



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header 5

List View

## General Information

## Contact

## Default Values

## Discount

## Document Information

Procurement Folder: 680754

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 0210

Vendor ID: 000000119903

SO Doc ID: ISC2000000015

Legal Name: RICOH USA INC

Published Date: 2/28/20

Alias/DBA:

Close Date: 3/4/20

Total Bid: \$758,475.75

Close Time: 13:30

Response Date: 03/04/2020

Status: Closed

Response Time: 10:04

Solicitation Description: Addendum 2-Workflow Automation  
Softw are (OT20088)

Total of Header Attachments: 5

Total of All Attachments: 5



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	CNTRCT ITEM 1: RDP Workflow Automation Software or Equal	1.00000	EA	\$474,500.000000	\$474,500.00

Comm Code	Manufacturer	Specification	Model #
43233700			

<b>Extended Description :</b>	3.1.1 Contract Item 1: Ricoh Process Director (RPD) Workflow Automation Software, or Equal. 3.1.1.1 The Vendor must provide a quantity of (1) Ricoh Process Director (RPD) Workflow Automation Software, or Equal. 3.1.1.1.1 The Vendor must provide annual licensing that includes the following: Production, Test/RU, and Cold Backup.
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**Comments:** Includes all software licensing and professional services

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	OPT Renew Y2: RDP Workflow Automation Software or Equal	1.00000	EA	\$23,557.000000	\$23,557.00

Comm Code	Manufacturer	Specification	Model #
43233700			

<b>Extended Description :</b>	3.1.1 Contract Item 1: Ricoh Process Director (RPD) Workflow Automation Software, or Equal. 3.1.1.1 The Vendor must provide a quantity of (1) Ricoh Process Director (RPD) Workflow Automation Software, or Equal. 3.1.1.1.1 The Vendor must provide annual licensing that includes the following: Production, Test/RU, and Cold Backup.
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**Comments:** Optional renewal year 2 subscription

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	OPT Renew Y3: RDP Workflow Automation Software or Equal	1.00000	EA	\$23,729.000000	\$23,729.00

Comm Code	Manufacturer	Specification	Model #
43233700			

<b>Extended Description :</b>	3.1.1 Contract Item 1: Ricoh Process Director (RPD) Workflow Automation Software, or Equal. 3.1.1.1 The Vendor must provide a quantity of (1) Ricoh Process Director (RPD) Workflow Automation Software, or Equal. 3.1.1.1.1 The Vendor must provide annual licensing that includes the following: Production, Test/RU, and Cold Backup.
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**Comments:** Optional yr 3 subscription



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	OPT Renew Y4: RDP Workflow Automation Software or Equal	1.00000	EA	\$23,905.000000	\$23,905.00

Comm Code	Manufacturer	Specification	Model #
43233700			

Extended Description :	3.1.1 Contract Item 1: Ricoh Process Director (RPD) Workflow Automation Software, or Equal. 3.1.1.1 The Vendor must provide a quantity of (1) Ricoh Process Director (RPD) Workflow Automation Software, or Equal. 3.1.1.1.1 The Vendor must provide annual licensing that includes the following: Production, Test/RU, and Cold Backup.
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**Comments:** Optional yr 4 subscription

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	CNTRCT ITEM 2: Annual Maintenance and Support - Initial	1.00000	EA	\$0.000000	\$0.00

Comm Code	Manufacturer	Specification	Model #
43233700			

Extended Description :	3.1.2 Contract Item 2: Maintenance and Support. 3.1.2.1 The Vendor must provide annual maintenance and support. Maintenance and support will feature the following: For complete details see attached specifications.
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**Comments:** All software maintenance and support is included for the first year.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	OPT Renew Y2: Annual Maintenance and Support	1.00000	EA	\$70,928.250000	\$70,928.25

Comm Code	Manufacturer	Specification	Model #
43233700			

Extended Description :	3.1.2 Contract Item 2: Maintenance and Support. 3.1.2.1 The Vendor must provide annual maintenance and support. Maintenance and support will feature the following: For complete details see attached specifications.
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**Comments:** Optional yr 2 maintenance and support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	OPT Renew Y3: Annual Maintenance and Support	1.00000	EA	\$70,928.250000	\$70,928.25

Comm Code	Manufacturer	Specification	Model #
43233700			

Extended Description :	3.1.2 Contract Item 2: Maintenance and Support. 3.1.2.1 The Vendor must provide annual maintenance and support. Maintenance and support will feature the following: For complete details see attached specifications.
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**Comments:**    Optional yr 3 maintenance and support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	OPT Renew Y4: Annual Maintenance and Support	1.00000	EA	\$70,928.250000	\$70,928.25

Comm Code	Manufacturer	Specification	Model #
43233700			

Extended Description :	3.1.2 Contract Item 2: Maintenance and Support. 3.1.2.1 The Vendor must provide annual maintenance and support. Maintenance and support will feature the following: For complete details see attached specifications.
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**Comments:**    Optional yr 4 maintenance and support



Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Request for Quotation  
21 — Info Technology

Proc Folder: 680754

Doc Description: Addendum 2-Workflow Automation Software (OT20088)

Proc Type: Central Contract - Fixed Amt

Date Issued	Solicitation Closes	Solicitation No	Version
2020-02-28	2020-03-04 13:30:00	CRFQ 0210 ISC2000000015	3

**BID RECEIVING LOCATION**

BID CLERK  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON ST E  
CHARLESTON WV 25305  
US

**VENDOR**

**Vendor Name, Address and Telephone Number:**

RICOH USA, INC.  
8701 PARK CENTRAL DRIVE SUITE 500  
RICHMOND, VA. 23227  
804.727.5100

**FOR INFORMATION CONTACT THE BUYER**

Jessica S Chambers  
(304) 558-0246  
jessica.s.chambers@wv.gov

Signature X

FEIN # 23-0334400

DATE

3/3/20

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION:**

## Addendum

Addendum No 02 is being issued to publish the HIPAA Business Associate Addendum that was omitted from the specifications in error

No other changes

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The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Technology to establish a contract for the purchase of Ricoh Process Director Workflow Automation Software, or Equal, with 24/7 Maintenance and Support per the terms and conditions and specifications as attached

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	IS&C - CHIEF FINANCIAL OFFICER DEPARTMENT OF ADMINISTRATION BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	CNTRCT ITEM 1 RDP Workflow Automation Software or Equal	1 00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

**Extended Description .**

3 1 1 Contract Item 1 Ricoh Process Director (RPD) Workflow Automation Software, or Equal

3 1 1 1 The Vendor must provide a quantity of (1) Ricoh Process Director (RPD) Workflow Automation Software, or Equal

3 1 1 1 1 The Vendor must provide annual licensing that includes the following Production, Test/RU, and Cold Backup

For complete details see attached specifications

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	IS&C - CHIEF FINANCIAL OFFICER DEPARTMENT OF ADMINISTRATION BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	OPT Renew Y2 RDP Workflow Automation Software or Equal	1 00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

**Extended Description**

3 1 1 Contract Item 1 Ricoh Process Director (RPD) Workflow Automation Software, or Equal

3 1 1 1 The Vendor must provide a quantity of (1) Ricoh Process Director (RPD) Workflow Automation Software, or Equal

3 1 1 1 1 The Vendor must provide annual licensing that includes the following Production, Test/RU, and Cold Backup  
For complete details see attached specifications

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	IS&C - CHIEF FINANCIAL OFFICER DEPARTMENT OF ADMINISTRATION BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	OPT Renew Y3 RDP Workflow Automation Software or Equal	1 00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

Extended Description .  
3 1 1 Contract Item 1 Ricoh Process Director (RPD) Workflow Automation Software, or Equal  
3 1 1 1 The Vendor must provide a quantity of (1) Ricoh Process Director (RPD) Workflow Automation Software, or Equal  
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For complete details see attached specifications

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	IS&C - CHIEF FINANCIAL OFFICER DEPARTMENT OF ADMINISTRATION BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	OPT Renew Y4 RDP Workflow Automation Software or Equal	1 00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

Extended Description  
3 1 1 Contract Item 1 Ricoh Process Director (RPD) Workflow Automation Software, or Equal  
3 1 1 1 The Vendor must provide a quantity of (1) Ricoh Process Director (RPD) Workflow Automation Software, or Equal  
3 1 1 1 1 The Vendor must provide annual licensing that includes the following Production, Test/RU, and Cold Backup  
For complete details see attached specifications

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	IS&C - CHIEF FINANCIAL OFFICER DEPARTMENT OF ADMINISTRATION BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	CNTRCT ITEM 2 Annual Maintenance and Support - Initial	1 00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

**Extended Description .**

3 1 2 Contract Item 2 Maintenance and Support

3 1 2 1 The Vendor must provide annual maintenance and support Maintenance and support will feature the following

For complete details see attached specifications

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	IS&C - CHIEF FINANCIAL OFFICER DEPARTMENT OF ADMINISTRATION BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	OPT Renew Y2 Annual Maintenance and Support	1 00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

**Extended Description .**

3 1 2 Contract Item 2 Maintenance and Support

3 1 2 1 The Vendor must provide annual maintenance and support Maintenance and support will feature the following

For complete details see attached specifications

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	IS&C - CHIEF FINANCIAL OFFICER DEPARTMENT OF ADMINISTRATION BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
7	OPT Renew Y3 Annual Maintenance and Support	1 00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

**Extended Description**

3 1 2 Contract Item 2 Maintenance and Support

3 1 2 1 The Vendor must provide annual maintenance and support Maintenance and support will feature the following

For complete details see attached specifications

INVOICE TO	SHIP TO
DEPARTMENT OF ADMINISTRATION OFFICE OF TECHNOLOGY 1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR CHARLESTON WV25305 US	IS&C - CHIEF FINANCIAL OFFICER DEPARTMENT OF ADMINISTRATION BLDG 5, 10TH FLOOR 1900 KANAWHA BLVD E CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
8	OPT Renew Y4 Annual Maintenance and Support	1 00000	EA		

Comm Code	Manufacturer	Specification	Model #
43233700			

**Extended Description**

3 1 2 Contract Item 2 Maintenance and Support

3 1 2 1 The Vendor must provide annual maintenance and support Maintenance and support will feature the following

For complete details see attached specifications

**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Technical Question Deadline	2020-02-27

ISC2000000015	<b>Document Phase</b> Final	<b>Document Description</b> Addendum 2-Workflow Automation Software (OT20088)	<b>Page 6 of 6</b>
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#### ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



**SOLICITATION NUMBER:** CRFP ISC2000000015

**Addendum Number:** No.02

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The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

**Description of Modification to Solicitation:**

Addendum issued to publish and distribute the attached documentation to the vendor community.

1 The purpose of this addendum is to address all technical questions received.

No additional changes.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# ATTACHMENT A

## CRFQ ISC20\*15

### Technical Questions

1) 3.1.1.11 —Since there are no Xerox printer devices in the fleet, can the XPX & XPIF requirements, specific to Xerox, be removed as we see no reason for their inclusion?

A: Yes, it can be removed.

2) 3.1.2.6.1 - How many operators would need to be trained? How many administrators would need to be trained? Is training on multiple shifts required?

