, please contact info@ricohdtg.com

About Ricoh

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2018, Ricoh Group had worldwide sales of 2,063 billion yen (approx. 19.4 billion USD).

For further information, please visit www.ricoh.com

News Release

Ricoh strengthens digital workplace capabilities with DocuWare acquisition

TOKYO, Japan – *July 2, 2019* – Ricoh Company, Ltd., (Tokyo, Japan) today announced a definitive agreement to acquire DocuWare, a leading provider of Content Services software.

Headquartered in Germany and the United States, DocuWare provides cloud and on-premise document management and workflow automation software to over 12,000 customers in more than 90 countries across the globe through a network of 600 partners.

David Mills, Corporate Senior Vice President, Ricoh Company Ltd, says: "We are intent on building a thriving business which meets the growing need of companies around the world to digitise their businesses and workplaces, wherever they may be. We see a strong demand from our customers to maximize the value of their documents and business content to support their growth. The agreement we have made with DocuWare, which has a market-leading, cloud-first content services offering, is a hugely significant step in meeting that need. We are delighted at the additional capabilities we will be able to offer current and new customers."

Ricoh has a long-term existing partnership with DocuWare, and employs its software both internally in its own operations and with existing customers. Mills adds: "DocuWare takes the pain and cost out of business processes, helping reduce human error and, importantly, improve business efficiency to free-up valuable employee time. Our ambition at Ricoh is to 'empower digital workplaces'. What that means in practice, is connecting people to information faster and more conveniently, improving communication and creativity; the synergy between Ricoh and DocuWare speaks directly to this ambition. DocuWare will operate as a standalone subsidiary of Ricoh and we are committed to maintaining and growing its hugely successful partner programme, through expanding its channel network and investing in further product development. DocuWare already seamlessly integrates with our new IM C series of multifunction printers, through Ricoh Smart Integration, providing customers with a simple, secure way of scanning documents and feeding them directly into a highly effective, intelligent workflow process."

Mills continues: "As a long-time partner, Ricoh understands the power of DocuWare's channel to deliver document management and workflow automation solutions to customers. Ricoh wants to strengthen and grow this route to market and is committed to helping and learning from DocuWare and its management team.

Dr. Michael Berger and Max Ertl, presidents of DocuWare, summarise: "DocuWare has a bold growth plan, and that includes enabling current and future partners with leading document management and workflow automation technology. Having Ricoh as a strong investor and

owner gives us the certainty that we can achieve our goals and continue to be a reliable, trustworthy and innovative provider for the entire DocuWare partner and customer community."

Ricoh has been investing in digital workplace services by growing both organically and through acquisition. The acquisition of DocuWare is in line with Ricoh's strategy to grow its digital workplace transformation offering.

The deal with DocuWare is expected to close over Summer 2019, subject to receiving clearance from the relevant competition authorities in Germany and Austria and completion of other customary closing conditions. Following completion of the deal, DocuWare will operate as a subsidiary of Ricoh with Dr Michael Berger and Max Ertl remaining as presidents.

Q 20. ***Upload a separate document that you create labeled "References" and provide references from three (3) public higher education institutions of comparable scope and scale as the UC (other than UC) currently using your service. For each reference, state contact name(s), email and telephone numbers together with a brief description of the nature of services provided.(Upon successful qualification, UC may contact some or all of these references to better understand your services and performance levels)**

University of Kentucky
Craig Locke / Associate Director, Procurement Automation
(859) 257-2964 / clocke@uky.edu

Clemson University
Lori Brierre / Director of Strategic Operations
864-656-3629 / lbrierr@clemson.edu

University of Louisville (Health Centers)
Steve Amsler / VP of Operations
(502) 588-6000 / steveam@ulh.org

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University of Kentucky

University of Kentucky Saves Big with
Massive Document Management Overhaul

"As a community, we're committed to improving efficiencies throughout the campus. It's clear we're poised to make a significant impact through the Ricoh MDS program."

– Associate Director
of Purchasing
University of Kentucky

ABOUT THE CUSTOMER

The University of Kentucky (UK) is a large public university in Lexington with nearly 30,000 students in a sprawling campus setting that includes a medical campus, multiple hospitals and dozens of clinics and outreach programs. The university nurtures an environment where academic growth and learning takes precedence throughout the entire community. As a result, it continually strives to partner with innovative leaders with advanced technologies such as Ricoh to enhance efficiencies—and enrich lives.

CHALLENGE

The University of Kentucky produces about 130 million print impressions annually. As a result, it spends about $6.7M annually for direct print costs, comprising hardware purchases, supplies, leases, maintenance, personnel and more. The subsequent toll of such a massive workload adversely affects the environment, too.

A cross-functional team comprising representatives from the university's administrative, academic and medical areas was formed to find output solutions that could reduce print-related operating costs and minimize energy consumption.

"We knew we needed to centralize and standardize our document management," said the University of Kentucky Associate Director of Purchasing. "But, the situation was worse than we thought. We were alarmed when we began to learn more about the existing environment and inefficient processes."

CHALLENGE

- Too many under-utilized devices from multiple vendors
- Decentralized procurement and management processes
- Excess waste, energy consumption
- Inefficient tracking processes

SOLUTION

- Ricoh Managed Document Services
- Clear, concise procurement strategy
- Centralized network control
- Onsite assessments to identify most suitable devices

RESULTS

- Projected to save more than $22M over the next 6 years
- Helped reduce energy consumption
- Standardized equipment and supplies

Case Study

The task was daunting. Many areas had more devices than people. In fact, the problems were so extensive that it was impossible to determine the true number of devices or usage patterns. It was estimated that the university had as many as 10,000 print devices—from 33 unique manufacturers—deployed throughout the campus.

Inefficiencies in the procurement process led to unnecessary purchases as well as the wrong type of equipment. As a result, there were 632 types of output devices with more than 1,000 unique supply needs. Some devices were overworked while others remained dormant.

The team worried that the existing situation was too complicated to implement a managed print strategy. It issued an RFP hoping that a vendor was up to the challenge. A group of 12 respondents was narrowed down to four finalists. Ricoh—already a significant presence on campus for more than 20 years—was among them.

SOLUTION

Each of the four RFP finalists were asked to provide an assessment using its standard methodologies for a specific area of the campus. University decision-makers were impressed with Ricoh's analysis as well as its suggestions in its follow-up proposal.

"Ricoh listened to us, which I believe helped them get to the actual source of the problems," said the Associate Director. "Plus, it helped them customize strategies and solutions to acutely address specific areas of concern. It's obvious that they have experience accommodating the unique needs of higher education."

Ricoh was chosen to implement its Managed Document Services (MDS) strategy. A 20-person team was deployed to the UK campus to streamline operations, standardize equipment and supplies and simplify processes for staff, faculty and students. The team provides preventive maintenance, repairs, software upgrades as well as installation and training.

Each new device is procured after Ricoh conducts a strategic onsite needs assessment to determine which types of devices can accommodate the unique demands of the area and its users. The devices are networked, so activity can be tracked remotely to expedite maintenance for the entire fleet. Additionally, many devices, including those in student labs and libraries, offer user authentication controls for easier chargeback management and to prevent unauthorized use.

"Each area has an approved list of products to choose from," said the Associate Director. "Standardization makes procurement more manageable. Even if things change, everything from services to consumables to monitoring can be handled much more efficiently."

RESULTS

Each department is on a price per impression plan—with monochrome output priced differently than color output. In return, participants receive a wide range of digital multifunction devices, printers and copiers, guaranteed service level response times, usage activity reports and simplified billing processes. In addition, the plan is with a single vendor with standardized terms to minimize inconsistencies.

An incremental rollout was planned. Word spread quickly and willing participants for the pilot program came from all areas of the campus. An extensive waiting list comprising many departments is eager to implement the new MDS strategies.

"Early response has been fantastic," said the Associate Director. "As a community, we're committed to improving efficiencies throughout campus. It's clear we're poised to make a significant impact through the Ricoh MDS program."

The Associate Director noted that the program includes several eco-friendly features that complement the university's initiative to promote more sustainable operations. All of the new devices include default duplexing to reduce paper waste. A recycling program has been introduced to minimize landfill waste. Additionally, the university is pushing document distribution through email and paperless faxing to reduce operating costs even more.

"We want to find solutions that are more convenient for users and better for the community," said the Associate Director. "This implementation is the first step, but we will continue to look for other opportunities. For example, we're planning to introduce mobile printing to accommodate a more active, agile user base."

More departments are joining the MDS program and momentum has surged. Projections call for 706 million pages of output over the next six years. In fact, early analysis indicates that the university could save more than $22 million over the next six years of the contract.

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CLEMSON
U N I V E R S I T Y

Clemson University

How Ricoh helped Clemson overhaul print and mail—and generate $2.5M in new revenue.

ABOUT THE CUSTOMER

As one of the most selective public research universities in the U.S., Clemson is committed to world-class research and a high quality of life. They are ranked the 23rd best national public university by U.S. News & World Report, providing diverse opportunities for their 21,000 students in South Carolina, the U.S. and beyond. And more than 90 percent of senior students say they'd choose Clemson if they had to do it all again.

CHALLENGE

- **Outdated mail services that didn't meet 21st Century needs for fast, efficient delivery**
- **Digital printing was frequently outsourced, with no fixed cost control**
- **Inefficient, costly campus-wide print environment**
- **Higher package volumes that increased pickup wait times**

Clemson's 50-year-old mail center hadn't kept up with the times. Mail was sorted and delivered to university staff scattered throughout the campus. Students retrieved their mail and packages at 8,000 dedicated onsite mailboxes with combination and key locks. Clemson knew they needed to overhaul their mail services to keep up with the increased number of packages received from online shopping.

Additionally, there was no on-site commercial printing since Clemson had disbanded their on-site print shop years ago. Professors, staff and students were forced to outsource higher-end digital printing to commercial printers throughout the state without fixed cost controls.

Furthermore, rising costs and a lack of a single purchasing process put Clemson's decentralized campus printing infrastructure in the spotlight. Each department purchased its printing equipment under a general framework set by the administration—resulting in an unknown number of devices throughout campus with varying model numbers. There was also little campus-wide tracking of print costs, volumes and usage. It was time to identify new revenue streams and reduce costs in all three areas—mail service, production print and the campus printing environment.

Case Study

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RESULTS

- **Over $500,000 in documented savings, more than $2.5 million in new revenue**
- **New revenue offset nearly 90 percent of the print and mail services**
- **Reduced package retrieval wait times from 40-plus minutes to just over one minute**
- **Reduced the number of print device manufacturers**
- **Increased efficiency, further reduced costs with business process improvements**

$500,000
*in **documented savings***

$2.5 million
*in **new** revenue*

Clemson's mail, production print and campus-wide printing environments have undergone a complete transformation—while generating over $500,000 in documented savings and $2.5 million in revenue to offset almost 90 percent of the cost of print and mail services. Package wait times for students have dropped from 40-plus minutes to an average of just over a minute. Mail volume has diminished and package volume has surged—making 8,000 student mailboxes obsolete. In addition, plans are in the works to design and build a new, modernized, size-appropriate student post office.

Widespread savings have been achieved through the campus-wide printing program. Clicks and print volumes have declined, duplex and black-and-white default printing are on the rise, and less paper and energy are consumed. Initially, some employees were hesitant to embrace the new print environment. Ricoh overcame resistance through change management and ultimately helped everyone understand the benefits of migrating to lower cost print devices or just printing less.

Business process improvements across a wide range of administrative departments have further increased efficiency and reduced costs for Clemson. One solution includes automating the university's accounts payable process. Now, all invoices sent by mail are received at the mail services location, where our team opens and quality checks each document, and then scans them to Ricoh's Advanced Document Capture Services team for imaging. Once processed, the images are uploaded and assembled in e-procurement software for automatic processing and payment.

Case Study

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HOW WE DID IT

- **Implemented Ricoh's Mail Services, Production Print Services and Managed Document Services**
- **Took over the onsite student post office plus mail processing and distribution, added a print shop with modern print and online job submission technology**
- **Assessed campus print environment, gauged number of printers/models in use, tracked volumes and costs**
- **Phased out inefficient print devices, installed smaller, more energy-efficient MFPs**
- **Managed all break/fix for the fleet as well as consumables**

Ricoh proposed a broad plan encompassing three of our Managed Services to overhaul mail, production print and document services. To make print and mail services especially attractive, we devised a cost containment program and generated new revenue streams to offset our management fee as much as possible—to achieve a net zero cost for Clemson. To make the print infrastructure and managed document services more appealing, we implemented a trade-in incentive program to help them print less and save money—just the customer-centric approach Clemson wanted.

For mail services, we brought in eight full-time employees to run the student post office and handle all daily mail processing and delivery to campus staff. We implemented

> *"We didn't want just another print provider on campus. We wanted a place where people could go to get questions answered."*
>
> *— Mike Nebesky*
> *Procurement Director*

new electronic kiosks to reduce wait times for packages and made operating hours more convenient for students. We also implemented electronic notification to alert students when they had mail or packages. No longer tied to the USPS, we were able to offer various payment methods and new "best way" shipping options to students. And allotted space in the mail center allowed for digital production print technology—making it a one-stop destination for mail or print.

To bring visibility to the campus print environment, Ricoh assessed more than 3,000 printers on campus—with more than 450 different model numbers—and discovered the vast majority were non-networked devices. We tagged all devices with numerical identifiers and installed intelligent print management software to track usage by device and department. Clemson discovered they were producing more than 42 million prints per year and spending more than necessary on obsolete, unused toner. We installed smaller, more energy-efficient MFPs and single-function printers to save space and decrease overall print costs. Ricoh also assumed control of all break/fix on the entire fleet as well as consumables management and replenishment.

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Case Study

healthcare

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University of Louisville Hospital
Saving Money through Managed Document Services

The financial savings over the contract term was in excess of $1.6 million, increasing substantially over five years.

ABOUT THE CUSTOMER

University of Louisville Hospital is a modern 400-bed acute and trauma care hospital that is part of University of Louisville Health Care, the region's leading academic medical center — a comprehensive medical treatment, research and services organization. University of Louisville Hospital is a general medical and surgical hospital located in Louisville, Kentucky. The hospital employs over 3,400 clinicians and staff, and provides non-reimbursed services to the community in excess of $60 Million.

CHALLENGE

University of Louisville Hospital was undergoing an enterprise-wide implementation and transition of its health information management system while at the same time looking to better utilize its printing and faxing capabilities in a way that complemented their electronic health record (EHR) strategy. The health information management (HIM) department was inundated with a backlog of paper patient records. They saw the need for a more efficient solution for not only the faxed medication orders, but also for the multifunction device downtime that was significantly impacting the information technology department's workload and adversely affecting staff satisfaction. Forms were being handwritten and lacked consistency.

SOLUTION

IT Department — Ricoh worked with the hospital IT department to assess the situation to determine the best optimization of the hospital's print and fax devices, keeping in mind the opportunity to better utilize their capabilities in support of the healthcare IT and EHR initiatives. The hospital and the Ricoh team took a look at workflow and opportunities to improve efficiency and return on investment of their printer and fax fleets. Staff time, printer and fax device utilization, downtime and placement were reviewed. The team also determined opportunities for upgrading devices with software solutions to improve multifunction capabilities and complement the needs of the hospital information system in order to contribute to EHR initiatives. Through the assessment, a plan was developed to optimize multifunction device management and outsource fleet management to Ricoh.

CHALLENGE
- Better management of paper-based pharmacy orders
- Standardized forms management
- MFP issues, printer management, and downtime
- High volume of paper and high staff turnover

SOLUTION
- Document management solution
- Outsourced MFP and printer management to Ricoh staff
- Imaging of the final patient record
- Print on demand solution

RESULTS
- Total contract term savings of more than $1 million
- Increased customer satisfaction with MFP and printer fleet management and HIM staffing

Case Study

RICOH

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HIM Department — In the HIM department, Ricoh and the HIM management team lead by the Director of HIM, developed standardized processes and procedures to improve workflow and turnaround of patient record management. Prior to the launch of the EHR, Ricoh provided services such as file room management that provided efficiencies to a paper intensive world, tackling such projects as loose sheet filing. As a trusted partner, Ricoh was selected to assist in the imaging efforts for the launch of the EHR. The HIM department was set up with staff available 24/7 with three shifts and a total of 22 FTEs. Ricoh's record management solution was implemented and electronic patient records documents are included in the final electronic medical record in the hospital's information system.

Service Center and Fleet Management Solution — Ricoh staffs and manages mail services and the hospital service center which produces all hospital forms. The multifunction devices and printers are covered seven days a week by Ricoh staff, freeing hospital IT staff to manage the EHR implementation and operations. A contingency plan was created for the Critical Care departments and other nursing floors to keep patient care and patient documentation flowing. This includes "Hotswap" units and rerouting document printing and scanning to alternate areas in the hospital if a device is not working properly. In the event of the hospital information system being down, patient information can still be accessed and printed.

Pharmacy Department — A new workflow process was created in the pharmacy for medication orders. Instead of printing paper faxes which were later converted to electronic documents, an electronic scan solution captured the medication orders electronically, storing the electronic documents in folders to be accessed by the pharmacy information system. This process complements the hospital's computerized provider order entry (CPOE) which is still gaining adoption by physicians. The process also serves as a backup when the CPOE system is down.

RESULTS

The new processes and addition of Ricoh staff increased staff satisfaction, allowing them to focus more time on patient care. The hospital describes Ricoh as "out of the box" thinkers and continues to maintain a collaborative partnership to evaluate continuous improvement. In working together, University of Louisville Hospital and Ricoh used in-depth analysis which combined both companies expertise to find the best solutions for the hospital. This brought greater efficiency in hospital operations and an improved workflow in many areas of the hospital.

The financial savings over the contract term was in excess of $1.6 million, increasing substantially over five years. The hospital and Ricoh continue to track processes and improve workflows wherever possible.

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University of California

Ricoh Acct. Management Team

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Ricoh Partner Executive - **Renaud Rodrigue; 25 years with Ricoh; 10 years supporting UC**

UC North Client Executive – **Kathleen Carr; 30 years with Ricoh, 10 years supporting UC**

UC South Client Executive – **Art Johnson; 20 years with Ricoh; 10 years supporting UC**

UC San Francisco & UC Davis Health
Kim Coles - Technology Specialist
15 yrs Ricoh; 25 yrs in Industry; Ricoh Certified

UCLA Campus & Health
Kevin Holian – Technology Specialist
36 yrs Ricoh; 36 yrs in Industry; Ricoh Certified

UC Santa Barbara
Andrea Volpe - Account Manager
8 yrs Ricoh; 8 yrs in industry; Ricoh Certified

UC Irvine Campus
Elizabeth Boncal – Account Manager
11 Mo. Ricoh; 20 yrs in industry; Ricoh Certified

UC Berkley
Matt Clement – Account Manager
24 yrs Ricoh; 24 yrs in industry; Ricoh Certified

UC Irvine Health
Susan Woolf – Account Manager
5 yrs Ricoh; 28 yrs in industry; Ricoh Certified

UC Santa Cruz
Vahik Safarian - Account Manager
6 yrs Ricoh; 15 yrs in industry; Ricoh Certified

UC Riverside
Elizabeth Boncal – Account Manager
11 Mo. Ricoh; 20 yrs in industry; Ricoh Certified

UC Merced
Craig Graham - Account Manager
16 yrs Ricoh; 17 yrs in industry; Ricoh Certified

UC San Diego
Natalia Getman – Account Manager
11 Mo. Ricoh; 20 yrs in industry; Ricoh Certified

UC Davis
Ray Morgan – Authorized Ricoh Dealer
20 yrs Ricoh; 5 yrs with UCD; Ricoh Certified

Account Managers and Technology Specialists are responsible for Ricoh's on-going customer service delivery to each UC School. This includes account maintenance, new quotes, deliveries, service response, quarterly reporting, and customer engagement. They are the single point of contact for Ricoh's portfolio as well as service delivery. Any issues or opportunities can be escalated to the Partner Executive, Client Executive, or any of Ricoh's executive leadership, branch leadership or service team at any time.

Q 6. ***Will OCR be available on all scanners at no additional cost to UC? Please describe.**

Ricoh's standard OCR package allows the user to embed the text information in the scanned document without processing the data on your computer. The OCR function can process texts up to 40,000 characters, and can recognize the following languages:

- English, German, French, Italian, Spanish, Dutch, Portuguese, Polish, Swedish, Finnish, Norwegian, Hungarian, Danish, Japanese

In addition to the standard OCR option described above, the Ricoh software portfolio contains multiple platforms that can help expand the University's OCR's criteria (at an additional charge). Examples of these include but are not limited to the following:

- **PaperCutMF**—This solution will provide the University of California the ability to track all activity on the MFP, add Authentication, Find-Me printing, secure print release, scan to Me email, and scan to folder, scan to SharePoint and OneDrive for Business. It is a total solution for the MFP that adds security, reduces abandoned print, and adds advanced scanning to meet the University of California needs.

- **Kofax ControlSuite** (Formally known as multiple applications AutoStore, Equitrac, and OutPut Manager)—This solution will allow the UC system the ability to add only what is needed. It is a single solution to actively manage, secure and govern virtually every aspect of document distribution, ControlSuite combines the best of print, capture and output management technology. Each of the following portions of ControlSuite can be utilized separately, or in combination with each other:
  - ❖ **Print Management** (powered by Kofax Equitrac)—provides unified authentication (MFP and mobile), secure print release, usage tracking and auditing
  - ❖ **Information Capture** (powered by Kofax AutoStore)—provides multi-channel (mobile, MFP, desktop, email) capture, OCR conversion and system-to-system connectors
  - ❖ **Output Management** (powered by Kofax Output Manager)—provides the ability to improve print applications by modifying print stream contents, preventing the unauthorized flow of sensitive information

RICOH Streamline NX v3 is not a combination of software products—rather, this modular suite takes a platform solution approach to address your essential document related process needs. These include device and driver management, card authentication, chargeback, scanning, mobile and secure printing and extensive reporting. Streamline NX users access all functions from a single interface at the multifunction device and administrators utilize one admin console. Because Streamline NX is modular, it can grow with you. When you have user-friendly access to the features, functions and information you need, the result is a complete solution that's easier for users and simpler for IT departments to manage their fleet and control their output.

Streamline NX

- **Device management**—With Streamline NX, device management becomes proactive rather than reactive — automatically alerting you when toner is low or a device is due for service. You can also perform remote fleet management, batch configuration and firmware upgrades

- **Authentication**—Improve security while making it easier for users to access Streamline NX. Users can access Streamline NX at the MFP with a network login, PIN or by using card authentication (part of the Scan & Capture and Secure Print Options).

- **Administration & Reporting**—Use one unified management console to administrate all facets of Streamline NX. Access 90+ standard reports and 35+ dashboard reports. Track all user activity by login — and extend tracking to secure printing, scan and fax by adding optional modules. Set user quotas for print and empower your accounting staff to better allocate print costs.

- **Scan & Capture (optional module)**—With the Scan & Capture Option, you can convert scanned paper documents into electronic files and route them to email, network and home folders, ECM, fax, FTP and other systems. Connectors provide integration with line of business systems, perform processes like barcode and OCR and handle data input—including mobile and scan-to-cloud destinations. Card authentication manages user workflows and regulates scanning.

- **Secure Printing (optional module)**—With the Secure Print Option, you can enable printing for mobile users and ensure the right people pick up the right documents with locked print for your centralized MFPs and printers. Easily access print queues with card authentication—the Secure Print Option holds your print jobs on the server until you arrive and authenticate at a device.

Q 10.   ***On devices with scanning functionality, will the installer or repair person ensure that a one-page instructional flyer is posted at the device that explains why OCR is critical to make PDFs accessible to people with disabilities and instructs the user how to easily turn the OCR capability on/off? Please explain**

Yes, this information is currently available through our Ricoh resource page and can pe posted in a large visible format at each device. Our resources page with instructional material as well as videos can be found at https://www.ricoh-usa.com/en/support-and-download.

Q 11. ***Will the OCR software be updated on a regular basis? How often is it updated today?**

Ricoh firmware and standard OCR updates are performed by a Ricoh technician, usually during the scheduled Preventative Maintenance service call, or as needed.

For advanced OCR and software offerings (i.e. PaperCut, Equitrac,etc.), Ricoh offers services based on the total solution requested. These services can include patching of specific Ricoh managed applications, firmware updates or the total system.

Ricoh's administrators are notified when updates are released for software solutions and evaluate the need for their assigned customers. If a patch is deemed relevant, Ricoh's administrator will notify the University's IT organization to plan for the testing and deployment of the patch or firmware update.

