

USA Printers, Inc.

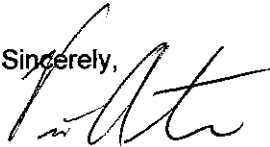
Dear Frank Whittaker:

USA Printers is pleased to work again with the State of West Virginia Department of Administration in evaluating the suitability of our InfoPrint MICR print solutions for deployment in the Workforce check printing environment. Since we completed our print study which included Workforce we are extremely knowledgeable of their environment. The Department of Administration has several potential partners to work with in refreshing the installed MICR print equipment. Given these options, USA Printers' objective in presenting this proposal is to directly answer the question, why InfoPrint?

- Maximum product lifecycle. The Pro Series printers are follow-on, near the beginning of their life cycles. This ensures the Department of Administration availability of parts and service during the full deployment period. This is a critical difference versus end-of-life, refurbished, or discontinued products from competitors, especially if the Department of Administration elects to extend deployment as it has done in the past.
- Superior price-performance. The Pro Series was designed for the type of MICR printing the Department of Administration does: high-availability, quick-change, tight print-window output. They feature pre- and post-processing options typically found on much more expensive devices at a lower acquisition cost. The combination of flexibility, durability, and low-cost operation is unmatched in the industry.
- Next-generation MICR performance. The Pro Series use the ground-breaking Promark™ MICR toner developed exclusively for these printers. Originally engineered for some of the nation's largest banks and item processors, Promark is the industry's first polyester-based MICR toner specially formulated for the most demanding MICR printing environments. While typical MICR toner is polystyrene-based, Promark MICR toner is polyester-based, which is proven to withstand higher temperatures and have stronger cohesion properties. This delivers the best reader-sorter performance in the industry.
- The InfoPrint-Ricoh relationship. Ricoh acquired InfoPrint for its extensive domain knowledge of the data center. The combination of InfoPrint's unmatched expertise in production printing and MICR xerography combined with Ricoh's world-class engineering ensures the Department of Administration that it is working with a team committed to delivering ongoing value to you through innovative digital output solutions and superior support for years to come.

This proposal reflects our understanding of the Department of Administration's challenges and requirements and our recommendation in addressing these needs. We look forward to working with your team in completing the evaluation of our solutions, winning your business, and becoming a trusted State of West Virginia partner.

Sincerely,



Vincent Santelli

RECEIVED

2011 JUN 15 PM 2:55

WV PURCHASING
DIVISION



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**Request for
 Quotation**

RFQ NUMBER
WWV11866

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
**FRANK WHITTAKER
 304-558-2316**

RFQ COPY

TYPE NAME/ADDRESS HERE
**USA PRINTERS, INC.
 1501 UNION COURT
 VIRENIA, PA. 16059**

SHIP TO

**WORKFORCE WEST VIRGINIA
 OFFICE OF ADMIN. SUPPORT-5302
 112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 304-558-2631**

DATE PRINTED 05/12/2011	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS		
BID OPENING DATE: 06/16/2011		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		205-47		
<p>LASER PRINTERS</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, WORKFORCE WEST VIRGINIA, IS SOLICITING BIDS FOR AN OPEN-END CONTRACT FOR TWO (2) HIGH SPEED MICR LASER PRINTERS PER THE ATTACHED SPECIFICATIONS.</p> <p>ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE WV PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV DEADLINE FOR ALL TECHNICAL QUESTIONS IS 05/24/2011 AT 4:00 PM. ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE 			TELEPHONE 724-625-2992		DATE 6/16/11	
TITLE Director			ADDRESS CHANGES TO BE NOTED ABOVE			

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
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<p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY</p>						

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<p>RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p style="text-align: center;">NOTICE</p> <hr/> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 44</p>						

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				WWV11866		
				BID OPENING DATE:		06/16/2011
				BID OPENING TIME:		1:30 PM
<p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p> <p>-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY):</p> <p>-----</p>						
<p>***** THIS IS THE END OF RFQ WWV11866 ***** TOTAL:</p>						_____

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

State of West Virginia VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or** 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or**,
2. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
3. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
4. **Application is made for 5% resident vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or**,
5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or**,
6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (**West Virginia Code**, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____ Signed: _____
 Date: _____ Title: _____

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: _____

Authorized Signature: _____ Date: _____

State of _____

County of _____, to-wit:

Taken, subscribed, and sworn to before me this ___ day of _____, 20__.

My Commission expires _____, 20__.

AFFIX SEAL HERE

NOTARY PUBLIC _____



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 Department of Administration
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CONTACT PERSON (PLEASE PRINT CLEARLY):						

***** THIS IS THE END OF RFQ WWV11866 ***** TOTAL:						
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 4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
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**STATE OF WEST VIRGINIA
WORKFORCE WEST VIRGINIA
REQUEST FOR QUOTATION**

WWV11-866

(High Speed Printers)

General Information

1.1 Purpose:

WorkForce West Virginia "WFWV" is soliciting bids from qualified vendors to provide two (2) high-speed MICR laser printers and to provide monthly maintenance and replenishment contracts for each printer.

1.2 Project Overview:

The printers **must** provide backbone connectivity to all data center printers to accomplish three things: (see attachment 1)

- {1} Provide better connectivity for IS&C mainframe print.
- {2} Provide means to be able to print from any remote location, allowing us to function as a Print Service Bureau to other entities.
- {3} Provide more versatile printing connectivity to accommodate Business Recovery.