A: 4 operators, 2 administrators. Training would be required on multiple shifts.

3) 3.2 — Professional Services— Can you confirm the requirement for the awarded vendor to provide/deliver the necessary professional services to implement all capabilities as specified?

A: The specified requirement is 3.1.2.6. There does not need to be any hourly rates for this service. It should be included in the total bid pricing.

4) General Terms & Conditions, #14, Payment in Arrears — Since the RFQ response will be quoted inclusive of both licensing and services, and since licensing is delivered electronically prior to services, can we invoice separately for licenses in arrears after delivery and invoice for services performed in arrears but not to exceed the total RFQ bid amount?

A: Yes, invoices for licensing and services can be sent separately.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.:** \_\_\_\_\_

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

<input type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

\_\_\_\_\_  
RICOH USA, INC.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Authorized Signature

3/3/20

\_\_\_\_\_  
Date

**NOTE:** This addendum acknowledgment should be submitted with the bid to expedite document processing.  
Revised 6/8/2012

## INSTRUCTIONS TO VENDORS SUBMITTING BIDS

**1. REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

**2. MANDATORY TERMS:** The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

**3. PREBID MEETING:** The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting

Revised 01/09/2020

are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

**4. VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted e-mails should have solicitation number in the subject line.

Question Submission Deadline: February 27, 2020 at 9:00 AM (EST)

Submit Questions to: Jessica Chambers  
2019 Washington Street, East  
Charleston, WV 25305  
Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)  
Email: [Jessica.S.Chambers@wv.gov](mailto:Jessica.S.Chambers@wv.gov)

**5. VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

**6. BID SUBMISSION:** All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOASIS, hand delivery, delivery by courier, or facsimile.

The bid delivery address is:  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

A bid that is not submitted electronically through wvOASIS should contain the information listed below on the face of the envelope or the bid may be rejected by the Purchasing Division.:

SEALED BID:  
BUYER: Jessica Chambers  
SOLICITATION NO.: CRFQ ISC2000000015  
BID OPENING DATE: 03/04/2020  
BID OPENING TIME: 1:30 PM (EST)  
FAX NUMBER: (304)558-3970

Revised 01/09/2020



The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression or Interest or Request for Proposal is not permitted in wvOASIS.

**For Request For Proposal ("RFP") Responses Only:** In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus \_\_\_\_\_ convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: (This only applies to CRFP)

☐ Technical

☐ Cost

**7. BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: March 4, 2020 at 1:30 PM (EST)

Bid Opening Location: Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130

**8. ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**9. BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

**10. ALTERNATE MODEL OR BRAND:** Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the

equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

☐ This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

**11. EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

**12. COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

**13. REGISTRATION:** Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

**14. UNIT PRICE:** Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

**15. PREFERENCE:** Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at:

<http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

**15A. RECIPROCAL PREFERENCE:** The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: <http://www.state.wv.us/admin/purchase/vrc/Venpref.pdf>.

**16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or



minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

**17. WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

**18. ELECTRONIC FILE ACCESS RESTRICTIONS:** Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires, and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

**19. NON-RESPONSIBLE:** The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform, or lacks the integrity and reliability to assure good-faith performance.”

**20. ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

**21. YOUR SUBMISSION IS A PUBLIC DOCUMENT:** Vendor’s entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled “confidential,” “proprietary,” “trade secret,” “private,” or labeled with any other claim against public disclosure of the documents, to include any “trade secrets” as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

**22. INTERESTED PARTY DISCLOSURE:** West Virginia Code § 6D-1-2 requires that the vendor submit to the Purchasing Division a disclosure of interested parties to the contract for all contracts with an actual or estimated value of at least \$1 Million. That disclosure must occur on the form prescribed and approved by the WV Ethics Commission prior to contract award. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

**23. WITH THE BID REQUIREMENTS:** In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

## **GENERAL TERMS AND CONDITIONS:**

- 1. CONTRACTUAL AGREEMENT:** Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.
- 2. DEFINITIONS:** As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.
  - 2.1. "Agency" or "Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.
  - 2.2. "Bid" or "Proposal"** means the vendors submitted response to this solicitation.
  - 2.3. "Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.
  - 2.4. "Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.
  - 2.5. "Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.
  - 2.6. "Award Document"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.
  - 2.7. "Solicitation"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
  - 2.8. "State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.
  - 2.9. "Vendor" or "Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

**3. CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

**Initial Contract Term:** This Contract becomes effective on upon award and extends for a period of one (1) year(s).

**Renewal Term:** This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for \_\_\_\_\_ successive \_\_\_\_\_ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

**Delivery Order Limitations:** In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within \_\_\_\_\_ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within \_\_\_\_\_ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that maintenance, monitoring, or warranty services will be provided for \_\_\_\_\_ year(s) thereafter.

☐ **One Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Other:** See attached.

**4. NOTICE TO PROCEED:** Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

**5. QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☐ **Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. 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.

☒ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

**6. EMERGENCY PURCHASES:** The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

**7. REQUIRED DOCUMENTS:** All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

☐ **BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

☐ **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Purchasing Division prior to Contract award.

☐ **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable. Notwithstanding the foregoing, West Virginia Code § 5-22-1 (d) mandates that a vendor provide a performance and labor/material payment bond for construction projects. Accordingly, substitutions for the performance and labor/material payment bonds for construction projects is not permitted.

☐ **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

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The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

**8. INSURANCE:** The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below and must include the State as an additional insured on each policy prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000 per occurrence.

☒ **Automobile Liability Insurance** in at least an amount of: \$1,000,000 per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: \_\_\_\_\_ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: \_\_\_\_\_ per occurrence.

☐ **Aircraft Liability** in an amount of: \_\_\_\_\_ per occurrence.

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Notwithstanding anything contained in this section to the contrary, the Director of the Purchasing Division reserves the right to waive the requirement that the State be named as an additional insured on one or more of the Vendor's insurance policies if the Director finds that doing so is in the State's best interest.

**9. WORKERS' COMPENSATION INSURANCE:** The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

**10. [Reserved]**

**11. LIQUIDATED DAMAGES:** This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ \_\_\_\_\_ for \_\_\_\_\_

☐ Liquidated Damages Contained in the Specifications

**12. ACCEPTANCE:** Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

**13. PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

**14. PAYMENT IN ARREARS:** Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

**15. PAYMENT METHODS:** Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)



**16. TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

**17. ADDITIONAL FEES:** Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

**18. FUNDING:** This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

**19. CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

**20. TIME:** Time is of the essence with regard to all matters of time and performance in this Contract.

**21. APPLICABLE LAW:** This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

**22. COMPLIANCE WITH LAWS:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

**SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

**23. ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

- 24. MODIFICATIONS:** This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.
- 25. WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.
- 26. SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.
- 27. ASSIGNMENT:** Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.
- 28. WARRANTY:** The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.
- 29. STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.
- 30. PRIVACY, SECURITY, AND CONFIDENTIALITY:** The Vendor agrees that it 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/default.html>.

**31. YOUR SUBMISSION IS A PUBLIC DOCUMENT:** Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

**DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.**

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

**32. LICENSING:** In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor 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, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

**SUBCONTRACTOR COMPLIANCE:** Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

**33. ANTITRUST:** In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to 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 Vendor.

**34. VENDOR CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

**35. VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

**36. INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

**37. PURCHASING AFFIDAVIT:** In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Purchasing Division affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

**38. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"), provided that both the Other Government Entity and the Vendor agree. Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

**39. CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

**40. REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☐ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at [purchasing.requisitions@wv.gov](mailto:purchasing.requisitions@wv.gov).

**41. BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Revised 01/09/2020



Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

**42. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS:** Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
- c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

**43. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL:** In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a

“substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

**44. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE:** W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the vendor must submit to the Agency a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-award interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

**45. PROHIBITION AGAINST USED OR REFURBISHED:** Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

GREGORY EVERETT ACCOUNT MANAGER

(Name, Title)

GREGORY EVERETT, ACCOUNT MANAGER

(Printed Name and Title)

11 ACE DRIVE ROMNEY, WV. 26757

(Address)

304.590.3628

(Phone Number) / (Fax Number)

GREGORY.S.EVERETT@RICOH-USA.COM

(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

RICOH USA, INC.

(Company)

(Authorized Signature) (Representative Name, Title)

CHRISTOPHER KERSEY, Vice President DMV

(Printed Name and Title of Authorized Representative)

(Date)

804-727-5108

(Phone Number) (Fax Number)



REQUEST FOR QUOTATION  
**Ricoh Process Director Workflow Automation Software or Equal**

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**SPECIFICATIONS**

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Office of Technology to establish a contract for the purchase of Ricoh Process Director Workflow Automation Software, or Equal, with 24/7 Maintenance and Support.

**CURRENT ENVIRONMENT:** The WVOT current owns and maintains the following:

- Quantity 2 - InfoPrint 4000 Continuous Feed Printers
- Quantity 2 - Kodak Digimaster EX125 Cut Sheet Printers
- Quantity 1 - Ricoh Pro C751EX Cut Sheet Color Printer
- Quantity 1 - Ricoh Pro C901+ Graphic Art Series Cut Sheet Color Printer
- Quantity 1 - Ricoh Pro 9210 Graphic Arts Series

- 2. DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

**2.1 “ADF”** means Automated Document Factory.

**2.2 “AFP”** means Advanced Function Printing.

**2.3 “Agency”** means the West Virginia Office of Technology.

**2.4 “Business Hours”** means Monday - Friday 8:00 AM to 5:00 PM EST excluding weekends and Federal and State holidays, which are as follows:

- New Year’s Day (January 1)
- Martin Luther King Day (Third Monday in January)
- President’s Day (Third Monday in February)
- Memorial Day (Last Monday in May)
- West Virginia Day (June 20)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Columbus Day (Second Monday in October)
- Veterans Day (November 11)
- Thanksgiving (Fourth Thursday in November)
- Day After Thanksgiving (Fourth Friday in November)
- Christmas Day (December 25)

**2.5 “CASS”** means Coding Accuracy Support System.

**2.6 “Closed Loop”** means a control system with devices such as mailing inserters, that automatically regulates a process to a desired point without human interaction.

**2.7 “Contract Item”** means Ricoh Process Director (RPD) Workflow Automation Software, or equal, as specified below.

**2.8 “FJDF”** means Fiery Job Definition Format.

**2.9 “FTP”** means File Transfer Protocol.

**2.10 “Groovy Script”** means object-oriented programming language used for Java platform.

REQUEST FOR QUOTATION  
**Ricoh Process Director Workflow Automation Software or Equal**

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- 2.11 **"Hot folder"** means a folder with predefined settings, allows to print multiple/frequent jobs and layouts.
- 2.12 **"IPDS"** means Intelligent Printer Data Stream.
- 2.13 **"Java Script"** means object-oriented programming language.
- 2.14 **"JDF"** means Job Definition Format.
- 2.15 **"JMF"** means Job Messaging Format.
- 2.16 **"LCDS"** means Line Condition Data Stream.
- 2.17 **"LDAP"** means Lightweight Directory Access Protocol.
- 2.18 **"MIME"** means Multipurpose Internet Mail Extensions.
- 2.19 **"MVS"** means Multiple Virtual Storage.
- 2.20 **"NCOA"** means National Change of Address.
- 2.21 **"PAVE"** means Presort Accuracy Validation and Evaluation.
- 2.22 **"PPD"** means Postscript Printer Description.
- 2.23 **"Pricing Pages"** means the schedule of prices, estimated order quantity, and totals contained in wvOASIS or attached hereto as Exhibit A and used to evaluate the Solicitation responses.
- 2.24 **"PS"** means PostScript.
- 2.25 **"PDF"** means Portable Document Format.
- 2.26 **"REST"** means Representational State Transfer.
- 2.27 **"SFTP"** means Secure File Transfer Protocol.
- 2.28 **"SLA"** means Service Level Agreement.
- 2.29 **"SOAP"** means Simple Object Access Protocol.
- 2.30 **"Solicitation"** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
- 2.31 **"Whitepaper workflow"** means creating forms such as preprinted, on plain white paper.
- 2.32 **"USPS"** means United States Postal Service.
- 2.33 **"XPIF"** means Xerox Printing Instruction Format.
- 2.34 **"XRX"** means Xerox Corporation.

