

# COOPERATIVE AGREEMENT USER INSTRUCTIONS

\*\*\*NON-MANDATORY\*\*\*

**\*Supplement 5\***  
*\*(Incorporates Supplements 1 – 4)\**

Effective Date: 12/01/2022

TITLE:	DESCRIPTION
<b>TITLE/DESCRIPTION:</b>	Copiers and Managed Print Services (NASPO ValuePoint)
<b>CONTRACT NUMBERS:</b>	7-19-70-46-01 Canon U.S.A., Inc.
	7-19-70-46-02 HP Inc. dba HP Computing and Printing Inc.
	7-19-70-46-03 Konica Minolta Business Solutions U.S.A., Inc.
	7-19-70-46-04 Kyocera Document Solutions America, Inc.
	7-19-70-46-05 Lexmark International, Inc.
	7-19-70-46-06 Ricoh USA, Inc.
	7-19-70-46-07 Sharp Electronics Corporation
	7-19-70-46-08 Toshiba America Business Solutions, Inc.
	7-19-70-46-09 Xerox Corporation
<b>CONTRACT TERM:</b>	Various through <b>*07/31/2024*</b> <del>[12/31/2022]</del> (Refer to Attachment A)
<b>CONTRACT CATEGORY:</b>	IT Goods IT Services
<b>MAXIMUM ORDER LIMIT:</b>	State Agencies: <b>[\$1,500,000]</b> (Refer to Section 6.B) Local Agencies: Unlimited
<b>FOR USE BY:</b>	State and Local Governmental Agencies (Refer to Section 2)
<b>STATE CONTRACT ADMINISTRATOR:</b>	Yolanda Tutt (279) 946-8401 <a href="mailto:Yolanda.Tutt@dgs.ca.gov">Yolanda.Tutt@dgs.ca.gov</a>

Ordering Agencies are instructed to carefully review these User Instructions in their entirety. For questions, please contact the State Contract Administrator and reference the "Title/Description" and/or Contract Number listed above. Changes to this document will be issued through a User Instructions Supplement.

ORIGINAL ON FILE  
 Yolanda Tutt, State Contract Administrator

## SUMMARY OF CHANGES

All changes to most recent Supplement are in ***bold red italic***. Additions are enclosed in asterisks; deletions are enclosed in brackets. To obtain copies of previous User Instructions, please contact the State Contract Administrator listed in Section 4 (Contract Administrator).

Supplement Number	Description/Sections	Supplement Effective Date
<b><i>*5*</i></b>	<p><b><i>*Supplement 5 replaces and supersedes previous User Instructions version. Revisions include:</i></b></p> <ul style="list-style-type: none"> <li>• <b><i>Cover Page, Section 3.A (Contract Term) and Attachment A – Agreement expiration date revised to 07/31/2024.</i></b></li> <li>• <b><i>Cover Page (Maximum Order Limit) – Updated.</i></b></li> <li>• <b><i>Section 6.C (Order Limits/Dollar Thresholds) – Updated language.*</i></b></li> </ul>	<b><i>*12/01/2022*</i></b>
4	<p>Supplement 4 replaces and supersedes previous User Instructions version. Revisions include:</p> <ul style="list-style-type: none"> <li>• Section 3.A (Contract Term) – Updated year.</li> <li>• Attachment A (Contractor Information) – Updated 7-19-70-46-05 (Lexmark International, Inc.) Contract Administrator Contact Information.</li> </ul>	6/13/2022
3	<p>Supplement 3 replaces and supersedes previous User Instructions version. Revisions include:</p> <ul style="list-style-type: none"> <li>• <u>Cover Page and Attachment A</u> – Agreement expiration date revised to 12/31/2022 for the following contractors: <ul style="list-style-type: none"> <li>○ 7-19-70-46-04 (Kyocera Document Solutions America, Inc.)</li> <li>○ 7-19-70-46-07 (Sharp Electronics Corporation)</li> <li>○ 7-19-70-46-08 (Toshiba America Business Solutions, Inc.)</li> </ul> </li> </ul>	12/23/2021

