



**TABLE OF CONTENTS**

INFORMATION ON NASPO VALUEPOINT .....3

PARTICIPATING JURISDICTIONS .....4

POINTS OF CONTACT .....4

USE OF PRICE & VENDOR LIST CONTRACTS BY NONPROFIT ORGANIZATIONS .....5

CONTRACTORS .....6

VENDOR CODES .....6

COMPLIANCE PURSUANT TO HRS §103D-310(c) .....6

PURCHASING CARD (pCard) .....6

PURCHASE ORDERS .....6

PAYMENTS .....6

LEASE AGREEMENTS .....6

STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE .....7

COMPLIANCE PURSUANT TO HRS §103-53 .....7

VENDOR AND PRODUCT EVALUATION .....7

PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET .....7

INFORMATION PRIVACY AND SECURITY COUNCIL (IPSC) GUIDELINE FOR MULTI-FUNCTION DEVICES .....7

CONTRACT INFORMATION .....8

    Definitions .....8

    Shipping .....11

    Required Updates .....12

    Software .....13

    Consumable Supplies .....14

    Managed Print Services .....15

    Maintenance Agreements .....16

    Ancillary Product and Service Offering .....19

    Purchase, Lease and Rental Programs .....21

    Contractor Responsibilities and Tasks .....26

    Security Requirements .....30

    Group, Segment Number and Speed .....32

    Standard Lease Terms .....33

AGENCY INSTRUCTIONS .....34

CONTRACTOR INFORMATION .....37

    HP INC. ....38

    KONICA MINOLTA BUSINESS SOLUTIONS USA INC. ....39

    RICOH USA, INC. ....40

    SHARP ELECTRONICS CORPORATION .....41

    TOSHIBA AMERICA BUSINESS SOLUTIONS, INC. ....42

    XEROX CORPORATION .....43

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Price List Contract No. 24-16**  
Replaces SPO Vendor List Contract No. 20-07  
Includes Change No. 3  
Effective: 10/08/2024

***THIS SPO PRICE/VENDOR LIST CONTRACT IS FOR AUTHORIZED BUSINESS ONLY***

**NASPO VALUEPOINT  
MULTI-FUNCTION DEVICES AND RELATED SOFTWARE,  
SERVICES AND CLOUD SOLUTIONS  
RFP NO. RFP-NP-23-001  
August 1, 2024 to July 31, 2026**

**INFORMATION ON NASPO VALUEPOINT**

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Colorado is the current lead agency and contract administrator for the NASPO ValuePoint Copiers and Managed Print Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization and contracts were awarded to nine (9) qualified Contractors.

The purpose of this contract is to provide Multi-function Devices (MFD's), Single-function Printers, Production and Industrial Print Equipment and Services, Large/Wide Format Equipment, Scanners, and Specialty Printers. Managed Print Services (MPS) and software bundles that enable efficient workflows which enhance the productivity and capability of the Devices are also included, along with digital document solutions that involve imaging, retrieval, archival, scanning services, and back file conversion. In addition, IT solutions (as they relate to Multi-Function Devices) such as Software as a Service (SAAS), cloud-based offerings, and web-based fleet management tools are also offered.

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/multi-function-devices-and-related-software-services-and-cloud-solutions/>.



**PARTICIPATING JURISDICTIONS** listed below have signed a cooperative agreement with the SPO and are authorized to utilize this price list contract.

Executive Departments/Agencies	City and County of Honolulu (C&C Honolulu)
Department of Education (DOE)	Honolulu City Council
School Facilities Authority (SFA)	Honolulu Board of Water Supply
Hawaii Health Systems Corporation (HHSC)	Honolulu Authority for Rapid Transportation (HART)
Office of Hawaiian Affairs (OHA)	County of Hawaii
University of Hawaii (UH)	Hawaii County Council
Public Charter School Commission and Schools	County of Hawaii – Department of Water Supply
House of Representatives (House)	County of Maui
Senate	Maui County Council
Judiciary	County of Maui – Department of Water Supply
	County of Kauai
	Kauai County Council
	County of Kauai – Department of Water

The participating jurisdictions are not required but may purchase from this price list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D, and the procurement rules apply to purchases by using the applicable method of procurement and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources is at the discretion of the participating jurisdiction.

**POINTS OF CONTACT.** Questions regarding the products listed, ordering, pricing and status should be directed to the contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	FAX	E-mail
Executive	Matthew Chow	586-0577	586-0570	<a href="mailto:matthew.m.chow@hawaii.gov">matthew.m.chow@hawaii.gov</a>
DOE	Procurement Staff	675-0130	675-0133	<a href="mailto:G-OFS-DOE-Procurement@k12.hi.us">G-OFS-DOE-Procurement@k12.hi.us</a>
SFA	Gaudencia "Cindy" Watarida	430-5531	n/a	<a href="mailto:cindy.watarida@k12.hi.us">cindy.watarida@k12.hi.us</a>
HHSC	Nancy Delima	359-0994	n/a	<a href="mailto:ndelima@hhsc.org">ndelima@hhsc.org</a>
OHA	Christopher Stanley	594-1833	594-1865	<a href="mailto:chriss@oha.org">chriss@oha.org</a>
UH	Karlee Hisashima	956-8687	956-2093	<a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	<a href="mailto:danny.vasconcellos@spsc.hawaii.gov">danny.vasconcellos@spsc.hawaii.gov</a>
House	Brian Takeshita	586-6423	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>
Senate	Carol Taniguchi	586-6720	586-6719	<a href="mailto:c.taniguchi@capitol.hawaii.gov">c.taniguchi@capitol.hawaii.gov</a>

Jurisdiction	Name	Telephone	FAX	E-mail
Judiciary	Tritia Cruz	538-5805	538-5802	<a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a>
Honolulu City and County (C&C)	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfs purchasing@honolulu.gov">bfs purchasing@honolulu.gov</a>
Honolulu City Council	Kendall Amazaki, Jr.	768-5084	n/a	<a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a>
Honolulu City Council	Nanette Saito	768-5085	768-5011	<a href="mailto:nsaito@honolulu.gov">nsaito@honolulu.gov</a>
Honolulu Board of Water Supply	Procurement Office	748-5071	n/a	<a href="mailto:fn_procurement@hbws.org">fn_procurement@hbws.org</a>
HART	Dean Matro	768-6246	n/a	<a href="mailto:dean.matro@honolulu.gov">dean.matro@honolulu.gov</a>
County of Hawaii	Diane Nakagawa	961-8440	n/a	<a href="mailto:Diane.Nakagawa@hawaiicounty.gov">Diane.Nakagawa@hawaiicounty.gov</a>
Hawaii County Council	Diane Nakagawa	961-8440	n/a	<a href="mailto:Diane.Nakagawa@hawaiicounty.gov">Diane.Nakagawa@hawaiicounty.gov</a>
County of Hawaii - Department of Water Supply	Ka'iulani L. Matsumoto	961-8050 ext. 224	961-8657	<a href="mailto:kmatsumoto@hawaiidws.org">kmatsumoto@hawaiidws.org</a>
County of Maui	Jared Masuda	463-3816	n/a	<a href="mailto:jared.masuda@co.maui.hi.us">jared.masuda@co.maui.hi.us</a>
Maui County Council	Marlene Rebugio	270-7838	n/a	<a href="mailto:marlene.rebugio@mauicounty.us">marlene.rebugio@mauicounty.us</a>
County of Maui - Department of Water Supply	Kenneth L. Bissen	270-7684	270-7136	<a href="mailto:ken.bissen@co.maui.hi.us">ken.bissen@co.maui.hi.us</a>
County of Kauai	Ernest Barreira	241-4295	241-6297	<a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>
Kauai County Council	Codie Tabalba	241-4193	241-6349	<a href="mailto:ctabalba@kauai.gov">ctabalba@kauai.gov</a>
County of Kauai - Department of Water	Christine Erorita	245-5409	245-5813	<a href="mailto:cerorita@kauaiwater.org">cerorita@kauaiwater.org</a>

**USE OF PRICE & VENDOR LIST CONTRACTS BY NONPROFIT ORGANIZATIONS.** Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price & vendor lists contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from a SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor, i.e., participation must be mutually agreed upon. A Contractor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a SPO price or vendor list Contractor(s).

**CONTRACTORS.** The authorized contractors are listed in this price list contract. They have signed a Master Agreement with the State of Colorado and a Participating Addendum with the Hawaii State Procurement Office.

<u>Contractor:</u>	<u>Master Agreement Number:</u>
HP Inc.	187822
Konica Minolta Business Solutions USA Inc	187962
Ricoh USA, Inc.	187846
Sharp Electronics Corporation	188627
Toshiba America Business Solutions, Inc.	188037
Xerox Corporation	187800

**VENDOR CODES** for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 24-16. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

**PURCHASING CARD (pCard).** The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive department/agencies, excluding the DOE, SFA, HHSC, OHA, and UH, for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

Note: Vendors may not impose a transaction fee for pCard transactions.

**PURCHASE ORDERS** may be issued for purchases of \$2,500 or more and for vendors who either do not accept the pCard, or set minimum order requirements before accepting the pCard.

**SPO PL CONTRACT NO. 24-16 & applicable NASPO VALUEPOINT MASTER AGREEMENT NUMBER** shall be typed on purchase orders issued against this price list contract. For pCard purchases, the SPO Price List Contract No. 24-16 and the applicable NASPO ValuePoint Master Agreement Number shall be notated on the appropriate transaction document.

**PAYMENTS** are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

**LEASE AGREEMENTS** are allowed under this contract.

**STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE** shall not exceed the following rates if seller elects to pass on the charges to its customers.

COUNTY	COUNTY SURCHARGE TAX RATE	STATE GET	MAX PASS-ON TAX RATE	EXPIRATION DATE OF SURCHARGE TAX RATE
C&C OF HONOLULU	0.50%	4.0%	4.7120%	12/31/2030
HAWAII	0.50%	4.0%	4.7120%	12/31/2030
COUNTY OF MAUI (including Molokai and Lanai)	0.50%	4.0%	4.7120%	12/31/2030
KAUAI	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on state general excise (GE) tax or Use tax may be visibly passed on but is not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation’s website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

**COMPLIANCE PURSUANT TO HRS §103-53.** All state and county contracting officers or agents shall withhold final payment of a contract until the receipt of tax clearances from the director of taxation and the Internal Revenue Service. This section does not apply to contracts of less than \$25,000.