**3. GENERAL REQUIREMENTS:**

- 3.1 Mandatory Contract Item Requirements:** Contract Item must meet or exceed the mandatory requirements listed below.

**3.1.1 Contract Item 1: Ricoh Process Director (RPD) Workflow Automation Software, or Equal.**

- 3.1.1.1** The Vendor must provide a quantity of (1) Ricoh Process Director (RPD) Workflow Automation Software, or Equal.

- 3.1.1.1.1** The Vendor must provide annual licensing that includes the following: Production, Test/RU, and Cold Backup.

REQUEST FOR QUOTATION  
**Ricoh Process Director Workflow Automation Software or Equal**

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- 3.1.1.2** Software must be one integrated user interface and database that manages the entire ADF workflow, from receipt of data through insertion and delivery to the mail stream.
- 3.1.1.3** Software must provide the ability to process and manipulate data in AFP and PDF native formats without transform.
- 3.1.1.4** Software must allow mainframe print integration through AFP Download Plus or MVS Download.
- 3.1.1.5** Software must allow LCDS or Metacode data streams transform to AFP.
- 3.1.1.6** Software must provide a fully integrated workflow builder that enables building and editing using a drag-and-drop solution.
- 3.1.1.7** Software must provide the ability to build new workflows without use of consulting services, as changes to the job requirement environment dictate. The Agency desires scalability for new job or application types based on the job's requirements.
- 3.1.1.8** Software must provide visibility via computer screen of a job on the current step in the workflow, the path followed to get to the current step, and the predicted path that job will take during the remainder of the workflow.
- 3.1.1.9** Software must integrate with print output management functionality that enables the management of print queues for both cutsheet and continuous feed devices with the ability to receive real-time notifications for jobs and printers.
- 3.1.1.10** Software must include the capability to support JDF, including inbound PDF+JDF, create JDF for a job during the workflow based on job and document attributes, and MIME with JDF/JMF/PDF combinations.
- 3.1.1.11** Software must integrate the capability to produce cutsheet device specific output for XPIF, XRX, KDK, FJDF, JDF and custom PostScript (though the use of PPD's).
- 3.1.1.12** Software must integrate AFP print driver for generating the required IPDS and establishing the communications with IPDS printers.
- 3.1.1.13** Software must integrate job viewer that supports viewing PDF and AFP file formats natively including documents for reprint.
- 3.1.1.14** Software must include post composition tools for PDF and AFP (index, add content, hide content, create page groups, define page-level exceptions
- 3.1.1.15** Software must provide LDAP and Active Directory support.

REQUEST FOR QUOTATION  
**Ricoh Process Director Workflow Automation Software or Equal**

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- 3.1.1.16** Software must provide support for Agency defined JavaScript and Groovy scripts.
- 3.1.1.17** Software must provide SLA management notifications based on speed and processing time.
- 3.1.1.18** Software must provide embedded Datalogics PDF manipulation capabilities.
- 3.1.1.19** Software must provide editable reporting data for printers, jobs and documents stored in PostgreSQL data base.
- 3.1.1.20** Software must support PDF 2.0.
- 3.1.1.21** Software must allow tray calls in PostScript and AFP files when transforming jobs to PDF. IPv6 support.
- 3.1.1.22** Software must provide secure FTP (SFTP) support to receive jobs and for workflow steps that push to or pull from SFTP sites. Must be able to secure landing zones (Yellow and Red) for PII and PHI data.
- 3.1.1.23** Software must have the ability to separate work into different locations or secure areas and limit what users can see jobs, printers and inserters in each location.
- 3.1.1.24** Software must have the ability to pass data to programs that use hot folders for input and output.
- 3.1.1.25** Software must provide capability to allow for simple migration to a whitepaper workflow using pre-printed forms overlay tool. Users can print PDF or AFP jobs on plain paper that previously required preprinted forms with composition.
- 3.1.1.26** Software must include the ability to send and receive control and results from file-based insertion equipment providing a “closed loop” process. Automated reprints must be created resulting from damaged pieces on the previous insertion run.
- 3.1.1.27** Software must manage reprints from printer paper jams through inserter damages with audit tracking of each piece without recomposing.
- 3.1.1.28** Software must provide seamless integration with a Postal Optimization Software application, such as BCC Mail Manager or Pitney Bowes Business Manager, to run many mail-automation processes (CASS, NCOA, PAVE, Track N Trace.)
- 3.1.1.29** Software must have the capability to automatically upload Mail.dat to the USPS.
- 3.1.1.30** Software must have capability to commingle production jobs and combine documents as necessary to achieve more efficient production operations and postage savings.

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**Ricoh Process Director Workflow Automation Software or Equal**

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- 3.1.1.31 Software must have option to utilize integrated-workflow scripting.
- 3.1.1.32 Software must have RESTful and SOAP Web Services capability to allow production workflows to call REST or SOAP web services to exchange data with 3<sup>rd</sup> party applications.
- 3.1.1.33 Software must support installation on Windows, Linux and AIX operating systems.
- 3.1.1.34 Vendor must provide Agency with server sizing recommendations.
- 3.1.1.35 Software must be capable of being hosted WVOT-owned virtualized server environment.
- 3.1.1.36 Software must provide role-based access to operator functions to remove permissions from groups of users.
- 3.1.1.37 Software must have the ability to send emails when pre-defined conditions are met, or alerts can advise on problematic situations.
- 3.1.1.38 Software or workflow automation tool must be brand agnostic. Vendor must identify Any proprietary requirements or pre-requisites.
- 3.1.1.39 Agency requires one production system, one Test/Restricted Use system, and one cold back up system. System definitions above are defined as follows:
  - 3.1.1.39.1 PRODUCTION: Used for the actual production of print and insertion jobs.
  - 3.1.1.39.2 TEST/RESTRICTED USE (RU): Used for testing version upgrades, new workflow applications, and bug fixes.
  - 3.1.1.39.3 COLD BACKUP: Used in case the production system fails.
- 3.1.1.40 Vendor must include in their bid the cost of optional Annual renewals for years 2, 3, and 4. These optional Annual renewals will be mutually agreed upon, initiated on Agency request, and authorized under the authority of the Purchasing Division.

**3.1.2 Contract Item 2: Maintenance and Support.**

- 3.1.2.1 The Vendor must provide annual maintenance and support. Maintenance and support will feature the following:
- 3.1.2.2 Vendor must provide 24x7 service via phone, chat, and email, with 2-hour call-back windows for any issue.

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**Ricoh Process Director Workflow Automation Software or Equal**

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- 3.1.2.3 Vendor must be part of the AFP Consortium and provide attestation of this upon request.
  - 3.1.2.4 Vendor must have dedicated product support and development within the US.
  - 3.1.2.5 Vendor must provide an end to end solution provider for both hardware (continuous feed inkjet, sheet-fed toner, and wide format) and the workflow solutions that drive print devices.
  - 3.1.2.6 Vendor must include a project manager, solutions architect, and development resources in order properly install and ensure function of software.
    - 3.1.2.6.1 The Vendor will be responsible for all costs as it relates to time and materials, labor costs, architecture, development, training, and travel expenses. These costs must be included with vendors bid.
  - 3.1.2.7 The vendor must have the ability to maintain a dedicated clone of the Agencies environment for issue resolution and testing at their premises.
  - 3.1.2.8 Vendor must include in their bid the cost of optional Annual renewals for years 2, 3, and 4. These optional Annual renewals will be mutually agreed upon, initiated on Agency request, and authorized under the authority of the Purchasing Division.
- 3.1.3 Business Associate Addendum.**
- 3.1.3.1 Vendor must sign an executed Business Associate Addendum (BAA) (copy included with solicitation) will be required prior to award.
- 3.1.4 Alternative 'or Equal' Submission**
- 3.1.4.1 Vendor must include alternate brand information with alternative part numbers in comment section of Pricing Page on wvOASIS. The Vendor should include alternate brand information documentation with bid response, but documentation may be requested prior to award.
  - 3.1.4.2 Vendor will assume any costs related to any required installation of new software, hardware and/or training of the alternate submission provided as part of this agreement.
- 3.1.5 Acceptance of System**



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- 3.1.5.1** If the test period produces no issues at a minimum, the agency will issue a Letter of Acceptance of the system, and the contract and warranty period would start at that time.

Prior to an acceptance of the system the following criteria must be met: (1.) successful testing of all components, validating full functionality.

Once acceptance of the system is agreed to by Agency and the Vendor. The Agency will issue a request for Change Order to the West Virginia Purchasing Division stating acceptance of the system thereby beginning the first (1) year warranty.

Bids will be evaluated based on total bid amount. Years 2, 3, and 4 of maintenance will be issued via change order.

#### **4. PRICING PAGE**

- 4.1 Contract Award:** The Contract is intended to provide Agencies with a purchase price for the Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.

**Contract will be evaluated on all lines but only awarded on first year.**

Renewal options for years 2, 3, and 4 will be initiated by the Agency, agreed to by the Vendor and processed by the West Virginia Purchasing Division as Change Orders for subsequent years.

- 4.2 Pricing Page:** Vendor should complete the Pricing Page by providing the annual cost for the software, and cost for annual maintenance and support. The Vendor must provide hourly cost for Advanced Services Practice Labor, or Equal. The Vendor must include the cost for optional renewal years 2, 3, and 4. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

Any product or service not on the Agency provided Cost Sheet will not be allowable. The state cannot accept alternate pricing pages, failure to use Exhibit A Cost Sheet could lead to disqualification of vendors bid.

Vendor should provide with their bid a copy of any and all Software Terms and Conditions or licenses that the State of West Virginia or the Agency will have to agree to or accept as a part of this solicitation. This information will be required before contract is issued.

REQUEST FOR QUOTATION  
**Ricoh Process Director Workflow Automation Software or Equal**

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Vendor should include a copy of any Maintenance Terms and Conditions or Licenses that the State of West Virginia or the Agency will be required to agree to and accept as a part of this solicitation. This information will be required before contract is issued.

Vendor should type or electronically enter the information into the Pricing Page to prevent errors in the evaluation.

