

**MASTER AGREEMENT #112124**

**CATEGORY: Copiers, Printers, and Multi-Function Devices with Related Supplies,
Accessories, and Services**

SUPPLIER: Sharp Electronics Corporation

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Sharp Electronics Corporation, 100 Paragon Drive, Montvale, NJ 07645 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

**Article 1:
General Terms**

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about

Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on January 10, 2029, unless it is cancelled or extended as defined in this Agreement.
 - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in (Solicitation #112124) to Participating Entities. In-Scope solutions include:
 - a) Copiers, printers, scanners, and multi-function devices for the purpose of print, specialty print, duplication, reproduction, or imaging of documents or material across a broad range of output formats, qualities, and sizes, in a variety of device capabilities, such as mobile, desktop, and production units, and black and white or color format;
 - b) Proposers may offer hardware, software, and accessories, to the extent that they are complementary and directly related to the solutions described in 7)a above;
 - c) Services related to the solutions described in 7)a – b) above, including managed print services (MPS), access or security controls, networking, installation, monitoring or testing, maintenance or repair, and warranty programs. However, this solicitation should NOT be construed to include MPS-only or service-only solutions.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.

12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) **Supplier Representations:**

i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.

ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.

iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

15) **Debarment and Suspension.** Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing

regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

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

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).** Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient

must comply with the requirements of 37 C.F.R. § 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387).** Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Supplier certifies that during the term of this Agreement it will comply with applicable requirements as referenced above.

vi) **DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689).** A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. § 180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

vii) **BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352).** Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

viii) **RECORD RETENTION REQUIREMENTS.** To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

ix) **ENERGY POLICY AND CONSERVATION ACT COMPLIANCE.** To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

- x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.
- xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.
- xii) **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.
- xiii) **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.
- xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Agreement or any purchase by an authorized user.
- xv) **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. § 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Agreement or any purchase by a Participating Entity.
- xvi) **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.
- xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

xviii) **U.S. EXECUTIVE ORDER 13224.** The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

xix) **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.** To the extent applicable, Supplier certifies that during the term of this Agreement it will comply with applicable requirements of 2 C.F.R. § 200.216.

xx) **DOMESTIC PREFERENCES FOR PROCUREMENTS.** To the extent applicable, Supplier certifies that during the term of this Agreement, Supplier will comply with applicable requirements of 2 C.F.R. § 200.322.

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Agreement and will be incorporated by reference.

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
 - Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.
- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.

- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.
- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any third-party claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law. Supplier is not responsible for any indirect damages to include lost revenues, lost profits, incidental, special, punitive or consequential damages.
- 13) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.
- 14) **Grant of License.**
- a) **During the term of this Agreement:**
 - i) **Supplier Promotion.** Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.
 - ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

- b) **Limited Right of Sublicense.** The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.
 - c) **Use; Quality Control.**
 - i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.
 - ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.
 - d) **Termination.** Upon the termination of this Agreement for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.
- 15) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.
- 16) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.
- 17) **Force Majeure.** Neither party to this Agreement will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.
- 18) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:
- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the

Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.

- \$1,500,000 each occurrence Bodily Injury and Property Damage
- \$1,500,000 Personal and Advertising Injury
- \$2,000,000 aggregate for products liability-completed operations
- \$2,000,000 general aggregate

- b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
- c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.
- d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.
- e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.
- 19) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.
- 20) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days

in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

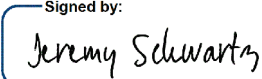
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.
- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.
- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute

resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.

- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

Sharp Electronics Corporation

Signed by:

By: C0FD2A139D06489...
Jeremy Schwartz
Title: Chief Procurement Officer
Date: 1/11/2025 | 5:52 AM CST

DocuSigned by:

By: 57C1C7F6CAF04F4...
Mike Marusic
Title: President and CEO
Date: 1/9/2025 | 12:26 PM PST

RFP 112124 - Copiers, Printers, and Multi-Function Devices with Related Supplies, Accessories, and Services

Vendor Details

Company Name: Sharp Electronics Corporation

Does your company conduct business under any other name? If yes, please state: New Jersey

Address: 100 Paragon Drive
Montvale, NJ 07645

Contact: Erica Calise

Email: calisee@sharpsec.com

Phone: 201-529-8565

HST#:

Submission Details

Created On: Thursday October 03, 2024 13:29:57

Submitted On: Wednesday November 20, 2024 15:07:50

Submitted By: Joe Gillio

Email: gillioj@sharpsec.com

Transaction #: c2784781-4854-4942-b27f-5f094c59da31

Submitter's IP Address: 160.72.136.34

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer's corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	Sharp Electronics Corporation Sharp Electronics of Canada Ltd.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	N/A	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	SAM JNKHJNPN7CD1 Cage Code 0BDN7	*
5	Provide your NAICS code applicable to Solutions proposed.	532420,333248,334118	
6	Proposer Physical Address:	Sharp Electronics Corporation 100 Paragon Drive Montvale, NJ 07645 Sharp Electronics of Canada Ltd. 5995 Avebury Road Suite 900 Mississauga, ON L5R 3P9	*
7	Proposer website address (or addresses):	https://business.sharppusa.com/ www.sharp.ca	*
8	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer):	Sharp Electronics Corporation Mike Marusic President and CEO 100 Paragon Drive Montvale, NJ 07645 MarusicM@sharpsec.com 201-529-8768 Sharp Electronics of Canada Ltd. Carmine Cinerari, President Sharp Electronics of Canada Ltd. 5995 Avebury Road, Suite 900, Mississauga, ON L5R 3P9 P: (905) 890-2100 x7203 E: cinerarc@sharpsec.com	*

9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Sharp Electronics Corporation Joe Gillio Manager Bids & Proposals 100 Paragon Drive Montvale, NJ 07645 gillioj@sharpusa.com, 201-529-9476 Sharp Electronics of Canada Ltd. Dale Perna, Sales Analyst Sharp Electronics of Canada Ltd. 5995 Avebury Road, Suite 900, Mississauga, ON L5R 3P9 P: (905) 890-2100 x7053 E: tenders@sharpsec.com
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Sharp Electronics Corporation Sourcewell Account Manager Erica Calise Director Corporate & Government Marketing 100 Paragon Drive Montvale, NJ 07645 calisee@sharpsec.com 201-529-8565 Sharp Electronics of Canada Ltd Ken Newberry, National Account Manager Sharp Electronics of Canada Ltd. 5995 Avebury Road, Suite 900, Mississauga, ON L5R 3P9 P: (416) 707-9894 E: newberryk@sharpdirect.ca

Table 2A: Financial Viability and Marketplace Success (50 Points)

Line Item	Question	Response *
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	SHARP HISTORY, STRUCTURE & CULTURE Since its founding in 1912, Sharp Corporation has innovated and endeavored to pioneer new fields. Sharp's founder, Tokuji Hayakawa, coined the phrase, "Make products that others want to imitate", which the company has lived up to ever since. From the invention of mechanical pencils, the inspiration from which the Sharp name was derived, to long-life laser diodes, the 14" color TFT LCD unit and LCD View cam; Sharp has harnessed originality and creativity in the pursuit of convenience and quality for its consumers. In 1935, Sharp grew to become a major radio manufacturer. Shortly after, the company demonstrated the country's first working prototype of the television in Japan. While constantly innovating and expanding, Sharp began producing washing machines, refrigerators, and a variety of other products including the first microwave oven in 1961. Sharp used this early research to mass produce the world's first all-transistor diode calculator, as well as microwave ovens and solar cells. Sharp entered the "photocopier" market in 1972 with a wet-type electrostatic copier. In the early 1980s, the company converted to a full-range electronic office equipment manufacturer and distributor by having products in the categories of computers, word processors, copiers and fax machines. Through the following years and decades, Sharp continued to lead the way in office copier and printer innovation, consistently being the go-to office machine for business. In 2000, Sharp's total worldwide copier production reached 10 million. Sharp became the second copier manufacturer in history to achieve this outstanding milestone. During its more than 100-year history, Sharp Corporation has been repeatedly called the "first" in the sphere of new technologies and inventions. Currently, Sharp's global footprint consists of a wide network of branches, engaged in the production and marketing of its innovative products, as well as several large research centers and laboratories involved in the development of new technologies. Sharp has always been on the cutting edge of technology, lately focusing on one-of-a-kind office equipment, LCD/LED monitors and displays and consumer electronics, while aiming to change the personal and business lives of people around the world. History in US Market Due to success in Japan and hopes to grow and develop, Sharp Electronics

Corporation (SEC), Sharp Corporation's first overseas sales subsidiary, was incorporated in the State of New York in May 1962. Continuing to provide one of the broadest and innovative lines of business products, electronic components, consumer electronics and services world-wide, SEC has always concentrated on providing consumers with easy to use, customizable and secure products while helping business spend more time doing business.

In 2018, Sharp Corporation acquired Dynabook, Inc as a subsidiary and re-entered the business of PC development, manufacture, and sales. The Sharp Dynabook portfolio of professional grade mobile computing solutions delivers the power, performance and security features packed into durable mobile designs ideal for K-12 and Higher Education as well as State, Local and Federal Government agencies. All Sharp Dynabook laptops are designed and manufactured by Sharp in our ISO 14001 Certified facilities.

To leverage the strength of the display division, Sharp and NEC created a joint venture in 2020 with Sharp obtaining controlling shares. This division is now called Sharp NEC (SNDS). They are combining synergies to address the visualization needs of their global customers focusing on the production and development of high-quality products and professional service offerings.

Sharp Imaging and Information Company of America (SIICA), a division of Sharp Electronics Corporation, markets multifunction copiers and printers, LCD/LED Monitors and Collaboration Displays, AQUOS BOARD® Interactive Display Systems and other innovative solutions including the new Sharp Synappx™ Technology.

Today, SIICA's products and solutions include collaboration displays, commercial displays, DV-LED displays, laptops, desktop monitors and a full suite of copier and printer solutions. SIICA markets, sells and services business products and solutions that help companies manage workflow efficiently and increase productivity so they can work smarter. Sharp does this effectively through both an independent dealer network and our own Sharp Business Systems (SBS) branches.

Sharp continues to possess a 'gene of creativity' that began in 1912 to become a leader in the electronic office products market today. Our longevity is assured through our commitment to the philosophy and core values established more than a century ago and our continual product improvements to keep ahead of the current business environment.

Canadian Market

Sharp Electronics of Canada Ltd. (SECL) presence in Canada was established in 1974 and is now represented by over 700 associates within our Sharp direct sales offices and Sharp authorized dealers. SECL's corporate office is located in Mississauga, ON, which is situated 30 minutes from the core of Toronto, ON. We manage sales of, installation, servicing of print device fleets within the broader public sector, MASH, and government institutions across all provinces and territories within Canada.

SHARP CULTURE:

Business Philosophy

We do not seek merely to expand our business volume. Rather, we are dedicated to the use of our unique, innovative technology to contribute to the culture, benefits, and welfare of people throughout the world.

It is the intention of our corporation to grow hand-in-hand with our employees, encouraging and aiding them to reach their full potential and improve their standard of living. Our future prosperity is directly linked to the prosperity of our customers, dealers and shareholders ... indeed, the entire Sharp family.

Vision & Mission

Sharp's vision statement enables us to deliver "one-of-a-kind" solutions that drive our customers' success and growth – creating profitable new sales opportunities for us and our partners.

We will take our customers and partners beyond individual products and their capabilities. We will inspire new ideas from technology.

In 1973, Sharp reviewed the spirit and ideas guiding the company and spelled these ideas out in its Business Philosophy, Creed and Principals. Our Business Philosophy describes ideas in line with what is now our corporate social responsibility (CSR), and aims to promote the mutual health and growth of society and stakeholders. It includes contributing "to the culture, benefits, welfare of people throughout the world". In addition to Sharp's creed of Sincerity, Creativity and Courage, there are five key ideas to the basic Business Philosophy; to develop unique technology, to create the best products, to remain committed to customer-oriented sales, to build cooperative relationships for mutual prosperity, and to equate the growth of the company with the happiness of everybody. These are the philosophies that Sharp's founder envisioned

		when he began what would become Sharp Corporation. Creed Sharp Corporation is dedicated to two principal ideas: "Sincerity and Creativity" By committing ourselves to these ideals, we can derive genuine satisfaction from our work, while making a meaningful contribution to society. Sincerity is a virtue fundamental to humanity - always be sincere. Creativity promotes progress - remain constantly aware of the need to innovate and improve. Harmony brings strength - trust each other and work together. Politeness is a merit - always be courteous and respectful. Courage is the basis of a rewarding life - accept every challenge with a positive attitude.	
12	What are your company's expectations in the event of an award?	As a longtime Sourcewell supplier and partner, Sharp anticipates that we will continue to build upon the reputation that we have established with Sourcewell and its participating entities. Sharp strives to provide not only comprehensive workplace solutions to Sourcewell participating entities, but to also work closely with participating entities to develop cost-saving, and broad-reaching results. Sharp is also committed to ensuring that participating entities realize the overall benefit of the Sourcewell contract and the value the contract provides. Sharp is also excited to provide a more robust offering through our Sharp Canada sales and marketing team. We are truly committed to working closely with Sharp Canada to provide Sourcewell participating entities in Canada the same outstanding products and service that we have provided in the U.S. over the last 20+ years. It is an exciting time for Sharp as technological advancements and shifting processes require that we embrace change and strive to better serve Sourcewell participating entities. Sharp continues to expand our product offering and capability set. Since last responding to Sourcewell's RFP opportunity, Sharp has solidified our relationship with both NEC Display and Dynabook laptops. This technology offering expansion demonstrates our commitment to providing technology on multiple levels to our customers. As a solutions provider, Sharp embraces the opportunity to work closely with government, education and non-profit organizations to improve their processes. The value of contract purchasing is vital and our experience and success with Sourcewell positions Sharp as an entrusted partner and solutions provider. Sharp Electronics of Canada Ltd. In the event of an award, Sharp Canada will continue efforts to strengthen relationships with The Canoe Procurement Group of Canada to market and promote Sourcewell's procurement solution.	*
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	Sharp Electronics Corporation (SEC) is a financially stable and secure U.S. company incorporated in New York State. Sharp Imaging and Information Company of America (SIICA) is the business products division within SEC, contributing a large share of sales and profitability to overall reported US sales. The strategic financial alliance between Sharp and Hon Hai Precision Industry (also known as Foxconn), an international Fortune 500 company (#26) further fortifies our financial resolve. The Japan Times described the relationship as, "Having invested ¥388.8 billion (US \$3.8B) in Sharp, the Hon Hai group is now its top shareholder, with an equity stake of 66 percent in terms of voting rights." The corporate alliance fortifies Sharp's financial resilience, and long-term stability. With Hon Hai's financial support and manufacturing expertise, Sharp is well positioned to expand our product offering. In 2023, Hon Hai recorded over US \$189 billion in revenue with Sharp Corporation contributing US \$16.5 billion. Sharp Electronics of Canada Ltd. is a wholly owned Canadian subsidiary of Osaka, Japan based Sharp Corporation. Copies of the past three years of Sharp's Annual Reports are provided for reference purposes. (Table 2A – Company Information and Financial Strength)	*