The vendor will be entirely responsible for installation, implementation, and the transition of the system to Workforce West Virginia staff.

1.3 Environment and Infrastructure

The successful vendor will perform a walk-through immediately after the bid is awarded and will identify, in writing, any electrical, and/or environmental issues involving the proposed site and installation. Information **must** include, but will not be limited to, the following:

1. Number and types of electrical outlets required, with required voltages and amperages
2. Environmental requirements (air conditioning, etc.)
3. Telephone lines required for electronic support
4. Space Requirements
5. Any other environmental issues identified

Workforce West Virginia will be responsible for all environmental and electrical changes deemed necessary and agreed upon by Workforce West Virginia.

The vendor will review our existing networking and planned networking facilities to ensure they are sufficient for successfully connecting the procured equipment to our existing LAN and WAN.

Acceptance of our networking and planned networking installation and/or any changes necessary will be documented by the vendor in writing and presented to the Workforce West Virginia project manager.

Workforce West Virginia will be responsible for making networking changes deemed necessary and agreed to by Workforce West Virginia.

1.4 Project Management:

WFWV will name a qualified project manager, who will be responsible for assembling the Workforce West Virginia project team and will be the focal point of contact for all project issues.

The vendor **must** name a single point of contact to coordinate activities with designated Workforce West Virginia personnel for the duration of the project. The vendor's designated contact person will be the focal point of contact for Workforce West Virginia personnel.

1.5 Installation

Installation of the purchased equipment will be implemented on a staggered basis. The first unit will be installed, tested, and placed in operation. Once the implementation of the first printer has been accepted by WorkForce West Virginia (WFWV) the second printer will be installed. The vendor **must** perform the installation on-site, and verify connectivity and proper operation and be accepted by the Workforce West Virginia project team. Installation shall be deemed complete when all hardware and software components are installed, fully operational, tested, and printing customer data. Acceptance will be confirmed in writing by the WFWV project team.

The vendor **must** be responsible for the following:

1. Installation and implementation of the purchased equipment in a temporary location in the immediate vicinity of the equipment being replaced.
2. Installation of one (1) printer system
3. Installation of the operating systems of purchased equipment and all purchased software.
4. Patching the operating systems and all purchased software to the current level if applicable.
5. Successful configuration and connection to our existing network as defined in the RFQ.
6. All applications will be printed, tested, and verified as accurate and acceptable, including successful MICR reject test.
7. Installation of second printer and completion of testing.
8. The printers are to be installed on separate weekends starting Saturday morning and must be up and running by 7:00 am the following Monday morning. The second printer is to be installed on the following weekend. This gives us a chance to fully test the new printer. Dates of expected installation will be provided to the vendor through a Notice to Proceed once an award has been made.

9. First year maintenance for both printers will begin upon the date of acceptance of the second printer system by the WFWV project team utilizing the written approved change order process.

Vendor **shall** be responsible for testing the installed equipment. **All test results must be documented in writing by the vendor and must be verified and accepted in writing by the Workforce West Virginia project team.**

Test results **must** be documented in writing, presented to the Workforce West Virginia team for review, and subject to their written approval.

1.6 Documentation and Implementation

Upon completion of installation and vendor testing, the vendor shall be required to provide Key operator documentation including the following:

1. Hardware documentation manuals
2. Software documentation manuals
3. Hardware configuration layout diagram
4. Key operator equipment maintenance documentation

After the Workforce West Virginia project team accepts the documentation, meetings **must** be scheduled as needed to discuss system turnover for support by Workforce West Virginia's Management Information Systems Division. The vendor **must** provide appropriate technical staff on-site for no less than one day while the operation and support of the installed systems is being transitioned to MIS staff members.

Printer Specifications

- (1) Solution must have a minimum Sun Ultra 45 Print Controller or equal, 1.6 GHz UltraSPARC III processor, 1GB memory, 250 GB hard drive, CD-RW/DVD-ROM drive, Ethernet interface (10,100,1000 Base T), Solaris 10 operating system, Adobe high-speed rip.
- (2) Document Buffer – 10,000 pages, automatic page level recovery, and queue print ready jobs for minimal inter-job delay.
- (3) Printer must support TCP/IP with Ethernet connectivity.
- (4) Solution must provide support for Adobe PostScript 3, Adobe PDF 1.6, HP-PCL 6, TIFF group4, ASCII, and LCDS data streams with embedded DJDE's
- (5) Printer solution must support Windows NT OS 4.0, 2000, XP, Macintosh OS X, and UNIX/LPR print.