Deployment of all patches is performed in accordance with IT industry standard change management best practices such as ITIL (Information Technology Infrastructure Library). Ricoh would typically follow a customer's defined patch management processes and will work with each campus' IT organization to integrate Ricoh into the existing processes. In cases in which Ricoh is separated from the customer's IT organization or if no patch management processes are defined, Ricoh will help to develop a process that aligns with each campus requirements with accepted best practices.

Q 12. ***Do installers inform customers that all floor-standing devices should have sufficient clearance for wheelchair access?**

Yes, detailed information is available in our Voluntary Product Accessibility Templates (VPATs), which can be found here: http://www.ricoh-usa.com/about/accessibility/accessibility.aspx?alnv=accessindex.asp?tsn=Ricoh-USA.

Q 13. ***Are accessibility features for each product identified in the online form/e-catalog? Please describe.**

Ricoh is continually working to improve accessibility using keyboard navigation and many areas of the sites are fully keyboard accessible. Ricoh continues to evaluate and release new accessibility features on request.

RICOH @Remote

RICOH @Remote Service

*White Paper
&
Data Security Policy*

For customers

*Version 1.01
November 29, 2017*

Update History

Version	Release
1.00	November 7, 2017
1.01	November 24, 2017

Contents

1 OVERVIEW

1.1 About This White Paper

This document describes Ricoh's policy and the security of RICOH @Remote so that users can use it without worry.

Document structure:
- RICOH @Remote Overview
- RICOH @Remote Configuration
- Remote Service Security
- Data Handling Policy
- Additional Information

2 What is RICOH @Remote?

RICOH @Remote is a set of remote services that supports LAN/Broadband environment and 3G communications, enabling customers to use their output devices with greater convenience and reassurance. RICOH @Remote provides accurate and speedy services by obtaining quality, device status, and usage information in real time. Additional value can be provided to customers by analyzing information obtained from output devices.
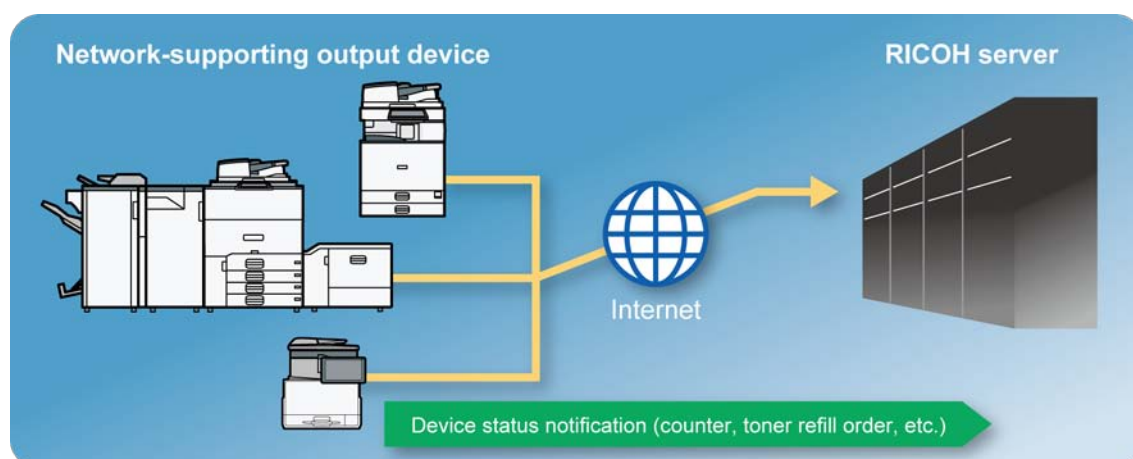
- **Advantages of RICOH @Remote**

  With RICOH @Remote service offerings,
  - The need for customers to manage output devices can be eliminated.
  - Supports stable operation of devices, keeping customer's business running without costly interruptions.
  - Helps visualize device usage to control costs, efficiently manage the fleet and make informed decisions.

3 @Remote Service Offerings

RICOH @Remote service consists of 5 main offerings. Through the service, RICOH makes every possible effort to reduce the burden of device management for customers.

3.1 @Remote Service Offerings

This section provides an outline of @Remote Service offerings. Some services may not be available depending on countries/regions, customer's environment, or the type of module being used.

3.1.1   Automated Meter Reading

With Automated Meter Reading, device meter information is automatically notified to the RICOH server on a periodic basis via a secure communication channel. This eliminates the need for customers to manually collect and report meter readings as well as helps reduce errors for more accurate billing.
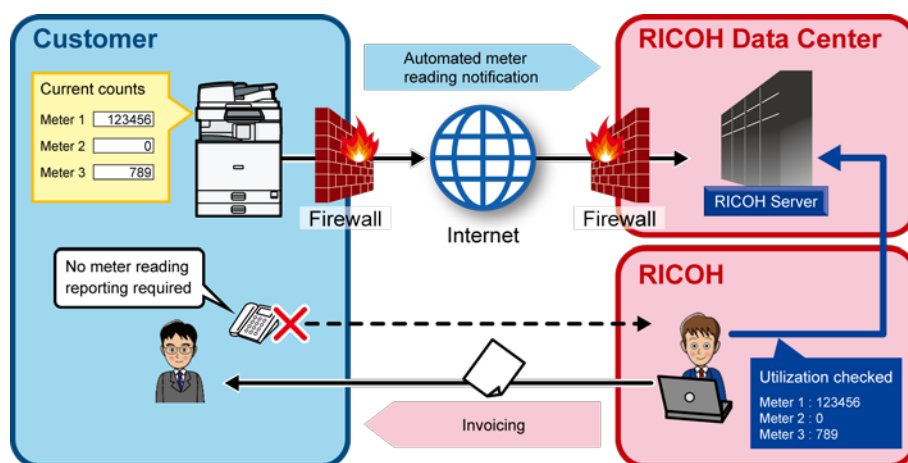
3.1.2   Automated Toner Notification / Order/Delivery

With Automated Toner Order/Delivery, toner end or replace information is notified at the time of the event and information on the level of toner remaining are periodically sent via a secure communication channel. Using this information, an automatic order can be placed for additional toner to be delivered to the customer at appropriate times. In addition to reducing the customer's labor for toner inventory management and ordering, it also reduces device downtime.

*   This service offering may not be available in some countries or regions, or depending on the customer's environment.
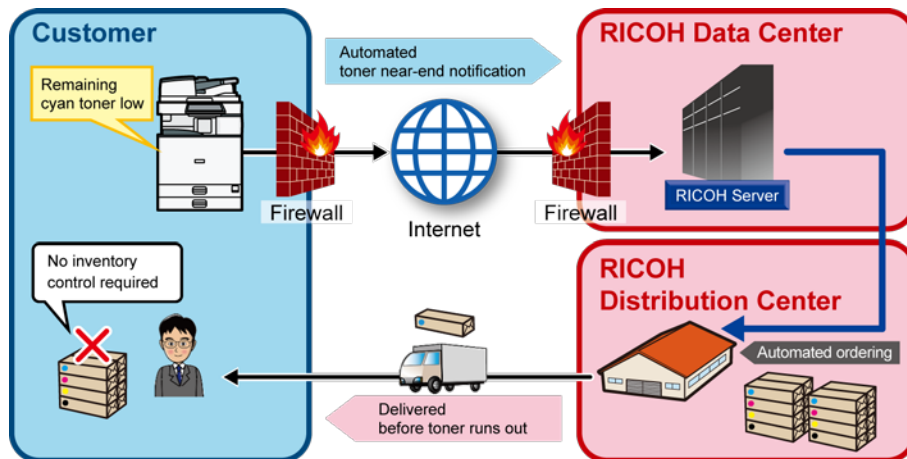
3.1.3 Automated Service Maintenance Alerts

With Automated Service Maintenance Alerts, when a device malfunction is detected, service alert is automatically notified to the service provider to allow dispatching of field service technicians for critical errors. Device service data will also be utilized to identify the source of the problem and possibly solve the problem via phone. By analyzing the service data upfront in conjunction with RICOH's long accumulated information and know-how, parts status can be identified enabling replacements prior to failure. This also allows field service technicians to prepare the right parts to bring before visiting the customer, avoiding a second visit.
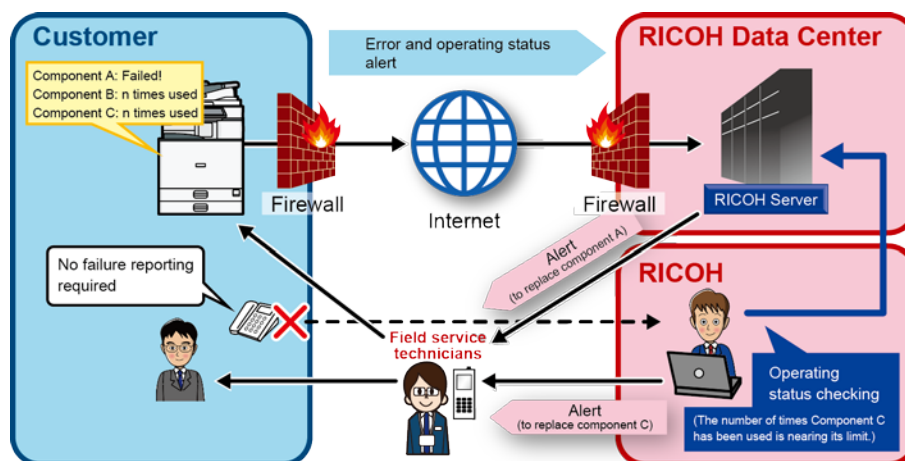
3.1.4   Remote Firmware Update

With Automated Remote Firmware Update, the customer's output devices automatically check for firmware updates. If updates are available, they are downloaded over a secure connection and applied. As a result, field service technicians do not need to visit customers and interrupt their business for firmware updates. Customers can keep devices up to date with the latest software, improving its quality over time.
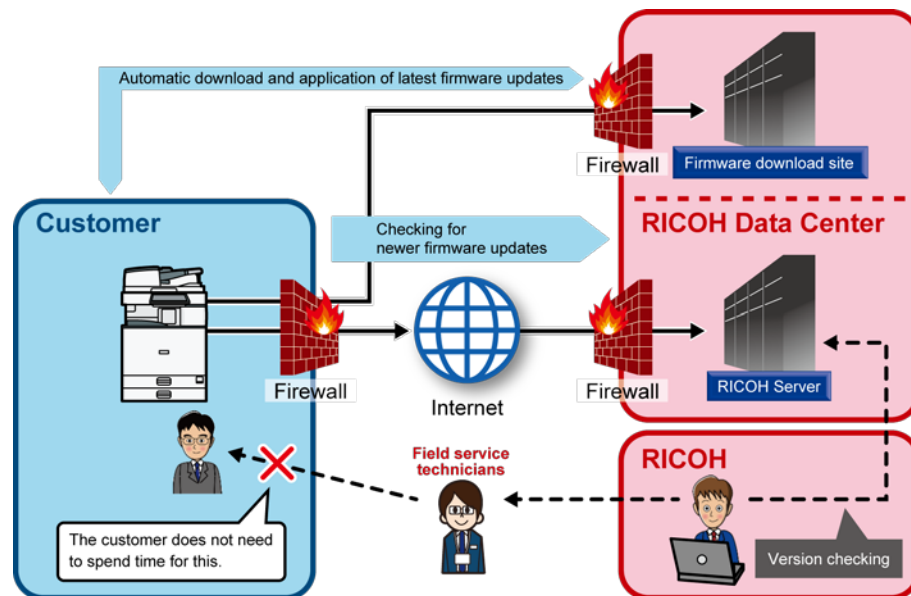
3.1.5 Fleet Usage Reporting

With Fleet Usage Reporting, device information notified to the RICOH server is used to generate reports provided via @Remote Web portal. Information on how devices are being used can be visualized, helping to make right sizing and environmental decisions.
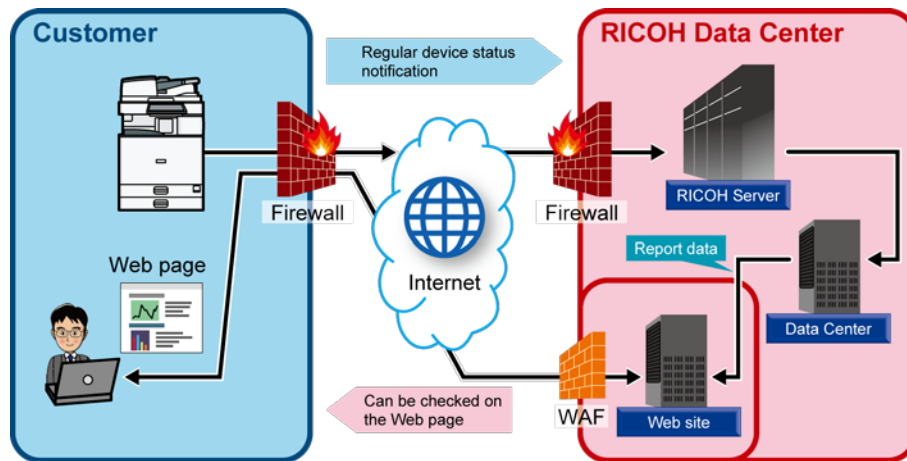
*Reports may not be available in some countries/regions, and some contents may not be accessible depending on customer's environment.

4 @Remote Service Architecture

4.1 Principles

- @Remote services involve network communication initiated only from the customer's output devices to the RICOH server. RICOH never initiates communication to any of the customer's output devices.
- @Remote Service and its components can only be activated or disabled from the customer's device within customer's control.
- All device data is always transferred via an encrypted Internet connection.
- The customer's device communicates only with the RICOH server or an @Remote appliance.
- The customer's device only accesses a server or a device authenticated with an electronic security authenticate.
- @Remote Service does not allow access to any personal information such as the customer's print data or address book.

4.2 @Remote Service System Overview

The following diagram provides a rough overview of network communications between the remote service components and the RICOH back-office.
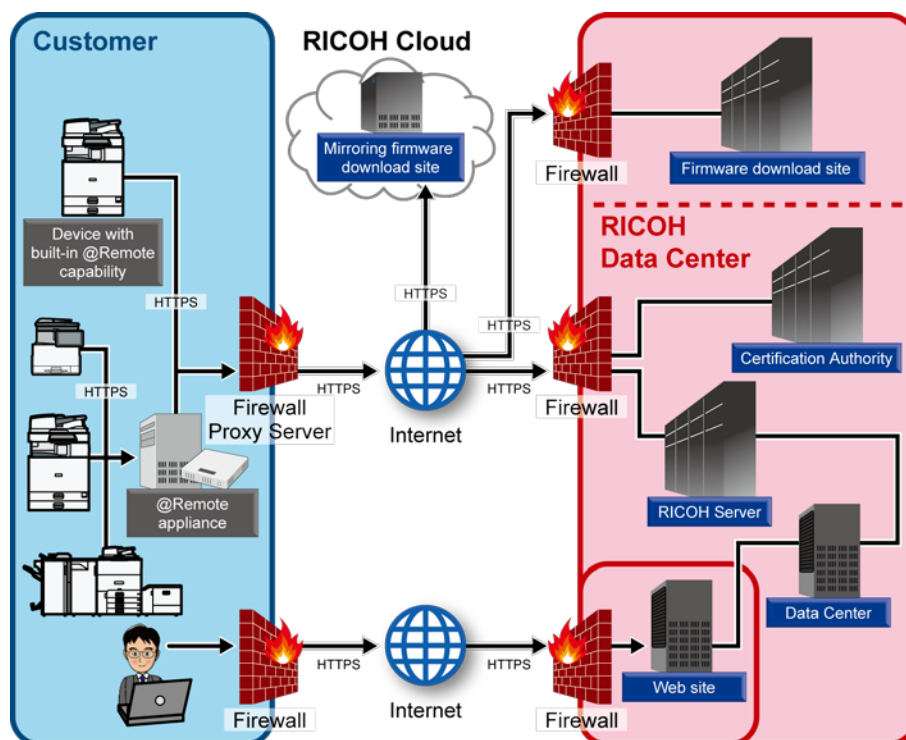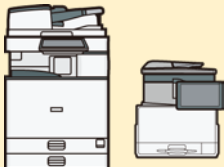
- External communication over the internet

   The remote service plugins use HTTPS to communicate over the Internet. The service also establishes connections using AES 256 bit session encryption. For dial-up or 3G communication, communication carriers keep the control plane confidential and provide integrity protection for control plane, protecting against unauthorized manipulation and other unauthorized activities.

- Service plugins

   To use RICOH @Remote Service, one of the following modules must be installed in order to connect and communicate to the @Remote system. The supported communication methods differ between these module plugins.

Module type		Communication method	Remarks
	@Remote embedded devices	Ethernet	Built-in type
	Appliance box	Ethernet	
	Software (running on a server)	Ethernet	A separate server is required to run the software.

   * These modules may not be available in some countries or regions, or depending on the customer's environment.

4.3 Remote Service Communication Activities

   The RICOH @Remote output device, appliance box, or @Remove Service plugin module (software) performs the following communication activities. @Remote appliance box or @Remote Service plugin (software) may communicate with third party output devices for a limited information.

- Regular communication activities
   - The output device sends the following information to the RICOH server:

- ✧ Meter information
- ✧ Supply requests
- ✧ Other device information
  - ● Unchanging information such as the IP address and settings
- ✧ Device status information
  - ● Changing information such as remaining toner and power consumption
- ➢ The output device or @Remote appliance checks for instructions from the RICOH server.
  - ✧ Firmware update instruction
  - ✧ Device search instruction (to the @Remote appliance)

- ● Random communication activities
  - ➢ The output device sends the following information to the RICOH server as necessary:
    - ✧ Supply calls
    - ✧ Service alerts
    - ✧ Device startup notifications
    - ✧ Alarm notifications
    - ✧ Failure recovery notifications
    - ✧ Manual calls

* Some communication activities may not be supported, depending on the output device or service component type.

5 @Remote Security

5.1 @Remote Network Communication Security

The following diagram shows an example of the network security protocols used for wired communication between the remote service components in the customer's environment and the RICOH data center. When collecting device information, these components communicate with RICOH Server via the security network built by the customer.
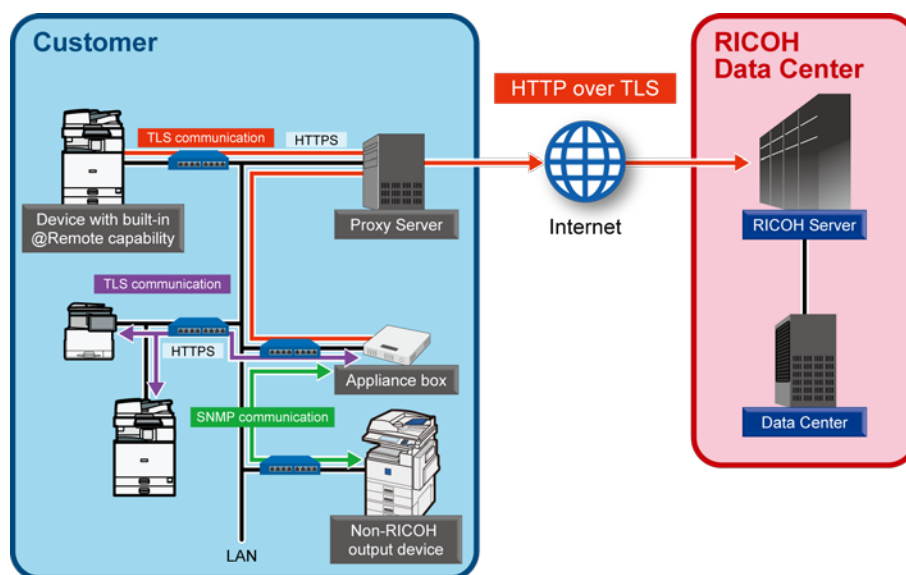
For communication with RICOH output devices and between RICOH servers, HTTPS (Hyper Text Transfer Protocol Security) is used. For communication between RICOH output devices and the @Remote appliance, or between remote service components and the RICOH data center, TLS is mainly used. For communication between non-RICOH output devices and the @Remote appliance, SNMP is mainly used.

* The preferred encryption method used for communication is the strongest encryption method specified in the customer's environment. However, customers can change the encryption method used according to their environment.
* TLS (Transport Layer Security) is a protocol used for communication requiring security over computer networks such as the Internet. Its major features include communication target authentication, communication encryption, and alteration detection.
* SNMP (Simple Network Management Protocol) is a protocol used for network monitoring and management.
* As of September 2017, TLS 1.2 and SNMPv3 or below are supported. Available versions depend on the output device or @Remote appliance.

5.2 @Remote Authentication Security

RICOH output devices, @Remote appliances, and RICOH systems such as the RICOH server each have electronic security authentication certificates. In every communication, they always exchange authentication certificates to identify each other, before initiating common key encryption-based communication. Thus, communication is protected against unauthorized data acquisition including spoofing.
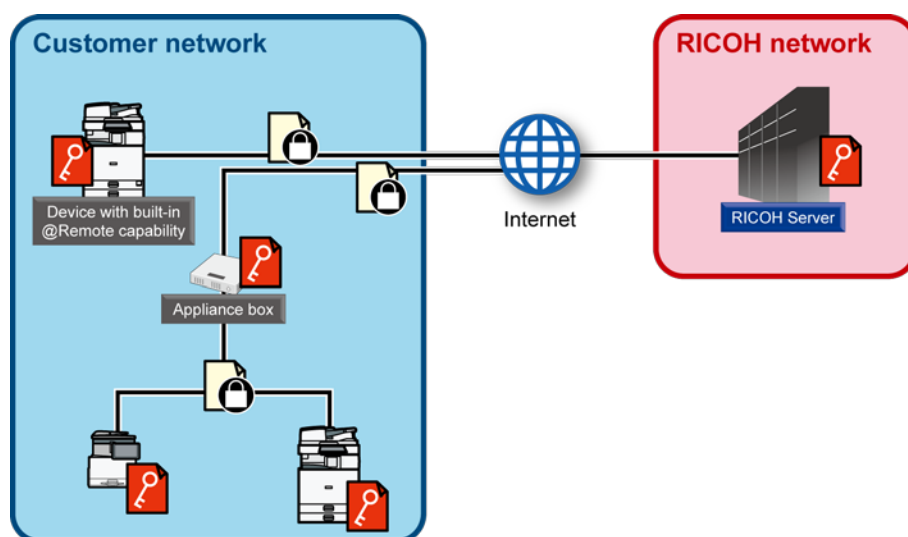
5.3 Encryption Levels

RICOH output devices, @Remote appliances, and RICOH-side systems support the following levels of encryption in HTTPS communication:

Strength		Where used
Hashing	SHA-256	Message authentication code
Common key	AES256	Session connection establishment, electronic security authenticate, etc.
Public key	RSA2048	

* Depending on the output devices or @Remote appliance type, only prior encryption standards may be supported. Refer to the appropriate product manual or similar to check which encryption standards are supported.

* Some RICOH output devices may be shipped with a default authenticate key length of 512 bits. If higher security is required, change the key length to 2048 bits on the output device.

5.4 RICOH Data Center Security

RICOH @Remote ensures security not only for communication, but also for the data center itself. Customers can rely on the safety management systems at the data center. The following table lists the safety measures implemented and certifications acquired for the data center.

5.4.1   Safety specifications

Disaster measures	Earthquake measures	Seismic base isolation, solid ground, non-liquefaction danger zone
	Power failure measures	Dual power, UPS and PDU redundancy, UPS for air conditioning, private power generation (72 hours' worth of fuel stockpiled, contract-based prioritized power resupply in case of disaster)
	Fire measures	Nitrogen gas fire extinguishing equipment, ultra-high sensitivity smoke sensors
Security measures	Intrusion prevention	External IR sensor-based monitoring, 24-hour manned monitoring, monitoring cameras (no blind spots)
	Entrance/exit control	IC card- and palm vein authentication-based entrance/exit control, accompaniment prevention, personnel location management system
	Unauthorized carry-in/-out prevention	Metal detector, biometric based server rack open/close control, DR-tag based media management
Business continuity measures	Disaster-related	Safety confirmation and calling system, emergency earthquake alert system
	Novel flu	Masks, protective clothing, and thermographic fever checks with antiseptic stockpile
Environmental measures	Electric power system	High-voltage power distribution, highly efficient UPS, highly efficient transformer, solar power, rack-level temperature and electric current monitoring, LED lighting
	Air conditioning system	Thermal fluid simulation analysis, free cooling + fresh air cooling, hot and cold temperature control, highly efficient air-cooled chiller with dry coil, localized air conditioning, waste heat energy recycling

5.4.2   Acquired certifications

■ Japan Quality Assurance Organization
- ● ISO/IEC20000 certification
- ● ISO/IEC27001 certification
- ● ISO9001 certification

■ Assurance report
- ● Standard: ISAE3402/SSAE16 (former SAS70)

■ Japan Audit and Certification Organization for Environment and Quality (JACO)
- ● ISO14001 certification

■ JIPDEC
- ● Privacy mark certification

■ Information Security Rating by I.S.Rating Co., Ltd.
- ● Information security rating "AAA1s"

6 @Remote Communication

6.1 Principles

- RICOH @Remote Service never sends or obtains personal information data.
- RICOH @Remote Service does not access any personal information such as the customer's print data, address book, or files contained in the local storage of output devices.