14	What is your US market share for the Solutions that you are proposing?	Overall US MFD Market Share 10.4% YTD International Data Corporation (IDC) which is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology reported that Sharp continues to gain market share in both the A3 color and mono categories, while the majority of our industry competitors are losing market share. 2021: 10% 2022: 10.1% 2023: 10.2% 2024 YTD: 10.4%	*
15	What is your Canadian market share for the Solutions that you are proposing?	2023 (Q1-Q3) 9.0%	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	Sharp Electronics Corporation has never petitioned for bankruptcy protection. Sharp Electronics of Canada Ltd. has never petitioned for bankruptcy protection.	*
17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	Sharp Electronics is both a manufacturer and a distributor and service provider of the products proposed. Sharp utilizes two primary means of distribution and customer support. Sharp Business Systems (SBS) is a direct sales organization which includes 19 branch locations with 40+ satellite sales offices. In addition, Sharp's nationwide dealer network consists of more than 350 Sharp authorized dealers throughout the U.S. Sharp dealers are independently owned businesses which provide local sales, service and installation of equipment. Sharp Canada As a wholly owned subsidiary of Sharp Corporation (Japan), Sharp Canada would best be defined as a manufacturer which provides print device products and services to end-users. Sharp Canada provides these products and services both directly and via authorized distributors and dealers. Sharp Canada will provide Sourcewell's Participating Entities products and services directly from our Sharp Canada corporate operations Sourcewell Participating Entities located in the Ontario region of known as the Greater Toronto-Hamilton Area (GTHA). Sourcewell Participating Entities outside of the aforementioned region, within the ten Canadian provinces, will be provided with Sharp products and services, by Sharp authorized dealers strategically located within provinces and territories across Canada. At this time, Sharp Canada does not support the three Canadian territories. For certainty, Sharp Canada is fully represented by Sharp Canada employees, and Sharp authorized and supported dealers are independently owned and operated.	*

18	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	Below is a list of licenses and certifications held by Sharp Electronics, its sales and service staff, as well as many salespeople and technicians in our SBS and Dealer network: Manufacturer Certifications • ISO 9001 certification – a globally recognized standard that demonstrates Sharp Corporation's commitment to quality and ability to consistently meet customer expectations. • ISO 14001 certification – Sharp Corporation has met the requirements for an Environmental Management System (EMS) as specified by the International Organization for Standardization (ISO): • ISO 15408/Common Criteria Certifications for comprehensive security features such as data encryption, End-of-Lease feature, administrator audit logs and more. This certification provides a high level of confidence in the security functions of the products evaluated. Sharp was the first MFD manufacturer to achieve certification against the new Common Criteria Protection Profile for Hardcopy Devices v1.0 (HCD-PP v1.0). • ISO 27001 certification - globally recognized mark that an organization's information security management system (ISMS) meets international best practices. • McKesson and Cerner Certified – these certifications are recognized in the healthcare industry which set the standard for Electronic Health/Medical Records (EHR/EMR). Customers can seamlessly integrate their networked Sharp printers and MFDs with leading solutions such as Epic, Cerner Millennium and McKesson STAR 2000 with confidence. Sales & Service Personnel Certifications: Licenses and certifications for the sale and service of copiers, printers and multi-function devices are not a requirement within the industry. However, Sharp Electronics has a corporate mandated requirement that all Sharp direct sales and service team members hold CompTIA's CDIA+ certification (details below). In addition, many of Sharp's sales and service personnel hold additional certifications that enable them to provide advanced knowledge and services to our customers. By incorporating a "distributed intelligence" approach to our accounts, Sharp can leverage the vast experience and credentials of our sales and service teams when developing proposals for Sourcewell participating entities. Below is a list of the current certifications held by Sharp sales and service staff: • CompTIA CDIA+ Certified Document Imaging Architect certification ensures critical knowledge for a career in the document imaging and document management industry. [Requirement for all direct salespeople] • CompTIA A+ certification validates foundation-level knowledge and skills necessary for a career in IT support. It is the starting point for a career. • CompTIA PDI+ Printing and Document Imaging certification ensures foundation-level knowledge and skills necessary for a career in service and support of printing and document imaging devices. • CompTIA Security+ certification designates knowledgeable professionals in the field of security, one of the fastest-growing fields in IT. • CompTIA Network+ certification is the sign of a qualified networking professional. • Microsoft Certified Professional (MCP) is a program of professional certifications awarded by Microsoft. Individual certifications are received upon passing one or more exams. The MCP program itself is designed for software developers and IT Professionals. Microsoft also awards a variety of more targeted certifications (e.g., Microsoft Certified IT Professional). • This technical series with the MC (Microsoft Certified) prefix includes Microsoft Certified IT Professional (MCITP), Microsoft Certified Master (MCM), Microsoft Certified Architect (MCA), Microsoft Certified Professional Developer (MCPD), and Microsoft Certified Technology Specialist (MCTS). Many of these certifications are also held by Sharp's nationwide network of dealer and SBS sales and service professionals. Sharp Canada Sharp Canada is compliant with all business license registrations and requirements at all levels of government where required (i.e. municipal, provincial/territorial and federal). Authorized Sharp Canada dealers are equally compliant and are contractually obligated to Sharp Canada to maintain these registrations and requirements. All Sharp field service technicians, whether employed by Sharp Canada or authorized dealers, are required to complete Sharp factory training and acquire and maintain Sharp factory service certification. Sharp Canada's advance technical support staff located at our corporate office who provide support to all field service technicians (inclusive of dealer field service) are also required to complete advanced training and acquire and maintain appropriate advanced factory certification. Sharp Canada employs a certified Project Management Professional (PMP) to lead and manage successful print device fleet transitions and implementations for both Sharp Clients and Sharp Canada authorized dealer clients.
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19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	Sharp Electronics Corporation has not been suspended or debarred during the past ten years. Sharp Electronics of Canada Ltd. has not been suspended or debarred during the past ten years.
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	ORGANIZATIONAL AWARDS: 2024 Awards The Cannata Frank Awards are a prestigious recognition within the office technology and managed services industry. Named after Frank Cannata, a prominent figure in the industry who founded The Cannata Report (a well-known publication focusing on the business technology and office equipment sector), the awards are given to individuals and companies who have demonstrated exceptional leadership, innovation, and achievement in the field. Winners are determined by an Annual Peer Recognition survey. • 2024 The Cannata Report's Frank Awards - Best Manufacturer, Best-in-Class, Best Marketing Strategy and Excellence in Innovation - Sharp's B2B division received four 2024 Frank Awards based on independent survey results of Sharp dealers. - o Best Manufacturer, which recognizes the outstanding portfolio of products and services for the dealer community. - o Best-in-Class, which recognizes the wonderful support and value adds that Sharp offers to its dealers. - o Best Marketing Strategy, which recognizes the superior marketing tools and support Sharp offers to its dealers. - o Excellence in Innovation, which recognizes Excellence in Product Development. • 2024 NJBIZ Best Place to Work in New Jersey – 4th straight year. • 2024 Best Place to Work in South Carolina • 2024 Best Place to Work in Technology 2023 Awards • 2023 The Cannata Report's Frank Awards - Best Manufacturer, Best-in-Class, Best Marketing Strategy and Excellence in Innovation - Sharp's B2B division received three 2023 Frank Awards based on independent survey results of Sharp dealers. - o Best Manufacturer, which recognizes the outstanding portfolio of products and services for the dealer community. - o Best-in-Class, which recognizes the wonderful support and value adds that Sharp offers to its dealers. - o Best Male Executive, Mike Marusic, President and CEO, Sharp Imaging and Information Company of America • 2023 NJBIZ Best Place to Work in New Jersey – 3rd straight year • 2023 Fortune World's Most Admired Companies List • 2023 NJBIZ Empowering Women Award - recognizes companies and organizations that have shown a strong commitment to supporting and elevating women in New Jersey. • 2023 Supplier Horizon Award - from Premier, Inc. for the 3rd Consecutive Year • 2023 CRN Channel Chiefs - John Sheehan, Senior VP of Sales • 2023 CRN Partner Program Guide Listing. 2022 Awards • 2022 The Cannata Report's Frank Awards - Best Manufacturer, Best in Class, Best Male Executive and Best Marketing Strategy - o Best Manufacturer, which recognizes the outstanding portfolio of products and services for the dealer community. - o Best in Class, which recognizes outstanding products and support - o Best Marketing Strategy, which recognizes the superior marketing tools and support Sharp offers to its dealers. - o Best Male Executive Mike Marusic, President and CEO, Sharp Imaging and Information Company of America • 2022 NJBIZ Best Place to Work in New Jersey – 2nd straight year • 2022 Fortune World's Most Admired Companies List • 2022 Supplier Horizon Award – 2nd Consecutive Year • 2022 Sourcewell Legendary Leadership Award – awarded to Erica Calise, Director of Corporate and Government Marketing 2021 Awards • 2021 The Cannata Report's Frank Awards - Best Manufacturer, Best Male Executive and Best Marketing Strategy - o Best Manufacturer, which recognizes the outstanding portfolio of products and services for the dealer community. - o Best Marketing Strategy, which recognizes the superior marketing tools and support Sharp offers to its dealers. - o Best Male Executive Mike Marusic, President and CEO, Sharp Imaging and

Information Company of America

- 2021 NJBIZ Best Place to Work in New Jersey
- 2021 Supplier Horizon Award

2020 Awards

- 2020 The Cannata Report's Frank Awards - Best Manufacturer, Best-in-Class, Best Male Executive - Sharp's B2B division received three 2020 Frank Awards based on independent survey results of Sharp dealers.
 - o Best Manufacturer, which recognizes the outstanding portfolio of products and services for the dealer community.
 - o Best-in-Class, which recognizes the wonderful support and value adds that Sharp offers to its dealers.
 - o Best Male Executive, Mike Marusic, President and CEO, Sharp Imaging and Information Company of America
- 2020 Fortune World's Most Admired Companies

2019 Awards

- 2019 The Cannata Report's Frank Awards - Best Manufacturer, Best-in-Class, Best Male Executive - Sharp's B2B division received three 2019 Frank Awards based on independent survey results of Sharp dealers.
 - o Best Manufacturer, which recognizes the outstanding portfolio of products and services for the dealer community.
 - o Best-in-Class, which recognizes the wonderful support and value adds that Sharp offers to its dealers.
 - o Best Male Executive, Mike Marusic, President and CEO, Sharp Imaging and Information Company of America
- CRN 2019 Channel Chiefs - John Sheehan, Senior VP of Sales

MFP CATEGORY AWARDS:

2024 Awards

- CRN 2024 Managed Print Services Provider 500
- o CRN's Managed Service Provider 500 list recognizes the top technology providers and consultants in the IT channel

2020 Awards

- Buyers Lab 2020 Outstanding Achievement in Innovation - Sharp Synappx Smart Office Platform
- 14 Winter 2020 Pick Awards from Buyers Lab - Received the most Pick awards in the Copier MFP category than any other manufacturer. Includes awards for every color model, from 26 – 60 pages per minute as well as every tested monochrome model.
- 15 Highly Recommended Awards from Buyers Lab - Received awards for both monochrome and color multifunction printers
- 14 Reliability Certified Awards from Buyers Lab - Received awards for both monochrome and color multifunction printers

2019 Awards

- Buyers Lab 2019 Copier MFP Line of the Year Award - Awarded for the entire multifunction printer product line
- 9 Buyers Lab Pick Awards - Received awards for both monochrome and color multifunction printers
- 6 Reliability Certified Awards from Buyers Lab - Received awards for both monochrome and color multifunction printers
- 6 Highly Recommended Awards from Buyers Lab - Received awards for both monochrome and color multifunction printers

DISPLAY CATEGORY AWARDS:

2024 Awards

- 2024 Best of InfoComm Award From rAVe - Most Creative New Projector for XP-A201U-B
- 2024 Commercial Integrator - P Series Wins Award at Infocomm for Best Conference/Classroom
- 2024 Best of Show Tech & Learning - 4WB Series Wins the Tech & Learning Best of Show Award
- 2024 Commercial Integrators' Top New Technology (TNT) Award- For the Sharp PN-LC2 AQUOS BOARD® Collaboration Displays in the "Video Monitors" category
- 2024 Sharp wins AV Technology Pro AV Best in Market 2024 Award for 1.90mm FE Series 3 Indoor dvLED
- 2024 Digital Signage Awards Finalist The PN-LC2 AQUOS BOARD collaboration display series has been named a finalist for the Digital Signage Awards in both the Large-format Digital Canvases and Innovation in Display Technology categories!

- Sharp ePaper Display wins iF Design Award The iF DESIGN AWARD, with almost 11,000 submissions from 72 countries this year, stands as one the most prestigious design awards in the world.

		• NSCA Reveals Excellence in Product Innovation Winners at BLC 2024 Sharp ePaper wins overall grand prize winner! 2023 Awards • 2023 Top New Technology (TNT) Award – for Sharp 4P-B AQUOS® 4K Ultra-HD Commercial TV Series in the "TV" category. • 2023 Digital Signage Magazine Best of Show Award – For The 4W-B AQUOS BOARD Collaboration Display series has won the 2023 Digital Signage Magazine Best in Show Award at InfoComm 2023 2022 Awards • 2022 Top New Technology (TNT) Award – for the Sharp 4T-B AQUOS Board Interactive Display Series in the "Video Monitor Category • 2022 Commercial Integrator Best Award – For Sharp's PN-L2B AQUOS BOARD Interactive Display Series at InfoComm 2022 • 2022 Digital Signage Award Finalist – For The Sharp 70" (69.5" diagonal) and 80" (80.5" diagonal) 4T-B AQUOS BOARD interactive display line has been selected as a winner of the Digital Signage Awards 2022 2021 Awards • 2021 CRN Tech Innovator Award Finalist - For the Sharp 70" (69.5" diagonal) 4T-B AQUOS BOARD® interactive display in the Collaboration Devices Category. 2020 Awards • 2020 CRN Tech Innovator Award Finalist - The Windows collaboration display from Sharp was decreed a finalist in the Display Collaboration/Signage category of the 2020 CRN Tech Innovators Award • 2020 InfoComm Best of Show Special Edition Award from Sound & Video Contractor – Received for the Sharp Synappx Workspaces IoT solution 2019 Awards • 2019 Best of InfoComm Award from rAve - For the Windows collaboration display from Sharp • 2019 Best of Show Award from Sound & Video Contractor – Awarded for the PN-L861H, PN-L751H and PN-L651H 4K UHD AQUOS BOARD® interactive display systems at InfoComm 2019 • 2019 NAB Show Product of the Year – The 8K Camera from Sharp won a Product of the Year Award at the 2019 NAB Show in the cameras, camera support and accessories category	
21	What percentage of your sales are to the governmental sector in the past three years?	Sharp Electronics Corporation's business product sales to the governmental sector in the past three years accounted for 10% of overall business.	*
22	What percentage of your sales are to the education sector in the past three years?	Sharp Electronics Corporation's business product sales to the education sector in the past three years accounted for 17% of overall business.	*
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	Sharp Electronics Corporation holds multiple state and cooperative purchasing contracts. Total sales volume for these contracts over the past three years is approximately \$175,000,000. Our largest cooperative contract is Sourcewell which accounts for more than 50% of this total. Sharp holds several other cooperative contracts, including NASPO ValuePoint with Participating Agreements with over 23 States, as well as Texas BuyBoard, Equalis Group, PEPPM and several other smaller regional cooperative contracts. Current State contracts include Georgia, Mississippi, New York, North Carolina, Ohio, Pennsylvania, South Carolina, Virginia and Texas. Sharp considers sales reporting data for these contracts proprietary.	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	Sharp's GSA contract GS-25F-0037M expired 9/30/21. This contract has been phased out and currently accounts for service and supply sales associated with legacy equipment. Total US sales over the past three years were less than \$500,000. Sharp Canada • Sourcewell/Canoe • OEMC	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Round Rock ISD, Round Rock, TX	Danny Poolman	512-464-6953	*
School District of Palm Beach County FL	Karen L. Adducci	561-434-8214	*
City of Miami	Richard Rios	305-329-4717	*
Appalachian State University	Jordi Davis	828-262-7800	
Regional Municipality of York	Joseph Rodek Senior Business Support Analyst	905-806-5225	

Table 3: Ability to Sell and Deliver Solutions (150 Points)