**5. PAYMENT:**

- 5.1 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

**6. DELIVERY AND RETURN:**

- 6.1 Shipment and Delivery:** Vendor shall ship the Contract Items immediately after being awarded this Contract and receiving a purchase order or notice to proceed. Vendor shall deliver the Contract Items within 15 working days after receiving a purchase order or notice to proceed. Contract Items must be delivered to Agency at 1900 Kanawha Blvd E, Bldg 6, RM B148, Charleston WV 25305.

- 6.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.

- 6.3 Delivery Payment/Risk of Loss:** Vendor shall deliver the Contract Items F.O.B. destination to the Agency's location.

- 6.4 Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.



REQUEST FOR QUOTATION  
**Ricoh Process Director Workflow Automation Software or Equal**

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- 6.5 Return Due to Agency Error:** Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

**7. VENDOR DEFAULT:**

- 7.1** The following shall be considered a vendor default under this Contract.
- 7.1.1** Failure to provide Contract Items in accordance with the requirements contained herein.
  - 7.1.2** Failure to comply with other specifications and requirements contained herein.
  - 7.1.3** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 7.2** Failure to remedy deficient performance upon request.
- 7.2.1** The following remedies shall be available to Agency upon default.
  - 7.2.2** Immediate cancellation of the Contract.
  - 7.2.3** Immediate cancellation of one or more release orders issued under this Contract.
  - 7.2.4** Any other remedies available in law or equity.

STATE OF WEST VIRGINIA  
Purchasing Division  
**PURCHASING AFFIDAVIT**

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL CONTRACTS:** Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

**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.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"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 exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: RICOH-USA, INC

Authorized Signature: \_\_\_\_\_

Date: 2/26/20

State of Virginia

County of Henrico

to-wit:

Taken, subscribed, and sworn to before me this 26th day of February, 2020.

My Commission expires 8/31, 2023.

AFFIX SEAL HERE

SANDRA D. MASON  
NOTARY PUBLIC  
REG. #7055744  
COMMONWEALTH OF VIRGINIA  
MY COMMISSION EXPIRES August 31, 2023

NOTARY PUBLIC Sandra D. Mason

*Purchasing Affidavit (Revised 01/19/2018)*

Cover Letter &  
Executive Summary  
for the State of West  
Virginia CRFQ #  
0210ICS2000000015

March 4, 2020

**RICOH**  
imagine. change.



March 4, 2020

Ms. Jessica S Chambers  
State of West Virginia  
Department of Administration- Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305

RE: CRFQ 0210 ISC2000000015 – Workflow Automation Software

Dear Jessica:

Ricoh is pleased to provide the following response to the above RFQ for Workflow Automation Software. Our response includes the software, the services, and the annual support for the next four years in accordance with both your technical and instructional requirements.

Our response package contains both essential State of West Virginia requirements as well as some optional documentation to provide added insight into our compliant solution and capabilities. A summary of our submittal material includes the following documentation:

- Signed Bid Documents
- Signed Addendums
- Electronic Submission of Pricing via Oasis
- Ricoh Process Director (RPD) Brochure
- RPD End User License Agreement
- RPD Licensing Information
- Cover Letter & Executive Summary – Value Proposition
- Solution Direction Document (SDD) – This contains our responses to each requirement in the State's specifications

Please let us know if you have any questions. We look forward to working with you and the State's team on the successful introduction of RPD into your workflows and business operations if awarded the project. Thank you again for your time and consideration.

Sincerely,

**Joe DiRocco**  
Solutions Executive - Software & Services  
**RICOH USA, Inc.**  
Cell: 703-659-5370  
[joe.dirocco@ricoh-usa.com](mailto:joe.dirocco@ricoh-usa.com)

**Mike Kovach**  
Consulting Architect  
**RICOH USA, Inc.**  
513-630-3783  
[mike.kovach@ricoh-usa.com](mailto:mike.kovach@ricoh-usa.com)

## Overview

### 1.1 Executive Summary of Workflow Automation RFQ Response

Ricoh USA, Inc. is pleased to respond to this RFQ to provide a Production print and mail workflow automation solution for The State of West Virginia (SWVA) that will enable an improved future state. As a result of our business in place today, along with the listed requirements, Ricoh believes we understand current initiatives and challenges facing SWVA's print and mail operations with respect to how they relate to overall compliance and innovation initiatives. In effect, a new future centralized print and mailroom state would provide SWVA a better avenue to the changing needs of its constituent relationships, while also streamlining communications with its agencies.

Our quoted solution, which is compliant with the requirements in CRFQ Section 3.1.1, and if awarded and implemented by the State, would deliver primary improvement benefits as follows:

- Enablement of improved print output management capabilities
- Creation of a closed loop mail piece workflow for critical communications
- The conversion of manual reporting processes by automating data collection to better prepare for audits, tracking, and validation
- The reduction of bad addresses, returned mail, and improved tracking of each piece to its intended recipient driving delivery improvements and postal cost reduction
- The assurance that SWVA's central print and mail operations would become adaptable/scalable to future growth options for expanded agency participation, either through more mainframe jobs or ever-growing application related PDF job requirements.
- Moreover, this SWVA future state solution will integrate with asset investments that SWVA has already made in both existing printer and insertion equipment to create an automated closed loop workflow process, so SWVA does not have to spend on a comprehensive refresh.
- The elimination of software licensing no longer required as part of this modernization and therefore lowering annual renewal funding obligations. We envision the elimination of Streamweaver, Solimar, and Infoprint Central annual software support fees they charge as a cost reduction outcome of this new system

Our quoted future state solution will create an environment where workflow automation efficiency improvements will enhance future print mail operational requirements. An environment where new print and mail jobs, new clientele, and their related data can be incorporated into a centralized scalable solution will become more feasible. SWVA will obtain a solution that allows maximum flexibility to manage a variety of data, in the most cost-effective manner, with a level of integrity to channel private citizen information to the correct recipient. And we will commit to improve your internal customer experiences at



the agency level, with the ability to prioritize their incoming jobs, help automate internal accounting practices, while at the same time add capabilities to improve how SWVA fulfills and tracks its communication to the State's citizens.

In CRFQ Contract Item 3.1.2, Maintenance and Support, Ricoh fully complies with all its requirements. All software licensing, in conjunction with the professional services to fully deploy, implement, test, and train for a successful future state solution are included. If awarded, we will advise the State on our transition process, which incorporates our methodology, one that has been developed and perfected on the basis of numerous, complex, client experiences. Our process methodology would involve meeting with the State's project contacts to develop a Statement Of Work defining both party responsibilities, a formal Project Kick Off, a detailed Specification Agreement for all solution parameters, its Development and Build by our R&D staff, its Delivery, requisite Testing, Training, a Production Cutover and Go Live, then Post Delivery Project Support. The enclosed Solution Direction Document, a separate attachment, details our compliant response to 3.1.1. Our goal is to provide the State with a TurnKey solution but there are elements outside of our control. Please be advised it is the State's responsibility to provide the following capabilities beyond what Ricoh will deliver in this solution. These dependencies will be required to complete the quoted solution and are identified as follows:

1. AFP Download Plus or MVS Download for Mainframe job input to RPD
2. Linux or Windows Servers for both RPD & BCC Software – Ricoh will recommend the server sizing specs to provide optimal performance. At least 3 servers will be required, one for Production, one for Test, and a cold backup in case of production failure. If Linux is selected, then a fourth server will be required to host the BCC Software which is Windows only
3. Possible additional software by the inserter OEM to enable & automate a filed based process
4. A Business Intelligence Tool, like Tableau Software as an example, to format the reporting data that RPD will compile

When SWVA implements a workflow automation system, like Ricoh ProcessDirector (RPD) with the configured software modules and optimized through our Advanced Professional Services resources, this deployment will allow SWVA to consolidate their existing multiple output management systems currently being utilized. In addition, SWVA will gain Automated Document Factory functions such as monitoring print, reconciling work, and automating reprints from insertion failures. The workflow automation will apply enhancements in an intuitive way. The SWVA Print/mail management team will become self-sufficient and no longer be dependent on IT. This software will become the foundation of key SWVA process changes as it supports

automated capabilities. These enhancements will improve operator productivity, lower production costs, provide postal related savings, and allow the SWVA operations to accept new jobs at a lower cost by applying the benefits of automation, control, and integrity. We welcome the opportunity to share and help achieve that vision.

State of West Virginia  
CRFQ –  
0210ICS2000000015

Workflow Automation –  
Ricoh Process Director  
Solution Direction  
Document

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# Ricoh ProcessDirector Solution Direction

Customer: State of West Virginia

Project: RPD

Last Revision: March 2, 2020

Prepared By: Kyle Manning

## 1 Preface

This document provides a general description of the solution direction that has been established using the provided customer requirements and our industry experience. This document is not a specification. Rather it is a tool for confirming understanding of the customer requirements, demonstrating applicability of the selected technologies and providing a reference for other engagement activities.

All third-party trademarks contained in this specification are acknowledged.

## 2 Introduction

State of West Virginia has issued an RFQ for Ricoh ProcessDirector workflow automation software or equivalent.

## 3 Current Environment

The State of West Virginia currently owns the following printers:

- Quantity 2 – InfoPrint 4000 Continuous Feed Printers
- Quantity 2 – Kodak Digimaster EX125 Cut Sheet Printers
- Quantity 1 – Ricoh Pro C751EX Cut Sheet Color Printer
- Quantity 1 – Ricoh Pro C901 Graphic Art Series Cut Sheet Color Printer
- Quantity 1 – Ricoh Pro 9210 Graphic Art Series

## 4 Requirements

### 4.1 Functional Requirements

1. Section 3.1.1 of the RFQ covers the Ricoh ProcessDirector (RPD) workflow automation software requirements.

### 4.2 Non-Functional Requirements

Server Operating System:

- Linux
  - Production – 1 RPD environment
  - Dev/test – 1 RPD environment
  - Cold backup – 1 RPD environment

## 5 Proposed Solution

Ricoh will provide an RPD based solution to cover the requirements as described in the table below. In addition to the RPD base software, features and extended features Ricoh will provide a fully configured environment and training on the use and administration of that environment including configuration.

The RPD software components are listed in section 6.1.

The RPD configuration that is included is listed in section 6.3

The RPD training and post install consulting is listed in section 6.4

### 5.1 RFQ Requirements Matrix

RFQ #	Description	Ricoh Solution
3.1.1.1	Ricoh ProcessDirector (RPD) workflow automation software or equal.	Ricoh ProcessDirector will be the primary software component of the solution. Additional RPD features, extended features and configuration are included. InfoPrint XT is included for transforming Xerox data streams. BCC Mail Manager and associated services is included for postal address processing.
3.1.1.2	Software must be one integrated user interface and database that manages the entire ADF workflow, from receipt of data through insertion and delivery to the mail stream.	The RPD browser-based user interface will be used for workflow configuration, administration, and to provide job management. RPD includes and imbedded IBM DB2 database for storage of job tracking data, workflow and system configuration.
3.1.1.3	Software must provide the ability to process and manipulate data in AFP and PDF native formats without transform.	RPD with the AFP support and PDF document support features provides the ability the process and manipulate AFP and PDF files.
3.1.1.4	Software must allow mainframe print integration through AFP Download Plus or MVS Download.	RPD with the AFP support feature includes the ability to receive files sent using AFP Download Plus or MVS Download.
3.1.1.5	Software must allow LCDS or Metacode data streams transform to AFP.	The InfoPrint XT product is included in this solution. It provides the ability to transform LCDS and Metacode to AFP. RPD workflows can run InfoPrint XT as one of the processing steps.
3.1.1.6	Software must provide a fully integrated workflow builder that enables building and editing using a drag-and-drop solution.	The RPD browser-based user interface includes an integrated workflow builder. Steps can be added to or moved within a workflow using drag-and-drop interactions.