6.2 Initiating Communication

Communication is always initiated by a RICOH @Remote supporting output device, appliance box, or @Remote Service plugin module (software). RICOH server never initiates any communication with these devices.

When it is necessary for the RICOH server to obtain device information—for example, remote diagnostics—an instruction from the RICOH system is sent back in response to regular polling by the @Remote Service plugin module.

Example: When it is necessary for the RICOH server to obtain device information, steps 1 to 6 in the following diagram are performed in this order.
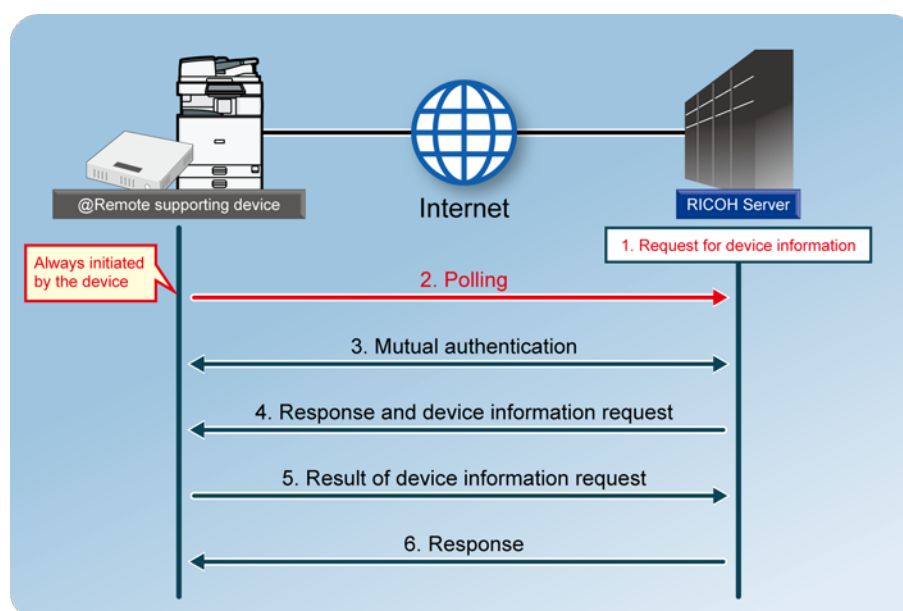
*The @Remote Service plugin module performs regular polling to the RICOH system in order to notify operating status and check for any instructions from the RICOH server.

6.3 Data Contents Sent by Output Devices

The main data that the customer's output device sends to the RICOH data center is listed below. Please note that, in addition to these data items, the data sent includes RICOH-specific information needed to connect to the RICOH server.

- Main data contents
    - Device name
    - Model name
    - IP host name
    - IP address
    - Various meter readings (total output, total color output)
    - Various status information (paper end, door open, etc.)
    - History information (jam count, operating time, service call count)
    - Alert information (service call, etc.)
    - Last communication date and time

* The data that can be sent varies depending on the output device or the service plugin module type.

* The output device can be configured not to send some of the above data items.

6.4 Data Acquisition

Pull communication is also used to ascertain what data is needed for a device. For example, when it is necessary to perform a remote firmware update on the customer's output device or remotely change or modify an abnormal value, the output device checks by polling and then tries to obtain the necessary file or information, as described in Section 6.2 "Initiating Communication". This helps to prevent the plugin module from receiving dangerous files that may be sent by an unauthorized server via push communication.

7 @Remote Appliance Security

7.1 Appliance Box

The box type appliance stores data from devices in its internal database. This internal data is protected with an authentication feature. The appliance-box type relay is certified to the international information security standard, ISO/IEC 15408 (CC) (evaluation assurance level 2).

* ISO/IEC 15408 is an international information security evaluation standard for products and systems. This standard defines a set of evaluation criteria for determining the integrity of a product or system's security design, and the implementation of the product or system is exactly as per the design. Mainly designed for military information systems, these criteria were standardized across countries and brought under the ISO standard.

8 Data Handling Policy

8.1 Use of Device Data

RICOH will appropriately handle device information obtained from the customer to provide @Remote Service. Use of @Remote Service indicates that the customer accepts its use conditions as specified by RICOH. RICOH will use device information from the customer to provide the following services:

1) Automated Meter Reading
2) Automated Toner Order/Delivery
3) Fleet Usage Reporting
4) Device management and failure monitoring
5) RICOH marketing status analysis
6) RICOH product development-related information analysis
7) Proposals and recommendations of additional services
8) Responses to various inquiries

8.2 Management of Device Data

RICOH will use device information from customers only for the purposes defined by this policy and will manage it appropriately in compliance with RICOH's basic information protection policy (including RICOH company regulations and related laws and legal regulations) to prevent leakage, loss, illegal use of, and illegal access to such information. RICOH also will use and manage such information appropriately in compliance with the information protection-related laws and legal regulations of each country where @Remote Service is used.

8.3 Return of Device Information

RICOH will not return device information obtained. RICOH will assume the responsibility of deleting, destroying, and disposing of such device information.

8.4 Non-Disclosure of Device Information

RICOH will not disclose device information obtained to any third party without explicit customer approval; provided, however, that this shall not apply to the following conditions:

* RICOH's related subsidiary companies should not be considered as third party in this section.

1) Disclosure is requested by law or provision is based on the law.

2) The customer is explicitly notified of the information that may be disclosed, and consents to such disclosure.

3) To fulfill the use of data for provision of @Remote services, RICOH needs to provide device information to a business partner such as subcontractors or business agents, whom RICOH will manage appropriately.

4) To protect the interests of a person or legal entity, such as life, physical body, or property, yet it is difficult to obtain explicit customer approval.

5) Device information needs to be taken over and disclosed for merger or business succession based on legal reasons, in which case it will be handled within the scope of the use of data.

6) RICOH is required to submit device information without the customer's consent in order to cooperate to the duties of the central or local government institutions or their subcontractors set by law, in which case obtaining explicit customer approval may obstruct the concerned duties.

9 Our Data Handling Policy and the Related Laws and Regulations of Each Country

9.1 Japan
✧ Amended Act on the Protection of Personal Information
  ➢ Data obtained by @Remote does not contain any personal information.

9.2 Europe
✧ EU Data Protection Directive
  ➢ Data obtained by @Remote does not contain any personal information.
✧ EU General Data Protection Regulation (GDPR)
  ➢ T.B.D

9.3 China
✧ Great Firewall
  ➢ T.B.D
✧ Cybersecurity Law (Second Draft)
  ➢ T.B.D

9.4 Russia
✧ Russian Federal Law 242-FZ
  ➢ T.B.D

10 Appendix

10.1 Encrypted Communication and Encryption Keys

In order to prevent a malicious third party from reading or altering communication, most communication uses an encryption key to encrypt authenticates or communications. RICOH @Remote uses SSL or TLS encryption for communication, and SSL or TLS uses public key encryption and common key encryption for communication.

10.1.1 About public key encryption

Public key encryption uses a pair of encryption keys—a public key and a private key—for encryption and decryption. Data encrypted with one key of the pair can only be decrypted with the other key of the pair.
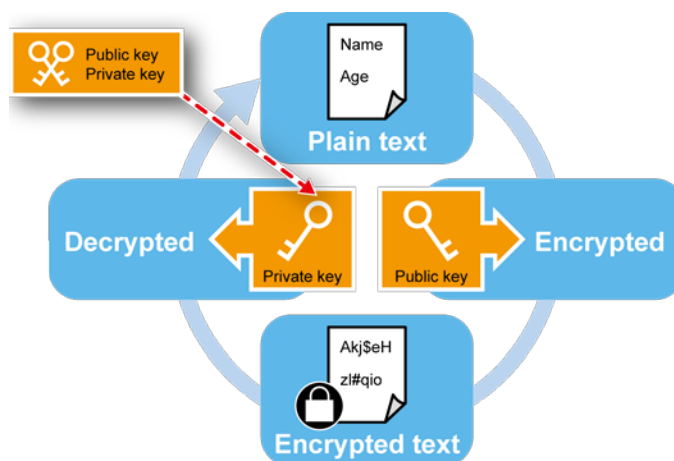
There are a number of different public key encryption methods. Among these methods, RAS cryptography is a typical public key encryption method. NIST[1] has publicly announced in a computer security report (SP800-57) that RSA using the 2048-bit key length will be available until year 2030[2].

*1. NIST (National Institute of Standards and Technology) is a governmental institution that belongs to the U.S. Department of Commerce. NIST studies and researches instrumentation and standards in scientific technologies.

*2. As of January, 2016

10.1.2 About common key encryption

Common key encryption uses the same common key for encryption and decryption. Data encrypted with a common key can only be decrypted with the common key.
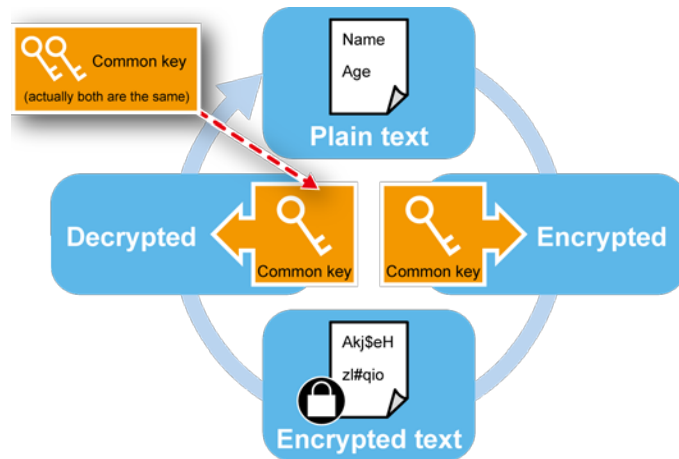
The main common key encryption method used is AES cryptography. In this method, three different key lengths are available: 128-bit, 192-bit, and 256-bit. NIST has publicly announced in a computer security report that AES using the 256-bit key length will be available until year 2030.

10.1.3 *How SSL or TLS encrypts communication*

SSL encrypts communication by using "public key encryption" to establish a secure communication session and "common key encryption" to exchange the actual data.
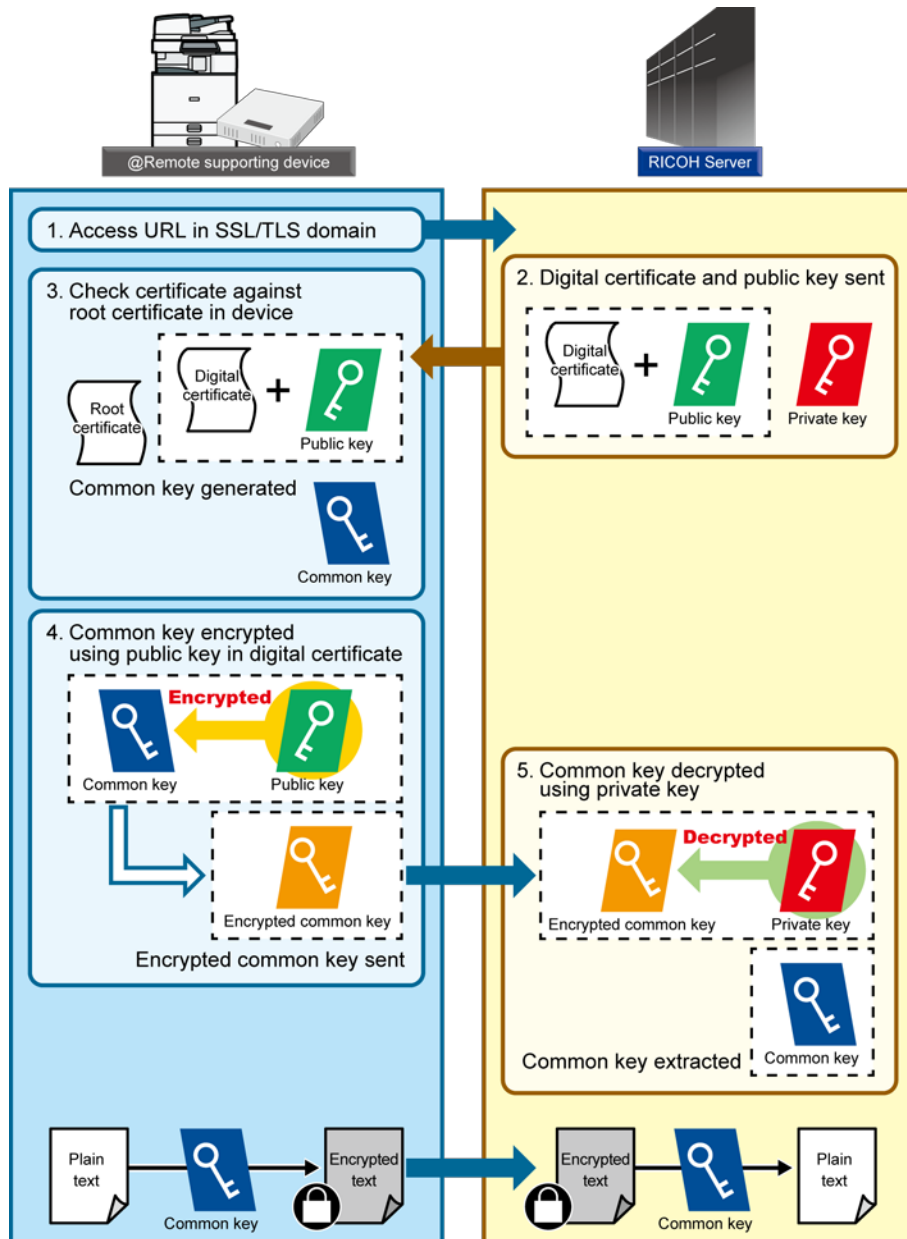
End

Q 6. ***Provide the latest Supplier Incident Response Plan as related to products or services offered.**

Sample Incident Response Plan

Our premise is that a successful implementation is a critical element in delivering consistently superior service and support to UC. We believe that the implementation process begins long before the contract is signed and does not end until the final process is firmly in place. The foundation for a successful implementation contains the following key elements:

- Discovery
- Needs Analysis
- Solution Development
- Transition and Implementation
- Support

We are well-suited to provide UC with a smooth transition and implementation process, and a consistent ongoing support process to ensure continuous cost savings and an exceptional service level.

Discovery

Discovery, which takes place early in the sales cycle, includes detailed meetings, interviews and structured data-gathering techniques to identify customer-specific business objectives. Through this in-depth review, we develop a thorough understanding of the factors that shape the need for new products and services.

The Discovery stage has two primary objectives, as follows:

- The first objective is to understand and document primary UC business functions. This step includes developing a general understanding of UC products and services and the processes by which they are delivered to its customers. We work to gain an in-depth understanding of factors driving the need for change and the criteria for measuring the success of the solution.
- The second objective is to gather and document information to develop an accurate and scalable solution that addresses identified business objectives.

Needs Analysis

A successful partnership between Ricoh and UC depends on an open exchange of information. The first step is to complete a utilization study of the existing environments. Our professionals work in conjunction with lead UC representatives to gather appropriate information and provide insights and observations from this research. Our team uses a variety of tools, including user surveys, focus group interviews and data collection tools to compile relevant information.

The depth of multifunctional products we offer ensures that UC has access to the most recent technologies for copying, faxing, printing and scanning. The compilation of this data allows us to recommend a customized strategy that optimizes UC's current investments and capitalizes on new technologies to manage document output costs.

Solution Development

The development of a recommended solution begins by assigning a tenured project team that consists of account management personnel, operations specialists, systems integration specialists and business analysts. The team remains in place during the sales and analysis process and

continues through contract execution. After contract award, key members of this group join the account team responsible for transition and implementation, postimplementation and support.

During the Solution Development stage, our team analyzes information gathered during the Discovery phase and formulates a detailed document management and print strategy. We use these findings to develop, document and validate a customized solution that meets the UC's objectives and identifies product and technology requirements.

The Solution Development phase identifies all relevant project tasks, task interrelationships and resources needed to complete the transition according to plan and ensure ongoing support throughout the process.

Transition and Implementation

Based on a well-defined plan, the solution is implemented as designed by our transition team specialists. These specialists are focused on producing agreed results in a timely and cost-effective manner. The project plan is reviewed by the transition team and modified (if necessary) to ensure that all objectives are met.

Our transition team includes highly trained employees who have been involved in the solution development process for UC and are experienced in implementing systems similar in size and scope. This team helps coordinate equipment installation, initial site training, maintenance, service and other related tasks with minimal involvement from UC personnel.

Q 13. ***Regarding the supplier's MFD, describe the ability to allow setting and changing of the authentication information (e.g., passwords and community strings) for all management services.**

SmartDeviceMonitor (for Admin*)

SmartDeviceMonitor is utility software bundled with all Ricoh printers, print-enabled MFPs and the Printer/Scanner Kit option. This versatile software suite simplifies all aspects of installation, monitoring and management of Ricoh network output systems, while supporting key security features.

- **Change Community Name**

  To address SNMP (Simple Network Management Protocol) vulnerability, the system administrator can change the Community Name of Ricoh hardware devices from "Public" to another more secure name. If this security measure is taken, the Community Name (for the software) must have the identical name as the connected Ricoh output device.

- **Restrict User Access**

  System administrators can control user privileges through the User Management Tool. This activates a menu for review of the peripherals authorized for use by User Code and User Name. All Ricoh supported peripherals on the network are listed, and a simple click on the device, accesses a menu that restricts or enables access to the device for individual users. User Codes (standard in most Ricoh systems) enable system administrators to manage and track the use of Ricoh digital output devices. A User Code can be assigned to an individual based on which function(s) they have permission to access. This level of control enables you to monitor system usage (e.g., generate print counter reports by function and User Code).

Authenticate Users

Prevent Unauthorized System Usage:

Authentication is an MFP security feature that restricts unauthorized users, or a group of users, from accessing system functions or changing machine settings. This important capability enables the system administrator to employ "Access Limitation Management," helping to protect your MFP installed base from unapproved usage or tampering.

- **User Authentication** enables you to restrict machine access so that only those with a valid user name and password can access MFP functions.
- **Windows Authentication** verifies the identity of the MFP user by comparing login credentials (user name/password) against the database of authorized users on the Windows Network Server, thus granting or denying access to MFP functions.
- **LDAP Authentication** validates a user against the LDAP (Light-weight Directory Access Protocol) server, so only those with a valid user name/password can access your global address book, i.e., search and select e-mail addresses stored on the LDAP Server.
- **Administrator Authentication**—A registered administrator manages system settings and user access to MFP functions. Up to four Administrators can share the administrative tasks, enabling the workload to be spread and limit unauthorized operation by a single administrator, though the same individual can assume all roles. In addition, a separate Supervisor can be established for setting or changing the administrator passwords.

- **Basic Authentication**—Authenticates a user utilizing the user name/password registered locally in the MFP's Address Book. No one without a valid user name/password can access the machine.

- **User Code Authentication**—Utilizes Ricoh's standard User Code system to authenticate the user. The MFP operator simply enters their User Code, which is compared to the registered data in the MFP's address book. No one without a valid User Code can access the machine. Basic Authentication and User Code Authentication can be utilized in non-Windows and/or non-networked office environments.

- **US Department of Defense Common Access Card (CAC) Authentication**—The Common Access Card (CAC) is a US DoD specialized ID card-based authentication system design for government users that must be compliant with the Homeland Security Presidential Directive -12 (HSPD-12). This Directive requires that all federal employees and contractors enhance security efficiently by reducing identity fraud through increased protection of personal privacy. The only customers for Ricoh's CAC Authentication Solution is the U.S. Department of Defense (DoD) [US Army, Navy, Air Force, Marines, Coast Guard and affiliated agencies].

- **Personal Identity Verification (PIV)** is the civilian U.S. government version of the CAC card.

- **SIPRNet Token Authentication Solution** is the version for controlled networks.

Q 21. ***All MFD/Laser printers equipped with hard drives must:**

- **isolate any incoming FAX line from all hardware that has network access. MFDs must have no physical or data connection between the Page Memory (or Temporary Data Storage) and the FAX controller.**

   Security for Fax Lines—Ricoh's MFDs are equipped with a fax feature that is connected to the outside via a telephone line which is necessary to block unauthorized access. Ricoh software is designed to only process appropriate types of data and send that data to appropriate functions in the device. Therefore, only fax data is received from the fax line and it is communicated only to the processes needed for fax operation. This mechanism prevents unauthorized access from the fax line to the network or to the programs inside the device.

- **Provide on/off (switchable) control of read/write access to the device from portable media (e.g., SD cards, USB drives, etc.)**

   Through Ricoh's remote web image monitor tool, or at the physical device, administrators with login credentials can provide on/off control of read/write access to the Ricoh device from portable media.

- **Be able to have their hard drives removed by a vendor technician and surrendered to UC at the end of a lease, cost-per-copy agreement, or at trade-in (or at any time, for any reason, an MFD and/or Laser Printer is removed from UC) at no additional cost to UC.**

   Ricoh will implement Ricoh-Branded Device Hard Drive Management:

   - removal of hard drives,
   - surrender of hard drives to customer
   - and replacement of customer hard drives (if required)

   This work is done by Ricoh or Ricoh's certified dealer partner technicians.

Please describe each and confirm that the devices meet or exceed these requirements.

Sustainable Practices

Responsible Officer:	EVP – Chief Operating Officer
Responsible Office:	ES – Energy & Sustainability
Issuance Date:	7/24/2019
Effective Date:	7/1/2019
Last Review Date:	1/31/2019
Scope:	All Campuses, Health Locations, and the Lawrence Berkeley National Laboratory

Contact:	Matthew St. Clair
Title:	Director of Sustainability, UCOP
Email:	Matthew.StClair@ucop.edu
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TABLE OF CONTENTS

I. POLICY SUMMARY

The Sustainable Practices Policy ("Policy") establishes goals in nine areas of sustainable practices: green building, clean energy, transportation, climate protection, sustainable operations, waste reduction and recycling, environmentally preferable purchasing, sustainable foodservice, sustainable water systems.

II. DEFINITIONS

Addressable Spend: Spend that can be impacted through sourcing activities. For the purposes of this policy, addressable spend relates to the spend within a specific product or service category.

Adjusted Patient Day: Inpatient Days x (Gross Patient Revenue/Inpatient Revenue) where Gross Patient Revenue is Outpatient Revenue + Newborn Revenue + Inpatient Revenue.

Allowable Thermal Residual Conversion: Consistent with CalRecycle and the Southern California Conversion Technology Project, residual conversion includes: thermal, chemical, mechanical, and/or biological processes capable of converting post-recycled residual solid waste into useful products and chemicals, green fuels like ethanol and biodiesel, and clean, renewable energy. It does not include combustion.

Examples include the transformation of post-recycled residual materials into usable heat or electricity through gasification, pyrolysis, distillation, or biological conversion other than composting. To count as allowable residual conversion, the process must include an integrated materials recovery facility (MRF) or equivalent sorting system to recover recyclables and compostable material prior to conversion. Materials that are otherwise landfilled or incinerated, including biomass conversion operations that exclusively incinerate organic materials, landfill-gas-to-energy (LFGTE) facilities, and other facilities that do not employ integrated materials recovery or equivalent sorting and recovery systems may not be considered to be converted residual waste.

Average Vehicle Ridership (AVR): Calculated by dividing the number of all person trip arrivals by the number of private vehicle trips, with adjustments for telecommuting, compressed work weeks and zero emission vehicles (based on the South Coast Air Quality Management District method).

CBC: California Building Code, Title 24 portion of the California Code of Regulations

Climate Neutrality: Climate neutrality means that the University will have net zero climate impacts from greenhouse gas (GHG) emissions attributed to scope 1 direct emission sources and scope 2 indirect emission sources as defined by The Climate Registry, and specific scope 3 emissions as defined by Second Nature's Carbon Commitment. This neutrality will be achieved by minimizing GHG emissions from these sources as much as possible and using carbon offsets or other measures to mitigate the remaining GHG emissions.