Describe your company’s capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *	
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26	Sales force.	Sharp is fully equipped and ready to maximize the potential of an awarded Sourcewell contract through our strategically structured and experienced sales force. Our dedicated teams, including Government Sales, Channel Sales, Technology Sales, and Sharp Business Systems (SBS) Sales, each play a crucial role in ensuring seamless service delivery and contract implementation. Here is how our sales force is structured to guarantee exceptional support and results: Government Sales Team Our Government Sales Team is committed to serving State and Local Government, Educational, and Non-Profit accounts, ensuring efficient implementation of the Sourcewell contract's overall sales strategy. This team is responsible for relaying all necessary messaging about contract terms, product offerings, processes, and requirements. Sharp's Government and Major Account Managers (GMAMs) are experts in the Sourcewell contract, providing comprehensive training and guidance to our authorized dealers and SBS sales teams. GMAMs collaborate closely with end-user customers across their assigned territories to guarantee optimal contract performance. Our team consists of two Government Sales Directors and ten GMAMs, all of whom work in concert with our Operations, Finance, Dealers, and SBS locations. To ensure top-notch account management, we have designated one GMAM, Matt Huggins, as the dedicated Sourcewell Account Manager. Matt will oversee account reviews and collaborate with the GMAM team to drive contract success, Channel Sales Team Our Channel and Inside Sales Teams oversee Sharp's expansive network of over 350 authorized dealers nationwide. These sales teams ensure that our dealers are well-versed in Sharp's product offerings and are continuously updated on our latest solutions and product offerings. The Channel and Inside Sales Teams are structured into three Zones: Eastern, Central, and Western, each led by a Zone Director, with 22 Territory Business Managers (TBMs) and four Inside Sales Managers assigned to specific territories. In addition to this robust structure, the dealer channel benefits from four regional Print Production Managers (PPMs), specialists who offer expertise in light production and color solutions. This ensures comprehensive dealer support and optimal service delivery for Sourcewell participants. Technology Sales Team Sharp's Technology Sales Team brings unmatched expertise in advanced product functions, workflow solutions, and security. This team comprises eight regional Technology Integration Managers (TIMs) who partner with the Government and Channel Sales Teams to design and deliver solutions tailored to end-user needs. TIMs are masters in developing creative and productivity-enhancing solutions for today's demanding office environments. Sharp Business Systems (SBS) Sales With 19 direct branches and over 40 sales offices nationwide, Sharp Business Systems (SBS) Sales provides full-scale support for Sourcewell participating entities. Each branch features Major Account Executives dedicated to the education, government, and non-profit sectors. Our SBS team's proficiency in creating workflow solutions is evident in the numerous customer references included in our Sourcewell response. This team's dedication ensures outstanding service and project development for our clients. Sharp Canada Sharp Electronics of Canada Ltd. (SECL) is prepared to directly serve Sourcewell participating entities in key regions, including the Greater Toronto-Hamilton Area, Niagara Peninsula, and Greater Montreal Region. These areas represent approximately 31% of Canada's population (based on the 2016 census). SECL will leverage corporate resources to provide exceptional Sharp products and services to these entities. Our structured and knowledgeable sales teams are prepared to deliver outstanding service and strategic solutions to Sourcewell participating entities, ensuring a successful and impactful partnership.
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27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	Sharp Electronics has two primary channels for product sales, consulting and customer support – our extensive dealer network and Sharp Business Systems (SBS). Sharp's dealer network includes over 350 authorized dealers across the United States, each committed to delivering, installing, servicing and maintaining Sharp products for Sourcewell participating entities. SBS, a direct sales organization, operates 19 branch locations with more than 40 satellite sales offices nationwide. These networks work closely with Sourcewell participating entities to provide solutions designed to improve processes, as well as the delivery, installation, service and maintenance of recommended products. Cumulatively, Sharp's dealer network comprises over 3,400 sales professionals, including managers, representatives and specialists. Sharp's sales network is further supported by SBS branch offices, which blend Sharp's corporate policies with the adaptability of a local business, allowing them to address regional needs effectively. SBS employees, under Sharp Electronics Corporation's guidance, manage sales, delivery, installation and service operations in support of a Sourcewell awarded contract. The SBS team includes nearly 300 sales professionals dedicated to providing personalized solutions for Sourcewell participating entities. Both dealer and SBS sales account executives work closely with Sharp's Government and Major Account Managers (GMAMs) to develop service and product plans for Sourcewell participating entities. They offer a range of additional services, including networking solutions, Managed Print Services (MPS), data collection and support for enterprise servers or cloud services. To maintain reliable service quality, Sharp's authorized dealers are contractually committed under the Sharp National Account Program (SNAP) Representative Agreement to follow Sharp's product and service guidelines. This includes requiring dealer technicians to complete the same rigorous training as Sharp employees. Both dealers and SBS branches uphold Sharp's service standards, including a commitment to responding within four-hours of a service request and a goal to keep devices operating at 95% efficiency or higher. Under the SNAP Representative Agreement, each dealer must: • Be fully trained and certified on all serviced products • Maintain sufficient parts and supplies to support national accounts • Uphold Sharp's warranty and service policies • Meet Sharp's defined service response times • Provide loaner equipment in emergencies • Supply equipment from dealer inventory when needed An additional distribution channel is provided by Sharp's 220 Certified Channel Resellers (CCRs) who employ sales and service teams to install, maintain and support Sharp products included in this RFP, further expanding the reach and reliability of Sharp's sales and service network. A map detailing Sharp's extensive nationwide sales and service locations is provided as an attachment (Table 3 – Ability to Sell and Deliver Service) A complete list of all Sharp Dealers and SBS locations will be provided upon request. Sharp Canada Sourcewell participating entities outside of the Greater Toronto Hamilton Area, Niagara Peninsula, and the Geter Montreal Region will be provided with Sharp products services by SECL authorized dealers strategically locate within provinces and territories. All SECL authorized and supported dealers are independently owned and operated. A map detailing Sharp Canada's sales and service locations is provided an an attachment (Table 3 – Ability to Sell and Deliver Service) A complete list of all Sharp Canada Dealers will be provided upon request.
28	Service force.	Sharp is fully equipped to provide unparalleled service and support across all 50 states, Puerto Rico, the Virgin Islands, and throughout most of Canada. Our extensive Field Service Team, structured into two zones (East and West), is led by experienced Directors of Field Services, ensuring optimal regional management. This team of 12 Document System Support Specialists partners directly with our Servicing Dealers to deliver expert customer training and resolve service-related concerns efficiently. Service Excellence Programs Our Dealer Service Specialists (DSS) provide comprehensive monitoring, reporting, and problem-solving expertise for hardware, firmware, software, and network-related issues. By employing advanced tools and diagnostic methodologies, our DSS personnel promptly address escalated technical concerns, ensuring rapid root cause analysis and resolution. Our goal is to guarantee that our dealer partners are well-equipped and our customers experience top-tier service, especially Government and Education clients, including Sourcewell participating entities. Key Programs and Initiatives Service Success Center: Sharp's commitment to maintaining exceptional service standards is supported by our 24/7 Service Success Center. This dedicated online platform provides service

personnel with immediate access to essential resources, including bulletins, manuals, training modules, technical support, and the latest software/firmware updates.

Technical Service Hotline:
Our specialized hotline connects Sharp technicians to a team of highly trained technical professionals. These experts offer real-time, guided troubleshooting to expedite problem resolution, ensuring minimal downtime and maximum customer satisfaction. Sharp recently modernized its service call infrastructure by onboarding Salesforce Service Cloud. The new system provides better information sharing, AI-based help for call-center attendees and faster time to resolutions for dealer service inquiries.

Platinum Level Service Program:
Recognizing and rewarding service excellence, our Platinum Level Service Provider (PLSP) program sets high-performance benchmarks. Dealers who achieve PLSP status demonstrate a strong commitment to training, with requirements including:

- Core Competencies and advanced model training.
- Certified technicians for all current models and specialty equipment.
- A certified network technician for connectivity support.
- Adherence to established internal escalation procedures.
- Utilization of Sharp's Machine Intelligence Call Assistance System (MICAS).

Efficient Service Call Escalation Process
Sharp's structured escalation protocol ensures that every service call receives the appropriate attention, with proactive measures to resolve issues swiftly. Our timeline outlines:

- Initial contact within one hour and a targeted on-site technician response within 2-4 hours.
- Progressive use of support resources, including the Sharp Helpdesk and MySharp Online Support, to address unresolved problems.

If necessary, we provide service loaners and engage Field Service Managers and manufacturer support for complex cases.

In addition to providing excellent service, Sharp provides all Sourcewell participating entities a Three-Year Performance Guarantee on all equipment ordered off the awarded contract. The Three-Year Performance Guarantee begins at the date of installation. The procured equipment must be maintained under a full Service Maintenance Agreement offered through the awarded contract with a Sharp Authorized Dealer or SBS branch and operated using only genuine Sharp supplies and parts. This guarantee applies to all products procured through and billed through our National Account Program, but is not applicable to equipment that has been damaged by accident or misuse, including improper voltage. If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the Three Year Performance Guarantee will no longer be valid. This Three Year Performance Guarantee is provided as an assurance that Sharp is committed to Sourcewell's total satisfaction.

Sharp Canada Commitment
Sharp Electronics of Canada Ltd. (SECL) extends this high level of service across Canada. Through our authorized dealer network, SECL ensures skilled technicians and service parts depots are readily available in all provinces and territories. All Sharp Certified Service Technicians are comprehensively trained and experienced in handling our Copier, Printer, and MFD resources, fully supporting Sourcewell's participating entities.

By leveraging our strategic programs, expert personnel, and efficient escalation processes, Sharp is committed to delivering exceptional service solutions that meet and exceed client expectations.

29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	All Sourcewell orders are processed directly by Sharp through our National Account Program. Sharp has two dedicated order processors who receive and process all orders at Sharp's Montvale headquarters. These National Account Team members are highly experienced and knowledgeable, and they are fully dedicated to providing exceptional service and resolving any concerns or issues. Responsibilities of the Customer Service Manager will include, and not be limited to: Order Processing • End to end accountability for all aspects of the order flow, from order entry to product shipping. • Order maintenance and prompt resolution of exceptions • Inventory Control and Management . • Tracking inventory flow for orders to ensure they are fulfilled quickly and completely. • Manage adjustments to orders, including re-ships, to expedite the installation process. Order Staging Large orders or orders with multiple locations/Dealers are assigned a team who is accountable for a smooth order to install process. All orders are tracked on asset level detail also capturing historical status dates. All aspects of each order are monitored from order entry to install (or funding) status, to ensure accurate and timely resolution. This includes: • Coordination with inventory and logistics to meet the Participating Entity's shipping and/or installing instructions. • Coordination and communications with Sharp authorized Dealer(s) or Branch(es) on status changes and follow-up on install process for the Participating Entity. • Resolve changes to original Participating Entity order, including customer modifications, re-ships, damages, upgrades and downgrades. • Provide update reports on the current status, challenges or results to Sharp management, Dealers, Branches and Participating Entities. Sharp's established Sourcewell order business process enables us to fully manage Sourcewell orders, thus providing us all required reporting data, and further reinforces our commitment to providing Sourcewell superior support as a vendor.
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30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	Sharp takes pride in delivering a structured and highly effective account management process for Sourcewell, ensuring exceptional service both locally and nationwide. Our multi-tiered strategy leverages dedicated teams across Order Administration, Finance, Marketing, and Sales to guarantee swift and reliable responses. The leadership of this awarded contract will be spearheaded by Matt Huggins, Sharp's Government and Major Account Manager. Matt will collaborate closely with our Finance Administration Team, dealers, Sharp Business Systems (SBS), and management staff to fulfill all outlined proposal requirements. Matt will also coordinate extensively with our Government and Major Account Managers (GMAMs) across the U.S., ensuring seamless interaction with branches and authorized dealers in their respective territories. Exceptional Customer Service Team Sharp's Sourcewell Customer Service Department, located in Montvale, NJ, will oversee all customer service operations from Monday to Friday, 9 a.m. to 8 p.m. (EST). Two dedicated Sourcewell Customer Service Managers will be responsible for daily contract management, order processing, tracking, and comprehensive customer support. Orders submitted to our specialized Sourcewell Account email receive top priority, with a guarantee of processing within one business day. Key Responsibilities of the Sourcewell Customer Service Team: • Order Processing: Full accountability for the Sourcewell order cycle, from entry to shipment, with quick resolution of any order exceptions. • Inventory Management: Active monitoring of inventory to ensure prompt and complete fulfillment of orders, as well as adjustments for expedited installations. • Order Installation: A specialized team handles large and multi-location orders, overseeing the process from entry to installation to ensure accurate and timely completion. Coordination with inventory and logistics teams is critical for meeting shipping and installation instructions. • Order Resolution: Quick adaptation to changes, including customer modifications, re-ships, or upgrades, ensuring seamless transitions. • Problem Escalation: Proactive collaboration with Sharp's Sourcewell Account Manager to address any issues related to performance requests. Management Team Contacts: • Deepak Yadav, AVP, Business Plan Operations & Supply Chain: (201) 529-3342 • Fran McNicholas, Manager, Finance Administration: (201) 529-8601 • Jessica Gerhold, Manager, Business Operations: (201) 529-9557 The Sourcewell Customer Service Team is composed of seasoned professionals, well-versed in the contract's specifics, and dedicated to delivering top-tier service. Sharp Canada: Comprehensive Support Structure In Canada, Sourcewell participating entities benefit from a robust support system. Each entity is assigned a Client Operations Manager (COM) who serves as a single point of contact for fleet management, service delivery, reporting, and issue resolution. Additionally, local Account Managers (AM) attend quarterly business reviews and, together with the COM, analyze fleet performance to recommend continuous improvements. Our Solutions Consultants are available for Managed Print Services (MPS) and software integration, offering both on-site and remote support. Initial account setups and specialized billing requirements are managed by our Director of Administration, with ongoing support handled by our Administrative Team. All Sourcewell participating entities have direct access to SECL corporate support, including a toll-free HelpDesk available in both English and French for designated regions. Technical service accountability is managed by the SECL Director of Operations and Service, supported by our Regional Service and Dealer Service Managers. We uphold a four-hour onsite response standard, with accommodations for remote locations as necessary.	
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	Sharp is dedicated to delivering exceptional products and services that meet the diverse needs of Sourcewell participating members. Leveraging our extensive network, we provide comprehensive geographic coverage through Sharp Business Systems (SBS) direct branches, a strong alliance of local independent authorized dealers, and Certified Channel Resellers. Our experienced sales and service teams possess in-depth knowledge of the Sourcewell contract and have a proven history of successfully implementing tailored solutions that drive results.	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Sharp Electronics of Canada Ltd. (Sharp Canada) maintains a dedicated team which is responsible for identifying and responding to opportunities within the broader public and MASH sectors in all regional, provincial/territories and federal levels throughout Canada. SECL will support Sourcewell by promoting Sourcewell's proven procurement program when/where responding to appropriate publicly posted RFPs. SECL will also promote Sourcewell to current Sharp direct and authorized dealer Clients who may not be aware of Sourcewell's procurement benefits to the broader public and MASH sectors.	*