**VENDOR AND PRODUCT EVALUATION** form, SPO-012, for the purpose of addressing concerns on this price list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

**PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET** at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

**INFORMATION PRIVACY AND SECURITY COUNCIL (IPSC) GUIDELINE FOR MULTI-FUNCTION DEVICES**

- The purpose of this document is to provide basic guidelines for all State and County agencies for protection of sensitive information on multi-function copier/printer (MFP) devices.
- The IPSC guideline for multi-function copier may be found at the following website: <http://ipsc.hawaii.gov/guidelines-best-practices/>, click on *Multi-Function Copier/Printer Procurement Guidelines*.

## CONTRACT INFORMATION

### Definitions

1. A3 MFD - A Multi-function Device which is designed to handle letter, legal, ledger and some smaller paper sizes, such as postcards and envelopes.
2. A4 MFD – A Multi-function Device which is designed to handle letter, legal and some smaller paper sizes, such as postcards and envelopes. Ledger size paper is NOT an option on this Device.
3. Acceptance - A written notice from a Purchasing Agency to Contractor advising Contractor that the Product has passed its Acceptance Testing. Acceptance of a Product for which Acceptance Testing is not required shall occur following the completion of delivery, installation, if required, and a reasonable time for inspection of the Device, unless the Purchasing Agency provides a written notice of rejection to Contractor, as set forth in Section IX of this Master Agreement.
4. Accessory – A compatible item that is added to the Base Unit to enhance its capabilities and functions.
5. Authorized Dealer – The Manufacturer’s authorized sales and Service center (also known as a Dealer, Distributor, or Partner) that must be certified by the Manufacturer to sell the Manufacturer’s Products, and perform machine installation and maintenance on Devices offered by the Manufacturer. A Purchasing Agency must be able to, at a minimum, visit the sales and service center to view and test Device.
6. Base Unit - The copier, printer, Scanner, Large/Wide Format and Production Devices that include all standard Accessories and parts and excludes optional Accessories and/or software.
7. Blended Rate - A rate that is derived by taking the b&w and color cost per click rates on one or more Devices and calculating one rate that a customer will be billed for all copies, regardless of Device type and b&w or color output. Allows for simplicity when billing copies run.
8. Bronze Standard - Devices which meet less than 50% of the 28 optional EPEAT criteria.
9. Buyout to Keep - The early termination option on an FMV or Capital Lease that involves the acquisition of the Device by the Purchasing Agency, and consists of any current and past due amount, plus the remaining stream of Device Payments.
10. Buyout to Return - The early termination option on an FMV, Capital or Straight Lease that involves the return of the Device by the Purchasing Agency to Contractor, in good working condition (ordinary wear and tear excepted), and consists of any current and past due amounts, plus the remaining stream of Device Payments.
11. Cancellable Rental - An agreement that is cancellable upon the Purchasing Agency providing the Contractor with a thirty (30) day written notice, and is subject to a maximum penalty of up to three (3) months of Total Monthly Payments. Device ownership is not an option.
12. Capital Lease - For the purposes of this Master Agreement, a Capital Lease shall also be referred to as a \$1 Buyout Lease and title of the Device will automatically pass from the Contractor to the Purchasing Agency at the end of the Initial Lease Term, and the Purchasing Agency will not be subject to additional payments in order to assume



ownership. However, it will be at the discretion of the Participating State or Entity as to whether other criteria will also be considered, such as a bargain purchase option, a lease term longer than 75% of the estimated economic life of the Device, or the present value of the lease payments is greater than 90% of the fair market value of the Device at the beginning of the Initial Lease Term, or any other legal requirements relating to a Capital Lease.

13. Coterminous - Two or more leases or rentals that end at the same time. The original lease or rental payment is modified to reflect the addition of a new piece of Device or Accessory. The original term of the lease or rental is not modified as a result of a Coterminous addition.
14. Device - The Base Unit, either with or without optional Accessories and/or software. May also be referred to as "Equipment."
15. Device Downtime - The period of time that a Device is waiting for Service to be completed.
16. Device Payment - The Device portion of the payment, less any Service, Supplies, and maintenance.
17. Device Trade-In - An agreed upon transaction between the Purchasing Agency and Contractor, in which Contractor takes ownership of Purchasing Agency's owned Device, often for a discounted amount.
18. Device Upgrade or Downgrade - A replacement of the Purchasing Agency's existing lease or rental Device, with a different piece of Device, of either greater or lesser value. A new lease or rental is then originated for the new piece of Device, with the remaining lease or rental payments on the old Device wrapped into it. The old lease or rental is closed out, and the Device is returned to Contractor.
19. Electronic Product Environmental Assessment Tool (EPEAT) - A tool which evaluates and selects Device according to a list of preferred environmental attributes. EPEAT registered means Devices meet the 1680.2 IEEE Standard for Environmental Assessment of Imaging Device, as amended.
20. Energy Star - The U.S. Environmental Protection Agency's standard for energy efficiency.
21. Fair Market Value (FMV) Lease - A lease in which the Purchasing Agency can either 1) Take title to the Device at the end of the Initial Lease Term by paying the residual value to Contractor, 2) Enter into a Renewal Term for the Device, or 3) Return the Device to Contractor at the end of the Initial Lease Term.
22. Group - The classification for the different types of Devices solicited in this RFP. Groups are determined by the Devices primary functions and/or capabilities.
23. Initial Lease or Rental Term - The length of time (i.e. 12, 18, 24, 36, 48, or 60 months) that a Purchasing Agency enters into a lease or rental agreement.
24. Large/Wide Format Equipment - A Device that prints on a large paper via a variety of output options.
25. Legacy Device – A Device that was purchased, leased, or rented either under a prior NASPO ValuePoint or WSCA Master Agreement, another program, or via any other means.
26. Maintenance Agreement - An agreement in which the Contractor provides monthly Service, parts, Supplies, and Preventative Maintenance on purchased, leased or rented Devices.

27. Managed Print Services (MPS) - The management, service, and support of the Purchasing Agency's entire enterprise and output infrastructure of printed materials, with the objective of creating a solution that improves the print process and reduces the expense of printed material.
28. Manufacturer - A company that, as its primary business function, designs, assembles, and owns the trademark/patent and markets a Device. Also referred to as Offeror and Contractor.
29. Manufacturer's Suggested Retail Price (MSRP) - The list price or recommended retail price of a Product in which the Manufacturer recommends that the retailer sell the Product.
30. Multi-function Device (MFD) - A Device which incorporates the functionality of multiple Devices into one, such as print, fax, copy and scan. Each feature can work independently of the other.
31. Newly Manufactured - Devices that have not been Refurbished, Remanufactured, Rented, Leased, Sold, or used in a Demonstration, and are currently being marketed by the Manufacturer.
32. Not Specifically Priced (NSP) - NSP items enhance or compliment the Device but are not listed in the Master Agreement Price List(s). NSP's may include Coin-Op equipment, empowering software etc.
33. OEM – The Original Equipment Manufacturer.
34. Order - Any type of encumbrance document or commitment voucher, including, but not limited to, a purchase order, contract, MPS statement of work, Maintenance Agreement, lease agreement, rental agreement etc. used by a Purchasing Agency to order the Products and Services.
35. Preventative Maintenance - The servicing of a Device for the purpose of maintaining a satisfactory operating condition by providing systematic inspection, detection, and correction of failures either before they occur or before they develop into major defects.
36. Private Label - Devices that are manufactured by one company and sold under a retailer's brand name.
37. Production Device - A high-speed, high-quality printing Device that typically has advanced finishing functionality.
38. Product – Devices, Accessories, Parts, Software, and/or Supplies provided by Contractor pursuant to the Master Agreement.
39. Refurbished - A Device which has received extensive maintenance and/or minor repair, including the replacement of all standard parts subject to wear during the normal course of use. For the purpose of this RFP and resulting Master Agreement(s), Refurbished Device shall not have more than 750,000 original copies on it. In addition, Refurbished Device must only contain OEM parts. Refurbished Device must be certified by the Manufacturer.
40. Remanufactured - The process of disassembling Devices known to be worn or defective that can be reused or brought up to OEM specification by cleaning, repairing or replacing it in a manufacturing environment and then reassembling and testing it, so that it will operate like a new Device. Remanufactured Device must be certified by the Manufacturer.
41. Renewal Term - A lease term that supersedes the Initial Lease Term, and which a Purchasing Agency may enter into upon thirty (30) days prior written notice to Contractor.

Each Renewal Term shall not exceed 12 months, the residual value of the Device, or the Useful Life of the Device. Capital Leases are excluded from going into renewal.

42. Response Time - The time from when the original Service Call is placed with the Contractor or Authorized Dealer, to when the Service technician arrives at the Purchasing Agency's location.
43. Scanner - A Device that scans documents and converts it into digital data.
44. Segment - The various speeds that Devices are categorized by.
45. Services – The labor required to be performed by Contractor pursuant to the Master Agreement or an Order. Services may include, but are not limited to, maintenance, MPS and software installation.
46. Service Base Location - The place of business where the Contractor or Authorized Dealer stores parts and provides training for service technicians.
47. Service Call - An on-site Service technician visit due to Device error or malfunction.
48. Short-Term Rental - A type of agreement in which ownership is not an option and the maximum rental term does not exceed 18 months.
49. Single-function Printer - An inkjet or laser Device that only prints and is not capable of other functions such as copying, faxing or scanning.
50. Straight Lease - A type of agreement in which ownership is not an option and the Total Monthly Payment amount remains firm throughout the Initial Term.
51. Supplies - Consumable items that gets used up or are discarded once used, such as ink cartridges.
52. Third Party – A person or entity that may be directly involved, but is not a principal to an arrangement, contract, deal, lawsuit, or transaction.
53. Total Monthly Payment - The Device portion of the payment, as well as any Service, Supplies or maintenance, and less any applicable taxes.
54. Useful Life - Period during which a Device is expected to be usable for the purpose in which it was manufactured.

## **Shipping**

With the exception of Group C and Sub-Groups C1 and C2 Devices, all Products must be shipped F.O.B. destination, freight pre-paid by the Contractor, to the Purchasing Agency's specified location. Group C and Sub-Groups C1 and C2 shipping charges shall be quoted to the Purchasing Agency prior to Order confirmation. Notwithstanding the above, responsibility and liability for loss or damage will remain the Contractor's until final inspection and acceptance when responsibility will pass to the Purchasing Agency except as to latent defects, fraud, and Contractor's warranty obligations.

## Required Updates

Contractor shall provide a minimum of bi-monthly updates to the Purchasing Agency regarding the status of all Devices that are, or will be expected to go, on backorder.