Combustion: As defined by CalRecycle, combustion is a rapid conversion of chemical energy into thermal energy. The reaction is exothermic. Organic matter is oxidized with

sufficient air (or oxygen) for reactions to go to completion. The carbon and hydrogen are oxidized to carbon dioxide and water, respectively.

Construction and Demolition Waste (C&D): Waste generated by construction projects that do not occur every year or are not a result of regular operations and maintenance. Examples include building renovations or new construction.

Diversion from Landfill: Institutions divert materials from the landfill, combustion or other non-allowable thermal conversion by recycling, composting, donating, reselling or reusing.

Domestic Water: Potable and non-potable water provided for domestic indoor (e.g., toilets, urinals, showers, and faucets) and outdoor (e.g., landscape irrigation) use.

Economically and Socially Responsible (EaSR) Spend: Spend on products or services supplied by a business holding one of the UC-recognized certifications listed in the UC Sustainable Procurement Guidelines.[1]

Environmentally preferable products: Designation for those products whose manufacture, use, and disposal results in relatively less environmental harm than comparable products.

Expanded Polystyrene (EPS): As defined by the City of San Francisco, blown polystyrene and expanded and extruded foams which are thermoplastic petrochemical materials utilizing a styrene monomer and processed by any number of techniques including but not limited to, fusion of polymer spheres (expanded bead polystyrene), injection molding, foam molding, and extrusion-blown molding (extruded foam polystyrene).

Fleet: University-owned or operated vehicles and mobility equipment (e.g., passenger vehicles, trucks, vans, shuttles, agricultural vehicles, marine equipment, etc.) including vehicles operated under contract with the University **and for which the University/Campus maintains operational control.**

Full Time Equivalent (FTE): A full-time equivalent employee is the hours worked by one employee on a full-time basis and can be used to convert the hours worked by several part-time employees into the hours worked by full-time employees. A full-time employee is assumed to work 40 hours in a standard week.

Green Lab Assessment Programs: A program that works with individual laboratories and researchers to inform, collect best practices, and assess areas for improvement in research efficiency, including engagement, and targeted initiatives around efficiency in natural resources and other environmental issues. This assessment program could be based on the My Green Labs (MGL) Systemwide Checklist or another similar tool. The MGL checklist was developed based on best practices from several UC campuses as well as the expertise of My Green Lab.

Green Spend: Spend on products meeting the UC "Preferred Level" of environmental

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[1] University of California. 2018. The University of California's Sustainable Procurement Guidelines.

sustainability criteria as laid out in the UC [Sustainable Procurement Guidelines](.)[2]

Gross Square Foot: Pursuant to the definition in the Facilities Inventory Guide[3], gross square footage is the Outside Gross Area, or OGSF50, and equals the sum of Basic Gross Area (the sum of all areas, finished and unfinished, on all floors of an enclosed structure, for all stories or areas which have floor surfaces) + 50% Covered Unenclosed Gross Area (the sum of all covered or roofed areas of a building located outside of the enclosed structure). OGSF50 is also known as "California Gross."

Industrial Water: Water provided for specific industrial applications such as heating, cooling, or lubricating equipment.

LEED™: Leadership in Energy and Environmental Design. LEED is a registered trademark of the U.S. Green Building Council (USGBC). This trademark applies to all occurrences of LEED in this document. LEED is a green building rating system developed and administered by the non-profit U.S. Green Building Council. The four levels of LEED certification, from lowest to highest, are Certified, Silver, Gold, and Platinum. LEED has several rating systems. This Policy refers to the following rating systems:

> **LEED for Interior Design and Construction (LEED-ID+C)** for renovation projects;
> **LEED for Building Operations and Maintenance (LEED-O+M)** for the ongoing operational and maintenance practices in buildings; and,
> **LEED for Building Design and Construction (LEED-BD+C)** for new buildings and major renovations of existing buildings.

Location: As used in this Policy, means any or all campuses, health locations, and the Lawrence Berkeley National Laboratory as referred to in the "Scope" above.

Low-emissions vehicle (LEV): As defined by the current California Air Resources Board (CARB) LEV program standards, a vehicle that emits relatively low levels of GHG emissions from the onboard source of power and may include subcategories as defined by CARB.

Municipal Solid Waste: Garbage, refuse, sludges, and other discarded solid materials resulting from residential activities, and industrial and commercial operations which are legally accepted in CalRecycle permitted landfills. Municipal Solid Waste does not include any regulated hazardous/universal waste, medical waste or other material used as Average Daily Cover (ADC); however, it does include construction and demolition waste, diverted recyclables and organic waste. Non-health location waste targets refer to municipal solid waste only.

Operating Room Setback: (also referred to as "night setback" or "unoccupied setback") is an energy-saving strategy that reduces the amount of air supplied to an OR when the room is not in use. Heating, ventilation and air conditioning (HVAC) system setback may also allow temperature or humidity settings (or both) to widen during times the room is not in use.

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[2] University of California. 2018. The University of California's Sustainable Procurement Guidelines
[3] Facilities Inventory Guide, Attachment 8, Appendix C, pages 13-15.

Organic: As defined by CalRecycle, material containing carbon and hydrogen. Organic material in municipal solid waste includes the biomass components of the waste stream as well as hydrocarbons usually derived from fossil sources (e.g., most plastics, polymers, the majority of waste tire components, and petroleum residues).

Packaging Foam: Any open or closed cell, solidified, polymeric foam used for cushioning or packaging, including but not limited to: Ethylene-vinyl acetate (EVA) foam, Low-density polyethylene (LDPE) foam, Polychloroprene foam (Neoprene), Polypropylene (PP) foam, Polystyrene (PS) foam (including expanded polystyrene (EPS), extruded polystyrene foam (XPS) and polystyrene paper (PSP)), Polyurethane (PU) foams, Polyethylene foams, Polyvinyl chloride (PVC) foam, and Microcellular foam. Not included is easily biodegradable, plant-based foams such as those derived from corn or mushrooms.

Policy Exception Authority: The responsible authority for granting exceptions to item III.G.5.a. in the Sustainable Procurement section of this Policy will be the Chief Procurement Officer for a non-UC Health systemwide or Office of the President contract and otherwise by the senior procurement officer of the campus.

Post-Consumer Waste (PCW): Waste produced by the end-user of a product. Post-consumer waste is differentiated from pre-consumer waste, which refers to waste produced in the manufacture of a product.

Potable Water: Water that meets state water quality standards for human consumption.

Reclaimed or Recycled Water: Wastewater treated with the intention of reuse, including:

- Direct Potable Reuse: Treated wastewater reused for human consumption.

- Indirect Potable Reuse: Treated wastewater blended with groundwater or other water sources reused as potable or non-potable water.

- Non-Potable Reuse: Treated wastewater reused for purposes other than human consumption, such as irrigation, fire suppression, and industrial processes.

Renewable power: Energy generated from inexhaustible sources, such as the sun or wind, or from sources that can quickly be replenished, such as biomass. For the purposes of this Policy, an energy source is renewable if it has been designated as such by the California Energy Commission (Renewables Portfolio Standard Eligibility).

Required Level Green Spend criteria: The minimum certification standard required for a product or service category. Required Level Green Spend criteria is laid out in the UC Sustainable Procurement Guidelines.[4]

Research Group: When counting the number of laboratories assessed via a green lab assessment program, a laboratory will be counted as a research group rather by physical rooms. As defined in the Laboratory Hazard Assessment Tool, (LHAT) a group includes the workers that report to one Principal Investigator (PI) or Responsible Person. While some PI's may have multiple groups, one assessment for the purposes

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[4] University of California. 2018. The University of California's Sustainable Procurement Guidelines

of this Policy will include all the people working under one PI or Responsible Person, and all of the rooms they occupy or share, and field sites, if any. Total number of PI's and Responsible People will be tracked according to LHAT or similar tracking method at campuses not using LHAT. LHAT includes research and teaching laboratories.

Savings by Design: An energy efficiency program offered by California's four investor-owned utility companies and the Sacramento Municipal Utility District. Savings By Design provides design assistance, energy analysis, life-cycle costing, and financial incentives for new construction and major renovation projects. The Savings By Design program is also known as the Non-Residential New Construction Program.

Single-Occupancy Vehicle (SOV): Vehicle driven by a single driver with no passengers. SOV percentages may separate the percentage of vehicle trips occurring in zero- or low-emission vehicles from carbon-fuel vehicles (e.g., SOV-standard fuel and SOV-alternative fuel).

Single Pass Cooling: Single Pass or Once Through cooling systems flow water through a piece of equipment to absorb heat and dispose the water down the drain without recirculation. Replacing and managing these types of systems is a recommended best practice by the International Institute for Sustainable Laboratories (formerly Labs 21), US Office of Energy Efficiency & Renewable Energy, and the EPA. Equipment typically using this type of cooling includes hydraulic equipment, distillation condensers, refrigeration condensers, air compressors, vacuum pumps, electron microscopes, mass spectrometers, lasers, helium recovery, and electro magnets.

Solicitation: The process of seeking information, bid proposals, and quotations from suppliers.

Sterilized Water: Water that has been cleaned to remove, deactivate, or kill microorganisms present that may be harmful to humans; primarily used in medical facilities and research.

Stormwater: Water that originates during precipitation events.

Strategic sourcing: A process designed to maximize the purchasing power of large, decentralized organizations, such as the University of California, by consolidating and leveraging common purchases.

Sustainable Procurement: [Modified from the UK Government's Sustainable Procurement Task Force (2012)] Purchasing that takes into account the economic, environmental and socially responsible requirements of an entity's spending. Sustainable Procurement allows organizations to procure their goods and services in a way that achieves value for money on a whole-life basis in terms of generating benefits not only to the organization, but also to society and the economy, while remaining within the carrying capacity of the environment.

Sustainable Spend: The intersection of Green and Economically and Socially Responsible (EaSR) Spend. UC Sustainable Spend is defined as spend that meets the

criteria and requirements for Green Spend as well as EaSR Spend as laid out in the UC
[Sustainable Procurement Guidelines](#).[5]

Sustainable Water Systems: Water systems or processes that maximize water use
conservation or efficiency, optimize water resource management, protect resources in
the context of the local watershed, and enhance economic, social and environmental
sustainability while meeting operational objectives.

Takeback program: A program that allows customers to return used products or
materials to either the producer or distributor for responsible re-use or recycling
consistent with applicable state and federal laws. These programs encourage
responsible design for disassembly and recyclability, and protect the environment by
keeping bulky or toxic products and packaging out of the waste stream.

TDM: Transportation Demand Management. TDM is the application of strategies and
policies to reduce travel demand (specifically that of single-occupancy private vehicles).
TDM programs may include: car sharing (car share), carpools (rideshare), vanpools,
bus pools, shuttles, transit, bicycle circulation systems, pedestrian circulation systems,
emergency rides home, telecommuting, flexible schedules, parking management
(amount, access, fees), etc.

Total Cost of Ownership (TCO): An analysis of cost that considers not only purchase
price, but also any costs associated with the acquisition, use, and disposal of the
product. These costs may include some or all of the following: freight, taxes and fees,
installation, operation/energy use, maintenance, warranty, collection, end-of-life
disposal or recycling, as well as social or environmental costs, such as the cost of
purchasing pollution offsets or monitoring labor practices.

Total Solid Waste: total solid waste includes municipal solid waste as well as all forms
of regulated waste, this includes but is not limited to: regulated medical waste,
biohazardous waste, pharmaceutical waste, universal waste and construction and
demolition waste. Unlike campus targets, UC Health Location diversion rates and
reduction targets use total solid waste rather than municipal solid waste.

UC Green Laboratories Action Plan: A document created with the goal of setting
campus specific targets; documenting the strengths and areas for improvement within
sustainable operations of research laboratories via a gap analysis; and outlining actions
that can be implemented to further targets.

USGBC: U.S. Green Building Council. The USGBC is a membership-based non-profit
organization dedicated to sustainable building design and construction, and is the
developer of the LEED building rating system.

Vehicle Miles Traveled (VMT): Number of miles driven by a given vehicle(s) over a
given period of time.

Wastewater: Water that is discharged from domestic, industrial, or other use.

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[5] University of California. 2018. The University of California's Sustainable Procurement Guidelines

Watershed: In the context of this Policy, a watershed is the area of land that drains to a common waterway, such as a stream, lake, estuary, wetland, aquifer, bay, or ocean.

Water systems: Natural and/or human made systems that provide water to and support the functions of watersheds and/or human communities.

Weighted Campus User: As defined in the current Association for the Advancement of Sustainability in Higher Education (AASHE) STARS Technical Manual.[6] This calculation applies only to campuses and not to health locations or LBNL.

Zero-emissions vehicle (ZEV): As defined by the current California Air Resources Board (CARB) ZEV program standards, a vehicle that emits no tailpipe pollutants from the onboard source of power and may include subcategories as defined by CARB.

Zero waste: The University zero waste goal is made up of incremental waste reduction and waste diversion targets. The University recognizes the attainment of reduction goals stated in this Policy and a 90% diversion of municipal solid waste as minimum compliance standard to be defined as a zero waste for locations other than health locations.

III.   POLICY TEXT

The University of California ("University") is committed to responsible stewardship of resources and to demonstrating leadership in sustainable business practices. The University's locations should be living laboratories for sustainability, contributing to the research and educational mission of the University, consistent with available funding and safe operational practices. Policy goals are presented below in nine areas of sustainable practices.

A. Green Building Design

New Buildings

1. All new building projects, other than acute care facilities, shall be designed, constructed, and commissioned to outperform the CBC energy-efficiency standards by at least 20% or meet the whole-building energy performance targets listed in Table 1 of Section V.A.3. The University will strive to design, construct, and commission buildings that outperform CBC energy efficiency standards by 30% or more, or meet the stretch whole-building energy performance targets listed in Table 1 of Section V.A.3, whenever possible within the constraints of program needs and standard budget parameters.

2. Acute care/hospital facilities and medical office buildings shall be designed, constructed, and commissioned to outperform ASHRAE 90.1 - 2010 by at least 30% or meet the whole-building energy performance targets listed in Table 2 in Section V.A.3.

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[6] Association for the Advancement of Sustainability in Higher Education (AASHE) is a sustainability rating system for the higher education sector.

3. No new building or major renovation that is approved after June 30, 2019 shall use onsite fossil fuel combustion (e.g., natural gas) for space and water heating (except those projects connected to an existing campus central thermal infrastructure). Projects unable to meet this requirement shall document the rationale for this decision as described in Section V.A.4.

4. All new buildings will achieve a USGBC LEED "Silver" certification at a minimum. All new buildings will strive to achieve certification at a USGBC LEED "Gold" rating or higher, whenever possible within the constraints of program needs and standard budget parameters.

5. The University of California will design, construct, and commission new laboratory buildings to achieve a minimum of LEED "Silver" certification as well as meeting at least the prerequisites of the Laboratories for the 21st Century (Labs21) Environmental Performance Criteria (EPC)[7]. Laboratory spaces in new buildings also shall meet at least the prerequisites of Labs21 EPC. Design, construction, and commissioning processes shall strive to optimize the energy efficiency of systems not addressed by the CBC energy efficiency standards.

6. All new building projects will achieve at least two points within the available credits in LEED-BD+C's Water Efficiency category.

Building Renovations

7. Major Renovations of buildings are defined as projects that require 100% replacement of mechanical, electrical and plumbing systems and replacement of over 50% of all non-shell areas (interior walls, doors, floor coverings and ceiling systems) shall at a minimum comply with III.A.4 or III.A.5, above. Such projects shall outperform CBC Title 24, Part 6, currently in effect, by 20%. This does not apply to acute care facilities.

8. Acute care facilities and medical office buildings undertaking major renovations as defined above will outperform ASHRAE 90.1- 2010 by 30%.

9. Renovation projects with a project cost of $5 million or greater (CCCI 5000) that do not constitute a Major Renovation as defined in item III.A.6. shall at a minimum achieve a LEED-ID+C Certified rating and register with the utilities' Savings by Design program, if eligible. This does not apply to acute care facilities.

B. Clean Energy

In support of the climate neutrality goals outlined in Section C of this policy, the University of California is committed to reducing its greenhouse gas emissions by reducing energy use and switching to clean energy supplies.

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[7] Labs21 is a voluntary partnership program that offers training and resources to support the design and operation of high-performance laboratories. Labs21 is co-sponsored by the Department of Energy and the Environmental Protection Agency. The Labs21 Environmental Performance Criteria (EPC) is a rating system that consists of prerequisites and credits in several laboratory-specific areas, including laboratory equipment water use, chemical management, and ventilation. Labs21 EPC is designed as a complement to LEED.

1. Energy Efficiency

   Each location will implement energy efficiency actions in buildings and infrastructure systems to reduce the location's energy use intensity by an average of least 2 percent annually.

2. On-campus Renewable Electricity

   Campuses and health locations will install additional on-site renewable electricity supplies and energy storage systems whenever cost-effective and/or supportive of the location's Climate Action Plan or other goals.

3. Off-campus Clean Electricity

   By 2025, each campus and health location will obtain 100% clean electricity. By 2018, the University's Wholesale Power Program will provide 100% clean electricity to participating locations.

4. On-campus Combustion

   By 2025, at least 40% of the natural gas combusted on-site at each campus and health location will be biogas.

C. Climate Protection

Each campus and the UC Office of the President will develop strategies for meeting the following UC goals:

1. Climate neutrality from scope 1 and 2 sources by 2025

2. Climate neutrality from specific scope 3 sources (as defined by Second Nature's Carbon Commitment) by 2050 or sooner

And at minimum, meet the following intermediate goal in pursuit of climate neutrality:

3. Reduce greenhouse gas (GHG) emissions to 1990 levels by 2020, pursuant to the California Global Warming Solutions Act of 2006.

For purposes of this section, campuses shall include their health location for all goals. GHG emissions reduction goals pertain to emissions of the six Kyoto greenhouse gasses[8] originating from all scope 1 and scope 2 sources as specified by the Climate Registry, and from scope 3 emissions as specified by Second Nature's Carbon Commitment, which include air travel paid for by or through the institution; and commuting to and from campus on a day-to-day basis by students, faculty, and staff. These goals will be pursued while maintaining the research and education mission of the University.

Campuses subject to the United States Environmental Protection Agency (USEPA) Greenhouse Gas Reporting Program, California Air Resources Board (CARB) Mandatory Greenhouse Gas Emissions Reporting, and participation in the CARB Cap-and-Trade Program shall perform to those regulatory requirements.

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[8] The six greenhouse gasses identified in the Kyoto Protocol are carbon dioxide, methane, nitrous oxide, sulfur hexafluoride, hydrofluorocarbons, and perfluorocarbons.

D. Sustainable Transportation

The University will implement transportation programs and GHG emission reduction strategies that reduce the environmental impacts from commuting, fleet and business air travel related to achieving the Climate Protection section of this Policy (see Section III.C.).

1. Each location will reduce GHG emissions from its fleet and report annually on its progress. Locations shall implement strategies to reduce fleet emissions and improve fuel efficiency of all university-owned or operated fleet vehicles and equipment where practical options exist through acquisition and fleet operation protocols.

   A. By 2025, zero emission vehicles or hybrid vehicles shall account for at least 50%of all new light-duty vehicle acquisitions.

2. The University recognizes that single-occupant vehicle (SOV) commuting is a primary contributor to commute GHG emissions and localized transportation impacts.

   A. By 2025, each location shall strive to reduce its percentage of employees and students commuting by SOV by 10% relative to its 2015 SOV commute rates;

   B. By 2050, each location shall strive to have no more 40% of its employees and no more than 30% of all employees and students commuting to the location by SOV.

3. Consistent with the State of California goal of increasing alternative fuel – specifically electric – vehicle usage, the University shall promote purchases and support investment in alternative fuel infrastructure at each location.

   A. By 2025, each location shall strive to have at least 4.5% of commuter vehicles be ZEV.

   B. By 2050, each location shall strive to have at least 30% of commuter vehicles be ZEV.

4. Each location will develop a business-case analysis for any proposed parking structures serving University affiliates or visitors to campus to document how a capital investment in parking aligns with each campus' Climate Action Plans and/or sustainable transportation policies.

E. Sustainable Building Operations for Campuses

1. Each campus will submit for certification one pilot building at a LEED-O+M "Certified" level or higher.

2. Each campus shall register a master site to certify campus-wide LEED-O+M credits and prerequisites to streamline the certification of multiple buildings through the LEED-O+M rating system by July 1, 2015. Each campus shall certify their campus-wide credits as soon as possible after the master site has been registered.

3. Each campus shall seek to certify as many buildings as possible through the LEED-O+M rating system, within budgetary constraints and eligibility limitations.

4. All locations shall implement an ongoing Green Lab Assessment Program supported by a department on campus to assess operational sustainability of research groups and the laboratories and other research spaces they use by Summer 2018.

   a. At least one staff or faculty member from the location must have the role of managing the Green Lab Assessment Program.

   b. Any green lab assessment programs and related efforts will adhere to all relevant UC, state and national policies and laws. Safety will never be compromised to accommodate sustainability goals.

   c. All locations shall submit a UC Green Laboratories Action Plan by Summer 2018.

F. Zero Waste

1. The University prioritizes waste reduction in the following order: reduce, reuse, and then recycle and compost.

2. The University supports the integration of waste, climate and other sustainability goals, including the reduction of embodied carbon in the supply chain through the promotion of a circular economy and the management of organic waste to promote atmospheric carbon reduction. In support of this goal, waste reporting will include tracking estimated scope 3 greenhouse gas emissions.

3. The University will reduce per capita total municipal solid waste generation at all locations other than health locations as follows:

   a. Reduce waste generation per capita to FY2015/16 levels by 2020

   b. Reduce waste generation by 25% per capita from FY2015/16 levels by 2025

   c. Reduce waste generation by 50% per capita from FY2015/16 levels by 2030

4. The University will achieve zero waste by 2020 at all locations other than health locations. Minimum compliance for zero waste is 90% diversion of municipal solid waste from landfill.

5. By 2020, the University will prohibit the sale, procurement or distribution of packaging foam, such as food containers and packaging material, other than that utilized for laboratory supply or medical packaging and products. The University seeks to reduce, reuse and find alternatives for packaging foam used for laboratory and medical packaging products.

   a. No packaging foam or expanded polystyrene (EPS) shall be used in foodservice facilities for takeaway containers.

   For implementation guidelines as they relate to the procurement of goods for University of California campuses, reference the University of California Sustainable Procurement Guidelines.

G. Sustainable Procurement

Recognizing the substantial impact that procurement decisions have on the environment, society, and the economy, the University of California will maximize its procurement of sustainable products and services. The goals outlined throughout these policy and procedures sections shall be applied within the constraints of research needs and budgetary requirements and in compliance with all applicable rules, regulations and laws.

1. The University values the health and wellbeing of its students, staff, faculty, visitors, and suppliers. The University seeks to provide healthy and accessible conditions for the communities it serves and this will be considered as a fundamental factor when making procurement decisions. Where functional alternatives to harmful products or impacts exist, they are to be strongly preferred.

2. Per III. F. 1., the University prioritizes waste reduction in the following order: reduce, reuse, and then recycle. Accordingly, sustainable procurement will look to reduce unnecessary purchasing first, then prioritize purchase of surplus or multiple use products, before looking at recyclable or compostable products.

3. The University's sustainable purchasing requirements are [9]:

    a. 100% compliance with Required Level Green Spend criteria within three (3) fiscal years of the addition of those products and/or product categories to the Guidelines.

    b. 25% Green Spend as a total percentage of spend per product category; target to be reached within three (3) fiscal years after a category is added to the Guidelines.

    c. 25% Economically and Socially Responsible Spend as a total percentage of addressable spend; target to be reached within five (5) fiscal years of adoption of this section in the Guidelines.

4. The University's sustainable purchasing reporting requirements are:

    a. Reporting on percent Green Spend beginning at the close of the first full Fiscal Year after a category is added to the Guidelines.

    b. Reporting on percent Economically and Socially Responsible Spend beginning at the close of Fiscal Year 2018/19.

    c. Reporting on percent Sustainable Spend will be piloted by UCOP beginning at the close of Fiscal Year 2018/19.