33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	The combination of Sharp's extensive dealer network and direct branch operations enables us to provide service and support throughout the United States. Certainly, remote areas may have longer delivery timelines and may incur additional cost for delivery and service. This will be provided to the Sourcewell entity at time of project development. Sharp Canada Sharp Canada and our network of authorized dealers provide service throughout all 10 Canadian provinces. At this time, Sharp Canada does not support the three Canadian territories.	*
34	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	Sharp Electronics will fully service all geographic areas throughout the United States. However, in certain instances where devices are outside of a 25-mile radius from an authorized dealer or branch servicing location, these remote locations may be charged additional fees. If applicable, any additional charges will be provided in advance to the Sourcewell participating entity. Sharp Canada Sharp Canada and our network of authorized dealers provide service throughout all 10 Canadian provinces. At this time, Sharp Canada does not support the three Canadian territories.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	There are no specific contract requirements or restrictions that apply to Sourcewell's participating entities. Sharp has the ability to deliver and service products in Hawaii, Alaska and in US Territories. Where applicable, the Sourcewell participating entity would be responsible for shipping, additional tax filings, export or import fees, etc. as applied to the shipment. In addition, Sharp's transit and delivery time may be impacted due to the customer location.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Sharp will absolutely extend terms of an awarded master agreement to nonprofit entities. In fact, a large percentage of our current Sourcewell customer engagement is attributed to the nonprofit sector. Working with nonprofits gives Sharp the ability to be more involved in community service and reinforces our commitment to providing cost-effective solutions to a broad spectrum of customers.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	Sharp's marketing strategy for the promotion of the Sourcewell contract is multi-layered. A great deal of our strategy is based upon the fundamental approach that we have taken since our first Sourcewell award. This contract is our primary contract vehicle for all local government, education, and non-profit opportunities. Given this level of importance, the following programs are currently in place, and we will continue to explore additional means of promoting the contract. Sales Marketing / Contract Education: The following are Sourcewell contract specific materials developed for Sharp Dealer and SBS sales representatives. The intent of these materials is to both educate and reinforce sales reps on the value of the contract and how to best communicate the award. Training Webinars Sharp provides both scheduled and ad-hoc training webinars for our dealer and SBS sales reps. These webinars include Sourcewell messaging (as provided via the Sourcewell vendor portal), as well as information on the many Sourcewell-specific marketing materials that Sharp makes available to our salespeople. Sharp Success Center To ensure that Sharp's dealer sales force, Sharp Business Systems sales reps and Certified Channel Resellers maintain a high level of product knowledge and expertise, Sharp provides an online site designed to provide continued 24/7 access to resources, innovative tools, ongoing training and technical support needed to exceed Sharp's customer service reputation. This online platform includes a dedicated Sourcewell landing page which contains a multitude of marketing resources that can be downloaded and used by our sales teams. Resources include: pricing, a contract overview, press releases, a training presentation, a Sourcewell contract "benefits of selling" flyer, Sourcewell customer success stories and more. This site enables Sharp to keep our sales team fully engaged and aware of any new product additions, major Sourcewell successes and program enhancements. Vertical-Specific Training Materials Sharp's vertical-specific training materials provide essential selling tips and resources for our key markets. Sales reps have access to customer flyers and internal sales tools which provide information about the need

Sourcewell / Sharp Videos – “Why Sourcewell”

In conjunction with Sourcewell, Sharp has developed a series of “Why Sourcewell” mini video clips which reinforce the value of cooperative contract selling, and why a Sharp dealer or branch sales rep would want to propose Sourcewell’s contract. These video clips range from 30-seconds to 2-minutes and answer questions like, explaining Sourcewell’s .gov delineation, Sharp’s history with Sourcewell, and more. Our Government and Major Account Managers have the ability to share these mini clips with salespeople, thus reinforcing the “Why Sourcewell” message.

Dealer Road Shows

Sharp Dealer Road Shows are scheduled approximately every 18 months. The three to five shows are scheduled over an eight-week period and are held in major cities throughout the U.S. All Sharp authorized dealer and SBS location sales reps are encouraged to attend. The agenda for the road show has historically included a dedicated Sourcewell seminar which outlines the benefits of the contract and highlights regional success stories.

National Dealer Meeting

Sharp’s National Dealer Meeting is also scheduled approximately every 18 months. This two day plus event includes a 40,000 sq. ft. product showcase which consists of a Sharp Partner Pavilion with a Sourcewell Premier Booth staffed by both Sourcewell and Sharp representatives, as well as vertical market demonstrations highlighting educational opportunities using the Sourcewell contract. In addition, all attendees are encouraged to attend a dedicated Education/Sourcewell breakout session.

GMAM Dealer Training

All Sharp Government and Major Account Managers (GMAMs) are required to meet with the Sharp dealers and SBS locations in their assigned territories. When meeting with Sharp Dealers and SBS sales reps, a large component of the GMAM “talk track” is the Sourcewell contract including the benefits and the opportunities it provides. In addition, the above referenced marketing materials and events are always identified throughout these training sessions.

Customer Engagement:

Customized Website

Sharp currently maintains a customized Sourcewell website for customer usage. This site includes contract-specific information regarding product information, customer testimonials, a customer benefits flyer, as well as a MySharp™ site. The MySharp site includes customer “how to” tutorials ranging from how to duplex to more advanced features on our copiers and printers. In addition, the website provides information on Sharp’s free toner recycling program and our commitment to the environment. This site is continually updated and enables Sharp to provide Sourcewell participating entities the most up to date information regarding the award.

Trade Shows

Sharp participates in all major local government and educational trade shows and demonstrates a strong Sourcewell commitment through our marketing banners and collateral materials. In addition, Sharp will continue to provide co-branded giveaways for all show attendees.

Sharp Executive Experience Center

Sharp’s three Executive Experience Centers throughout the country enable customers to engage firsthand with Sharp’s products. This includes our production printers, A3 and A4 MFPs and printers, laptops, digital displays, as well as software and workflow document technologies. This hands-on experience enables customers to see the synergy of Sharp’s technology in industry specific use cases.

Sourcewell Contract Benefits

Sharp provides our customers a variety of collaterals designed to reinforce the value of the Sourcewell contract, including a single page “Customer Benefits” document which highlights customer testimonials and the benefits of cooperative purchasing. Our Simply Smarter Procurement with Sourcewell brochure dives deeper into the benefits of the contract and providing a total office solution to Sourcewell participating entities.

Vertical-Specific Marketing

Sharp has developed a series of marketing flyers designed specifically for vertical markets which identify technology solutions for government, education and nonprofit organizations. Each of these provide customers with an overview of Sharp’s product offering and ability to address needs specific to each market.

RFP vs Cooperative Contract Process

This infographic demonstrates the value of cooperative contract purchasing vs issuing a RFP. We provide this document to potential Sourcewell customers to further reinforce the value of cooperative purchasing. This valuable visual tool is a fabulous “extra kick” when it comes to relaying the benefits of Sourcewell.

		Marketing material samples provided in Documents section (Table 4 – Marketing Plan) Sharp Canada Sharp Electronics of Canada Ltd. will leverage many of the marketing materials that Sharp's HQ marketing team has developed. The access to existing materials and ability to easily modify messaging for the Canadian market enables the Canadian sales and marketing teams to literally hit the ground running.	
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	Sharp has many technology and digital approaches to enhancing our marketing for our overall solutions and Sourcewell client engagement. These include, but are not limited to: • Social media promotion and/or targeted promotional advertising on platforms such as LinkedIn, Facebook, Twitter and Instagram • Digital marketing promotions including paid-search, display ad retargeting and sponsored content on online communities • Significant digital-video production of our core messages, for use on our web properties, YouTube and across social media • Email nurture campaigns to both end-users and our channel audiences via event-captured, sales-captured and website-gathered leads, driven by our digital marketing automation platform (Pardot) that is tied to our CRM system (Salesforce) • Online events and webinars accelerate sales cycles, build contact lists to deliver messaging about solutions, contracts and GPO buying options • Web-presence over our corporate site (business.sharppusa.com), our direct-branch-sales site and partner extranet sites (Sharp Success Center) for our channel to gain valuable selling information • To enhance prospecting and sales effectiveness, Sharp has deployed ZoomInfo across our direct sales organization to improve prospect identification and targeting. We also offer social selling training for platforms like LinkedIn.	*
39	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	By and large we view the promotion of an awarded contract as Sharp's responsibility. Certainly, Sourcewell's reinforcement of its message in the provided vendor "Sourcewell University" training events and webinars provides reinforcement and education for our Dealers and SBS salespeople. Sharp truly appreciates Sourcewell's commitment to provide training regarding industry and sales trends in cooperative purchasing, as well as tips on how to position the Sourcewell contract to boost sales. The annual H2O conference provides management the ability to meet with fellow vendors and to share and exchange best practices and to discover optimum methods of contract promotion. Joint co-marketing activity with Sharp has proven successful in the past. We absolutely intend to build upon the relationship that we have established with Sourcewell as an active participant in all Sourcewell marketing activities where appropriate. The inclusion of Sourcewell in Sharp's dealer and SBS training webinars has been well received and provides additional messaging. As well, Sharp's historical inclusion of Sourcewell in our National Dealer Meetings and Road Shows has been invaluable. Finally, the recently launched Sourcewell vendor portal provides serves as an outstanding educational resource for our salespeople. A Sourcewell awarded contract will continue to be fully integrated into Sharp's internal sales process. The Sourcewell contract is a key component of the sales quota for all Sharp sales employees, as this quota requirement is incorporated at all sales levels – management, dealer sales and government sales. Sharp will continue to provide incentives for using the Sourcewell contract to salespeople through our Ultimate Rewards Program. This program is a versatile, online sales program designed to reward Sharp dealer, CCR and SBS sales reps for selling Sharp products through the contract. All Sharp dealer sales reps and sales managers are encouraged to improve their level of sales and technical competency by completing the Sharp Academy online training program, which is an in-depth and up-to-date education on Sharp products, software and solutions. The Ultimate Rewards point values earned are directly related to the Sharp Academy level of training completed. This business model encourages our sales reps to continuously train and maintain a high level of industry and product knowledge.	*
40	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	The complex nature of our products and our solutions-based approach does not lend itself to a commoditized e-procurement ordering process. We are currently exploring an e-procurement platform for the ordering of "drop ship" type products such as desktop printers and monitors. Once available, Sharp would make this e-procurement system available to Sourcewell participating entities.	*

Table 5A: Value-Added Attributes (100 Points)

Line Item	Question	Response *
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41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	To ensure the highest level of satisfaction in training and support of all product installations, Sharp's dealers and SBS branches provide on-site introductory training with each new copier, printer or multi-function device (MFD) installation. Product Training is customizable. The installing service provider will develop a program using one or more of the options below. • Small group classroom training - Group of 10-20 with Lead Trainer - o In this setting, we utilize a feature of the Sharp MFD called Remote Front Panel. This feature allows us to broadcast the MFD's user interface to a Screen or Monitor so that many can easily see the screen from a comfortable position. • Department Training - o Trainers will schedule a time with each department or group and do hands-on product training in the user's area. • Power User Training- Train the Trainer - o In this training, a select group of power users will go through an extended training session and after completion should be able to help others as needed. • Follow Up Training – Can be made available. An additional cost may be incurred - o When you have new staff or want more advanced training with your technology we will be there to support you. Our goal is to ensure our customers are utilizing their equipment to its fullest potential. The initial one hour on-site introductory training is included at no additional charge with all equipment acquired on an awarded Sourcewell Contract. Before a machine is delivered and installed, the customer will be contacted by the installing dealer or SBS location to schedule training. Training will be scheduled within 48 hours of delivery and is usually scheduled to take place during the installation process. However, training could be scheduled at a date and time convenient to the participating entity after the time of delivery and installation. Sharp also provides an online tool for end user guidance and assistance. MySharp™ is an additional resource which is available 24/7. This web-based site is Sharp's free internet resource designed to help Sourcewell participating entities with any questions regarding the functions of the copier, printer or MFD. This website will provide participating entities with access to video demonstrations, tutorials, tips and tricks for using the Sharp equipment to its full potential. Additionally, the site is customized to include information and tutorials on all awarded MFDs and printers. The website's sleek look and easy navigation to videos and PDFs makes this unique resource a great way to access critical information any time of day! A link and screen shots are provided in the Documents section of our response (Table 5A – Value Add) Sharp Canada Sharp Canada's training ensures that key operators and end users are fully equipped to use MFDs (Multi-Function Devices) efficiently, driving cost savings through best practices. Training programs are tailored to meet the specific needs of each client, addressing common user questions and optimizing device usage. Training at the Time of Installation At the time of MFD installation, Sharp Canada provides comprehensive training, which includes: • Technical Assistance: Support with server software setup and configuration of sample workstations. • MFD Software Management: Training for IT staff on MFD management utilities (up to 2 hours of initial training). • Driver Interface Training: Instruction for up to 5-10 primary users per session on how to effectively use the MFD drivers. Training Delivery Methods Sharp trainers utilize a combination of on-site, hands-on, and web-based training resources: • On-Site Training: Hands-on sessions at the time of installation, as well as group classroom training with a working MFD. • Web-Based Training: Access to online modules, 24/7 help documentation, FAQs, and webinars/conference calls for additional locations or ongoing support. Key Operator and End User Training Training for key operators and end users covers all functions and features in use, including: • Basic Functions: Copy, print, scan, fax, and paper selection. • Advanced Features: Confidential print, address books, job status tracking, and document filing. • Key Operator Responsibilities: Training on essential tasks such as changing consumables, troubleshooting, ordering supplies via the Sharp web-based service portal, and following service call protocols. • Additional Skills: Training on advanced tasks such as inserting tabs, creating booklets with different paper types, and creating custom job builds. Data Monitoring & Support As requested, diagnostic and usage data can be routed to key operators, fleet administrators, or Sharp's fleet support team for ongoing monitoring and management. Tailored IT Support Training IT support training is customized to the agreed-upon level of involvement, ensuring that IT teams are fully prepared to support the MFD systems. Additionally, Client HelpDesk teams can receive separate training at no extra charge.
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42	Describe any technological advances that your proposed Solutions offer.	Sharp has a strong history of developing leading edge technologically advanced products. Sharp was the first manufacturer to introduce document security in 2000 and the first to receive the Federal Government's Common Criteria certification for our MFD security solution in 2001. Our commitment to providing our customers superior products and services sets Sharp apart from our competitors and allows us to provide Sourcewell participating entities a best-in-class experience. Here are some highlights: Smart Office Solutions: - Interactive Whiteboards: Sharp's interactive whiteboards, like the AQUOS BOARD series, are designed for collaboration in meetings and classrooms. They support multi-touch functionality and seamless integration with other smart office devices. - Document Solutions: Sharp provides multifunctional printers and copiers with features like cloud integration, enhanced security, and AI-driven maintenance to streamline document management. Display Technology: 8K Ultra-HD Technology: Sharp was a pioneer in developing and mass-producing 8K televisions, which offer ultra-high resolution for stunning picture clarity. - IGZO Displays: Sharp developed IGZO (Indium Gallium Zinc Oxide) technology, which allows for higher pixel density and improved energy efficiency in displays for TVs, laptops, and mobile devices. These technologies demonstrate Sharp's commitment to enhancing user experience through innovation, efficiency, and smart connectivity. Technology for New "Normal" Office Environments The COVID-19 pandemic caused us to reevaluate how we work. Sharp has developed technologies that allow organizations to be flexible and promote safe working environments, either while in the office or while collaborating from a home office. Touchless Job Release Sharp remains committed to keeping your work environment safe and sanitary by supporting features to help employees safely and hygienically operate shared devices. With that in mind, Sharp has enhanced the Print Hold feature on select A3 and A4 workgroup models, enabling users to release their jobs automatically by simply swiping their ID card when authentication is used. With this workflow, users do not need to physically touch the MFD, allowing for a true contactless experience. Cloud/Email Connect Through the Cloud/Email Connect feature on the latest generation of Sharp multi-function products, organizations can seamlessly integrate their paper-based document workflows with popular cloud services. For an optimal user experience, single sign-on is supported. Users can login once and conveniently scan documents or access cloud-stored documents directly from the Sharp MFD while IT administrators maintain full security control. Cloud Connect For: - OneDrive® for Business - SharePoint Online® - Google Drive™ - Box Connector (Available through the Sharp Application Portal) - Dropbox Connector (Available through the Sharp Application Portal) Email Connect For: - Exchange Server - Exchange Online/Office 365 - Gmail™ Webmail Synappx™ Builds a Smarter Hybrid Workplace As businesses aim to rebound in 2021, the workplace will continue to be a place where people come to connect with colleagues and collaborate. Sharp's Synappx applications help organizations create a safer and smarter workplace experience by providing contactless device access and simplifying collaboration in shared spaces. With a mobile device, Synappx Go enables the quick, safe access and sharing of content through the Sharp MFD or interactive display, all without ever touching the shared device. Synappx Meeting creates more productive meetings by helping users connect technology in meeting rooms, from their desks or at home. Synappx™ applications ease communication between office technology such as, hardware, software, data stores and data communication platforms; already in use in the office. With Sharp Synappx, these technologies communicate with each other, seamlessly. Remove frustrating technology hassles from meetings. Share or print information right where it's needed. Get smarter about meeting spaces, all to drive better collaboration. Windows Collaboration Display Sharp's Windows Collaboration Display (WCD) includes a built-in microphone, 4K camera and IoT sensor hub that works seamlessly with Microsoft 365 collaboration tools. This
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product is backed by the cloud to deliver outstanding ease of use and enable the continual analysis of meeting room conditions, allowing for comfortable business meetings with better space utilization, more productive collaboration and minimal setup. With the WCD, users can share material from any device. Plus, built-in wireless casting can connect up to five devices simultaneously.