- (6) Printer solution must be compatible with all existing printer resources to accommodate Workforce Development's defined need of redundancy among all other data center printers (see specification 5).
- (7) The printer solution must support all existing Elixir forms and resources.
- (8) The printer solution must be compatible with all existing LCDS embedded form and resources calls within the data stream from the mainframe.
- (9) Each printer must have a duty cycle capable of printing up to 5 million impressions per month.
- (10) Each printer must print at a minimum of 150 impressions per minute (simplex), field upgradeable to 300 images per minute (duplex).
- (11) Printers must support 600 DPI.
- (12) Printers must support simplex and duplex operation.
- (13) Printers must support paper weights from 16 lb. to 110 lb. index, expandable to 150 lb. index.
- (14) Printers must support paper sizes from 8"x9" to 18"x14".
- (15) Printers must support label stock, pre-perforated stock, and pre-drilled paper.
- (16) Each printer must have a least 6 input trays – totaling 8,000 sheets, expandable to 9 input trays – 12,000 sheets.
- ✓ (17) All paper trays must utilize air knife / vacuum feed system to reduce paper misfeeds and improve reliability.
- ✓ (18) Each printer must have capability to add the optional post fuser inserter (3 input trays, 4,000 sheets).
- ✓ (19) Printers must have waist-high, straight paper path for simplex operation.
- ✓ (20) Printers must have active registration for both in-track and cross-track up to .030 inch.
- ✓ (21) Printer imaging system must be "write black" for superb image quality.
- ✓ (22) Prefer printers have removable MICR feature to save on ink costs.
- ✓ (23) Prefer printers have self-cleaning coronas.
- (24) Printers must have finisher with a maximum 100 sheet (20lb. bond) stapling capability. Finisher must stack 3,000 sheets with off-set capability (staple or non-staple mode).
- ✓ (25) Printers must support multi-position staple capability.
- ✓ (26) Each printer must have a 5,000 sheet stacker unit with two removable dollies -with capability to add 2 additional stacking units for a total of 15,000 sheets (must have off-set stacking capability).
- (27) Stacker must be fully integrated page level recovery.
- (28) Printers must support load / unload while running.
- ✓ (29) The proposed solution must have a centralized printer controller interface with the capability of capturing and managing mainframe and network jobs.
- (30) The proposed system must provide turn-key emergency back-up for the hardware and software solution.
- ✓ (31) Solution must have the option of storing and retrieving all required LCDS/Metacode resources either on a centralized control system or a secured network repository.
- ✓ (32) Solution must consolidate all existing resource libraries into one master library.
- ✓ (33) Proposed solution must be able to split jobs and route to authorized postscript printers.
- (34) Proposed solution must be able to reprint jobs in its entirety or by page range. The production staff must be able to initiate their own page-level reprints without recomposing or initiating actions on the mainframe.
- ✓ (35) Proposed solution must have the capability to route color network applications as well as mainframe color applications to color network printer.
- (36) The printer solution must have the capability to quickly resume printing from an interruption and reprint the affected page.

- ✓ (37) The successful vendor must provide analyst support with Elixir Forms Design training and mainframe programming experience utilizing current legacy LCDS data streams (Line Conditioned Data Streams). Analyst must have a minimum of two references detailing customer experience in a LCDS mainframe environment using DJDE (Dynamic Job Descriptor Entries) and JSL (job Source Language) programming to design and maintain Elixir form calls. Preference may be given to vendor with detailed knowledge of Workforce West Virginia's application workflow, environment, and infrastructure.
- (38) Vendor must provide local service with a minimum of 2 locally trained service technicians.
- (39) Vendor must provide (1) hour call back, and (4) hour on-site support.
- (40) Vendor must provide 24 hour per day domestic customer hotline support.
- (41) Vendor must provide on-site analyst technical support as needed.
- (42) Vendor must provide one (1) day consisting of 7.5 hours of on-site training for three (3) staff members.
- (43) Vendor must provide (3) shift, (7) day per week service coverage.
- (44) Vendor must provide monthly printer maintenance and monthly account reviews in person to Cost Center Manager and Data Center Supervisor.
- (45) Proposed equipment must be newly manufactured, not remanufactured or used. The proposed equipment warranty will include all machine operating system software, printer controller software, as well as all future software updates and technical phone support for a period of five (5) years.
- ✓ (46) Proposed equipment must fit within the footprint of - 4 foot by 14 foot
- (47) Vendor shall provide annual maintenance costs: Monthly Charges, pages included. Overages - Cost per page.

Print Specifications for All InfoPrint MICR Printers

No.	Specifications	YES/NO	Comments
1.	Solution must have a min. Sun Ultra 45 Print Controller or equal, 1.6 Ghz Ultra SPARC III processor, 1 GB memory, 250GB hard drive, CD-RW/DVD-ROM drive, Ethernet interface(10,100, 1000 Base T, Solaris 10 Operating system, Adobe High-Speed rip	YES	150 GB HD.
2.	Document Buffer – 10,000 pages, automatic page level recovery, and queue print ready jobs for min. inter-job delay.	YES	The actual number of pages held in the buffer depends on the document complexity, system configuration, software application, driver and printer state.
3.	Printer must support TCP/IP with Ethernet Connectivity	YES	
4.	Solution must provide support for Adobe PostScript 3, Adobe PDF 1.6 HP-PCL 6, TTF group 4, ASCII and LCDS data streams with embedded DJDE's	YES	
5.	Printer solution must support Windows NT OS4.0, 2000, XP MAC OSx, and UNIX/LPR print.	YES	
6.	Printer solution must be compatible with all existing printer resources to accommodate Workforce Development's defined need of redundancy among all other data center printers	YES	
7.	The printer solution must support all existing Elixir forms and resources		
8.	The printer solution must be compatible with all existing LCDS embedded form and resources calls within the data stream from the mainframe	YES	
9.	Each printer must have a duty cycle capable of printing up to 5 million impressions per month	NO	Please options: A and B
10.	Each printer must print at a min.of 150 impressions per minute (simplex), field upgradeable to 300 IPM (duplex)	YES	
11.	Printers must support 600 DPI	YES	
12.	Printers must support simplex and duplex operation	YES	