5. Each University's Procurement department will integrate sustainability into its processes and practices, including competitive solicitations, in order to satisfy the

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[9] Detailed criteria for Green Spend, Economically and Socially Responsible (EaSR) Spend, and their combined intersection, Sustainable Spend, can be found in the UC Sustainable Procurement Guidelines (Guidelines); University of California. 2018. The University of California's Sustainable Procurement Guidelines.

sustainable purchasing goals outlined above for products, as well as for the procurement of services. The University will do so by:

a. Allocating a minimum of 15% of the points utilized in solicitation evaluations to sustainability criteria. Criteria may include, but is not limited to, sustainable product attributes, supplier diversity, supplier practices, contributions to health and wellbeing, and materials safety. This requirement will go into effect on July 1st, 2019. Exceptions to this policy may only be granted by the appropriate Policy Exception Authority. Decisions to grant an exception shall be made in the context of a locations need to support teaching, research and public service when there is a demonstrable case that the inclusion of a minimum of 15% of the points utilized in solicitation evaluation for sustainability criteria will conflict with the project teams ability to execute a competitive solicitation.

b. Supporting outreach, education and providing equal access to small, diverse, and disadvantaged suppliers for all applicable University procurement opportunities in accordance with BUS-43 policy.

c. Comparing the Total Cost of Ownership when evaluating costs for goods and services in the selection of suppliers, whenever feasible.[10]

d. Targeting sustainable products and services for volume-discounted pricing to make less competitive or emerging sustainable products and services cost-competitive with conventional products and services.

e. Leveraging its purchasing power and market presence to develop sustainable product and service options where not already available.

f. Requiring packaging for all products procured by the University be designed, produced, and distributed to the end user in a sustainable manner.

g. Contracting with suppliers of products (e.g. electronics, furniture, lab consumables) that have established (preferably non-manufacturer specific) end-of-life reuse, recycling, and/or takeback programs at no extra cost to the University, and in compliance with applicable federal, state, and University regulations regarding waste disposal.

h. Requiring sustainability related purchasing claims to be supported with UC-recognized certifications and/or detailed information on proven benefits, durability, recycled content, and recyclability properties, in accordance with the Federal Trade Commission's (FTC) Green Guides for the use of environmental marketing claims.

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[10] Public Contract Code§ 10507.8 states: "As provided for in this article, when the University of California determines that it can expect long-term savings through the use of life-cycle cost methodology, the use of more sustainable goods and materials, and reduced administrative costs, the lowest responsible bidder may be selected on the basis of the best value to the university. In order to implement this method of selection, the Regents of the University of California shall adopt and publish policies and guidelines for evaluating bidders that ensure that best value selections by the university are conducted in a fair and impartial manner."

     i.   Working with its suppliers to achieve greater transparency and sustainable outcomes throughout the supply chain. This may include maximizing the procurement of products that optimize use of resources from extraction through manufacturing and distribution (e.g. EPA's SmartWay Program).

6. All procurement staff will consult the UC [Sustainable Procurement Guidelines](#) document for minimum mandatory sustainability requirements to be included in solicitations for a given product or service category.

H. Sustainable Foodservices

1. Campus and Health Location Foodservice Operations

Campuses and health locations shall develop sustainability goals and initiatives in each of the four categories of sustainable foodservice practices listed below.

a. Food Procurement

Each campus and health location foodservice operation shall strive to procure 20% sustainable food products by the year 2020, while maintaining accessibility and affordability for all students and UC Health Location's foodservice patrons.

b. Education

Each campus and health location shall provide patrons with access to educational materials that will help support their food choices.

c. Engagement With External Stakeholders

Campus and health location departments, organizations, groups, and individuals shall engage in activities with their surrounding communities that support common goals regarding sustainable food systems.

d. Sustainable Operations

Campus and health location foodservice operations shall strive to earn third-party "green business" certifications for sustainable dining operations.

2. Retail Foodservice Operations:

a. Retail foodservice tenants will strive to meet the policies in III.H.1.a-d. above. Given the constraints faced by nationally-branded franchises that must purchase food through corporate contracts, location departments managing retail foodservice tenants will have the option of meeting III.H.1.a. (procuring 20% of all sustainable food products by the year 2020) by aggregating the purchases of all retail entities under the jurisdiction of a single operational unit on location.

b. Locations will include Section H of this Policy in lease language as new leases and contracts are negotiated or existing leases are renewed. However, locations will also work with tenants to advance sustainable foodservice practices as much as possible within the timeframe of current leases.

I. Sustainable Water Systems[11]

With the overall intent of achieving sustainable water systems and demonstrating leadership in the area of sustainable water systems, the University has set the following goals applicable to all locations:

1. Locations will reduce growth-adjusted potable water consumption 20% by 2020 and 36% by 2025, when compared to a three-year average baseline of FY2005/06, FY2006/07, and FY2007/08. Locations that achieve this target early are encouraged to set more stringent goals to further reduce potable water consumption. Each Campus shall strive to reduce potable water used for irrigation by converting to recycled water, implementing efficient irrigation systems, drought tolerant planting selections, and/or by removing turf.

2. Each location will develop and maintain a Water Action Plan that identifies long term strategies for achieving sustainable water systems. The next update of the plan shall be completed in December 2016.

   A. Campuses will include in this update quantification of total square feet of used turf and under-used turf areas on campus as well as a plan for phasing out un-used turf irrigated with potable water.

3. Each campus shall identify existing single pass cooling systems and constant flow sterilizers and autoclaves in laboratories and develop a plan for replacement.

4. New equipment requiring liquid cooling shall be connected to an existing recirculated building cooling water system, new local chiller vented to building exhaust or outdoors, or to the campus chilled water system through an intervening heat exchange system if available.

   A. Once through or single pass cooling systems shall not be allowed for soft-plumbed systems using flexible tubing and quick connect fittings for short term research settings.

   B. If no alternative to single pass cooling exists, water flow must be automated and controlled to avoid water waste.

J. Sustainability at UC Health

1. Health locations will achieve Practice Greenhealth's award "Greenhealth Partner for Change". Locations will use the definitions in Practice Greenhealth to set medical-center-specific goals for waste diversion and reduction as well as water reduction. Award achievement and target setting will occur before the following dates:

   Award Recognition from Practice Greenhealth by:

   - August 31, 2017 for UC San Francisco Health and UCLA Health.

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[11] Related sections: Green Building Design policy III.A. 5, Green Building Design procedure V.A.4, and Sustainable Purchasing procedures V.G.10.e, V.G.15, V.G.16, and V.G.17.

- August 31, 2019 – UC Irvine Health, UC San Diego Health and UC Davis Health.

Target commitments for water and waste by:

- January 1, 2020 – UC Irvine Health, UC San Diego Health and UC Davis Health.

2. UC San Francisco Health and UCLA Health have the following targets:

- By 2020, 50% of total solid waste diverted from landfill and incineration.

- By 2020, 40lbs of total solid waste per Adjusted Patient Day.

- In line with campus targets, UCLA and UCSF Medical Centers will reduce growth-adjusted potable water consumption 20% by 2020 and 36% by 2025, when compared to a three-year average baseline of FY2005/06, FY2006/07, and FY2007/08.

IV.   COMPLIANCE/RESPONSIBILITIES

A. Implementation of the Policy

The Executive Vice President-Chief Operating Officer is the Responsible Officer for this Policy. The UC Sustainability Steering Committee, which is chaired by the Executive Vice President-Chief Operating Officer, provides oversight for all aspects of the Policy.

B. Revisions to the Policy

The President is the approver of this Policy and has the authority to approve or delegate the approval of revisions to the Policy.

The systemwide Working Group corresponding to each section of the Policy recommends Policy revisions to the UC Sustainability Steering Committee and Executive Vice President-Chief Operating Officer. Proposed previsions accepted by the UC Sustainability Steering Committee and the Executive Vice President-Chief Operating Officer shall then be recommended to the President for approval or to the appropriate delegated authority, as stated above.

The Sustainable Practices Policy will be reviewed, at a minimum, once every three years with the intent of developing and strengthening implementation provisions and assessing the influence of the Policy on existing facilities and operations, new capital projects, plant operating costs, fleet and transportation services, and accessibility, mobility, and livability. The University will provide for ongoing active participation of students, faculty, administrators, and external representatives in further development and implementation of this *Policy*.

C. Compliance with the Policy

Chancellors and the Lawrence Berkeley National Laboratory Director are responsible for implementation of the Policy in the context of individual building projects, facilities operations, etc. An assessment of location achievements with

regard to the *Policy* is detailed in an annual report to the Regents. The internal audit department may conduct periodic audits to assess compliance with this Policy. ([Annual Report on Sustainable Practices](#)).

D. Reporting

On an annual basis, the President will report to the Regents on the University's sustainability efforts in each area of the *Policy*.

V.   PROCEDURES

A. Green Building Design

New Buildings and Major Renovations

1. Projects will utilize the versions of the CBC energy efficiency standards and of LEED-BD+C that are in effect at the time of first submittal of "Preliminary Plans" (design development drawings and outline specifications) as defined in the *State Administrative Manual*.[12]

2. If eligible, all new buildings and major renovations (as defined in III.A) will register with the Savings By Design program in order to document compliance with the requirement to outperform CBC energy efficiency standards by at least 20%.

3. Projects other than acute care facilities that opt to use energy performance targets for compliance with III.A.1 will at a minimum use the whole-building energy performance target listed below that corresponds to the year of the project's budget approval. The whole-building energy performance target is expressed as a percentage of the sum of the Annual Electricity and Annual Thermal targets (converted to kBTU/gsf-yr) published as Table 1, UC Building 1999 Energy Benchmarks by Campus, in Sahai, et al. 2014.[13]

    Table 1

Calendar Years	Compliance Target	Stretch Target
2015-16	65%	50%
2017-18	60%	45%
2019-20	55%	40%
2021-22	50%	35%
2023-24	45%	30%
2025 or after	40%	25%

4. Decisions affecting energy efficiency, fossil fuel use, and connection to existing central thermal services shall be made in the context of the location's climate action plan. Where onsite fossil fuel combustion within the building is deemed

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[12] The [State Administrative Manual](#) (SAM) is a reference source for statewide policies, procedures, regulations and information developed and issued by authoring agencies such as the Governor's Office, Department of General Services (DGS), Department of Finance (DOF), and Department of Personnel Administration.

[13] Sahai, R., Kniazewycz, C., Brown, K, 2014.[Benchmark-based, Whole-Building Energy Performance Targets for UC Buildings](#). University of California Office of the President and California Institute of Energy and Environment.

necessary, the rational for this decision shall be documented as part of the existing project approval process. The submittal should include the following:

a. An estimate of annual electricity and gas use for the project as well as the project's target design energy use in thousand British thermal units (kBtu) per square foot.

b. An explanation of why fossil fuel combustion is required for the project and what other alternatives were evaluated.

c. An analysis explaining why fossil-fuel combustion is the most cost-effective energy source for the identified project specific applications.

d. A plan to mitigate, by 2025, the associated greenhouse gas emissions in accordance with the location's Climate Action Plan.

This documentation is part of the broader project approval process and does not require separate UCOP approval. Draft information should be submitted prior to budget approval as part of a Project Planning Guide, Delegated Authority Project Certification Checklist or related ancillary document. This information should be updated prior to design approval.

5. Acute care facilities and medical office buildings opting to use energy performance targets for compliance with III.A.2 will at a minimum use the whole-building energy performance target listed in table 2 below. The whole-building energy performance target is expressed as a percentage of the sum of the Annual Electricity and Annual Thermal targets (converted to kBTU/gsf-yr) based on ASHRAE (2012) Advanced Energy Design Guidelines.[14]

Table 2

	Acute Care			**Medical Office Buildings**		
	Benchmark Average	**Target**	**Stretch Target**	**Benchmark Average**	**Target**	**Stretch Target**
UC Davis Health	230	160	115	85	60	43
UC Irvine Health	230	160	115	80	56	40
UCLA Health	230	160	115	80	56	40
UC San Diego	230	160	115	80	56	40
UC San Francisco Health	230	160	115	80	56	40

Locations will demonstrate compliance based on the results of energy modeling that represents a best estimate of as-operated, whole-building energy use, before

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[14] ASHRAE (2012) Advanced Energy Design Guidelines for Large Hospitals

accounting for on-site energy generation. Targets are intended to be verifiable in actual operation following building occupancy.

Projects are also required to model and report on the following metrics:

- annual electricity consumption (kWh/gsf/yr)

- annual thermal consumption (therms/gsf/yr)

- peak electricity (W/gsf)

- peak chilled water (tons/kgsf) (if applicable)

- peak thermal (therms/hr/kgsf)

The following very high-intensity process loads may be subtracted out of the total building energy use intensity if they can be metered separately.

- Clean room

- Data center

- Micro-chip fabrication

- Accelerator (e.g. laser, light source)

- Bio-safety level III Laboratory

- Magnetic Resonance Imaging (MRI)

- Positron Emission Tomography (PET)

- Computer Tomography (CT)

- Pharmacies

If a building has more than 6 Operating Rooms (ORs), additional ORs (defined as any ORs beyond the baseline of 6 ORs) may be subtracted out of total building energy use intensity if they meet the following two requirements:

a. OR heating, ventilation and air conditioning (HVAC) is metered separately; and,

b. A commitment is made by an appropriate official within the hospital's administration to implement an OR HVAC setback program in the subtracted ORs.

6. Locations are encouraged to coordinate with local water districts in efforts to conserve water and to meet reduced water use goals of the local districts.

Privatized Development

7. All privatized development of New Buildings or Major Renovations on University-owned land, that are constructed in whole or in substantial part for University-related purposes (i.e., in furtherance of the University's mission, both programmatic and auxiliary uses), and build-to-suit projects not on University-owned land constructed for University-related purposes, shall comply with section III.A. of this *Policy*. The provisions of this subsection apply regardless of

the business relationship between the parties (i.e., whether a gift, acquisition, ground lease and/or lease).

Building Renovations

8. At budget approval, all renovation projects should include a listing of sustainable measures under consideration.

9. For all improvement projects in spaces leased or licensed by the Regents to be used for University-related purposes for a term of greater than 12 months, locations shall strive to comply with the Policy requirements in III.A.6 and III.A.7, as appropriate.

Waiver Conditions Applicable to all Projects

10. Waivers will only be granted in exceptional circumstances and will not be considered if the project negatively impacts the ability to comply with the goals of this Policy, in particular the goal of achieving carbon neutrality by 2025.

11. Any proposed waiver from section III.A of the Policy may be requested administratively from the UCOP Executive Director of Capital Programs prior to first project approval.

12. New Building and Major Renovation projects applying for an exception from section III.A.3 of this Policy should strive to achieve a USGBC LEED "Certified" rating. New building and renovation projects that are unable to achieve a USGBC LEED "Certified" rating shall submit a request for an exception with a LEED scorecard and supporting documentation to the UCOP Executive Director of Capital Programs, showing the credits that the project would achieve.

13. Such waiver requests shall indicate the applicable section of the Policy and/or Procedures; the proposed solution; and demonstrate equivalency with Policy intent.

General/Miscellaneous

14. The University will develop a program for sharing best practices.

15. The University will incorporate the requirements of sections III.A. and V.A. into existing training programs, with the aim of promoting and maintaining the goals of the Policy.

16. The University planning and design process will include explicit consideration of lifecycle cost along with other factors in the project planning and design process, recognizing the importance of long-term operations and maintenance in the performance of University facilities.

17. The University will work closely with the USGBC, Labs21, the Department of Energy, the U.S. Environmental Protection Agency, state government, and other organizations to facilitate the improvement of evaluation methodologies to address University requirements.

B. Clean Energy

1. Energy Efficiency: The energy efficiency goal follows the spirit of the US Department of Energy's Better Building Challenge. Each location's percent reduction in energy use intensity (EUI) will be reported annually based on the sum of weather-adjusted energy use divided by the sum of the maintained gross square footage (OGSF50). The average annual reduction will be calculated by comparing the current year EUI to the EUI five years prior. UCOP will use energy usage data from the systemwide purchased utility database for reporting campus energy use intensity, based on the campus-specified set of utility accounts and associated maintained gross square footage. Electric and gas site energy will be converted to kBTU and normalized for weather.

2. On-campus Renewable Energy

   a. Each location will determine the appropriate mix of measures to be adopted within its clean energy portfolio. The capacity to adopt these measures is driven by technological and economic factors and each location will need to reevaluate its mix of energy measures on a regular basis.

   b. Locations will periodically evaluate the feasibility of new on-site renewable electricity projects. The financial evaluation of these projects will fully account for the anticipated avoided costs associated with decreased on-site power production from combined heat and power plants and/or purchased electricity as well as the avoided cost of carbon.

3. Off-campus Clean Electricity

   a. Clean electricity is defined as having a residual greenhouse gas emission factor that is less than 150 lbs CO_2/MWh.

   b. Clean electricity shall be procured through the following methods and reported on annually:

      i. A location may opt-in to a utility provided green power program for its purchased electricity that meets the definition of clean electricity specified in V.B.3.a.

      ii. The UC Wholesale Power Program, which will procure and supply to participating campuses 100% clean electricity by 2018.

      iii. Those locations without access to a green power program may purchase Renewable Energy Credits (REC) to offset purchased electricity. In order to be counted, such RECs will be transferred to UC or retired on behalf of UC.

4. Where feasible, the University will seek to benefit from the economies of scale and to reduce risk by developing a portfolio for systemwide clean energy procurement contracts from which locations may benefit.

5. On-campus Combustion

   a. The University will develop and procure biogas supplies under the direction of the Energy Services Unit Governing Board (The Governing Board). The

> Governing Board will establish acceptable pricing for biogas projects and determine how the biogas will be allocated to each location. Locations may also implement local projects to directly transport biogas to the location.

C. Climate Protection

1. Each campus will maintain individual membership with The Climate Registry (TCR)[15]. Campuses shall include their health locations in their membership.

2. Each campus will complete a Greenhouse Gas (GHG) emissions inventory annually. Campuses shall include their health locations in their inventories.

3. To comply with TCR and the Second Nature Carbon Commitment requirements,[16] inventories should contain emissions of the six Kyoto greenhouse gasses from: scope 1 and 2 emission sources outlined in the TCR General Reporting Protocol; and scope 3 emissions sources outlined by the Second Nature Carbon Commitment's Implementation Guide. All UC campuses will report their updated emissions inventories through the Second Nature Carbon Commitment on-line reporting tool at least biennially. Campuses must verify all emissions inventories through TCR. Campuses may either pursue verification annually (for the previous year's emissions inventory) or biennially (for the emissions inventories from the previous two years).

4. Campuses subject to the United States Environmental Protection Agency (USEPA) Greenhouse Gas Reporting Program, California Air Resources Board (CARB) Mandatory Greenhouse Gas Emissions Reporting, and participation in the CARB Cap-and-Trade Program shall complete the relevant emissions inventories outlined in the USEPA and CARB reporting protocols.

5. Each campus will regularly update its climate action plan for reducing GHG emissions to 1990 levels by calendar year 2020 (annual 2020 emissions to be reported in 2021); achieving climate neutrality for scope 1 and 2 sources by calendar year 2025 (annual 2025 emissions reported in 2026); and achieving climate neutrality for the Second Nature Carbon Commitment-specified scope 3 sources for calendar year 2050 (annual 2050 emissions reported in 2051). This will include an annual review and update, if needed, of the GHG reduction strategies reported by the campus to the UC Office of the President (UCOP). Campuses shall include their health locations in the action plan.

6. The Climate Change Working Group (CCWG), under the UC Sustainability Steering Committee and represented on the President's Global Climate Leadership Council, will monitor progress toward reaching the stated goals for GHG reduction, and will evaluate suggestions for strategies and programs to reach these goals.

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[15] The Climate Registry is a nonprofit collaboration among North American states, provinces, territories and Native Sovereign Nations that sets consistent and transparent standards to calculate, verify and publicly report greenhouse gas emissions into a single registry.

[16] The Second Nature Carbon Commitment requirements are outlined at Second Nature: The Presidents' Climate Leadership Commitments.

7. The CCWG will develop protocols to allow for growth adjustment, normalization of data, and accurate reporting procedures among the UC campuses, as required.

D. Sustainable Transportation

1. The Sustainable Transportation Working Group, with input from the Climate Change Working Group, will develop normalized data reporting protocols to track progress on the implementation of sustainable transportation programs. Annually, each location will collect and report:

   a. Fleet efficiency metrics: fleet fuel consumption, total vehicle inventory, and total number and percent of new ZEV fleet acquisitions.

   b. Commute data: employee and campus-wide mode split, average vehicle ridership (AVR), and percent of commuter alternative fuel vehicles.

   c. Number and type of alternative fuel infrastructure (e.g. electric vehicle charging stations, natural gas, etc.).

2. Due to the unique characteristics of each campus' fleet management protocols, each location shall develop a Fleet Sustainability Implementation Plan by January 1, 2018 to document the infrastructure and financial needs to implement a low-carbon fleet program and lower campus fleet carbon emissions through 2025. Location fleets shall implement practical measures to improve fleet emissions including, but not necessarily limited to, managing vehicle fleet size, eliminating non-essential vehicles, purchasing the cleanest and most efficient vehicles and fuels, and investing in clean shuttle operations.

3. To amplify the impact of campus programs, each location is encouraged to partner with local agencies on opportunities to improve sustainable transportation access to and around university facilities in addition to developing its own transportation programs.

4. Each location shall implement parking management and pricing strategies to support emissions reduction and sustainable transportation goals, including variable pricing and unbundling parking and housing costs.

5. The University will pursue strategic programs and data collection to offset greenhouse gas emissions related to business-related campus air travel.

6. This Policy shall be consulted for all new campus development – including acquisitions and leases – to evaluate how the development or acquisition would meet the transportation policies and goals of the campus and University.

7. Sustainable Transportation Working Group will coordinate the development of a system wide best practices guide for campus units implementing this Policy. Mechanisms for reducing transportation emissions include, but are not limited to:

   a. Constructing additional on-campus housing (e.g., student housing and temporary housing for new faculty)

   b. Expanding TDM programs: car share, carpool/rideshare, vanpool, shuttles, transit, bicycle circulation system, pedestrian circulation system, emergency

rides home, parking management and pricing, employee service and retail amenities, etc.

c. Expanding intra-campus transportation programs such as shuttles, car share, bike share, bicycle and pedestrian infrastructure, etc.

d. Encourage opportunities for employees to participate in flexible work schedules and/or telecommuting programs to provide alternative commute flexibility and options.

e. Replacing fleet vehicles with newer, more fuel-efficient vehicles when ZEV are not available

f. Rightsizing fleets (determining the appropriate fleet size, revising business practices to reduce need for travel)

g. Reducing fleet vehicle miles traveled

h. Increasing use of fuels with lower GHG emissions

i. Installation of telematics and GPS to measure and help reduce fuel consumption by monitoring and reducing excessive idling and speeding.

E. Sustainable Building Operations for Campuses

1. The University will incorporate the Sustainable Building Operations policy requirements into existing facilities-related training programs, with the aim of promoting and maintaining the goals of the Policy.

2. The University will work closely with the USGBC to address the needs and concerns of campuses in the further development of USGBC programs, including the LEED-O+M rating system and the USGBC's "Application Guide for Multiple Buildings and On-Campus Buildings."

3. Locations will use the LEED-O+M certification process to advance the University's educational and research mission by using the buildings as living, learning laboratories.

4. Each location will assess at least three new research groups through their Green Lab Assessment Program by Summer 2018.

5. All locations shall complete a UC Green Laboratories Action Plan by summer 2018 to determine strengths and areas for improvement within the operations of research laboratories in respect to sustainability and carbon neutrality. A standard template for this with required sections will be maintained and updated by the Sustainable Operations Working Group and this plan will be updated on a four-year cycle (2018, 2022, 2026 and so on).

6. Each location will report annually on their Green Labs program progress including the number of researchers directly and indirectly engaged by the program each year.

F. Zero Waste

1. The University will voluntarily comply with Chapter 18.5, the "State Agency Integrated Waste Management Plan," in California Public Resources Code Section 40196.3.

2. Waste reduction and recycling shall be prioritized in seeking LEED credits for LEED-BD+C, LEED-ID+C, and LEED-O+M projects.

3. By the end of 2018, locations other than health locations will submit new waste management plans including planned waste reduction strategies. Plans will include campus and regional waste management practices and options, evaluate progress towards policy goals and determine the associated costs of achieving policy goals. Waste management plans will be updated and submitted to the Associate Vice President of Energy and Sustainability, Office of the President on a 5-year cycle.