Technological Advances of Sharp Products

MFD Customization

The Sharp first-of-a-kind user interface can be customized with one-touch access to the functions, files or applications that are most important to an organization or user. The experience is fully personalized from the simple to the more complex, allowing you to add custom backgrounds and icons, change the display language and much more.

Retractable Keyboard

Designed to simplify e-mail address and subject line entries, as well as repetitive scanning tasks and user authentication, the built-in keyboard offers users a familiar ergonomic interface.

Sharp Mobile Print and Scan Solution

Sharp's mobile applications are designed to give users powerful, cutting edge solutions that integrate their Windows® 8, Windows RT, iPhone®, iPad®, or Android™ device with Sharp's award-winning MFDs. Sharpdesk Mobile provides users with an innovative mobile print and scan solution for Smartphones, Tablets, and AQUOS Boards.

Hassle-Free Printing

Connect to a Wi-Fi network, select a document, preview and print directly to a supported Sharp MFD from your iPhone® or iPad®.

Simplified Scanning

Scan hard-copy documents to PDF for easy access by simply scanning from a Sharp MFD to your iPhone® or iPad®. The mobile device's profile can be stored as a "scan-to" location on the MFD for easy access.

Seamless Collaboration with Other Applications

Sharpdesk Mobile allows seamless file sharing with other applications. Users can attach scanned files to e-mail, share documents with other iPhone®/iPad® applications or print files from other iPhone®/iPad® applications.

Security

Sharp Electronics is recognized as an industry leader in security which provides Sourcewell participating entities proven protection for confidential data, device access and network safeguards. Securely managing business and user data is critical for organizations to be successful, Sharp addresses these concerns by providing a suite of integrated security features designed to help protect your information and document assets.

Sharp continues to lead in the industry by incorporating advanced Security (AES 256 bit encryption, HDD overwrite) as a standard feature. Sharp has also introduced additional Security measures with Firmware Attack Prevention and Self Recovery, Application Whitelisting, and an "End-of-Lease" feature that sanitizes and reverts the MFD to defaults when reaching end of life. Sharp addresses the need for governmental compliance by the introduction of optional data security kits that provided the ability to encrypt data further residing on the device in addition to the already present AES 256 bit encryption, data overwrite, port management and administrator control of feature accessibility. In addition, a firmware-based operating system is deployed in Sharp MFDs that does not allow for vulnerabilities that could potentially introduce harmful software such as a virus or malware.

Sharp Remote Device Manager (SRDM)

SRDM is a device management and monitoring tool to facilitate centralized management of Sharp MFDs and SNMP-compliant printers to allow for optimum device uptime. From the console, IT Managers can view detailed information on each device, such as network connectivity, consumable levels and impression counts. The direct access to remote front panel enables support staff to view and control the LCD panel from anywhere on the network, as well as the ability to review service logs and update firmware. For more intuitive views and to expedite trouble shooting, devices can be grouped together in the utility by model, department, location, network status, IP address and more. Rapid deployment of MFDs can also be accomplished by distributing print drivers to network clients and cloning the settings of a reference device to other similar models all at the click of a button. Toner level is monitored in one percent increments on select models.

Key features include but are not limited to:

- Manual or automated device discovery
- Remote device monitoring on status and consumables
- Remote device security, network and system configurations
- Remote access to device's front panel to provide quick user assistance
- Driver distribution to reduce IT support time
- Security dashboard to centrally enforce security policies
- Scheduled power management to optimize energy usage

		• Device cloning and storage backup to facilitate deployment and business continuity • Email notifications to keep IT administrators aware of critical issues Edge-to-Edge Printing Sharp is the first and only manufacturer to offer edge-to-edge printing on light production MFDs. Edge-to-edge printing enables operators to output high quality, full-bleed booklets in-line, helping to reduce outsourcing costs as well as production times. Sharp's exclusive solution uses 11 x 17 paper and automatically trims only one edge of the paper, producing a lower cost full bleed booklet. Other manufacturers accomplish this by printing on larger (12 x 18) paper which costs more than ledger paper and by using an expensive finisher that trims three sides of the finished booklet. Not only does this type of paper trimming unit cost more, it also slows down the productivity of the device. This feature has been especially well-received by Sourcewell participating entities who opt for in-house printing of materials such as churches and other non-profits. PANTONE® Matching System PANTONE® colors are commonly found in logos, letterhead, and business cards. Traditionally, to accurately reproduce these colors manufacturers would turn to a third-party company for a specialized print controller. Sharp has taken a different approach. All Sharp 30+ page per minute color models have the ability to match PANTONE colors. This unique approach saves customers money by not requiring a costly third-party print controller. In addition, training time is saved as a result of not needing to train users on a different print driver while providing excellent color matching. Fiery® Command Workstation® Sharp also received an innovation award from BLI for our integration of Fiery® Command Workstation® at the MFD panel. Utilizing a large 15.4" touch screen on our light production models, Sharp has chosen to offer more convenience while reducing costs for Sourcewell participating entities. In the past, a key operator would run a light production MFD and utilize a nearby PC running Command Workstation. This creates a lot of back and forth for the key operator to load paper, offload finished jobs and check on incoming print jobs. By giving key operators the convenience of running Command Workstation through the control panel, key operators are more productive. Competitive models require a costly FASCI Kit with an external keyboard can cost much more. Sharp OSA® Designed to deliver powerful customization, the Sharp OSA development platform opens the door to a broad array of value-added functionality and flexibility. Sharp OSA-enabled MFDs allow users to work smarter and be more productive. Completing routine tasks are easier. With next generation Sharp OSA technology, applications deployed in the cloud can be integrated with any Sharp OSA v4 enabled MFD. By delivering applications to the MFD directly from the cloud, enterprises gain the ability to quickly scale MFD functionality without the need to purchase server hardware and software. The deployment time is significantly reduced by avoiding the lengthy capital approval process often used for IT projects. Links to pertinent brochures and marketing materials further describing Sharp's technological advances are provided in the Documents section of our response (Table 5A – Value Add)	
43	Provide two (2) examples of how your devices support seamless workflows with cloud-based document management systems.	Sharp multifunction devices (MFDs) are equipped with advanced features that support seamless workflows with cloud-based document management systems. Here's how they enable this integration: Cloud Connectivity: Sharp MFDs come with built-in cloud services that allow users to easily scan documents to, or print documents from, popular cloud storage platforms like Google Drive, OneDrive, SharePoint, Dropbox, and Box. This ensures documents are accessible and manageable from anywhere. Users can scan documents directly from the copier to cloud-based document management systems without needing a computer. This reduces the steps required to upload and organize files, improving productivity and efficiency. Sharp's Open Systems Architecture (OSA) enables Sourcewell participating entities to seamlessly integrate their MFDs with cloud document solution of their choice. This unique approach to third party integration allows users to retain maximum flexibility. These features make Sharp copiers a vital part of efficient, cloud-integrated office environments, enhancing productivity and making document management easier and more secure.	*
44	Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	Sharp's "Green" Initiatives Sharp is deeply committed to its corporate sustainability plan and promotes an overall company strategy for protecting the global environment. Critical policies, strategies, and measures relating to environmental sustainability management are implemented across the entire Sharp Corporation. Specifically, Sharp Corporation's Environmental Department in charge of Environmental Affairs serves as the chair of the semiannual General Global Environmental Conferences, where general managers responsible for environmental affairs from each division and overseas base become thoroughly familiar with Sharp Corporation's environmental policies and discuss environmental policies, objectives and measures for each division.	

Sharp also holds Company-Wide GP (Green Product) and GF (Green Factory) Conferences in Japan and regional environmental conferences to ensure that Sharp Corporation's environmental policies are thoroughly disseminated and to discuss environmental policies and measures for each department and site. Sharp also works closely with members of environmental departments at each site in Japan and worldwide through various committees, project activities, and Eco Best Practice Forums, while promoting various environmental initiatives across the entire Sharp Group.

Sharp is taking active measures to curb greenhouse gas emissions resulting from its business activities by reducing CO₂ emissions through the introduction of cogeneration systems and energy-efficient equipment, the installation of solar power generation systems, and the meticulous implementation of energy-saving activities at plants and offices. At the same time, Sharp is also reducing emissions of greenhouse gases such as PFCs (perfluorocarbons) by installing abatement systems and adopting replacement gases with lower global warming potential.

To support these environmental initiatives, Sharp introduced its long-term Eco Vision 2050 which sets forth two key goals to reach by 2050: to create more clean energy than the total amount of energy consumed in Sharp's entire supply chain and to achieve net zero CO₂ emission in Sharp's business activities.

Sharp's 2023 Sustainability Report is included in the Documents section of our response (Table 5A – Value Add)

Sharp's Recycling Initiatives

Toner Recycling

Sharp's Toner Recycling Program is FREE to all users and provides for the recycling of all consumables, including toner cartridges, bottles, toner collection containers and drum units. As part of our commitment to preserving the environment and reducing landfill waste, Sharp Electronics partnered with a Zero Waste to Landfill Recycler for recycling all Sharp consumables.

We encourage our customers to recycle in bulk by providing all collection and shipping materials, as well as all shipping and recycling costs, for the return of all used Sharp toner cartridges and consumables. Upon registration, customers receive a Recycling Kit that contains 3 pre-addressed collection/shipping cartons. The carton can be conveniently placed in the customer's mail room or near the copier for easy collection and shipment of up to 10 used cartridges. Since the program's inception, each month over 4 tons of used toner cartridges have been prevented from ending up in a landfill.

For more information on our recycling program, please visit www.sharppusa.com/recycle

Machine End-of-Life Product Recycling

As part of Sharp's Super Green Strategy, Sharp provides our customers a recycling option for Sharp Copiers, Printers and MFDs which have reached their end of life.

These models, with authorizing documentation, can be shipped to one of three regional Sharp recycling centers. Sharp will be responsible for all disposition and Zero-Waste-to-Landfill recycling costs associated with the disposition of Sharp equipment.

Additional information is included in the Documents section of our response (Table 5A – Value Add)

Sharp Canada

Sharp Canada has long been committed to sustainability and environmental responsibility, with a range of "green" initiatives embedded into our products, services, and operations. Sharp Corporation ("Sharp") integrates eco-friendly practices across its product design, manufacturing processes, and corporate activities, ensuring that its offerings are not only high-performance but also environmentally conscious.

Energy-Efficient Products

Sharp designs its products with energy efficiency in mind, helping businesses and consumers reduce their environmental footprint. Many of Sharp's devices, including its printers, multi-functional devices (MFDs), and displays, are ENERGY STAR® certified. ENERGY STAR® is a global standard for energy efficiency, indicating that these devices consume less energy during operation and standby mode, contributing to lower greenhouse gas emissions and reduced operational costs.

For example:

- Sharp's printers and MFDs feature energy-saving modes that minimize power consumption without sacrificing performance.
- Sharp's large-format displays also incorporate energy-efficient technologies like LED backlighting, which significantly reduces energy usage compared to traditional fluorescent lighting.

		Recycling Programs Sharp Canada has implemented various recycling initiatives to reduce waste and promote the reuse of materials. This includes product take-back programs, where consumers and businesses can return old or non-functioning devices for proper disposal and recycling. Sharp Canada partners with R2 certified e-waste recyclers to ensure that products are dismantled in an environmentally responsible manner and that components are either reused or recycled. Sharp Canada's Toner Cartridge Recycling Program is another example, which allows Sharp Canada customers to return used toner cartridges for recycling, helping to reduce the number of cartridges that end up in landfills. This program aligns with Sharp Canada's broader goal of reducing waste and promoting circular economy principles. Eco-Friendly Packaging: Sharp also prioritizes sustainable packaging for its products. The company uses minimal packaging materials and strives to utilize recyclable or biodegradable materials for the boxes, wraps, and inserts used in the shipping and packaging process. This reduces the environmental impact of packaging waste. Sustainable Manufacturing Practices: Sharp's commitment to sustainability extends to its manufacturing processes. The company adheres to environmentally responsible practices to minimize the ecological impact of its production facilities. Sharp's factories are designed to comply with global environmental standards, such as ISO 14001, which is a certification for effective environmental management systems. Sharp's global manufacturing facilities have taken significant steps to reduce water and energy consumption in its production processes and to minimize the use of hazardous substances. For instance, Sharp has committed to eliminating harmful materials such as PVC and certain flame retardants from its products in favor of safer, more environmentally friendly alternatives. Eco-Friendly Product Design: Sharp incorporates sustainable design principles into the creation of its products. Many of its devices are built with energy-saving technologies, long-lasting components, and recyclable materials. Sharp products are designed for ease of maintenance, which extends their useful life and helps reduce waste over time. For example, Sharp's solar-powered calculators and eco-friendly printing solutions reflect a commitment to using renewable energy and minimizing paper waste. By utilizing technologies that lower environmental impact, Sharp's product lineup contributes to a greener planet. Carbon Footprint Reduction: Sharp Canada is actively involved in reducing its corporate carbon footprint. This includes improving energy efficiency within our corporate headquarters and warehouse/distribution facilities, optimizing logistics to reduce transportation-related emissions, and sourcing renewable energy where possible. Sharp has set ambitious sustainability targets and works to track and reduce its carbon emissions on a global scale. Corporate Social Responsibility (CSR) Initiatives: Sharp's environmental commitment extends beyond product development. As part of Sharp's broader corporate social responsibility initiatives, Sharp works to raise awareness about environmental issues and promotes green practices through its partnerships with local communities and organizations. The company is involved in a number of environmental advocacy programs and educational initiatives that encourage sustainable living and responsible consumption. Sharp's "green" initiatives reflect a holistic approach to sustainability. By offering energy-efficient products, implementing recycling programs, adopting sustainable manufacturing practices, and promoting environmentally conscious design, Sharp is helping organizations reduce their environmental impact while also offering high-quality, high-performance solutions. These efforts not only support global sustainability goals but also provide customers with environmentally responsible options for their technology needs.
45	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation (e.g. life-cycle management, energy consumption, and end-of-life disposal options), or other green/sustainability factors.	As Sharp strives for sustainable product design, we consider environmental friendliness a key factor in all stages of a product's life cycle, from design to manufacture to disposal. Sharp's environmental initiatives and dedication to developing energy efficient document systems set a high standard in the industry. Most Sharp models utilize a built-in walk-up motion sensor which automatically detects approaching users and immediately wakes the machine, making it ready for use within seconds, saving energy while in sleep mode without sacrificing convenience. Sharp's advanced micro-fine toner technology offers a lower consumption rate and produces less waste than conventional toners, resulting in longer replacement intervals. Long-life consumable parts help minimize service intervals and down time, resulting in lower operating costs and all Sharp copier supplies are packaged using fully recyclable materials. Additionally, all models being proposed are RoHS compliant to restrict the use of hazardous

substances.