COOPERATIVE AGREEMENT USER INSTRUCTIONS  
Copiers and Managed Print Services

Supplement Number	Description/Sections	Supplement Effective Date
2	<p>Supplement 2 replaces and supersedes previous User Instructions version. Revisions include:</p> <ul style="list-style-type: none"> <li>• <u>Cover Page and Section 4 (Contract Administrator)</u> – State Contract Administrator phone number revised to (279) 946-8401.</li> <li>• <u>Cover Page and Attachment A</u> – Agreement expiration date revised to 12/31/2022 for the following contractors: <ul style="list-style-type: none"> <li>○ 7-19-70-46-01 (Canon U.S.A., Inc.)</li> <li>○ 7-19-70-46-02 (HP Computing and Printing Inc.)</li> <li>○ 7-19-70-46-05 (Lexmark International, Inc.)</li> <li>○ 7-19-70-46-06 (Ricoh USA, Inc.)</li> <li>○ 7-19-70-46-09 (Xerox Corporation)</li> </ul> </li> </ul> <p><u>Attachment A</u> – Konica Minolta contract administrator contact information revised.</p>	11/29/2021
1	<p>Supplement 1 replaces and supersedes previous User Instructions version. Revisions include:</p> <ul style="list-style-type: none"> <li>• Page 1 - <b>Contract Numbers</b> section is revised to add Cooperative Agreement No. 7-19-70-46-05 with Lexmark International, Inc.</li> <li>• Page 1 - <b>Contract Term</b> section is corrected to reflect December 31, 2021 expiration date.</li> <li>• <b>Section 5. D. Restricted/Disallowed Products and Services (State Agencies Only)</b> is revised to add subpart 3) regarding compliance with Management Memo 19-03 titled State Agency Printing Operations.</li> <li>• Attachment A is revised to add Cooperative Agreement No. 7-19-70-46-05 with Lexmark International, Inc.</li> </ul>	01/30/2020
N/A	Original User Instructions posted.	12/30/2019

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## USER INSTRUCTIONS

### 1. SCOPE AND OVERVIEW

- A. The Department of General Services, Procurement Division (DGS-PD) has established a California Participating Addendum (hereafter referred to as “California Cooperative Agreement” or “Cooperative Agreement”) with individual Contractors (as noted on page 1) for use of the Copiers and Managed Print Services Master Agreements executed by the State of Colorado.
- B. These Cooperative Agreements provide state and local governmental agencies the opportunity to acquire products and services in accordance with the instructions provided herein and the terms and conditions outlined in the individual Cooperative Agreements. Attachment A identifies specific Cooperative Agreement information for each Contractor.
- C. User Instructions incorporate information contained in the lead state master agreements posted on the NASPO ValuePoint website. Ordering Agencies are encouraged to review these agreements in detail prior to processing transactions under this portfolio.
- D. Note: Unless otherwise specified within this document, the term “Ordering Agencies” will refer to all state agencies and local governmental agencies eligible to utilize these agreements. Ordering and usage instructions exclusive to state or local governmental agencies shall be identified within each section.

### 2. CONTRACT AVAILABILITY

#### A. State Agencies

- 1) Use of these agreements is non-mandatory for California state agencies.
- 2) Refer to Section 5.D (Restricted/Disallowed Products and Services) for more information.

#### B. Local Governmental Agencies

- 1) Use of these agreements is optional for local governmental agencies.
- 2) Local governmental is defined as any city, county, city and county, district, or other local governmental body, school district or corporation empowered to expend public funds.
- 3) While the DGS-PD makes this contract available to local governmental agencies, each local governmental agency shall determine whether use of these agreements is consistent with its procurement policies and regulations.

**3. CONTRACT TERM**

- A. The term of these California Cooperative Agreements is from the date of the State’s approval through **\*July 31, 2024\*** ~~[December 31, 2022]~~, or upon termination by the State, whichever occurs first. Refer to Attachment A for individual agreement term dates.
  
- B. Order placement and execution shall be on or before the expiration of the California Cooperative Agreement. However, delivery of products or completion of services may be after the California Cooperative Agreement expiration date.

**4. CONTRACT ADMINISTRATOR**

- A. DGS-PD and the Contractor(s) have assigned contract administrators as single points of contact for problem resolution and related contract issues.
  
- B. The State Contract Administrator for these agreements is:

Administrator Information	State Contract Administrator
Name:	Yolanda Tutt
Telephone:	(279) 946-8401
Email:	<a href="mailto:Yolanda.Tutt@dgs.ca.gov">Yolanda.Tutt@dgs.ca.gov</a>
Address:	DGS, Procurement Division 707 Third Street, 2nd Floor, MS 2-202 West Sacramento, CA 95605

- C. Contractor Contract Administrator contact information is outlined in Attachment A.

**5. CONTRACT INFORMATION**

**A. Lead State Master Agreements (NASPO ValuePoint Base Contracts)**

California Cooperative Agreements are based on some or all of the products, services, and prices from the NASPO ValuePoint Copiers and Managed Print Services Master Agreements issued by the State of Colorado. State of Colorado master agreements and Contractor price lists are posted on the [NASPO ValuePoint Portfolio website](https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/) (https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/)

**B. California Cooperative Agreements (Participating Addendum Documents)**

California Cooperative Agreements and related documents are posted in [Cal eProcure](https://caleprocure.ca.gov/pages/LPASearch/lpa-search.aspx) (https://caleprocure.ca.gov/pages/LPASearch/lpa-search.aspx). Direct links to each agreement in Cal eProcure are found in Attachment A.

**C. Available Products and Services**

- 1) These Cooperative Agreements provide for the procurement of A3 Multifunction Devices (MFD's), A4 MFD's, Production Equipment, Single-function Printers, Large/Wide Format Equipment, Scanners, Software, Supplies, Managed Print Services, Maintenance and other Products and Services. **Section 4. Statement of Work** contained in each lead state master agreement includes a detailed description of available products and services.
- 2) Available equipment is grouped as follows:

<b>Group</b>	<b>Device</b>
A	A3 MFD's (Black and White [B&W] and Color/B&W)
B	A4 MFD's (B&W and Color/B&W)
C	Production Equipment (B&W and Color/B&W)
D	Single-function Printers (B&W and Color/B&W)
E	Large/Wide Format Equipment (B&W and Color/B&W)
F	Scanners

- 3) Attachment A identifies product and service categories awarded to each Contractor.