4. Exceptions will be considered for entities which represent less than 1% of the overall campus solid waste tonnage.

5. Reduction, reuse, recycling and composting are the primary methods to be counted toward the municipal solid waste diversion from landfill goals. The goal is to strive for the highest form of resource recovery methods and the best use of the materials. The hierarchy for resource recovery is as follows:

   a. Source reduction: The reduction of waste is the highest form of resource recovery as it eliminates the products from being manufactured or transported in the first place.

   b. Reuse: Reuse materials in their original form (e.g. use lumber for lumber, mugs instead of single use cups, reuse course readers in subsequent classes. These methods maintain the embodied energy in each material.)

   c. Composting and recycling: Composting is the recycling of organics such as animal waste, bedding, greenwaste and foodwaste into compost and mulch. Recycling refers to the conversion of waste into basic materials so they can be made back into new products.

   d. The methods of reusing and recycling waste vary and will evolve over time as technologies improve. The Solid Waste and Recycling Working Group – comprising waste and recycling professionals from each location – will continue to evaluate recycling methods and recommend their appropriateness for counting toward diversion goals.

6. Waste Reduction: For the purposes of measuring waste reduction, reporting will be in waste generated per capita per day. Waste generated includes municipal solid waste that goes to landfill and all waste that is diverted through recycling, organics or conversion technologies. Not included in waste reduction calculations are:

   a. Waste generated as part of major construction and demolition projects;

    b. Organic waste generated due to landscape management; Agricultural and animal related waste.

7. Per capita metrics will be understood in the context of business operations and activities:

    a. Campuses will use Weighted Campus User

    b. LBNL will use Full Time Equivalent

    Other locations should use the per capita metric that best supports their business operations.

8. Where significant data methodology errors are found in benchmark years, an appropriate alternative methodology will be determined by agreement with UCOP and the Solid Waste and Recycling Working Group.

9. Reporting of solid waste and recycling data will follow ULEs Environmental Claim Validation Procedure for Zero Waste to Landfill (UL2799: 2017-03-22: 3rd Edition) and should be applied in principle to future standards/ editions. Where there discrepancies between UC policy definitions and goals and UL2799 and subsequent editions, the policy language will apply.

10. Campuses will be able to meet up to 10% of their diversion targets through combustion until the end of FY2021/22 after which the UC will no longer accept combustion as a form of diversion. No campus will increase the percentage of combustion reported as diversion from reported FY2015/16 levels. Up to 10 percent of total waste generated per campus may be disposed through allowable thermal residual conversion after FY2021/22. To count, (non-combustion) waste converted through thermal processes must include an integrated materials recovery facility (MRF) or equivalent sorting system to recover recyclables and compostable material prior to conversion. The total value of converted materials counted as diversion from landfill is not to exceed 10%.

G. Sustainable Procurement

1. This section V.G. shall be applied within the constraints of research needs and budgetary requirements and in compliance with applicable rules, regulations and laws.

2. The University will work to remove harmful chemicals from products brought onto campus by increasing the purchase of products and materials that disclose known hazards (e.g. in compliance with the requirements of LEED BD+C _v4 Building product disclosure and optimization - material ingredients_ - or updated equivalent) and choosing products with reduced concentrations of chemical contaminants that can damage air quality, human health, productivity, and the environment.

3. The University will require suppliers to clearly identify products with UC-recognized certifications, as defined by the Guidelines, in both hosted and punch out catalog e-procurement environments.

a. Commodity/Contract Managers will work with all contracted suppliers to ensure that contract items that meet the UC criteria for Green and EaSR Spend as outlined in the Guidelines will be prioritized in all product searches.

b. Unless locations request otherwise, products that do not meet the University's minimum criteria requirements will be blocked in all hosted catalogs and punch out catalogs upon contract award.

4. The University will require all strategically sourced suppliers to report annually on their sustainable business operations, and quarterly on the University's sustainable purchasing activity. Quarterly sustainable spend reports will be collected by the appropriate University of California Procurement Services department. Quarterly spend reports must be filterable, include all products and services purchased, use an Excel compatible software, include information on a single sheet and include the following fields:

    i. Campus

    ii. Department and/or delivery location

    iii. SKU and/or manufacturer number

    iv. Item description

    v. 8-digit UNSPSC code

    vi. Product category/Title of UNSPSC code

    vii. Quantity

    viii. Unit of measure

    ix. Price

    x. Third-party sustainability attribute or certification as recognized in the Guidelines

5. UC locations, not including health locations or the Lawrence Berkeley National Lab, will report annually to the UC Office of the President (UCOP) their percent Green Spend and EaSR Spend for product and service categories defined in the Guidelines. For the first two (2) years of reporting, reports on Green Spend will include at minimum a location's share of products purchased from system wide strategically sourced suppliers, with reports to be provided by the suppliers to UCOP and locations. EaSR Spend reporting will be compiled at the campus level, with the support of UCOP. Reports will be reviewed by each location for accuracy and signed by the location's Chief Procurement Officer, with reporting due 60 days after fiscal close. Reporting procedures will be reviewed after two (2) years of reporting under this policy.

6. The University Standards for all packaging materials will be outlined in all solicitations. Suppliers will be required to demonstrate how their standards and practices for packaging materials meet the UC Standards.

a. Additional consideration in bid evaluations will be given to suppliers who meet more than one criteria listed in 8 (a) - (e) for packaging, and with preference given to bids meeting 8 (b).

7. In accordance with section III.F.5., the University has disallowed the use of packaging foam by 2020. For implementation procedures, reference the University of California Sustainable Procurement Guidelines.

8. The University requires that all packaging be compliant with the Toxics in Packaging Prevention Act (AB 455) as to be free of any intentionally introduced lead, cadmium, mercury or hexavalent chromium, and containing no incidental concentrations of these regulated metals greater than 100 parts per million (ppm) by weight. In addition, the University requires that all packaging meet at least one of the criteria listed below:

    a. Uses bulk packaging;

    b. Uses reusable packaging (e.g. totes reused by delivery service for next delivery);

    c. Uses innovative packaging that reduces the weight of packaging, reduces packaging waste, or utilizes packaging that is a component of the product;

    d. Maximizes recycled content and/or meets or exceeds the minimum post-consumer content level for packaging in the U.S. Environmental Protection Agency Comprehensive Procurement Guidelines;

    e. Uses locally recyclable or certified compostable material.

9. Suppliers, when interacting with the University, shall be prohibited from providing hard copies of presentations or other materials. Suppliers will be required to present all information in electronic format that is easily transferable to University staff, who may choose to print their own copies in accordance with UC Policy if necessary. Materials may be provided if specifically required or requested by a UC representative.

10. All recyclers of the University's electronic equipment must be e-Steward certified by the Basel Action Network (BAN) (www.ban.org). In cases where the University has established take-back programs with a manufacturer, the University will encourage the manufacturer to become a BAN-certified e-Steward Enterprise (e-Stewards for Enterprises).

H. Sustainable Foodservices

Campuses and Health Locations

1. Campus and health location foodservice operations subject to this Policy shall include both self-operated and contract-operated foodservices.

2. In the context of this Policy, sustainable food is defined as food and beverage purchases that meet one or more of the criteria listed below, which are reviewed annually by the UC Sustainable Foodservices Working Group (under the UC Sustainability Steering Committee).

      i.   Locally Grown[17]

     ii.   Locally Raised, Handled, and Distributed

    iii.   Fair Trade Certified[18]

    iv.   Domestic Fair Trade Certified

     v.   Shade-Grown or Bird Friendly Coffee

    vi.   Rainforest Alliance Certified

   vii.   Food Alliance Certified

  viii.   USDA Organic

    ix.   AGA Grassfed

     x.   Grass-finished/100% Grassfed

    xi.   Certified Humane Raised & Handled

   xii.   American Humane Certified

  xiii.   Animal Welfare Approved

  xiv.   Global Animal Partnership (steps III, IV, V)

   xv.   Cage-free

  xvi.   Protected Harvest Certified

 xvii.   Marine Stewardship Council

xviii.   Seafood Watch Guide "Best Choices" or "Good Alternatives"

  xix.   Farm/business is a cooperative or has profit sharing with all employees

   xx.   Farm/business social responsibility policy includes (1) union or prevailing wages, (2) transportation and/or housing support, and (3) health care benefits

  xxi.   Other practices or certified processes as determined by the location and brought to the Sustainable Foodservices Working Group for review and possible addition in future Policy updates.

3. With the goal of achieving 20% sustainable food purchases, all Food Service Operations should track and report annually the percentage of total annual food budget spent on sustainable food.

4. If cost effective, each campus and health location will certify one facility through a third-party green business certification program through one of the following: (1)

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[17] Resulting from regional constraints, campus definitions of "Locally Grown" and "Locally Raised, Handled, and Distributed" may vary; however, "Locally Grown" and "Locally Raised, Handled, and Distributed" distances shall not exceed 500 miles.

[18] Fair Trade Certified products must be third party certified by one of the following: IMO Fair For Life, Fairtrade International (FLO), Fair Trade USA.

city or county's "green business" program, (2) Green Seal's Restaurants and Food Services Operations certification program, or (3) the Green Restaurant Association certification program.

5. Campuses, health locations, and retail foodservice operations will provide an annual progress report on these goals. Annual reports should include the individual campus and health location's goals as well as the progress and timelines for the programs being implemented to reach those goals.

6. Campuses and health locations are encouraged to form a campus-level foodservices sustainability working group to facilitate the campus goal setting and implementation process.

7. The stakeholders who are involved with the implementation of the Sustainable Foodservice section of this Policy will participate in a system-wide working group to meet, network and to discuss their goals, best practices, and impediments to implementation.

8. Campuses and health locations are encouraged to implement training programs for all foodservice staff on sustainable foodservice operations, as well as, where applicable, on sustainable food products being served to patrons, so that staff can effectively communicate with the patrons about the sustainable food options.

9. Campuses and health locations are encouraged to participate in intercollegiate and national programs that raise awareness on dietary health, wellness and sustainability (e.g. the MyPyramid.gov Corporate Challenge and the Real Food Challenge).

10. Campuses and health locations are encouraged to develop health and wellness standards for food service operators, including eliminating the use of trans-fat oils or products made with trans-fat.

11. Campuses and health locations are encouraged to undertake additional initiatives that encourage healthy and sustainable food services operations. Examples include tray-less dining, beef-less or meat-less days, and preservative minimization programs.

I. Sustainable Water Systems

Reporting Methods

1. Explicitly identify the geographic and operational areas comprising the scope of location water usage (e.g., the campus as defined by its Long Range Development Plan boundary, excluding third-party operated facilities).

2. Locations with health locations may choose to report health locations data and progress toward the target separately from the main campus.

3. All locations shall report water usage in a tabular format using the following methods:

   a. Measure per capita water consumption by Weighted Campus User (WCU) for main campuses and Adjusted Patient Day (APD) for health locations. If

necessary, WCU and APD may be combined using the following calculation: [(APD/360)* 1.5] + WCU;

b. Potable water usage for a baseline period that is three consecutive fiscal years including FY 2005/06, 2006/07, and FY 2007/08:

   i. Total location potable water usage, in gallons, for each of the three years comprising the baseline period,

   ii. WCU, or APD, for each of the three years comprising the baseline period,

   iii. Baseline Potable Water Usage: calculate the baseline metric as follows: Step 1: Divide each year's total water use in gallons by that years' WCU or APD population. Step 2: Average the three gallons/population calculations to derive the Baseline Potable Water Usage for the location,

   iv. Multiply the Baseline Potable Water Usage figure by 0.64 to derive the location's 2025 Potable Water Usage Target, and

   v. Unless impracticable, provide average gallons of potable water usage per baseline year per gross square foot of location built space for which potable water consumption is being reported, mirroring (c) above;

c. Potable water usage for the most recent fiscal year[19]:

   i. If using only the most recent fiscal year, and not an average, list in the table the following:

      1. Total location potable water usage, in gallons, for the most recent fiscal year,

      2. WCU or APD for the most recent fiscal year,

      3. Divide the gallons by the WCU or APD to derive the Current Potable Water Usage, and

   ii. If feasible, provide average gallons of potable water usage per gross square feet for either the three most current fiscal years, if that is the method adopted, or for the single most current fiscal year, again using the methodology described above;

d. Total location non-potable water usage, in gallons, for the most recent fiscal year.

e. Report, or estimate if metered data is not available, water usage in the following use categories at a minimum: buildings, landscape, and central plant including cooling towers, identifying the quantities of potable and non-potable used for these purposes.

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[19] An average of the three most current fiscal years is allowed but not required.

Reporting Schedule

4. Each location prepared a Water Action Plan as specified below and submitted it to the Office of the President by December 2013.

5. Beginning the following year, each location will provide an annual progress report on implementing its Water Action Plan to include progress on its water usage reduction.

Water Action Plans

6. Each Water Action Plan and the water conservation and water efficiency strategies it contains will take into account relevant regional conditions and regulatory requirements, will recognize historical progress, and will acknowledge current location best practices being implemented.

7. Each Water Action Plan will include a section on Water Usage and Reduction Strategies that:

   a. Describes the applicable types of water comprising water systems, including but not limited to potable water, non-potable water, industrial water, sterilized water, reclaimed water, stormwater, and wastewater;

   b. Reports water usage in accordance with the methods set forth in these procedures;

   c. Considers setting more stringent potable water reduction goals if the location has already achieved a 36% below baseline reduction in per capital potable water consumption;

   d. Outlines location-specific strategies for achieving the target for reduced potable water consumption;

   e. Encourages implementation of innovative water-efficient technologies as part of capital projects and renovations (e.g., installation of WaterSense certified fixtures and appliances, graywater reuse, rainwater harvesting, and watershed restoration);

   f. Addresses use of non-potable water sources, and how those sources factor into overall sustainable water systems strategy;

   g. Analyzes the identified water use reduction strategies using a full cost approach by considering:

      i. Projected costs and savings of the identified water use strategies,

      ii. Indirect costs and savings associated with reduced energy consumption due to the energy use embodied in water use,

      iii. Savings associated with reduced or avoided infrastructure costs, and

      iv. Other avoided costs; and

   h. Sets a timeline for the strategies being implemented to reach the water usage reduction target.

8. Each Water Action Plan will include a section on Stormwater Management developed in conjunction with the location stormwater regulatory specialist that:

    a. Addresses stormwater management from a watershed perspective in a location-wide, comprehensive way that recognizes stormwater as a resource and aims to protect and restore the integrity of the local watershed(s);

    b. References the location's best management practices for preventing stormwater pollution from activities that have the potential to pollute the watershed (e.g., construction; trenching; storage of outdoor equipment, materials, and waste; landscaping maintenance; outdoor cleaning practices; vehicle parking);

    c. Encourages stormwater quality elements such as appropriate source control, site design (low impact development), and stormwater treatment measures to be considered during the planning stages of projects in order to most efficiently incorporate measures to protect stormwater quality;

    d. If feasible, cites relevant and current location stormwater-related plans and permits in an appendix or reference list accompanying the Water Action Plan; and

    e. Includes, to the extent feasible, full cost evaluation of stormwater management initiatives similar to the approach in the Water Usage and Reduction Strategies section above.

9. Each location's Water Action Plan will include a section on Education and Outreach that:

    a. Presents potential opportunities to serve as a living laboratory for sustainable water projects;

    b. Supports efforts of students, faculty and staff to implement sustainable water systems on campuses and other locations;

    c. Identifies opportunities for pilot projects that illustrate the University's commitment to sustainable water practices through teaching, research, and service; and

    d. Identifies opportunities for new practices that could create behavior change with regard to water use and watershed management.

10. Each location's Water Action Plan will include a section called Irrigation and Landscape that includes:

    a. Total square feet of turf area and breaks out used and under used turf areas, and;

    b. A description and plan to reduce irrigation with potable water.

J. Sustainability at UC Health

1. The UC Health Sustainability Working Group, with input from relevant working groups for each subject area, will develop normalized data reporting protocols to track the implementation of sustainability programs at health locations. Annually,

the UC Health Sustainability Working Group will report to the University of California Health Center Chief Operating Officer Group and the University of California Sustainability Steering Committee.

2. Health locations will participate in Practice Greenhealth's reporting program and report at a minimum metrics for energy, carbon, water and waste. To meet the reporting requirements, reporting to Practice Greenhealth will reflect UC Health location boundaries and will use either adjusted patient encounters or adjusted patient days as appropriate to reflect non-licensed patient encounters. Reporting to Practice Greenhealth will be based on the most recently complete fiscal year. Beginning in the 2018/19 fiscal year, these reports will be used for the Annual Report on Sustainable Practices that is presented to the UC Regents.

3. Health locations may discretionarily submit additional facility-specific applications to Practice Greenhealth for award consideration in addition to a total site/campus application. The stated policy goal of achieving Practice Greenhealth Partner for Change Awards may be at the campus or facility level.

4. Health locations will set targets for their facilities for waste diversion and reduction as well as for water reduction in accordance with the schedule outlined in section III.J. If targets require a comparison to a baseline dataset, Practice Greenhealth's 2017 report will be used as a baseline. These targets will be recommended to the system wide Sustainability Steering Committee for addition to the Policy at the meeting following the due dates listed in section III.J.

VI.   RELATED INFORMATION

- [Annual Report on Sustainable Practices](#)
- [BFB-BUS-43 Purchases of Goods and Services; Supply Chain Management](#)
- [BFB-BUS-38: Disposition of Excess Property and Transfer of University-Owned Property](#)
- [Public Contract Code: Materials, Goods, and Services, Section 10507.8](#)
- [Public Contract Code: Construction](#)
- [Trademark Licensing Code of Conduct](#)
- [UC Sustainability Website](#)
- [UC Sustainable Procurement Website](#)

VII.   FREQUENTLY ASKED QUESTIONS

Not applicable.

VIII. REVISION HISTORY

July 2019: Policy revised to clarify the following sections: climate protection, zero waste, and sustainable procurement.

August 2018: Policy expanded to include UC Health and revised to update the following sections with new goals and clarifying language: definitions, green building design, clean energy, zero waste, and sustainable procurement.

June 2017: Policy remediated for accessibility according to Web Content Accessibility Guidelines (WCAG) 2.0

Policy revised to reflect the University Carbon Neutrality Initiative, adding definitions of green lab assessment programs, "research group" as defined by the Laboratory Hazard Assessment Tool (LHAT), and the inclusion of the UC Green Laboratories Action Plan. Changes were also made to the sections for Sustainable Building Operations for Campuses.

June 2016: Policy revised to update the following sections with new goals and clarifying language: definitions, green building design, sustainable transportation, and sustainable water systems.

June 2015: Policy revised to update the following sections: sustainable building operations, sustainable foodservices practices, green building design, and clean energy.

July 2011: Policy revised to update the following sections: green building design, climate protection practices, sustainable operations, environmentally preferable purchasing, and sustainable foodservice practices.

September 2009: Policy expanded to include sustainable foodservice

March 2007: Policy expanded to include sustainable operations, waste reduction, and environmentally preferable purchasing; renovations guidelines added to green building section, climate protection section refined

January 2006: Policy expanded to include transportation and climate protection

June 2004: President formally issued the "Presidential Policy on Green Building Design and Clean Energy Standards." This Policy was subsequently renamed the Policy on Sustainable Practices

July 2003: The Regents approved sustainability policy principles (UCOP Sustainability)

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Sustainable Procurement Guidelines

Table of Contents

Glossary

The below definitions are copied directly from the UC [Sustainable Practices Policy](#) for reference, unless noted otherwise.

Addressable Spend: Spend that can be impacted through sourcing activities. For the purposes of this policy, addressable spend relates to the spend within a specific product or service category.

Catalog: A catalog is representative of a supplier's product information. A catalog is implemented in one of two formats: 1) through a hosted catalog or 2) through a punch-out catalog. See definitions for Hosted Catalog and Punch Out Catalog for more information. This definition is provided for clarification within the Guidelines and is not defined within the UC Sustainable Practices Policy.

Economically and Socially Responsible (EaSR) Spend: Spend on products or services supplied by a business holding one of the UC-recognized certifications listed the UC Sustainable Procurement Guidelines.

Environmentally preferable products: Designation for those products whose manufacture, use, and disposal results in relatively less environmental harm than comparable products.

Expanded Polystyrene (EPS): As defined by the City of San Francisco, blown polystyrene and expanded and extruded foams which are thermoplastic petrochemical materials utilizing a styrene monomer and processed by any number of techniques including but not limited to, fusion of polymer spheres (expanded bead polystyrene), injection molding, foam molding, and extrusion-blown molding (extruded foam polystyrene).

Full Time Equivalent (FTE): A full-time equivalent employee is the hours worked by one employee on a full-time basis and can be used to convert the hours worked by several part-time employees into the hours worked by full-time employees. A full-time employee is assumed to work 40 hours in a standard week.

Green Spend: Spend on products meeting the UC "Preferred Level" of environmental sustainability criteria as laid out in the UC Sustainable Procurement Guidelines.

Hosted Catalog: As defined in the JAGGAER technical manual, in simplest terms, a hosted catalog is an online version of a supplier's printed catalog. Hosted catalogs contain product data and details, along with pricing information for each item. When a product search is performed, the products in all of the hosted catalogs are searched. Hosted catalog search results contain product information from all suppliers depending on the search criteria entered by the user. This definition is provided for clarification within the Guidelines and is not defined within the UC Sustainable Practices Policy.

LEED^{TM}: Leadership in Energy and Environmental Design. LEED is a registered trademark of the U.S. Green Building Council (USGBC). This trademark applies to all occurrences of LEED in this document. LEED is a green building rating system developed and administered by the non-profit U.S. Green Building Council. The four levels of LEED certification, from lowest to highest, are Certified, Silver, Gold, and Platinum. LEED has several rating systems. This Policy refers to the following rating systems:

> **LEED for Interior Design and Construction (LEED-ID+C)** for renovation projects;

> **LEED for Building Operations and Maintenance (LEED-O+M)** for the ongoing operational and maintenance practices in buildings; and,

> **LEED for Building Design and Construction (LEED-BD+C)** for new buildings and major renovations of existing buildings.

Location: As used in this Guidelines document, means any or all campuses. At this time, it does not include UC Health locations or the Lawrence Berkeley National Laboratory. This definition is provided for clarification within the Guidelines and defined differently within the UC Sustainable Practices Policy.

Punch Out Catalog: Modified from the JAGGAER technical manual, punch-out catalogs are integrated external links to a supplier's web-based catalog. The user exits the UC's eprocurement site to search and select products from a supplier's web catalog, then returns the items to the UC's eprocurement shopping cart. The selected items are then submitted through the standard requisition/order process. This definition is provided for clarification within the Guidelines and is not defined within the UC Sustainable Practices Policy.

Required Level Green Spend criteria: The minimum certification standard required for a product or service category. Required Level Green Spend criteria is laid out in the UC Sustainable Procurement Guidelines.

Solicitation: The process of seeking information, bid proposals, and quotations from suppliers.

Sustainable Practices Policy: Refers to the University of California Sustainable Practices Policy, Governed by the UC Sustainability Steering Committee.

Sustainable Procurement: [Modified from the UK Government's Sustainable Procurement Task Force (2012)] Purchasing that takes into account the economic, environmental and socially responsible requirements of an entity's spending. Sustainable Procurement allows organizations to procure their goods and services in a way that achieves value for money on a whole-life basis in terms of generating benefits not only to the organization, but also to society and the economy, while remaining within the carrying capacity of the environment.

Sustainable Procurement Working Group (SPWG): Is the working group charged with improving the integration of sustainable principles and practices into the UC's procurement practices. The SPWG recommends changes to this document to the UC Procurement Leadership Council, and changes to the

UC Sustainable Practices Policy to both the UC Procurement Leadership Council and UC Sustainability Steering Committee. See definitions for UC Procurement Leadership Council and UC Sustainability Steering Committee for more information. This definition is provided for clarification within the Guidelines and is not defined within the UC Sustainable Practices Policy.

Sustainable Spend: The intersection of Green and Economically and Socially Responsible (EaSR) Spend. UC Sustainable Spend is defined as spend that meets the criteria and requirements for Green Spend as well as EaSR Spend as laid out in the UC Sustainable Procurement Guidelines.

Total Cost of Ownership (TCO): An analysis of cost that considers not only purchase price, but also any costs associated with the acquisition, use, and disposal of the product. These costs may include some or all of the following: freight, taxes and fees, installation, operation/energy use, maintenance, warranty, collection, end-of-life disposal or recycling, as well as social or environmental costs, such as the cost of purchasing pollution offsets or monitoring labor practices.

UC Procurement Leadership Council (PLC): Is the system wide leadership council, composed of the Chief Procurement Officer (or equivalent) at each UC campus, charged with developing the overall strategic direction for the UC Procurement Services program that enables the organization to align objectives, initiatives, and projects to deliver on system wide procurement and supply chain initiatives. The PLC is ultimately responsible for the approval of changes and updates to this document. This definition is provided for clarification within the Guidelines and is not defined within the UC Sustainable Practices Policy. This definition is provided for clarification within the Guidelines and is not defined within the UC Sustainable Practices Policy.