Energy Efficiency

With two different energy saving modes, power can be reduced or shut off at set intervals and all Sharp copiers, printers and MFDs being proposed are ENERGY STAR® certified. These models are third party certified to be energy efficient by using the least amount of energy when working and when they are in stand-by mode.

Sharp Business Products are EPEAT® Registered

EPEAT (Electronic Product Environmental Assessment Tool) is a third-party global rating system for greener electronics that requires ongoing independent verification of manufacturer claims. Customers can use EPEAT as the environmental benchmark to help them make informed purchasing decisions. By using EPEAT standards to purchase greener electronics, customers are assured their organization's environmental sustainability goals are met and will help to preserve our natural resources. All Sharp Copiers, Printers and MFDs being proposed in this Sourcewell RFP are EPEAT registered.

ISO Certifications

The International Standards Organization (ISO) establishes performance objectives and environmental management systems to prevent pollution, ensure compliance with regulations and achieve continual improvement. Sharp Electronics Corporation Headquarters undergoes annual audits and has been certified since 2004.

In 1995, Sharp Corporation in Japan, began the process of acquiring ISO Environmental Management System Certification for its production facilities. Currently, all Sharp manufacturing facilities worldwide are ISO 9001 and ISO 14001 certified. Further, in 2002, Sharp introduced its own Environmental Management System, which adds 49 additional control points for all our plants to supplement those specified by ISO standards, which is maintained today.

The following links and documents are included in the Documents section (Table 5A – Value Add)

- Energy Star Listing
- EPEAT Registry
- ISO 9001 Certification
- ISO 14001 Certification

Sharp Corporation ("Sharp") has received several prestigious third-party eco-labels, certifications, and ratings for its products and operations related to energy efficiency, sustainability, and environmental responsibility. These certifications underscore Sharp's commitment to reducing its environmental impact and ensuring that its products align with global standards for sustainability.

ENERGY STAR® Certification:

ENERGY STAR® is one of the most widely recognized energy efficiency certifications worldwide. Sharp products, including its printers, multi-functional devices (MFDs), and displays, are ENERGY STAR® certified. This certification indicates that these products meet stringent energy efficiency criteria set by Natural Resources Canada (Federal Ministry), the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy (DOE). ENERGY STAR® certified products consume less energy during operation and standby, which helps reduce greenhouse gas emissions and lowers operating costs for businesses and consumers.

Key Products with ENERGY STAR®:

- Sharp printers and MFDs (multifunctional devices)
- Sharp LED displays and digital signage solutions

ISO 14001: Environmental Management System (EMS) Certification:

ISO 14001 is an internationally recognized standard for environmental management systems (EMS). Sharp has achieved this certification for many of its manufacturing facilities, demonstrating its commitment to managing and reducing the environmental impact of its operations. ISO 14001 helps organizations identify, manage, and reduce their environmental footprint across the entire lifecycle of products—from design and manufacturing to packaging, use, and disposal.

Sharp's adherence to ISO 14001 standards ensures that its production processes are efficient, use fewer resources, and reduce waste and emissions. The certification also emphasizes Sharp's ongoing efforts to improve its environmental performance.

RoHS (Restriction of Hazardous Substances) Compliance:

The RoHS directive restricts the use of certain hazardous substances in electrical and electronic products. Sharp is compliant with RoHS regulations, which means its products are free from restricted substances such as lead, mercury, cadmium, and other harmful chemicals that can pose environmental and health risks. By adhering to RoHS standards, Sharp helps minimize environmental pollution and ensures safer products for users and the planet.

TCO Certified:

The TCO Certified label is a globally recognized certification that focuses on sustainability criteria for IT products, including monitors, displays, and printers. It evaluates products based on a wide range of environmental and social factors, including energy efficiency, environmental

		impact, ergonomics, and the sustainability of the materials used. Sharp's products, including certain displays and monitors, have earned TCO Certified status, ensuring they meet high standards for energy consumption, sustainable manufacturing processes, and overall product lifecycle sustainability. EPEAT (Electronic Product Environmental Assessment Tool) Certification: EPEAT is an environmental rating system that helps organizations identify greener electronics. Sharp has earned EPEAT Gold certification for many of its products, particularly monitors and printers. EPEAT certification evaluates products based on a number of environmental criteria, such as energy efficiency, recyclability, use of hazardous materials, and product longevity. EPEAT Gold status indicates that a product meets high sustainability standards and is designed to have a minimal environmental impact over its lifecycle—from production and use to disposal and recycling. Green Mark: Sharp's Green Mark certification is awarded to products that meet stringent energy efficiency and environmental standards in certain regions, particularly in markets such as Japan and parts of Asia. The Green Mark program evaluates products based on factors like energy savings, material usage, and overall environmental impact throughout the product lifecycle. WEEE Compliance (Waste Electrical and Electronic Equipment): Sharp complies with the WEEE Directive, which mandates that manufacturers take responsibility for the recycling and proper disposal of electronic products at the end of their life. This ensures that Sharp's products are disposed of responsibly, reducing the burden on landfills and encouraging the recycling of valuable components. Summary of Sharp's Eco-Certifications: • ENERGY STAR® (energy-efficient products) • ISO 14001 (environmental management system) • RoHS Compliance (restriction of hazardous substances) • TCO Certified (sustainable IT products) • EPEAT Gold (environmental assessment for electronics) • Green Mark (regional certification for energy efficiency and sustainability) • WEEE Compliance (electronic waste management) These certifications confirm Sharp's ongoing commitment to sustainability, energy efficiency, and responsible manufacturing practices, helping to ensure that our products not only perform well but also have a minimal environmental impact. EnergyStar, EPEAT, RoHS certifications are also applicable in Canada.
46	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	There are several unique attributes that Sharp provides through our products, services and tenured experience with Sourcewell. Unique Services Offering Sharp's unique Maintenance Intelligence Call Assistance System (MICAS) provides Sourcewell participating entities with state-of-the-art service monitoring. MICAS is a cloud-based device management application that uses Sharp's Remote Email Diagnostics (R.E.D.) and SNMP to collect device data and alerts. Sharp Authorized Dealers can use the MICAS service to help monitor and track the status of Sourcewell participating entities devices, making device management hands-free. This unique service tool helps generate automated meter data, real-time service alerts and advanced device monitoring tools. Service providers may offer remote service capabilities and OEM device support via the MICAS Agent, a locally-installed software. Whether an organization is large or small, local or remote, the MICAS service will help keep the devices up and running, increase call efficiency, reduce unnecessary service visits and enhance the end user experience. Unique Products Offering Sharp copiers, printers and MFDs are designed to make device setup easier and faster. These are not your typical all-in-one copier, printing, faxing and scanning devices. Precision engineered to help increase workflow efficiency for Sourcewell participating entities and provide exceptional image quality, Sharp copiers, printers and MFDs are easier to operate, control, monitor, manage and maintain, helping take business functions to the next level of productivity and performance. Sharp has always been known for enhancing MFD productivity in the workplace by offering innovative, easy-to-use features. Sharp's reputation for innovation is evident with the new MFD voice feature supported on most models. With Sharp's MFD voice feature, the user can interact with the machine just by using the power of natural language. With simple voice commands, Sourcewell participating entities can ask the Sharp document system to make copies or scan a document, hands-free. Unique Distribution and Deployment of Products Sharp's third-party logistics business model enables us to provide delivery of products in a most efficient manner. Sharp leverages the strength of TD Synnex who has built a reputation

as a leader in the distribution channel for 40 years by focusing on service, cost savings and continuous development. TX Synnex's state-of-the-art logistics centers are strategically located to enable next-day service to most major metropolitan areas and because of their volume of business, their carrier partners provide our dealers with the latest outbound pull times possible.

Sharp's total office technology approach

Sharp Electronics positions itself as a comprehensive Total Office Technology provider, delivering a full range of solutions to support the modern office environment. Here's how Sharp fulfills this role:

Multifunction Printers (MFPs) and Copiers: Sharp offers advanced MFPs that not only print, scan, and copy but also feature integrated smart capabilities for seamless cloud and mobile workflows. They are designed to increase productivity through features like high-speed printing, automated workflows, and secure document management.

Interactive Display Solutions: Sharp's AQUOS BOARD interactive whiteboards and display systems facilitate collaboration in meeting rooms, classrooms, and office environments. These displays come with multi-touch functionality and the ability to connect with other devices, making them ideal for presentations and collaborative work.

IT Services and Network Security: As a Total Office Technology provider, Sharp also offers IT services, including network security, data backup, and managed IT solutions. Their IT services ensure that a company's network infrastructure is secure, efficient, and reliable.

Smart Office and AIoT Solutions: Sharp uses AIoT (Artificial Intelligence of Things) technology to provide smart office solutions. This includes features like automated room booking, energy management systems, and AI-powered data analysis to create more efficient and connected office spaces.

Unified Communications: Sharp offers unified communication solutions, such as integrated audio-visual systems and video conferencing platforms. These solutions are designed to enhance communication and collaboration, especially for hybrid or remote work models.

By providing a wide array of technologies—from hardware like printers and interactive displays to software solutions and managed services—Sharp Electronics serves as a one-stop-shop for businesses aiming to create a more connected, efficient, and secure office environment.

Uniquely Positioned to Support the Sourcewell Contract

As a Sourcewell contract holder, Sharp has had a long standing and successful relationship with Sourcewell for more than 20 years. Our internal sales teams, administrative staff, dealers and SBS branches have an extensive and strong familiarity with the contract. The Sourcewell contract is an extremely critical component of Sharp's business model, sales training programs, marketing initiatives and management focus.

Furthermore, it is our intention to further leverage our U.S. business model in the Canadian marketplace. Sharp Canada has demonstrated a commitment to the sector served by Sourcewell as shown in the attached press release. By replication of our U.S. sales and marketing strategies, we believe that the additional focus in Canada will be beneficial for Sourcewell participating entities to the North.

Sharp Canada press release provided in Documents Section (Table 5A – Value Add)

Sharp Canada proposed solution is inclusive of products and services beyond print management.

Through our "Simply Smarter Business" initiative Sharp Canada is able to provide Sourcewell Participating Agencies with innovative, efficient, and user-friendly solutions that help streamline operations, enhance productivity, and support sustainability. The program highlights Sharp Canada's commitment to offering our BPS customers smarter ways to handle their processes through integrated technology, reliable products, and support services. Here are the key benefits and features of Sharp's Simply Smarter Business offerings:

Enhanced Productivity and Workflow:

Sharp Canada's business solutions, including multi-functional devices (MFDs), printers, and digital displays, are designed to improve workflow efficiency and productivity. With integrated features such as document management, cloud connectivity, and mobile printing, Sharp devices enable employees to work more efficiently, reduce time spent on manual tasks, and collaborate seamlessly.

- **Cloud-based integration:** Sharp's cloud-enabled devices, such as MFDs and printers, support various cloud storage and collaboration platforms (e.g., Google Drive, Microsoft OneDrive, Box) that allow for seamless access, printing, and sharing of documents from virtually anywhere.
- **Mobile and Remote Printing:** Sharp's mobile printing capabilities enable employees to print from smartphones or tablets, making it easier for businesses with remote or mobile teams to maintain workflow without needing to be physically present at a desktop.
- **Streamlined document workflows:** Sharp OSA (Open Systems Architecture) platform

allows customers to integrate custom workflows into their MFDs, automating repetitive tasks like scanning, filing, and document routing.

Cost Savings and Efficiency:

Sharp's solutions help businesses reduce costs by optimizing their printing, energy consumption, and resource usage. These solutions offer customers more control over their operations and resources, ensuring smarter budget management.

- **Cost-per-page tracking:** Sharp's print management software allows businesses to track printing costs by user, department, or device, helping identify opportunities for reducing waste or controlling unnecessary printing.
- **Energy-saving technology:** Sharp's products are designed with energy efficiency in mind, reducing the total cost of ownership. Many of Sharp's devices are ENERGY STAR® certified, meaning they meet rigorous energy efficiency standards and help businesses lower their energy consumption.
- **Paperless workflows:** Sharp's document management solutions enable businesses to reduce paper usage by digitizing paper-based processes, storing documents electronically, and reducing the need for physical file storage.

Advanced Security Features:

Security is a top concern for businesses today, and Sharp offers comprehensive security solutions to protect sensitive data and ensure compliance with industry regulations and privacy laws.

- **Layered security:** Sharp's MFDs and printers come equipped with advanced security features such as user authentication, data encryption, and secure printing. These features ensure that only authorized users can access or print confidential documents.
- **Data overwrite and erasure:** Sharp's devices include features that automatically overwrite and erase sensitive data stored on the device's hard drive after each job is completed. This ensures that no residual data is left behind, mitigating the risk of data breaches.
- **Compliance with standards:** Sharp's solutions support compliance with various regulatory requirements, such as PIPEDA, HIPAA, PCI-DSS, and GDPR, making it easier for BPS clients to meet legal and industry-specific data and privacy protection standards.

Sustainability and Environmental Responsibility:

Sharp Canada's Simply Smarter Business approach also includes a strong focus on environmental sustainability, helping businesses reduce their environmental footprint.

- **Eco-friendly products:** Many of Sharp's products are ENERGY STAR® certified and designed with sustainable materials. Sharp promotes energy-efficient technology that reduces the carbon footprint of businesses.
- **Recycling programs:** Sharp offers a cost free toner cartridge recycling programs and encourages customers to recycle their equipment when it reaches the end of its lifecycle.
- **Sustainable packaging:** Sharp uses recyclable and eco-friendly packaging materials for its products, reducing waste and promoting sustainability.

User-Friendly and Customizable Solutions:

Sharp Canada aims to make business technology accessible and customizable for every BPS entity, regardless of size or sector. The Simply Smarter Business program focuses on delivering solutions that can be tailored to meet specific business needs.

- **Intuitive interfaces:** Sharp's MFDs and printers feature user-friendly touchscreens with customizable settings and workflows, making it easier for employees to interact with the device and complete tasks without complex training.
- **Customizable apps:** Through Sharp's Sharp OSA platform, businesses can integrate third-party applications and tailor their MFDs to match unique business processes. Whether for scanning, document management, or workflow automation, Sharp offers flexibility to suit any need.
- **Flexible deployment options:** Sharp provides both on-premise and cloud-based solutions, allowing businesses to choose the deployment model that works best for their IT infrastructure and organizational needs.

Reliable Service and Support:

Sharp Canada is committed to providing our BPS clients with high-quality support and service, ensuring that devices are always running at peak performance and minimizing downtime.

- **Sharp Remote Service (SRS):** Sharp offers remote diagnostic services, allowing technical support teams to identify and resolve potential issues with devices before they become problems, reducing the need for on-site visits.
- **Dedicated account management:** Sharp provides businesses with dedicated account managers to help tailor solutions, manage device fleets, and ensure ongoing customer satisfaction.

Scalable Solutions for Growth:

Sharp Canada's business solutions are designed to scale with the growing needs of BPS organizations. Whether for a small business or a large enterprise, Sharp's products can be scaled to accommodate increasing demands, from adding more devices to expanding digital workflows.

- **Modular systems:** Sharp MFDs can be customized with additional features, such as finishing options, extra paper trays, or advanced scanning capabilities, to meet the evolving needs of a business.
- **Flexible lease and financing options:** Sharp Canada provides flexible leasing, financing, and subscription models to accommodate businesses of all sizes. This makes it easier for companies to adopt the latest technology without heavy upfront investments.

Summary of Key Benefits:

- Increased productivity through cloud integration, mobile printing, and streamlined workflows.
- Cost savings from energy-efficient devices, print management, and reduced paper usage.