### Minimum Device Configurations

1. Group A – MFD, A3
  - a. New power filter;
  - b. Duplex for Segment 3 and above;
  - c. Standard paper drawer(s) equal to or greater than:
    - i. One (1) paper supply for Segment 2;
    - ii. Two (2) paper drawers for Segments 3 and 4; and/or
    - iii. 2,000 sheet paper capacity for Segments 5 and above.
    - iv. Paper size capacity up to 11" x 17"; and
    - v. Bypass paper supply, if applicable for Segment.
2. Group B – MFD, A4
  - a. New power filter;
  - b. Bypass paper supply;
  - c. Standard paper drawer(s) equal to or greater than:
    - i. One (1) paper supply for Segments 1 and 2;
    - ii. Two (2) paper drawers for Segments 3 and 4; and/or
    - iii. 1,000 sheet capacity for Segments 5 and above.
  - d. Paper size capacity up to 8 1/2" x 14"; and
  - e. Envelope adjustment capability.
3. Group C – Production Equipment
  - a. New power filter;
  - b. Standard paper drawer(s);
  - c. Standard paper capacity;
  - d. Duplex; and
  - e. Network connectivity.
4. Group D – Single-function Printers
  - a. Must include an inkjet, light emitting diode (LED), or laser print engine;
  - b. Standard paper drawer(s);
  - c. Standard paper capacity; and

- d. Network connectivity.
- 5. Group E – Large/Wide Format Equipment
  - a. Hard-Disk drive;
  - b. Network connectivity;
  - c. Touch screen control panel; and
  - d. Automatic Media Selection – a built-on sensor detects the size of the original and the proper media size is then selected.
- 6. Group F – Scanners
  - a. Charge-Coupled Device (CCD) or Contact Image Sensor (CIS);
  - b. Automatic Document Feeder (ADF);
  - c. Letter or legal paper size capacity;
  - d. Color depth of at least 24 bytes; and
  - e. Single pass duplex scan.

## **Software**

- 1. May be provided by Contractor to enhance the capabilities of the Devices, or may be provided as a standalone option on any owned, leased or rented Device.
- 2. Software pricing for unique designs or complex configurations will be quoted on a case by case basis.
- 3. Contractor may provide OEM and/or Third Party software.
- 4. All software drivers shall be, at a minimum, Windows 10 compliant, and all Devices must have universal software drivers.
- 5. Purchasing Entities that acquire software shall be subject to the license agreements distributed with such software.
- 6. Software Subscriptions
  - a. Software pricing shall be inclusive of available software patches and any updates.
  - b. Purchasing Entities shall have the option to finance software subscriptions by utilizing the proposed lease and rental rates.
  - c. Any new releases of software versions (upgrades) shall be chargeable to the Purchasing Agency; however, Contractor may not charge for the installation of the software upgrade.
  - d. License fees and support fees shall remain firm throughout the term of the agreement.
  - e. Software subscriptions shall not be subject to automatic renewals, unless otherwise agreed to in an Order.
  - f. Contractor shall be responsible for communicating all updates, patches, and new

releases/versions to Purchasing Entities.

- g. Contractor shall provide a web-based or toll-free hotline during Normal Business Hours for Purchasing Entities to report software problems or answer software related questions.

### **Consumable Supplies**

1. Contractor may offer OEM or compatible Ink and Roll paper for Group E Devices. The Ink and/or paper may be purchased as standalone items, and will not be included as part of a Maintenance Agreement, nor will it be wrapped into the Total Monthly Payment on a lease or rental agreement.
2. Contractor may offer OEM or compatible consumable Supplies for Groups A, B, C, D and F. These Supplies may be purchased as standalone items or included as part of a Maintenance Agreement. Under no circumstances may the Supplies, regardless of quantity, be financed, unless they are start-up Supplies. All compatible Supplies must meet OEM standards for performance and quality. The Supplies that may be offered are:
  - a. Toner;
  - b. Staples;
  - c. Ink;
  - d. Print Cartridges;
  - e. Imaging Drums;
  - f. Fuser Kits;
  - g. Cleaning Kits;
  - h. Transfer Kits;
  - i. Waste Toner Bottles;
  - j. Fuser Oil;
  - k. Ozone Filters;
  - l. Ribbon;
  - m. Developer;
  - n. Rollers and Pads; and
  - o. Maintenance Kits.
3. Toner must be free of carcinogenic, mutagenic, or teratogenic substances, and should avoid petroleum inks and inks with high volatile compounds. Toner cartridges should also be remanufactured, contain recycled content, or be bio-based.
4. Contractor shall provide the Purchasing Agency with a method to return the empty toner cartridges at no additional charge.

## Managed Print Services

1. The main components of an MPS engagement are needs assessment, selective or general replacement of Devices, and the Service, Parts and Supplies needed to operate the new and/or existing Devices, including existing Third Party Devices as owned by the Purchasing Agency. The Contractor tracks how the Device fleet is being used, the problems associated with that use, and customer satisfaction in regards to meeting statement of work objectives.
2. In addition to the ongoing monitoring and management of a fleet of Devices, Contractor must also offer project implementation Services, and customer help-desk support and training.
3. Contractor may also offer hourly Services for consulting purposes, project management, change management plans, and other staffed Services which meet customer needs such as to operate copy centers or complete back file scanning projects.
4. MPS may also include enterprise content management Services and workflow optimization components, such as scanning and document capture solutions, developing custom applications for smart MFDs that automate paper-intensive document workflows and route scanned pages to document management systems. It can also be extended to include the restructuring of document workflows. Some MPS engagements may be designed to improve document security or to reduce print volumes and power consumption for environmental reasons.
5. All MPS engagements shall require the Contractor and Purchasing Agency to complete a detailed statement of work, and it must be approved by both parties prior to the initiation of any engagement.
6. Any MPS engagement shall include the following:
7. Free Initial Assessment (includes, but is not limited to: document workflow; identification of Service, Supplies, and Parts; current output; total cost of ownership; employee to Device ratio; preliminary estimated cost savings);
8. Implementation (e.g. plan development; hardware and software installation and set-up);
9. Remote Device Monitoring (e.g. job accounting; automated meter reads; automated toner replenishment);
10. End-user Support (e.g. training; Help Desk); and
11. Account management (e.g. reporting; invoicing; customer business reviews).
12. The MPS engagement may include, but is not limited to, the following:
13. Professional Services (e.g. consulting; project management; record management; network and data security; document workflow consulting; document scanning; back-file conversion; mail-room Services);
14. Cost-based Assessment (e.g. asset mapping; end-user survey; detailed recommendation; analysis and plan design);
15. Change Management;

16. Maintenance (e.g. Preventative Maintenance; Service and repair; on-site break/fix; parts management; warranty management);
17. Ongoing Fleet Management and Optimization (e.g. consumable spend; continual assessments; green initiatives; add/move/change Services; disaster recovery).
18. Software and Cloud Solutions (e.g. mobile print, pull-print, enterprise content management; automated workflow; capture and route; security); and
19. Cartridge Recycling.
20. The free initial assessment shall not constitute a commitment on behalf of the Purchasing Agency. Upon request from a Purchasing Agency, Contractor must provide the assessment with the understanding that the Purchasing Agency is under no obligation to enter into an MPS engagement.
21. MPS pricing and billing options shall be flexible and the Purchasing Agency will drive the complexity of the solution required with a staged approach to implementation.

## **Maintenance Agreements**

No Maintenance Agreement shall be subject to automatic renewals.

### **1. Pricing**

- a. Pricing must include a zero base, cost per click rate for b&w and/or color for Groups A, B, C and D.
- b. Pricing for a monthly base charge, a set copy allowance and an overage rate for b&w and/or color may also be provided.
- c. Pricing for a monthly base charge, a set copy allowance, an overage rate for b&w and/or color, and Supplies may also be provided.
- d. Pricing must be provided that includes all parts, labor, Preventative Maintenance, Service Calls, and Supplies for Groups A, B, C and D.
- e. Pricing for ALL Groups must also be provided that includes all parts, labor, Preventative Maintenance (if applicable), and Service Calls, but excludes Supplies.
- f. Paper and ink for Group E Devices shall not be included as part of the Service and Supply pricing.
- g. Contractor may increase their Service and Supply pricing to include staples (if applicable to the Device).
- h. Contractor may charge flat rate fees for Services performed on any Accessories.
- i. Service Calls due to misuse, neglect or abuse shall not be covered by the Maintenance Agreement, and Contractor and Authorized Dealers may bill the Purchasing Agency at an hourly rate for Services rendered.
- j. 11"x17" impressions may be counted as one (1) click or two (2) clicks on Group A and C Devices.



- k. Contractor may offer a one (1) click rate that encompasses all paper sizes for Group C Devices.
- l. A two-sided document shall be counted as two (2) clicks.
- m. Contractor must not charge for scans on any MFD.

## 2. Initial Term

- a. Pricing shall remain firm for the initial term of the Maintenance Agreement.
- b. For lease and rental Devices, the Maintenance Agreement term is equal to the term of the lease or rental (i.e. 24, 36, 48 months etc.).
- c. For purchased Devices, the initial term is determined by the Purchasing Agency, as long as it does not exceed 60 months on Group A, Group B, Group D, Group E, and Group F Devices, and 120 months on Group C Devices.

## 3. Renewal Term

- a. If a Purchasing Agency wishes to renew a Maintenance Agreement for Devices that were acquired under the prior Master Agreement (RFP-NP-18-001, SPO Price List 20-07), then the Contractor may negotiate new pricing. This pricing shall not exceed the new Master Agreement pricing.
- b. If a Purchasing Agency wishes to renew a Maintenance Agreement for Devices that were acquired under Master Agreement (3091), then Legacy Devices shall apply.

## 4. Blended Rates

- a. Contractor must have the ability to blend the Service and Supply costs over a large Device fleet, and the Blended Rate must cover all units in the fleet.
- b. The Blended Rate must be divided between b&w and color.
- c. Contractor shall provide the Purchasing Agency with the Blended Rate calculation prior to Order placement.
- d. Utilizing a Blended Rate shall be at the discretion of the Participating State or Entity.

## 5. Manual Meter Reads

- a. Contractor must have an electronic method for collecting meter reads from a Purchasing Agency.
- b. Meter reads may be submitted via the Contractor's online portal, or through email, or facsimile.
- c. A Participating State or Entity may also elect, at their discretion, to submit meter reads through the Device.