UC Sustainability Steering Committee: Is the UC system wide committee charged with overseeing updates to and progress against the UC Sustainable Practices Policy. This definition is provided for clarification within the Guidelines and is not defined within the UC Sustainable Practices Policy.

1. Introduction and Document Purpose

The University of California's Sustainable Procurement Guidelines ("Guidelines") lay out the minimum sustainability requirements for products and services purchased by the University of California and identify those product attributes that are strongly preferred, if not mandatory.

The University of California's Sustainable Procurement Guidelines act as a companion to the Sustainable Procurement Policy and Procedure Sections of the [UC Sustainable Practices Policy](#).

In general terms, the UC Sustainable Practices Policy outlines the University's targets for sustainable procurement as well as requirements for UC sustainable procurement practices, that is the activities of University of California buyers as they relate to sustainable procurement. This Guidelines document breaks down what the University considers to be sustainable at the product, product category, service or industry level.

The UC Sustainable Practices Policy prioritizes waste reduction in the following order: reduce, reuse, and then recycle. Accordingly, sustainable procurement should look to reduce unnecessary purchasing first, then prioritize purchase of surplus or multiple use products, before looking at recyclable, compostable, or otherwise sustainable products.

2. Document Guide

These Guidelines are intended to be used by the following parties, for the following purposes:

1. University of California, Office of the President, Strategic Sourcing Centers of Excellence and University Campus Procurement Services Departments (not including UC Health locations or the Lawrence Berkeley National Laboratory)
    a. To educate personnel purchasing on behalf of the University on Required and Preferred Green (environmentally) and Economically and Socially Responsible (EaSR) sustainability criteria to be included in solicitation specifications and reporting.
    b. To negotiate better pricing for products and services meeting the criteria described throughout these Guidelines and the Sustainable Practices Policy over traditional products and services, where opportunities exist.
    c. To develop language and specifications for solicitations stating that product and service offerings meeting the criteria described in these Guidelines will be required where they exist.
2. Department Level Buyers
    a. To educate personnel purchasing on behalf of the University on Required and Preferred environmental (Green) and Economically and Socially Responsible (EaSR) sustainability criteria when making purchasing decisions.

3. Reporting

Reporting will be required in line with the University of California sustainable purchasing targets and reporting requirements as outlined in the Sustainable Practices Policy (see III. Policy Text, G. Sustainable Procurement; V. Procedures, G. Sustainable Procurement). Reporting will be based on the percent spend in each of the following categories out of the total addressable spend. Reporting will commence by product or service category based on instruction in the sections below.

1. Green (environmentally preferable) Spend
2. Economically and Socially Responsible (EaSR) Spend
3. Sustainable Spend (the intersection of Green and EaSR Spend)

Clarification on each of these spend categories can be found in the sections below.

4. Green Spend

Green Spend is defined as spend on products meeting the UC Preferred Level of environmental sustainability criteria (see Table 1 below). The percentage of Green Spend is calculated using the following methodology, for a given product category over a particular period of time:

$$\frac{\text{Total spend on items meeting Preferred Level criteria in a given product category}}{\text{Total Addressable Spend in a given category}} \times 100$$

For example, the percent Green Spend calculation for computer electronics for Fiscal Year 16/17 is:

$$\frac{\text{Total Spend on EPEAT Gold registered computers during FY 16/17}}{\text{Total Addressable Spend on computers during FY 16/17}} \times 100$$

In addition to the above calculations, campuses may also calculate the "Dollar not Spent" to add to their overall Green Spend percentage. Please note that calculating the "Dollar not Spent" for an individual campus is optional and not required as part of a sites annual Green Spend reporting. Please see **Appendix I – The "Dollar not Spent" and Green Spend** to find more information on the various allowable methodologies to calculate the "Dollar not Spent."

A. Green Spend General Criteria

Some Green (environmental) sustainability criteria are applicable across all, or a large number of different product or service categories. The following criteria must be applied to all applicable categories, and included in the specifications for all relevant solicitations and contracts.

1. ENERGY STAR® and WaterSense® certified products are required across all applicable product categories where price comparable (based on a total cost of ownership assessment) and consistent with the needs of University researchers, faculty, and staff.
2. Products and packaging shall be free of hazardous additives, including those mixed into the product and those used as surface treatments, unless no feasible alternative exists, and it is determined that the benefit outweighs the risk. Products and packaging must meet all eleven of the [Kaiser Permanente Chemicals of Concern Criteria](#), including, but not limited to.
   a. Cadmium, mercury, lead, hexavalent chromium, polybrominated biphenyls, and polybrominated diphenyl ethers - All homogenous electronic parts are compliant with all European Union Restriction of the Use of Certain Hazardous Substances (EU RoHS) Directive's restricted limits (excluding exemptions).
   b. Polyvinyl chloride (PVC)
   c. Prop 65 Chemicals - Does not contain intentionally added chemicals listed by the State of California to cause cancer, birth defects, or reproductive harm that require warning or are prohibited from release to the environment under the California Safe Drinking Water and Toxic Enforcement Act of 1986 (Proposition 65). If contains Prop 65 chemicals, supplier must disclose Chemical Abstracts Service (CAS) #'s.
   d. Persistent, bioaccumulative and toxic chemicals (PBTs) - All homogeneous materials must contain less than 1000 ppm of PBTs.
   e. Organohalogen-based chemicals (bromine, chlorine, fluorine, and iodine)
   f. Antimicrobial/antibacterial agents[1] - Does not contain intentionally added antimicrobial/antibacterial agents to reduce surface pathogens.

B. Category Specific Criteria

Table 1 outlines the environmental sustainability criteria the University uses to define a given product category as "Green," for purposes of identifying products in hosted and punchout catalogs, and for calculating and reporting on Green and Sustainable Spend.

Recognized Certifications - These are reputable third party certifications the UC recognizes for identifying products that may have a reduced impact on humans and/or the environment. At a location's discretion, products with these certifications can be flagged as "light green" in hosted and punchout catalogs.

Required Level - These are the minimum mandatory requirements for each product category, which should be included in all relevant bid solicitations. Products and

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[1] This includes hand and dish soaps labelled as antibacterial, except where required for use in hospitals and food service settings. Antimicrobials added to raw materials for the sole purpose of preserving the product are exempt, with the exception of triclosan and triclocarban which are explicitly prohibited.

services that fall into these categories but do not meet these minimum requirements will not be listed in UC product catalogs except with the express request of campuses. Products in a given category must meet all required level criteria listed, unless otherwise noted (e.g. if Energy Star and EPEAT Silver are listed, product must have both certifications).

Preferred Level - The Preferred Level of criteria is used for calculating Green and Sustainable Spend (see Section 6 below). At a location's discretion products meeting these criteria may be labelled as "dark green" in hosted and punchout catalogs, and shall be given preference during evaluation in all relevant bid opportunities, where price comparable (based on a total cost of ownership assessment) and consistent with the needs of University researchers, faculty, and staff. Products must meet all applicable Required Level criteria to qualify for Preferred Level criteria.

Table 1 - Category Specific Green Spend Criteria

Product or Service Category	Recognized Certifications and Standards	Required Level (minimum mandatory requirements)	Preferred Level
Electronics	ENERGY STAR ®	ENERGY STAR ®	ENERGY STAR ®
	EPEAT	EPEAT Bronze	EPEAT Gold
Cleaning Supplies	Green Seal	A minimum of 25% of purchases are certified by one of the recognized certifications	At least 75% of purchases are certified by of the recognized certifications
	UL Ecologo		
	EPA Safer Choice		
	FSC (for janitorial paper products)		
Office Supplies			
Copy Paper	FSC Recycled	A minimum of 30% PCRC or agricultural residue content (or GS-07 certified)	100% PCRC or agricultural residue content, or FSC Recycled labelled, with additional preference for paper that is PCF
	Post-consumer recycled content (PCRC)		
	Processed Chlorine Free (PCF)[2]		
	Green Seal (GS-07)		
	Agricultural residue[3] content		
Paper Office Supplies (other than copy paper)	FSC - Chain of Custody	A minimum of 30% PCRC[4]	100% recycled content with minimum 50% PCRC; 90% PCRC wire components; water-
	Sustainable Forestry Initiative (SFI)		

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[2] http://www.calrecycle.ca.gov/paper/chlorinefree/default.htm
[3] Must come from sustainably grown and harvested, non-GMO sources that do not replace forest stands or food crops
[4] Aligns with CA Department of General Services (DGS) Purchasing Standard DGS-441200-A for Paper Product Office Supplies and Northeast Recycling Council (NERC) Model EPP Specifications and Purchasing Guidelines for Office Supplies

	Post consumer recycled content (PCRC)		based or plant-based adhesives; and additional preference for PCF, FSC, and/or SFI labelled products[5]
	Total recycled content		
	Processed Chlorine Free (PCF)		
	Green Seal (GS-07)		
Non-paper Office Supplies	Post-consumer recycled content (PCRC)	Meets the minimum CPG recycled-content levels for Non-Paper Office Products, and a minimum 30% recycled content for all writing utensils (dry-erase markers, highlighters, markers, pens, and pencils) or other plastic-based accessories	Meets the recycled content specifications in the Preferred EPP Specifications as listed by the Northeast Recycling Council (NERC), and free of antimicrobial coatings
	Total recycled content		
	Non-antimicrobial		
	EPA Comprehensive Procurement Guidelines (CPG)		
	Northeast Recycling Council (NERC) Model EPP Specifications and Purchasing Guidelines for Office Supplies		
Toner	Remanufactured[6]	Meets one of the recognized standards	Meets both of the recognized standards
	High yield		
Indoor Furniture	GREENGUARD Gold	Must meet all of the following: ● GREENGUARD Gold or SCS Indoor Advantage Gold ● Free of the 6 classes of chemicals of	Must have at least one of the following additional certifications: ● BIFMA Level certified (preference for 2 or 3) ● C2C Certified
	SCS Indoor Advantage Gold		
	Cradle to Cradle (C2C)		
	BIFMA Level		

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[5] Modelled from Northeast Recycling Council's Preferred EPP Specifications for Paper Office Supplies
[6] Shall meet the State of California's Specifications for Remanufactured Toner and Ink Cartridges: https://www.documents.dgs.ca.gov/pd/epp/goods/officesupplies/inktonercartridges/20140902_Ink_Toner_Engineering_Spec.pdf

	Meets the Healthier Hospitals Initiative (HHI) Safer Chemicals Challenge and is listed on the Healthier Hospitals Healthy Interiors Goal website	concern as described in Section 7.E.	(preference for Silver or Gold) ● HHI compliant with published product list on their website ● FSC Certified wood ● Textiles certified by one of the recognized certifications ● Complete HPD ● Complete Declare label
	FSC (for products containing wood)		
	Textile certifications: ● GOTS ● Standard 100 by Oeko-Tex ● STeP by Oeko-Tex ● Cradle to Cradle ● Facts		
	Health Product Declaration (HPD)		
	Declare Label		
Compostable Food Service Ware	Biodegradable Products Institute (BPI)	Certified Compostable by BPI or GS-35, or made 100% from uncoated, unlined, obviously plant-based material, and appears on the Cedar Grove Accepted Items List	Meets additional criteria as described in the Compostable Food Service Ware section below
	Green Seal GS-35		
	Cedar Grove Accepted Items List for Commercial Compostability		
Water Appliances/Fixtures	WaterSense®	WaterSense® Certified	WaterSense® Certified

5. Economically and Socially Responsible Spend

Economically and Socially Responsible ("EaSR") Spend is defined as spend on products or services supplied by a business holding at least one of the UC-recognized classifications or certifications listed below. Recognized Certifications and Standards, listed in Table 2 below, outline the certifications and

criteria that the University uses to define "EaSR" spend. Table 2 also includes a category for Preferred Certifications, which are certifications offered by California government agencies and/or of CA-based businesses. Currently there is no goal set for spend with suppliers meeting Preferred Certification standards.

The percentage of EaSR Spend is calculated using the following methodology, for a particular time horizon:

$$\frac{\text{Spend on products or services from a business that holds a UC-recognized EaSR certification}}{\text{Total Addressable Spend}} \times 100$$

A. EaSR Spend Criteria

Expenditures on products supplied by businesses holding at least one of the UC-recognized certifications and standards outlined under Recognized Certifications and Standards, see Table 2 below, will be considered EaSR Spend for the purposes of calculating the percent EaSR and Sustainable Spend.

Recognized Certifications and Standards - These are reputable government or nationally recognized certifications and criteria the UC recognizes for identifying suppliers that may have a positive impact on society and/or the economy. Suppliers with these certifications should be flagged as a color or symbol differentiated like 'green spend' such as yellow in hosted and punchout catalogs.

Preferred Certifications - These are reputable government or nationally recognized certifications and criteria the UC recognizes for identifying suppliers that may have a positive impact on society and/or the economy within California specifically. Suppliers with these certifications should be flagged as a color or symbol differentiated like 'green spend' such as yellow in hosted and punchout catalogs.

Table 2 - EaSR Spend Criteria

Business Classification	Recognized Certifications and Standards	Preferred Certifications
Small Business Enterprise	All government agency certifications and accepted third party certifiers such as: ● SBA-approved Third Party Certifiers Note that self-certification in SAM is accepted as well as any other small business certifications that also certify a businesses status as socially and economically disadvantaged such as (WOSB, SDVOSB, DBE, etc.)	CA DGS certification or California state or local agency certification HUBZone certified SBA 8(a)

|		
Disadvantaged Business Enterprise	All government agency certifications	All government agency certifications accepted, but principal office of business must be located in California and owners (officers, if a corporation) domiciled in CA.
Women-owned Business Enterprise	All government agency certifications	All government agency certifications accepted, but principal office of business must be located in California and owners (officers, if a corporation) domiciled in CA.
Minority Business Enterprise	All federal, state and local government agency certifications - State and Local Government Certifying Agencies - Federal includes (SBA 8(a), EPA, etc.)	All government agency certifications accepted, but principal office of business must be located in California and owners (officers, if a corporation) domiciled in CA.
Veteran-owned Business Enterprise	All government agency certifications	All government agency certifications accepted, but principal office of business must be located in California and owners (officers, if a corporation) domiciled in CA.
Service Disabled Veteran-owned Business Enterprise	All government agency certifications	DGS DVBE

6. Sustainable Spend

Sustainable Spend is the intersection of Green and EaSR Spend. UC Sustainable Spend is defined as spend that meets the criteria and requirements in Section 4 for Green Spend and Section 5 for EaSR Spend (simultaneously). Thus, Sustainable Spend is defined as the expenditures on products in a particular product category that are supplied by a business holding one of the UC-recognized EaSR certifications, in addition to meeting the Preferred Level Green Spend criteria from Table 1.

An example of the percentage of Sustainable Spend calculated for computers (Figure 1) over a particular time horizon would be:

$$\frac{\text{Expenditures on EPEAT Gold certified computers from SBE businesses}}{\text{Total Addressable Spend on computers}} \times 100$$

Figure 1. Sustainable Spend for Computers
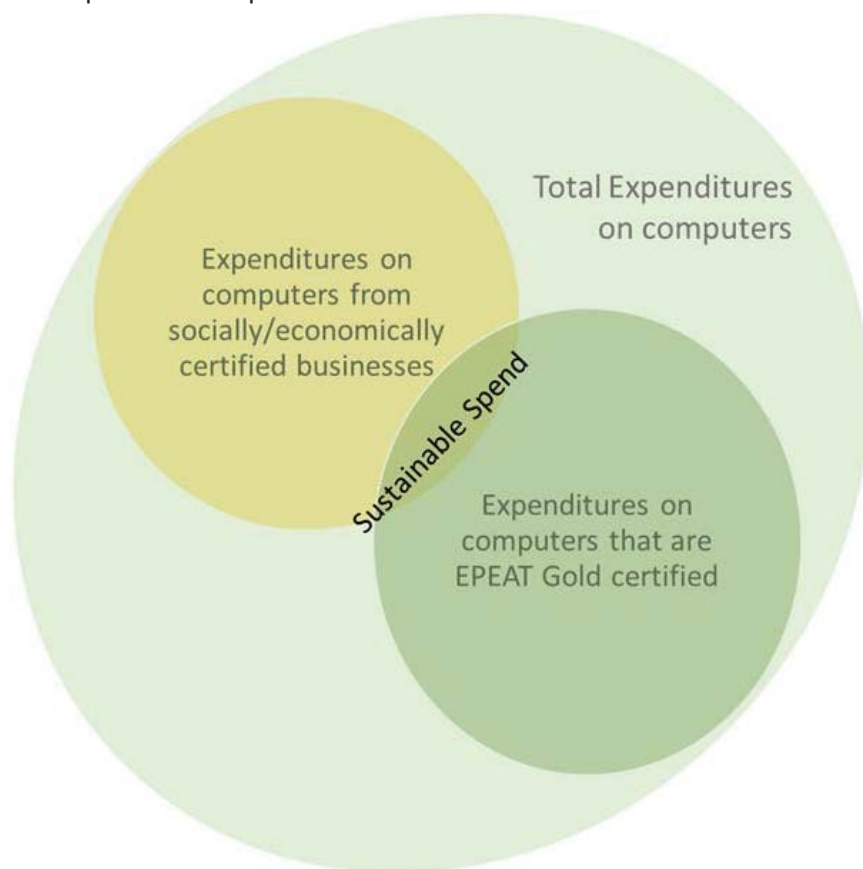
7. Category Specific Specifications

These additional guidelines and specifications should be used during solicitations, contracting and as a reference when making department purchases. Minimum requirements for each product category are outlined in column three of table one. The below items are recommended for inclusion in RFPs. Other than those items referred to in Policy as mandatory, project teams need to determine which of the below items will be mandatory and preferred during the RFP development phase.

A. Electronics

Electronics includes any product for which an EPEAT certification is available. EPEAT currently includes product ratings for **PCs and Displays** (including tablets), **Imaging Equipment** (which includes printers,

copiers, scanners and multifunction devices) and **Televisions**. Environmental leadership standards are currently under development with the intent to form the basis of future EPEAT categories for **Mobile Phones**, **Servers** and other electronic products (https://www.epeat.net/about-epeat/). Registration criteria and a list of all registered equipment are provided on the EPEAT registry.

In addition to the criteria established in Table 1, the University will ensure the following:

1. In accordance with Policy, all recyclers of the University's electronic equipment must be e-Steward certified by the Basel Action Network (BAN) (www.ban.org). In cases where the University has established take-back programs with a manufacturer, the University will require the manufacturer to become a BAN-certified e-Steward Enterprise (e-Stewards for Enterprises).
2. Printers and copiers must have duplex printing capabilities and hold their warranty while using 100% recycled content paper.
3. Suppliers shall be required to deliver items to the University with energy efficiency and duplex printing functions enabled.
   a. Departments will work with their IT departments to ensure that features remain enabled for the duration of the product's use.

B. Cleaning Supplies

Cleaning supplies include general purpose bathroom, glass and carpet cleaners; degreasing agents; biologically-active cleaning products (enzymatic and microbial products); floor-care products (e.g. floor finish and floor finish strippers); hand soaps and hand sanitizers; disinfectants; and metal polish and other specialty cleaning products. Also included are janitorial paper products such as toilet tissue, tissue paper, paper towels, hand towels, and napkins. Other janitorial products and materials (e.g. cleaning devices that use only ionized water or electrolyzed water) are excluded from this category.[7]

Disinfectants

All disinfectants must be EPA-registered, and contain only the following active ingredients: hydrogen peroxide, citric acid, lactic acid, thymol, or caprylic acid. As there is no sustainability certification for disinfectants, in order to increase your % Green Spend for Cleaning Supplies and follow green cleaning practices, it is recommended that each site assess its current usage and application of disinfectants. Disinfectant use should be limited to high-risk surfaces [locations where there is a higher risk for blood borne incidents, skin contact (MRSA risk), or contact with feces and body fluids] and where required by regulation. Microbes can be effectively removed from high-touch surfaces touched by multiple people throughout the day (door handles, faucet handles, handrails, drinking fountains etc.) by frequent and proper cleaning with a regular cleaning product.[8]

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[7] Based on STARS Technical Manual Version 2.1, Administrative Update Three, July 2017

[8] UMass Lowell Toxics Use Reduction Institute's Guide to Safe and Effective Cleaning and Disinfecting: https://www.turi.org/Our_Work/Cleaning_Laboratory/Resources_and_Information/Disinfection/Guide_to_Safe_and_Effective_Cleaning_and_Disinfecting

C. Office Supplies

Copy paper - refers to standard office printing and copy paper.

Paper Office Supplies - includes Writing Paper (pads), Packing Paper, Folders, Letter folders, Expandable Filing Folders, Hanging folders or accessories, binders and indexes, Hanging Folders, Dividers, File Pockets, Standard Envelopes, Packaging Carton, Mailers, Easel Pads, Sticky Note, Storage Boxes, Desk Pad Calendar.

Non-paper Office Supplies - includes binders, clipboards, file folders, clip portfolios, presentation folders, plastic desktop accessories (desk organizers, desk sorters, desk and letter trays, and memo, note and pencil holders etc.), plastic envelopes, and writing utensils (dry-erase markers, highlighters, markers, pens, and pencils).

Toner - Additional recommendations can be found from the State of New York's Approved Specifications for Monochrome Toner Cartridges: https://www.ogs.ny.gov/greenny/specs/green-specs-MonochromeTonerCartridge.asp

E. Indoor Furniture

Furniture includes individual (e.g. task chair) and group seating; open-plan and private-office workstations; desks of all types, tables of all types; storage units, credenzas, bookshelves, filing cabinets and other case goods; integrated visual display products (e.g. markerboards and tackboards, excluding electronic display products); hospitality furniture; and miscellaneous items such as mobile carts, freestanding screens, and movable partitions. Movable partitions include office furniture system cubicle panels that are typically integrated with work surfaces, desks, and storage furniture. Furniture does not include office accessories, such as desktop blotters, trays, tape dispensers, waste baskets, all electrical items such as lighting and small appliances, and accessories such as aftermarket keyboard trays, monitor stands and monitor arms.

The University shall prefer furniture meeting specifications for the following hazardous chemical classes:

1. Flame Retardants: All furniture shall be free of flame retardant chemicals at levels above 1,000 parts per million in both standard and optional components, excluding electrical components.
    a. All upholstered seating subject to TB 117-2013 shall be labeled as not containing flame retardant chemicals consistent with the manner described in Section 19094 of the California Business and Professions Code.
    b. A product may contain flame retardants if required to meet code or regulation (e.g., TB 133 or ASTM E 1537), in accordance with the following criteria:
        i. No halogenated flame retardant chemical may be used at levels above 1,000 parts per million by weight of the homogeneous material, excluding electrical components.

       ii.   Products that contain flame retardant chemicals that have been fully assessed using GreenScreen v1.2 (or newer) and meet the criteria for benchmark 2, 3, or 4 will be preferred.

2. <u>Formaldehyde and Volatile Organic Compounds (VOCs)</u>: All furniture shall comply with ANSI/BIFMA e3-2014 Furniture Sustainability Standard, Sections 7.6.1 and 7.6.2, using either the concentration modeling approach or the emissions factor approach.

   a. Test results shall be modeled using the open plan, private office, or seating scenario in ANSI/BIFMA M7.1, as appropriate.

   b. Furniture products that additionally meet ANSI/BIFMA e3-2014 Section 7.6.3 and/or California Department of Public Health Standard Method v1.1 (emission testing method for California Section 01350) are preferred.

   c. Salvaged and refurbished furniture more than one-year old at the time of re-use is considered compliant, provided it meets the requirements for any site-applied paints, coatings, adhesives, and sealants.

   d. All composite wood materials, including hardwood plywood, particleboard, or medium density fiberboard, used in office, classroom, or healthcare furniture shall comply with Phase 2 of California's Code of Regulations, Title 17 §93120.2 – Airborne Toxic Control Measure to Reduce Formaldehyde Emissions from Composite Wood Products.

3. <u>Per and Poly-Fluoroalkyl Substances (PFASs) used as stain/water/oil resistant treatments:</u> All furniture shall be free of any long- and/or short-chain per- and poly-fluorinated alkyl compounds and fluorinated polymers used as stain, water, or oil resistant treatments above 100 ppm by weight of the homogenous material.

4. <u>Antimicrobials</u>: All furniture shall be free of any added or built-in chemical antimicrobials. Antimicrobials added to raw materials for the sole purpose of preserving the product are exempt, with the exception of triclosan and triclocarban which are explicitly prohibited.

5. <u>Polyvinyl Chloride (PVC):</u> All furniture shall be free of polyvinyl chloride (PVC) greater than 1% of product by weight, excluding electrical components. Electrical components that are free of PVC are preferred.