**D. Restricted/Disallowed Products and Services (State Agencies Only)**

- 1) The following products or services are prohibited for purchase by state agencies under this Participating Addendum. These restrictions do not apply to local governmental entities.
  - a) Leasing and Rental Options
  - b) Products:
    - i) Remanufactured Equipment
    - ii) Imaging equipment that does not meet or exceed Electronic Product Environmental Assessment Tool (EPEAT) Silver
    - iii) Imaging equipment that is not Energy Star certified
    - iv) Software containing "click wrap" Agreements
    - v) Not Specifically Priced (NSP) items not listed or priced in NVP Price Lists
  - c) Services:
    - i) Mail Room Services
    - ii) Network and Data Security
    - iii) Records Management



- 2) Product and service categories available on mandatory California statewide contracts cannot be purchased from this Participating Addendum by State agencies without an exemption. State agencies are responsible for obtaining an exemption from DGS prior to issuing a purchase order. This restriction is not applicable to local governments.
- 3) Pursuant to [Management Memo 19-03](https://www.dgs.ca.gov/-/media/Divisions/OSP/PPR/Memos/MM19-03.pdf?la=en&hash=542A8AFADAE40F3D840DBCC33B3EDDFDCB842A9E) (<https://www.dgs.ca.gov/-/media/Divisions/OSP/PPR/Memos/MM19-03.pdf?la=en&hash=542A8AFADAE40F3D840DBCC33B3EDDFDCB842A9E>) titled State Agency Printing Operations, state agencies are required to obtain Office of State Publishing approval prior to acquiring a piece of printing equipment valued in excess of \$50,000.

#### **E. Contractor Pricing**

- 1) Copier pricing is based on a discount off manufacturer's retail price (MSRP).
- 2) Managed Print Services pricing is based on a click charge.
- 3) Contractor price lists are posted on [NASPO ValuePoint Copier and Managed Print Services website](https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/) (<https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/>).
- 4) Contractors may offer greater discounts and/or lower prices than those published in their price list.

#### **F. Small Business/Disabled Veteran Business Enterprise Participation**

- 1) State agencies are able to claim credit towards their Small Business (SB) or Disabled Veteran Business Enterprise (DVBE) goals whenever a commercially useful function is performed by a certified SB or DVBE.
- 2) Any California SB and or DVBE certifications possessed by the Prime Contractor are shown in Attachment A.
- 3) State agencies must verify certifications on [Cal eProcure](https://caleprocure.ca.gov/pages/PublicSearch/supplier-search.aspx) (<https://caleprocure.ca.gov/pages/PublicSearch/supplier-search.aspx>).
- 4) When utilizing a SB or DVBE, state agencies must review the activities to be performed to assure that the firm performs a "commercially useful function" as defined by Title 2 CCR section 1896.71(b).
- 5) If issuing an order to a DVBE firm, state agencies must obtain a Disabled Veteran Business Enterprise Declaration (STD. 843).

**G. DGS Administrative Fee**

Ordering Agencies will not be charged the DGS Administrative fee nor will they be invoiced by the Contractor(s) for use of these agreements.

**6. CONTRACT USAGE/RULES**

**A. Adherence to Applicable Laws (State Agencies Only)**

State agencies must adhere to all applicable state laws, regulations, policies, best practices, and purchase authority requirements (e.g., California Codes, Code of Regulations, State Administrative Manual, Management Memos, and State Contracting Manual).

**B. Purchasing Authority (State Agencies Only)**

- 1) The leveraged procurement agreement acquisition method and type for these agreements are:

Acquisition Method	Acquisition Type
Cooperative Agreements (requiring further competition within the category)	IT Goods IT Services

- 2) Prior to executing orders, state agencies must have been granted purchasing authority by DGS-PD for the use of the acquisition method and type listed above. For more information, contact the DGS-PD Purchasing Authority Management Section at [pams@dgs.ca.gov](mailto:pams@dgs.ca.gov).