## 6. Customer Owned Devices

- a. Purchasing Entities may elect to enter into a Maintenance Agreement for Devices

they already own, or Devices they acquire through an up-front purchase.

- b. The Maintenance Agreement may be priced on a flat rate fee, which shall include parts, labor, Preventative Maintenance (if applicable) and Service calls. Supplies may or may not be included.

#### 7. Lease or Rental Devices

- a. Contractor shall be required to provide a Maintenance Agreement on all Devices that are leased or rented by a Purchasing Agency.
- b. The Maintenance Agreement shall be priced based on a cost per click rate, or a monthly base charge.
- c. The term of the Maintenance Agreement shall be equal to the term of the lease or rental agreement.

#### 8. Legacy Devices

- a. Upon request from the Purchasing Agency, Contractor may provide a Maintenance Agreement on any Device that is owned or was leased or rented through Master Agreement (RFP-NP-18-001), Master Agreement (3091), or via any other means, providing the following conditions are met:
  - i. The Device has not reached the end of its Useful Life;
  - ii. The maximum term of the Maintenance Agreement does not exceed the Useful Life of the Device, unless otherwise specified in a Participating Addendum; and
  - iii. The Maintenance Agreement adheres to the same requirements as outlined in Customer Owned Devices and Lease or Rental Devices.
- b. Devices that were previously serviced by another Dealer or Manufacturer must be inspected and repaired, if necessary. Upon mutual agreement, Contractor may charge Purchasing Agency for any parts and/or labor required to bring the Device up to acceptable maintenance levels.
- c. If the Device has been at the Purchasing Agency's location for less than five (5) years, then Maintenance Agreement pricing shall not exceed the new Master Agreement pricing, until the Purchasing Agency reaches the five (5) year mark.
- d. If the Device has been at the Purchasing Agency's location for more than five (5) years, then Maintenance Agreement pricing shall not exceed 120% of the Service and Supply pricing in the new Master Agreement.

## Ancillary Product and Service Offering

1. Sub-Group Categories. The following Products and Services are sub-groups of the Primary Product and Service Offering Groups and may only be offered if Contractor is awarded in the corresponding Primary Product Group, unless otherwise noted:
  - a. Sub-Group G1 – Software Related Services. This is a sub-group of Group G – Software. All Contractors are permitted to offer software under the resulting Master Agreements, so Contractors are not precluded from offering these Services. This sub-group shall include, but not be limited to, the following Services:
    - i. Cloud-based scanning (software as a service, enterprise content management); and
    - ii. Industrial Print solutions (back-file conversion, enterprise content management).
  - b. Sub-Group C1 – Standalone Production Devices. This is a sub-group of Group C – Production Equipment. Contractors may only offer Products under this sub-group if they are awarded Group C. Products offered under this sub-group are not restricted to OEM, and may include, but not be limited to, the following:
    - i. Cutters;
    - ii. Inline Finishers;
    - iii. Folders;
    - iv. Sorters;
    - v. UV Coaters; and
    - vi. Binders.
  - c. Sub-Group C2 – Industrial Print Equipment. This is a sub-group of Group C – Production Equipment. Contractors may only offer Products under this sub-group if they are awarded Group C. Products offered under this sub-group are not restricted to OEM, and may include, but not be limited to, the following:
    - i. Digital Label Press;
    - ii. Digital Press;
    - iii. 3D Printers;
    - iv. 48” and larger Wide Format Printers (roll-fed, hybrid, flatbed);
    - v. Continuous Feed Inkjet;
    - vi. High Speed Inkjet; and
    - vii. Decorative Print & Embellishment.
  - d. Sub-Group D1 – Specialty Printers. This is a sub-group of Group D – Single-Function Printers. Contractors may only offer Products under this sub-group if they are awarded Group D. Products offered under this sub-group are not restricted to OEM, and may include, but not be limited to, the following:
    - i. Barcode labels;

- ii. High Volume Inkjet;
  - iii. 3D Printers;
  - iv. Receipt printers;
  - v. Card printers; and
  - vi. Cable printers.
2. Sub-Group Category Discounts. Products in Sub-Groups C1, C2 and D1 must be discounted according to the minimum OEM and Non-OEM discounts that Contractor proposes for any Segment within Group C and Group D, respectively.
- i. *For example: If the lowest OEM discount Contractor proposes for any Segment within Group C is 10%, then all OEM Products that Contractor offers under Sub-Group C1 or C2 must be discounted at 10%. Likewise, if the lowest Non-OEM discount Contractor proposes for any Segment within Group C is 5%, then all Non-OEM Products that Contractor offers under Sub-Group C1 or C2 must be discounted at 5%.*
3. Open Market Items
- a. Contractor may offer Not Specifically Priced (NSP) items that compliment or enhance the Devices and/or Services offered under the resulting Master Agreement(s). NSP items will **not** include:
    - i. Interactive White boards;
    - ii. Computers, monitors, or other related hardware items;
    - iii. Fax machines;
    - iv. Kiosk machines;
    - v. Overhead Projectors; and
    - vi. Cameras.
  - b. NSP items may only be acquired through the Contractor or their Authorized Dealer and must be reported quarterly with all other sales under the resulting Master Agreement.
  - c. NSP items must be priced at a minimum discount of 15% from MSRP or List Price.
  - d. NSP items shall not be offered to a Purchasing Agency as a stand-alone option, and the maximum allowable amount of all NSP items in a single Order shall be determined by the Purchasing Agency.
4. Emerging Technologies
- a. Upon approval from the Lead State, Contractor may add new, related technology to the resulting Master Agreement.
  - b. Technology is not restricted to OEM, nor is it required to be Private Labeled.
  - c. Any new technology that a Contractor requests to add to their Price List must

contain a full description of the Product, the MSRP and pricing information, and an explanation/justification as to how the Product conforms to the requirements of the RFP and resulting Master Agreement.

- d. Any new technology must be priced according to the minimum discount offered for any Product under the resulting Master Agreement. Please note: No discount or a 0% discount does not qualify as a “minimum” discount.

## **Purchase, Lease and Rental Programs**

### **1. Device Trade-In**

- a. The value for the Device Trade-In shall be negotiated by the Purchasing Agency and the Contractor, and shall not include any disposal or shipping fees.
- b. Prior to Owned Device Trade-In, agencies shall follow the instructions listed in Chapter 8, Property Disposition, of the Inventory System User Manual. Go to: <https://spo.hawaii.gov/for-state-county-personnel/programs/inventory-management-excess-property/>.

### **2. Lease and Rental Rates**

- a. Contractor may elect to include property tax in their lease and rental rates, or they may bill the Purchasing Agency separately for property tax.
- b. Once a Purchasing Agency enters into a lease or rental agreement, the rate must remain fixed throughout the Initial Lease or Rental Term.
- c. Device Payments for Renewal Terms must never exceed Master Agreement pricing.
- d. If a Purchasing Agency enters into a Renewal Term, then the Device Payment will be subject to the lease and rental rates listed in the most recent Price List(s) posted on the NASPO ValuePoint website.
- e. Contractor may update lease and rental rates on a quarterly basis to allow for changes in the financial market. The rates must be indexed against the US Daily Treasury Yield Curve Rates, or a comparable index, and must be the rate in effect at the end of each calendar quarter.
- f. Lease and rental rates must be proposed as a decimal multiplying factor in such a manner that the purchase price of the Device may be multiplied by the lease or rental rate to arrive at the resulting monthly Device Payment. Proposed rates must include the following information:
  - i. The Daily Treasury Yield Curve (or comparable index) Rate;
  - ii. The date used for the Daily Treasury Yield Curve (or comparable index) Rate;
    - 1. The fixed margin for each lease and rental type being proposed, and how that margin is determined; and

2. The methodology for determining the 48 month base rate if a 4-year rate is not published.
  - iii. Contractor's must offer Coterminous lease and rental rates to any Purchasing Agency wishing to add Products to an existing lease or rental agreement. The calculation for the Coterminous lease and rental rates must adhere to the following methodology:
    1. *For example: A customer enters into a 36 month FMV Lease, and 12 months into that lease, they decide to add an Accessory to the Base Unit. The Contractor should divide the 36 month cumulative Device Payment by 24 months to arrive at the monthly Coterminous payment for that Accessory. That payment will then be added to the existing Device Payment. The new Total Monthly Payment must then be disclosed to the Purchasing Agency.*
3. Leasing and Rental Overview
- a. All lease and rental programs shall remain with the Contractor or Authorized Dealer through an in-house leasing program, or through the financial branch or subsidiary of Contractor. All contractual obligations however, will still be the responsibility of the Contractor.
  - b. Lease and rental agreements shall not be subject to automatic renewals.
  - c. With the exception of a \$1 Buyout Lease arrangement, or unless exercising the purchase option on an FMV Lease, a Purchasing Agency shall return the Device at the end of the Initial Lease or Rental Term, or at the end of the Renewal Lease or Rental Term, or the Contractor may pick the Device up, without any further financial obligations to the Purchasing Agency.
  - d. Device pickups must be performed within thirty (30) calendar days of the end of the Initial or Renewal Term.
  - e. Device returns must be performed within thirty (30) calendar days after the Contractor or Authorized Dealer provides return shipping instructions to the Purchasing Agency.
  - f. Contractors and/or Authorized Dealers shall be responsible for all Product pickup and return costs.
  - g. The maximum term on any Initial Lease or Rental Term shall be 60 months, with the exception of Group C and Sub-Group C1 and C2 Devices, which, at the discretion of the Participating State or Entity, and upon availability of the Contractor, shall have a maximum term of 120 months.
  - h. The length of a Renewal Term shall be at the discretion of the Participating Entity, but at no time shall the Renewal Term exceed the Useful Life of the Device.
  - i. All Renewal Terms shall be billed on a monthly basis.

#### 4. Leasing and Rental Options

##### a. FMV Lease

- i. A Purchasing Agency shall have the option to enter into an Initial Lease Term of 24, 36, 48, or 60 months for Group A, Group B and Group C, based upon the Contractor's available options, and at the discretion of the Purchasing Agency. In addition, a Purchasing Agency may elect to include 72, 84, 96, 108 and 120-month terms for Group C and Sub-Groups C1 and C2 only, if provided by the Contractor.
- ii. Upon the expiration of the Initial Lease Term, a Purchasing Agency may do one of the following:
  1. Exercise their purchase option;
  2. Renew the lease on a month to month basis, or a 12 month basis, at the discretion of the Participating State or Entity; or
  3. Return the Device to the Contractor, or have the Contractor pick the Device up.