RFQ #	Description	Ricoh Solution
3.1.1.7	Software must provide the ability to build new workflows without use of consulting services, as changes to the job requirement environment dictate. The Agency desires scalability for new job or application types based on the job's requirements.	The RPD workflow builder provides the ability to add and change workflows. Training is included in the solution on use of the RPD workflow builder. RPD workflows support branching and conditional logic that can enable a single workflow to process jobs from multiple applications and with differing requirements.
3.1.1.8	Software must provide visibility via computer screen of a job on the current step in the workflow, the path followed to get to the current step, and the predicted path that job will take during the remainder of the workflow.	The RPD browser-based user interface displays the current job workflow, step and state in the list of jobs currently in the system. The user can select to see the jobs path through the workflow including steps that have been completed, the current step and the predicted path for the remainder of the workflow.
3.1.1.9	Software must integrate with print output management functionality that enables the management of print queues for both cutsheet and continuous feed devices with the ability to receive real-time notifications for jobs and printers.	The RPD browser-based user interface provides the ability to define printer devices to the RPD environment. Jobs can be automatically assigned to a device by the workflow or using the RPD user interface. Job and printer status is updated as RPD receives notifications from processing and printers.

RFQ #	Description	Ricoh Solution
3.1.1.10	Software must include the capability to support JDF, including inbound PDF+JDF, create JDF for a job during the workflow based on job and document attributes, and MIME with JDF/JMF/PDF combinations.	<p>RPD supports JDF for PDF jobs. PDF files can be accompanied by a JDF file when submitted to RPD. RPD can create JDF files for PDF jobs as part of the workflow process. JDF files can be updated from job and document attributes if they change during the workflow process.</p> <p>The format for communicating PDF jobs to printers will vary depending on the printer and the options selected when defining the printer to RPD. RPD does have the capability to produce MIME packages containing PDF and JDF. RPD supports JMF and SNMP in communicating with printers.</p> <p>RPD supports functions defined in the JDF Specification that the system requires, including a subset of the JDF Integrated Digital Printing Interoperability Conformance Specification (IDP ICS) and the associated Application Note. The IDP ICS is based on the JDF combined digital printing process, which is intended for integrated digital printers.</p> <p>RPD does not support all possible values in the JDF job ticket. If RPD cannot use a value to set a job property, it will remove unsupported values from the job ticket.</p>
3.1.1.11	Software must integrate the capability to produce cutsheet device specific output for KDK, FJDF, JDF and custom Postscript (through the use of PPD's).	<p>The RPD solution will include support for:</p> <p>KDK through the Cut Sheet Support for Kodak Feature.</p> <p>FJDF and JDF through the Ricoh PDF Printer Feature.</p> <p>RPD can support XRX and custom PPDs through additional features. Those features are not included in this solution as they are not needed to support the printers in the current environment. Should a need for those capabilities arise in the future the additional features can be added to the RPD solution.</p> <p>The RPD solution will include support for IPDS cutsheet printers.</p>

RFQ #	Description	Ricoh Solution
3.1.1.12	Software must integrate AFP print driver for generating the required IPDS and establishing the communication with IPDS printers.	The RPD solution will include support for the IPDS protocol and definition of IPDS printers to RPD.
3.1.1.13	Software must integrate job viewer that supports viewing PDF and AFP file formats natively including documents for reprint.	The RPD browser-based user interface provides the ability to view the pages of both PDF and AFP jobs in the user interface. The RPD viewer can be used to select pages and documents for reprint and repositioning of continuous forms IPDS print jobs. Reprint jobs generated as a result of damages at the inserter can be viewed through the same interface.
3.1.1.14	Software must include post composition tools for PDF and AFP (index, add content, hide content, create page groups, define page-level exceptions	<p>The RPD solution includes tools and workflow steps for performing document identification and indexing, covering areas of selected pages, adding barcodes and text, and specifying page-level exceptions for both AFP and PDF jobs.</p> <p>The solution is also able to add page groups and TLEs to AFP files.</p>
3.1.1.15	Software must provide LDAP and Active Directory support.	The RPD solution includes the Security feature which will authenticate user IDs and passwords with LDAP or Active Directory.
3.1.1.16	Software must provide support for Agency defined JavaScript and Groovy scripts.	The RPD solution includes the Advanced Workflow Tools extended feature that provides workflow steps for running steps at the job and document levels.
3.1.1.17	Software must provide SLA management notifications based on speed and processing time.	The RPD solution includes the Deadline Tracker feature which provides methods for establishing SLA job tracking deadlines. The RPD solution provides the ability to send email notifications when the status of a job changes including the SLA status.
3.1.1.18	Software must provide embedded Datalogics PDF manipulation capabilities.	The base RPD software includes steps for PDF manipulation using Datalogics. Document level PDF manipulation using Datalogics is provided by the PDF Document Support feature that is included in the solution.

RFQ #	Description	Ricoh Solution
3.1.1.19	Software must provide editable reporting data for printers, jobs and documents stored in PostgreSQL data base.	The RPD solution includes the Reports feature which will store printer, job and document information into a PostgreSQL database. The database can be accessed by other applications including report generators and business intelligence (BI) tools.
3.1.1.20	Software must support PDF 2.0	The RPD solution includes support for PDF 2.0.
3.1.1.21	Software must allow tray calls in PostScript and AFP files when transforming jobs to PDF.  IPv6 support	The RPD solution includes the advanced transform feature which will generate JDF with tray calls when transforming from PostScript and AFP to PDF.  The RPD solution includes support for IPv6.
3.1.1.22	Software must provide secure FTP (SFTP) support to receive jobs and for workflows steps that push or pull from SFTP sites.  Must be able to secure landing zones (Yellow and Red) for PII and PHI data.	The RPD solution includes support for SFTP input devices that receive jobs by SFTP queries to other servers. Steps can be included in workflows to send or receive files using SFTP as part of the workflow process.  Secure FTP sites can be accessed using the SFTP input devices and SFTP steps enabling the State of West Virginia to setup separate and secure zones for PII and PHI data.
3.1.1.23	Software must have the ability to separate work into different locations or secure areas and limit what users can see jobs, printers and inserters at each location.	The RPD solution includes location objects. Jobs, printers and inserters can be associated with a location. Administrators can associate users with one or more locations. The users only have access (through the RPD user interface) to those objects that match the locations in the user's authorized locations list.
3.1.1.24	Software must have the ability to pass data to programs that use hot folders for input and output.	The RPD solution can interact with other programs using hot folders that the other programs monitor for input and where they send their output. Other programs can also be invoked by command. Interfacing with other programs is done through steps in the workflow.



RFQ #	Description	Ricoh Solution
3.1.1.25	Software must provide capability to allow for simple migration to a whitepaper workflow using pre-printed forms overlay tool. Users can print PDF or AFP jobs on plain paper that previously required preprinted forms with composition.	The RPD Preprinted Forms Replacement feature includes a workflow step to use a form image as an overlay on PDF and AFP jobs. Those jobs can then be printed on plain paper and the overlay will print with the pages of the job.
3.1.1.26	Software must include the ability to send and receive control and results from file-based insertion equipment providing a "closed loop" process. Automated reprints must be created resulting from damaged pieces on the previous insertion run.	The RPD Inserter feature will generate, send, receive and process control files from file-based insertion equipment. RPD will track the documents in jobs from identification until the all documents have completed the processing defined in the workflow. If a document is identified as damaged it will automatically generate a reprint job with the damaged documents. The original job will not be complete until all documents have successfully completed processing including documents that were identified as damaged at some point in processing.
3.1.1.27	Software must manage reprints from printer paper jams through inserter damages with audit tracking of each piece without recomposing.	RPD will track all documents through printing and insertion to ensure that they are completed. Reprints are included in the tracking process. Processing of reprints does not require re-composition of the document.
3.1.1.28	Software must provide seamless integration with a Postal Optimization Software application, such as BCC Mail Manager or Pitney Bowes Business Manager, to run many mail-automation processes (CASS, NCOA, PAVE, Track N Trace.)	The RPD Mail Services extended feature integrates with BCC Mail Manager. Steps can be included in the workflow to run BCC Mail Manager processing including CASS, NCOA, PAVE and Track N Trace. NCOA and Track N Trace are provided by BCC as web services. The State of West Virginia will be able to access Track N Trace through a BCC web site.
3.1.1.29	Software must have the capability to automatically upload the Mail.dat to the USPS.	The RPD POEM extended feature has a step that can be included in workflows to automatically upload Mail.dat files to the USPS.
3.1.1.30	Software must have capability to commingle production jobs and combine documents as necessary to achieve more efficient production operations and postage savings.	The RPD input devices (file receivers) can be configured to combine PDF files or AFP files to create larger jobs for more efficient production operations and postage savings. All files being combined must be of the same data type (PDF or AFP).

RFQ #	Description	Ricoh Solution
3.1.1.31	Software must have option to utilize integrated-workflow scripting.	The RPD solution includes the Advanced Workflow Tools extended feature that provides steps to include in workflows for scripting.
3.1.1.32	Software must have RESTful and SOAP Web Services capability to allow production workflows to call REST or SOAP web services to exchange data with 3 <sup>rd</sup> party applications.	The RPD solution includes the Web Services Enablement feature. That feature provides steps to call REST and SOAP web services from a workflow.
3.1.1.33	Software must support installation on Windows, Linux and AIX operating systems	The supported operating systems for RPD is Windows, Linux and AIX.
3.1.1.34	Vendor must provide Agency with server sizing recommendations.	The Ricoh team will work with the State of West Virginia to obtain the information needed to provide a server sizing. Server sizing depends on the volume, size, and processing requirements of the jobs that will run through the system. Ricoh will develop and provide a server sizing based on this information.
3.1.1.35	Software must be capable of being hosted WVOT-owned virtualized server environment.	RPD supports being installed on a hosted WVOT-owned virtualized server environment.
3.1.1.36	Software must provide role-based access to operator functions to remove permissions from groups of users.	The State of West Virginia RPD administrators can define security groups to associate with users. The permissions of the group members can be configured by the RPD administrator to permit or restrict access to specific actions and object properties. Users are required to login to RPD before performing any actions. The actions a user can perform are limited to those allowed by the security group associated with the user.
3.1.1.37	Software must have the ability to send emails when pre-defined conditions are met, or alerts can advise on problematic situations.	RPD notifications can be configured by the State of West Virginia RPD administrators to conditionally send emails. For example an email can be sent when a job is in an error status.