**C. Order Limits/Dollar Thresholds (State Agencies Only)**

***\*Order limits for the purchase of goods and/or services is determined by the individual agency purchasing authority threshold. No order may be executed by a state agency that exceeds that agency’s purchasing authority threshold. State agencies with approved purchasing authority, along with their dollar thresholds can be obtained at the List of State Departments with Approved Purchasing Authority website ([www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/List-of-State-Departments-with-Approved-Purchasing-Authority](http://www.dgs.ca.gov/PD/Resources/Page-Content/Procurement-Division-Resources-List-Folder/List-of-State-Departments-with-Approved-Purchasing-Authority)).*\***

***~~[State agencies may execute orders, including amendments, up to the maximum order limit listed on page 1, unless otherwise specified by their approved delegated purchasing authority. Each state agency’s purchasing authority is listed by acquisition method and type on their Purchasing Authority Approval Letter (PAAL).]~~***

**D. Environmentally Preferred Purchasing (State Agencies Only)**

- 1) Pursuant to Department of Technology State's Low Power Computing Guidelines identified in Technology Letter 12-03, all imaging equipment procured by state ordering agencies shall meet or exceed Electronic Product Environmental Assessment Tool (EPEAT) level Silver. Equipment will be deemed as meeting this requirement if the equipment is found on the [EPEAT registry](https://www.epeat.net/?category=imaging&country=United+States) (<https://www.epeat.net/?category=imaging&country=United+States>) and identified as EPEAT Silver.
- 2) Pursuant to Executive Order B-18-12 and its companion Green Building Action Plan, state ordering agencies shall purchase, install, and operate Environmental Protection Agency (EPA) Energy Star certified imaging equipment. Equipment will be deemed as meeting this requirement if the equipment is found on the [USEPA Energy Star database](https://www.energystar.gov/productfinder/product/certified-imaging-equipment/results) (<https://www.energystar.gov/productfinder/product/certified-imaging-equipment/results>) and identified as Energy Star.

**E. State Agency Buy Recycled Campaign (State Agencies Only)**

- 1) State agencies are required to report purchases made within eleven product categories in the California Department of Resources Recycling and Recovery's State Agency Buy Recycled Campaign (SABRC) per Public Contract Code Sections 12200-12217.
- 2) Contractor will be required to complete and return a [Recycled-Content Certification form](https://www.calrecycle.ca.gov/contracts/forms) (<https://www.calrecycle.ca.gov/contracts/forms>) upon request by the State agency.

**F. California Seller's Permit (State Agencies Only)**

- 1) California Seller's Permit information for each Contractor is identified in Attachment A. Prior to placing orders under these agreements, state agencies should verify that permits are currently valid on [California Department of Tax and Fee Administration \(CDTFA\) website](http://www.cdtfa.ca.gov/) ([www.cdtfa.ca.gov/](http://www.cdtfa.ca.gov/)). State ordering agencies must adhere to the file documentation required in the State Contracting Manual Volume, as applicable.
- 2) When issuing an order to an authorized reseller per Section 7.B, it is the state agency's responsibility to ensure that the reseller holds a valid California Seller's Permit.

**G. Civil Rights Certification (orders ≥ \$100,000) (State Agencies Only)**

- 1) Contractors have a signed California Civil Rights Laws Attachment on file with DGS-PD.

- 2) When issuing an order to an authorized reseller listed on the Approved Authorized Reseller listing, it is the state agency's responsibility to ensure that the reseller provides a California Civil Rights Laws Attachment.

**H. Iran Contracting Act Certification (orders over \$1 million) (State Agencies Only)**

- 1) Contractors have a signed Iran Contracting Act Certification on file with the DGS-PD. Prior to award, state agency must check the "Entities Prohibited from Contracting with Public Entities in California per the Iranian Contracting Act, 2010 List" posted by DGS to confirm firm is not listed as an ineligible business.
- 2) When issuing an order to an authorized reseller listed on the Approved Authorized Reseller listing, it is the state agency's responsibility to ensure that the reseller provides an Iran Contracting Act Certification.

**I. Darfur Contracting Act Certification (State Agencies Only)**

- 1) Contractors have a signed Darfur Contracting Act Certification on file with DGS-PD.
- 2) When issuing an order to an authorized reseller listed on the Approved Authorized Reseller listing, it is the state agency's responsibility to ensure that the reseller provides a Darfur Contracting Act Certification.

**7. ORDERING PROCEDURES**

**A. Contractor Selection Process**

- 1) State Agencies

State agencies electing to use these agreements must select a Contractor using the Best Value Request for Offer (RFO) process outlined below:

- a) *Develop RFO* – Ordering Agency will develop a RFO which includes the following information, at a minimum:

- All relevant Ordering Agency contact information necessary for the Contractor to respond to the RFO
- A detailed Statement of Work listing the product/services requested
- Bidder Declaration (GSPD 05-105)
- Compliance with Environmentally Preferred Purchasing policies outlined in Section 6.D Environmentally Preferred Purchasing, as applicable
- Current Cost Analysis, as applicable

- b) *Solicit Offers* – Ordering Agency shall solicit offers from a minimum of three Contractors.

- If multiple Contractors are solicited and less than three offers are received, the Ordering Agency must document their file with the reasons why the other Contractors solicited did not respond with an offer.
  - Orders valued less than \$10,000 may be executed without obtaining multiple offers if fair and reasonable pricing has been established and documented within the procurement file.
- c) *Determine Best Value* – Ordering Agency will review all responsive offers and select a Contractor based on best value, with cost as one of the criteria.
- d) *Document Results* – Ordering Agency must document the results of the best value RFO process within the procurement file including, but not limited to, Contractors that were contacted, recap of their offers, how the selection was made and criteria for determining “best value”. Ordering Agencies have the option to use the Best Value Determination Worksheet (available in the State Contracting Manual) or the agency’s own form to document the results.
- e) *Issue Purchase Order or Service Contract*– Ordering Agency will issue purchase order or service contract to the selected Contractor in accordance with Section 7.C Purchase Order Form and Execution (Purchasing Goods) and 7.D Service Contract Form and Execution (Purchasing Services).