30.	The proposed system must provide turn-key emergency backup for the hardware and software solution.		SOLIMAR
31.	Solution must have the option of storing and retrieving all required LCDS/Metacode resources either on a centralize control system or secured network repository		SOLIMAR
32.	Solution must consolidate all existing resource libraries into one master library.		SOLIMAR
33.	Proposed solution must be able to split jobs and route to authorized postscript printers.		SOLIMAR
34.	Proposed solution must be able to reprint jobs in its entirety or by page range. The production staff must be able to initiate their own page level reprints without recomposing or initiating actions on the mainframe.	YES	
35.	Proposed solution must have the capability to route color network applications as well as mainframe color applications to color network printers.		SOLIMAR
36.	The printer solution must have the capability to quickly resume printing from an interruption and reprint the affected page.	YES	
37.	The successful vendor must provide analyst support with Elixir forms Design training and mainframe programming experience utilizing current legacy LCDS data streams(Line Conditioned Data Streams). Analyst must have a min. of two references detailing customer experience in a LCDS mainframe environment using DJDE and JSL programming to design and maintain ELIXIR from calls. Preference may be given to vendor with detailed knowledge of Workforce WV's application workflow, environment, and infrastructure.	YES	InfoPrint Print Study provided extreme insight into Workforce's applications, workflow, environment and infrastructure as well as month volume from 2010.
38.	Vendor must provide local service with a minimum of 2 locally trained service technicians.	YES	2 trained and knowledgeable CEs
39.	Vendor must provide 1 hour call back, and 4 hour on site support	YES	1 877 318 8968
40.	Vendor must provide 24 hour per day domestic customer hotline support.	YES	1 877 318 8968
41.	Vendor must provide onsite analyst technical support as needed.	YES	
42.	Vendor must provide one day consisting of 7.5 hours of onsite training for 3 staff members	YES	
43.	Vendor must provide 3 shift 7 day per week service coverage.	YES	

44.	Vendor must provide monthly printer maintenance and monthly account reviews in person to cost center manger and data center supervisor.	YES	USA PRINTERS, INC
45.	Proposed equipment must be newly manufactured, not remanufactured or used. The proposed equipment warranty will include all machine operating system software, printer controller software, as well as all future software updates and technical phone support for a period of 5 years.	YES	
46.	Proposed equipment must fit within the footprint of 4 Ft. by 14Ft.	YES	Room for CEs support must be possible
47.	Vendor shall provide annual maintenance costs: Monthly charges, pages included, Overages Cost per Page	YES	

COST SHEET FOR WWV11866
HIGH SPEED PRINTERS

OPTION A

Name of Proposing Firm or Vendor:

USA PRINTERS, INC

PRO 907

	Each	Quantity	Extended Cost A
All Printer Hardware & Software	\$64,393	2	\$128,786
Installation		2	
Software Updates Per Year		2	
Five Year Warranty	160,750	2	321,500
Monthly fixed Replenishment Cost (Except Paper) not to exceed 2.5	5750	2	11,500
*Replenishment Cost per click for clicks exceeding 2.5 million per month	NA	5,000 x 2	NA
			Total: \$ 461,786

	Each	Quantity	Extended Cost B
First Year Maintenance	\$31,750	2	\$63,500
Second Year Maintenance		2	
Third Year Maintenance		2	
Fourth Year Maintenance		2	
Fifth Year Maintenance	\$31,750	2	\$63,500
		2	Total: \$127,000
Grand Total = Extended Cost A + Extended Cost B =			715,286

* Estimates given are for bidding purposes only. Actual quantities will vary.

OPTION A - RECOMMENDED OPTION BY
INFOPRINT PRINT STUDY
AND VOLUME - APPROXIMATELY 700K/MONTH
- ALL SPECIFICATIONS REFLECT
BOTH PRO 907 AND 1357

USA Printers, Inc.

1501 Union Court
 Valencia, PA 16059
 Phone: 724-625-2992

QUOTE

OPTION A PAO 907

Proposal prepared by Vince Santelli, for State of West Virginia

INFORMATION

Date: June 14, 2011
 Effective To: July 14, 2011
 Payment Terms: Net 30 Days

ADDRESSES

Vendor:	USA Printers, Inc.	Shp To:	State of West Virginia
Address:	1501 Union Court	Address:	112 California Ave
	Valencia, PA 16059		Charleston, WV 25305
Phone:	(724) 625-2992	Phone:	
Fax:	(724) 625-5563	Fax:	
Attn:	Vince Santelli	Attn:	L. Dittebrand
Email:	usap@zoominternet.net	Email:	