##### b. Capital Lease (\$1 Buyout Lease)

- i. A Purchasing Agency shall have the option to enter into an Initial Lease Term of 24, 36, 48, or 60 months, based upon the Contractor's available options, and at the discretion of the Participating State or Entity. In addition, a Participating State or Entity may elect to include 72, 84, 96, 108 and 120-month terms for Group C and Sub-Groups C1 and C2 only, if provided by the Contractor.
- ii. Upon the expiration of the Initial Lease Term, the Contractor shall provide title to the Device to the Purchasing Agency. The Purchasing Agency shall not be subject to any additional expense in order to assume possession of the Device.

##### c. Straight Lease

- i. A Purchasing Agency may have the option to enter into an Initial Lease Term of 24, 36, 48, or 60 months, based upon the Contractor's available options, and at the discretion of the Purchasing Agency. In addition, a Purchasing Agency may elect to include 72, 84, 96, 108 and 120-month terms for Group C and Sub-Groups C1 and C2 only, if provided by the Contractor.
- ii. Upon the expiration of the Initial Lease Term, a Purchasing Agency may do one of the following:
  1. Renew the lease on a month to month basis, or a 12 month basis, at the discretion of the Participating State or Entity; or
  2. Return the Device to the Contractor, or have the Contractor pick the Device up.

##### d. Cancellable Rental

- i. A Purchasing Agency may have the option to enter into an Initial Rental Term of 24, 36, 48 or 60 months, based upon the Contractor's available options, and at the discretion of the Purchasing Agency. In addition, a Purchasing Agency may elect to include 72, 84, 96, 108 and 120-month terms for Group C and Sub-Groups C1 and C2 only, if provided by the Contractor.
- ii. A Purchasing Agency shall have the option to cancel the rental at anytime throughout the term of the agreement, by providing the Contractor with a thirty (30) day prior written notice.
- iii. Upon the expiration of the Initial Lease Term, a Purchasing Agency may do one of the following:
  - 1. Renew the lease on a month to month basis, or a 12 month basis, at the discretion of the Participating State or Entity; or
  - 2. Return the Device to the Contractor, or have the Contractor pick the Device up.

e. Short-Term Rental

- i. A Purchasing Agency may have the option to enter into an Initial Rental Term of 12 or 18 months, based upon the Contractor's available options, and at the discretion of the Participating State or Entity.
- ii. Upon the expiration of the Initial Rental Term, a Purchasing Agency shall return the Device to the Contractor, or have the Contractor pick the Device up.
- iii. Short-Term Rentals are not permitted to be renewed beyond the Initial Rental Term.

5. Leasing and Rental Terms and Conditions

a. Possession and Return of Lease and Rental Devices

- i. The Purchasing Agency is responsible for risk of loss to the Devices while the Devices are in Purchasing Agency's possession. Purchasing Agency shall be relieved of all risks of loss or damage to the Devices during periods of transportation and de-installation.
- ii. Contractor or Authorized Dealer must notify a Purchasing Agency, in writing, of their End of Term (EOT) options at least sixty (60) days prior to the end of any Initial Lease or Rental Term. Such notification may include, but not be limited to, the following:
  - 1. Any acquisition or return options, based on the type of lease or rental agreement;
  - 2. Any renewal options, if applicable; and/or
  - 3. Hard drive removal and surrender cost, if applicable.
- iii. If a Purchasing Agency desires to exercise a purchase, renewal, or return of



the Device, it shall give Contractor at least thirty (30) days written notice prior to the expiration of such lease or rental term. Notwithstanding anything to the contrary, if Purchasing Agency fails to notify Contractor of its intent with respect to the exercise of a purchase, renewal, or return of the Device, the Initial Lease or Rental Term shall be terminated on the date as stated in the Order and removal of the Device will be mutually arranged, unless otherwise specified in an Order.

- iv. If the Purchasing Agency does not exercise the purchase or renewal option, it will immediately make the Device available to Contractor in as good of condition as when Purchasing Agency received it, except for ordinary wear and tear.
- b. Payment. The first scheduled payment (as specified in the applicable Order), will be due following the Acceptance of the Devices, or such later date as Contractor may designate. The remaining payments will be due on the same day of each subsequent month, unless otherwise specified in the applicable Order.
- c. Buyout to Keep Option. A Purchasing Agency must notify the Contractor or Authorized Dealer, in writing, at least thirty (30) days in advance, if they wish to exercise the Buyout to Keep option on an FMV or Capital Lease.
- d. Buyout to Return Option. A Purchasing Agency must notify the Contractor or Authorized Dealer, in writing, at least thirty (30) days in advance, if they wish to exercise the Buyout to Return option on an FMV or Straight Lease, and return the Device to the Contractor in good working condition (ordinary wear and tear excepted).
- e. Device Upgrade or Downgrade. A Purchasing Agency may do a Device Upgrade or Downgrade on a lease or rental at anytime throughout the term of the lease or rental agreement. The Purchasing Agency and the Contractor shall negotiate the price of the Device Upgrade or Downgrade, but at no time shall the total cost of the Device Upgrade or Downgrade be less than the remaining stream of Device Payments.
- f. Early Termination Charges
  - i. Except in the case of Non-appropriation of funds, FMV, \$1 Buyout, Straight Leases and Short-term Rentals shall be subject to an early termination charge, and shall involve the return of the Device (in good working condition; ordinary wear and tear excepted) by the Purchasing Agency to the Contractor. With respect to the Device, the termination charge shall not exceed the balance of remaining Device Payments (including any current and past due amounts), and with respect to Service or maintenance obligations, the termination charge shall not exceed four (4) months of the Service and Supply base charge or twenty-five percent (25%) of the remaining Maintenance Agreement term, whichever is less.
  - ii. Cancellable Rentals shall not exceed a termination charge of three (3) months of Total Monthly Payments, or as otherwise agreed to by the

Participating State or Entity.

- g. Remedies. If a Purchasing Agency defaults on a rental or lease agreement, then Contractor, in addition to, or in lieu of, the remedies set forth in the Master Agreement, may do one or more of the following, at the discretion of the Purchasing Agency:
  - i. Cancel or terminate any or all Orders, and/or any or all other agreements that Contractor has entered into with Purchasing Agency;
  - ii. Require Purchasing Agency to immediately pay to Contractor, as compensation for loss of Contractor's bargain and not as a penalty, a sum equal to:
    - 1. All past due payments and all other amounts payable under the lease or rental agreement;
    - 2. All unpaid payments for the remainder of the lease or rental term, discounted at a rate equal to three percent (3%) per year to the date of default; and
    - 3. Require Purchasing Agency to deliver the Device to Contractor per mutual arrangements.

**Contractor Responsibilities and Tasks**

- 1. Service Requirements
  - a. Technicians. All technicians must be factory trained by the OEM and certified to Service the Devices.
  - b. Standard Service Levels. Purchasing Agency shall negotiate their own Service Level Agreement (SLA) with the Contractor. The SLA, must, at a minimum, adhere to the following requirements:
    - i. End-User Training
      - 1. Purchasing Agency may request an initial one-hour training session for each Device ordered under the Contract. Contractor shall provide this initial training, free of charge, via one of the following delivery methods: On-site, web-based, or on-line. The delivery method selected for each Device will be at Contractor's sole discretion. Purchasing Agency should be advised that while this initial one-hour of free training shall be provided by Contractor at Purchasing Agency's request, Contractor will not provide substitutions (e.g. free supplies, deeper discounts, etc.) in lieu of this training.
      - 2. In addition to the one-hour training session for each Device, Purchasing Agency may also request an initial, one-hour training session for technical support, which shall include network connectivity and print driver installation. Contractor shall provide this initial training free of charge, via a delivery method mutually

agreed upon by Contractor and Purchasing Agency.

3. If Purchasing Agency elects to exercise the training option, then Contractor shall provide the training within ten (10) Business Days of Purchasing Agency's request.
  4. Contractor may offer additional on-site, one-hour training sessions for a flat rate fee. Additional charges for travel and per diem, if applicable, must be disclosed to the Purchasing Agency, and mutually agreed upon, prior to Order placement.
  5. Contractor must provide on-site or off-site operational training to designated Purchasing Agency personnel, until the personnel are able to operate the Device independently. Pricing for operational training shall be based on a flat rate fee. Additional charges for travel and per diem, if applicable, must be disclosed to the Purchasing Agency, and mutually agreed upon, prior to Order placement.
  6. Contractor shall provide Device literature, user-manuals, and access to on-line resources, if available, at no charge to the Purchasing Agency.
  7. Contractor shall provide a toll-free end-user technical support number that Purchasing Entities can utilize for everyday minor troubleshooting (i.e. this does not include network connectivity or print driver installation). A Purchasing Agency must be able to obtain assistance during Normal Business Hours.
  8. Contractor shall provide phone/technical support within two (2) hours of Purchasing Agency's request for assistance, providing such request, and subsequent support, falls within normal business hours.
- ii. Preventative Maintenance. Contractor must perform all Preventative Maintenance Services at the Manufacturer's suggested intervals, or as specified in an Order. Preventative Maintenance shall not be a requirement on desktop Devices.
- iii. Device Performance
1. Device Downtime shall be computed from the time the Contractor is notified of Device failure until the time in which the Device is fully operational.
  2. Device Downtime due to lack of consumable Supplies is not acceptable.
  3. Contractor must provide daily communication to the Purchasing Agency regarding inoperable Devices, including updates regarding resolution timeframe, and any parts, Accessories, or Devices on back-order.

- iv. Loaner Device. If any Device in Group A or Group B is inoperable for two (2) Business Days, due to Device malfunction, as reasonably determined by Contractor, then Contractor shall provide the Purchasing Agency with:
  - 1. A loaner Device of similar speed and capabilities until such time as the inoperable Device is now operable; or
  - 2. At the discretion of the Purchasing Agency, provide the Purchasing Agency with off-site manned production capabilities, at the sole cost to the Contractor, to accomplish the work of the Device that is inoperable.
  - 3. If any Device in Group C is inoperable for two (2) Business Days, due to Device malfunction, as reasonably determined by Contractor, then Contractor shall provide access to an off-site manned production facility as an accommodation to the Purchasing Agency.

v. Repair Parts

- 1. Contractor shall guarantee the availability of repair parts for a minimum of five (5) years after the Purchasing Agency's Acceptance of any Device.
- 2. All Device components, spare parts, application software, and ancillary Devices that are supplied under any resulting Master Agreement, must conform to Manufacturer specifications.
- 3. Contractor shall be responsible for ensuring that any repair parts are operable and installed in accordance with Manufacturer specifications.
- 4. Repair parts may be new, reconditioned, reprocessed or recovered.

vi. Service Zones

- 1. Contractor shall adhere to the following Service Call Response Times based on the distance that their Service Base Location is from the Purchasing Agency:

Service Zone	Definition	Response Time
Urban	Within 60 miles	4 - 6 Hours
Rural	60 – 120 miles	1 - 2 Business Days
Remote	120+ miles, or only accessible by plane or by boat	4 – 5 Business Days

- 2. Repair or replacement of parts and/or Devices shall occur within four (4) Business Days of Contractor arriving at Purchasing Agency's location, with the following exception:
  - a. If Contractor is drop-shipping a new Device to replace a defective Device, then Purchasing Agency must receive the new Device within three (3) Business Days.