## 2) Managed Print Services - Current Cost Analysis

- a) Prior to developing an RFO for Managed Print Services, determine the current annual cost to operate all multifunctional copier/printer equipment by conducting a cost analysis. Refer to Attachment B – Sample Cost Analysis Worksheet. Below is a list of suggested determining factors:
- i. Total number of output devices by manufacturer (i.e., printers, multifunctional printers, fax machines, copiers, and scanners)
  - ii. Average number of annual impressions
  - iii. Useful life of device
  - iv. Useful life remaining
  - v. Initial cost of each device
  - vi. Average annual cost for supplies (excluding paper and staples)
  - vii. Average annual cost for maintenance (service, maintenance kits, rollers, labor internal help desk)

3) Local Governmental Agencies

Local governmental agencies may use the contractor selection process described in Section 7.A.1 above or other process in accordance with their procurement policies and regulations.

**B. Authorized Resellers**

- 1) State-approved Authorized Resellers accept purchase orders and payment from Ordering Agencies for products and associated services offered under the specific Contractor's California Cooperative Agreement.
- 2) Ordering Agencies may only use State-approved Authorized Resellers for soliciting offers and order execution when:
  - a) Attachment A indicates Authorized Resellers are available for use under the specific California Cooperative Agreement; and
  - b) The firm is identified on the most current Approved Authorized Reseller listing posted on the State's Cal eProcure website.
- 3) When soliciting offers from Authorized Resellers, state agencies must retain a copy of the Approved Authorized Reseller listing in the procurement file.
- 4) All orders to Authorized Resellers must contain the California Cooperative Agreement number and the Prime Contractor's name as instructed in Attachment A.

**C. Purchase Order Form and Execution (Purchasing Goods)**

All Ordering Agency purchase order documents executed under these agreements must contain the applicable California Cooperative Agreement number as shown in Attachment A.

1) State Agencies

- a) *STD 65 Purchase Documents* – State agencies not transacting in FI\$Cal must use the Purchasing Authority Purchase Order (STD 65) for purchase execution. An electronic version of the STD 65 is available at the [DGS-PD website](https://www.dgs.ca.gov/PD/Forms) (<https://www.dgs.ca.gov/PD/Forms>).
- b) *FI\$Cal Purchase Documents* – State agencies transacting in FI\$Cal will follow the FI\$Cal procurement and contracting procedures.

2) Local Governmental Agencies

Local governmental agencies may use their own purchase order document in lieu of the State's purchase order form.

#### **D. Service Contract Form and Execution (Purchasing Services)**

- 1) State agencies must execute a STD 213 – Standard Agreement and complete a STD 215 – Agreement Summary for each service contract processed under this Cooperative Agreement. Local governmental agencies shall use an equivalent contract form.
- 2) All transactions executed under this agreement shall contain the following statement. Refer to Attachment A to complete the statement:

“This service contract is subject to the provisions contained in California Cooperative Agreement Contract Number: [insert appropriate number].”

### **8. INVOICING AND PAYMENT**

#### **A. Payment Terms**

Payment terms for these agreements are net forty-five (45) days. Payment will be made in accordance with the provisions of the California Prompt Payment Act, Government Code Section 927, et seq. Unless expressly exempted by statute, the Act requires State agencies to pay properly submitted, undisputed invoices not more than forty-five (45) days after the date of acceptance of goods, performance of services, or receipt of an undisputed invoice, whichever is later.

#### **B. Payee Data Record**

State agencies not transacting in FI\$Cal, must obtain a copy of the Payee Data Record (STD 204) to process payments. State agencies forward a copy of the STD 204 to their accounting office(s). Without the STD 204, payment may be unnecessarily delayed.

#### **C. CAL-Card**

- 1) Ordering Agencies may use the CAL-Card for the payment of invoices if accepted by the Contractor. Use of the CAL-Card requires the execution of a purchase order document as referenced in Section 7.C (Purchase Order Form) and must include all required documentation applicable to the purchase.
- 2) CAL-Card is a payment mechanism, not a procurement approach and, therefore, does not relieve state agencies from adhering to all procurement laws, regulations, policies, procedures, and best practices, including those discussed in the State Contracting Manual. This includes but is not limited to the application of all sales and use tax laws, rules, and policies as applicable to the purchase.

**D. Golden State Financial Marketplace (GS \$Mart)**

Ordering Agencies may utilize financing available through DGS-PD GS \$Mart program. Program information is available on the [DGS-PD State Financial Marketplace website](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Acquisitions/State-Financial-Marketplace) (https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Acquisitions/State-Financial-Marketplace).