6. <u>Heavy Metals:</u> All furniture shall be free of any heavy metals, including hexavalent and trivalent chromium, in concentrations greater than 100 ppm.

F. Compostable Food Service Ware

Compostable food service containers and packages that have recycled and/or sustainably harvested content are preferred wherever possible.

1. All products must be certified compostable by the Biodegradable Products Institute (BPI) or Green Seal GS-35, proving that the finished product meets ASTM standards D6400 or D6868 for compostability. BPI-certified products can be accessed at: http://products.bpiworld.org/. Documentation may be required.

2. Products made 100% from paper, wood, bamboo or other obviously plant-based material, that are uncoated, unlined, or clay-coated (such as wooden stir sticks or uncoated paper plates) automatically meet this commercial compostability requirement without certification, so long as they appear on the Cedar Grove Accepted Items list for commercial compostability (https://cedar-grove.com/compostable/accepted-items), and the material type is disclosed.

3. Products with polyethylene liners are not compostable, and therefore do not meet the intent of these specifications.

4. Products shall not contain highly hazardous additives, including but not limited to persistent, bioaccumulative, or toxic chemicals (PBTs); carcinogens; mutagens; reproductive toxins, organohalogen-based chemicals (bromine, chlorine, fluorine or iodine); and endocrine disruptors.

5. Products shall not contain polyvinyl chloride (PVC), acrylonitrile butadiene styrene (ABS), polycarbonate (PC), polyurethane (PU), or any fluorinated chemicals. If product is fiber-based (including paper), ask for identification of the type of grease barrier or coating used.

6. Product is manufactured entirely with chlorine-free processing, meaning that no chlorine or chlorine compounds were used during manufacturing. Products may be unbleached or whitened in a chlorine-free process (if certified process chlorine-free).

7. Paper products are made from 40% post-consumer recycled content or 100% total recycled content (pre- or post- consumer), unless intended for hot beverages, in which case they are made from a minimum of 10% post-consumer recycled content. Bidder should disclose the amount and type of recycled content.

8. Non-cutlery products contain at least 90% biobased carbon content; cutlery products contain at least 70% biobased carbon content. Bidder can provide documentation demonstrating that its biobased carbon content meets the above specifications through one of the following:
   a. ASTM Standard D6866 laboratory test data
   b. USDA's BioPreferred Label
   c. Products made of 100% uncoated wood, bamboo, paper or other obviously fiber-based material will automatically meet these biobased content requirements. Samples may be requested.

9. Product shall not contain added engineered nanomaterials.

10. Product materials were sustainably produced and are certified as one of the following:
    a. Forest Stewardship Council (FSC)
    b. Protected Harvest
    c. Rainforest Alliance
    d. Fair Trade USA

11. Feedstock and final product are produced in North America.

12. Product material grown without genetically modified organisms and certified to be GMO-free by one of the following:
    a. Non-GMO Project Verified (www.nongmoproject.org)
    b. CERT ID NonGMO
    c. ProTerra Certifications (www.geneticid.com/services/certification)

13. Product is made from sustainably grown, non-food agricultural resources such as perennial biomass crops and sustainably harvested residues (for more information, see the Sustainable Bioplastic Guidelines: https://healthybuilding.net/uploads/files/sustainable-bioplastic-guidelines.pdf
14. Product is EcoLogo or Green Seal-certified by one of the following:
    a. EcoLogo CCD-084 (Table Napkins),
    b. EcoLogo CCD-085 (Kitchen Towels),
    c. EcoLogo CCD-086 (Hand Towels),
    d. Green Seal GS-1 (Sanitary Paper Products),
    e. Green Seal GS-9 (Paper Towels and Napkins),
    f. Product meets the standard for biodegradability in the marine environment (ASTM D7081-05).
15. Inks for printing and graphics are vegetable-based and approved for use by U.S. Food and Drug Administration, where required.

G. Water Appliances/Fixtures

This category includes all products covered by WaterSense including residential toilets, showerheads, bathroom faucets, commercial toilets, urinals, pre-rinse spray valves, irrigation controllers, and spray sprinkler bodies.

8. Best Practices for Procurement Services[9]

1. Market basket lists can be used as a tool for increasing the purchase of sustainable products at competitive and affordable prices. By only including products meeting the Required and Preferred Level of sustainability criteria in a market basket list, the University may be able to achieve reduced rates that will in turn direct spend towards sustainable products over conventional products. Allowing for revisions to the market basket beyond traditional changes in volume/spend patterns may allow for more competitive pricing on newly added sustainable items.
2. Through solicitation specifications and contract provisions, suppliers are required to:
    a. Clearly identify UC-recognized "light green" and "dark green" sustainable items in product catalogs.
    b. Ensure that any additional sustainability symbols/icons/certifications are displayed along with attribute details per product (e.g. a product with a recycled content symbol must also have in its product description details about the % total recycled content and % post consumer recycled content).
    c. Offer capabilities to:

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[9]Modified from: https://nerc.org/documents/EPP/Office%20Supplies/EPP%20Specs%20-%20Office%20Supplies.pdf

> > > > i. Block and/or restrict pre-identified conventional items from being purchased online so University employees are compelled to purchase products that are in compliance with UC's Sustainable Procurement Policies and Guidelines.
> > > > ii. Auto-substitute pre-identified conventional products with sustainable products on the market basket list when end-user places conventional item in online cart.
> > > d. Make sustainable items display first in online catalog search results, or make them easily found within online product catalogs through effective search tools, search filters, and related navigational tools.
> > > e. Incentivize consolidated deliveries whenever feasible (e.g. deliveries only on certain days of the week or reduced pricing for consolidated shipping).
> > > > i. Document or illustrate how the delivery consolidation method reduces the UC and supplier's carbon footprint (e.g. reduction in fossil fuel use, carbon emissions, packaging materials, or on-site vehicle traffic).
> > > f. Use only delivery service companies that are participants in EPA's Smartway Program.
> > 3. LEED credits should be incorporated into all materials procurement associated with new facility constructions and major renovations.[10]

9. Certification and Standards Definitions

> a. BIFMA Level® - BIFMA Level is a multi-attribute furniture certification based on the ANSI/BIFMA e3 standard, addressing material use, energy, atmosphere, human and ecosystem health, and social responsibility at the product, facility, and organizational level. Certification is based on a points system with three levels of achievement, from Level 1 through Level 3.
> b. Biodegradable Products Institute (BPI) - BPI is a non-profit organization with the largest certification program for compostable products and packaging in North America. Their single-attribute certification indicates compliance with the ASTM D6400 and/or D6868 standards for commercial compostability.
> c. Cradle to Cradle TM - Cradle to Cradle is a multi-attribute standard that evaluates a wide range of products across five categories of human and environmental health, including Material Health, Material Reutilization, Renewable Energy and Carbon Management, Water Stewardship, and Social Fairness. Product certification is awarded at five levels, from Basic to Platinum, with an emphasis on continuous improvement.
> d. ENERGY STAR ® - Energy Star is a standard for energy efficient consumer products administered by the U.S. Environmental Protection Agency and the U.S. Department of Energy.
> e. EPA Safer Choice - Formerly known as Design for the Environment (DfE), the Safer Choice label is the U.S. Environmental Protection Agency's program to identify products with safer chemical ingredients.[11]

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[10] https://www.phoenix.gov/oepsite/Documents/070520.pdf
[11] Definition taken from STARS Technical Manual Version 2.1, Administrative Update Three, July 2017

f.   EPEAT ® - The Electronic Product Environmental Assessment Tool is a method for consumers to evaluate the effect of a product on the environment. It ranks products as gold, silver or bronze based on a set of environmental performance criteria. It is managed by the Green Electronics Council.

g.   FACTS - Facts is a sustainability certification program for commercial textiles, recognizing textiles conforming to the NSF/ANSI 336 multi-attribute standard, evaluating a textile for environmental, economic and social aspects across its life cycle. Facts utilizes four conformance levels from Compliant to Platinum.

h.   Forest Stewardship Certification - The Forest Stewardship Council (FSC) is an independent, non-profit organization that protects forests for future generations. FSC Chain-of-Custody certification traces the path of products from forests through the supply chain, verifying that FSC-certified material is identified or kept separated from non-certified material throughout the chain. FSC Forest Management certification confirms that a specific area of forest is being managed in line with the FSC Principles and Criteria.[12]

    i.   FSC Recycled - The FSC Recycled on-product label means all the wood or paper in the product comes from reclaimed (re-used) material.[13]

i.   Global Organic Textile Standard (GOTS) - GOTS is a textile processing standard for organic fibres, which includes both ecological and social criteria, from harvesting of raw materials through manufacturing and labelling.

j.   GREENGUARD ® - The GREENGUARD Environmental Institute certifies products and materials for low chemical emissions. Greenguard Gold ensures that a product is safe for use in schools and healthcare facilities, and is referenced by LEED.

k.   Green Seal ® - Green Seal is an independent nonprofit organization "dedicated to safeguarding the environment and transforming the marketplace by promoting the manufacture, purchase, and use of environmentally responsible products and services." The Green Seal certification is based on multi-attribute environmental standards that meet the ISO 14024 standards for eco-labeling.[14]

l.   Healthier Hospitals Healthy Interiors Goal (HHI) - The Healthy Interiors Goal aims to promote public and environmental health, and urge the furnishings market to develop safer products, while reducing disposal costs and liability. Furniture and textiles that meet the Healthy Interiors Goal claim contain no formaldehyde, perfluorinated compounds, polyvinyl chloride, antimicrobials, or flame retardants above the specified minimum levels. Products meeting the Goal must be listed on the website, and are not verified.

m.   Process Chlorine Free (PCF) - PCF means that no chlorine or chlorine derivatives were used in the recycling process. Paper that was originally bleached with chlorine or chlorine derivatives may be used as feedstock, however. Only paper that is "totally

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[12] Ibid

[13] https://ic.fsc.org/en/choosing-fsc/fsc-labels

[14] Definition taken from STARS Technical Manual Version 2.1, Administrative Update Three, July 2017

chlorine-free" (TCF) is produced with pulp that has been bleached without any type of chlorine or chlorine derivative, or has not been bleached.[15]

n. STANDARD 100 by OEKO-TEX® - Certification for raw, semi-finished, and finished textile products at all processing levels, as well as accessory materials used. Criteria focuses on product safety based on test criteria for numerous harmful chemicals.

o. STeP by OEKO-TEX® - STeP assesses against criteria for sustainable, environmentally and socially responsible textile and apparel production and logistic sites, addressing the reduction of hazards and risks throughout the production chain, with the goal of improving factory resource efficiency.

p. UL Ecologo - The UL Environment ECOLOGO program certifies products, services and packaging for reduced environmental impact. ECOLOGO Certifications are voluntary, multi-attribute, lifecycle based environmental certifications that meet the ISO 14024 standards for eco-labeling.[16]

q. WaterSense® - WaterSense is a U.S. Environmental Protection Agency program designed to encourage water efficiency in the United States through the use of a special label on consumer products.

10. Approval procedure updates and changes

Changes to this document must be approved by the UC Procurement Leadership Council (PLC) on the recommendation of the Sustainable Procurement Working Group.

11. Change Log

Approval Date	Summary of Changes	Approved by	Product Categories Impacted	Start Date for Reporting on New or Updated Categories
8/10/18	Implementation of UC Sustainable Procurement Guidelines	UC Procurement Leadership Council	Electronics, Cleaning Supplies, Copy Paper, Paper Office Supplies (other than copy paper), Non-paper Office Supplies, Toner, Indoor Furniture, Compostable Food Service Ware, Water Appliances/Fixtures	7/1/2018

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[15] http://www.calrecycle.ca.gov/paper/chlorinefree/default.htm

[16] Definition taken from STARS Technical Manual Version 2.1, Administrative Update Three, July 2017

Appendix I - The "Dollar not Spent" and Green Spend

As with waste, the hierarchy of environmentally sustainable spend starts with reduce and reuse. As such, in the assessment of Green Spend, the "dollar not spent" can be included in Green spend calculations. This concept is addressed in the following section. Please note that calculating the "Dollar not Spent" for an individual campus is optional and not required as part of a sites annual Green Spend reporting (outlined in section 4. Green Spend above).

How to calculate the dollar not spent:

Items that are not purchased due to education and reduction activities and/or items that are reused on campus may be added to the Green Spend calculation at a location's discretion. The process for adding these to the Green Spend calculation is as follows:

$$\frac{\text{Green Spend purchase per category} + \text{approximate market value of goods not purchased}}{\text{Addressable spend per category} + \text{approximate market value of goods not purchased}} \times 100$$

To determine the approximate value of goods not purchased, locations should use an appropriate combination of the below methodologies:

Method 1: Reuse (for example, goods reused from surplus operations)

STEP 1. Determine the current market value of the goods were they to be purchased new.

STEP 2. Sum the product cost (quantity of goods x current market value of goods).

STEP 3. Include the current market value of goods in the numerator and denominator of the Green Spend calculation.

Where:

Current market value of goods is to be determined as the average purchase price of the equivalent good available on system wide contracts (or an average market value of equivalents if no system wide contract exists).

> **Method 1 Example:** 4 desks and 3 desk chairs re-used on campus in surplus operations.
>
> **STEP 1:** Determine the average cost for the 4 desks and 3 desk chairs from relevant system wide contracts (e.g. average cost of desk is $2000 each, average cost of chair is $1,500 each).
>
> **STEP 2.** Sum the product cost of the items (4 x $2,000) + (3 x $1,500) = $12,500
>
> **STEP 3.** Include the market value of the goods in the numerator and denominator for the calculation for green spend;

$$\frac{\text{Green Spend purchase per category} + \$12,500}{\text{Addressable spend per category} + \$12,500} \times 100$$

Method 2: Normalized Reduction in Purchase of Commodity Goods

Where:

Product use (goods purchased) is a function of the number of staff/users.

STEP 1. Determine the quantity of goods purchased per driver in a baseline year:

Equation:

$$\frac{\text{Baseline quantity of goods consumed}}{\text{Baseline quantity of driver}}$$

For example:

$$\frac{\text{Baseline \# reams of copy paper purchased}}{\text{Baseline \# Full Time Equivalent staff}}$$

$$\frac{\text{Baseline \# gallons of cleaning products purchased}}{\text{Baseline \# square feet of cleaned space}}$$

STEP 2. Determine the quantity of goods purchased per driver in the current year using equations as above:

Equation:

$$\frac{\text{Current quantity of goods purchased}}{\text{Current quantity of driver}}$$

For example:

$$\frac{\text{Current \# reams of copy paper purchased}}{\text{Current \# Full Time Equivalent staff}}$$

$$\frac{\text{Current \# gallons of cleaning products purchased}}{\text{Current \# square feet of cleaned space}}$$

STEP 3. Determine the total difference in the quantities of goods purchased between the baseline and current years (savings) using the following equation:

Equation:
Current quantity of driver x (Baseline quantity of goods per driver - Current quantity of goods per driver)

Example:
Paper: Current number of FTEs x (Baseline number of reams of copy paper purchased per FTE - Current number of reams of copy paper purchased per FTE)

Cleaning: Current number of sq. ft. cleaned x (Baseline number of gallons of cleaning product purchased per sq. ft. cleaned - Current number of gallons of cleaning product purchased per sq. ft. cleaned)

STEP 4. Determine the value of savings based on the current market value of goods.

STEP 5. Include the current market value of goods in the numerator and denominator of the Green Spend calculation.

Where:

<u>Current market value of goods:</u> is to be determined as the average price of the equivalent good available on system wide contracts (or an average market value of equivalents if no system wide contracts product available).

Note that if the purchase of one commodity is replaced with purchase of a different (but similar) commodity, this should not be considered a reduction.

Method 2 Example (Using copy paper as example good):

STEP 1: Determine the quantity of goods purchased per driver in baseline year
Baseline year: 2005/06 FY
Quantity of goods purchased: 500 reams of copy paper/year
Driver: 800 Full Time Equivalent staff
Number of reams of copy paper purchased per FTE: 500/800 = .625 reams per FTE

STEP 2: Determine the quantity of goods purchased per driver in current year
Current year: 2017/18 FY
Quantity of goods purchased: 500 reams of copy paper/year
Driver: 1500 Full Time Equivalent staff
Number of reams of copy paper purchased per FTE: 500/1500 = .33 reams per FTE

STEP 3: Determine savings per driver between baseline and current year
Current # FTEs x (reduction in reams per FTE) = 1500 FTEs x (.625 reams per FTE - .33 reams per FTE)
= 421.5 reams of paper

STEP 4: Determine the average value of the savings/reduction
Average value of a ream of paper in UC contract:$5
$5 x 421.5 reams of paper = $2,107.5

STEP 5: Add the value of the reduction to both the numerator and the denominator of the Green Spend equation for the product category

$$\frac{\text{Green Spend purchase per category} + \$2,107.5}{\text{Addressable spend per category} + \$2,107.5} \times 100$$

Method 3: Replacement of disposables with reusables

If successful methods have been found to identify reuse numbers where disposables were the standard business as usual, the market value of these disposables may be used in Green Spend calculations. An example of this might be the use of reusable to-go containers at dining locations where reusables are "checked out," so specific numbers of reusables are available.

In these cases, the value of the disposables displaced may be considered Green Spend and added to the numerator and the denominator for the Green Spend calculation. The process for calculating this is as follows:

STEP 1. Determine number of goods displaced.

STEP 2. Determine value of goods displaced per unit.

STEP 3. Calculate total value of goods displaced (number of goods displaced) x (value of goods displaced per unit)

STEP 4. Include the current market value of goods in the numerator and denominator of the Green Spend Calculation.

Method 3 Example:
For this example, a dining operation uses reusable to-go containers and tracks their usage. 500 reusable to-go containers are used in a year.

STEP 1. Determine number of goods displaced
From the example above, 500 to-go containers are displaced

STEP 2. Determine value of goods displaced per unit
Alternative compostable to-go containers cost $0.20 each (on system wide or local contract).

STEP 3. Calculate total value of goods displaced
500 compostable to-go containers x $0.20/container = $100

STEP 4: Add the value of the savings/reduction to both the numerator and the denominator of the Green Spend equation for the product category:

$$\frac{\text{Green Spend purchase per category} + \$100}{\text{Addressable spend per category} + \$100} \times 100$$

Q 5.   ***Describe the takeback process for toner cartridges and other consumables, including any specifics about disposition and any associated additional costs. If you have no program in place, advise when your company intends to implement and end of life product take back program and the timeline for doing so?**

Ricoh encourages recycling of all end-of-life equipment and supplies. We strive to make recycling easy for University of California by providing a Toner Cartridge/Container/Maintenance Kit Return Program that reuses the replacement cartridge box as a return package. Based on the type of product(s), we offer two different preparation methods to return consumable items:

- **Cartridges that Include UPS or FedEx Shipping Labels**
  Following the instructions included with the prepaid label, University of California simply needs to remove the label from the box, place the used cartridge in the box and tape the prepaid shipping label to the outside of the package.

- **Cartridges without UPS or FedEx Shipping Labels**
  Following the instructions included with the prepaid label, University of California simply needs to complete a simple form to print out a prepaid shipping label to tape to the return package. The form is available on our corporate website: http://www.ricoh-usa.com/about/environment/packaging_takeback_program_cart_toner.aspx (scroll to the bottom of the page and click the link).

Whenever possible, use one of the following methods to consolidate shipments and help further reduce the overall energy use and CO_2 impact associated with the return transportation process:

- Tape multiple used toner cartridges (in their cartons) together (quantities may vary).
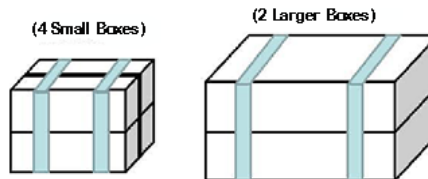
- Place multiple cartridges in a larger carton (tape all seams to prevent leakage).
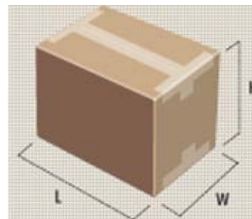
  The dimensions of the return package should not exceed the following maximum parcel limitations:

  ❖ Packages can be up to 165 inches (419 cm) in length and girth combined.
  ❖ Girth = (2x width + 2x height)
  ❖ Packages can be up to 108 inches (270 cm) in length.
  ❖ Weight should not exceed 25 lbs.

  Tape the prepaid shipping label to the package and drop it off at a convenient UPS shipping location or include it with the next regular UPS pick-up at the University of California facility. (Any additional costs associated with requested UPS pick-up at the University of California facility will be borne by University of California.)

Nonfiber Packaging Recycling Program

Ricoh encourages University of California to use recycling options available to them locally to recycle packaging materials, in order to minimize CO_2 emissions. However, Ricoh has established a specialized program for customers who would like to recycle plastic bags, Styrofoam or any of the other nonfiber-based items used in the packaging of Ricoh, Savin and Lanier products, when recycling is not available in their area. Please note that University of California will be responsible for all shipping costs incurred when returning the above-mentioned packaging materials. In addition, the customer must make their own transportation and payment arrangements with the carrier of their choice; "Freight Collect" shipments will not be accepted.

Ricoh will absorb the demanufacturing costs to have Ricoh, Savin and Lanier packaging materials recycled when they are properly returned and received by Ricoh's designated Recycling Center. To recycle any of the various items described above, simply box and send them to the following address:

> Ricoh Recycling
> 250 West North Avenue
> Lombard, IL 60148

Additional information can be found at: www.ricoh-usa.com/recycling.

Q 8. ***All proposed devices shall able to use recycled content papers up to and including 100% Post Consumer Waste (PCW) paper with high reliability, as long as the paper in use meets standard paper categories (e.g. copy, laser, or multi-purpose paper).**

Full duplexing using up to and including 100% PCW paper shall be guaranteed by the manufacturer to reliably accomplish 100% duplexing. Recycled paper PCW content cannot be faulted by the vendor's service personnel for equipment malfunctions.

Should a condition arise in which paper is suspect in underperformance in a significant number of devices using the same paper or same paper batch numbers, further testing may be coordinated by a UC designated official with the awarded vendor to test and determine the appropriate resolution. Please confirm your company's commitment to comply.

A global increase in demand for paper is occurring, mainly from China, India and other emerging countries where both economic, technology and population growth have increased. Paper resources are anticipated to face a short supply in the not-so-distant future. Action against such a situation requires recycling paper once distributed in the market, by promoting collection ratio increases and innovating technologies for its reuse. Ricoh Company, Ltd., and the Japanese and German governments are embracing the use of recycled paper. Many of our U.S. customers are already following this practice, particularly in the governmental and educational markets.

Ricoh products are capable of supporting 100% postconsumer waste (PCW) recycled paper in many countries around the world. The difficult shortcoming in the U.S. is that the paper manufacturing process holds the Environmental Protection Agency (EPA) standard at 50% PCW content. Several Ricoh customers are using 100% PCW recycled paper, including the state and local governments of Washington, California and Minnesota, and the list continues to expand.

The current EPA standard used as the U.S. reference for our industry follows:

- All print jobs use 100% recycled paper with a minimum of 50% postconsumer fiber content—a significant increase from the 30% postconsumer content required by Executive Order (EO) 13514 and EO 13423.

Following the guidelines to use 50% PCW recycled paper 100% of the time will not have any adverse effects on the performance or reliability targets of Ricoh products.

Some customers have business requirements or contracts to use recycled paper with greater than 50% PCW. The increased growth of 100% PCW recycled paper is an environmental action that many organizations and educational facilities have been adopting. Our recommendations for the use of 100%PCW recycled paper follow:

- Select paper of low brightness. Calcium carbonate ($CaCO_3$) is used to make paper white because recycled paper is a dull gray. The higher the brightness, the more dust will be generated, which contaminates rubber components in our equipment.
- Sample one ream for feed performance, paying particular attention to duplex handling. Fiber length is the key to paper stiffness and a challenge for paper vendors to control. High quality paper will have fiber control and handle curl well in duplex and simplex applications.
- If too much paper curl occurs, try a thicker weight paper.

Ricoh is a global leader in environmental sustainability and one of our key focus areas is the reduction of greenhouse gases. We accomplish our environmental goals with Quick Start Technology (QSU), low melting temperature of toner and auto-duplexing capabilities. By offering

highly productive duplex copying functions, promoting sales of recycled paper and developing information digitization technologies, we are helping to decrease the environmental impact caused by customers' paper consumption. Our features and product design are targeted at reducing energy consumption, the major factor in reducing greenhouse gases. Ricoh also practices many other environmental initiatives, such as waste recovery and smart purchasing.