3. Contractor(s) may charge different rates according to each Service Zone.

vii. Service Logs

1. Contractor shall maintain a Service log which describes the maintenance and repair Services provided for each Device.
2. A no-cost copy of Service logs/reports must be provided to the Purchasing Agency, within five (5) Business Days of the request.

viii. Device Relocation

- a. Device relocation Services include dismantling, packing, transporting, and re-installing Device.
- b. Contractor may charge for this Service based on the following table:

Service Zone	Distance from original placement of Device	Charge
1	Within the same building	No Charge Allowed*
2	Up to 50 miles from building in which Device was originally placed	Flat Rate Fee, plus Per Mile or Hourly Fee
3	More than 50 miles from building in which Device was originally placed	Flat Rate Fee, plus Per Mile or Hourly Fee

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

- c. Contractor may not charge for any fees incurred due to fuel or tolls.
- d. Moves must be performed within thirty (30) calendar days of the Purchasing Agency request. Request may be verbal or written, but Contractor must confirm the request in writing and provide a date that the move will occur. Written confirmation must be sent to the Purchasing Agency within three (3) Business Days of request. In the event that there will be a delay in these Services, Contractor shall communicate with Purchasing Agency and agree on a mutually beneficial timeframe.

c. Meter Read Invoicing

- i. In order for Contractor to generate accurate invoices, Purchasing Entities shall provide meter reads within the Contractor's requested timeframe.
- ii. Invoices that are generated without receiving the proper meter read

information from the Purchasing Agency will not be considered inaccurate.

- iii. The Purchasing Agency shall provide written notice of any such alleged invoicing issue and the Contractor will be allowed a thirty (30) day cure period to address any such issue. During the thirty (30) day cure period, the Purchasing Agency will not be assessed any late fees for failure to submit payment by the invoice due date.
- iv. Failure on the Contractor's part to maintain accurate invoicing shall result in a \$25.00 per instance credit on the following month's invoice.

d. Reporting

i. Service Level Calculations

- 1. At the discretion of the Purchasing Agency, Contractor shall produce reports that can be measured against the required SLA components.

ii. Periodic Reporting. Contractor shall provide periodic reporting to all Purchasing Entities upon request. The reports shall be provided on a quarterly basis, or at the discretion of the Purchasing Agency.

1. The report shall include the following:

- a. Number of Service Calls placed;
- b. Response Time per Device;
- c. Dates that Preventative Maintenance was performed, if applicable; and
- d. Estimated end of Useful Life per Device, based on current usage.

2. The report may include, but not be limited to, the following:

- a. Location of Devices;
- b. Click usage per Device; and
- c. EPEAT certification level of each Device.

**Security Requirements**

1. Network and Data Security

- a. Devices may be configured to include a variety of data security features. The set-up of such features shall be at the discretion of the Purchasing Agency, and all costs associated with their implementation must be conveyed by Contractor prior to Order placement.
- b. Contractor will not be permitted to download, transfer, or access print data stored on the Device in either hard drive or chip memory. Only system management accessibility will be allowed.

2. Sensitive Information. Sensitive information that is contained in any Legacy Devices

or applications shall be encrypted if practical. In addition, sensitive data will be encrypted in all newly developed applications. Sensitive information shall be defined by the Purchasing Agency.

3. Data Breach. Contractor shall have an incident response process that follows National Institute of Standards and Technology (NIST) standards as referenced in the NIST Computer Security Incident Handling Guide, which can be downloaded at <https://www.nist.gov/publications/computer-security-incident-handling-guide>, and it shall include, at a minimum, breach detection, breach notification, and breach response. Further, Contractor shall notify the impacted Purchasing Entity within 72 hours of learning of such breach.
4. Hard Drive Removal and Surrender
  - a. Contractor shall ensure that all hard drive data is cleansed and purged (if capable) from the Device at the end of its Useful Life, or when any hard drive leaves the Purchasing Agency's possession; or
  - b. At the Purchasing Agency's discretion, Contractor shall remove the hard drive from the applicable Device and provide the Purchasing Agency with custody of the hard drive before the Device is removed from the Purchasing Agency's location, moved to another location, or any other disposition of the Device. The Purchasing Agency shall then be responsible for securely erasing or destroying the hard drive.
  - c. If Contractor takes possession of any Device at a Purchasing Agency's location, then they shall also remove any ink, toner, and associated Supplies (drum, fuser, etc.) and dispose of them in accordance with applicable law, as well as environmental, and health considerations.
  - d. Hard drive sanitation shall be at no expense to the Purchasing Agency, however; Contractor may charge the Purchasing Agency a fee if the Purchasing Agency elects to keep the hard drive in their possession. Contractor must disclose the price for removal and surrender of the hard drive, prior to Order placement.
  - e. If the hard drive is not removable, or the Device does not contain a hard drive, then Contractor must convey this to the Purchasing Agency at the time of Order placement.
  - f. If Contractor is removing another Manufacturer's Devices, they are not permitted to remove the hard drive. Only the Manufacturer or their Authorized Dealer shall remove hard drives in their own Devices. Contractor shall work with the Manufacturer to ensure the requirements pursuant to this section are met.

**Group, Segment Number and Speed**

Group A – MFD, A3	
Segment	PPM
2	20 – 30
3	31 – 40
4	41 – 50
5	51 – 60
6	61 – 70
7	71 – 90

Group B – MFD, A4	
Segment	PPM
1	Up to 20
2	21 – 30
3	31 – 40
4	41 – 50
5	51 – 60
6	61+

Group C – Production Equipment	
Segment	PPM
1	65 – 79
2	80 – 89
3	90 – 110
4	111 – 130
5	131+

Group D – Single-function Printers	
Segment	PPM
1	Up to 20
2	21 – 40
3	41 – 60
4	61+

Group E – Large/Wide Format Equipment			
Segment	A1 or D Size PPM*	Width – Office	Width - Industry
Low	0 – 3	24” – 44”	46” and higher
Medium Low	4 - 9	24” – 44”	46” and higher
Medium High	10 - 19	24” – 44”	46” and higher
High	20+	24” – 44”	46” and higher



Group F - Scanners	
Segment	PPM
1	10 – 29
2	30 – 49
3	50 – 69
4	70 – 89
5	90 – 110
6	111 – 130
7	131+

**Standard Lease Terms**

Financial Vehicle	Standard Terms Offered
Purchase	N/A
Fair Market Value Lease	24, 36, 48 and 60 months
Capital Lease	
Straight Lease	
Cancellable Rental	
Short-Term Rental	12 and 18 months
Group C – Production Equipment and Sub-Groups C1 and C2 Devices only. Contractor may also offer 72, 84, 96, 108, and 120-month lease and rental rates for Group C and Sub-Groups C1 and C2 Devices only.	

## AGENCY INSTRUCTIONS

1. Uniform Request for Quotes. Purchasing Agency shall complete all information in Section 1, Uniform Request for Quotes. Price quotes are due within five (5) work days unless otherwise specified. Price quotes received after the due date are non-responsive and may be rejected by the agency.

[https://spo.hawaii.gov/wp-content/uploads/2023/04/24-16\\_Uniform-Request-for-Quotes-1.docx](https://spo.hawaii.gov/wp-content/uploads/2023/04/24-16_Uniform-Request-for-Quotes-1.docx)

2. For all devices PURCHASED, LEASED (Fair Market Value, Capital and Straight), RENTED (Cancellable and Short-term), and inclusion of Accessories, Software, Consumable Supplies, Managed Print Services and/or Maintenance Agreements, the Purchasing Agency shall encourage competition with non-restrictive specifications.

- a. The Purchasing Agency is required to solicit a minimum number of written quotations as follows:
  - i. Solicit a price quote from (1) or more different Contractors if the total expenditure is less than \$15,000.
  - ii. Solicit a price quote from (2) or more different Contractors of the awarded group if the total expenditure is more than \$15,000.
- b. Purchasing Agency shall indicate all accessories, software, consumable supplies, maintenance agreement or managed print services (sample MPS - [https://spo.hawaii.gov/wp-content/uploads/2024/05/Price-List-24-16\\_MPS.docx](https://spo.hawaii.gov/wp-content/uploads/2024/05/Price-List-24-16_MPS.docx)), if any. Other samples may be found in each Contractor's NASPO URL.

- c. Contractor Awarded Group

Contractor	Awarded Group					
	Group A	Group B	Group C	Group D	Group E	Group F
HP	Yes	Yes	No	Yes	Yes	Yes
Konica	Yes	Yes	Yes	Yes	Yes	Yes
Ricoh	Yes	Yes	Yes	Yes	Yes	Yes
Sharp	Yes	Yes	No	Yes	No	Yes
Toshiba	Yes	Yes	No	Yes	Yes	No
Xerox	Yes	Yes	Yes	Yes	Yes	Yes

- d. For any Lease Agreement, Maintenance Agreement, Statement of Work, License Agreement or other, the document(s) shall reference the SPO Price List and Master Agreement Number.
- e. Basis of Award. Purchasing Agency may award on best value. Best value means the most advantageous offer determined by evaluating and comparing all relevant criteria, in addition to price, so that the offer meeting the overall combination that best serves the State is selected. These criteria may include, but not limited to, the total cost of ownership, performance history of the vendor, quality of goods, warranties, services, or construction, delivery, and proposed technical performance. The agency shall justify in writing, and document kept in the procurement file, when not selecting the lowest quote.
- f. Form SPO-010, Record of Procurement is optional if the total contract value is under \$5,000 when leasing, renting and purchasing single or multiple devices.

If the contract value is \$5,000 or greater, form SPO-010 is required to be completed and approved by the Procurement Officer.