**9. DELIVERY AND ACCEPTANCE CERTIFICATE**

Ordering Agencies will confirm delivery, installation, and acceptance of all products by signing a Delivery and Acceptance Certificate. A sample Delivery and Acceptance Certificate is posted on each Contractor's Cal eProcure page.

**10. PROBLEM RESOLUTION/CONTRACTOR PERFORMANCE**

Ordering Agencies should first attempt to resolve complaints, issues, or disputes informally with the Contractor. If the issue or dispute cannot be resolved by the Ordering Agency, the issue may be elevated to the DGS-PD State Contract Administrator.



## ATTACHMENT A – Contractor Information

Item	Agreement Detail
<b>Cooperative Agreement</b>	7-19-70-46-01
<b>Contractor Name</b>	Canon U.S.A., Inc.
<b>Contract Term</b>	12/20/2019 through <b>*07/31/2024* [<del>12/31/2022</del>]</b>
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-46-01 webpage</a>
<b>Lead State Agreement</b>	140595
<b>Product/Service Categories</b>	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
<b>Seller's Permit Number</b>	30625725 (Refer to Section 6.F)
<b>CAL-Card Accepted</b>	Yes (Refer to Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Dave Rothauser Phone: (631) 330-5443 Email: <a href="mailto:isgbidadmin@cusa.canon.com">isgbidadmin@cusa.canon.com</a>
<b>Ordering Address</b>	Refer to Authorized Resellers
<b>Ordering Email</b>	Refer to Authorized Resellers
<b>Ordering Fax</b>	Refer to Authorized Resellers
<b>Ordering Contact</b>	Refer to Authorized Resellers
<b>Authorized Resellers</b> (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on <a href="#">Cal eProcure 7-19-70-46-01 webpage</a> .  <b>FI\$Cal Agencies:</b> Use "FI\$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI\$Cal.  <b>Non-FI\$Cal Agencies:</b> All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows:  <i>(Prime Contractor Name) c/o &lt;Authorized Reseller Name&gt; &lt;Reseller Address&gt;</i>

## ATTACHMENT A – Contractor Information

Item	Agreement Detail
<b>Cooperative Agreement</b>	7-19-70-46-02
<b>Contractor Name</b>	HP Inc. dba HP Computing and Printing Inc.
<b>Contract Term</b>	12/20/2019 through <b>*07/31/2024* [<del>12/31/2022</del>]</b>
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-46-02 webpage</a>
<b>Lead State Agreement</b>	140596
<b>Product/Service Categories</b>	Group A (A3 MFD's) Group B (A4 MFD's) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
<b>Seller's Permit Number</b>	098039144 (Refer to Section 6.F)
<b>CAL-Card Accepted</b>	Yes (Refer to Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Debra Lee Phone: (847) 537-0344 Email: <a href="mailto:Debra.lee@hp.com">Debra.lee@hp.com</a>
<b>Ordering Address</b>	HP Inc. dba HP Computing and Printing Inc. Attn: Public Sector 3800 Quick Hill Rd., Bldg. 2, Suite 100 Austin, TX 78728
<b>Ordering Email</b>	<a href="mailto:psorderprocessing@hp.com">psorderprocessing@hp.com</a> (Hardware) <a href="mailto:CMPS-US-AnalystTeam@hp.com">CMPS-US-AnalystTeam@hp.com</a> (Services)
<b>Ordering Fax</b>	(800) 825-2329
<b>Authorized Resellers</b> (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on <a href="#">Cal eProcure 7-19-70-46-02 webpage</a> .  <b>FI\$Cal Agencies:</b> Use "FI\$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI\$Cal.  <b>Non-FI\$Cal Agencies:</b> All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows:  <i>(Prime Contractor Name) c/o &lt;Authorized Reseller Name&gt; &lt;Reseller Address&gt;</i>

## ATTACHMENT A – Contractor Information

Item	Agreement Detail
<b>Cooperative Agreement</b>	7-19-70-46-03
<b>Contractor Name</b>	Konica Minolta Business Solutions U.S.A., Inc.
<b>Contract Term</b>	12/20/2019 through <b>*07/31/2024*</b> [ <del>12/31/2022</del> ]
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-46-03 webpage</a>
<b>Lead State Agreement</b>	140597
<b>Product/Service Categories</b>	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
<b>Seller's Permit Number</b>	011609084 (Refer to Section 6.F)
<b>CAL-Card Accepted</b>	Yes (Refer to Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Valarie Rock Phone: (703) 637-1516 Email: <a href="mailto:vrock@kmb.konicaminolta.us">vrock@kmb.konicaminolta.us</a>
<b>Ordering Address</b>	Konica Minolta Business Solutions U.S.A., Inc. Attn: Corporate Orders 100 Williams Drive Ramsey, NJ 07446
<b>Ordering Email</b>	<a href="mailto:corporateorders@kmb.konicaminolta.us">corporateorders@kmb.konicaminolta.us</a>
<b>Authorized Resellers</b> (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on <a href="#">Cal eProcure 7-19-70-46-03 webpage</a> .  <b>FI\$Cal Agencies:</b> Use "FI\$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI\$Cal.  <b>Non-FI\$Cal Agencies:</b> All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows:  <i>(Prime Contractor Name) c/o &lt;Authorized Reseller Name&gt; &lt;Reseller Address&gt;</i>