		- Advanced security to protect sensitive data and ensure regulatory compliance. - Environmental sustainability through energy-efficient devices, recycling programs, and eco-friendly packaging. - Customizable and user-friendly solutions tailored to specific BPS client needs and processes. - Reliable service and support with remote diagnostics and dedicated account management. - Scalable solutions that grow with the business, offering flexible deployment and financing options. By focusing on these core benefits, Sharp Canada's Simply Smarter Business program empowers BPS organizations to operate more efficiently, sustainably, and securely, while also fostering a more productive and collaborative workplace.
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
47	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		☒ Yes ☐ No	See Attachment 5A/5B Value Added Attributes Page 272 Sharp Canada: this is not a Canadian metric	*
48		Minority Business Enterprise (MBE)	☒ Yes ☐ No	See Attachment 5A/5B Value Added Attributes Page 272	*
49		Women Business Enterprise (WBE)	☒ Yes ☐ No	See Attachment 5A/5B Value Added Attributes Page 272	*
50		Disabled-Owned Business Enterprise (DOBE)	☒ Yes ☐ No	See Attachment 5A/5B Value Added Attributes Page 272	*
51		Veteran-Owned Business Enterprise (VBE)	☒ Yes ☐ No	See Attachment 5A/5B Value Added Attributes Page 272	*
52		Service-Disabled Veteran-Owned Business (SDVOB)	☐ Yes ☒ No	N/A	*
53		Small Business Enterprise (SBE)	☒ Yes ☐ No	See Attachment 5A/5B Value Added Attributes Page 272	*
54		Small Disadvantaged Business (SDB)	☐ Yes ☒ No	N/A	*
55		Women-Owned Small Business (WOSB)	☒ Yes ☐ No	See Attachment 5A/5B Value Added Attributes Page 272	*

Table 6: Pricing (400 Points)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
56	Describe your payment terms and accepted payment methods.	Sharp's standard payment terms are net 30 days. Accepted payment methods include: check, ACH and credit card. Sharp Canada Sharp Canada has Net 30-day payment terms upon account approval. Sharp Canada also accepts Versapay, Visa, MasterCard, P-Cards, Electronics Funds Transfer.
57	Describe any leasing or financing options available for use by participating entities.	There are a number of leasing and financing programs available to Sourcwell participating entities.

	Describe how these options account for upgrading to newer models to mitigate the risk of equipment obsolescence.	General Acquisition Types/Terms: • Fair Market Value Lease • \$1 Buyout Lease • Straight Lease • 12, 18, 24, 36, 48 and 60 month options All financing options should be evaluated by Sourcewell participating entities at the time of equipment selection. Sourcewell participating entities may utilize a 3rd Party Leasing option to provide custom financing plans that would best meet the requirements of the organization. Sharp Dealers and SBS work closely with several leasing partners that can provide Sourcewell participating entities customized leasing arrangements. Sharp Dealers work closely with their preferred leasing partners to obtain competitive rates. Sourcewell participating entities may also have the option of a direct financing agreement with the local authorized dealer. Another option available to Sourcewell participating entities is National Cooperative Leasing (NCL). NCL has extensive expertise and experience working with state, local government, education, and non-profit organizations to create custom finance plans that meet the unique term, structure, legal requirement, and budgetary needs of Sourcewell participating entities. The value of leasing equipment is that Sourcewell participating entities have the option to upgrade equipment. Sharp Dealers and SBS will work closely with our leasing partners to provide the most flexible leasing options in order to ensure that Sourcewell participating entities have the ability to upgrade equipment and mitigate technology obsolescence . Investing in newer copiers can lead to cost savings, greater efficiency, and a lower risk of disruptions caused by outdated equipment. Benefits of upgrading obsolete copier equipment includes: Improved Security Features: Newer copiers come with enhanced security features that protect sensitive documents and data. As cyber threats become more sophisticated, having up-to-date security protocols helps safeguard your organization's information. Increased Compatibility: Modern copiers are designed to integrate seamlessly with current software, cloud services, and network environments, ensuring better compatibility and reducing the risk of compatibility issues as technology evolves. Enhanced Functionality: Upgraded models often have advanced features such as faster printing speeds, higher-quality output, better document management systems, and automated workflows that improve efficiency and productivity. Reduced Maintenance and Downtime: Older copiers are more prone to breakdowns and require frequent maintenance. Newer models are generally more reliable and require less upkeep, reducing downtime and associated repair costs. Energy Efficiency: Modern copiers are designed with energy-saving features that can reduce operational costs and support sustainability goals, making them more cost-effective in the long run. Sharp Canada Sourcewell Participating Entities have the flexibility to purchase or lease their equipment through Sharp Canada. We partner with multiple financial institutions to ensure that Sourcewell Participating Entities receive the best-value and most competitive rates available. Sharp Canada offers three, four, or five-year leasing terms, allowing entities to access the latest generation of Sharp products at the end of each term. This ensures that Sourcewell Participating Entities remain at the forefront of technology without the burden of obsolescence. Typically, Sharp Canada does not exceed five-year leasing terms, maintaining a balance between affordability and technological advancement.
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58	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	Sharp provides our Dealers and SBS offices a "Sharp Sourcewell Contract Purchase Order Form" to be used for ordering equipment under an awarded contract. This form is available on our Sharp Success Center and can be downloaded for use as needed. This document references the contract number, thus all applicable terms and conditions are accounted for upon order placement. Sample provided - please refer to the Documents Section (Table 6 – Pricing) Sharp Canada Sharp Canada is provided the following agreement templates as separate uploaded files: Purchase Agreement for outright purchased products. Where products are leased, Sharp Canada requires a Rental Agreement to be executed. Regardless of whether the equipment is purchased or leased, a separate Maintenance Service Agreement is offered to all Participating Entities, ensuring ongoing support and maintenance for Sharp products.	*
59	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	The P-card procurement and payment process is accepted. An additional cost may be incurred when using the P-card payment process. Sharp Canada Yes, SECL accepts P-Cards for payment process.	*
60	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	The proposed Sharp Electronics pricing model is based on line-item pricing discounts. We have provided a detailed proposed price list which contains current model numbers, MSRP and our proposed Sourcewell contract price for all products being proposed. Please refer to the Sourcewell Proposed Pricing in the Documents Section. (Table 6 – Pricing) Sharp Canada Pricing for Sharp Canada is also based on line-item pricing. In order to provide best value, Sharp Canada reviews each item individually and prices appropriately. A "blanket discount" is not used. Please refer to the Documents Section (Table 6 – Pricing)	*
61	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	The average discount from MSRP that is represented in the pricing proposal in this response is as follows: MFD mainframes & printer: 66% MFD/printer accessories: 58% Display products: 29% Sharp Canada In order to provide best value, Sharp Canada reviews each item individually and prices appropriately. A "blanket discount" is not used.	*
62	Describe any quantity or volume discounts or rebate programs that you offer.	Sharp offers the following discounts on the Sourcewell Contract: - Copier, Printer and MFD Products: \$50K+ Pricing, \$100K+ Pricing and Negotiated Pricing for large opportunities - Professional Display Products: 25 Unit Pricing and Negotiated Pricing for large opportunities Sharp Canada Sharp Canada Sharp Canada provides Sourcewell Participating Entities best value upfront and does not offer rebates or volume discounts.	*

63	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Sharp Dealers and Branches will work with the Sourcewell participating entity to complete a needs analysis to help determine what additional products or related services will be required to fulfill the proposed solution. The sourced products and related services will then be procured from Sharp authorized dealers or SBS branches. The ability for Sharp dealers and SBS to procure these products from TD Synnex provides Sourcewell participating entities greater access to a vast array of ancillary products to provide a complete solution. The complete solution will be presented to the Sourcewell participating entity in a quote with the nonstandard options identified and priced for each request. Sharp Canada Sharp Canada can provide specially-sourced products for Sourcewell clients. We do not have a straight-line pricing method but will use best-value to the Client based upon product[s] sourced and methods utilized	*
64	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	The pricing submitted includes the cost of shipping charges. Standard installation and set-up are also included for locations within a 25-mile radius of the authorized dealer or branch. However, additional charges may apply for extenuating circumstances or excessive installation requirements (e.g. special rigging, access alterations, and access to non-ground floors via stairs). After-hours, weekend deliveries and/or non-standard installation may incur additional charges. These charges will be provided by the installing dealer or branch to the participating entity prior to installation and set-up. On-site one-hour introductory training is included. Additional charges for subsequent training, if any, will be imposed by the installing and servicing authorized dealer or SBS location. Sharp Canada After-hours, week-end deliveries and/or non-standard installation may incur additional charges. Deliveries to remote locales may incur additional delivery charges. Rates vary by destination, Remote locales are defined as anywhere located outside of a 50 km radius of any city, town, village, or equivalent, with a total population greater than 20,000 persons.	*
65	Describe your applicable quality control/chain of custody protocols related to delivery of genuine and authentic equipment, parts, and supplies.	All Sourcewell orders are processed at Sharp headquarters. This process ensures quality control and proper chain of custody with genuine and authentic equipment, parts and supplies as all of these items are shipped directly by Sharp to the installing Dealer or SBS branch. In addition, Sharp provided all Sourcewell participating entities with a 3-Year Performance Guarantee on all equipment procured under the contract. This Agreement requires that equipment be maintained with only Sharp genuine parts and supplies. Sharp Dealers and SBS service teams are aware of this requirement and adhere to this policy. Sharp Canada Sharp Corporation, as a global leader in manufacturing electronics, office equipment, and other technology products, typically adheres to strict quality control and chain of custody protocols to ensure the delivery of genuine and authentic equipment, parts, and supplies. While specific protocols may vary by product category or region, Sharp's general approach to quality control and chain of custody can be outlined in the following key areas: Supplier and Manufacturing Oversight Approved Supplier Network: Sharp works with a vetted and approved network of suppliers and manufacturers to ensure that parts and materials meet rigorous standards. These suppliers are required to meet Sharp's criteria for quality, reliability, and ethical sourcing practices. Component Testing: Before parts are approved for manufacturing, they undergo extensive testing to ensure they meet Sharp's specifications. This may include electrical testing, stress tests, and compatibility checks to ensure the integrity and safety of each component. ISO Certifications: Sharp maintains multiple ISO certifications, such as ISO 9001 for quality management systems and ISO 14001 for environmental management. These certifications reflect Sharp's commitment to standardized processes that ensure quality control from design through production.	

		Manufacturing and Assembly Quality Control In-Process Inspections: During the manufacturing process, Sharp implements in-line quality checks. These may include visual inspections, dimensional checks, functional testing, and performance verification to ensure that each product meets Sharp's quality standards. End-of-Line Testing: At the end of the production line, Sharp typically conducts final inspections and functional tests to verify that the completed products are fully operational and meet safety standards. Traceability and Serial Numbers: Sharp uses serial numbers and batch codes for traceability purposes, ensuring that each piece of equipment or part can be tracked back to its source, production date, and testing records. Logistics and Chain of Custody Secure Supply Chain: Sharp works with certified logistics partners to ensure the secure and reliable transportation of products from factories to distribution centers, and eventually to customers. This process is closely monitored to prevent tampering and ensure authenticity. Customs and Import Documentation: For international shipments, Sharp ensures all shipments comply with local regulations, including proper documentation for customs and import-export processes, which guarantees that goods are legitimate and conform to the required standards. Packaging and Tamper-Evident Seals: Sharp often uses tamper-evident packaging or seals for parts and products to ensure that items have not been altered or compromised during transit or storage. Authenticity Verification Authorized Resellers and Service Partners: Sharp collaborates only with authorized resellers and service providers who are trained and certified to handle Sharp products. This network ensures that customers receive genuine, authentic parts and equipment. Authentication Labels and QR Codes: Some products or parts may feature authentication labels or QR codes, which customers can scan to verify that they are receiving authentic Sharp products. Warranty and Service Support: Sharp's warranty and service protocols are designed to protect customers against the purchase of counterfeit goods. Only genuine parts and products are covered under Sharp's warranty terms, which further ensures the authenticity of the items delivered. Sharp Corporation's quality control and chain of custody protocols focus on ensuring that products, parts, and supplies are genuine, safe, and meet high standards of quality. This includes stringent supplier requirements, in-process testing, traceability through serial numbers, secure logistics, tamper-evident packaging, and customer-facing authentication tools. These processes ensure that customers receive authentic Sharp products that adhere to the company's high standards for performance and reliability.	*
66	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	The pricing submitted includes the cost of shipping charges. Standard installation and set-up are also included for locations within a 25-mile radius of the authorized dealer or branch. However, additional charges may apply for extenuating circumstances or excessive installation requirements (e.g. special rigging, access alterations, and access to non-ground floors via stairs). These charges will be provided by the installing dealer or branch to the participating entity prior to installation and set-up. Sharp Canada standard freight, delivery and installation to non-remote locations, is included with all MFD pricing. After-hours, week-end deliveries and/or non-standard installation may incur additional charges.	*

67	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	For Sourcewell participating entities located in Alaska and Hawaii, delivery is included for locations within 25 miles of a Sharp authorized dealer or SBS branch location. When the participating entity location is outside of a 25-mile radius from an authorized support location, there may be an additional delivery charge. Delivery programs for Canada and offshore delivery will be developed based on the location of the Sourcewell participating entity. Any additional costs incurred by the authorized dealer or SBS location will be passed on to the Sourcewell participating entity. However, these additional costs will be presented and approved by the participating entity prior to processing the order. Sharp Canada standard freight, delivery and installation to non-remote locations, is included with all MFD pricing. After-hours, week-end deliveries and/or non-standard installation may incur additional charges.	*
68	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Sharp's third-party logistics business model enables us to provide delivery of product to Sourcewell participating entities in a most efficient manner. Sharp leverages the strength of TD Synnex, who has built a reputation as a leader in the distribution channel for more than 40 years, by focusing on service, cost savings and continuous development. TD Synnex's state-of-the-art logistics centers provide strategically located secure warehousing to deliver rapid access and quality inventory management. By leveraging transportation hubs near the installing dealer or branch location, TD Synnex can provide next-day service to most major metropolitan areas. In addition, their transportation partners can provide our dealers better order tracking and ETA visibility because of their well-established and mature global transportation and logistics capabilities. Sharp Canada Sharp's third-party logistics business model enables us to provide delivery of product to Sourcewell participating entities in a most efficient manner. Sharp leverages the strength of UPS, who has built a reputation as a leader in the distribution channel by focusing on service, cost savings and continuous development.	*
69	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	Sharp provides access to all Sourcewell contract pricing via the Sharp Success Center - our internal training and information site. This site includes a designated Sourcewell contract section in which all current product and pricing information is posted. Sharp dealers and SBS sales representatives can easily access and download the most up to date information regarding the contract. Per Sharp's established order process, all Sourcewell orders are forwarded to Sharp directly either via an established email address or faxed when necessary. Two dedicated Sourcewell Customer Service Managers are assigned to manage the day-to-day operations of the contract, including order entry, tracking and overall customer support. These individuals are extremely familiar with the Sourcewell contract and review and confirm all contract pricing prior to entering an order. All orders are entered into SAP which enables Sharp to easily generate the required quarterly reporting and thus determine the administrative fee. Sharp Canada Sharp Canada will assign a Client Operations Manager, by geographic region, who is responsible for ensuring contract compliance, verified pricing to Sourcewell participating entities, submission of quarterly sales reports and payment of administrative fees to Sourcewell. SECL's Client Operations Manager is Sourcewell's single point of contact for all matters related to managing the Sourcewell program.	*