RFQ #	Description	Ricoh Solution
3.1.1.38	Software or workflow automation tool must be brand agnostic. Vendor must identify Any proprietary requirements or prerequisites.	RPD supports installation on Microsoft Windows, IBM AIX, Red Hat Enterprise Linux or SUSE Linux Enterprise Server. RPD provides generic workflow interfaces for interacting with products from other vendors including running programs and calling web service interfaces. RPD includes support for many types of printers, but the level of support will depend on the interfaces provided by the printer. The RPD Inserter feature provides a generic interface for inserter control systems. Example interfaces are provided with the feature for the most common inserter controllers. RPD is highly configurable by the customer to enable support for many different vendor programs, printers and inserters.
3.1.1.39	<p>Agency requires one production system, one Test/Restricted Use system, and one cold back up system. System definitions above are defined as follows:</p> <ul style="list-style-type: none"> <li>• <u>PRODUCTION</u>: Used for the actual production of print and insertion jobs.</li> <li>• <u>TEST/RESTRICTED USE (RU)</u>: Used for testing version upgrades, new workflow applications, and bug fixes.</li> <li>• <u>COLD BACKUP</u>: Used in case the production system fails.</li> </ul>	The RPD solution includes production, test/restricted use and cold backup systems as defined.

## 6 Ricoh Provided Solution Components

### 6.1 Software Components

1. RPD Primary
  - a. Printer Attachments Features
  - b. Cut Sheet Support for Kodak Feature
  - c. Ricoh PDF Printer Feature (no charge feature)
  - d. AFP Support Feature
  - e. PDF Document Support Feature (no charge feature)
  - f. Advanced Transform Feature
    - i. AFP in

- ii. Postscript in
  - iii. PDF out
- g. Deadline Tracker Feature
- h. Inserter Support Feature
- i. Advanced Workflow Tools Extended Feature
- j. Mail Services Advanced Extended Feature
- 2. InfoPrint XT
- 3. BCC Mail Manager Full Service including features required for CASS, NCOA, PAVE and integration with Mail Services
- 4. BCC NCOA subscription
- 5. BCC Track n Trace subscription

## 6.2 Customization

1. No custom code will be used in the solution.

## 6.3 Configuration

1. RPD workflows covering processing of up to 3 unique sets of files.
2. RPD printer configurations for the printers listed in the RFQ
3. One RPD inserter configuration
4. Configuration of the Mail Services Advanced Extended Feature as part of the RPD workflows.
5. Configuration of BCC Mail Manager in support of the workflows.

## 6.4 Post Installation Consulting and Training

1. Demonstration of RPD processing files through the provided workflows.
2. Up to 2 sessions of 2 hours each for training on operational use of RPD and the configured workflows.
3. One session of 6 hours for training on basic RPD administration
4. One session of up to 4 days at 6 hours per day for training on configuration of RPD.
5. Up to 22 hours of post install consulting

# 7 Project Assumptions

1. Any capability not specifically included is outside the scope of this project and will require a PCR to add it if a requirement arises for it.
2. **Three** sample files will be demonstrated, each from a different workflow file set.
  - a. A workflow file set is defined as a set of input files that have identical processing in RPD. For example, the files in a workflow file set all have the same datastream transformations, all have the same indexing, and all follow the same business logic execution path during RPD processing. Other files from the same workflow file set will be able to use the same workflow configurations because they have the same processing requirements.
  - b. The customer will configure any additional workflows needed for files/file sets that do not match the data format and processing requirements as the sample files.

- c. The customer will supply all sample files and will ensure that the files are free from any confidential information, any protected health information (PHI) and any personally identifiable information (PII).
3. Up to 10 custom job and 10 custom document properties will be defined in the solution.
4. The solution is designed to be operated by personnel who also run the printer and inserter hardware. This solution includes training in the operation of RPD, but it is the customer's responsibility to provide operator personnel.
5. The solution is designed to be maintained by an administrator who will troubleshoot operational problems, work with Ricoh service when needed, onboard new applications, and adjust the configuration as needed for changing business needs.
6. This solution includes training in the RPD administration but it is the customer's responsibility to provide the administrator personnel familiar with the operating systems involved with the solution (i.e. Windows, Linux, and/or AIX).

## 7.1 IT Environment

1. The solution includes installation and configuration of the software components listed in section 6. It does not include hardware, other software, or a number of I/T support tasks related to environment set up and maintenance for RPD. Therefore the customer is responsible for the following as applicable (note that this list is not necessarily exhaustive).
2. Supply server hardware and operating system that meet or exceed the specifications outlined in the RPD Planning and Installation Guide or a Server Sizing provided by Ricoh.
3. Install and configure all prerequisite software on the servers as indicated in the Planning and Installation Guides.
4. Configure filesystems on the RPD servers with sufficient capacity to support expected print and processing volumes. Size recommendations will be determined after project kickoff.
5. Supply and support network TCP/IP connection and shared folders between RPD server and Inserter Controller systems.
6. Supply and support network TCP/IP connection and shared folders between RPD server and Windows application server.
7. Supply and support network TCP/IP connection between the RPD servers and the printers
8. Supply and support network TCP/IP connection between the RPD server and Windows servers and the workstations used by operators and administrators.
9. Open required ports in any internal firewalls to enable proper system operation.
10. Allow default users and groups to be automatically installed on the RPD servers.
11. Provide Windows userids with correct authority to allow read/write file access to the shared folders, and to install and maintain the software.
12. Provide and configure software for file copy, LPR and/or Download for z/OS to send input data to RPD
13. Provide web browsers for operator and administrator workstations.
14. Provide Adobe Acrobat Pro on operator and administrator workstations for use with the PDF Plug-in.
15. Regularly back up the filesystem and database.

16. Monitor system resource usage over time to identify and alleviate resource constraints before the resources are overutilized.
17. In the event that the production servers fail, support bringing up the cold backup servers in their place with appropriate hostnames and IP addresses.
18. Fail over from the active server to the failover server will follow the instructions in the RPD Planning and Installation Guide. The active and failover servers must be set up as described in the RPD Planning and Installation Guide including the use of shared storage such as a SAN
19. "root" or "administrator" is required during RPD installation

## 7.2 Input Data

1. The customer will supply three representative sample files. These files will accurately reflect all relevant variations of the corresponding workflow file set. Initial workflows will be configured to process these sample files. If any issues are identified in the format of the sample documents, or if differences are identified between the sample data received for analysis and the actual data received during implementation, a PCR must be put in place to resolve the issues.
2. The customer will be responsible for acquiring, installing and configuring any external mechanisms required to deliver jobs to RPD, using any of the following methods:
3. Hot Folders (ftp, shared network mounts, manual procedures, etc.)
4. Line Printer remote/daemon (configuring host and port, permitting access by desired external hosts, etc.)
5. Download for z/OS or AFP Download Plus (installing on mainframe, configuring port, etc.)
6. AFP data must conform to the RPD AFP standards document. The AFP standards document can be provided upon request or can be found on the external RPD InfoCenter.
7. The customer will be responsible for loading and maintaining all required print file resources on the RPD server.

## 7.3 PDF files with accompanying JDF

1. The supplied JDF must conform to the Ricoh JTAPI
2. Support exists only for page exceptions and limited finishing commands: namely, stapling and copies
3. PDFs with accompanying JDFs cannot be batched in an input device. Combining or commingling of these PDF files requires Document Pool Express or Document Pool Advanced.

## 7.4 Advanced Transforms

1. Sample files will be evaluated for transform compatibility and processing configuration.
2. The customer will be responsible for transform configuration for files that do not use the same transform configuration as the sample files.

## 7.5 AFP Indexer

1. One control file will be created for each sample file.

2. Trigger characters used to identify document boundaries must be in text format (not image) and in a consistent, predictable location on the first page of each mailpiece.
3. If the data contains supplemental pages which are not to be included in mailpieces, such as banner pages, report headers, separator pages, etc., there must be a consistent trigger character or phrase, in text format, in a consistent, predictable location, on each such supplemental page which can be used to uniquely identify it as a supplemental page. Job Properties may be obtained (indexed) from these pages, but the pages will not be included in any mailpieces and will be excluded from the print output.
4. Each property value to be "mined" from the job data must be in a single text field, AFP NOP or TLE, or linear barcode. If a barcode is used, the barcode must contain text data. Text fields and barcodes must always occur in the same location on the same page of each document. AFP NOPs and TLEs must be inside a BNG / ENG pair. All text characters must use the standard EBCDIC or ASCII code page.

## **7.6 CASS**

1. One CASS results text report can be generated by the workflow. It will be in the standard Mail Services format. Separate reports will be generated for each job and copied to a customer identified folder on the RPD server.
2. RPD can be configured to cover existing address lines and place the corrected address lines in the print file.
3. The customer is responsible for updating addresses in the source system from information in the CASS results text report.

## **7.7 IMB**

1. Zip code data must be available in a document property for all documents. 11-digit zip codes are required for full service.
2. The customer will be responsible for working with USPS to test, verify, and approve IMBs.
3. Sufficient space must be available in the address block of the application and the envelope window to accommodate adding the IMB.

## **7.8 Infoprint XT**

1. The customer must supply all currently used Xerox print resources in binary format for testing and to be loaded on the RPD server during installation.
2. Binary (compile) versions of Xerox print resources are required; a PDL compiler is not provided.
3. The customer will be responsible for maintaining Xerox resources on the RPD server after initial implementation.

## **7.9 Inserter**

1. The inserts that apply to documents in a job will be determined using the input file name. All documents in a job will receive the same inserts.
2. The customer will supply specifications for any inserter controls (barcodes, OMRs, etc.) to be added to control document assembly.
3. RPD can create inserter controls provided the values to be used can be obtained from 1) fields "mined" from the data, 2) AFP TLE or NOP Structured Fields present in the data, 3)



JCL properties sent from the host via Download for zOS or AFP Download Plus, and/or 4) job and document properties calculated by RPD.

4. Sufficient space must be available in the appropriate location on each page to add required inserter controls (barcode).
5. The customer will supply specifications for the inserter control file.
6. The customer will provide necessary network connectivity (shared mounts, etc.) to facilitate exchange of the inserter control file with the inserter.
7. There will be exactly one inserter results file for each RPD job.

## **7.10 BCC NCOA**

1. The customer will supply connectivity including firewall access and sufficient bandwidth between the RPD server and BCC's data service to provide the needed data throughput.
2. The customer will authorize the transmission of address data to BCC's data service.
3. The customer will establish and maintain a subscription to BCC's NCOA Link service.
4. The customer will update addresses in their upstream system in a timely manner as the NCOA database only maintains data for a fixed period of time.

## **7.11 BCC Track N Trace**

1. The customer will supply connectivity including firewall access and sufficient bandwidth between the RPD server and BCC's data service to provide the needed data throughput.
2. The customer will authorize the transmission of IMb and identified tracking data to BCC's data service.
3. The customer will establish and maintain a subscription to BCC's Track n Trace service.

## **7.12 Printing**

1. Workflows will be configured to generate jobs for one type of printer: cut sheet or continuous. Jobs targeted for one type of printer may not print correctly on the other type of printer.
2. Reprints/Reprint jobs (unless otherwise specified)
3. Reprint jobs will use the same job type/workflow as the original or parent print job
4. No special formatting or other device specific modifications are required for the reprint job in order to support a different type or mode of printing.