- g. Purchasing Agency shall confirm if the contractor/dealer is electing to include property tax in the lease and rental rates, or if it would be billed separately.
  - h. Recommended:
    - i. Purchasing Agency should consider a device demonstration or visit the showroom. Agency may also want to consider asking for references to find out issues with device and/or service. (note – agency should consider a quote due date with reasonable about of time)
    - ii. Purchasing Agency should allow a site visit for the contractor/dealer and confirm if there are any excess installation charges. (note, Prior to Order Acceptance, Contractor must advise Agency of any specialized installation and site requirements). (note – agency should consider a quote due date with reasonable about of time)
    - iii. Purchasing Agency should consider higher EPEAT standards of the device. (note Remanufactured and Refurbished Equipment is not required to be EPEAT registered or Energy Star Compliant).
    - iv. End User Training. An initial one hour training free of charge can be conducted via one of the following delivery methods: on-site, web-based, or on-line. Delivery method is at the Contractor's sole discretion.
    - v. Purchasing Agency should consider asking for service log of the device that will be provided which describes maintenance and repair.
    - vi. Purchasing Agency should consider asking for the device's meter count for Black & White and color combined.
    - vii. Hard Drive Removal and Surrender. If Agency will require hard drive removal, agency should confirm cost of removal. (note, some device's hard drive may not be removable).
3. It is the responsibility of the Purchasing Agency to obtain approval from Budget and Finance and the Attorney General prior to entering any financing agreements in accordance to HRS 37D.

FINANCING AGREEMENT. Any lease purchase agreement, installment sale agreement, loan agreement, line of credit, or other agreement of the department or, with the approval of the director, and any agency, to finance the improvement, use, or acquisition of real or personal property that is or will be owned or operated by one or more agencies of the State, the department, or any agency, or to refinance previously executed financing agreements including certificates of participation relating thereto are subject to Chapter 37D, Hawaii Revised Statutes.

4. Pricing and Specifications can be viewed on the NASPO URL on the contractor's information page. Contractor may offer state-wide promotional discounts/customer location specific discounts/bulk discounts or spot discounts which may be viewed on the contractor information page.
5. Upon award, the agency may issue a purchase order or sign the Contractor(s) lease agreement. A copy of the lease agreement is provided in the NASPO URL on the contractor information page. Contractor shall not add additional terms and conditions to the lease agreement.
6. Award Notification. After the agency issues a purchase order or executes a lease agreement, the agency shall notify the non-awarded Contractors who was the awarded contractor within five (5) work days.

7. Agency will work with Contractor for nonperformance issues. If Contractor fails cure within time specified, Purchasing Agency will complete form SPO-012 (see Vendor and Product Evaluation on page 6) and submit with all other documentation of nonperformance to Purchasing Agency's Point of Contact, who shall then email to the Executive's Point of Contact.
8. Office of Information Practices (OIP). The OIP has created model forms that may be used to request access to a government record or to reply to a requester. To download a form go to: <http://oip.hawaii.gov/forms/>. The vendor submits a *Request to Access a Government Record* form to the agency for copies of their competitor's price quotes.

The agency responds to the vendor by submitting a *Notice to Requester* form.

## **CONTRACTOR INFORMATION**



**HP INC.**

Master Agreement No. 187822

NASPO URL: <https://www.naspovaluepoint.org/portfolio/multi-function-devices-and-related-software-services-and-cloud-solutions/hp-inc/>

[www.hp.com/buy/naspoavpcopiermps](http://www.hp.com/buy/naspoavpcopiermps)

For product information, click on the above link and select the State or go directly to the HP State of Hawaii contract site at [www.hp.com/buy/hi](http://www.hp.com/buy/hi).

**For price quotes, contact HP Inc. or Authorized Resellers. If the Purchase Order is made out to HP Inc. Payments are made to HP Inc. or if the Purchase Order is made out to an Authorized Reseller, the payment is made to that authorized reseller.**

**Inside Account Manager**

Contact: Lila Castellano  
Phone: (505) 415-7264  
Email: [lila.castellano@hp.com](mailto:lila.castellano@hp.com)

Order Address:  
Attn: Public Sector Sales  
14231 Tandem Blvd.  
Austin, TX 78728

Remit To:  
HP Inc.  
PO Box 742881  
Los Angeles, CA 90074-2881  
Vendor Code: 337995-00

**Field Account Manager**

Kristen Chaney  
Phone: (310) 893-9827  
Email: [Kristen.l.chaney@hp.com](mailto:Kristen.l.chaney@hp.com)

HP Inc. Accounting Dept:  
Luis Guevara  
(844) 570-7958  
[Luis.guevara@hp.com](mailto:Luis.guevara@hp.com)

**Customer Support HP Inc.**  
(800) 727-2472

**HP Business Tech Support:**  
800) 334-5144 - (24/7)

**HP Elite Support:**  
(866) 625-1175- (24/7)

**State and Local Government and Education (SLED) Customer Support**

For order status, Returns and order modifications, please call us or send us an email to: PS Customer Support Phone: 1- 800-727-2472 Opt. 2, 2, 2. PS Customer Support email: [DirectSLEDPacificWest@hp.com](mailto:DirectSLEDPacificWest@hp.com)

**Authorized Dealers:**

**Pacific Technology Solutions, LLC**

2100 N Nimitz Hwy  
Honolulu, HI 96819  
Vendor Code: 31405300  
Contact: Michael Hirai  
Phone: (808) 848-0000  
Email: [mhirai@network2000-hi.com](mailto:mhirai@network2000-hi.com)

**GovConnection, Inc. dba Connection**

PO Box 536477  
Pittsburgh, PA 15253-5906  
Vendor Code: 27241800  
Contact: Brianna Pappas  
Phone: (800) 800-0019  
Email: [Brianna.pappas@connection.com](mailto:Brianna.pappas@connection.com)

**PC Specialists, Inc. dba Technology Integration Group**

1003 Bishop St, Ste 1250  
Honolulu, HI 96813  
Vendor Code: 25604801  
Contact: Mary Manalo  
Phone: (808) 524-6652 x1560  
Email: [mary.manalo@tig.com](mailto:mary.manalo@tig.com)



**KONICA MINOLTA**  
**KONICA MINOLTA BUSINESS SOLUTIONS USA INC.**  
 Master Agreement No. 187962

NASPO URL: <https://www.naspo.valuepoint.org/portfolio/multi-function-devices-and-related-software-services-and-cloud-solutions/konica-minolta-business-solutions-usa-inc/>

Konica Minolta Business Solutions USA Inc Contact: Joseph Cernie Address: 1595 Spring Hill Rd, Vienna, VA 22182 Phone: (602)-531-3636 Email: <a href="mailto:Jcernie@kmb.s.konicaminolta.us">Jcernie@kmb.s.konicaminolta.us</a>	Remit Payment for Lease,:  Integrated Business Solutions of Hawaii 99-1046 Iwaena St Aiea, HI 96701	Purchase Order, Rental and Maintenance:  Konica Minolta Business Solutions c/o Applicable Authorized Dealer Listed Below
--	--	---

**Agencies shall contact Konica's Authorized Dealers listed by for price quotes. For Oahu, the agency may send their request to Electronic Business Machines, Inc. or to Integrated Business Solutions of Hawaii, Inc. (IBSOH)**

**Oahu**

Integrated Business Solutions of Hawaii  
 99-1046 Iwaena St  
 Aiea, HI 96701  
 Vendor Code: 32856600  
 Contact: Max Belhaj  
 Phone: (808) 545-5540 Fax: (808) 488-7788  
 Email: [Naspo@businessolutionshi.com](mailto:Naspo@businessolutionshi.com)

**Kona**

Integrated Business Solutions of Hawaii  
 74-5599 Luhia St. Suite D3  
 Kailua-Kona, HI 96740  
 Payment is made to the Oahu Address  
 Vendor Code: 32856600  
 Contact: Max Belhaj  
 Phone: (808) 545-5540 Fax: (808) 488-7788  
 Email:  
[Naspo@businessolutionshi.com](mailto:Naspo@businessolutionshi.com)

**Hilo**

Integrated Business Solutions of Hawaii  
 113 Anela Street  
 Hilo, HI 96720  
 Payment is made to the Oahu Address  
 Vendor Code: 32856600  
 Contact: Max Belhaj  
 Phone: (808) 545-5540  
 Fax: (808) 488-7788  
 Email:  
[Naspo@businessolutionshi.com](mailto:Naspo@businessolutionshi.com)

**Maui**

Maui Office Machines  
 280 Hookahi St.  
 Wailuku, HI 96793-1452  
 Vendor Code: 2454300  
 Contact: Nic Trudeau  
 Phone: (808) 242-8640 x224  
 Fax: (808) 242-8642  
 Email: [Naspo@businessolutionshi.com](mailto:Naspo@businessolutionshi.com)

**Molokai**

Maui Office Machines  
 280 Hookahi St  
 Wailuku, HI 96793  
 Vendor Code:  
 Contact: Nic Trudeau  
 Phone: (808) 242-8640 x224  
 Fax: (808) 242-8642  
 Email:  
[Naspo@businessolutionshi.com](mailto:Naspo@businessolutionshi.com)

**Kauai**

Integrated Business Solutions of Hawaii  
 3399 Elima St  
 Lihue, HI, 96766  
 Payment is made to the Oahu Address  
 Vendor Code: 32856600  
 Contact: Max Belhaj  
 Phone: (808) 545-5540  
 Fax: (808) 488-7788  
 Email:  
[Naspo@businessolutionshi.com](mailto:Naspo@businessolutionshi.com)

# RICOH

imagine. change.