CONFIGURED SYSTEM

ITEM	DESCRIPTION	QUANTITY	LIST PRICE	
30477600	InfoPrint Pro 907 MICR Printer <i>Standard Configuration-90 ppm, 512 MB RAM, 160 GB HDD, (2) 500-sheet trays, (1) 2,000-sheet tray, PCL5e/6, PostScript 3, 10.4-inch color LCD touch screen. Duty cycle 1.2M impressions/month, recommended maximum 800,000 imp/month. Includes 75k MICR starter toner, TCRU, MICR fonts, installation, and on-site MICR certification. Finisher or Stacker must be purchased with Printer</i>		\$ 57,980	\$ 45,585
31477615	Gigabit Ethernet Type B IPS Pro Series		\$ 459	\$ 230
31477601	4,000 Sheet, Large Cap Tray IPS Pro Series <i>Ledger/A3 Paper. Tray 4: 1,000 sheets, Tray 5: 2,000 sheets, Tray 6: 1,000 sheets.</i>		\$ 9,100	\$ 4,550
31477608	3,000 Sheet Finisher IPS Pro Series <i>Offset stacking, proof tray 500 sheets. Staple capacity 1-100 sheets. Optional 2/3 or 2/4 or 4-hole punch unit</i>		\$ 5,830	\$ 2,915
31477609	5,000 Sheet High Cap Stacker IPS Pro Series <i>Includes roll-away cart. Offset stacking, proof tray 500 sheets. Tandem configuration available. Requires Decurler.</i>		\$ 15,750	\$ 8,875
31477610	Roll-Away Cart IPS Pro Series <i>Roll-away cart to be paired with high cap stacker.</i>		\$ 679	\$ 335
31477620	Decurl Unit IPS Pro Series <i>Required with High Capacity Stacker.</i>		\$ 3,000	\$ 1,900
20477763	2 Year 7x24 SBD Onsite Service Double 500K		\$ 68,000	\$ 64,700
20477765	3 Year 7x24 SBD Onsite Service Double 500K <i>Pricing is for prepayment of a total of five (5) years of service. All plans include Rosetta's exclusive 1st Call 24x7 MICR phone support plus ongoing TCRU replenishment. Same-day response outside of 50 miles of primary service points incurs a price uplift. Field service provided by InfoPrint. Includes 500,000 double-click pages per month. Overage Charge = \$0.0055. MICR toner not included.</i>		\$ 99,000	\$ 96,050
TOTAL			\$ 257,798	\$225,143.00

LEASE OPTION: Monthly Payment: N/A
 LEASE OPTION: Monthly Payment: N/A

OPTIONS

ITEM	DESCRIPTION	QUANTITY	LIST PRICE	
31477605	Cover Interposer IPS Pro Series <i>400 sheets (200 sheet x 2 trays) (letter/A4).</i>		\$ 3,500	\$ 1,950

CONSUMABLES

ITEM	DESCRIPTION	QUANTITY	LIST PRICE	VALUE PLUS+
10477600	MICR Toner Kit IPS Pro MICR Series <i>216,000,000 yield @ 6% coverage per kit (\$0.0023 per impression).</i>		\$ 497	\$ 482

PLEASE SIGN UPON ACCEPTANCE _____ DATE: _____

Prepared by Vince Santelli
 Phone: 724-625-2992
 E-mail: USAP@ZOOMINTERNET.NET

The information contained is deemed proprietary and solely for the State of West Virginia use only. This proposal is valid through the effective date above. All prices are in US dollars. All items are FOB ship point. Applicable taxes & freight charges are not included. If you are tax exempt, please provide the certificate with your order.

COST SHEET FOR WWV11866
HIGH SPEED PRINTERS

OPTION B

Name of Proposing Firm or Vendor:

USA PRINTERS, INC

PRO 1357

	Each	Quantity	Extended Cost A
All Printer Hardware & Software	78,343	2	156,786
Installation		2	
Software Updates Per Year	-	2	-
Five Year Warranty	160,750	2	321,500
Monthly fixed Replenishment Cost (Except Paper) not to exceed 2.5	5750	2	11,500
*Replenishment Cost per click for clicks exceeding 2.5 million per month	NA	5,000 x 2	NA
			Total: 489,786

	Each	Quantity	Extended Cost B
First Year Maintenance	32,150	2	64,300
Second Year Maintenance	32,150	2	64,300
Third Year Maintenance	32,150	2	64,300
Fourth Year Maintenance	32,150	2	64,300
Fifth Year Maintenance	32,150	2	64,300
			Total: 321,500
Grand Total = Extended Cost A + Extended Cost B =			811,286

* Estimates given are for bidding purposes only. Actual quantities will vary.

USA Printers, Inc.

1501 Union Court
 Valencia, PA 16059
 Phone: 724-625-2992

QUOTE

OPTION B Pric 1357

Proposal prepared by Vince Santelli, for State of West Virginia

INFORMATION

Date: June 14, 2011
 Effective To: July 14, 2011

Revision Number:
 Payment Terms: Net 30 Days

ADDRESSES

Vendor: USA Printers, Inc.
 Address: 1501 Union Court
 Valencia, PA 16059
 Phone: (724) 625-2992
 Fax: (724) 625-5563
 Attn: Vince Santelli
 Email: usap@zoominternet.net

Ship To: State of West Virginia
 Address: 112 California Ave
 Charleston, WV 25305
 Phone:
 Fax:
 Attn: L. Dittebrand
 Email:

CONFIGURED SYSTEM

ITEM	DESCRIPTION	QUANTITY	LIST PRICE
30477602	InfoPrint Pro 1357 MICR Printer <i>Standard Configuration-135 ppm, 512 MB RAM, 160 GB HDD, (2) 500-sheet trays, (1) 2,000-sheet tray, PCL5e/6, PostScript 3, 10.4-inch color LCD touch screen. Duty cycle 1.9M impressions/month, recommended maximum 1.3M imp/month. Includes 75k MICR starter toner, TCRU, MICR fonts, installation, and on-site MICR certification. Finisher or Stacker must be purchased with Printer.</i>		\$ 77,980 \$ 59,585
31477615	Gigabit Ethernet Type B IPS Pro Series		\$ 459 \$ 230
31477601	4,000 Sheet, Large Cap Tray IPS Pro Series <i>Ledger/A3 Paper. Tray 4: 1,000 sheets, Tray 5: 2,000 sheets, Tray 6: 1,000 sheets.</i>		\$ 9,100 \$ 4,550
31477608	3,000 Sheet Finisher IPS Pro Series <i>Offset stacking, proof tray 500 sheets. Staple capacity 1-100 sheets. Optional 2/3 or 2/4 or 4-hole punch unit</i>		\$ 5,830 \$ 2,915
31477609	5,000 Sheet High Cap Stacker IPS Pro Series <i>Includes roll-away cart. Offset stacking, proof tray 500 sheets. Tandem configuration available. Requires Decurler.</i>		\$ 15,750 \$ 8,875
31477610	Roll-Away Cart IPS Pro Series <i>Roll-away cart to be paired with high cap stacker.</i>		\$ 679 \$ 338
31477620	Decurl Unit IPS Pro Series <i>Required with High Capacity Stacker.</i>		\$ 3,000 \$ 1,900
20477783	2 Year 7x24 SBD Onsite Service Double 500K		\$ 66,000 \$ 64,700
20477785	3 Year 7x24 SBD Onsite Service Double 500K <i>Pricing is for prepayment of a total of five (5) years of service. All plans include Rosetta's exclusive 1st Call 24x7 MICR phone support plus ongoing TCRU replenishment. Same-day response outside of 50 miles of primary service points incurs a price uplift. Field service provided by InfoPrint. Includes 500,000 double-click pages per month. Overage Charge = \$0.0055. MICR toner not included.</i>		\$ 99,000 \$ 96,050
TOTAL			\$ 277,798 \$239,143.00

OPTIONS

ITEM	DESCRIPTION	QUANTITY	LIST PRICE
31477605	Cover Interposer IPS Pro Series <i>400 sheets (200 sheet x 2 trays) (letter/A4).</i>		\$ 3,500 \$ 1,950

CONSUMABLES

ITEM	DESCRIPTION	QUANTITY	LIST PRICE
10477600	MICR Toner Kit IPS Pro MICR Series <i>216,000,000 yield @ 6% coverage per kit (\$0.0023 per impression).</i>		\$ 497 \$ 482

PLEASE SIGN UPON
 ACCEPTANCE _____

DATE: _____

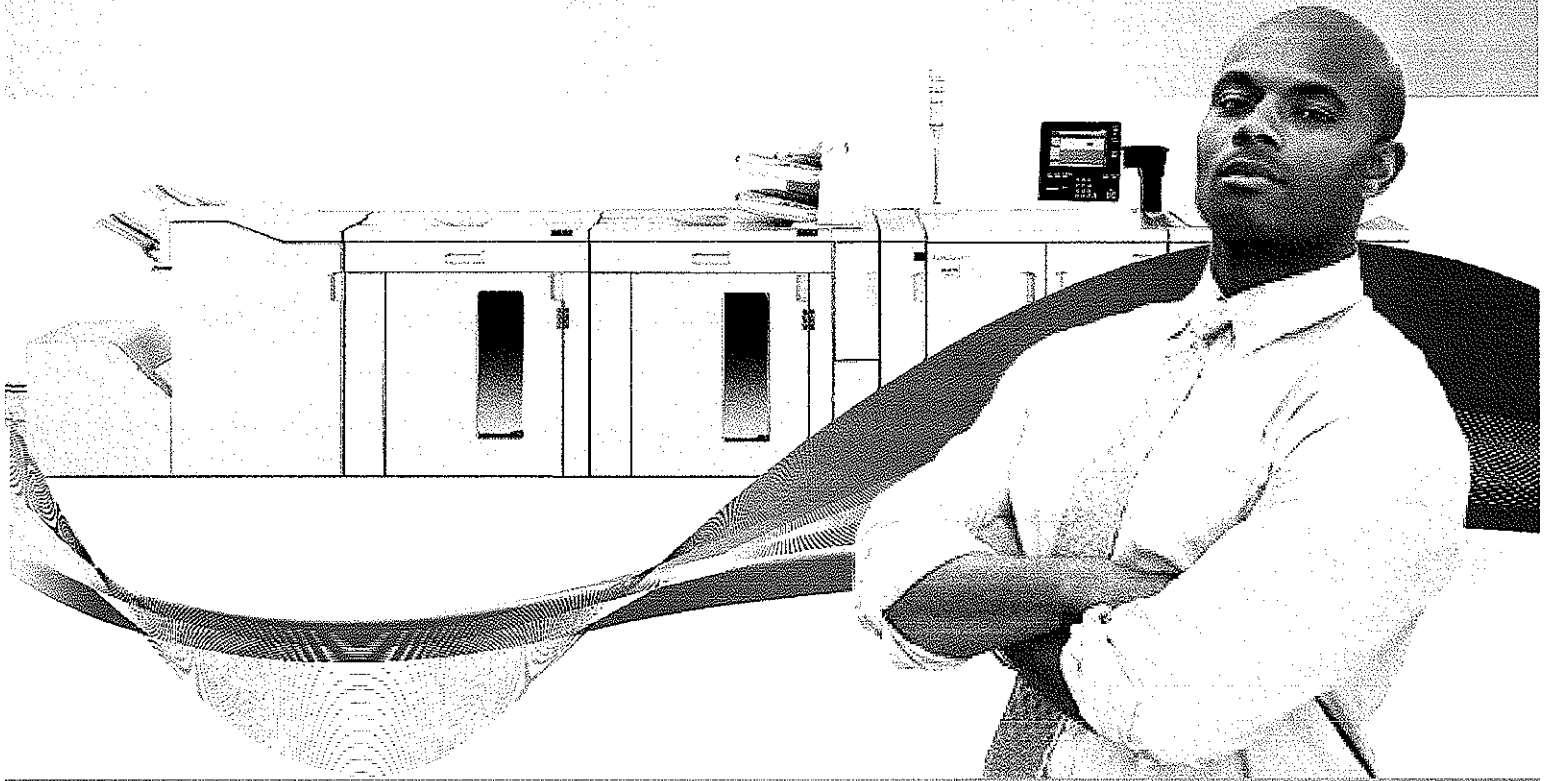
Prepared by Vince Santelli
 Phone: 724-625-2992
 E-mail: USAP@ZOOMINTERNET.NET