## **7.13 Ricoh Printer Connector**

1. The Ricoh printer controllers are setup to not auto update.

## **7.14 Reports**

1. The Reports feature stores data in a PostgreSQL database. No report generation is included with the feature. The customer may use customer purchased SQL based reporting or business intelligence tools to access the database for report generation.

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## **7.15 SLA**

1. Training will be provided to the RPD Administrator to create necessary SLA plans. Any required SLA policies, no-service periods and expected work will be configured by the Administrator during and after the training.

## SOFTWARE LICENSE AGREEMENT

RICOH ProcessDirector 3.8.2

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Program Number: 5765-H30

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## Production and Non-Production License Terms

### STANDARD LICENSE FOR PRODUCTION USE

A production environment is an installation that is available for final products to be created on the system. Production environments drive printers and/or are doing productive work in the creation and management of data for end user consumption. Licensed usage is limited to loading on a single server and for the functionality allowed by the Program feature(s) acquired.

### RESTRICTED LICENSE FOR NON-PRODUCTION USE

A non-production environment is an installation that is available when the primary production environment fails, such as a disaster recovery environment. Ricoh provides a restricted license which covers the following categories of backup/failover/recovery installation:

- **Backup**  
In this environment, the Program is installed on a backup server but is not running, and customers are NOT required to purchase additional restricted or production licenses.
- **Standby**  
In this environment, a copy of the Program is maintained on a separate server at all times. These systems are configured for disaster recovery purposes. If the primary instance of the Program fails, the standby instance is activated to act as the new primary instance, and customers are NOT required to purchase additional restricted or production licenses.
- **Failover**  
In this environment, the Program is configured in a cluster and one instance of the Program acts as the primary instance. If the primary instance fails, one of the other instances in the cluster acts as the primary instance. Customers are required to purchase a production license for the primary instance and a restricted license for each secondary instance that is installed and running. Usage for such restricted license is limited to a single secondary instance.
- **Development**  
In this environment, the Program is installed and running, but it is used to develop other applications, customizations, and processes that interact with it; no final products are created on the system. Any person doing development work using the software must be licensed. Customers are required to purchase a restricted license and usage is limited to non-production development work on a single server.
- **Test/Staging**  
In this environment, the Program is installed and running and is used by customers and/or Ricoh representatives to verify that new or customized code runs properly. This can be staged on separate servers or on the same servers used to run a development or production environment. Customers are required to purchase a restricted license and usage is limited to testing/staging work on a single server. However, if the testing/staging is performed on the same server hardware that is used for a production or development environment, and the appropriate license has already been purchased, no additional licenses are required for the test/staging environment.

The above RESTRICTED LICENSE FOR NON-PRODUCTION USE terms apply to the following features and their associated maintenance when they are purchased and installed with the Program.

Item	Item number
Restricted Use AFP Support	5765-H30-R0044
Restricted Use AFP Editor	5765-H30-R0009
Restricted Use AIX Base	5765-H30-R0006
Restricted Use Archive	5765-H30-R0039
Restricted Use Automated Verification	5765-H30-R0036
Restricted Use Avanti Slingshot Connect	5765-H30-R0040
Restricted Use Cut Sheet Support for Kodak	5765-H30-R0034
Restricted Use Cut Sheet Support for Xerox	5765-H30-R0035

Item	Item number
Restricted Use Deadline Tracker Feature	5765-H30-R0037
Restricted Use Designer	5765-H30-R0004
Restricted Use InputAFP Advanced Transform	5765-H30-R0021
Restricted Use InputPCL Advanced Transform	5765-H30-R0020
Restricted Use InputPDF Advanced Transform	5765-H30-R0019
Restricted Use InputPS Advanced Transform	5765-H30-R0022
Restricted Use Inserter	5765-H30-R0043
Restricted Use IP AFP2PDF	5765-H30-R0001
Restricted Use IP PCL2AFP	5765-H30-R0010
Restricted Use IP PS/PDF2AFP	5765-H30-R0003
Restricted Use IP SAP2AFP	5765-H30-R0008
Restricted Use Linux Base	5765-H30-R0032
Restricted Use Marcom Central Connect	5765-H30-R0045
Restricted Use OutputAFP Advanced Transform	5765-H30-R0025
Restricted Use OutputPCL Advanced Transform	5765-H30-R0024
Restricted Use OutputPDF Advanced Transform	5765-H30-R0023
Restricted Use OutputPS Advanced Transform	5765-H30-R0026
RPD RU PDE ELEC PRESENTMENT OPTION	5765-H30-R0041
Restricted Use PitStopConnect	5765-H30-R0027
Restricted Use Postal Enablement	5765-H30-R0038
Restricted Use Preprinted Forms Replacement	5765-H30-R0047
Restricted Use Reports	5765-H30-R0002
Restricted Use Secondary Server Support	5765-H30-R0012
Restricted Use Ultimate Impostrip Connect	5765-H30-R0030
Restricted Use Web Services Enablement	5765-H30-R0046
Restricted Use Whitespace Manager	5765-H30-R0007
Restricted Use Windows Base	5765-H30-R0033
Restricted Use WPM	5765-H30-R0029
Restricted Use Cross-Platform Upgrade ProcessDirector for Windows	5765-H30-U0486
Restricted Use Cross-Platform Upgrade ProcessDirector for Linux	5765-H30-U0487
Restricted Use Cross-Platform Upgrade ProcessDirector for AIX	5765-H30-U0488
RU ADV TRANSFORM ADDITIONAL INPUT/OUTPUT	5765-H30-R0048
RU ADV TRANSFORM INPUT PDF THREE OR MORE	5765-H30-R0056
RU ADV TRANSFORM INPUT PCL THREE OR MORE	5765-H30-R0057
RU ADV TRANSFORM INPUT AFP THREE OR MORE	5765-H30-R0058
RU ADV TRANSFORM INPUT PS THREE OR MORE	5765-H30-R0059
RU ADV TRANSFORM OUTPUT PDF THREE OR MORE	5765-H30-R0060
RU ADV TRANSFORM OUTPUT PCL THREE OR MORE	5765-H30-R0061
RU ADV TRANSFORM OUTPUT PS THREE OR MORE	5765-H30-R0062
RU ADV TRANSFORM OUTPUT AFP THREE OR MORE	5765-H30-R0063

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**RICOH**  
**ProcessDirector™**

Efficiency and automation  
at every stage  
in your workflow.

## **RICOH** **ProcessDirector™**

RICOH ProcessDirector is a modular and scalable workflow-driven solution designed to meet a variety of production output needs. Thanks to its vendor-neutral design, RICOH ProcessDirector can automate processes in many different production environments, from high-volume continuous feed to small commercial print sheet-fed operations.

RICOH ProcessDirector can capture, transform and manage information in ways that streamline operations to help achieve 100% output integrity, enhance operator productivity and reduce errors. With its straightforward dashboard view, users can quickly check the status of the full production operation across multiple locations.

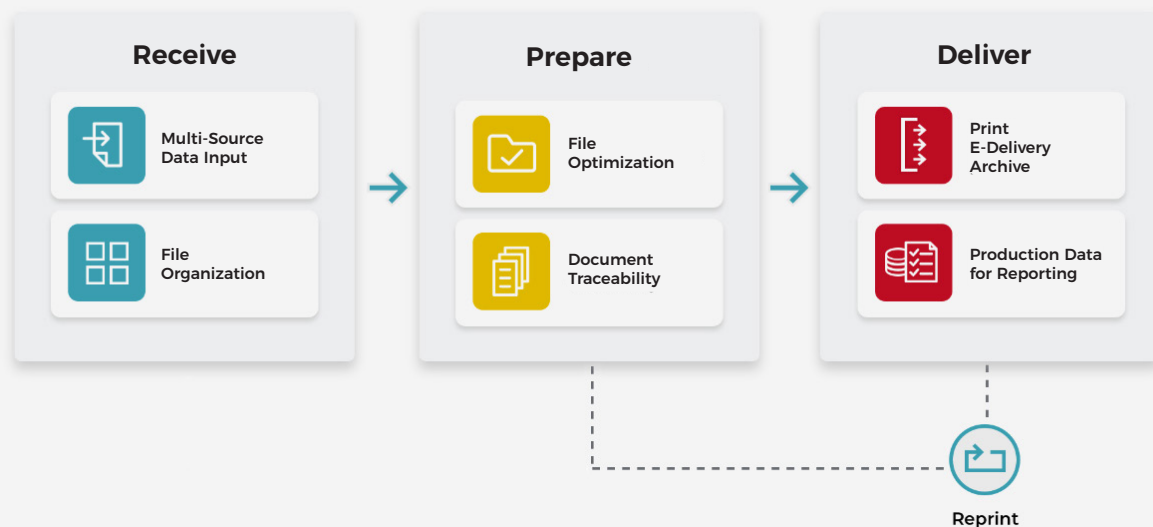


## Does Your Business Face Any of These Challenges?

- ☐ Are you concerned with having the right piece in the right envelope every time?
- ☐ Have you missed a delivery deadline or SLA?
- ☐ Are your postal costs out of control?
- ☐ Can you reliably recover from a human error at the printer or inserter?
- ☐ Do you know where the jobs are in your shop at all times?
- ☐ Are you losing jobs because you do not have email delivery capability?
- ☐ Are labor costs impacted by manual steps in your workflow?
- ☐ Do you have legacy or disparate workflows that are not integrated?

## Consider Ricoh's Automated End-to-End Workflow Management Solution

Meeting the many challenges of modern critical communications production requires a solution that addresses customers' preferences and delivers on business needs.





## TRACKING AND COMPLIANCE

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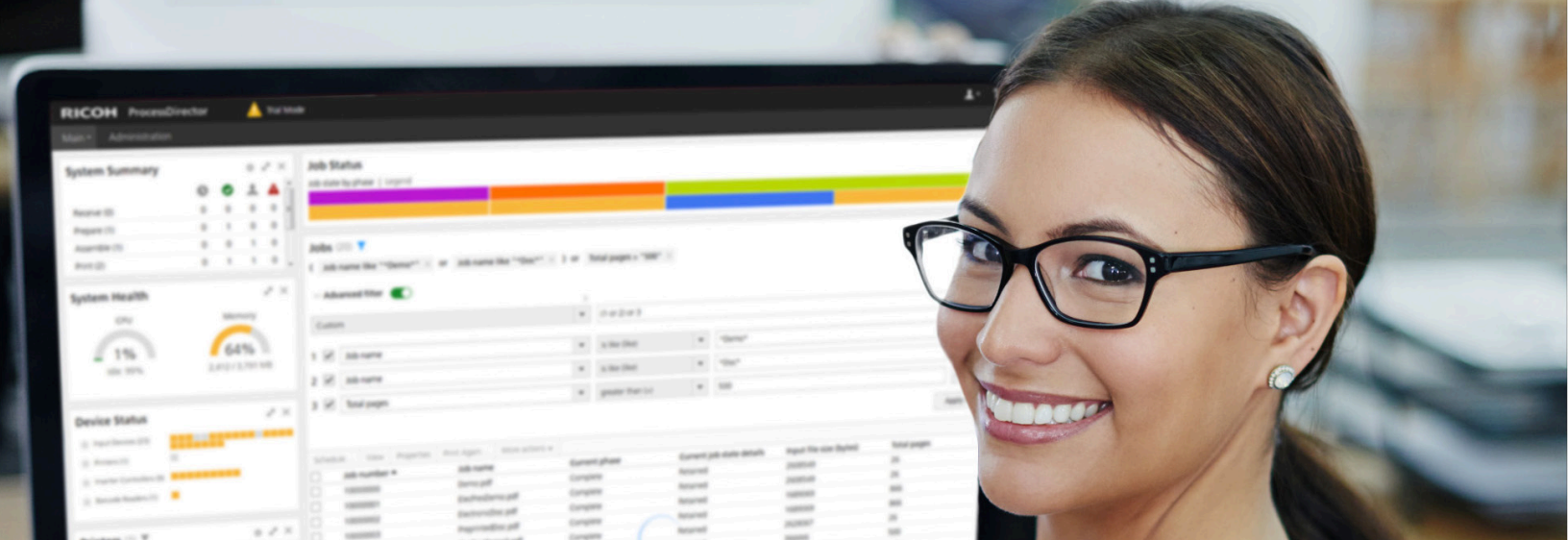
### Achieve Output Integrity and Satisfy Reporting Requirements

Compliance penalties are a serious source of concern for businesses dealing with critical communications delivery. RICOH ProcessDirector tracks documents to help achieve 100% integrity from receipt to delivery.