70	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	Sharp utilizes Salesforce as our CRM platform. This enables our sales management team to analyze sales trends and achievement versus quota. As well, we track customer retention and new customer adoption. In addition, monthly reports are distributed to sales and marketing teams for review and analysis. Sharp tracks Dealer and SBS engagement. This data enables Sharp to develop targeted sales and marketing campaigns based upon need and identified opportunity in specific geographical locations, as well as specific verticals. An example of this would be a marketing and sales campaign specifically designed to increase awareness of the Sourcewell contract in the non-profit sector in a particular city or state. Lastly, Sharp's Ultimate Rewards sales incentive program provides an additional data point for analysis.	*
71	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	Sharp Electronics proposes a 2% administrative fee for all MFD and Display hardware at the following price levels: • MFD Products: Standard Pricing, \$50K+ Pricing and \$100K+ Pricing • Display Products: Standard Pricing and 25 Unit Pricing Sharp Electronics proposes a 1% administrative fee for all MFD and Display hardware at the following price levels: • MFD and Display Products: Negotiated Pricing (based upon competition and circumstances) Sharp Canada Sharp Canada will provide Sourcewell with a 2% Cost Recovery Fee on all hardware purchases based on prices provided in tis response. With any downward deviation on this pricing, Sharp Canada will provide Sourcewell with a 1% Cost Recovery Fee on the total hardware purchase	*

Table 7: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments	
72	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	Sharp's offered pricing is consistent with currently offered pricing. We have elected to not increase pricing despite market pressure and increased material and shipping costs.	*

Table 8A: Depth and Breadth of Offered Solutions (200 Points)

Line Item	Question	Response *	
73	Provide a detailed description of all the Solutions offered, including used, offered in the proposal.	The Sharp portfolio is built to deliver Sourcewell participating entities the technology needed to build a simply smarter work environment. Sharp offers a full suite of office technology, with a complete line of printers and multifunction (print, copy, scan) devices, surrounded by advanced custom, professional and support services from our Sharp Business Systems direct-sales/support organization and our extensive dealer network. When it comes to the impact of technology on our processes, change is the only constant. In fact, now more than ever, simple-to-use, up-to-date office technology can help remove any business barriers and create what we call the Simply Smarter Workplace. The aim of our Simply Smarter Workplace strategy is straightforward. • Accelerate collaboration • Improve efficiencies • Digitize workflows • Increase information security Sharp's proposed products and solutions enable Sourcewell participating entities to achieve these objectives. Multifunction Device (MFD) Product Line Sharp MFDs are designed for ease of use, extreme reliability and integration with advanced software and cloud platforms. Built in features help save costs while an open-architecture allow best-of-breed solutions for workflow, content management and cost-control within any print/scan environment. With monochrome and color options, speeds from 20 pages per minute (PPM) to 125 PPM and with many simplified and common features across the portfolio, these advanced systems are engineered to increase workflow efficiency and provide exceptional image quality. Innovative features	*

		and advanced security have always been a hallmark of Sharp MFDs, and first-to-market Amazon Alexa voice control and unique security management via trusted-device support with Microsoft Active Directory continue that trend. Sharp's Copiers, Printers and MFDs are designed with ease-of-use in mind by utilizing a similar platform and an easy to use control panel. The commonality allows an organization to right-size the equipment without losing any functionality. A significant portion of the machines offered - 22 workgroup models ranging from 26-60 pages per minute have the same options, supplies and end user experience. Many other Copiers, Printers and MFDs on the market have operation panels that require in depth selection choices to find the required feature. Sharp MFDs offer an easy-to-use tablet-like user interface that allows customization by the end user, as well as "Easy" buttons for quick functionality selection; all with the industry's first integrated retractable keyboard that provides intuitive control of even the most advanced functions. Sharp MFDs also feature dual head scanning or Scan2. This enables Sourcewell participating entities to scan large volumes of documents in half the time it would normally take. Documents can be scanned directly to designated folders, the cloud or even to the device itself. Sharp's recently introduced production line of duplicators enable schools and government offices with in-house printing to easily create eye-catching brochures, handouts and more. These models provide advanced capabilities at a highly competitive price point. Sharp's Universal Print Drivers are seamlessly integrated with Microsoft Windows OS and their popular applications such as Microsoft Office for a smooth printing experience. Specific features are available through a user-friendly interface that helps meet each user's unique output requirements. The driver includes all the most popular features and offers the following benefits: • Quick device discovery to find Sharp MFDs on the network • Versatile finishing support to maintain productivity with a convenience • Simplified printing process through selectable default printer • Printer list feature to always keep your favorite printers accessible • Color management for an optimized output result • Verified and trusted Citrix Ready print driver • Client-server and peer-to-peer print environment for IT managers to provide flexible options in networking Smart Office Software Platform The Sharp Synappx™ software platform complements our MFDs (and other technology) by making Sharp technology easier to use. Synappx Go works with our MFDs to enable mobile app-based control of copy and print functions, especially useful when office-workers are looking to reduce unnecessary touches on shared devices. Managed Print Services Many customers want to experience the reliability and ease-of-use of Sharp MFDs but are not interested in the day-to-day management of a print environment. Sharp and our dealer network optimize an organization's print environment leveraging our experts and technologies, such as Sharp's Machine Intelligence Call Assistance System (MICAS) technology as well as other leading software platforms. This approach improves cost effectiveness and efficiency, by right-sizing a Sourcewell member's print environment by removing redundant devices and replacing aging equipment. The environment is also simplified for users by standardizing models, drivers and processes, while streamlining support through a consolidated maintenance contract. Commercial Display Product Line Sharp offers a complete line of displays, including interactive whiteboards, collaboration displays, desktop monitors, commercial televisions and video walls. These products can be integrated into a total office solution, providing ease of use and wireless connectivity – all enhanced by support of Sharp's Synappx smart-office software. Sharp's professional displays range from 24" to 70", commercial displays with tuner from 43" to 86", and Sharp's full line of AQUOS BOARD interactive display systems with screen sizes from 60" to 85".	
74	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	• Device Management • Fleet Management • Print Usage and Audit Tracking • Managed Print Services • Document Digitization and Workflow	

75	Describe how your copiers, printers, and multi-function devices integrate with popular cloud storage services.	Sharp MFDs integrate with some of the most popular cloud storage solutions including Google Drive, OneDrive For Business, Box, Dropbox, SharePoint Online and Teams. Users can scan documents directly into the storage solution of choice and can browse through folders to access documents for printing. Sharp's "Cloud Connect," allows users to directly scan documents to the cloud and print files stored in these services directly from the copier by logging into their cloud accounts on the machine itself; most Sharp multifunction printers support this functionality, enabling seamless document workflows between physical paper and cloud storage. This intuitive scanning experience can be set up on the control panel as an "Easy Scan" button, thus enabling users to easily scan documents.	*
76	Describe what security features are integrated into your copiers, printers, and multi-function devices.	Sharp helps IT administrators and organizations achieve optimal document security through the Sharp Security Suite. The Sharp Security Suite is effective at helping prevent unauthorized access to an organization's network and its most confidential information. Sharp MFPs utilize a multi-layered approach for protection—providing exceptional and extensive control over the users, devices, ports, protocols and applications that access Sharp MFPs on the network. Standard MFP security protects and controls the major MFP systems and subsystems (print, copy, scan, fax jobs, network settings, memory components, and local user interface). The Sharp data encryption method uses the 256-bit Advanced Encryption Standard (AES) algorithm on all data before it is written to RAM and the hard disk drive. It also provides overwriting routines (up to 10-times overwrite) to ensure that all information is virtually irretrievable by unauthorized users. In addition, an End-Of-Lease feature ensures that all data is overwritten before returning, or relinquishing control of the MFP. After the erasing process is completed, the MFP will be rebooted automatically, and a completion report can be printed. For select MFPs, ID card authentication is supported to provide a greater convenience for user authentication. "secure mode" is supported for ID card authentication minimizing a risk of passwords being compromised. Single-Sign-On (SSO) capability to network and cloud resources enables IT administrators to satisfy productivity while maintaining security. IT administrators can provide secure Kerberos toner-based SSO to network and home folders, as well as exchange servers. In addition, access security such as scan only to home folder, or logged in users' email address can be applied. Further, when Google Drive™ and Gmail™ are used, OAuth token is used to establish SSO. Sharp provides IT administrators greater flexibility and options to provide convenience to users without compromising organizations data and information security. Sharp MFPs offer email security through various options such as TLS protocol for SMTP, limiting users to send only to their email address or within domains. Sharp's granular audit trail and job log features provide comprehensive auditing of all user and device activity. In addition, the IT team can monitor and review logs such as when/what setting changes were made, or which IP addresses have accessed the device. Such logs can be exported for further analysis or archiving. Serverless print release adds more convenience with security by enabling users to designating a MFP to be a print server and have the job released on another supported machine that is on the same network. Users can simply walk up to the most convenient printer and securely release their print jobs. In addition to standard security features, Sharp offers Bitdefender Antimalware Threat Protection. Bitdefender antimalware technology provides an additional layer of protection against all known and unknown malware threats including viruses, trojans, worms, ransomware, spyware, and more.	*

Table 8B: Depth and Breadth of Offered Solutions

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Subcategory (e.g., laser, inkjet, high speed, low volume) *	Offered *	Number of Models Proposed *	Device Capabilities (e.g., mobile, desktop, production) *	Comments	
77	Copiers	N/A	☐ Yes ☒ No	N/A	N/A	All proposed Sharp Solutions incorporate Copier functionality. Sharp does not offer a standalone copier.	*
78	Printers	Laser, low, Mid and High Speed	☒ Yes ☐ No	Seven (7)	Desktop, Network, finishing	Details provided in Table 8A Response and Document upload	*
79	Scanners	N/A	☐ Yes ☒ No	N/A	N/A	N/A	*
80	Multi-Function Devices	Laser, low, mid, High Speed, Production	☒ Yes ☐ No	Forty Five (45)	mobile, desktop, stand alone, light-production, production, networking, scanning, built in security, fax	Details provided in Table 8A Response and Document upload	*

Table 8C: Depth and Breadth of Offered Solutions

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Subcategory	Offered *	Comments	
81	Hardware, software, and accessories, to the extent that they are complementary and directly related to the devices specified in 76 through 80.		☒ Yes ☐ No	Sharp is offering a range of office technology solutions designed to enhance productivity and streamline workflow. Sharp offers users document management solutions, as well as the ability for Sourcewell participating entities to collaborate share content and enhance team communication and interactivity. Sharp's proposed solutions help organizations increase productivity, ensure data security, and adapt to the evolving needs of a modern workplace. (Details regarding Sharp's product offering can be found in Attachment Table 5A/5B and Table 8A)	*
82	Services related to the solutions described in 76 through 81:		☒ Yes ☐ No	Document management and total office solutions combining hardware, software and additional services will be provided by Sharp authorized Dealers and SBS locations. And as new and innovative approaches to streamlining business processes are developed, Sourcewell can be rest assured that Sharp is well positioned to meet the needs of Sourcewell's participating entities.	*
83		Managed Print Services (MPS)	☒ Yes ☐ No	Sharp Dealers and Sharp direct SBS Branch offices are extremely familiar with Managed Print Service customized solutions. Sharp's full line of MFDs and printers coupled with 3rd party solutions provide Sourcewell participating entities a complete solution which can be customized to meet the specific needs of an organization.	*

84		Access and/or security controls	☒ Yes ☐ No	Sharp MFDs provide IP/Mac address filtering, Port management, SNMPv3, IEEE 802.1x authentication, Active Directory integration to network domain as a computer, Active Directory Group Policy, Admin audit log, job log, event log, SIEM integration, trusted platform module, segregated fax line from network connection, TLS encryption (2048 bit key), Security policy central management through Sharp Remote Device Manager (SRDM), restricted feature access, page limit control, secure print release, hidden pattern print and detection, as well as scheduled MFP admin password reset.	*
85		Networking	☒ Yes ☐ No	Sharp devices support both Ethernet (up to 10/1000 Mbps) and also 802.11 Wireless.	*
86		Installation	☒ Yes ☐ No	Sharp authorized Dealers and Sharp Business Systems (SBS) will provide Sourcewell participating entities installation of all procured equipment. Dealers and SBS service technicians are required to be fully trained and must pass service training courses in order to receive equipment installation authorization.	*
87		Monitoring and/or testing	☒ Yes ☐ No	Sharp offers two solutions for device management, first is SRDM (Sharp Remote Device Manager), which is a server based application that can be installed onsite for IT administrators to utilize. There is also Synappx Manage, which is a cloud-based device management solution that can be used by both customers and dealers. Synappx Manage can be utilized remotely (off site), while SRDM is a on-premises application. Sharp MFPs utilize real-time event management, so reporting of monitored events is immediate. Also, Sharp MFPs support RFC 5424/3164 standard Syslog protocol, sending real-time events to the IT department's Syslog or SIEM server to alert IT managers to trigger immediate actions to help prevent potential security breaches.	*
88		Maintenance and/or repair	☒ Yes ☐ No	Sharp authorized Dealers and Sharp Business Systems (SBS) will provide service, maintenance and support for all proposed products. See Table 3 Ability to Sell and Deliver Solutions for details on Service and Support	*

89		Warranty program	Yes No Sharp Electronics provides our Sourcewell participating entities our Sharp Three Year Performance Guarantee. The Three Year Performance Guarantee begins at the date of installation. The equipment purchased must be maintained under a full Service Maintenance Agreement offered through the awarded contract with a Sharp Authorized Dealer or SBS branch and operated using only genuine Sharp supplies and parts. This guarantee applies to all products procured through and billed through our National Account Program, but is not applicable to equipment that has been damaged by accident or misuse, including improper voltage. If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the Three Year Performance Guarantee will no longer be valid. This Three Year Performance Guarantee is provided as an assurance that Sharp Products and the Sharp Authorized Dealer network are committed to your total satisfaction. See Table 3 Ability to Sell and Deliver Solutions for details on the Three Year Performance Sharp Canada Our standard warranty period on new equipment is 90 days. Warranty coverage beyond the standard 90 days can be included with the purchase of an optional Service and Maintenance agreement for the duration of the agreement. Cost is typically covered in a Cost-per-Impression maintenance agreement.
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Table 9: Exceptions to Terms, Conditions, or Specifications Form

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcewell have been incorporated into the contract text.

Line Item 90. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the "Bid Documents" section. Proposer must upload the redline in the "Requested Exceptions" upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

Do you have exceptions or modifications to propose?	Acknowledgement *
	Yes No

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the

zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - Table 6_Pricing.pdf - Wednesday November 20, 2024 09:53:39
- [Financial Strength and Stability](#) - Table 2A_Financial Viability and Marketplace Success.pdf - Wednesday November 20, 2024 09:53:58
- [Marketing Plan/Samples](#) - Table 4_Marketing Plan.pdf - Wednesday November 20, 2024 09:57:59
- WMBE/MBE/SBE or Related Certificates (optional)
- [Standard Transaction Document Samples](#) - Sharp Standard Transaction Documents V1.0.zip - Wednesday November 20, 2024 12:16:28
- [Requested Exceptions](#) - Table 9 - Exceptions to Terms.zip - Monday November 18, 2024 14:26:24
- [Upload Additional Document](#) - Sharp Sourcewell RFP 112124 Additional Documents .zip - Wednesday November 20, 2024 10:04:38

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☒ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Joe Gillio, Manager- Bids and Proposals, Sharp Electronics Corporation

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

☒ Yes ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "**I have reviewed this addendum**" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_7_Copiers_Printers_MFDs_RFP112124 Wed November 13 2024 04:31 PM	☒	2
Addendum_6_Copiers_Printers_MFDs_RFP112124 Mon November 11 2024 04:01 PM	☒	2
Addendum_5_Copiers_Printers_MFDs_RFP112124 Wed November 6 2024 02:34 PM	☒	1
Addendum_4_Copiers_Printers_MFDs_RPF112124 Fri October 25 2024 07:52 AM	☒	2
Addendum_3_Copiers_Printers_MFDs_RPF112124 Wed October 23 2024 02:19 PM	☒	1
Addendum_2_Copiers_Printers_MFDs_RPF112124 Thu October 17 2024 12:47 PM	☒	3
Addendum_1_Copiers_Printers_MFDs_RPF112124 Wed October 16 2024 08:33 AM	☒	1