The information contained is deemed proprietary and solely for the State of West Virginia use only. This proposal is valid through the effective date above. All prices are in US dollars. All items are FOB ship point. Applicable taxes & freight charges are not included. If you are tax exempt, please provide the certificate with your order.



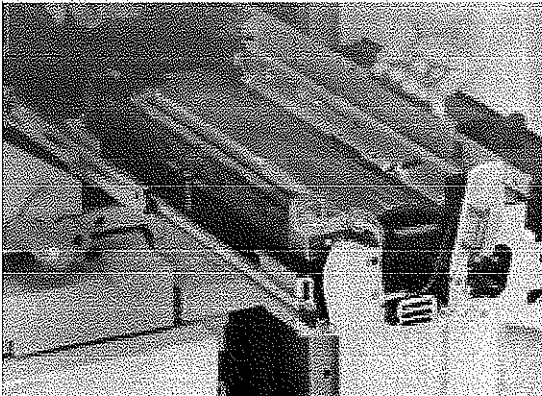
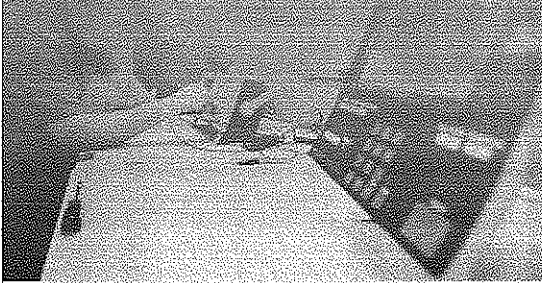
ROSETTA

TECHNOLOGIES *Knowledge Translated*



Pro Series MICR Printers

- *MICR Engineering Process* -
- *Installation and MICR Certification* -
- *Application and Technical Support* -



Rosetta Technologies has more than twenty years experience in production MICR printing systems. This document describes how Rosetta leverages this domain and application knowledge to engineer production printing systems for MICR printing, properly install and certify the systems for production, and provide ongoing support of customers' applications and the printers themselves.

MICR ENGINEERING PROCESS

The development of cut sheet printers for MICR printing is a lengthy and iterative process requiring detailed knowledge and experience in mono and dual-component electrophotography, chemistry, statistics, electrical and software engineering and manufacturing.

Rosetta's team of engineers and chemists have a combined average of more than 20 years of MICR technology experience. Their work begins six months prior to the general release of the printers. The following steps outline the methods that are used in converting printing systems like the Pro Series printers for MICR printing.

1. Standard Printer Testing

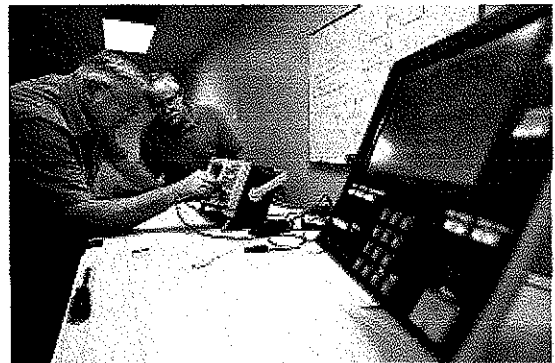
The team instruments and tests fully-configured standard versions of the printers. This extensive testing results in a performance database that characterizes the printers' operational performance parameters from first-page-out to full monthly duty cycle.

2. Data Analysis and Toner Development

The data is then analyzed and used to create a MICR toner mixture that matches the performance characteristics of the printer, while providing the signal strength, optical density, and toner adhesion and cohesion required to meet American National Standards Institute (ANSI) and bank specifications for MICR printing. It also ensures that the toner produces a competitive yield for MICR printing.

3. MICR Toner Evaluation

The candidate MICR toner is then evaluated against the criteria by periodic printing of MICR lines, which are run through a MICR verifier and a new database created to measure MICR signal strength, character formation, toner adhesion and cohesion and toner yield. This is an iterative process, often requiring changes to toner formulation. Each new candidate toner starts the process and data collection and evaluation anew.



4. MICR Font Development

At this point the E13-B and CMC 7 MICR fonts are tuned based on both print engine and toner characteristics to produce MICR characters that will pass the rigorous evaluation of a bank reader-sorter for multiple passes.

5. Pre-Production

Once the MICR toner is selected, toner bottles are filled with pre-production toner and run on the printers. The data collected from MICR line evaluation are reviewed for final acceptance. A thousand check samples are sent to a third-party check evaluation company where they are passed through a reader-sorter for a minimum of ten passes, and the data for each MICR character is recorded and evaluated. If accepted, the manufacturing specifications are developed to provide for production of the OEM MICR toner.