RICOH USA, INC.  
Master Agreement No. 187846

NASPO URL: <https://www.naspo.valuepoint.org/portfolio/multi-function-devices-and-related-software-services-and-cloud-solutions/ricoh-usa-inc/>

Remit Payment for Lease & Rental

Ricoh USA, Inc.  
P.O. Box 650073  
Dallas, TX 75265-0073  
Vendor Code: 323368-00

Remit Payment for Purchase

Ricoh USA, Inc.  
P.O. Box 31001-0850  
Pasadena, CA 91110-08503  
Vendor Code: 32431200

**Agencies shall request their price quote via email to: [Ricoh.WSCA.Hawaii@ricoh-usa.com](mailto:Ricoh.WSCA.Hawaii@ricoh-usa.com). Payments are made to Ricoh USA, Inc.**

**Authorized Dealers:**

**Oahu**

Tem Bayardelger (DOE, UH)  
Mark Chase (BSM)  
680 Iwilei Rd. Ste. 550  
Honolulu, HI. 96817  
**Phone:** (808) 275-2464  
**Fax:** (808) 275-2480  
**Email:** [temuulen.bayardelger@ricoh-usa.com](mailto:temuulen.bayardelger@ricoh-usa.com) /  
[mark.chase@ricoh-usa.com](mailto:mark.chase@ricoh-usa.com)

**Oahu**

Steve Merrill (SLG)  
Mark Chase (BSM)  
680 Iwilei Road Suite 550  
Honolulu, HI 96817  
**Phone:** (808) 275-2417 / (808) 275-2474  
**Email:** [steven.merrill1@ricoh-usa.com](mailto:steven.merrill1@ricoh-usa.com) /  
[mark.chase@ricoh-usa.com](mailto:mark.chase@ricoh-usa.com)

**Maui**

Antoinette Hunter / Mark Chase (BSM)  
220 Imi Kala Street  
Wailuku, HI. 96793  
**Phone:** (808) 244-5236  
**Fax:** (808) 275-2480  
**Email:** [antoinette.hunter@ricoh-usa.com](mailto:antoinette.hunter@ricoh-usa.com) /  
[mark.chase@ricoh-usa.com](mailto:mark.chase@ricoh-usa.com)

**Kauai**

Marcos Calderon/Mark Chase (BSM)  
4620 Rice St.  
Lihue, HI. 96766  
**Phone:** (808) 246-9531 x2472  
**Fax:** (808) 246-9498  
**Email:** [marcos.calderon@ricoh-usa.com](mailto:marcos.calderon@ricoh-usa.com) /  
[mark.chase@ricoh-usa.com](mailto:mark.chase@ricoh-usa.com)

**Hawaii (Hilo)**

Damion Clark / Mark Chase (BSM)  
1032 Kilauea Ave  
Hilo, HI. 96720  
**Phone:** (808) 275-2453  
**Fax:** (808) 935-7639  
**Email:** [damion.clark@ricoh-usa.com](mailto:damion.clark@ricoh-usa.com) /  
[mark.chase@ricoh-usa.com](mailto:mark.chase@ricoh-usa.com)

**Hawaii (Kona)**

Damion Clark / Mark Chase (BSM)  
73-4786 Kanalani  
Kailua-Kona, HI. 96740  
**Phone:** (808) 329-6184  
**Fax:** (808) 329-5355  
**Email:** [damion.clark@ricoh-usa.com](mailto:damion.clark@ricoh-usa.com) /  
[mark.chase@ricoh-usa.com](mailto:mark.chase@ricoh-usa.com)





**SHARP ELECTRONICS CORPORATION**

Master Agreement No. 188627

NASPO URL: <https://www.naspo.valuepoint.org/portfolio/multi-function-devices-and-related-software-services-and-cloud-solutions/sharp-electronics-corporation/>

Ryan Kirchoff  
Government & Major Account Manager  
Phone: (303) 588-0908  
[kirchoffR@sharpsec.com](mailto:kirchoffR@sharpsec.com)

Remit Payment for Lease & Rental

Sharp Electronics Corporation  
Dept. CH 14272  
Palentine, IL 60055-4272  
Vendor Code: 337240-00

**Agencies shall contact Sharp's Authorized Dealers listed below for price quotes. Payments are made to Sharp Electronics Corporation.**

**Hilo, Kauai, Kona, Maui, Oahu**

Maunakea Integrated Solutions, Powered by  
Pacific Office Automation  
155 Kapalulu PI #220  
Honolulu, HI 96819  
Contact: Palani Correa  
Phone: (808) 208-1036  
Fax: (808) 200-0008  
Email: [Palani.Correa@PacificOffice.com](mailto:Palani.Correa@PacificOffice.com)

**Oahu**

Integrated Business Solutions of Hawaii  
99-1046 Iwaena Street  
Aiea, HI 96701  
Contact: Mike Murray  
Phone: (808) 545-5540  
Fax: (808) 488-7788  
Email: [mike@businesssolutionshi.com](mailto:mike@businesssolutionshi.com)

**Kona & Hilo**

Integrated Business Solutions of Hawaii  
74-5598 Luhia St. #105P  
Kailua-Kona, HI 96740  
Contact: Mike Murray  
Phone: (808) 545-5540  
Email: [mike@businesssolutionshi.com](mailto:mike@businesssolutionshi.com)

**Maui**

Integrated Business Solutions of Hawaii, dba Maui  
Office Machines  
280 Hookahi St.  
Wailuku, HI 96793-1452  
Contact: Mike Murray  
Phone: (808) 545-5540  
Fax: (808) 488-7788  
Email: [mike@businesssolutionshi.com](mailto:mike@businesssolutionshi.com)

**Kauai**

S&S Business Machines Inc.  
3088-A Aukele Street  
Lihue, HI 96766  
Contact: Leroy Sakaguchi  
Phone: (808) 245-9549  
Fax: (808) 245-8633  
Email: [ssbmi@usa.net](mailto:ssbmi@usa.net)

# TOSHIBA

**TOSHIBA AMERICA BUSINESS SOLUTIONS, INC.**

Master Agreement No. 188037

NASPO URL: <https://www.naspovaluepoint.org/portfolio/multi-function-devices-and-related-software-services-and-cloud-solutions/toshiba-america-business-solutions/>

Sales Contact: Eric Manlapit  
Phone: (800) 844-4507 (*toll free*); (808) 834-3636 (*direct*)  
Fax: (800) 987-6871 (*toll free*); (808) 839-1880 (*direct*)  
Email: [eric.manlapit@tabs.toshiba.com](mailto:eric.manlapit@tabs.toshiba.com)

Remit Payment and PO for Lease,  
Rental, & Purchase:

Toshiba Business Solutions  
590 Paiea St Ste A  
Honolulu, HI. 96819  
Vendor Code: 318611-00

Accounting: Joy Matsukawa  
Phone: (800) 844-4507 (*toll free*); (808) 834-3636 (*direct*)  
Email: [joy.matsukawa@tbs.toshiba.com](mailto:joy.matsukawa@tbs.toshiba.com)

Technical Support (800) 867-1790 (*toll free*); (808) 834-3636 (*direct*)

## **Authorized Dealers:**

### **Toshiba Business Solutions - Oahu**

590-A Paiea Street  
Honolulu, HI. 96819  
Sales Contact: Eric Manlapit  
Phone: (808) 834-3636  
Fax: (808) 839-1880  
Email: [eric.manlapit@tabs.toshiba.com](mailto:eric.manlapit@tabs.toshiba.com)

### **Toshiba Business Solutions - Maui**

590-A Paiea Street  
Honolulu, HI. 96819  
Sales Contact: Eric Manlapit  
Phone: (808) 834-3636  
Fax: (808) 839-1880  
Email: [eric.manlapit@tabs.toshiba.com](mailto:eric.manlapit@tabs.toshiba.com)

### **Toshiba Business Solutions - Hilo**

590-A Paiea Street  
Honolulu, HI. 96819  
Sales Contact: Eric Manlapit  
Phone: (808) 834-3636  
Fax: (808) 839-1880  
Email: [eric.manlapit@tabs.toshiba.com](mailto:eric.manlapit@tabs.toshiba.com)

### **Toshiba Business Solutions - Kona**

590-A Paiea Street  
Honolulu, HI. 96819  
Sales Contact: Eric Manlapit  
Phone: (808) 834-3636  
Fax: (808) 839-1880  
Email: [eric.manlapit@tabs.toshiba.com](mailto:eric.manlapit@tabs.toshiba.com)

### **Toshiba Business Solutions - Kauai**

3184 Akahi Street  
Lihue, HI. 96766  
Sales Contact: Eric Manlapit  
Phone: (800) 844-4507  
Email: [eric.manlapit@tabs.toshiba.com](mailto:eric.manlapit@tabs.toshiba.com)



**XEROX CORPORATION**  
Master Agreement No. 187800

NASPO URL: <https://www.naspo.valuepoint.org/portfolio/multi-function-devices-and-related-software-services-and-cloud-solutions/xerox-corporation/>

Remit Payment for Xerox Corporation  
Lease, Rental & P.O. Box 7405  
Purchase Pasadena, CA 91109-7405  
Vendor Code: 008492-00

**Xerox Sales Office - Oahu**

700 Bishop Street, Suite 1200  
Honolulu, HI 96813  
Phone: (808) 543-6250  
Fax: (808) 543-6233

**Xerox Director of Sales – Government**

**Lisa Ma**  
Phone: (808) 543-6226  
Email: [lisa.ma@xerox.com](mailto:lisa.ma@xerox.com)

Agencies shall request their price quote via email to: [xeroxhawaii.sales@xerox.com](mailto:xeroxhawaii.sales@xerox.com)  
Or via fax on Oahu: (808) 543-6233

**Xerox Sales Office - Oahu**

**Steven Fukuda**  
Phone: (808) 543-6229  
Email: [steven.fukuda@xerox.com](mailto:steven.fukuda@xerox.com)

**Xerox Sales Office – Hilo**

**Lance Takai**  
Phone: (808) 885-7460  
Email: [lance.takai@xerox.com](mailto:lance.takai@xerox.com)

**Marlo Nakata**  
Phone: (808) 543-9186  
Email: [marlo.nakata@xerox.com](mailto:marlo.nakata@xerox.com)

**Susanne Souza**  
Phone: (808) 933-7007  
Email: [susanne.souza@xerox.com](mailto:susanne.souza@xerox.com)

**Randal Hashimoto**  
Phone: (808) 543-9179  
Email: [randal.hashimoto@xerox.com](mailto:randal.hashimoto@xerox.com)

**Xerox Sales Office – Kona**  
**Cindy Stewart**  
Phone: (808) 329-9533  
Email: [cindy.stewart@xerox.com](mailto:cindy.stewart@xerox.com)

**Michelle Bishop**  
Phone: (808) 543-6235  
Email: [michelle.bishop@xerox.com](mailto:michelle.bishop@xerox.com)

**Xerox Sales Office – Maui**  
**Gage Beerer**  
Phone: (808) 572-4858  
Email: [gage.beerer@xerox.com](mailto:gage.beerer@xerox.com)

**Reese Kato**  
Phone: (808) 543-9143  
Email: [reese.kato@xerox.com](mailto:reese.kato@xerox.com)

**Xerox Sales Office – Kauai**  
**Calah Rodero**  
Phone: (808) 245-3511  
Email: [Calah.Rodero@xerox.com](mailto:Calah.Rodero@xerox.com)