- ✓ Easily generate a piece level audit trail of production history.
- ✓ Verify that every piece is produced accurately using either network-capable inserters or barcode scanners, and automate reprinting of damaged or missing pieces.
- ✓ Collect and store job, device and document properties throughout the workflow.
- ✓ Use RICOH ProcessDirector to store production history data alongside the input and output print files for long-term storage, retrieval, reprinting and online viewing.
- ✓ Use data from RICOH ProcessDirector to create reports using commercially available business intelligence tools for capacity planning, production optimization and problem determination.
- ✓ Research the production history of individual documents to respond to queries or audit requests.
- ✓ Configure user access rights to control system usage.

“RICOH ProcessDirector is a world-class, high fidelity workflow management tool based on a modern and future-proof architecture. The product enables multi-channel communications production at high speed and high integrity, and comes with an easy-to-use, browser-based interface.”

**Kaspar Roos**  
Founder & CEO, Aspire



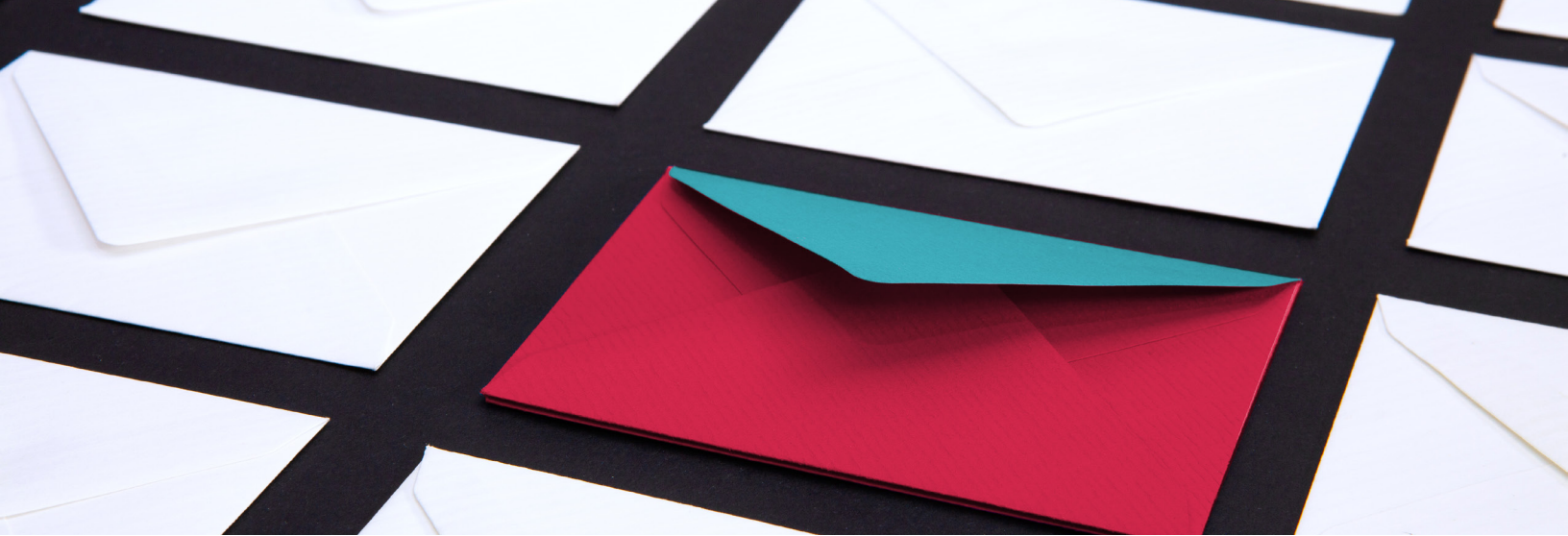
# WORKFLOW AUTOMATION

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## Eliminate Human Errors and Reduce Costs by Automating Manual Tasks

RICOH ProcessDirector helps teams manage deadlines by automating workflow processes, and providing visibility into every job from receipt to delivery.

- ✓ Easily build workflows using a drag-and-drop interface.
- ✓ Specify finishing, media and duplex instructions to sheet-fed or continuous feed printers when work is scheduled, or change them on the fly.
- ✓ Comply with last-minute pull requests.
- ✓ Create a full audit trail, including manually deleted jobs.
- ✓ Merge electronic forms with variable data in one printing pass, eliminating storage costs and manual workflows of preprinted forms.
- ✓ Integrate with other systems via web services.
- ✓ Automatically reprint mail pieces damaged during insertion.



# POSTAL OPTIMIZATION

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## Streamline Mail Handling to Lower Costs

RICOH ProcessDirector helps minimize mailing costs by reducing human touchpoints and working to maximize postal discounts.

- ✓ Perform postal cleansing to update document addresses in Adobe® PDF and AFP files to minimize return mail costs.
- ✓ Presort mail electronically before printing to maximize discounts.
- ✓ Combine documents for the same recipient into a single mail piece.
- ✓ Pool documents with like properties to commingle and achieve optimal postage rates.
- ✓ Use business rules to keep mail pieces within a cheaper weight class.





## ENHANCED OUTPUT MANAGEMENT

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### Improve Throughput, Increase Utilization of Equipment and Reduce Costs

Disparate systems can make hitting deadlines difficult. Manual effort is required to close gaps when systems cannot share information, driving up labor costs and negatively impacting service-level agreements. RICOH ProcessDirector was designed to simplify every step of the production output process.

- ✓ View and control jobs and output devices using a centralized browser-based system.
- ✓ Exercise document level control for jobs with AFP and Adobe PDF natively, without transforms.
- ✓ Obtain the highest level of integrity in a “touch-and-toss” environment, where users can discard damaged pieces without concern because RICOH ProcessDirector identifies which pieces are missing, resubmits them for printing and reconciles every job.
- ✓ Save time by expanding the ability to work with fully composed PDF files, using rules-based processing such as inserting different images for each customer or choosing premium paper for selected pages on select clients’ statements.
- ✓ Automatically process PDF jobs with a mixture of simplex and duplex sheets, eliminating click charges for blank sides.



## MULTI-CHANNEL DELIVERY

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### Manage Personalized, Multi-Channel Communications

RICOH ProcessDirector helps you deliver individual documents via a customer's channel of choice by integrating their delivery preferences into production workflows.

- ✓ Interface with other web applications to fulfill a customer's digital delivery preference.
- ✓ Ensure delivery regardless of channel preferences, even applying changes after workflow composition.
- ✓ Send email through an email provider as a step in the workflow.
- ✓ Read preferences changes from a file that can be updated from your company's website.

“The newly redesigned RICOH ProcessDirector assists both print service providers and enterprise production teams in getting to the production information that matters to ensure the business can operate at peak performance.”

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**Pat McGrew & Ryan McAbee,**  
Sr. Director & Director, Production Software & Services  
Keypoint Intelligence, InfoTrends

# RICOH ProcessDirector ADD-ON FEATURES

## PRODUCTION EFFICIENCY

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### Preprinted Forms Replacement

Print jobs on plain paper using electronic forms to avoid costs associated with preprinted forms.



### Deadline Tracker

Track jobs based on expected durations. See when jobs are at risk of missing their SLAs.



### Advanced Document Processing

Combine documents that have the same attributes into an efficient production job or a single mail piece.



### Postal Automation

Achieve postage savings through extraction of address information for third-party software address-cleansing, optimized sorting and manifesting.



### Inserter Management

Configure inserters as part of a workflow system to automate reprint management, track individual mail pieces, create and manage a materials library, and combine multiple components into a single mail piece.



### Automated Verification

Scan unique barcodes on individual mail pieces to track items throughout production and automatically generate reprints for damaged or missing pieces.



### AFP Support

Add AFP job- and document-level controls, as well as the AFP Indexer feature, without having to make changes to the source application that creates the job. AFP Editor is also available.



### Archive

Archive jobs as a step in the workflow and use the search options to find a job, view it, reprint it or take other actions. Store the production history of each document, which simplifies research and audit-ready reporting.



### Transforms

Manage and manipulate data with industry-leading transforms.



### Online Backup

Keep production environments running while performing online backups to prevent lost work.

## INTEGRATIONS & CONNECTIONS

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### Web Services Enablement



### MarcomCentral® Connect



### Avanti Slingshot® Connect



### Ultimate Impostrip® Connect



### Enfocus PitStop Connect



### Electronic Presentment



# RICOH ProcessDirector

## SPECIFICATIONS AT A GLANCE

RICOH ProcessDirector is compatible with most standard operating systems and hardware. Check with your sales representative to determine compatibility with your specific hardware and software environment.



### SYSTEM REQUIREMENTS

- 4GB or more RAM; if any document processing function is required, 12 GB is the minimum requirement
- 200 GB or more disk storage
- SLES 12 for x86 with latest service packs (64-bit)
- Red Hat Enterprise Linux (64 bit) 6.7 through the latest 6.x
- Red Hat Enterprise Linux (64 bit) 7.1 through the latest 7.x
- Windows Server® 2016 (64-bit)
- Windows Server® 2019 (64-bit)
- Google Chrome or Mozilla Firefox internet browser
- AIX Version 7.2 TL2 or above (64-bit)



### SUBMISSION METHODS

- LPR
- File copy to hot folder
- Poll directories on secure FTP site
- z/OS® AFP Download Plus (with optional AFP Support feature)
- Download for z/OS (with optional AFP Support feature)
- REST and SOAP web services (with optional Web Services Enablement feature)



## **EXPECT A STRONG RETURN ON INVESTMENT**

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RICOH ProcessDirector addresses specific operating challenges to help teams gain more efficiency, productivity and profitability during every stage of document production.



## NEXT STEPS

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Speak with your Ricoh sales representative to **request a demonstration to personally experience the impact RICOH ProcessDirector can make in your organization**, or visit [www.ricohsoftware.com](http://www.ricohsoftware.com) to request a free software trial.

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