



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 1

 List View

## General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 1848550

Procurement Type: Central Master Agreement

Vendor ID: VS0000047460



Legal Name: Dynamic Advantage, Inc.

Alias/DBA: Dynamic Advantage, Inc.

Total Bid: \$8,750.00

Response Date: 12/10/2025



Response Time: 17:16

Responded By User ID: oigbenokun



First Name: Osa

Last Name: Igbenokun

Email: osai@dynamicadvantage.cr

Phone: 5162044680

SO Doc Code: CRFQ

SO Dept: 1400

SO Doc ID: AGR2600000023

Published Date: 12/2/25

Close Date: 12/17/25

Close Time: 13:30

Status: Closed

Solicitation Description: Ricoh Maintenance Contract

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia  
Solicitation Response

**Proc Folder:** 1848550  
**Solicitation Description:** Ricoh Maintenance Contract  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2025-12-17 13:30	SR 1400 ESR12102500000003499	1

**VENDOR**  
VS0000047460  
Dynamic Advantage, Inc.

**Solicitation Number:** CRFQ 1400 AGR2600000023  
**Total Bid:** 8750  
**Response Date:** 2025-12-10  
**Response Time:** 17:16:35  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
Larry D McDonnell  
304-558-2063  
larry.d.mcdonnell@wv.gov

<b>Vendor</b>		
<b>Signature X</b>	<b>FEIN#</b>	<b>DATE</b>

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Per Section 4.1.2.12 Black & White Click Charge	40000.000	EA	0.050000	2000.00

Comm Code	Manufacturer	Specification	Model #
82121701			

**Commodity Line Comments:** Cost Per Page \$0.05 B/W

**Extended Description:**

Must include all costs of all inspections , adjustments, parts, repairs, travel expenses, and supplies (except Paper)  
See attached specification and associated documentation for further details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Per Section 4.1.2.13 Color Click Charges	75000.000	EA	0.090000	6750.00

Comm Code	Manufacturer	Specification	Model #
82121701			

**Commodity Line Comments:** Cost Per Page \$0.09 Color

**Extended Description:**

Must include all costs of all inspections , adjustments, parts, repairs, travel expenses, and supplies (except Paper)  
See attached specification and associated documentation for further details.



## Dynamic Advantage, Inc.

100 E. Old Country Road, Suite: 5A

Mineola, NY 11501

Phone: (516) 294-1888 • Fax: (516) 864-4620

<http://www.dynamicadvantage.com>

December 10, 2025

### EXECUTIVE SUMMARY

RE: Solicitation: AGR260000023 Ricoh Copier Maintenance and Repair

Thank you for considering Dynamic Advantage to provide Copier maintenance and repair service for the State of West Virginia Department of Agriculture, (DOA) In order to perform to the DOA satisfaction, Dynamic Advantage will be using only Ricoh Authorized service technicians to perform work on this contract.

Dynamic Advantage has been providing maintenance and repair of IT equipment since 1998. Over the years, we have become certified to do warranty work for numerous manufacturers and have also built a national network of over 700 certified technicians. This not only allows us to provide a national coverage but it also helps us provide a response time unmatched by many companies. Our clients include, the DHS, DOI, US DOL, Air Force, and bureau of public debt, US EPA, and numerous Counties and State Agencies as well as mid-large corporations.

#### Government Technical Point of Contact

Oliver Poitrimol

[oliverp@dynamicadvantage.com](mailto:oliverp@dynamicadvantage.com)

Tel: 516-294-1888 ext:235

Company Name: Dynamic Advantage, Inc.

Tax ID: 113461836

#### Acknowledgments

Dynamic Advantage agrees to “ALL” specifications, conditions or requirements stated throughout the bid documentation.

Osa Igbenokun

VP Business Development

800-905-4742 Ext.221



## **SUPPORT PLAN**

### **Dispatch Methodology**

The State of West Virginia Department of Agriculture, may open service call using one of two ways.

- The preferred way is to use our web helpdesk portal. We will provide the (DOA) designated representative with a username/password to open support tickets.
- The second way is for the DOA to call our tollfree phone number 24/7 and provide all the details of the service Call to the helpdesk manager. Dynamic Advantage will call back the DOA contact within 1 hour of been notified of the equipment failure and provide the contact with an estimated time of arrival (ETA). ETA time for this contract will be within 4 hours of notification Monday through Friday. Also, the DOA will be given access to our helpdesk web portal to keep track of our technicians (ETA) and call resolution.

### **Documentation Process / Monthly Reports**

The DOA may check our helpdesk portal for the status and resolution of all support tickets. Furthermore, Dynamic Advantage will provide the DOA with a monthly report (PDF format) which describes all the support calls and outcome

### **Escalation Procedures**

In the event that a technician has not closed a service call within 2 days, the service call will be elevated to a level 3 which may involve the manufacturer for further troubleshooting assistance

Our technicians have full access to various knowledgebase (internal and external), whitepapers as well as manufacturer assistance to help them determine problems. Technicians will have full access to our 24/7 technical support department (Level 1-3) to help them diagnose and repair problems.



### **Parts Stocking Strategy**

Dynamic Advantage and its service partners store most spare parts at its facilities to expedite the repair timeframe. We may also provide loaner copier in the event that the copier needing repair cannot be fixed within 3 business days.

- a) Repair parts not stocked locally will be shipped FedEx overnight.
- b) We generally use OEM spare parts but may use comparable parts if the failed part has been discontinued and is no longer available.
- c) We have numerous vendors / distributors and refurbished parts vendors in the event that a part has been discontinued by the manufacturer and are no longer available in the market.
- d) Spare parts will meet or exceed the quality of the part been replaced. Loaner equipment will meet or exceed the failed one.

### **REFERENCES**

Tarrant County Texas 100 East Weatherford, Suite 303 Fort Worth Texas 76196 Contact Name: Amos Jones Phone Number: 817-212-6829 Email: <a href="mailto:adjones3@tarrantcountytexas.gov">adjones3@tarrantcountytexas.gov</a>	US Army National Guard 2600 Spruance Dr New Castle, DE 19720-1615 Contact: Ms Amy Kline Phone: 302-323-3474 Email: amy.kline@ang.af.mil Contract # W912L514T1002
U.S Department of Labor Contact: Chris Conboy Tel: 202-693-3093 Email: Conboy.Chris@dol.gov Contract # DOLB141A22171 200 Constitution Avenue Washington, DC	Brooke Army Medical Center Contact: Mike Doss Phone: 210-916-0126 Email: michael.c.doss.civ@mail.mil Contract # W9124J-13-C0007 Type: MFP Printer/Copier Maintenance and Consumable Supplies

### **Cost**

The total cost of this contract includes travel, Labor, parts Tools and supplies except papers.