## ATTACHMENT A – Contractor Information

Item	Agreement Detail
<b>Cooperative Agreement</b>	7-19-70-46-04
<b>Contractor Name</b>	Kyocera Document Solutions America, Inc.
<b>Contract Term</b>	12/20/2019 through <b>*07/31/2024*</b> [ <del>12/31/2022</del> ]
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-46-04 webpage</a>
<b>Lead State Agreement</b>	140599
<b>Product/Service Categories</b>	Group A (A3 MFD's) Group B (A4 MFD's) Group D (Single-function Printers) Managed Print Services may be provided on Groups A – D, and Groups E and F, if the Ordering Agency owns the equipment
<b>Seller's Permit Number</b>	011650409 (Refer to Section 6.F)
<b>CAL-Card Accepted</b>	Yes (Refer to Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Joseph Dolce Phone: (973) 882-6085 Email: <a href="mailto:joseph.dolce@da.kyocera.com">joseph.dolce@da.kyocera.com</a>
<b>Ordering Address</b>	Kyocera Document Solutions America, Inc. Attn: National Accounts Order Entry 225 Sand Road Fairfield, NJ 07004
<b>Ordering Email</b>	<a href="mailto:natcontracts@da.kyocera.com">natcontracts@da.kyocera.com</a>
<b>Ordering Fax</b>	(973) 882-4411
<b>Authorized Resellers</b> (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on <a href="#">Cal eProcure 7-19-70-46-04 webpage</a> .  <b>FI\$Cal Agencies:</b> Use "FI\$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI\$Cal.  <b>Non-FI\$Cal Agencies:</b> All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows:  <i>(Prime Contractor Name) c/o &lt;Authorized Reseller Name&gt; &lt;Reseller Address&gt;</i>

## ATTACHMENT A – Contractor Information

Item	Agreement Detail
<b>Cooperative Agreement</b>	7-19-70-46-05
<b>Contractor Name</b>	Lexmark International, Inc.
<b>Term</b>	01/28/2020 through <b>*07/31/2024* [12/31/2022]</b>
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-46-05 webpage</a>
<b>Lead State Agreement</b>	140601
<b>Product/Service Categories</b>	Group B (A4 MFD's) Group D (Single-function Printers) Managed Print Services may be provided on Groups A – D, and Groups E and F, if the Ordering Agency owns the equipment.
<b>Seller's Permit Number</b>	100964874 (Refer to Section 6.D)
<b>CAL-Card Accepted</b>	Yes (Refer to Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Mary Beth Carter Phone: (859) 232-2116 Email: <a href="mailto:Marybeth.carter@lexmark.com">Marybeth.carter@lexmark.com</a>
<b>Ordering Address</b>	Lexmark International, Inc. Attn: Kenneth Vandre 3142 Sceptre Drive Rocklin, CA 95765
<b>Ordering Email</b>	<a href="mailto:Kenneth.vandre@lexmark.com">Kenneth.vandre@lexmark.com</a>
<b>Ordering Contact</b>	Kenneth Vandre; (916) 250-7596
<b>Authorized Resellers</b> (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on <a href="#">Cal eProcure 7-19-70-46-05 webpage</a> .  <b>FI\$Cal Agencies:</b> Use "FI\$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI\$Cal.  <b>Non-FI\$Cal Agencies:</b> All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows:  <i>(Prime Contractor Name) c/o &lt;Authorized Reseller Name&gt; &lt;Reseller Address&gt;</i>

**ATTACHMENT A – Contractor Information**

Item	Agreement Detail
<b>Cooperative Agreement</b>	7-19-70-46-06
<b>Contractor Name</b>	Ricoh USA, Inc.
<b>Contract Term</b>	12/20/2019 through <b>*07/31/2024* [<del>12/31/2022</del>]</b>
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-46-06 webpage</a>
<b>Lead State Agreement</b>	140602
<b>Product/Service Categories</b>	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
<b>Seller's Permit Number</b>	97149153 (Refer to Section 6.F)
<b>CAL-Card Accepted</b>	Yes (Refer to Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Todd Marron Phone: (971) 217-3421 Email: <a href="mailto:todd.marron@ricoh-usa.com">todd.marron@ricoh-usa.com</a>
<b>Ordering Address</b>	Ricoh USA, Inc. Attn: SLG Sales 300 Eagleview Blvd., Suite 200 Exton, PA 19341
<b>Ordering Email</b>	<a href="mailto:slgtargetedwestordersupport@ricoh-usa.com">slgtargetedwestordersupport@ricoh-usa.com</a>
<b>Authorized Resellers</b> (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on <a href="#">Cal eProcure 7-19-70-46-06 webpage</a> .  <b>FI\$Cal Agencies:</b> Use "FI\$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI\$Cal.  <b>Non-FI\$Cal Agencies:</b> All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows:  <i>(Prime Contractor Name) c/o &lt;Authorized Reseller Name&gt; &lt;Reseller Address&gt;</i>