Once the MICR toner and printers have been fully tested and verified they are released for general availability. This comprehensive process ensures that Rosetta Technologies' products conform to the industry's most stringent standards and guarantees the highest in MICR quality for our customers. Rosetta stands behind this quality by offering a MICR Performance Guarantee.

PRO SERIES INSTALLATION AND MICR CERTIFICATION

Rosetta Technologies' engineers and MICR service technicians have developed a rigorous process that all Pro Series MICR printers undergo prior to being put into production by our customers. In keeping with our legacy of providing superior MICR products and services, Rosetta includes this exclusive Three-Point Installation and MICR Certification process at no charge with all Pro Series MICR printer purchases. This ensures that each Pro Series MICR printer is appropriately equipped to meet the specific needs of our customers.*



THREE-POINT INSTALLATION AND MICR CERTIFICATION PROCESS

1. Pre-Installation Support

A Rosetta application engineer and MICR service technician are involved in every Pro MICR printer sale prior to final purchase. This is to make certain that the scope of work has been correctly established, and a full installation plan can be developed that ensures smooth delivery and installation at the customer's site.

The first step in defining the specific requirements is the completion of a pre-installation survey. The survey can be completed by the customer or as a joint effort between Rosetta and the customer. This questionnaire identifies any and all conditions set by the customer's physical printing environment as well as datastream and application requirements.

Upon completion of the pre-installation survey, a conference call is scheduled with the customer to review the document and to discuss any custom needs or specifications.

2. MICR Conversion Process

Rosetta engineered the Pro Series to allow MICR manufacturing conversion to occur at the customer's site. This saves the customer significant time and money. Upon delivery of the unit to the installation site, the installation technician installs the printer and makes initial modifications to the physical toner interface which converts the standard printer to a MICR-only printer. The technician also loads Rosetta Promark™ MICR toner and developer, and conducts initial testing to confirm proper operation of the printer.

Once the physical elements of the installation are complete, a certified Rosetta MICR technician performs a series of electrical and mechanical modifications to the printer to complete the MICR manufacturing conversion. These changes are required in order to guarantee that printer output will adhere to ANSI MICR signal strength and character standards as well as Rosetta's own performance standards.

3. MICR Testing and Certification

Following completion of the manufacturing conversion, the MICR technician begins the MICR Testing and Certification phase. The technician carries a number of specialized tools to assist in MICR testing, including an RDM53 Check Verifier. The check verifier is used to confirm the line positioning and signal strength of the MICR output in order to guarantee its adherence to the customer's specifications as well as compliance with ANSI MICR line spacing and positioning specifications.

The technician tests the output against Rosetta's own MICR samples first and then moves on to testing every element of the customer's planned output, including each type of paper and forms that will be used, datastream output and application integration testing.

The final step of MICR Testing and Certification is the training of on-site printer operators. Training typically includes basic printer operation, proper use of Trained Customer Replacement Units (TCRU), and MICR print fundamentals (how to assess sample output, use of the Rosetta-supplied MICR gauge, et cetera). This training is fully customizable and can include the training of multiple shifts if needed.

On average testing and certification takes one-and-a-half to three days to complete.

* Applies to US customers only.

APPLICATION AND TECHNICAL SUPPORT

For most businesses, check printing is a mission-critical function. That's why Rosetta Technologies leverages its experience and domain knowledge to help customers optimize and manage their check printing environment.

1. Service Plans

Rosetta offers a variety of service options to fit our customers' individual needs. Each Pro Series plan includes the following:

- Rosetta's exclusive "1st Call" MICR phone support
- Coverage under Rosetta's MICR Performance Guarantee
- Field service covering all parts and labor

2. "1st" Call Technical Support

Rosetta's "1st Call" technical support hotline offers customers the ability to reach a MICR technician by phone 24 hours a day, 7 days a week, to address any check-printing application or quality issue. This optimizes printer uptime and gives our customers the utmost confidence in their mission-critical printing applications.

Rosetta's highly-trained hardware and software support technicians are equipped to provide the highest levels of customer support - from routine maintenance questions to specialized assistance for complex hardware and software issues.

3. MICR Performance Guarantee

Rosetta is committed to providing our customers the highest quality MICR products and services. This value statement is further extended through our MICR Performance Guarantee.

Should you experience bank-reported MICR quality or reject problems, Rosetta will work with your bank to investigate and resolve them. If we are unable to resolve the issues, Rosetta will reimburse you for fees you may be charged by your bank for rejected checks over their acceptable rate.*

4. Professional Services

Rosetta's Professional Services Group offers a wide range of services including pre-sales consultation, project management, solution implementation, application development, software training, and post technical support.

5. MICR Expertise and Consulting

Rosetta MICR toner chemists and engineers are equipped to address all technology-related issues surrounding MICR check and IRD printing. Among the services we provide:

- **MICR Document Evaluation**
Rosetta will verify proper signal level, E13B/CMC7 character integrity and spacing, line placement, and adhesion of your printed MICR output. These results can be used to show your bank that you have been performing due diligence if the quality of your output is ever questioned.
- **MICR Process Improvement**
Wondering how MICR technology can be leveraged in your business? Rosetta's experts will consult with you on how MICR solutions could improve the bottom line--from automating manual disbursement processes, to reducing post-processing steps; even improving risk management and strengthening corporate governance.
- **Paper Evaluation**
Not sure if the paper you've chosen is the best option? We'll test your paper in any Rosetta Technologies' printer to ensure optimal performance.



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* Certain restrictions apply.

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