## ATTACHMENT A – Contractor Information

Item	Agreement Detail
<b>Cooperative Agreement</b>	7-19-70-46-07
<b>Contractor Name</b>	Sharp Electronics Corporation
<b>Contract Term</b>	12/30/2019 through <b>*07/31/2024*</b> [ <del>12/31/2022</del> ]
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-46-07 webpage</a>
<b>Lead State Agreement</b>	140603
<b>Product/Service Categories</b>	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group F (Scanners) Managed Print Services may be provided on Groups A, B, C, D and F and Group E if the Ordering Agency owns the equipment
<b>Seller's Permit Number</b>	11607572 (Refer to Section 6.F)
<b>CAL-Card Accepted</b>	Yes (Refer to Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Laurie Williams Phone: (714) 371-8214 Email: <a href="mailto:WilliamsLau@sharpsec.com">WilliamsLau@sharpsec.com</a>
<b>Ordering Address</b>	Sharp Electronics Corporation Attn: Danica Bialosuknia 100 Paragon Drive Montvale, NJ 07645
<b>Ordering Email</b>	<a href="mailto:snapcustomerservice@sharpsec.com">snapcustomerservice@sharpsec.com</a>
<b>Ordering Fax</b>	(800) 445-5805
<b>Authorized Resellers</b> (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on <a href="#">Cal eProcure 7-19-70-46-07 webpage</a>  <b>FI\$Cal Agencies:</b> Use "FI\$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI\$Cal.  <b>Non-FI\$Cal Agencies:</b> All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows:  <i>(Prime Contractor Name) c/o &lt;Authorized Reseller Name&gt; &lt;Reseller Address&gt;</i>

## ATTACHMENT A – Contractor Information

Item	Agreement Detail
<b>Cooperative Agreement</b>	7-19-70-46-08
<b>Contractor Name</b>	Toshiba America Business Solutions, Inc.
<b>Contract Term</b>	12/20/2019 through <b>*07/31/2024*</b> <del>[12/31/2022]</del>
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-46-08 webpage</a>
<b>Lead State Agreement</b>	140604
<b>Product/Service Categories</b>	Group A (A3 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Wide/Large Format Equipment) Group F (Scanners) Managed Print Services may be provided on Groups A – F
<b>Seller's Permit Number</b>	97600084 (Refer to Section 6.F)
<b>CAL-Card Accepted</b>	Yes (Refer to Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Christina Fisher Phone: (949) 462-6325 Email: <a href="mailto:Christina.fisher@tabs.toshiba.com">Christina.fisher@tabs.toshiba.com</a>
<b>Ordering Address</b>	Toshiba America Business Solutions, Inc. Attn: Jacqueline Busa 25530 Commercentre Drive Lake Forest, CA 92630
<b>Ordering Email</b>	<a href="mailto:Naspo.orders@tabs.toshiba.com">Naspo.orders@tabs.toshiba.com</a>
<b>Authorized Resellers</b> (Refer to Section 7.B)	Current Approved Authorized Reseller list is posted on <a href="#">Cal eProcure 7-19-70-46-08 webpage</a>  <b>FI\$Cal Agencies:</b> Use "FI\$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI\$Cal.  <b>Non-FI\$Cal Agencies:</b> All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows:  <i>(Prime Contractor Name) c/o &lt;Authorized Reseller Name&gt; &lt;Reseller Address&gt;</i>



## ATTACHMENT A – Contractor Information

Item	Agreement Detail
<b>Cooperative Agreement</b>	7-19-70-46-09
<b>Contractor Name</b>	Xerox Corporation
<b>Contract Term</b>	12/20/2019 through <b>*07/31/2024* [<del>12/31/2022</del>]</b>
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-46-09 webpage</a>
<b>Lead State Agreement</b>	140606
<b>Product/Service Categories</b>	Group A (A3 MFD's) Group B (A4 MFD's) Group C (Production Equipment) Group D (Single-function Printers) Group E (Large/Wide Format Equipment) Managed Print Service may be provided on Groups A – E and Group F, if the Ordering Agency owns the equipment
<b>Seller's Permit Number</b>	98040852 (Refer to Section 6.F)
<b>CAL-Card Accepted</b>	Yes (Refer to Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Michelle Yoshino Phone: (714) 262-8854 Email: <a href="mailto:michelle.yoshino@xerox.com">michelle.yoshino@xerox.com</a>
<b>Ordering Information</b>	Refer to " <b>Xerox Contact List for Ordering Service and Support.xlsx</b> " posted on Cal eProcure
<b>Authorized Resellers</b> (Refer to Section 7.B)	N/A

## **ATTACHMENT B – Sample Cost Analysis Worksheet**

Sample Cost Analysis Worksheet described in Section 7 (Ordering Procedures) is posted on each Contractor Cal eProcure page.